



Data Driven CDM: Boost Your Program in 2025

Acknowledgement of Country

In the spirit of reconciliation Cubiko acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Gaagal by Miimi and Jiinda



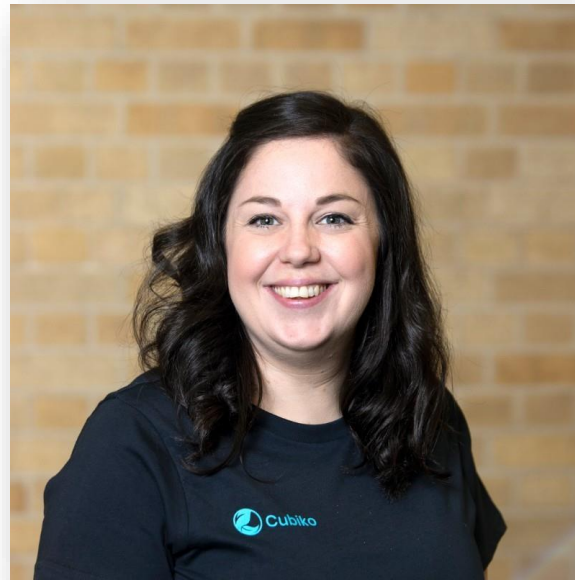
Housekeeping

- Please change your chat from 'Host and Panelists' to 'Everyone' so that everyone can join in on the conversation.
- If you have a question, please add it to the Q&A area so that we can answer them for you.
- This session will be recorded, a copy of the recording will be made available to you after this webinar.
- A copy of all the resources shared will be included in the recording email after this webinar.

Learning objectives for today's webinar

- Gain insight into how you can maintain financial sustainability and manage patient care through a CDM program
- Learn how you can use data to easily identify opportunities to continue providing proactive and quality care
- Learn a CDM workflow your team can use to optimise the opportunities identified in your practice

Speaker



CDM Workflow overview

Setting
goals and
tracking
progress



Getting
your team
involved

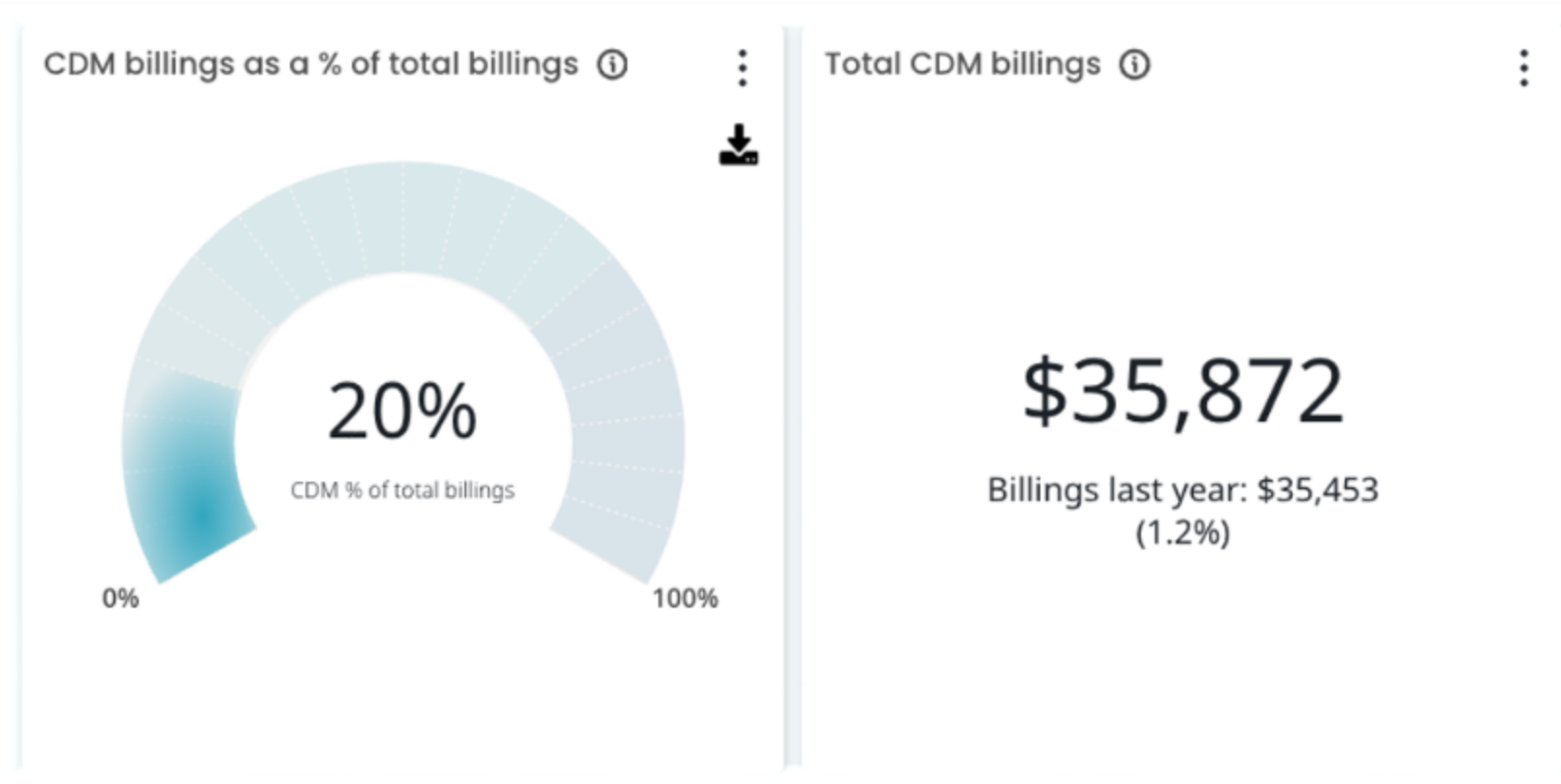


Optimising
CDM
eligibility
and the
patient's
journey

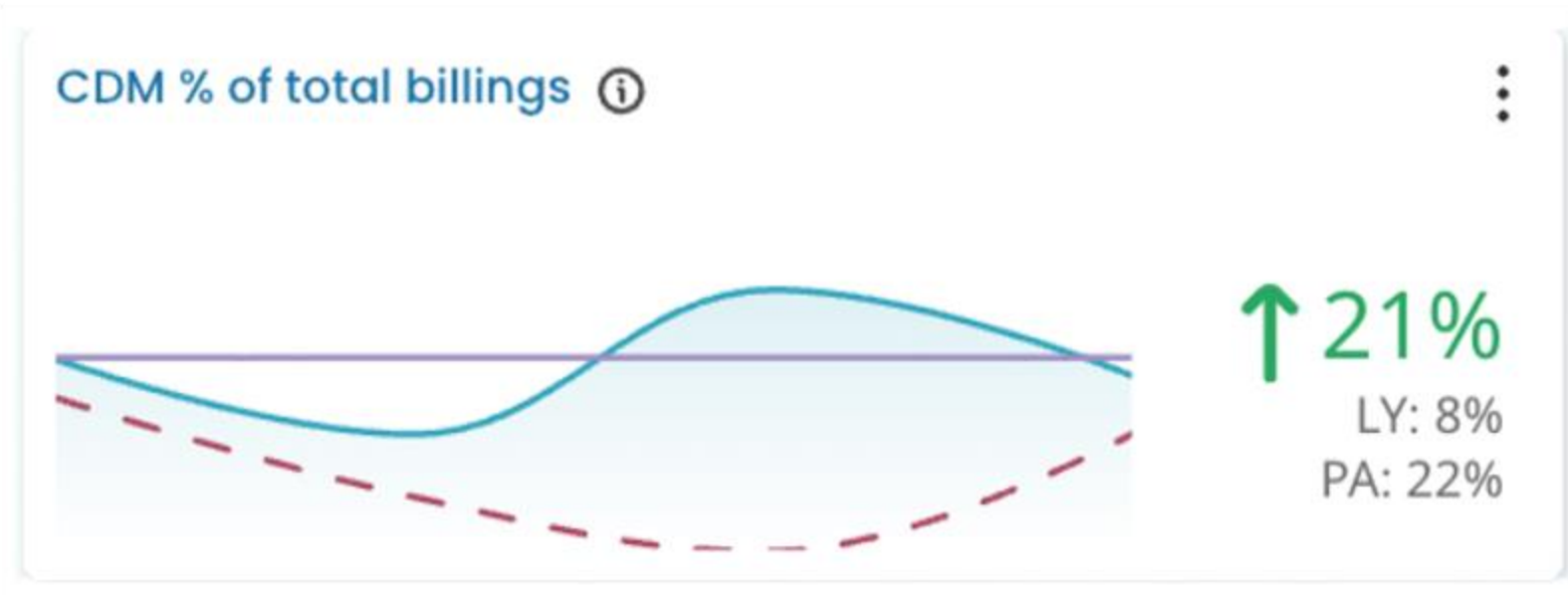


Review
processes,
utilisation
and
capacity

CDM Benchmarking



CDM Benchmarking



CDM Benchmarking

How the clinic is doing



GP CDM

18.66%

▲ 57.89%

Nurse-led CDM

0.59%

0.00%

GP Health Assessments

2.13%

▼ -9.01%

Telehealth

7.55%

▼ -12.19%

What is Touchstone?

Opt-in



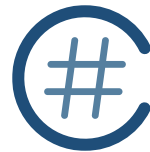
Relatable



De-identified



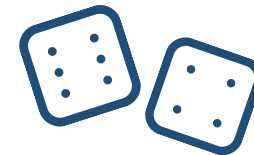
Large Dataset



Aggregated



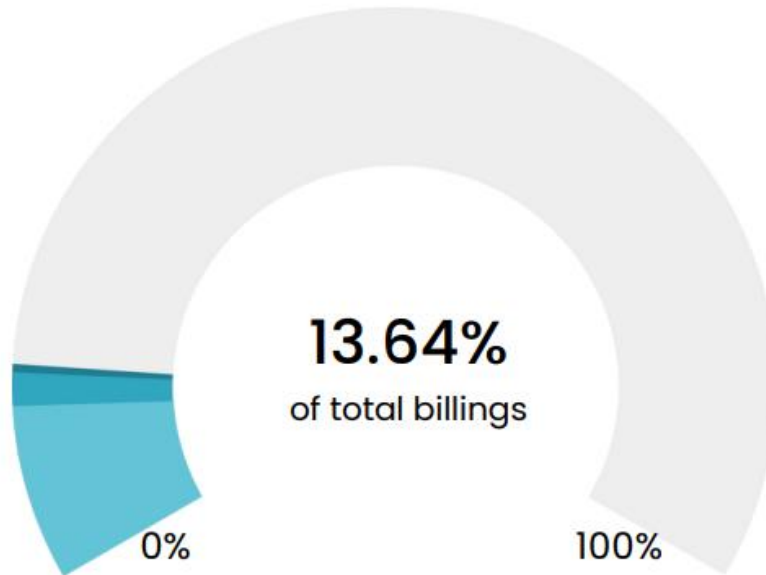
Spread across
Australia



CDM Benchmarking

CDM billings as a percentage of total billings

Chronic Disease Management Health Assessments Nurse-led services



Impact of CDM on Practitioner Satisfaction



Impact of CDM on Practitioner Satisfaction

Practitioner is billing \$208.80 per hour.
Split into 1 x level B, 4 x level A and 1 x 2715.
They are seeing 6 x Patients per hour.
How are they feeling?
What is the level of care for the patient?
Was the consultation compliant?

Impact of CDM on Practitioner Satisfaction

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Impact of CDM on Practitioner Satisfaction

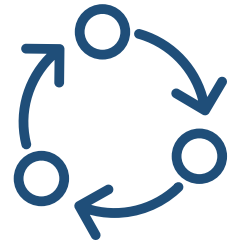
Practitioner is billing \$349.10 per hour.
Split into 1 x 721 and 723, 2 x level B and 1 x 2715.
They are seeing 4 x Patients per hour.
How are they feeling?
What is the level of care for the patient?
Was the consultation compliant?

Impact of CDM on Practitioner Satisfaction

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Patient outreach for CDM clinics

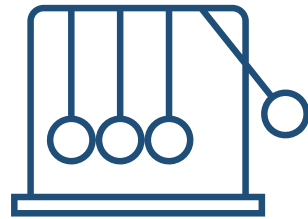


Simple, repeatable process

All team members involved



Before you set up your new process

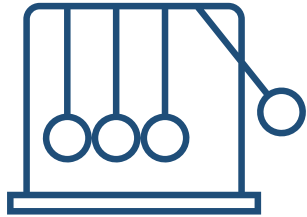


Knock-on effects of MyMedicare

Changes from CDM to CCM



Before you set up your new process



Knock-on effects of MyMedicare

Before you set up your new process

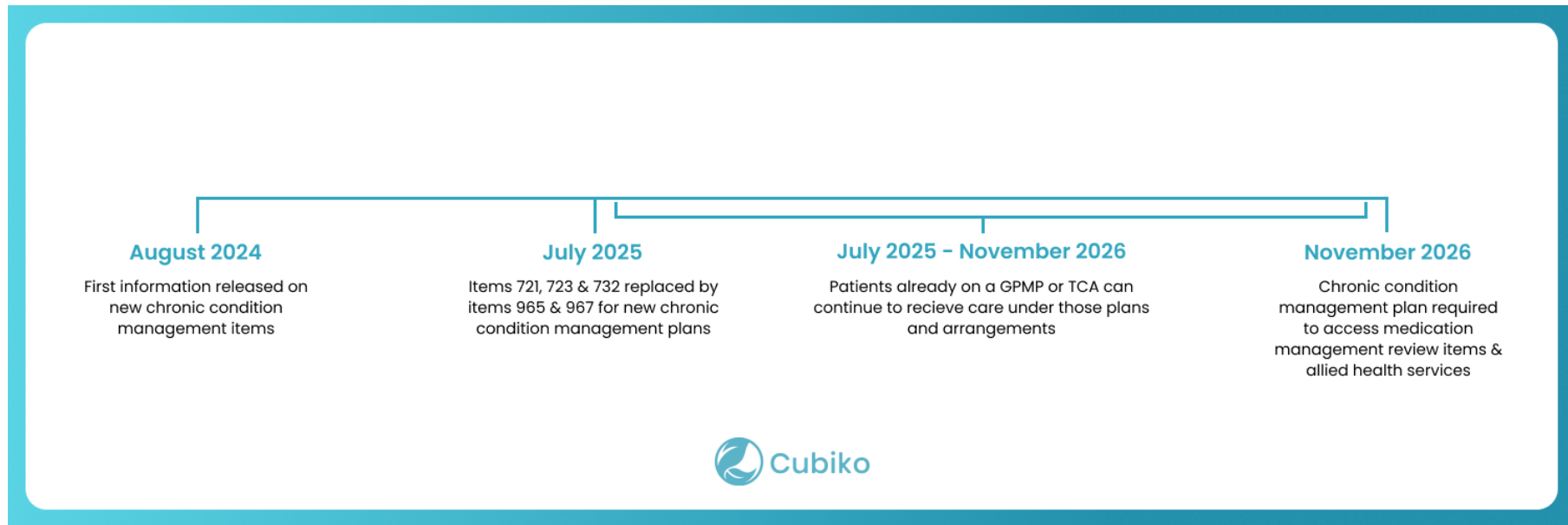
Changes from CDM to CCM



New CCM items

Name of Item	GP item number	Prescribed medical practitioner item number
Develop a GP chronic condition management plan – face to face	965	392
Develop a GP chronic condition management plan - telehealth	92029	92060
Review a GP chronic condition management plan – face to face	967	393
Review a GP chronic condition management plan – telehealth	92030	92061

Timeline for Chronic Condition Management Plans



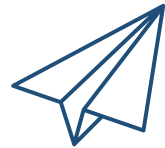
Resources to read

Everything we know about CCM



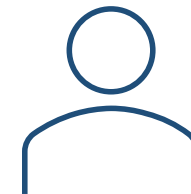
Patient outreach for CDM clinics

List of patients



Contact patients

Book an appointment
*Are they eligible for MyMedicare?
Are they registered at your Practice?
Are they registered at another Practice?*

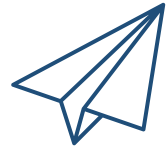
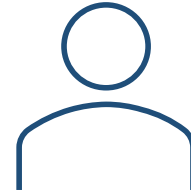


Don't forget to consult Practitioners



Implement tools – Doctor direction sheet

Patient eligibility



Doctor completes direction sheet

Nurse provides service to patient
Reception books next appointment



Resources to download

Doctor Direction Sheet



Opportunistic engagement

Filters Reset

Saved filters

Dates
Patients with...
Appointments today

Practitioners
Select role:
Doctor X

Select Practitioner:
name 5374 5374

Patients
Eligible for:
Usual doctor
Usual Doctor...

Last seen doctor
Last Doctor...

MyMedicare registered patients
MyMedicare registered only

Filter...

- All patients
- MyMedicare registered only
- MyMedicare eligible only
- MyMedicare registered and eligible

Select appt type:
Search...

Exclude Upcoming Telehealth

[Back](#) [Home](#) / Today's clinic metrics / Possible service opportunities today Demo Company
Amanda Johnson

Possible service opportunities today

Eligibility is based on previous billings of face to face, telehealth, telephone and non-VR item numbers.
If you would like to see the full list of patients eligible for different services, please [click](#) to see our Item Optimisation cabinet.
Always provide these lists to Practitioners to make billing decisions.

Summary **GPMPs, TCAs and reviews** Nurse items Health Assessments MHTP and reviews MMRs DVA CVC program Vaccines

CDM frequency Reset 721 billing frequency: 12 months 723 billing frequency: 12 months 732 billing frequency: 3 months

Item 721 Reset Download

INTERNALID	Record no.	Appt date	Appt Time	Appt with	Appt Type	Patient	Last 721	Days since last 721	Last 723	Days since k
57	18487	12/02/2025	09:00:00	name 5374	description 8412	surname 2826, firstname 2979 (54yrs - city 3434)	05/02/2024	373	05/02/2024	373
386	15793	12/02/2025	11:00:00	name 5374	description 5746	surname 4161, firstname 4668 (72yrs - city 3712)	25/10/2023	476	25/10/2023	476

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Item 723 Reset Download

INTERNALID	Record no.	Appt date	Appt Time	Appt with 2 ↓	Appt Type 1 ↓	Patient	Last 721	Days since last 721	Last 723	Days since k
57	18487	12/02/2025	09:00:00	name 5374	description 8412	surname 2826, firstname 2979 (54yrs - city 3434)	05/02/2024	373	05/02/2024	373
386	15793	12/02/2025	11:00:00	name 5374	description 5746	surname 4161, firstname 4668 (72yrs - city 3712)	25/10/2023	476	25/10/2023	476

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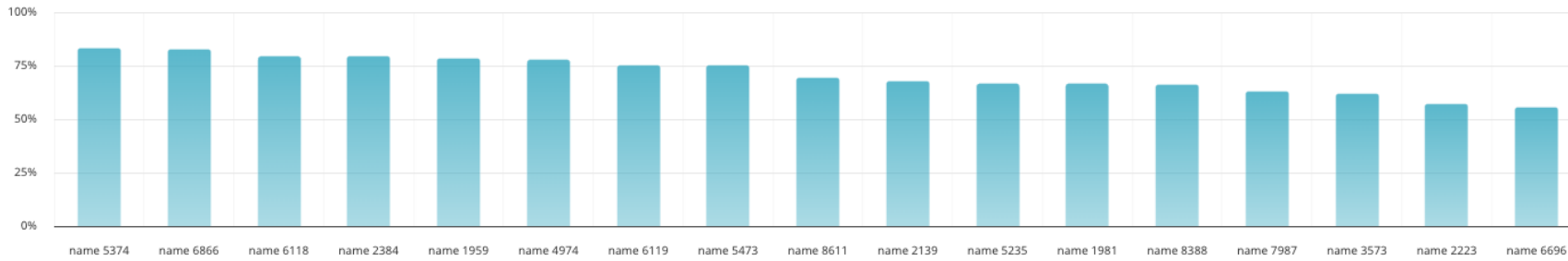
Forward planning

Fulfilment of CDM opportunity by Doctor ⓘ

Group by: Last seen Doctor ▾

Fulfilment of CDM opportunity ⓘ MD data not available ⓘ

● % fulfilment of CDM opportunity



73.60%

▼ Patients eligible for GPMPs, TCAs, MCPs and reviews

Potential new CDM patients ⓘ

2,288

Item 721 ⓘ

1,940

Item 723 ⓘ

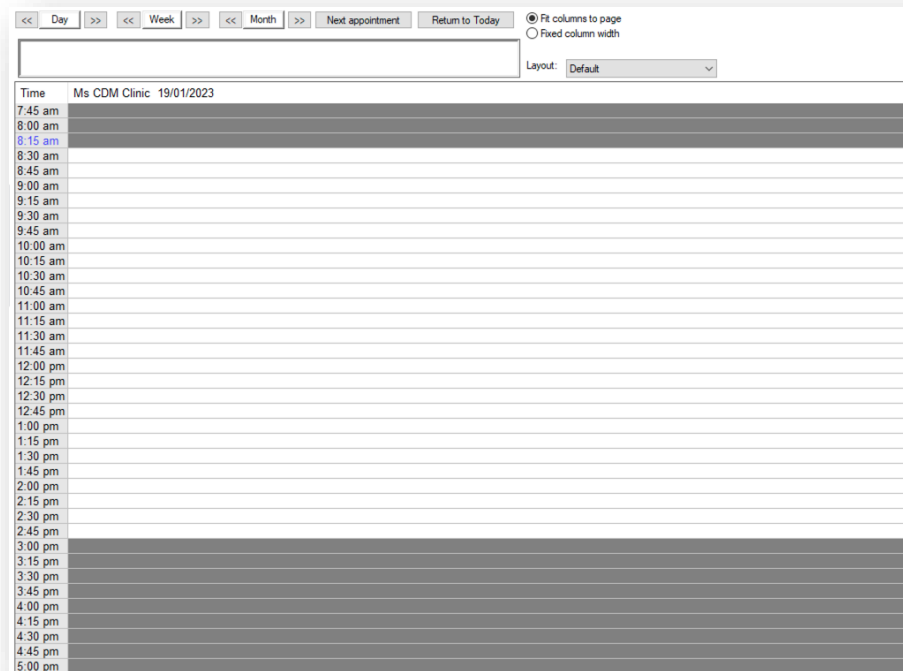
1,817

Item 731 ⓘ

11

Optimise your appt book

- Create CDM clinics
- Use appointment types
- Set up reminders



Optimise your appt book

- Track historical utilisation
- Review opportunities for future bookings
 - Review any missed billing opportunities
- Assessing write-offs for work done and not billed

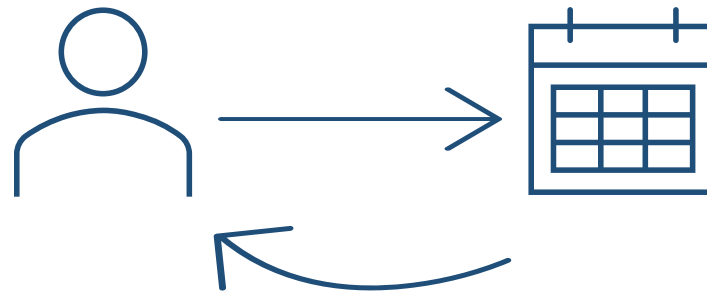
How can you save your nurses time?

- DNAs
- Reminders
- Doctor direction sheet
 - Unconfirmed appts
 - Non-patient time
 - Nurse to Doctor Ratio
- Patient education during routine appts
 - vaccinations, dressings etc

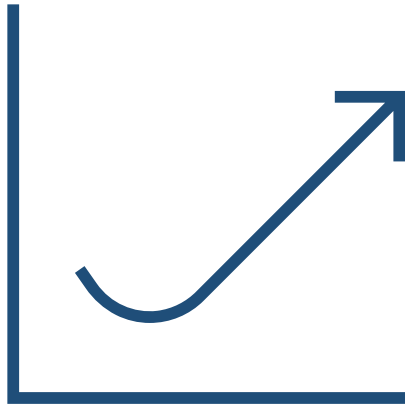
Rebook appts

Increase the number of patients rebooking for a CDM appointment type

- Book an appointment as you leave the Practice
- Follow up patients who have not rebooked an appt
 - Implement process into reminders and recalls



Share information



- Share incremental increases based on processes implemented
 - Provide Practitioners with data
 - Set goals together

Resources to download

Goal Tracking Register





Keep your team in the loop

- What item numbers are available?
- How frequently can they be billed?
- How to keep updated with changes?
 - MBS online

<http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Home>

- Services Australia Guide to CDM

<https://www.servicesaustralia.gov.au/chronic-disease-gp-management-plans-and-team-care-arrangements>

- Subscribe to MBS updates

<http://www9.health.gov.au/mbs/subscribe.cfm>



Resources to download

Chronic Disease Management workflow



CDM is Quality Improvement

Implementing a CDM workflow in your practice is also a Quality Improvement activity.

Be sure to document your efforts using a PDSA cycle template of the changes and improvements you have made in your practice.

The process involves 4 steps: **Plan, Do, Study, Act**



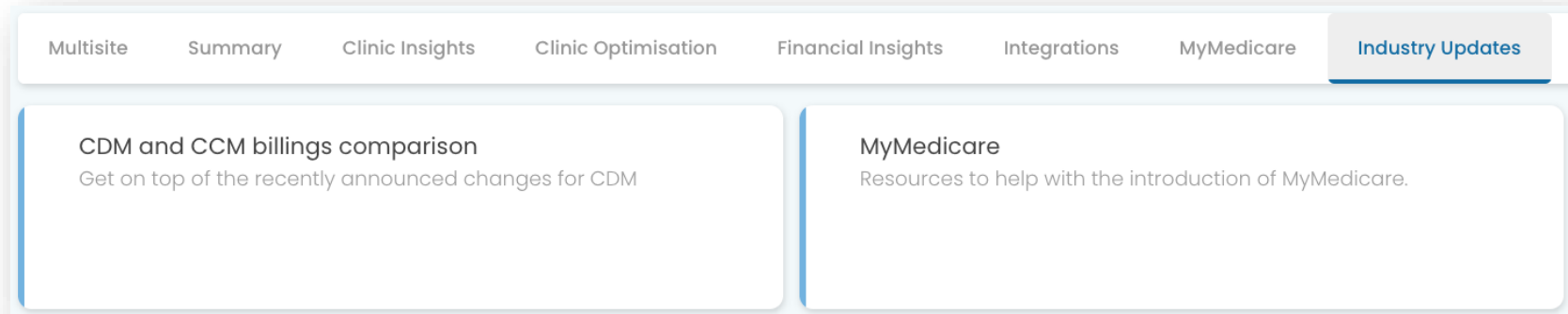
Resources to download

PDSA Template



How we will keep you updated

- Industry updates in app
 - Blog posts
 - Webinars





Question & Answer