



Prescriber Newsletter 6

July 2013

Welcome prescribers to the July 2013 edition of the SWEP prescriber newsletter. In this edition you'll find updates on the impact of NDIS on SWEP and you, advice for prescribing non-disability specific equipment, re-issue news and lots more.

What's New?

New Website

Welcome to our new website!! Please take the time to browse through the site and find all the things you are used to seeing and more... Once you get familiar with it you will find it more user friendly and easier to navigate. Unfortunately the on-line application submission functionality of the website is as yet not active, and we will update you about likely roll-out of this additional functionality when it is ready to go. The reference table where the picklists and forms are can be found on this link (<http://swep.bhs.org.au/aids-and-equipment/forms>).

Clinical Advisors required

Due to maternity leave and other life changes, SWEP is keen to appoint additional Clinical Advisors in the ***Paediatric areas of Beds and Mattresses, Home Modifications, and Transfer Equipment***. If you have more than seven (7) years of experience in prescribing children's equipment in any of these categories and have attended or conducted competency based training in them, please go to the SWEP web-site (<http://swep.bhs.org.au/news/archive/2013/07/eoi-for-clinical-advisors>) to the application form and submit your application to me by 31 July 2013.

Because of the imminent implementation of the VMSS credentialing system, SWEP is keen to appoint Clinical Advisors in the area of Vehicle Modifications for Adults and Children, Passengers and Drivers. If you are a VicRoads Registered prescriber with

more than seven (7) years of experience in prescribing in any of these categories and have attended or conducted competency based training in them, please go to the SWEP web-site (<http://swep.bhs.org.au/news/archive/2013/07/eoi-for-clinical-advisors>) to the application form and submit your application to me by 31 July 2013.

National Disability Insurance Scheme

The first stage of DisabilityCare Australia (DCA) will be launched from July 2013 in four locations across the country

In Victoria, the first stage of the scheme will commence for people living in the Barwon region within the local government areas of:

- City of Greater Geelong
- Borough of Queenscliffe
- Colac-Otway Shire
- Surf Coast Shire

People who are living in the Barwon area can access the scheme if they:

- have a significant and permanent disability that affects their ability to participate in the community and employment and they require care and support, or could benefit from early intervention requirements
- meet residence requirements
- live in one of the nominated LGA's
- meet age requirements.

It is anticipated that the phased intake will bring in around 5,000 eligible participants between July 2013 and September 2016. The scheme will be fully operational across Victoria by July 2019.

People with a disability who are registered on the Disability Support Register, children with an existing assessment indicating they require Early Childhood Intervention Services, and people with existing Individual Support Plans will be prioritised first. Other existing clients will access the scheme on a program-by-program basis.

Assistive Technology prescribed for DCA clients will be provided through SWEP as an "in kind" service provided by the Victorian Department of Human Services (DHS) and we are gearing up to ensure that we have the right processes in place to facilitate equipment provision.

Your clients don't need to do anything right now. Their current support arrangements will continue until they transition to DCA. DCA staff will meet with

individuals to discuss ongoing support needs when they are scheduled to enter the scheme.

From July 2013, people will be able to contact DCA directly or use the My Access Checker tool <http://www.disabilitycareaustralia.gov.au/my-access-checker> to help inform their access to the scheme.

DCA is hoping to use our credentialing database to undertake new participant assessments, and to that end if you do NOT wish to have your registration number and credentialing status provided to DCA you need to contact Wendy Hubbard before July 14th 2013. All SWEP registrations after July 14th 2013 will be provided to DCA as a matter of course, and the SWEP registration forms will be altered to reflect this change.

Prescribers and organisations who wish to provide a 'support' to a participant of DCA in the launch site will need to register with DCA as a 'service provider'. You can do this online at: <http://www.disabilitycareaustralia.gov.au/providers>.

Gowrie

Gowrie Victoria has contracted SWEP to manage the Specialist Equipment Library (SEL) for Early Childhood Education and Care services across Victoria. SEL offers a range of loan equipment to build on Victorian Early Childhood Education and Care services' capacity to include children with high physical support needs. SWEP will commence management of this service on July 1st, 2013. Further information, eligibility criteria, loan request forms and a catalogue of equipment can be found on the SWEP website.

Equipment news and warnings

Product Recall

Please be aware of a product recall for some of the "Viper Plus" and "Days Viper" power wheelchairs supplied post July 2006. This Field Safety Notice was released in February 2013 (see attachment), so please be aware that we either have, or will be contacting your clients if they have such a chair.

If you are aware of any client you have prescribed and we have supplied one of these chairs, and they have not heard from us – please let us know so we can contact them and arrange to have the frame examined and replaced if necessary.

Review of slings at five (5) years

A reminder to prescribers that all slings used as part of hoists for disabled clients should be considered for review and replacement at least five (5) years after issue. While we understand that the manufacturers recommendation is based on the average lifespan of a sling used in a hospital rather than domestic setting, when you issue a hoist with slings it would be appropriate asking your clients to come back to you, or to SWEP, if they see **any** signs of wear and tear on their slings (if you don't do this already).

Two-function beds being phased out

Almost no scripts have been processed in the last two years for 2-function beds, but a large number have been stored in our re-issue store. These are now being disposed of, and it is intended that all current reservations or new scripts for 2-function beds will be swapped to 3-function types. Prescribers will be contacted if this is to occur.

Scooter accidents

Recently we have noted a number of scooter accidents where our clients have been injured and required hospitalisation. Where it was not clear why the accident occurred, we have requested review by the prescriber as well as engaging the DHS contracted Rehab Engineer (Bill Contoyannis) to review the scooters.

The engineering report has made the following recommendations, much of which is already within your usual practice but serves as a reminder:

- Clients/Users may need to be instructed on the operation of scooters at curbs and steep driveways where the electrical braking of the scooter will behave differently. It is likely scooters are rolling slightly down curbs and partially onto roadways.
- Users need to understand any limitations of scooters including loading limits and braking on inclines. This should be part of the scooter "handover" process.
- Users and owners should understand any regular checks or servicing which is needed to be conducted by them. This should also be documented when the repair service views the scooter.
- Consideration should be given for standards compliance of the scooters. Some may have complied with international standards, but details of this were not investigated.
- Scooters should have flags and mirrors attached and the users need to understand both the operation and importance of these.

Reports and Education

Amber to Red

SWEP has commenced development of education sessions to assist prescribers move from Amber to Red rating, or to allow those rated Red to attend a refresher. These will be available to Amber prescribers with five (5) years of experience, and to Red prescribers at a nominal cost.

The following principles will relate to all education sessions subsidised through SWEP.

Education sessions will:

- Be competency based and will include an assessment component
- Be supported by the circulation of pre-reading with sign off that it has been undertaken prior to attendance at the sessions
- Be led by Clinical Advisors or other identified and recognised expert prescribers
- Focus on client complexity and equipment, utilising case studies, real clients and real equipment
- Be based on best evidence
- Consist of small groups to facilitate discussion and problem solving
- Be available in multiple locations across the state
- Provide information and resources to take home. Examples may be USBs with manuals, supplier lists, links to the ILC web-site and relevant professional body web-sites.

Note that these sessions will not be marketing opportunities for Suppliers, although provision of Supplier lists and information regarding management of Supplier relationships may be included.

SWEP Processes and funding streams

Non-disability specific Equipment

From time to time prescribers request mainstream equipment (ie. not made specifically for people with a disability) under A&EP. While these items may not strictly be supported by the guidelines, they can appear to fit under the current equipment categories and are often cheaper and more “fit for purpose” than their disability specific counterparts.

If these items are suitable to enhance the function of an individual client, they will be considered for SWEP subsidy funding. Items clinically justified by the prescriber which fall within the item classifications specified within the A&EP Guidelines will be ***considered for funding on a case by case basis***. All such items will be referred to a SWEP Program Manager for discussion and approval if appropriate.

Note: This does NOT include items specifically excluded in the Guidelines.

Updates

Reissue Database

Please continue to alert SWEP and/or Chemtronics about any issues you are having with the database or with Reissue in general. A few things have come up since the last Newsletter:

- If you are interested in a piece of equipment in the database and wish to ask more about it, reserve it prior to making the request. Prescribers have been caught asking about a piece of equipment that is reserved by a different prescriber during the discussion. You can always “un-reserve” if it turns out the equipment is not what you wanted.
- A reminder that if you make a reservation but do not lodge a script with SWEP within 30 days, your reservation will be cancelled so the items become available to others.
- Do remember to quote the Re-issue Reservation “call #” on your re-issue script to SWEP.

Chemtronics are continuing to reduce the timeframe for reissue of equipment, if you are experiencing any delays (for non-urgent applications) of more than 30 days, please let us know so that we can follow up for you.

We continue to welcome your feedback about initiatives to improve uptake of reissue, as well as letting us know of any good or bad news stories in this area. We are about to appoint an ‘Asset Management’ Team Leader whose primary role will be to develop systems to promote uptake of re-issue equipment and to assist our prescribers. We will let you know when this appointment has been made.

Low Cost Items:

The final stage of the SWEP Strategic Procurement Plan is bulk purchasing of Low Cost/Standard Items. SWEP has conducted consultations with our highest volume prescribers and has developed a list of specifications for approximately 70 different item types which fit into this category.

SWEP has partnered with our South Australian counterparts to enhance our purchasing power for these items, and later in 2013 we will be advertising a Request for Tender (RFT). As with previous tenders, the quality of products and services will be reviewed first, and tenderers shortlisted on those elements before cost is taken into account. The potential savings from this tender process will be re-invested into more equipment for our clients, which will put a greater dent in our very large waiting list.

To ensure that the equipment selected is suitable for our clients, over the next few months, we will be engaging some of our community based prescribers to help evaluate items as part of the tender evaluation process.

Top-Up Fund for Children update – Walker quotes

SWEP are continually refining business rules to ensure budget allocations are optimally utilised. As a result of a recent review in the Top-up Fund for Children, SWEP now require two quotes to be submitted with every application for a child's walker. Exceptions to this rule will include all applications for Hart Walkers or any other walkers which are only available via one supplier.

Vehicle Modifications Subsidy Scheme

The new scripts and processes for this scheme are almost complete – in the near future all registered OTs will receive a request to confirm their credentialing status for the scheme so please watch this space.

New Contenance Catalogue

Please find Version 3 of SWEP's Product List with BrightSky Australia on our website: <http://swep.bhs.org.au/continence-aids/subsidy-levels> .

If you would like to request additional products for the next version, please complete an additional product request form which is also located on our website <http://swep.bhs.org.au/continence-aids/forms> under *CA program Product List request Prescriber only*

Thanks everyone for your input and feedback into this version, we look forward to hearing further feedback so we can continue to improve the product list.

Lodged an application and haven't heard within 10 days??

SWEP must respond to you within ten (10) business days of receiving your prescription, so if you haven't heard - please make contact so we can ensure your application has been received.

Applications with a status of 'Incomplete' or 'Awaiting top-up'

SWEP is continuing to review older applications whose status has not changed for some time, so that we can then consider these applications in line with Priority of Access guidelines and ensure that equipment or modification is supplied in line with urgency of need. We are currently trying to determine if sufficient information could be downloaded into a report 'by prescriber' that we could send to you via email for you to review. We are noticing that a number of the older applications end up being cancelled (particularly those applications awaiting top up) for a variety of reasons. Please let us know if you are aware that an application that you have submitted for a

client is no longer required, so that we can update records accordingly. This allows us to have a clear picture of the accurate demand within each program.

General News

Farewells

Farewell to Acushla Thompson. Acushla has been our Children's Services Manager for two years and has served us well. She has been a great support to the Paediatric Clinical Advisors and successfully overseen the implementation of the Top-up Fund for Children.

For now Loretta Zeeck (our A&E Adults Manager) will cover the vacancy while we review our structures in light of NDIS and other opportunities which are presenting.

At the end of July we will also be farewelling our VMSS and Customer Service Team Program Manager, Pat King. Having worked within the VMSS team since the inception of the program in 2008, Pat has been an integral member of the team, and her wealth of knowledge about the intricacies of vehicle modifications and relevant legislation will be sorely missed. Pat has also been a foundation member of the SWEP management team since we transitioned to a state-wide service, engineering the evolving model of the Customer Service Team to one which won the major Corporate Services Quality Award for Ballarat Health Services in 2012. Over recent months, the Customer Service team has gradually transitioned under Loretta's portfolio, while VMSS has transitioned to our Procurement Manager's responsibility – Simone Rosewall.

Wendy Hubbard

Chief Allied Health Officer – SWEP



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Field Safety Notice Dated: 11-02-2013

Issued by: Ausmedic Australia Pty Ltd, North Ryde, NSW 2113

TGA Ref: **2013/000769**

Product/s affected: **Days Viper and/or Viper Plus powerchairs**

Batch #/model #: **VP10010BKUK, VP10010BLUK, VPP10010BKUK and VP10010BKOR**

Dear Distributor,

Please be advised that Ausmedic Australia are issuing this notice to notify all our distributors/customers who have or might have purchased Viper and/or Viper Plus powerchairs from us in the period ranging from July 2006 till date, that there may be a potential threat to patient safety with the use of these powerchairs. (Note: Manufacturing date not provided to Ausmedic)

Problem description

A small number of reports have been received of cracking or fracture of the aluminium tubing that supports the rear drive motors. Any fracture in the frame would ultimately "fail safe" – the chair is unlikely to tip and the user fall. An early sign of this problem is tilting or camber of one of the rear wheels

Problem Correction

In consultation with the manufacturer of these potentially affected powerchairs, we have arranged to supply free upgrade frames if required to be fitted by a competent person/service engineer which should eliminate any risk to patient safety.

Action to be taken by Customers/Distributors

Please answer the following questions:

Have you sold Viper or Viper Plus Powered Wheelchairs? _____

How many chairs have you sold in the past 5 years? _____

Do you have available records of purchasers? _____

Have you received any complaints or reports of problems in Viper powered wheelchairs?

Please attach details if possible.

Contact details:

Person to Contact:

Please fax this form back to:

Mr Harish Mitter (Ausmedic Australia Pty Ltd.)

Fax Number: 02 9390 1799