



FORUM SUMMARY

The Chair opened by highlighting the importance of continuing with the Health Provider Partnership Forum during COVID-19 and the decision to trial a shorter 90 minute meeting via webinar, with a theme focusses primarily around Covid-19. The forum welcomed Ms Vicki Rundle, Deputy Secretary, Veterans and Families Services and thanked the outgoing Deputy Secretary, Policy and Programs, Mr Mark Cormack for his contributions to the forum.

DVA COVID-19 Update

A variety of issues have been raised with DVA in the contractor and supplier space due to the impact of COVID-19. DVA worked closely with contractors and providers to resolve issues as they arose and find alternative solutions or interim measures.

DVA undertook a range of communications with provider groups using a number of channels, including via the DVA website, DVA provider news and regular communications channels for provider associations. This included the provision of a range of resources for contractors and providers to support them in managing clients during the pandemic.

Chief Health Officer Update

Dr Trish Batchelor, Deputy Chief Health Officer, spoke about COVID-19 and Telehealth data, stating the overall feedback on DVA's ability to expand Telehealth services has been positive. She also noted the latest module released by Veterans' MATES focusing on keeping well during COVID-19. The three key messages for veterans were

1. Maintain regular contact with your healthcare providers
2. Continue taking your medicines as prescribed
3. Get your influenza vaccination

COVID Telehealth Arrangements, 2020 Indexation and the 2018-19 Budget measure *Improved Dental and Allied Health*

Ms Moira Campbell, Assistant Secretary, Wellbeing Policy Branch, spoke about Telehealth arrangements and the considerations her team will undertake should the Telehealth arrangements become more permanent. Attendees raised the requirement for separate item numbers in allied health fields. Also discussed was the July 2020 fee indexation, Treatment Cycle arrangements and its evaluation.

Data & Analytics

Dr Paul Nicolarakis, Chief Data Officer spoke about the process of collating COVID-19 data and future requirements of capturing data in partnership with other government departments. Attendees raised multiple questions about data.

Measures to support veterans and their families during COVID-19

Mr Mark Garrity, Assistant Secretary, Client Programs spoke to DVA's broader approach the continuity of services to veterans during COVID-19. He advised DVA introduced a number of measures to ensure veterans and their families maintained access to health care and support as and when they needed it. The measures ranged from simple practical assistance, to targeted interventions designed to assist veterans manage their health during the pandemic.

Updated HPPF Processes

The chair would like to update standing members and forum attendees on the new process for summaries and action items. We recently progressed from comprehensive forum minutes to a forum summary. Additionally, we have chosen to implement an annual action item log. This log will be updated after each forum and circulated to ensure that the status of previous action items are noted for attendees. This will help to reduce the length of each forum and ensure we can focus on agenda items for the benefit of veterans' and their families.

Prior to the online forum we requested questions from attendees to allow time to collate responses. These questions were either answered during the forum or being responded to out of session. All questions including those received during the forum have been included as part of the action item log