Garrison Health Services
Delivering a national, integrated healthcare service to the Australian Defence Force

The 2016 Annual Review provides an overview of the fourth year of healthcare service delivery to the Australian Defence Force (ADF) by Medibank’s Garrison Health Services (GHS).

To support the ADF, GHS provides a national, integrated healthcare solution, with consistent clinical governance and management practices, to provide seamless access to quality healthcare—from point of injury or illness to recovery.

This review is an overview of the key activities, challenges and accomplishments over the 2016 financial year (FY16). It outlines the progress made in the delivery of a nationally consistent approach to healthcare requirements, which meets the unique needs of ADF personnel.

In 2016, GHS worked in partnership with Joint Health Command to provide comprehensive healthcare services to the ADF. GHS has continued to meet the complex and evolving needs of the ADF through the ongoing development of services, reporting and delivery mechanisms.
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**Executive message**

Medibank’s Garrison Health Services (GHS) is proud to achieve its fourth year of service to the Australian Defence Force (ADF).

The ADF Health Services Contract includes provision of a comprehensive suite of five health service packages to the ADF which are On-base, Off-base, Health Hotline, Pathology, and Imaging and Radiology.

In February 2016, Medibank was pleased to announce that the ADF had renewed its partnership with a two-year extension of the ADF Health Services Contract to October 2018. The agreement builds on the partnership between Medibank and the ADF that began in 2012; with the ADF exercising the further two-year extension option contained in the initial Contract. All five service packages have been renewed under the Contract extension by the ADF.

Through the renewed agreement, Australia’s 60,000+ permanent and 20,000+ reservist uniformed ADF personnel will continue to have seamless access to quality healthcare through Medibank’s extensive network of Hospitals, Medical Specialists, Allied Health providers and key service providers. The innovative model of care will continue to advance healthcare access and improve quality and consistency, whilst ensuring cost efficiencies.

Over the past year the GHS team has continued to work closely with Joint Health Command (JHC) to mature the service delivery model for the ADF. This evolution includes enhancing the clinical governance function, further refinement of reporting based on comprehensive data sets, and leveraging the relationships built over the past four years to meet the changing needs of the ADF.

Our renewed partnership is a strong endorsement of the ground-breaking approach the ADF and Medibank have taken to simplify and streamline the healthcare process for ADF personnel.

It is a privilege to be the provider of services to Australia’s Defence Forces and we look forward to continuing to work with our ADF partners to deliver a world-class military health service.

Dr Andrew Wilson
Executive General Manager
Provider Networks and Integrated Care
Medibank

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**Co-operation Charter**

1 **Vision**

The vision of the Co-operation Charter is to develop a successful relationship between the Department of Defence (Commonwealth) and Medibank Health Solutions based on the timely, efficient and professional delivery of the garrison component of “a world class military health service” for entitled Defence Force personnel in Australia.*

2 **Organisation and Operation**

The members of this Co-operation Charter will endeavour to work together to ensure the health care services are delivered in accordance with the following principles:

2.1 **Delivery**

- Coordinated, managed and nationally consistent universal access to health care services for entitled Defence Force personnel that are clinically appropriate, patient centred and timely.
- Collaborative delivery of episodes of care that are effective, efficient and to a standard generally commensurate with that available to the general population of Australia.
- Delivery of a full-suite of health care services to ensure entitled Defence Force personnel are:
  - fit, from a health perspective, to discharge their respective duties including preparation for deployment on operations; and
  - able to access, as appropriate, a range of rehabilitation, preventative and treatment services.
- Commitment to efficiency and continuous improvement in health service delivery.
- Provide JHC management with a single point of contact and accountability for contracted garrison health services.

2.2 **People**

- Health care services to be provided in a co-operative and collegiate manner.
- Encourage staff development and continuing training opportunities.
- Safe and clinically appropriate working environment that fosters tolerance.

2.3 **Commercial**

- Comprehensive data to be collected and reported to improve transparency of service delivery.
- Certainty of cost for access to each episode of care.
- Strive to improve efficiency in health service delivery.

3 **Conduct of Members**

- Act in good faith and in an open and trusting manner.
- Value the skills, and respect the responsibilities, of each other.
- Resolve potential issues early and in a proactive manner so as to avoid dispute

Signed by

*Nothing in this Co-operation Charter constitutes a binding legal relationship.

EXECUTIVE VERSION

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Dr Matthew Cullen
Group Executive
Medibank Health Solutions

Rear Admiral Robyn Walker AM
Commander Joint Health
Department of Defence (Commonwealth)

Date: 28 June 2012
Integrated healthcare delivery

In FY16 Medibank’s Garrison Health Services (GHS) delivered the fourth-year of a national integrated healthcare service to the Australian Defence Force (ADF).

In 2008, the Department of Defence commenced a significant reform program. One of the key elements of this activity was the Australian Defence Force Health Services (ADFHS) project. The goal of this project was to improve the efficiency and effectiveness of ADF health service delivery through:

- rationalisation of the number of health service contracts being managed by Joint Health Command (JHC)
- improved national standardisation of health service delivery and consistency in healthcare
- benefits in leveraging the purchasing power of industry service providers.

In mid-2012, the ADF announced a groundbreaking agreement with Medibank to work in collaboration to deliver an improved national healthcare solution. This resulted in the creation of Medibank’s GHS business unit. This four-year, first-of-a-kind contract, with revenues of $1.3 billion, redefined integrated healthcare delivery in Australia.

In February 2016, Medibank was pleased to announce that the ADF had renewed its partnership with a two-year extension of the ADFHS Contract to October 2018.

End-to-end healthcare

As stated in the Cooperation Charter, GHS delivers ‘co-ordinated, managed and nationally consistent universal access to healthcare services for entitled Defence Force personnel that are clinically appropriate, patient-centred and timely’.

Drawing on nearly four decades of Medibank’s experience and strength in the healthcare industry, GHS connects all ADF personnel to quality healthcare practitioners; regardless of location.

Spanning the ADF’s specific end-to-end healthcare requirements, the following services are provided:

- Primary care (On-base)
- Continued care (Off-base secondary and tertiary services)
- Imaging and Radiology services
- Pathology services
- Optical services
- Rehabilitation services
- Health Hotline services.

Medibank is Australia’s leading private health insurer, providing private health insurance to 3.8 million people through the Medibank and ahm brands. It also provides a range of complementary services including health management and telehealth services for government and corporate customers, and the sale of travel, life and pet insurance products.
The health of the ADF is central to everything we do

The GHS framework is designed to provide a world-class healthcare service that continually delivers quality care to all ADF personnel.

The Medibank capability

Medibank’s experience, access to healthcare providers and knowledge is leveraged to manage the ADF’s end-to-end healthcare needs.

Easy and efficient to work with

The delivery of simple, quality outcomes in a complex health environment.

Innovate to deliver

GHS explores and implements unique solutions to deliver a complex and unprecedented contract.

Clinical excellence

GHS services are underpinned by clinical quality frameworks and processes to ensure best practice healthcare delivery.

Mutually beneficial outcomes

GHS strikes an optimum balance between clinical excellence and efficiency, providing high-quality accessible healthcare at an efficient cost.

Values driven

GHS goals are achieved by living the core Medibank values of customer focus, accountability, integrity and respect.
A governance framework that puts ADF personnel at the centre

GHS has a strong national presence with its team spanning every Australian state and territory. All parts of the business operate under a governance framework that puts ADF personnel at the centre.

Through Medibank’s extensive network, GHS provides seamless access to quality healthcare to the 60 000+ permanent and 20 000+ reservist uniformed ADF personnel—from point of injury or illness to recovery.

The GHS team works in collaboration across all Australian states and territories, managing and coordinating over:

- 1100 On-base primary healthcare experts
- 4500 Medical Specialists
- 265 Hospital
- 9500 Allied Health professionals.

Medibank provides comprehensive management of the provision of health services to the ADF through an innovative model. These services are delivered through the GHS business and include treatment and rehabilitation for both physical and mental health conditions. These capabilities are provided through excellence and consistency in clinical governance and management practices.

The integrated GHS structure means JHC has a single point of contact to ensure streamlined and simplified processes and accountability. Encompassing all aspects of contract delivery—from clinical and corporate governance, to booking medical appointments, to finance, data collection, reporting and administration—GHS offers the balance of a nationally consistent approach with the flexibility to deliver regionally-focused solutions.

How GHS optimises the value of every healthcare dollar spent by the ADF

JHC and GHS worked in collaboration to remodel the ADF health delivery system which initially involved the rationalisation of a number of health contracts managed by the ADF. With this consolidation came a greater visibility and clarity of the total cost of health services.

- **The Medibank capability:** Medibank’s health industry experience is leveraged for access to providers, know-how and clinical expertise to provide high-quality and accessible healthcare at an efficient cost. We continually negotiate commercially competitive contracts to influence maximum value for all parties. This ethos aligns with the greater Medibank goal of ‘keeping healthcare affordable’—we ensure this is reflected in agreements, without affecting quality.

- **Central coordination:** All initial appointments and subsequent administration are closely managed on an end-to-end basis. In all possible instances we ensure prompt access to treatment at a pre-determined price to ensure cost certainty.

- **Innovate to deliver:** GHS leverages Medibank’s expertise to explore and apply innovative solutions to solve complex and unprecedented health needs.
Clinical governance

Maintaining and improving all elements of medical care

ADF personnel are a unique group of Australians and their health needs often require complex and innovative solutions.

GHS services are underpinned by clinical quality frameworks and processes to ensure best practice healthcare delivery. Key pillars include:

- workforce preparedness
- quality services
- risk management
- clinical effectiveness.

A further two supporting pillars of Support systems and Leadership promote effective delivery of the framework.

Complementary to the clinical framework, GHS’s seven core pillars of quality care guide all activities and encourage advancement in service standards and outcomes.

1. Safety of healthcare
2. Effectiveness of healthcare
3. Appropriateness of care
4. Consumer participation in healthcare
5. Access to service
6. Efficiency of service provision
7. Health informatics.

Note: Pillars are an adaptation of the six dimensions of quality of care as referenced in The Framework for Managing the Quality of Health Services in New South Wales (NSW Health, 1999, The Framework for Management the Quality of Health Services in NSW, p11–12).

The GHS Clinical Governance Framework ensures transparency and consistency in delivering safe, high quality clinical services to the ADF. This underpins GHS’s ability to provide the best possible care and clinical outcomes to members of the ADF.

To demonstrate their commitment and ability to meet the framework, subcontractors and suppliers must participate in a range of defined assurance activities to confirm they are delivering. This activity includes credentialing, legislative compliance, KPI and reporting requirements, training, meetings and audits—all designed to promote, review, measure and monitor the quality of clinical care. GHS also regularly reviews the Australian Health Practitioner Regulation Agency (AHPRA) registration status of all service providers treating ADF personnel to ensure their ongoing compliance.

Under the leadership of the National Medical Director, the GHS clinical governance team includes dedicated Senior Medical Officer roles to provide oversight and to ensure the proficiency and quality of services delivered to the ADF.

Clinical quality and safety is the highest priority

The GHS network of healthcare professionals, both subcontractors and service providers, follow service guidelines and are managed within the GHS Clinical and Corporate Governance frameworks to ensure compliance with all delivery requirements.

The Clinical Governance framework details clinical obligations and standards, which create accountability and compliance, resulting in risk mitigation and consistent excellence in healthcare.

25 000+ providers credentialed by GHS since contract inception
GHS actively monitors health professionals delivering services to ADF personnel. Continuous credentialing activities include:

- regular auditing of On-base Contracted Health Practitioner (CHP) credentialing
- extending the credentialing of Off-base service providers to include all service providers. In addition to the initial credential check, all AHPRA-registered practitioners are checked regularly
- confirming the credentials of non-AHPRA registered practitioners e.g. Exercise Physiologists and Audiologists each quarter
- controls within our IT systems to prevent appointments being made with any service provider that has conditions on their registration.

Although all contractors and service providers are expected to achieve and maintain clinical excellence, a strong emphasis on the Complaints and Clinical Incident Management (CCIM) process requires meticulous recording and examining of all incidents. This careful monitoring enables the implementation of improvements that support a robust system, in turn minimising the risk of incidents and maximising the standard of care.

These frameworks and processes ensure that ADF personnel can have a high level of confidence that they are receiving care from the most appropriate credentialed providers.

The GHS team has continued to strengthen and enhance clinical relationships with the ADF’s Joint Health Units. A further focus for the year has been on refining the CCIM process to ensure that the best systems and processes are in place to deliver the highest quality of care to the ADF. The team undertook comprehensive reviews to identify opportunities for improvement and to promote and maintain a model of safety and quality within the healthcare delivery system for the ADF.

To meet GHS service standards, CHPs who treat ADF personnel—along their entire pathway of care—are required to adhere to GHS clinical frameworks.
Security

GHS is committed to supporting JHC in protecting the safety of the ADF, its people, processes and information.

GHS has implemented security controls in a number of key areas including secure management of ADF information through a comprehensive approach, encompassing:

- security governance
- information security
- personnel security
- physical security
- third-party management
- security awareness and training.

An increased focus on security awareness and training of external service providers has occurred over the past year. All service providers are aware of, and committed to key security obligations to ensure they play an integral role in keeping ADF information safe and secure from unintended use.

The ADF operating environment is unlike many other workplaces, due to its complex and vulnerable nature, and its range of potential threats. In addition to the usual privacy and confidentiality obligations service providers are required to abide with when providing healthcare to all patients, there are additional security obligations when treating members of the ADF.

GHS assists service providers to implement good security practices to meet security obligations.
The year in review 2015-16

- **1.45 million**
  - On-base health professional hours (approximate)

- **283 000+**
  - Pathology tests

- **149 000+**
  - Medical Specialist invoices processed

- **134 000+**
  - Optical items and tests

- **119 000+**
  - Allied Health invoices processed

- **97 000+**
  - Referrals managed by the CAT

- **27 000+**
  - Hospital invoices processed

- **69 000+**
  - Imaging and Radiology procedures

- **12 000+**
  - Health Hotline calls

- **8100+**
  - ADF personnel accessing occupational rehabilitation services

All numbers are reflective of FY16
Evolving to meet change and complexity

Adapting service delivery to continue to meet the needs of the ADF

During the fourth year of service to the ADF, the GHS team has evolved its service delivery model to provide expertise and know-how to advance healthcare access, improve quality and consistency and ensure cost efficiencies.

Over the past year the GHS team has continued to work closely with JHC to mature the service delivery model for the ADF. This evolution included continuous delivery, embedding learnings from the past four years and flexibility to meet the evolving needs of the ADF.

GHS has continued to enhance and refine processes, systems and services to ensure the quality, safety and integrity of healthcare delivery to the ADF. GHS strengthens interactions with the ADF through delivering patient-centred healthcare within JHC’s organisational and risk environment, underpinned by comprehensive risk, security, corporate and clinical governance frameworks.

Consistency of delivery, whether it is clinical, operational, security or service, has been applied across the board to ensure high quality outcomes on a national scale by GHS.

GHS is focused over the next two-years of the extended contract to identify and implement opportunities for process and service improvements.
Service highlights in FY16 include:

- Maturity of the service delivery model
- Negotiation of commercially competitive and clinically appropriate contracts
- Enhanced processes including further implementation of automation to increase accuracy and efficiency
- Refinement of risk and governance frameworks ensuring alignment with the evolving needs of the ADF
- Continued growth of the GHS preferred provider network—both in terms of provider numbers and available specialties—to match the evolving healthcare needs of the ADF
- Evolution of alternative supply models, improving timeliness, access and reduction of time away from base-related activities for ADF personnel
- Continued involvement with complementary organisations including Soldier On, Australian Military Medicine Association (AMMA), Stand Tall PTSD Forum and Tour de Cure’s Signature Tour.
Primary care: On-base services

In FY16 GHS delivered primary care services across 59 ADF On-base Health Centres through subcontractor Aspen Medical.

On-base health professionals are dedicated to the ongoing health of ADF personnel, and it is imperative they are managed in the appropriate ADF environment.

ADF bases are fully equipped to supply primary healthcare services and many include the following services:

- General Practitioner
- Pharmacy
- Physiotherapy
- Dental
- Mental Health.

More than 1100 contracted health professionals offer a broad range of multi-disciplinary medical and Allied Health services. These professionals include:

- General Practitioners
- General Practitioner Trainers
- Aviation Specialists
- Under Water Dive Medical Specialists
- Mental Health Clinicians (Psychologists and Mental Health Nurses)
- Allied Health Professionals including:
  - Pharmacists
  - Physiotherapists
  - Exercise Therapists
- Dental Professionals and support staff:
  - Dentists
  - Hygienists
  - Sterilisation Technicians
  - Dental Assistants
- Nurses:
  - Nurse Coordinators
  - Registered Nurses
  - Endorsed Enrolled Nurses
  - Enrolled Nurses
  - Theatre Nurses
- Quality Managers
- other supporting roles.

Over the past year there has been a focus on streamlining processes and increasing process controls both within the On-base environment as well as in the interface between this and the other service packages. A strong focus has also been placed on the recruitment of staff to key roles in defined locations.

The following On-base services were delivered in FY16

1 455 000
health professional hours – approximate annual total
I was excited to get through the Army’s Basic Training Course, but was disappointed when I began to experience shin pain after running or marching. My Commanding Officer arranged for me to see the On-base Medical Officer, who in consultation with the On-base Physiotherapist organised a Podiatry referral. This was arranged within a week! The Podiatrist took me through a full assessment and issued me with a pair of Orthotics. The Orthotics had an immediate impact, and have reduced the discomfort I feel when exercising. The Podiatrist also recommended a strength program to my On-base Physiotherapist. I am really looking forward to working on a tailored training program so that I can keep up with the brigade.

At my pre-deployment medical assessment, the On-base Medical Officer noticed a suspicious mole which needed a closer look. Fortunately, there’s a Dermatologist that conducts a specialist clinic On-base. Due to my operational urgency, an appointment was made the following week at the next scheduled clinic date. The Dermatologist was able to do a biopsy at the clinic and the Pathology results were sent straight back to the Medical Officer. Thankfully it was great news—the mole was non-cancerous and it’s given me peace of mind before heading overseas. Being seen by a specialist was quick and easy.

Living and working away from family and friends can be hard at times. I was going through a particularly stressful time and I was struggling to cope without my usual support network. I met with the On-base Medical Officer who recommended I see an Off-base Clinical Psychologist. Having a skilled expert in my corner felt like a weight had been lifted off my shoulders. After a few sessions I noticed a real improvement in my concentration levels and the tightness in my chest subsided. My Psychologist taught me how to identify stress and trigger factors and implement coping techniques to prevent on-going issues. I’m now better able to fulfil my On-base responsibilities.

Case studies are based on common ADF health requirements and typical treatment plans.
Continued care: Off-base services

A comprehensive Off-base national network

Medibank has continued to expand its service provider network of Medical Specialists, Allied Health professionals and Hospitals to enable GHS to deliver comprehensive and timely Off-base services to ADF personnel throughout 2016.

The GHS Provider Network was originally established in extensive consultation with JHC to ensure continuity and sustainability of the existing ADF healthcare capability. It was further expanded by leveraging Medibank’s vast access to providers and existing relationships.

With this objective in mind, the constant focus is to:

- expand the network size and reach
- manage comprehensive onsite clinical support and system controls with an established clinical audit framework to ensure appointments are made under strict clinical governance protocols
- evolve operational procedures, with a focus on enhancing internal systems to streamline the appointment process
- analyse and investigate alternative supply options in areas of need
- work in collaboration with service providers to make it easier to do business with GHS.

Our Medical Specialists, Allied Health professionals and Hospitals are of the highest quality and enable GHS to deliver the best healthcare experience to ADF personnel. Working with quality providers is key to the success of GHS. Providers are required to be experienced in their fields and to maintain relevant insurance, registration and accreditation. All Australian Health Practitioner Regulation Agency (AHPRA) registered providers undertake a credentialing process and are regularly monitored to ensure they retain their credentials.

GHS is responsible for the coordination, administration and clinical governance of the Off-base provider network.

Further highlights include:

- refinement and further evolution of alternate supply models to enable timely access to healthcare services and reduce time away from base related activities for ADF personnel
- ongoing expansion of the GHS Provider Network
- addition of further providers in new specialities to increase breadth of services to the ADF
- delivery of a series of GHS Regional Provider events that provided opportunities for providers to engage with the GHS team and ADF representatives from JHC Health Units.

Working in collaboration across all states, the national provider network includes:

- 9500+ Allied Health professionals
- 4500+ Medical Specialists
- 265+ Hospitals
Simple and efficient access via one point

GHS manages access to secondary and tertiary health services via one central point to a comprehensive national network of providers.

The CAT coordinates access and bookings for Medical and Surgical Specialists and Allied Health professionals, and provides other services as required. The CAT is central to access, managing day-to-day workflow to ensure a seamless transition between On-base and Off-base healthcare. The team engages with the ADF On-base Health Centres and regional providers to build and manage relationships to ensure the highest quality healthcare experience for ADF personnel.

The CAT is the hub of data collection to inform strategic and tactical delivery decisions. The CAT continually evolves its approach to provide ADF personnel with improved access to more service providers. When access to services in a local community is limited, the CAT uses informed selection methodologies based on factors such as relationships, access lead times, charging behaviours and strategic network development potential. This function aligns to GHS’s goal of delivering better access to quality healthcare at an efficient cost.

The CAT:

- enables a seamless transition between On-base and Off-base healthcare access—swiftly connecting referrals to appropriate providers
- coordinates access to, and appointment management of, care by Medical and Surgical Specialists, Allied Health professionals, Hospitals and other services as required
- delivers a ‘single port of call’ model resulting in easy, quick and thorough access to medical professionals—often via just one phone call
- provides access to quality providers via robust selection processes that take into consideration urgency, required expertise and location
- is reinforced by our expert team that reacts efficiently to unique and complex requests—with local on-the-ground knowledge and close affiliations with local providers.
Working with GHS

GHS values the close working relationships we have with our service providers. We are committed to making it as easy as possible for our dedicated GHS service provider network to offer the most appropriate care to ADF personnel.

“I have found GHS staff to be efficient and diligent in organisation of clinics and responses when problems arise. Overall I commend GHS for their support and organisation.”

Dr Warren
Dermatologist

“GHS efficiently assists its personnel in receiving care from the best providers available, within a timeframe that optimises their outcome from treatment.”

Dr Ow-Yang
Neurosurgeon

“I find it both a privilege and a pleasure to treat ADF personnel. These are highly disciplined, motivated and altruistic men and women who are willing to put other peoples’ needs ahead of their own. Like everyone else, [ADF personnel] appreciate being treated with respect and given understandable explanations of their treatment.”

Dr Walsh
Psychiatrist

“I really enjoy being part of the management in ADF injuries. Communicating with the GHS team has been an incredibly easy process. The team is very efficient in making appointments and the relevant referral is always promptly sent prior to member appointments. Overall, working alongside GHS has been so hassle free that it has allowed us to concentrate on what is most important and that is providing treatment to the ADF personnel.”

Dominic
Senior Podiatrist

“The receiving of referrals from GHS, through to bookings and invoicing has been seamless and trouble-free for the day-to-day running of our clinics. It has been a pleasure being able to provide our services to the personnel of the ADF.”

Dr Gundabawady
Psychiatrist

“The GHS team are a joy to deal with—very efficient, friendly and helpful.”

Georgia
Practice Manager
Diagnostic care
Supporting clinical delivery

GHS provides ADF personnel with access to nationwide diagnostic expertise, supported by state-of-the-art technology to identify, treat and monitor illness and disease.

GHS has subcontracted I-MED to supply Imaging and Radiology services noting their provision of the highest standard of skilled Radiologists, equipment and technology. I-MED is Australia’s largest medical imaging clinic network, comprising over 145 clinics accessible to the ADF, covering all major metropolitan areas and significant parts of rural and regional Australia.

To ensure that the ADF maintains a comprehensive record, a key focus for GHS and I-MED in FY16 was exploring and implementing opportunities to store all images—regardless of where they were captured.

GHS has subcontracted Special Diagnostic Services (SDS) to supply Pathology services to provide access to facilities that diagnose, prevent, treat and monitor disease. SDS manages Australia’s largest network of collection centres, with more than 6000 Pathology professionals, including Pathologists, scientists, technicians, collectors and couriers supporting the system. SDS has four large-scale accredited laboratories and a further 100 regional or hospital based laboratories.

Through a customised web-based repository, all ADF personnel results and reports can be accessed (with appropriate controls in place) from anywhere at any time, ensuring continuity of care.

Delivering over 283 000 Pathology services to ADF personnel in FY16, SDS has worked in collaboration with GHS to refine systems to ensure continued alignment with JHC’s requirements.

![Image courtesy of SDS](Image courtesy of SDS)

283 000+
Pathology items delivered in FY16

69 000+
Imaging and Radiology procedures performed in FY16
Rehabilitation

Regaining and maintaining peak health condition

In the past year the provision of rehabilitation services has remained a key focus with the ultimate aim of early intervention to achieve timely and appropriate return-to-work outcomes and enhanced military capability.

GHS and JHC have collectively focused on rehabilitation services to:

- identify potential issues that cause delays in assessment and access
- improve timeliness of an initial consultation and subsequent referral pathways
- identify impediments to an effective and efficient service
- establish a best practice early intervention model
- achieve efficiency gains and cost savings
- minimise the overall impact of workplace injury.

GHS has partnered with two workplace rehabilitation providers to ensure high quality, nation-wide access.

**Konekt** is Australia’s largest private sector provider of organisational health and risk management solutions. It has over 20 years’ experience in delivering tailored solutions spanning Workplace Health and Safety (WHS), risk management and injury management.

**Advanced Personnel Management’s (APM)** extensive network focuses on best-practice service delivery for the prevention and proactive management of injuries in the workplace. Its end goal is to minimise the personal and business impact of workplace injuries and illness through prevention, education, rehabilitation and training.

In FY16 Comcare accredited rehabilitation consultants provided support to ADF personnel to assist them in regaining and maintaining peak health condition.

Image courtesy of Dept of Defence.

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Optometry

A key service for ADF personnel is access to optical services.

GHS has subcontracted Specsavers to supply Optometry services and products to the ADF. Specsavers has 320 accessible store locations across Australia, featuring a consistent range of frame styles and products manufactured with the latest high-tech materials and standards. All finished products are produced to exacting international standards and specifically comply with requirements for the Australian market.

Specsavers, globally have significant experience in meeting military requirements, as the provider of services to the New Zealand Defence Force nationally, as the preferred supplier of Defence Health (the private health insurance fund) in Australia and its longstanding relationship with the Royal Navy in the United Kingdom.

All Specsavers suppliers are required to sign up to their ethical sourcing policy and are regularly inspected to ensure they comply.

Specsavers stores across Australia are committed to supporting local communities. A major initiative is the nationwide Specsavers Community Program which aims to raise funds for the Specsavers national charity partner, The Fred Hollows Foundation, as well as hundreds of local charities across the country.

Service highlights for FY16 include:

- continuing to expand the network of Specsavers Optometrists that have achieved Civil Aviation Safety Authority (CASA) accreditation to deliver aviation Optometry testing
- expanding the product range to meet the specific needs of the ADF in providing specialist Optical support.

134 000+ Optical items and tests delivered in FY16
24/7 care: The Health Hotline

The assurance of immediate attention, anytime

Medibank expertise in telehealth solutions enables GHS to offer the Health Hotline—a customised national telephone-based triage service for all ADF personnel.

In unexpected times of need, the Health Hotline gives a 24/7 layer of assistance—providing triage, health information and provider referrals.

Further to afterhours support, the Health Hotline plays an important role when ADF bases are closed or operating at a reduced capacity.

In FY16 the Health Hotline provided support during unforeseen ADF facility closures as a result of extreme weather events.

19% of callers required immediate medical attention

12 000+ Health Hotline calls
Could you support the ADF and the vital role they play for Australia?

By the nature of their profession, ADF personnel need to maintain operational readiness or regain a peak health condition to fulfil their duties—it’s crucial they have access to world-class healthcare.

If you are a qualified healthcare provider, use your medical expertise to support this interesting, important and unique group of Australians.

Apply to the GHS preferred provider network and you could benefit from priority status in referral systems and favourable payment terms, while taking pride in playing the essential role of serving the health needs of Australia’s Defence Force.

For more information

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