



Risk stratification tool override

Enrolling a patient in a Health Care Home involves the use of the risk stratification tool (RST). The RST includes a predictive risk model (PRM) and scans a practice’s electronic patient records to determine patients’ eligibility.

To determine eligibility, the PRM examines more than 50 variables and interactions, including:

- patient demographics
- diagnoses
- medical observations
- medications
- lifestyle

Patients with chronic and complex conditions and a high risk of hospitalisation within the next 12 months are most eligible for enrolment in a Health Care Home. The PRM should identify eligible Health Care Home patients. If the PRM does not identify a patient as potentially eligible and a clinician believes they qualify, the PRM override can be used. The override was installed to manage any potential issues that arose from the introduction of the tool and should be used by exception.

To use the PRM override, a **valid clinical justification** must be provided. A valid reason is important as it allows the department to understand in what ways the PRM isn’t working as well as it should. This information can then be used to improve the PRM and provide a better experience of the risk stratification process for clinicians.

An appropriate clinical justification **should**:

- include justification for the patient’s elevated hospitalisation risk
- detail medical conditions or diseases impacting the clinician’s decision
- identify any factors compounding the complexity (e.g. homelessness, absence of a carer, isolation).

An appropriate clinical justification **should not**:

- only state diagnosed chronic conditions
- mention the patient’s name
- be vague or provide no evidence the patient would benefit from enrolment.

Good clinical justifications	Poor clinical justifications
“Vulnerable due to intellectual impairment, has Type 1 diabetes, is overweight and has cataracts. A fall risk.”	“Came up eligible on list.”
“Severe PTSD and anxiety is making attendance at appointments difficult. Recently diagnosed with Type 2 diabetes. Struggles to access services”.	“Patient consented to enrol.”
“Ischemic heart disease and poorly managed asthma. Multiple hospital admissions.”	“Chronic condition”

Appropriate use of the override will support effective evaluation and refinement of the PRM, and the Health Care Homes evaluation more broadly.

The department monitors de-identified data from the use of the RST, including the PRM override. The department will work with Primary Health Networks to provide feedback on how the override is being used, and ensure that misuse is prevented. Further information on patient enrolment and eligibility is available in the [patient eligibility factsheet](#).