

Patients with High Complexity (5 and 4)

Demo Practice

23 April 2025 09:51

Which patients are included in this report?

What data is in this report?

How do we use this report?

What are ACG patient complexity levels?

Which patients are included in this report?

- Patients with high complexity, e.g. an ACG level 5; and
- Who may be eligible for chronic disease or mental health care, including new or review GPCCP as of 1 July 2025, and provision of practice nurse services; and
- who have at least one recorded consultation or have been prescribed medication within 12 months of the date of this report

What data is in this report?

- Age of patients - to protect patient confidentiality, the age of all patients older than 90 years are displayed as 90
- Gender
- Medication lists
- Coded diagnoses – displayed as the number of chronic disease or mental health conditions per patient
- Medicare billing data were extracted from the practice billing program for the following items: as of 1 July 2025 the new GP Chronic Conditions Plan (GPCCP) items (965,392,92029,92060) will be used and until then the current GPMP items that were not billed in the last 12 months will be used; GPCCP review items (967,393,92030,92061) will be used as of 1 July 2025 and current review items not billed within 3 months of a care plan will be used; Practice nurse item 10997, displayed as the number billed out of a maximum of 5 in a calendar year for patients with a current GPCCP; Practice nurse item 10987, displayed as the number billed out of 10 in a calendar year for patients with items 715 or 228; Medication Reviews items (900,245). The TCA column will be removed 1 July 2025. Details [here](#).
- Patients' eligibility for all MBS item numbers in this report should be validated with Medicare

How do we use this report?

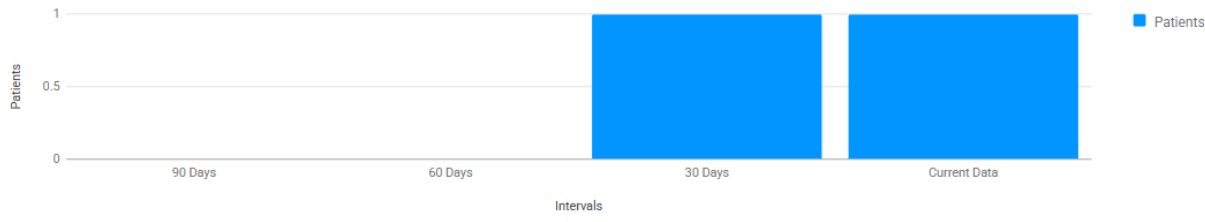
- This report identifies patients with high complexity that may be eligible for chronic disease or mental health occasions of service to help reduce their risk of poor health outcomes
- The results can be filtered by clicking on each column. Clicking on columns will rearrange the results alphabetically, chronologically or from high to low or low to high
- If chronic disease or mental health items are not due, the corresponding spaces in the report have been left blank
- The 'Hospital Risk' column indicates which patients have a $\geq 80\%$ risk of being admitted to hospital within the next 12 months (this score is being validated with Johns Hopkins University)
- The 'Current medications' column displays the number of new medications that were prescribed for patients in the 12 months before this report. The next column displays the number of other medications that were first prescribed more than a year before the date of the report. The sum of the two columns is the total number of medications prescribed for patients at the time of the report.
- Primary Sense counts each individual type of medication, also called the active ingredient. For example, a prescription for Avapro HCT will be counted as two drugs (Irbesartan and Hydrochlorothiazide). Primary Sense counts each route of administration as an active ingredient. For example, two prescriptions for tramadol - as tablets and as an injectable - would be counted as two active ingredients. However, prescriptions for different doses of the same drug are counted as a single medication. For example, three prescriptions for 1 mg, 3 mg and 5 mg of oral Warfarin is counted as one medication (Warfarin). Primary Sense also accounts for medication substitution. For example, patients who are prescribed Avapro (trade name) one month, and Irbesartan (generic name) the next, will be counted as a single active ingredient (irbesartan).
- The 'Search' function can help you find specific content
- The 'Existing appt' column displays patient appointments that have been booked for dates beyond the report
- The 'Last Visit' column displays the date the patient last had an appointment at the practice
- The 'Remove' column provides the option to selectively remove individual patients from this type of report for the next twelve months.
- The report can be exported as an Excel or CVS file by clicking the 'Export To Excel' or 'Export to CSV' tabs
- All reports that are generated are automatically saved to a folder on your practice computer.
- The report can be printed by clicking the right mouse button while hovering the cursor over the report and selecting the 'print' option.

What are ACG patient complexity levels?

- There are six complexity levels, ranging from 0-5
- Level 1 indicates a very low level of complexity with no known risks for poor health outcomes, while level 5 is the highest complexity. Patients with level 5 complexity typically have significant multi-morbidity and polypharmacy and are at greatest risk of poor health outcomes.
 - Level 5: High complexity, characterized by instability, multimorbidity, polypharmacy or patients requiring end-of-life care
 - Level 4: High to moderate complexity, characterized by multimorbidity
 - Level 3: Moderate complexity. Patients typically have at least 1 chronic condition and are at risk of progressive deterioration.
 - Level 2: Low to moderate complexity. Patients typically have one risk factor
 - Level 1: Low complexity. Patients are generally healthy and only present because of acute, time-limited conditions or minor issues.
 - Level 0: no or only invalid diagnosis
- Patients with higher levels of complexity are more likely to be hospitalized than those with lower levels. However, complexity is not directly related to the risk of being hospitalized. Many Primary Sense reports therefore include both estimates.
- If the complexity of a patient is calculated from results that are more than 12 months old, the level will be displayed in brackets, e.g. (3), rather than 3.
- If there is insufficient information to calculate a complexity level, the result will be displayed as 'N/A'
- The complexity levels of patients in this report were calculated with the Johns Hopkins ACG tool. The ACG is underpinned by a robust evidence base of >30 years of practical application. The tool is used in 20 countries and has been validated in different healthcare settings, including general practice.

Report Synopsis

High-risk patients in the practice across 30 day intervals



All Doctors ▼

View As Columns ▼

Report-Related Data:
 Patients With Care Plan And Complexity of 4-5: 0

Note: Empty interval columns will populate over time.

Patients with complexity score of 5

Information about this table

These patients have very high complexity

Show patients per page

Export To Excel Export To CSV Export To CSV (SMS)

Search:

Remove	Patient Name	Patient Phone	Last Visit	Existing Appt	GP Name	Clinic	Age	ATSI	Hospital Risk %	Current Medications started in the past 12 months	Current Medications started more than 12 months ago	Last Medication Review	GPMP	GPMP Review	TCA	TCA Review	PN (10997)	PN (10987)
Remove	Patison, George	0478925567	Nil	Nil	Dr Jones		59			1	0	Nil	Due		Due			
Remove	Kane, Danile	0423438867	2024-11-06	2025-06-30	Dr Jones		72	Y	82	3	5	2024-06-11		Due		Due		2/10
Remove	Smith, Sonia	0436789965	2025-02-17	2025-06-28	Dr Jones		82		94	2	6	Nil	Due		Due		1/5	

Showing 1 to 3 of 3 entries

Previous **1** Next

Patients with complexity score of 4

Information about this table

These patients have high complexity

Show patients per page

Export To Excel Export To CSV Export To CSV (SMS)

Search:

Remove	Patient Name	Patient Phone	Last Visit	Existing Appt	GP Name	Clinic	Age	ATSI	Hospital Risk %	Current Medications started in the past 12 months	Current Medications started more than 12 months ago	Last Medication Review	GPMP	GPMP Review	TCA	TCA Review	PN (10997)	PN (10987)
Remove	Thompson, Stanley	043369278	2023-10-12	Nil	Dr Jones		69			1	0	2023-06-08	Due		Due		0/5	
Remove	Walker, Laura	0423203378	2024-04-15	2025-06-25	Dr Jones		73			0	5	Nil	Due		Due			
Remove	Nguyen, Quang	0436825567	Nil	Nil	Dr Jones		66		86	6	4	Nil		Due		Due	0/5	

Showing 1 to 3 of 3 entries

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