

**FUNDING AND SERVICE AGREEMENT<sup>1</sup>****Visiting Medical Practitioner Scheme****(A) Service Definition****(1) Introduction**

The Visiting Medical Practitioner Scheme (VMPS) (the Service) provides primary medical care and support to service users of Residential Care Homes for Persons with Disabilities (RCHDs) under the subvention of the Social Welfare Department (SWD). It also offers consultation and training to the staff and family members/care-givers of RCHDs on health care management.

**(2) Purpose and Objectives**

Through the Service, the Service Operators of RCHDs will be able to establish a service network with general medical practitioners for providing regular on-site medical consultation service for improvement of general health and preventive care.

**(3) Service Nature and Contents**

Services under the Service are delivered through regular visits to RCHDs by medical practitioners, which cover a range of programmes as follows -

- (a) on-site medical treatment and management of episodic illnesses and sub-acute problems of service users, including service users discharged from hospitals or under specialist care, and liaise with hospital-based services as necessary;
- (b) regular health assessment and physical check-ups of service users;
- (c) advice/assistance in maintenance of proper patient records and medical history for service users and medication storage and management;
- (d) advice on measures regarding prevention and control of infectious disease as well as environmental hygiene of RCHDs;
- (e) telephone consultation on the management of emergency situations concerning the health of service users;
- (f) training on health care, infection control, etc., to the staff of RCHDs;

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<sup>1</sup> This Funding and Service Agreement is a sample document for reference only.

- (g) talks on health promotion, management of chronic illness, etc., for service users and their family members; and
- (h) any other services as deemed appropriate and agreed between RCHDs and the medical practitioners concerned.

(4) **Target Service Users**

Persons with disabilities receiving services in RCHDs under the subvention of SWD.

(5) **Fees and Charges**

The Service, including medications for minor ailments such as common cold, influenza, etc., should be provided free of charge to all service users. The Service Operator is recommended to explore a subsidy scheme for those service users who could not afford the medications not covered by the Service.

(B) **Service Performance Standards**

(6) **Essential Service Requirements**

The Service must be provided by medical practitioners with qualifications recognised in Hong Kong under the Medical Registration Ordinance (Cap. 161).

(7) **Service Output and Outcome Standards**

The Service Operator is required to meet the service output and service outcome standards according to the Terms and Requirements of Specific Service Unit at **Annex**.

(8) **Service Quality Standards**

The Service Operator shall meet the requirements of the 16 Service Quality Standards.

(C) **Subvention**

- (9) The Service is subvented by the SWD under the Lump Sum Grant (LSG) Subvention System and the basis of subvention is set out in the notification letter issued by the SWD. The Service Operator is required to observe the rules of subvention according to the prevailing LSG Subvention Manual, circulars, guidelines, management letters and relevant correspondence issued by the SWD. The Government will not accept any liabilities or financial implications arising from the Service other than the amount of subvention as

approved by the SWD.

- (10) The amount of subvention has taken into account the personal emoluments of staff, including provident fund for employing qualified staff, and other charges (covering all other relevant operating expenses such as utilities, programme and administrative expenses, minor repairs and maintenance, employees' compensation insurance and public liability insurance, etc.) applicable to the operation of the Service and recognised fee income, if any. Rent and rates in respect of the premises recognised by the SWD for delivery of the Service will be reimbursed separately on an actual cost basis.
- (11) Upon the Service Operator's acceptance of the Funding and Service Agreement (FSA), payment of subventions will be made on a monthly basis.

**(D) Validity Period**

- (12) This FSA is valid for a time-defined period as set out at Annex. Should the Service Operator breach any terms or condition of this FSA and fail to remedy the same in such manner and within such time as shall be specified in a written notice from the SWD, the SWD may, after expiry of such notice, terminate this FSA by giving 30 days' notice in writing to the Service Operator.
- (13) Where there is any change to the service performance standards within the agreement period, the SWD will seek mutual agreement with the Service Operator and the Service Operator will be required to achieve new requirements in accordance with the specified implementation schedule.
- (14) Renewal of the FSA for the next term will be subject to the relevant considerations such as the prevailing policy directive, service needs and the performance of the Service Operator. The SWD reserves the right to reallocate the Service.
- (15) The SWD may immediately terminate the FSA upon the occurrence of any of the following events –
  - (a) the Service Operator has engaged or is engaging in acts or activities that are likely to constitute or cause the occurrence of offences endangering national security or which would otherwise be contrary to the interest of national security;
  - (b) the continued engagement of the Service Operator or the continued performance of the FSA is contrary to the interest of national security; or
  - (c) the SWD reasonably believes that any of the events mentioned above is about to occur.

**(E)     Others**

- (16)     In addition to this FSA, the Service Operator shall also comply with the requirements according to the relevant Service Specifications, and the Service Operator's proposals and supplementary information, if any. Where these documents are in conflict, this FSA shall prevail.

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AnnexTerms and Requirement of Specific Service Unit

Name of Service Operator : \_\_\_\_\_

Name of Service Unit : \_\_\_\_\_

**(A) Validity Period**

This agreement is valid from \_\_\_\_\_ to \_\_\_\_\_.

**(B) Service Performance Standards**Service Output

<b>Service Output Standard (OS)</b>	<b>Service Output Indicator</b>	<b>Agreed Level</b>
1	No. of clinical visits conducted in a year <sup>(Note 1)</sup>	80 (preferably on a weekly basis)
2	Percentage of service users having received at least one health assessment in a year <sup>(Note 2)</sup>	95%
3	No. of staff training on health care/ infection control organised in a year	1
4	No. of health care talks delivered to service users and/or their families in a year	1
5	No. of hygiene audits conducted for infection prevention and control in a year	2

Service Outcome

Service Outcome Standard (OC)	Service Outcome Indicator	Agreed Level
1	Percentage of service users indicating satisfaction with the Service in a year <sup>(Note 3)</sup>	75%
2	Percentage of service users' family members/ guardians/ carers indicating satisfaction with the Service in a year <sup>(Note 4)</sup>	75%
3	Percentage of staff indicating satisfaction with the Service in a year <sup>(Note 5)</sup>	75%

**Notes and Definitions**

**(Note 1) Clinical visits** refer to the visits conducted by visiting medical practitioners to provide the range of programmes covered by the Service, including medical treatment and management, health assessment, advice on maintenance of health records, medication management and environmental hygiene, staff training, health talks and hygiene audits.

**(Note 2) Percentage of service users having received at least one health assessment in a year =**

$$\frac{\text{Number of service users having received one or more health assessment in the year}}{\text{Total number of service users having been served in the year}} \times 100 \%$$

**(Note 3) Percentage of service users indicating satisfaction with the Service in a year =**

$$\frac{\text{No. of service users indicating satisfaction}^1 \text{ with the Service in the year}}{\text{Total no. of service users having completed the service evaluation questionnaires in the year}} \times 100\%$$

**(Note 4) Percentage of service users' family members/guardians/carers indicating satisfaction with the Service in a year =**

$$\frac{\text{No. of service users' family members/guardians/carers indicating satisfaction}^1 \text{ with the Service in the year}}{\text{Total no. of service users' family members/guardians/carers having completed the service evaluation questionnaires in the year}} \times 100\%$$

**(Note 5) Percentage of staff indicating satisfaction with the Service in a year =**

$$\frac{\text{No. of staff indicating satisfaction}^1 \text{ with the Service in the year}}{\text{Total no. of staff having completed the service evaluation questionnaires in the year}} \times 100\%$$

<sup>1</sup> It refers to respondents indicating “同意” or “非常同意” as shown in the “院舍外展醫生到診計劃-服務使用者/家屬/職員意見調查問卷” provided by the SWD.