



NSW Health Minister launches Telephonic Coaching for South Eastern Sydney and Illawarra Shoalhaven patients.

16th August 2011

The NSW Minister for Health, the Hon. Jillian Skinner, today launched the South Eastern Sydney and Illawarra Shoalhaven Local Health Districts' telephonic coaching program for patients at high risk of hospitalisation due to chronic disease.

The service, delivered by *Healthways Australia*, is part of the NSW Health *Connecting Care Program (Severe Chronic Disease Management Program)*.

The *Connecting Care Program* is a statewide initiative that links general practice, specialist medical, acute hospital, and community health services to provide patient-focused and team-based coordinated care for people with complex chronic diseases; and who have a high risk of being admitted to hospital.

Telephonic Health Coaching is an evidence-based model of care delivered by trained health professionals (nurses and allied health) to influence positive behaviour change, reinforce clinical best practice, and subsequently improve a patient health.

It provides guidance, education and support for patients to better understand their condition, and reinforce medical and health recommendations.

People eligible for enrolment in the South Eastern Sydney and Illawarra Shoalhaven Local Health Districts telephonic coaching program:

- Have one of the following five chronic diseases:
 - Diabetes;
 - Congestive Heart Failure;
 - Coronary Artery Disease;
 - Chronic Obstructive Pulmonary Disease;
 - Hypertension (High blood pressure); and
- Are at high risk of unplanned hospital admissions.



The Telephonic Health Coaching service enables a patient to gain a fuller understanding of their chronic disease, the impact of their behaviours on the disease and methods of managing risk factors in a positive way.

“A recently published study in *Population Health Management* has shown participants with coronary artery disease, heart failure, diabetes, or chronic obstructive pulmonary disease in our telephonic health coaching program showed the hospital admission rate had decreased by 6.2% compared with a 14.9% increase in the unsupported group”, Managing Director, Mr. Timothy Morphy said.

“To get this program up and running in the timeframe we have is a tribute to the hard work of the dedicated South Eastern Sydney and Illawarra Shoalhaven Local Health District officials we have been involved with”, he said.

“We look forward to reporting on the outcomes of this program and working with other Local Health Districts in the near future”.

Media contact
Healthways Australia

Craig Bosworth Director of Strategy

Mob: 0409 356 455

craig.bosworth@healthways.com

About Healthways Australia

Healthways Australia is a clinician-led telehealth company delivering health programs for populations at risk. Since its foundation in 1981, Healthways has been working with and assisting governments, employers, health insurers, hospitals, doctors and above all, individuals; to improve the effectiveness of healthcare and reduce healthcare costs through large-scale health programs adapted and tailored for the local health system. Healthways provides ongoing health analysis and services for over 35 million individuals worldwide in Australia, Europe, North and South America. Visit www.healthwaysaustralia.com.au for more information.