

Frequently asked questions for general practice

What is Life! Taking Action on Diabetes telephone health coaching?

Life! telephone health coaching is an alternative delivery mode to the Life! course. The telephone health coaching service is for eligible patients who are unable to attend a face to face group course.

Telephone based health coaching is recognised as an effective and efficient methodology for supporting positive behavioural change in relation to chronic disease risk factors as well as assisting in the management of existing conditions.^{1,2,3}

Why is an alternative delivery mode of the Life! Taking Action on Diabetes course being introduced?

The telephone health coaching service is now being implemented as an option for the many eligible people who are missing out on the Life! course because they are unable to attend a group course.

What is the difference between the Life! Taking Action on Diabetes course and Life! Taking Action on Diabetes telephone health coaching?

The Life! course is delivered in person, face to face in a supportive group environment while telephone health coaching is delivered one on one over the phone. The telephone health coaching service uses similar principles to those underlying the Life! course.

A face to face group based Life! course continues to be the best evidence-based type 2 diabetes prevention intervention for people at high risk of developing type 2 diabetes. The telephone health coaching service is available for patients who can not attend a face to face course.

Where can I find evidence on telephone health coaching?

Please visit the Life! website at www.diabetesrisk.org.au, for links to research articles and evidence on telephone health coaching.

Who will be delivering Life! Taking Action on Diabetes telephone health coaching?

Kinect Australia is delivering the telephone health coaching. Kinect Australia works in consultation with Diabetes Australia – Vic to ensure the telephone health coaching meets the goals of the Life! program. The health coaches at Kinect Australia are health professionals trained in the Health Coaching Australia model, including motivational interviewing.

1 Elizabeth G. Eakin A, Marina M. Reeves A, Sheleigh P. Lawler A, Brian Oldenburg B, Chris Del Mar C, Ken Wilkie D, Adele Spencer A, Diana Battistutta E, Nicholas Graves. The Logan Healthy Living Program: A cluster randomized trial of a telephone-delivered physical activity and dietary behavior intervention for primary care patients with type 2 diabetes or hypertension from a socially disadvantaged community—Rationale, design and recruitment. Science Direct October 2007. [http://www.goforyourlife.vic.gov.au/hav/admin.nsf/Images/the_logan_healthy_eating_program.pdf/\\$File/the_logan_healthy_eating_program.pdf](http://www.goforyourlife.vic.gov.au/hav/admin.nsf/Images/the_logan_healthy_eating_program.pdf/$File/the_logan_healthy_eating_program.pdf)

2 Coaching for behaviour change in chronic disease: A review of the literature and the implications for coaching as a self-management intervention Helen Lindner, David Menzies, Jill Kelly, Sonya Taylor and Marianne Shearer Australian Journal of Primary Health 9(3) 177 - 185 (2003) doi:10.1071/PY03044

3 Motivational Interviewing http://www.agpn.com.au/_data/assets/pdf_file/0016/15019/Rubak_Mlreview.pdf

Prevent type 2 diabetes – call 13 RISK (13 7475) or visit www.diabetesrisk.org.au

What does Life! *Taking Action on Diabetes* telephone health coaching include?

The telephone health coaching service includes:

- assessment of readiness, importance and confidence to change behaviour to adopt a healthier lifestyle
- explanation of risk factors for type 2 diabetes and how they link to lifestyle
- goal setting and planning to assist in the adoption and maintenance of lifestyle changes
- the importance of good nutrition and regular physical activity
- linkages to local programs and services to adopt lifestyle changes.

Upon referral, Kinect Australia will conduct a first session, which includes questionnaires and baseline data collection, before scheduling the client's first appointment with a trained health coach. The health coach will then contact the client at the agreed time and date.

The telephone health coaching includes the five program goals of the Life! course and will be individualised to suit the client's needs (<http://www.diabetesrisk.org.au/Phonehealthcoaching/tabid/76/Default.aspx>).

How long does Life! *Taking Action on Diabetes* telephone health coaching run?

Telephone health coaching is individualised and arranged at a time the client is available. The initial health coaching call will focus on the identification of general and specific health goals related to the reduction of type 2 diabetes risk factors. Baseline data will be collected in relation to the chosen target behaviours and risk factors for type 2 diabetes. The health coach will also establish a follow up call schedule with the client. The first call may last up to 45 minutes, while follow up calls generally last 10 to 20 minutes.

Follow up calls will be offered to the referred individuals at 1 month, 2 months, 3 months, and 5 months. Follow up calls will review progress and offer additional support for behavioural change to prevent the progression to type 2 diabetes.

Will I receive feedback on how my patient is progressing in Life! *Taking Action on Diabetes* telephone health coaching?

Yes. The following reports are provided to the referrer, or to the nominated GP if supplied, as applicable:

- confirmation of receipt of referral and inclusion in program
- third call progress report
- final progress report.

The third call progress report will include your patient's prioritised self management goals, positive actions towards self management, strengths and strategies they are utilising, and a brief overview of what they will be working towards in the future. Also included are any questions/ concerns the coaches may have in regard to supporting the client to make these changes.

The final progress reports will include the same points as the third call progress report, plus a few brief statements on what the client has learned. Weight and waist measurements will also be included in this report.

Note: referrers will also be informed if the client withdraws from (or opts out of) the program, or we are unable to contact them after three attempts.

Who is eligible for Life! *Taking Action on Diabetes* telephone health coaching?

To be eligible patients must:

- have diabetes excluded

AND

- have a high risk condition, specifically a pre existing condition of either CVD/GDM

OR

- score 12 or more on the AUSDRISK test
- be 50+ years of age (or 18+ for Aboriginal Victorians).

Can a patient who is between 40–49 years age or under 40 and had a WorkHealth check participate in Life! Taking Action on Diabetes telephone health coaching?

No. Currently, these groups can only be referred and participate in the Life! course (face to face group).

Can patients with culturally and linguistically diverse backgrounds participate in Life! Taking Action on Diabetes telephone health coaching?

At this stage Life! telephone health coaching is primarily offered in English. Patients with culturally and linguistically diverse backgrounds who have basic English skills are able to access the service.

Patients seeking general diabetes prevention or management advice can call the Diabetes Multilingual Infoline on (03) 9321 5438 or see <http://www.diabetesvic.org.au/Multilingualinformation/tabid/154/Default.aspx> for further details.

What if a patient is not eligible for Life! Taking Action on Diabetes telephone health coaching?

Encourage your patient to seek information about preventing diabetes from the Diabetes Australia – Vic website www.diabetesvic.org.au or by calling 13 RISK (13 7475). Your patient can also be connected to healthy and active information and opportunities in their local area by calling the 'Go for your Life' info line on 1300 73 98 99.

Your local division of general practice or community health service may also be able to assist you to find appropriate services and programs.

Who can refer people to Life! Taking Action on Diabetes telephone health coaching?

- general practitioners
- people can refer themselves (self referrals are asked to nominate their usual GP when referring)
- allied health professionals and Life! recognised health professionals who implement the first visit

What do I need to do to refer a patient to Life! Taking Action on Diabetes telephone health coaching?

This is the same process as referring to the Life! course.

GPs and allied health professionals can refer patients to the telephone health coaching who meet the above eligibility criteria.

To refer the Life! referral form must be completed (including weight, height, waist measurement and recent Lipids profile and fasting blood glucose test results) and sent to one of the below options:

- fax to Life! central referral (03) 9667 1757
- send to division of general practice central referral (if applicable)
- send to local Life! facilitator.

The division central referral and Life! facilitator should forward the referral to the Life! central referral if the patient is unable to do a face to face course so they can be offered telephone health coaching.

The referral form is available in a number of formats, including hard copy, Medical Director, Genie, Best Practice and Zed Med. The referral forms can be found at <http://www.diabeteslife.org.au/GPHealthProfessionals/LifeProgramreferralform/tabid/92/Default.aspx>. Or refer to a local provider.

If your patient can not attend a face to face course, select Phone on the referral form or make a note on the referral that they would like to do diabetes prevention via the phone.

Can my patient complete the Life! program with a combination of course sessions and telephone coaching sessions?

No. A patient has only completed a diabetes prevention intervention if they complete the six face to face group sessions or the five telephone health coaching sessions. A diabetes prevention intervention can not be made up of a combination of the two delivery methods

If a patient withdraws from either the Life! course or the Life! telephone health coaching, they can start the other method as a new initiative.

What happens if my patient wants to switch from a face to face course to telephone health coaching (or vice versa) or drops out altogether?

In this case, the facilitator or the telephone health coach will send the patient's referral form to the Life! central referral officers and note that the patient has withdrawn and would like to participate in the other delivery mode. The Life! central referral officer will then arrange for the patient to be enrolled in the other method, noting that they will have to begin at session one.

The facilitator or telephone health coach who the patient withdrew from will send a feedback letter to the GP.

If a patient withdraws from the program altogether a letter will be sent to the GP explaining the patient's status in the program.

Can my patient complete the Life! course and then go into Life! telephone health coaching (or vice versa)?

If a patient completes either the Life! course or the Life! telephone health coaching they can also go on to completing the other intervention if they wish. This can occur by having the facilitator or telephone health coach send the referral form to the Life! central referral officer with a note saying course completed and that the client wishes to participate in the other intervention. Facilitator/ telephone health coach will also send this feedback to the clients GP. A GP can also refer the patient into the other delivery mode through usual referral process.

Will a referral to Life! telephone health coaching count towards the number of referrals required to fulfil the Life! case finding funding agreement?

Yes. If the patient is 50 years and over, or an Aboriginal Victorian 18 years and over, and referred through the case finding funding agreement, it will count towards the Life! case finding funding targets.

Is there a fee for Life! *Taking Action on Diabetes* telephone health coaching?

The telephone health coaching service is free for most people, including:

- people on low to medium incomes (as per the Health and Community Care (HACC) guidelines)
- Aboriginal Victorians.

For all others, a \$50 co-payment is required.

Who has duty of care for a patient taking part in a Life! *Taking Action on Diabetes* telephone health coaching?

Kinect Australia, who will be providing the telephone health coaching, has duty of care for the patient until the completion of the Life! telephone health coaching.

How do I get more information about Life! *Taking Action on Diabetes* programs?

You can contact us by:

- email on life@diabetesvic.org.au
- phone Diabetes Australia – Vic on (03) 8648 1880
- 13 RISK (13 7475).

Resources can be ordered by downloading the order form from www.diabetesrisk.org.au and faxing to (03) 9667 1757 once completed.