

## Information for Health Professionals

### What is the CCSM Program?

A partnership between Goulburn Valley Health and Community Health. The CCSM Program provides Health Coaching, Flinders Care Planning and the Better Health Self Management Course (BHSMC) with the aim to build individual's ability to self manage.

### Who is eligible?

- People who have been diagnosed with a chronic condition(s)
- And are above the age of 18 years
- People who do not reside in an aged care residential facility

**NB.** Carers of those who meet the above criteria are eligible for the BHSMC.

### Who can benefit?

- People who can safely participate in self management interventions, to compliment their existing disease management strategies.
- People with stable mental health.

**NB.** People who are at imminent risk of hospitalisation will benefit from a referral at a later date.

### How do I refer?

- Referrals will be accepted from: GP's, Health Professionals and consumers (self referral)
- Referrals should be made using: SCTT Consumer Information and Summary and Referral OR Victorian Statewide Referral Form (VSRF)
- Feedback will be provided regarding acceptance of referral and consumer progress

Referrals can be mailed to either Community Health Service or GV Health, details over page.

**What is the cost?** Gold Coin donation for each session of BHSMC. No cost for other services provided by the program.



# Chronic Condition Self Management Program

A partnership program between Community Health & GV Health



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### Evidence based services provided by the CCSM Program

#### Health Coaching

One on one counselling style session, non directive, assists with identifying what is most important to the consumer and the barriers and enablers to them making change. Can assist in developing goals and self management plans.

#### Better Health Self Management Course (Stanford Model)

2.5hrs x 6 weeks group program, facilitated by two trained leaders. Involves information provision and discussions regarding symptom management, relaxation, breathing, eating and nutrition, fitness, coping with difficult emotions, problem solving, goal setting and communicating with health professionals. Ideal for building skills in self management.

#### Flinders Model of Chronic Care

One on one, structured interview style sessions using a number of tools to identify the consumer's main problem, set goals and develop a care plan.

### Contact details:

For further information or to make a referral please contact either organisation below:

<p><b>Chronic Condition Self Management Program</b></p> <p><b>Community Health Service</b> PO Box 1167 Shepparton 3632</p>	<p><b>Chronic Condition Self Management Program Integrated Care Services</b> <b>Goulburn Valley Health</b> Graham Street Shepparton 3630</p>
<p>Phone: 03 5823 3200 Fax: 03 5823 3299 Email: <a href="mailto:ccsm@gvchs.com.au">ccsm@gvchs.com.au</a></p>	<p>Phone: 03 5832 3100 Email: <a href="mailto:ccsm@gvhealth.org.au">ccsm@gvhealth.org.au</a></p>
<p><b>Manager</b> Barb Crawford</p> <p><b>Key Workers</b> Paul O'Brien and Sonia Makar</p>	<p><b>Manager</b> Tracey Forster</p> <p><b>Key Workers</b> Belinda Beer and Barb Kitto</p>