

HealthChange® Methodology Core Training

Deliver best practice client-centred health care services

Increase patient engagement and conduct more effective, time-efficient consultations to improve client health outcomes

HealthChange Associates unique practice methodology improves clinical practice and other health service delivery. At the heart of the methodology is the HealthChange® Decision Framework that enables clinicians and services to deliver patient-centred care, self-management support and behaviour change effectively and consistently to clients within clinical consultations, education programs and other services. The methodology promotes time efficiency and a systematic approach to delivering clinical best practice.

HealthChange® Methodology is widely recognised as a best practice approach and is used by many public health services, health insurers, corporate health services and NGOs. It is used in the domains of preventive health, early intervention, chronic disease management and recovery from injury or illness, including Return to Work.

Over 10,000 health practitioners in Australia and overseas have undertaken HealthChange® Training and HealthChange Associates continues to innovate the methodology with input from these practitioners and their organisations.

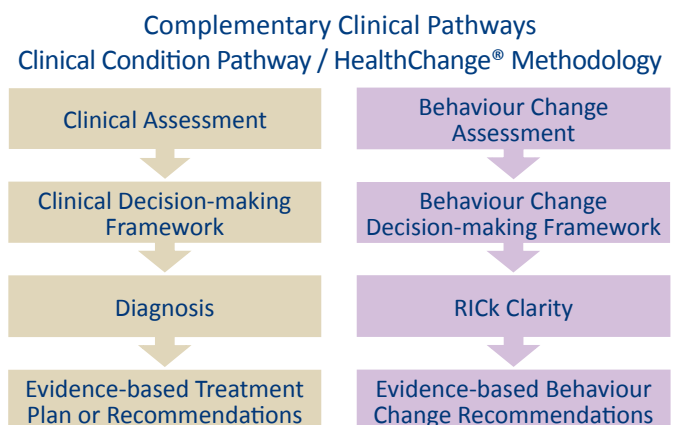
HealthChange® Methodology

- Is a patient-centred clinical practice and service delivery methodology that systematically and consistently supports client health literacy and adherence to evidence-based referral and treatment recommendations as well as healthy lifestyle advice.
- Assists clinicians and case managers to provide referral and treatment advice in a way that balances duty of care to communicate evidence-based infor-



mation and treatment recommendations with the patient's right to make fully-informed decisions based on their personal needs and preferences.

- Aims to improve health practitioner skills in assessing and building client motivation and confidence by guiding practitioners how to identify and address common barriers to change and provide clients with enduring self-management skills.
- Provides clinicians with an evidence-informed behaviour change clinical pathway that complements usual clinical pathways for the prevention and treatment of chronic disease and rehabilitation from illness or injury.



RICK = Readiness, Importance, Confidence, knowledge



HealthChange® Core Training options

HealthChange Associates professional development training for frontline staff and managers comprises:

- HealthChange® Core Training Part 1 Workshop
- HealthChange® Core Training Part 2 Workshop
- HealthChange® Presentation and Leadership Forum

HealthChange® Core Training Part 1 - CT1

The HealthChange® Core Training Part 1 workshop (2-days) provides training for clinicians, case managers and other service providers in how to use the HealthChange® Methodology's Practice Principles, Essential Behaviour Change Techniques and 10 Step Decision Framework in clinical practice, education programs and other health service delivery.

The workshop includes presentations, discussion, client cases, videos and practical activities to teach the methodology and is facilitated by a team of two highly trained facilitators with clinical backgrounds.

Facilitators contextualise each workshop to meet the needs of participants according to their professional roles and backgrounds. (For homogeneous groups, the workshop is further tailored and workshops can be customised to specific programs and services if preferred).

All participants receive a workbook which acts as an ongoing reference and practice resource plus a pocket-sized ready reference Mini Guide.

Learning objectives for HealthChange® Core Training Part 1 - CT1

After completing the HealthChange® Core Training Part 1 two-day workshop (HealthChange® Methodology Basics and Decision Framework), participants should be able to:

1. State the key elements that clients need to make informed and beneficial decisions about managing their health or medical conditions (their Behaviour Change Pathway).
2. Understand how a client-centred approach can be operationalised using the nine HealthChange®



Practice Principles.

3. Use the RICK Principle™ and related skills to recognise where a client is located on their Behaviour Change Pathway.
4. Describe the four HealthChange® categories of barriers to action and facilitators for client behaviour change.
5. Use Essential Behaviour Change Techniques that can be used to identify and address client barriers to action.
6. Ask key questions above and below the Decision Line in the HealthChange® Decision Framework that guide practitioners to effectively engage clients to carry out recommended actions or tasks.
7. Discuss how the HealthChange® 10 Step Decision Framework can be used to conduct consultations and deliver other health services in a time-efficient way that promotes best clinical practice.

HealthChange® Core Training Part 2 - CT2

The HealthChange® Core Training Part 2 Workshop (1-day) builds on CT1 by further assisting participants to adapt HealthChange® Methodology to their particular role and clinical context. Essentially it is a refresher and troubleshooting workshop that reviews the CT1 content in greater depth and helps participants to plan and engage in sustainable practice change.



The aim of the workshop is to increase clinicians' confidence and enhance their skills in embedding HealthChange® Methodology in their everyday work roles. CT2 includes some discussion on how to integrate HealthChange® Methodology into group education programs.

The training format for CT2 is very flexible and provides participants with the opportunity to tailor the training content to their own needs. It also allows participants to discuss their successes and challenges in using HealthChange® Methodology at work and receive feedback and suggestions from their peers and HealthChange Associates facilitators in the workshop.

Note: Participants must have attended HealthChange® Core Training Part 1 before undertaking Part 2.

Learning objectives for HealthChange® Core Training Part 2 - CT2

After completing the HealthChange® Core Training Part 2 one-day workshop (Applying HealthChange® Methodology), participants should be able to:

1. Have a deeper understanding of the components of HealthChange® Methodology and how to apply them in their work role/s.
2. Apply the HealthChange® Practice Principles and Essential Techniques with greater confidence.
3. Apply the 10 Step Decision Framework in their work role.

HealthChange® Presentation and Leadership Forum for Managers

This half-day workshop presents a brief overview of HealthChange® Methodology training provided to frontline staff in Core Training workshops, and the practice change implications of integrating this methodology into health service delivery.

The workshop includes discussion of the common challenges and opportunities associated with up-skilling staff and embedding client-centred care, self-management support and behaviour change into clinical and other health services and patient education programs. It is designed for team leaders, program



managers and middle to senior-level managers to assist them to facilitate and support practice change.

HealthChange Associates runs independent registration workshops for individuals in some Australian capital cities and in-house workshops Australia-wide for health service organisations.

In-house training is a cost effective option for organisations that wish to train more than 10 staff at one time. In-house training also allows HealthChange Associates to customise workshops to the context of the client organisation and accommodate internal systems information if required.



For further information or to discuss your requirements please contact:

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