

## How HealthChange® Methodology aligns with health service imperatives



HealthChange® Associates' unique health service delivery methodology improves care coordination, care planning, clinical practice and patient education programs for better management of health conditions by patients, clients and other health service consumers.

**HealthChange® Methodology operationalises and embeds person-centred care and promotes health literacy, shared decision making, self-management and behaviour change for increased adherence to evidence-based treatment, lifestyle and referral recommendations. It provides a consistent platform for embodying national standards in these areas across agencies, sectors and professions.**

The ultimate aims of utilising HealthChange® Methodology are to:

1. Decrease unplanned hospital admissions, bed days and presentations to emergency departments due to poor management of acute and chronic conditions.
2. Improve patient health and quality of life outcomes as well as satisfaction with health service interactions.
3. Improve recruitment and retention rates of people into programs and services to promote better management of chronic conditions and recovery from acute injury or illness.
4. Decrease wastage of health system resources via engaging people to be active participants in their own care, reducing 'revolving door' consultations and 'fail to show' instances, and increasing frontline health worker job satisfaction and retention.

The methodology assists health service agencies to meet their key objectives by:

1. Providing them with a Best Practice framework that operationalises person-centred care and related health service policy objectives in a systematic way across teams and agencies.
2. Embedding a systematic, consistent and evidence-based approach to the provision of medical and health recommendations and patient education.
3. Promoting and embedding patient and staff health literacy by using simple, consistent and inexpensive structures and tools.
4. Systematically increasing adherence to evidence-based treatment, lifestyle and referral recommendations.
5. Doing all of the above within *current* health service and clinical consultation contexts and time frames by restructuring usual health service tasks to be more efficient and effective.

HealthChange® Methodology applies to *any* encounter with a health service consumer where that person is required to carry out *any* action or task following the encounter. It operationalises the policy around delivery of person-centred care, health literacy, shared decision making, chronic disease prevention, chronic condition self-management and home and community care.

The methodology respects service providers' current skill sets and helps them to use their skills more efficiently and effectively. As a fundamental principle, it respects the language, culture and other individual differences among health service consumers.

HealthChange® Methodology enables service providers to better balance their duty of care with a person's right to make fully-informed decisions about their health care in a way that respects their individual needs. It allows organisations to provide simple and consistent messages using a shared language. It has the potential to provide significant savings to the health system and significantly better clinical outcomes for patients and other health service consumers.