

## About the service—fact sheet

### Purpose

The **Self-Management of Chronic Conditions (SMoCC)** service aims to improve the quality of life of participants by developing in them the self-management skills required to reduce the progression of their chronic condition and to support them to better navigate the health system.

### What is the SMoCC service?

The service delivers structured, telephone-based, chronic diseases programs for people with in-scope chronic conditions. The service is delivered to the patient remotely, typically in their home environment, following discharge from a Queensland Health facility and is considered part of the patients ongoing clinic care. The service utilises The COACH Program® which is an evidence-based program shown to reduce the impact of the chronic disease on the individual and the health system.

### What can patients expect?

The service employs a patient-centred approach to goal-setting and self-management that assists, motivates and enables participants to change the behaviours known to contribute to their chronic conditions. It includes several domains: physical activity, health education, counselling, behaviour modification strategies and support for self-management.

### Benefits

#### For patients

- Delivered over the telephone by qualified health professionals at an agreeable time.
- Free for participants residing in Queensland.
- Enables patients to better manage their health and the symptoms of chronic disease.

- The COACH Program® is shown to reduce the risk of future hospital admissions.
- Shown to reduce anxiety, improve perception of general health, mood and fitness.

#### For health service providers

- The SMoCC service can assist health service providers by reinforcing the importance of issues such as medication compliance, risk factor management and regular follow-up appointments with their treating physicians.
- The COACH program® has been shown to reduce avoidable hospitalisations.
- This resource provides another option for those individuals who have limited access or willingness to attend conventional services.

### Referral criteria

An individual must be over the age of 18, be self-caring and a resident of Queensland and have been diagnosed with one or more of the following conditions:

- Coronary artery disease (CAD), (such as myocardial infarction, angina pectoris, cardiac stenting or heart bypass surgery)
- Type 2 diabetes
- Pre-diabetes
- Chronic obstructive pulmonary disease (COPD)

### Client referrals

- Complete a referral in QCOR
- [Submit a referral online](#)
- [Download](#) and print then fax to 07 3259 8534

### Service contact

For resources or to organise an in-service for your team or hospital, please

- email [SMOCC@health.qld.gov.au](mailto:SMOCC@health.qld.gov.au)
- phone 0482 421 690