

## Contacting us:

To contact your coach please phone 13 HEALTH (13 43 25 84) and ask for The COACH Program®.

For more information about The COACH Program® delivered by Queensland Health contact 13 HEALTH (13 43 25 84) and ask for The COACH Program®.

If at any stage you feel unwell please contact your doctor.

If you would like to speak with a Registered Nurse about any health concerns, you can also ring 13 HEALTH (13 43 25 84).

13 HEALTH (13 43 25 84) is the easy number for all Queenslanders to call to help ease health concerns. You can phone 24 hours a day 7 days a week.

Always call 000 in an emergency.



**Queensland Government**

Queensland Health  
health • care • people



**Concerned? Make the call.**

You can phone **13 HEALTH (13 43 25 84)**  
24 hours a day 7 days a week.

**Quitline**

**1 3 QUIT**

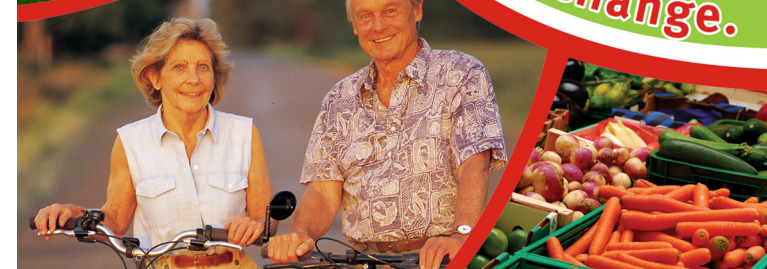
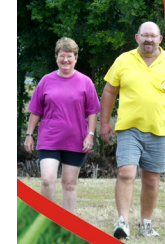
***Australian Better Health Initiative:  
A joint Australian, State and Territory  
government initiative***

**THE COACH PROGRAM®**  
ACHIEVING YOUR RISK FACTOR TARGETS



For more information about The COACH Program® delivered by Queensland Health contact 13HEALTH (13 43 25 84) and ask to speak with The COACH Program staff.

**COACH: Coaching patients On  
Achieving Cardiovascular Health**



The  
**COACH**  
Program

for people  
with long term  
health conditions

**Concerned? Make the change.**

## About The COACH Program®

Queensland Health has introduced a new program called The COACH Program® to assist people who have experienced

- Coronary heart disease
- Stroke or TIA
- Heart failure
- Peripheral vascular disease
- Type 2 diabetes or prediabetes

to reduce the risk of future complications.

The COACH Program is an evidence-based, telephone delivered coaching program that has been proven to reduce the risk of future hospital admissions in patients with cardiovascular disease.

The aim of the program is to help you achieve your risk factor targets as recommended by the **best practice guideline** for the management of your particular medical condition.

For example, patients with coronary heart disease are coached to achieve the risk factor targets which are set by the National Heart Foundation of Australia and the Cardiac Society of Australia and New Zealand. Meeting all of these targets and taking the recommended medications can in theory reduce the risk of future events by up to 80%.<sup>1</sup>

Queensland Health is partnering with The COACH Program Pty Ltd, an Australian Company, to deliver this program to you. The COACH Program

<sup>1</sup> Wald MJ, Law MR. A strategy to reduce cardiovascular disease by more than 80%. *BMJ* 2003; 326: 1419.

is backed by research and is currently operating very successfully interstate in both the public hospital and the private health insurance systems in Australia and has recently expanded to Europe.

The COACH Program Pty Ltd provides Queensland Health with:

- a proven approach to care
- a specially designed computer program
- staff training and feedback on the quality of the care provided.

Implementation of The COACH Program by Queensland Health is fully funded by the Queensland Government as part of the Australian Better Health Initiative: A joint Australian, State and Territory Government initiative.

There is no direct cost to you to participate in the program.

### How does it work?

The COACH Program is delivered by qualified health professionals (such as nurses or dietitians) based in Queensland and are Queensland Health employees.

Your coach will contact you by phone at a time agreeable with you to discuss your risk factors, the targets and treatment for your risk factors specific to your condition. These include but are not limited to: cholesterol, blood pressure, glucose level and nutrition.

The COACH Program provides you with the information that you need to know about your condition, risk factor targets and treatments.

An information pack will be provided to further assist you in understanding and managing your condition.

At the end of each coach session your coach will send you a letter recapping the discussion and confirming a time for your next session.

A doctor nominated by you will also receive updates from The COACH Program, unless you advise otherwise.

The COACH Program runs for approximately 6 months. You may also receive a follow-up call at around 12 months after joining program.

You are also welcome to contact your coach between sessions if you have any questions or would like further information.

You are free to discontinue The COACH Program at any stage if you wish by advising your coach.

