

Bounce into Better Health and Wellbeing

MODEL OF CARE FOR GENERAL PRACTICE
AND ABORIGINAL MEDICAL SERVICES



ACKNOWLEDGEMENT OF COUNTRY

The Primary Health Network acknowledges the traditional custodians of the lands we walk, reside and work upon. We pay our respects to First Nations people and value the continued connection to culture, country, waterways and contributions made to the life of our vast region.

Aboriginal Nations within the PHN region include: Anaiwan, Awabakal, Biripi, Darkinjung, Dunghutti/Nganyaywana, Geawegal, Gomeroi/Kamilaroi, Gringai, Kuring-gai, Ngarbal, Ngoorabul, Wonnarua and Worimi.



**FIRST NATIONS
HEALTH**

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THE BOUNCE INTO BETTER HEALTH AND WELLBEING PROGRAM AT A GLANCE

The *Bounce into Better Health and Wellbeing Program* is an evidence-based weight management and lifestyle modification program for patients with health concerns exacerbated by their weight and lifestyle choices.

The *Bounce into Better Health and Wellbeing Program* is a clinical digital tool designed with the busy general practice and Aboriginal Medical Service (AMS) in mind. There is a dedicated landing page in the PHN website for general practices and AMS delivering the program that will provide both clinical and business supports.

It is a digital tool that general practice teams can use to:

- Monitor patient progress in real time (with patient permission)
- Support Medicare billable sessions with the patient to discuss progress and next steps and
- Contribute to quality improvement initiatives.

Program messages are adapted to be culturally relevant for First Nations people.

The *Bounce into Better Health and Wellbeing Program* is easy to use in both small practices and larger practices as well as with multidisciplinary teams. It's a great tool for Practice Nurses and Aboriginal Health Workers to use with patients, with oversight from the General Practitioner (GP).

The program comprises 13 modules, delivered flexibly online, with face-to-face and/or telehealth support from a healthcare practitioner (ie GP, Practice Nurse, Aboriginal Health Worker or other allied health practitioner) working in a general practice setting.



CLOSING THE GAP

Chronic disease is one of the main factors behind the gap in life expectancy between First Nations people and non-Indigenous Australians.

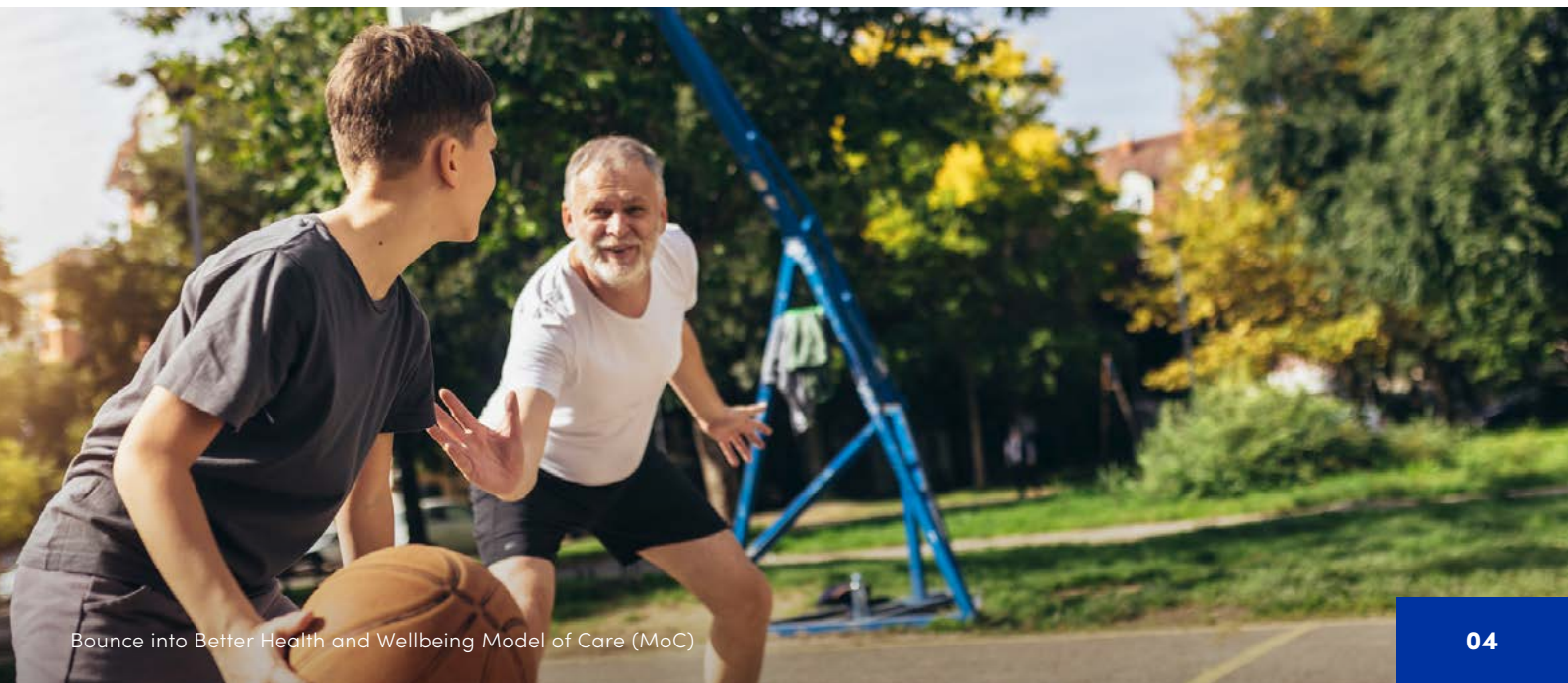
Heart disease is still the leading cause of death for First Nations people despite being highly preventable if detected early and managed with lifestyle changes and medication.

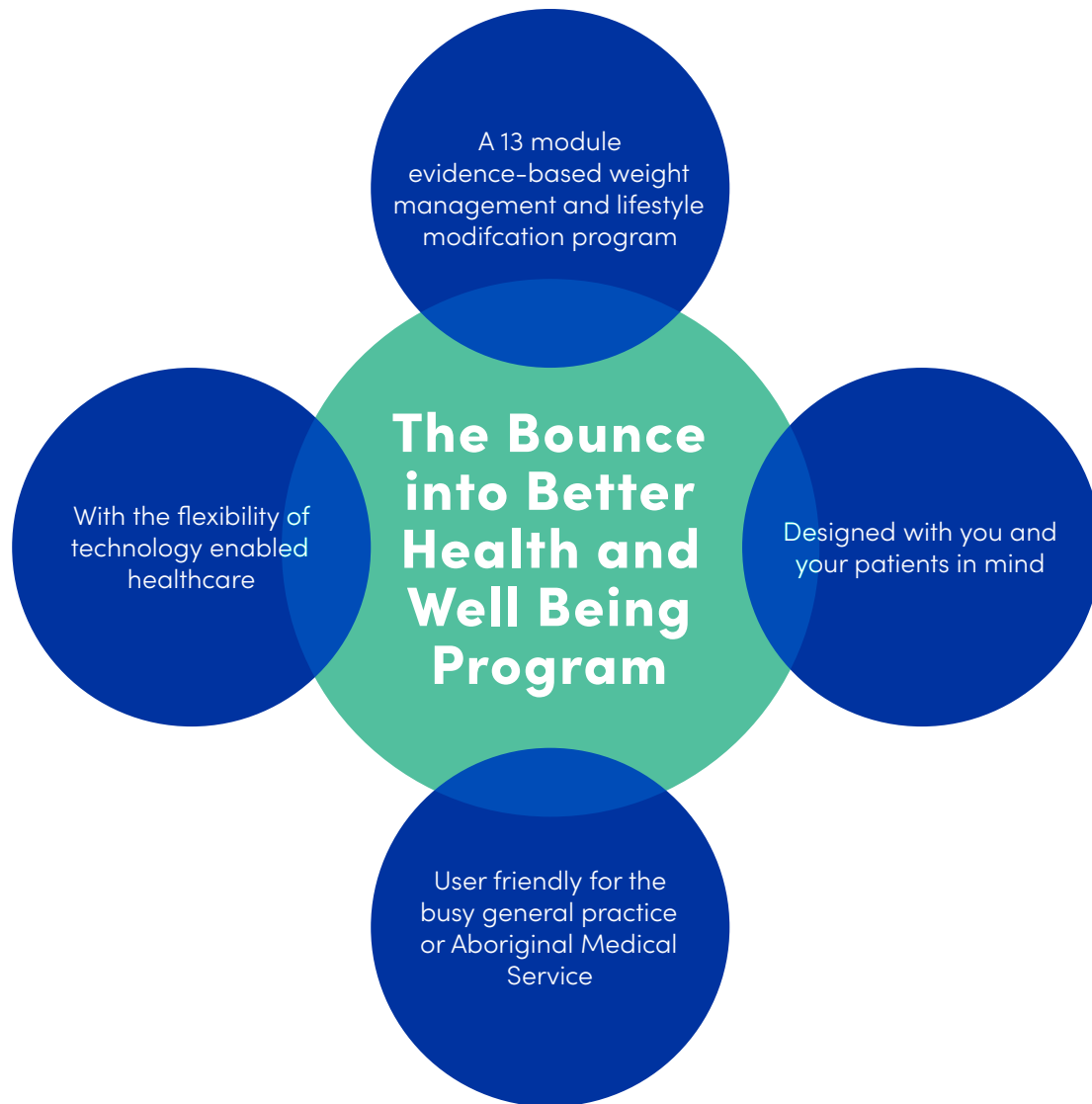
Diabetes is another chronic condition many First Nations people have that can be prevented or managed through diet and lifestyle changes.



The *Bounce into Better Health and Wellbeing Program* assists the GP manage more than the common weight-related chronic conditions of diabetes and heart disease.

Better outcomes for hip and knee surgery, pain management, depression and gut problems could be achieved through diet and lifestyle changes.





The program supports the delivery of high value healthcare. Each module is scripted for the healthcare practitioner, using up-to-date clinical guidelines and tools to support patient behaviour change.

Timeframes are flexible depending on each patient's needs. The program could be completed within 13 weeks, or over a longer period, up to 12 months. Patients usually need a longer timeframe to modify and embed changes to their behaviours and lifestyle. *The Bounce into Better Health and Well Being Program* is designed for the patient to be self-directed in achieving their lifestyle

changes, whilst having regular check-ins with their GP and/or member of the practice team.

General practices and AMS can quickly integrate the program into their business systems. All the relevant Medical Benefits Schedule billing numbers are provided so practitioners can see if they and their patients are eligible.

PHN Primary Care Improvement Officers (PCIOs) can support the implementation of the *Bounce into Better Health and Well Being Program* in your general practice or AMS.

Why do we need a primary health model of care targeting overweight and obesity in patients?

We need to act to reduce the burden of disease from obesity.

Australia has one of the highest rates of obesity in the world with two in every three adults living with overweight or obesity.

In 2017-19 Australia ranked fifth among OECD countries with one third (31%) of Australian adults living with obesity.¹ This means about **14 million Australians are living with overweight or obesity**² – that's two in every three adults, and one in four children.²

In the Hunter New England and Central Coast Primary Health Network region **obesity rates are higher than both state and national rates.**³

In 2018, high body mass-attributable hospitalisations in this region were the **second highest** among PHNs across New South Wales. Males comprised 1035/100,000 hospitalisations due to obesity and females 734/100,000.⁴

Obesity doesn't just affect individuals' health. It also has substantial health care and economic costs for Australian communities.⁵

*Without further action we face a future with more weight-related chronic diseases and early death, greater vulnerability to infectious diseases, and significant costs to health care, economic development, and community wellbeing.*⁶

General Practitioners (GPs) and their teams have a crucial role to play in reducing chronic diseases and early death associated with weight-related and other lifestyle conditions.

Research shows that patients **want** their general practice to play a role in their weight management.^{7,8,9}

The interpersonal relationship a GP, Practice Nurse or Aboriginal Health Worker has with their patient helps people reach their goals of maintaining or improving health across a range of clinical areas. Patients view messages from their GP, Practice Nurse, or Aboriginal Health Worker as both important and trustworthy.

General practice teams understand that when interventions are jointly planned with the patient, and information is shared, the patient is more likely to be empowered and therefore committed to making the lifestyle changes that will improve their health. And evidence suggests that online weight management interventions are more successful with support from Practice Nurses than without.¹⁰

The *Bounce into Better Health and Well Being Program* is designed so that GPs can delegate some clinical and lifestyle assessments to their broader clinical team, whilst retaining visibility of patient progress.

A targeted primary care preventative health approach could minimise the burden of disease and risk factors associated with overweight and obesity

The new National Obesity Strategy 2022 – 2032 recommends actions that better embed prevention, early intervention, and treatment into our health care system.

General practice teams, including those in AMS, are in a strong position to prevent chronic disease and early death caused by weight and lifestyle factors by:

Overweight and obesity affects Australians



Figure 1: Proportion of people living with overweight or obesity in Australia for selected age groups from the National Obesity Strategy 2022 – 2032

- Building patient health literacy
- Supporting patients to better self-assess their own health status and
- Providing prevention and early intervention services.

This *empowering* approach to preventive care is critical in addressing the health disparities faced by disadvantaged or vulnerable population groups.

General practices, including those in Aboriginal Medical Services, are ideally suited to initiate and coordinate multidisciplinary weight management programs. ¹¹

Given the right tools, the patient's GP, practice nurse or Aboriginal Health Worker can play a prominent role in initiating discussions, tailoring weight management programs for individual patients, referring when required, and monitoring and reviewing progress.

Despite their potentially influential role, GPs identify significant barriers to addressing weight management and lifestyle factors with their patients/consumers.

Even though general practice is well-positioned to address lifestyle factors, weight management interventions in Australian primary care have had limited uptake and weight loss success. ¹²

Clinical guidelines and other tools are available across multiple sites. However, these are not presented in a user-friendly way that addresses barriers identified by GPs including:

- Discomfort initiating weight conversations with patients
- Uncertainty about appropriate language
- Concerns about patient readiness
- Perceived lack of time to address weight management during consultations
- Lack of evidence-based tools tailored for the primary healthcare environment
- Lack of effective individualised treatment and referral options.^{13 14}

The *Bounce into Better Health and Well being Program* is a toolkit that addresses these barriers. It provides the support and tools primary care practitioners need to engage their patients in weight loss and lifestyle modifications. The modules provide practitioners with the language and terminology that motivates patients. It provides fast access to evidence-based tools, saving the practitioner valuable time.

The practitioner can:

- Access evidence-based tools and information with the click of a button
- Use the program's script to build their patient's health literacy
- Understand their patient's readiness to change and adapt their engagement strategies accordingly
- Track the patient's journey through the 13-module program
- See progress reports tracking movement against key clinical measures as well as patient-determined behavioural goals.

It is designed to fit easily within the busy primary healthcare practice, including effectively using team-based approaches and being culturally appropriate for First Nations people.

A randomised control trial (published in 2022) showed the effectiveness of the Healthy Weight Initiative to achieve clinically significant weight loss and positive health outcomes for patients completing the program.¹⁵

The trial also identified ways the program could be improved, such as using *readiness to change* assessments to screen patients, and motivational interviewing to boost retention. Both were added to the current version of the *Bounce into Better Health and Wellbeing Program*.

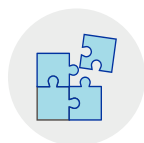
For individual patients it can be used as chronic disease management tool, facilitating lifestyle changes that will improve overall patient health outcomes.

If adopted widely, the *Bounce into Better Health and Wellbeing Program* has the potential to slow and even reverse rates of overweight and obesity and improve individuals pain levels and activities of daily living.

THE MODEL OF CARE IN DETAIL

The Bounce into Better Health and Wellbeing Program has four service delivery elements:

1. A 13-module evidence-based weight management and lifestyle modification program
2. Targeted and staged delivery providing holistic patient-centred healthcare
3. Tailored for the busy General Practice and Aboriginal Medical Service environment
4. Technology enabled healthcare



A 13-module evidenced-based lifestyle modification and weight management and program

The **13-module** program is underpinned by clinical guidelines and best practice approaches (see Appendix 1). It delivers both the practitioner (GP, Practice Nurse or Aboriginal Health Worker) and their patient a step-by-step approach to weight management and lifestyle modification. There is a version of the program for First Nation participants using culturally appropriate content on increasing physical activity, healthy eating and improving lifestyle choices.

Each module is scripted, based on current evidence. The practitioner does not need to know all the detail, links to resources are provided. And the program includes a primary practitioner user manual.

Behaviour change is hard and often requires extended timeframes to be achieved. The patient's journey through the modules can be adapted to the needs and interests of individual participants. The modules are designed to be self-paced, with the fastest completion time being 13 weeks and the longest being 12 months. Aside from the first and last module, they can be undertaken in any order and modules can be revisited.

The first and last modules comprise a comprehensive assessment of the patient's health status with the practitioner. The program also includes reviews throughout, the patient singularly or with their practitioner, can pause and reflect on progress to date.

The program is designed to work with the evidenced-based primary care '5As' framework for supporting behaviour change in a healthcare context.¹⁶

The framework is a component of the Royal Australian College of General Practitioners' (RACGP) Smoking, Nutrition, Alcohol and Physical Activity (SNAP) guidelines which provide detailed guidance on actions primary healthcare providers can take to support patients to change their lifestyle risks.

The framework organises the provision of healthcare via actions taken by a provider under a simple mnemonic - *ask, assess, advise/agree, assist, and arrange*.

TABLE 1: THE 5AS

Ask	Systematically identify patient's risk factors.
Assess	Determine the level of risk factors and their relevance to the individual in terms of health, including multiple risk. Assess the patient's readiness to change and their health literacy.
Advise/Agree	Provide tailored written information, brief advice and motivational interviewing and negotiate goals/targets (including a providing a lifestyle prescription).
Assist	Help the patient develop a risk factor management plan that may include lifestyle education tailored to the individual (eg based on severity of risk factors, comorbidities) and pharmacotherapies. Refer to intensive intervention if required and support self-monitoring.
Arrange	Organise follow up, including maintenance and prevention of relapse, referral to allied health services or community programs.

The Bounce into Better Health and Wellbeing Program modules often comprise a combination of these patient engagement and education strategies. The emphasis is on building the patient’s health literacy and self-efficacy.

Module 1 comprises an initial assessment centred on the patient’s current lifestyle behaviours, eating habits, physical activity patterns, comorbidities and other factors related to health risk. It sets a baseline for BMI and waist circumference that the patient monitors throughout the program. It finishes with individualised goal setting and planning to achieve success.

Modules 2 – 12 promote and provide advice and information on the benefits of a healthy lifestyle and weight management through:

- motivational interviewing
- subjective scoring of individualised goals and behaviour change and
- evidence-based actions to improve health.

Module 13 is a final consultation and review at the end of the program.

Participants can print a personal report on progress against baseline measures and personalised goals at the end of each module.

Most modules include a focus on reviewing progress. It is recommended the patient/consumer have a telehealth or face-to-face consultation with their GP, Practice nurse or Aboriginal Health Worker to periodically to discuss these reviews.

Table 1: Key features of each module

MODULE	DESCRIPTION OF INTERVENTION	KEY MESSAGE(S)
1. Initial consultation	<p>A comprehensive recording of individual health data relating to lifestyle and wellbeing factors including:</p> <ul style="list-style-type: none"> - The Depression, Anxiety and Stress Scale 21 (known as the DASS-21) - a validated tool for measuring levels of depression, anxiety and stress - A three-factor eating questionnaire (known as the r-18) which measures three aspects of eating behaviour – cognitive restraint, uncontrolled eating and emotional eating - A 24-hour food and hydration diary - Measures of physical activity, alcohol consumption, food intake and eating habits, experience of regular pain and sleep difficulties. - Health risks for chronic disease <p>Personal health information is used to develop a baseline to measure progress.</p> <p>The patient is provided a choice of potential changes to focus on across nutrition, physical activity and lifestyle domains.</p> <p>Goals across each domain in terms of readiness, importance, confidence and understanding are chosen.</p> <p>A personalised report is compiled.</p>	<p>A healthy weight is a weight that helps you get the most out of life and have a better quality of life.</p> <p>If you are unsure whether you are a healthy weight, you can work out your BMI by looking at your height to weight ratio.</p> <p>Lifestyle changes only work if they are sustainable, so don’t try to do everything at once. Small changes over time make a big difference.</p>

MODULE	DESCRIPTION OF INTERVENTION	KEY MESSAGE(S)
2. Stages of Change (<i>Home Activity</i>)	Patients are provided with an activity to complete at home assessing the stage they are at in terms of readiness for change.	Change is a process with a number of stages.
3. Lifestyle and motivation	<p>Progress against nutrition, physical activity and lifestyle goal is reviewed and an updated report is provided.</p> <p>Factors impacting on the patient's lifestyle, diet and exercise are unpacked. Information about managing challenges is provided.</p> <p>Evidence-based tips for successfully managing challenges and increasing motivation are provided.</p>	<p>Let's look at how you are progressing with your nutrition, physical activity and lifestyle goals.</p> <p>Small changes matter.</p> <p>Even modest weight loss (5-10% of body weight) reduces the risk factors for cardiovascular disease, prevents or delays the progression of type 2 diabetes and may improve quality of life, self-esteem and depression.</p> <p>What would help you best - are you ready to make changes or would you like more information?</p>
4 Food Choices (<i>Home Activity</i>)	Patients are asked to complete the University of Newcastle's Healthy Eating Quiz (HEQ), the Western Australia's Dept of Health 'Junk Food Calculator' and review other food choices information.	Understanding the nutritional quality of your usual dietary patterns can help identify areas that can be improved.
5. Nutrition – Where are you now?	<p>Progress against all weight loss and physical activity goals is reviewed and an updated report is provided.</p> <p>Best practice information about healthy eating (reading food labels, meal plans, portion control etc) is provided.</p>	<p>Let's look at how you are progressing with your nutrition, physical and lifestyle goals.</p> <p>Small changes matter.</p> <p>Understand your eating habits and their effects.</p>
6. Exercise and Health (<i>Home Activity</i>)	Patients are provided with an activity to complete at home relating to health and wellbeing, and healthy eating.	Understand your eating habits and their effects.
7. Physical activity and lifestyle	<p>Progress against all weight loss and physical activity goals is reviewed and an updated report is provided.</p> <p>Provides recommended weekly targets for physical activity.</p> <p>Identifies the patient's barriers to exercise and their personal solutions.</p>	<p>Let's look at how you are progressing with your nutrition, physical and lifestyle goals.</p> <p>Small changes matter.</p> <p>Doing any physical activity is better than none.</p> <p>Start by doing some and build up to the recommended amount.</p> <p>Be active on most days of the week.</p> <p>Minimise the amount of time spent sitting.</p>

MODULE	DESCRIPTION OF INTERVENTION	KEY MESSAGE(S)
8. Fruit and Veg Quiz (<i>Home Activity</i>)	Patients are provided with a NSW Health Healthy Eating Active Living activity to complete at home relating to fruit and vegetable intake, portion sizes and food groups, which is tailored to gender and age.	<p>Enjoy a wide variety of nutritious foods from the five food groups every day.</p> <p>Lifestyle changes only work if they are sustainable, so don't try to do everything at once. Small changes over time make a big difference.</p>
9. Making the right choices	<p>Progress against all weight loss and physical activity goals is reviewed and an updated report is provided.</p> <p>Factors influencing food choices are considered.</p> <p>Tips and best practice information that help with making healthier choices.</p>	<p>Let's look at how you are progressing with your nutrition, physical and lifestyle goals.</p> <p>Small changes matter.</p> <p>Know what influences your food choices.</p> <p>Losing weight and maintaining a healthy weight is about more than eating less and moving more. It's about changing your habits and changing your life.</p>
10. Calculate your activity (<i>Home Activity</i>)	Patients are provided with an activity to complete at home which assesses physical activity habits and compares to recommended guidelines. Ways to improve areas which need attention are then provided.	<p>Doing any physical activity is better than none.</p> <p>Move more in ways you enjoy.</p>
11. Move more, sit less	<p>Progress against all weight loss and physical activity goals is reviewed and an updated report is provided.</p> <p>Tips and for moving more and sitting less.</p> <p>An opportunity to explore the FITT Principle is provided.</p>	<p>Let's look at how you are progressing with your nutrition, physical and lifestyle goals.</p> <p>Small changes matter.</p> <p>Doing any physical activity is better than none.</p> <p>Move more in ways you enjoy.</p> <p>Start by doing some and build up to the recommended amount.</p> <p>Create opportunities to be physically active every day in as many ways as you can.</p> <p>Aim to do at least 30 minutes of physical activity most days of the week.</p>
12. Where to now? (<i>Home Activity</i>)	<p>The consumer is provided with the 'where to now' information at home. Information about NSW Health best practice support services is provided.</p> <p>The participant receives tips for long term weight management, including managing setbacks and strategies to overcome them.</p>	<p>Deal with setbacks quickly.</p> <p>There are resources you can use to support your lifestyle changes.</p>

MODULE	DESCRIPTION OF INTERVENTION	KEY MESSAGE(S)
13. Final Consultation/ Review) – Celebrate Your Success!	<p>Progress against all weight loss and physical activity goals is reviewed and an updated report is provided.</p> <p>A comprehensive review of current measures against baseline records taken in session one is undertaken.</p> <p>Progress against all weight loss and physical activity goals is reviewed.</p> <p>The participant reviews the <i>Healthy Weight Initiative</i> program.</p>	<p>Let's look at how you are progressing with your nutrition, physical and lifestyle goals.</p> <p>Small changes matter.</p> <p>Let's look at how you compare on a range of measures taken in as part of module 1.</p> <p>Speak to your GP or allied health professional for ongoing diet and physical activity advice.</p>

Patients are encouraged to complete the modules no faster than one per week and no slower than one per month. They can complete most modules at home in their own time, or in consultation with their primary care practitioner (via telehealth or face-to-face). If the patient is completing the modules independently at home, it is important that a minimum, the first and last sessions are undertaken in consultation with their GP or member of the practice team. Practitioner involvement is important for building motivation, checking for any misunderstanding of information and to monitor patient risks. Therefore, regular GP involvement is encouraged.

There are two patient-level evaluation modules designed to be used by the practitioner and patient 6 months and 12 months after completing the 13 modules. These evaluations capture health data to check how the patient is tracking longer term post the *Bounce into Better Health and Wellbeing Program* intervention.



Targeted and staged delivery providing wholistic patient-centred healthcare

GPs have processes to select, introduce, retain and exit patients from treatment interventions. The *Bounce into Better Health and Wellbeing Program* is designed for these processes, providing tools and other support resources for the GP and their team.

1. Screening and selection:

General practices and AMS have a range of ways to pre-screen or otherwise select patients as potentially suitable for the *Bounce into Better Health and Wellbeing Program*. The patient may raise concerns about their weight and/or other lifestyle factors. They may

have positive indicators/diagnostics on assessment tools for body mass index (BMI), cholesterol levels, blood sugar levels, heart or lung functioning tests. The general practice may also identify suitable patients using the Pen Clinical Audit Tool (known as the Pen CAT) to analyse practice level data for at risk patients.

There are no exclusion criteria for the *Bounce into Better Health and Wellbeing Program*. Suitability for the program is based on GP assessment of the individual consumer's health status and risk factors.

The *Bounce into Better Health and Wellbeing Program* has built-in health screening, educational and lifestyle modification tools that upskill both the patient and the primary care practitioner in weight management and health risk identification.

When embarking on the first module, the patient completes several questionnaires:

- The Depression, Anxiety and Stress Scale 21 (known as the DASS-21) - a validated tool for measuring levels of depression, anxiety and stress
- A three-factor eating questionnaire (known as the r-18) which measures three aspects of eating behaviour – cognitive restraint, uncontrolled eating and emotional eating
- A 24-hour food and hydration diary
- Measures of physical activity, alcohol consumption, experience of regular pain and sleep difficulties.

Patients also provide weight and waist measurements as well as their body mass index (BMI).

Each validated tool includes an interpretation guide for the GP, Practice Nurse or Aboriginal Health Worker.

BMI scores and weight/waist measurements are discussed in the context of guidelines at week 1 and used as a baseline during the 13 modules. The DASS-21, r-18, food and hydration diary and other clinical measures are revisited in module 13.

2. Initiation and introduction

Providing information to a patient is a key part of clinical care. It influences patients' satisfaction, compliance, recall and understanding. It will also influence their motivation to make the lifestyle changes or take part in interventions and programs that could have a positive impact on their health.

Once a patient is identified as potentially benefiting clinically from the *Bounce into Better Health and Wellbeing Program*, the practitioner can have a conversation with the patient about their readiness for change. This can be explored with the patient using tools such as the '5As' framework, Prochaska and di Clemente's stages of change model and motivational interviewing techniques.¹⁸

For those patients ready for change – the first conversation should introduce the *Bounce into Better Health and Wellbeing Program*, focusing on the potential utility of the tool for the patient and gaining their agreement.

3. Responding during delivery

Built into the 13 modules are opportunities to take stock and check if the program is delivering the results the patient desires.

Other circumstances may prompt the primary care practitioner and patient to review how the modules are being used to achieve healthcare goals. These could include changes in health status, changes in life circumstances or failure to achieve the desired results.

4. Exiting and maintenance /dealing with relapse:

A key role of GPs, Practice Nurses and Aboriginal Health Workers is maintaining patient healthcare outcomes between consultations. Managing setbacks is a core component of the *Bounce into Better Health and Wellbeing Program* and the concluding module encourages patients to celebrate success. If the practitioner and the patient have an ongoing therapeutic relationship, the effectiveness of weight loss and lifestyle improvements gained through the program could be reinforced during consultations for other reasons.

The clinician and patient can also choose to formally review the longer-term impacts of the patient's lifestyle changes. The program provides structured tools to do this at 6 months and 12 months after exiting the program.



Tailored for the primary healthcare environment

The general practice workforce is becoming increasingly sophisticated. The

Bounce into Better Health and Well Being is a clinical tool designed with the busy general practice and Aboriginal Medical Service in mind. There is a dedicated webpage for health care practitioners delivering the program that provides both clinical and business supports. It is a tool that general practice teams can use to:

- Monitor patient progress in real time (with patient permission)
- Support Medicare billable sessions with the patient to discuss progress and next steps and
- Contribute to quality improvement initiatives.

General practice teams require health care tools that are easily accessed and used in a time-poor setting

The *Bounce into Better Health and Well Being* locates Australia's best practice clinical guidelines and evidence-based tools in the one place. The practitioner is provided a user guide and this, plus the scripted module format, means the practitioner knows:

- When to draw upon each tool over the program's timeframe
- How the tool adds value (eg by identifying clinical risk factors or providing the patient valuable information about their personal motivations or goal etc)
- What specific health information they need to impart to their patient at the right time.

The practitioner can access the individual patient program to monitor activity and progress. The tool can be used by Practice Nurses, Aboriginal Health Workers or allied health staff on the general practice team, with direction from the patient's GP.

The *Bounce into Better Health and Wellbeing Program* provides best practice guidance on the appropriate use of Medicare Benefits Schedule (MBS) pathways and numbers.

The *Bounce into Better Health and Wellbeing Program* provides general practice teams with detailed guidance on the MBS billing numbers for specific cohorts of patients. This includes specific guidance regarding:

- the use of multi-disciplinary teams within GP practices
- team care arrangements and referrals to allied health and

- GP management plan requirements for vulnerable patients such as those with diagnosed chronic diseases and First Nations people.

The information is available on the dedicated practitioner webpage, including links to the MBS.

Participating in the *Bounce into Better Health and Wellbeing Program* qualifies as a quality improvement activity for general practices.

The Australian Government and Primary Health Networks advocate quality improvement as foundational to contemporary high performing primary care.

The Practice Incentives Program (PIP) Quality Improvement (QI) initiative incentivises quality improvement across key preventive treatments and effective management of specified chronic diseases.¹⁹

PIP QI payments are made to participating general practices and the Bounce into Better Health and Wellbeing Program collects patient data that can be used under the PIP QI initiative.

The *Bounce into Better Health and Wellbeing Program* is designed to deliver high value healthcare and easily fit within the billing, payment, quality improvement and business structures of general practices.



Uses technology enabled healthcare

The Bounce into Better Health and Wellbeing Program is a clinical model enabled by online delivery. The use of technology enhances several elements of the program:

- Best practice guidelines and other tools can be easily accessed via digital links and updated quickly when the evidence changes
- It is a data driven intervention, with patients and practitioners accessing assessment tools, personalised feedback and other insights via digital connections.

- It enhances accessibility across a broad geographic area that includes rural communities
- It enhances both practitioner and patient self-efficacy.

A dedicated webpage for general practice teams, including those in AMS, provides the information they need to implement the program with individual patients and successfully at a whole-of-practice level.

This includes a user guide for practitioners and guidance on MBS billing numbers and policies.

Online delivery of the modules provides patients with the flexibility of access they need, and the empowerment they want, to stay healthy and manage their own health care.

Many communities in the Hunter, New England and Central Coast are geographically disperse. Accessing healthcare through traditional face-to-face consultations is not always practicable, particularly if it involves a long drive. This can be a barrier to patients accessing healthcare, particularly preventative healthcare. Using online delivery and incorporating telehealth consultations means access to the Bounce into Better Health and Wellbeing Program resource is equitable across the PHN's footprint. It supports patients and their GP to use the program together irrespective of their locations.

Flexible delivery options mean the patient can have as much or as little face-to-face practitioner guidance as they need, whilst being assured the intervention is best practice. They can be self-directed about:

- How much time they wish to spend on a particular module or topic, and
- Whether they need to return to a previous module to better embed their lifestyle changes.

The Bounce into Better Health and Wellbeing Program is delivered via easy-to-use digital technology making it easy for general practice and their patients to use the program on a regular basis.



ENABLERS

The Bounce into Better Health and Wellbeing Program has program enablers. These are the building blocks that drive program-level success.



The Bounce into Better Health and Wellbeing Program is informed by user insights so that it addresses barriers to uptake.

User studies identified the barriers to effective conversations between GPs and patients about overweight and/or obesity.²⁰ Some barriers are clinical, for example having the right information or assessment tool immediately available. Other barriers are structural, for example needing to empower local communities and their broader healthcare providers and service systems.

Insights provided by potential users have been incorporated into the *Bounce into Better Health and Wellbeing Program* and how it is delivered. The program acts as a clinical toolkit, supporting practitioners and their patients with the complexities of addressing weight-related issues.



Implementation supports for general practice and Aboriginal Medical Services delivering the program

The HNECC PHN has a range of supports for general practice teams wishing to deliver the *Bounce into Better Health and Wellbeing Program*. These include training for staff, advice on structuring appointments, a dedicated online site for practitioner resources and quick access to ongoing support from Primary Care Improvement Officers (PCIO).



Location of the Bounce into Better Health and Wellbeing Program model of care within the broader PHN

Prevention Strategy (need to check that prevention strategy is approved).

The model of care is delivered within the context of a broader social marketing, communication and community education campaign – *Bounce into Better Health and Wellbeing*.

The campaign delivers important health messages about weight and lifestyle changes in an empowering way. It raises awareness within the broader community, aiming to encourage people to raise their concerns about their weight with their GP.

The *Bounce into Better Health and Wellbeing Program* campaign includes:

- communication tools and key messages for general community
- a webpage dedicated to primary healthcare practitioners with professional resources, tools and supports, including the *Bounce into Better Health and Wellbeing Program*



Monitoring, evaluation and continuous improvement

This includes monitoring uptake and use of the online delivery of the program and a *Plan, Do, Study, Act* (PDSA) cycle for general practice.

The *Bounce into Better Health and Wellbeing Program* supports general practices enrolled in the Australian Government's Practice Incentives Program (PIP) Quality Improvement (QI). General practices enrolled in the PIP QI commit to implement continuous quality improvement activities, including collecting nationally consistent de-identified data against ten key improvement measures. Patient data captured from the *Bounce into Better Health and Wellbeing Program* could be used to inform several of the PIP QI measures.

APPENDICES

The Bounce into Better Health and Wellbeing Program uses clinical guidelines, best practice assessments and other tools and information from credible organisations with expertise in health and wellbeing.

The resources below are consolidated in a scripted, easy-to-use way in the 13 modules, with links and images:

Australian Government, Department of Health and Aged Care

- Overweight and Obesity website - information on what healthy weight is, why healthy weight is important and overweight and obesity in Australia
- Physical activity and exercise guidelines
- Pancreatic cancer website

National Health and Medical Research Council (NHMRC)
Australian Dietary Guidelines – *Eat for Health*

- Advice about the amount and kinds of foods that we need to eat for health and wellbeing

Australian Guide to Healthy Eating – a food selection guide which visually represents the proportion of the five food groups recommended for consumption each day

Dieticians Australia

- Health advice from Australia's leading voice in nutrition and dietetics

Nutrition Australia

- National non-government, not-for-profit community organisation enabling change through education and information sharing

Ethos Health

- Physiotherapy, Dietetic and Exercise Physiology services in Newcastle and Lake Macquarie

The Pittsburgh Sleep Quality Index (PSQI)

- A validated self-report questionnaire that assesses sleep quality over a 1-month period

The Health Star Rating

- A rating system using stars on food packaging to show the nutritional profile of foods – the more stars the healthier the food
- A joint Australian, state and territory governments initiative in partnerships with industry, public health and consumer groups

University of Newcastle *Healthy Eating Quiz*

- Endorsed by the Dieticians Association of Australia, the quiz is a general guide, designed to help people identify areas in which they are already eating a wide variety of foods and areas where they may be able to improve

Live Lighter

- A website for professionals and the general community with information on tools on healthy eating and lifestyle factors
- Developed in partnership with the Western Australia Department of Health and the Cancer Council Western Australia

TED Ed *How the food you eat affects your brain*

- Education video by Mia Nacamulli

Queensland Government Department of Health:

- Diet and Nutrition website
- Evidenced Based Guidelines for Exercise and Chronic Heart Failure

NSW Government Department of Primary Industries Food Authority

- Nutrition Information Requirements

Chronic Diseases Resources Online

- Image Archive for Personal Use

Reframe Health Lab

- Combines communications and behaviour change with patient and care provider engagement

NSW Health

- *Healthy Eating Active Living* website - healthy eating tips and free programs
- *Get Healthy* website with free telephone-based health coaching
- *I Can Quit* website with information and tools for people wanting to quit smoking
- Agency for Clinical Innovation *Pain Management Network* website – information and resources for people living with chronic pain and their healthcare providers

Black Dog Institute

- Online mental health check

Sleep Health Foundation

- Information and resources about the value of sleep and its common disorders

Victorian Government

- *Better Health Channel* - health and medical information to improve the health and wellbeing of people and communities
- *Youth Central* - website for young people aged 12-25 with information across a range of topics including health and mental health

Heart Foundation website

- Information and resources about heart health for health professionals and the general public

National Diabetes Services Scheme (NDSS) website

- Information and support for people with diabetes
- An initiative of the Australian Government, administered by Diabetes Australia

Kidney Health Australia

- Information and resources about kidney health, including a kidney health risk quiz

Lung Foundation Australia

- Information, resources and research about lung health and treatment for lung disease

Pain Australia

- Information, resources, policy and research for professionals and the general public

Chronic Pain Australia

- Information and resources for people living with chronic pain

Cancer Council NSW

- Information and resources for people living with cancer and about cancer prevention

Cancer Council Victoria

- Information and resources for people living with cancer and about cancer prevention

Bowel Cancer Australia

- Information and resources on the prevention, early diagnosis, research, quality treatment and best care for everyone affected by bowel cancer

Dementia Australia

- Information and resources for healthcare professionals and the general public



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