



WELLBEING SUPPORT PROGRAM

Older members in self-isolation may be feeling confused and lonely. During this challenging time, some of your members may:

- Be socially isolated;
- Require additional health services;
- Have complex health requirements;
- Be awaiting elective surgery that has recently been postponed;
- Have difficulty accessing their usual health care supports such as medication; and/or
- Be at risk of falls.

Your support to members at the moment will make a huge difference to their personal wellbeing, immediately impacting their quality of life and the healthcare system. Elderly members may be at higher risk of hospitalisation and more likely to present to an emergency department.

Your Health Navigator's **Wellbeing Support Program** has been specifically designed to check-in and take care of your members while they are feeling particularly vulnerable and uncertain. The initial connection begins with a letter from your health fund, introducing Your Health Navigator and advising the member to expect a phone call.

Our experienced Registered Nurse will call and begin a friendly and warm conversation with the member, carefully working towards understanding their current situation, their healthcare needs and subtly gathering information in relation to a number of key risk factors.

This valuable data is documented and sent back to your health fund to assist in providing your members with the best possible care. Your Health Navigator may recommend that some members are enrolled into additional support services if identified (further funding will be requested if applicable), such as:

- Balance Program;
- Diabetes Management Program;
- Prehabilitation Program;
- Complex Health Program;
- Health Navigation Services; and/or
- Social Support.

These services can be offered via telehealth (allowing us to reach members in any location) or in client's homes, if Adelaide-based. The overall wellbeing of your members is what matters most to us and we consider it a privilege to be able to provide guidance and care through this tough time.

WELLBEING SUPPORT PROGRAM PATHWAY

WELLBEING LETTER

Health fund writes to a targeted group of members introducing the **Wellbeing Support Program** advising them to expect a call from an experienced Registered Nurse (RN).



FIRST PHONE CALL

RN contacts member to gauge interest in program.
Obtains consent to participate if member wishes to proceed

The assessment includes:

- Self-isolation and current additional support in place
- Living arrangements
- Support networks
- General health and wellbeing
- Past medical/surgical history including chronic conditions
- Postponement of elective surgery
- Current medications and accessibility
- Health partnerships
- Falls risk screen
- Community Assessment Risk Screen (identifies members at risk of hospitalisation or emergency department visits)
- Measurement of loneliness and social isolation

The RN will develop a personalised wellbeing plan based on the information gathered during the assessment.



**ADDITIONAL FUNDING REQUESTED FROM
HEALTH FUND WHERE REQUIRED**



BALANCE PROGRAM

Physiotherapy services to improve mobility and balance.



DIABETES MANAGEMENT PROGRAM

Designed to provide individualised information, support and education on topics impacting diabetes management



PREHABILITATION PROGRAM

Physiotherapy telehealth services to develop an exercise program implemented prior to elective surgery.



COMPLEX HEALTH PROGRAM

Nursing services to identify individual health management goals and provide support and education.



HEALTH NAVIGATION SERVICES

Access to additional services such as further nursing assessment and follow up and coordination of other in-home supports.



SOCIAL SUPPORT

Scheduled social calls to stay connected and improve overall wellbeing.

All programs (except Social Support) are eligible for risk equalisation.