

Health Contact Centre

SMoCC**Self-Management of Chronic Conditions service**

Supporting a healthier you

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
- phone 0482 421 690

