Graduate Certificate in Advising on Chronic Disease Self Management

Course Code 10531NAT
On behalf of The Benchmarque Group, I am delighted to introduce you to our Graduate Certificate in Advising on Chronic Disease Self Management.

The Graduate Certificate program is delivered in a unique 4 day conference style course, with students having an opportunity to immerse themselves in the chronic disease management space. The conference style format is supported by a self directed assessment portfolio offering students the benefit of classroom based learning with the flexibility of a distance based assessment.

The course provides students with the opportunity to develop their skills and knowledge to work collaboratively with clients in the role of a CDSM Advisor and Educator.

The collaborative delivery model supported by The Benchmarque Group is an exciting and innovative health initiative designed to change the current model for the provision of health intervention in the local area, creating an opportunity to develop a nurse or allied health professional led preventative health model.

The ability of nurses and other suitable qualified heath professionals to identify, screen and work collaboratively with people managing chronic disease offers individuals a unique, client focused health outcome.

The course is driven by a desire to create better health for clients, reduced hospital admissions, better patient compliance and the provision of care by those best qualified to provide advice.

The Graduate Certificate in Advising on Chronic Disease Self Management will require a commitment from students of approximately 12 months. Students will be challenged as they explore the opportunities to move into a new specialty area of CDSM.

If you have any further questions about the Graduate Certificate please do not hesitate to contact us directly on 1300 855 568.

Kind regards,

Bruce Greaves  
General Manager
Chronic Disease in Australia

Why is it that in an age when we have so much information on health, lifestyle, diet, disease, its cause and its prevention, when we spend billions of dollars on research, education and prevention programs, do we have more of our population suffering from chronic disease than ever before?

The World Health Organisation warns that the global burden of chronic disease is increasing rapidly and predicts that by the year 2020 chronic disease will account for almost three quarters of all deaths.

According to Professor John Hovarth, Chief Medical Officer for the Australian Department of Health, the burden of chronic disease in Australia and its consequent effect on disability and death is growing in line with this international trend.

The Department of Health writes that while some chronic diseases make large contributions to premature death, others contribute more to disability.

Features common to most chronic diseases include:

- Complex causality, with multiple factors leading to their onset
- A long development period, for which there may be no symptoms
- A prolonged course of illness, perhaps leading to other health complications
- Associated functional impairment or disability.

The result of the 2007-08 National Health Survey indicate a high prevalence of chronic diseases among Australians, including:

- Cancer - 2% of the population
- Diabetes - 4% of the population
- Asthma - 10% - down from 12% of the population
- Long-term mental or behavioral conditions - 11% of the population
- Arthritis - 15% of the population
- Conditions of the circulatory system - 16% of the population.

A CDSM Advisor provides an integrated and collaborative healthcare approach enabling a wider network of support for self management of chronic diseases.
Chronic Disease Advisor

The advisor’s role acknowledges that one person or organisation does not need to provide everything for self-management support.

The skill to identify what will best meet a person’s needs, know what options are available, how to access support and reinforce messages given by other health care professionals are paramount to the role.

The opportunity to exists to shift the model of care, upskilling general practice nurses and other suitable qualified individuals to engage as CDSM Advisors. This model is financially sustainable and provides enormous clinical benefits for patients, health professionals and the existing primary health business model.

The advisory role is based upon a preventative and proactive approach and includes:

- Education regarding their chronic disease
- How to best manage their condition, using researched and approved best practice guidelines
- Use of self-management care models that are best suited to the patient’s needs
- Collaborative formulation of an agreed plan for the patient to follow
- The use of subjective/objective measures to define and assess goal achievement
- Support/advise on how to best accomplish these goals through identifying barriers to behavioural changes and lifestyle modification advice
- Collaborative revision of the plan as required
- Assistance of other people or agencies to assist with the attainment of these goals
- Integration and collaboration between community organisations and clinical management
- Understand and improve inter-professional relationships.

Aims of the Course

The CDSM Advisors role is to work in an advisory, supportive role with the patient in collaboration with the general practitioner, allied health personnel or agencies as required to address chronic disease management.

This course aims to provide students with the required theory and knowledge to undertake a professional role as a chronic disease self management advisor.
Aims of the Course

At the completion of the program, successful students will have the pre-requisite skills and knowledge to implement independent services and practice within their workplace.

These skills include:

- Manage change within a practice model
- Develop a business plan to support implementation of dynamic health initiatives
- Manage screening programs and identify clients at risk of chronic disease
- Manage client recall
- Implement systems for and support client consultation
- Implement client supported clinical pathways
- Managing the business of chronic disease.

Course delivery

Total hours of learning - approx. 400 hours. Hours include distance based learning and four (4) days of delivery including lecture, discussion groups and practical workshop sessions.

To successfully complete this course, students must complete all eight units of competency, actively participate in workshop sessions and complete the self directed activities.

The Graduate Certificate in Advising on Chronic Disease Self Management contains eight (8) nationally accredited units of competency.

Course assessment

During the course, students will be required to undertake a range of self directed learning activities included in the assessment portfolio.

The self directed assessment portfolio contains the theoretical component including an examination comprising of multiple choice and short answer questions.

Study days will include reviewing the study material and course requirements, theoretical lectures, and discussion sessions that include complex case studies, health coaching and interviewing, case management and the business of being an advisor.

The final requirement is to complete a case management study.

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Graduate Certificate in Advising on CDSM

1  Day One

9.00am - **Course Commences**
- Welcome and Introduction

9.30am - **The Chronic Disease Self Management Advisor**
- Chronic Disease Self Management in Australia
- CDSM Advisors
- Introduction and expectations of the CDSM Advisor in Primary Health

12.00pm - Lunch

1.15pm - **Models of Care**
- Introduction to Self Management Models
- Health Literacy
- Challenges and Barriers

3.30pm - **Introduction to Coaching in a Health Setting**
- Defining and Understanding Coaching
- Define Health Coaching and Wellbeing Coaching
- Why Coaching?

2  Day 2

9.00am - **Review of the Course Structure**
- Review of Course Format
- Review of Course Material and Resources
- Mandatory Assessment Requirements

$2950.00 per student

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10.00am - **Coaching in a Health Setting**
- Barriers to Change vs Facilitators of Change
- Qualities of a great health professional/coach
- Human needs, behaviour and motivation
- Health Beliefs, Models and Implementation

12.30pm - Lunch

1.15pm - **Develop and Implement a Chronic Disease Self-Management Program**
- Population Health
- Health Risk Assessments
- Clinic Audits

3.30pm - **Screening and Recall**
- Establishing patient targets
- Understanding and developing resources
- Patient recruitment and preparation of clinic
- Implementing and tracking project data
- Review

6.00pm - **Conference Dinner**

Conference Dinner - Nurse Led Clinics in Australia Guest Speaker

Sit back and enjoy a meal with your fellow students while listening to a presentation discussing a broad range of topics related to nurse led clinics in Australia.

**Day 3**

9.00am - **Funding models in Chronic Disease Self Management**
- Funding in general practice
- Medicare benefit scheme
- Hospital funding
- User pays model

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12.30pm - Lunch

1.30pm - **Marketing and Health Promotion**
- The Principles of Marketing
- Marketing in health
- Promoting your message
- Business Analysis
- Developing a business plan
- The paradigm shift
- Positioning your service within the local health system

4.45pm - **Panel Question and Answer**
This is your opportunity to engage with our full panel of facilitators, assessors and our program manager to discuss all aspects of our course and the assessment requirements.

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**Day 4**

7.30am - **Breakfast Session Guest Speaker**
- Goal setting and motivation in a user pays model of care

9.00am - **Coaching in a Health Setting**
- Integrating coaching into your practice
- Knowing your client
- Powerful questions
- Goal Setting
- Teaching self coaching strategies
- Tools and techniques to support your work with clients

12.30pm - Lunch

1.15pm - **Complex Case Study**

3.15pm - **Reflection Activity**

4.30pm - **Program Close**
We are pleased to introduce you to our team of Specialist Facilitators for the Graduate Certificate in Advising on CDSM.

$2950.00 per student

Course Competencies

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<thead>
<tr>
<th>Unit code</th>
<th>Unit title</th>
<th>Nominal hours</th>
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<tbody>
<tr>
<td>CHCICS406B</td>
<td>Support client self management</td>
<td>50</td>
</tr>
<tr>
<td>CHCICS407A</td>
<td>Support positive lifestyle</td>
<td>45</td>
</tr>
<tr>
<td>CDMCDM801B</td>
<td>Communicate in a chronic disease management health setting</td>
<td>60</td>
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<tr>
<td>CDMACS802B</td>
<td>Apply lifestyle coaching skills in a health setting</td>
<td>160</td>
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<tr>
<td>CDMDIM803B</td>
<td>Develop and implement chronic disease self management programs</td>
<td>180</td>
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<tr>
<td>CDMFCP804B</td>
<td>Facilitate client participation in a chronic disease self</td>
<td>170</td>
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<td></td>
<td>management programs</td>
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<tr>
<td>CHCPOL701B</td>
<td>Use research evidence to advance policy and practice</td>
<td>60</td>
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<tr>
<td>CDMDMS805B</td>
<td>Develop marketing strategies for chronic disease management</td>
<td>160</td>
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<tr>
<td></td>
<td>Total nominal hours</td>
<td>885</td>
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Payment Options

**Full Payment** - Pay the full fee at the time of registration and a discount may apply.

**Payment Plan** - Pay a $600 deposit to secure your place and pay the remainder of the fee in 10 monthly instalments, commencing the month after your registration.

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“Self-Management is a fairly new philosophy to healthcare in Australia; whilst the UK and USA are leading the way with the implementation of CDSM training and models the uptake here has been slow. The approach to Self-Management education is often adhoc and the adoption of CDSM models and tools has been quite fragmented.

Access to specialised training is also quite limited outside of the tertiary sector so I was delighted to hear of the Graduate Certificate in Advising on CDSM that Benchmarque is offering.

I have been a chronic disease nurse for 11 years and began to embed a Self-Management philosophy into my practice 5 years ago after realising that my ‘expert nurse’ approach was not effective in changing the health behaviours of patients. This change in our clinical practice needs to be facilitated by the application Self-Management knowledge, increased awareness of our role as a coach and plenty of ‘practice’ to enhance your communication skills.

The Graduate Certificate in Advising on CDSM provides the structure and environment required to develop specialised skills and knowledge that will enhance your clinical practice.

As a clinician my role is far more rewarding seeing the behaviour change that predicates improved health and wellbeing even in the presence of chronic conditions.”

Sherron Madden
Self Management Educator/Team Leader
SouthEast Primary Healthcare Network Limited