

## The *Life!* program – Information for Pharmacies

### About the *Life!* program

#### What is the *Life!* program?

The *Life!* program is a free lifestyle modification program that helps people reduce their risk of type 2 diabetes and cardiovascular disease. The *Life!* program will provide your at-risk customers with the motivation and support required to make and maintain positive changes, to adopt healthy behaviours and lead a more active lifestyle.

*Life!* is run by health professionals and delivered as a group course or a telephone health coaching service. Participants receive a comprehensive workbook and learn more about:

- healthy eating
- physical activity
- sleep
- managing stress and setbacks
- goal setting

They also receive motivational emails to help them stay on track for success.

#### About the *Life!* group course

The *Life!* group course comprises seven sessions run across a 12-month period. The introduction session (1 hour) is a one-on-one between the participants and their *Life!* facilitator where participants can ask questions and learn more about the program. Group sessions are 1.5-2 hours. The first four group sessions are run fortnightly, group session five is at six months and the final session takes place 12 months after starting the program.

Courses are delivered across Victoria and the group environment gives participants the support and motivation they need to reach their health goals.

#### About Telephone Health Coaching

The *Life!* Telephone Health Coaching (THC) service is delivered by a health professional at a time convenient to the participant. THC comprises seven phone calls with a personal health coach over 12 months. The introduction call (45 minutes) gives participants the opportunity to ask their health coach questions and to learn more about the program before the initial call (45 minutes). The next 5 calls (20-45 minutes each) occur monthly and the final call is scheduled 12 months after starting the program.

#### Participant eligibility

To be eligible, the customer must have one or more of the following:

- AUSDRISK score  $\geq 12$  and BMI score  $\geq 25 \text{ kg/m}^2$
- Absolute Cardiovascular Disease Risk Assessment score  $\geq 10\%$
- Have one of the listed pre-existing conditions which are known to place them at increased risk of CVD or type 2 diabetes. (Please see the *Life!* GP referral form for full eligibility criteria.)

#### Program exclusion criteria

- Diabetes
- Cardiovascular Disease (CVD) diagnosis in the last 3 months
- Clinically Active Cancer
- Pregnancy

It is important to consider the suitability of the *Life!* program for each individual.

## Life! for Culturally and Linguistically Diverse and Aboriginal and/or Torres Strait Islander people

We offer the:

- **Culturally and Linguistically Diverse (CALD) Life! program** in plain English, Vietnamese and Chinese, working with translators and bilingual facilitators.
- **Road to Good Health (RTGH) Aboriginal Life! program**, working with Aboriginal Health Workers to deliver culturally relevant sessions.

The referral pathways into the RTGH or CALD *Life!* programs are the same as the mainstream *Life!* program (please see the *Life!* HP referral form for full eligibility criteria).

### Promote the *Life!* program in your pharmacy

You can order free resources, including posters, postcards and AUSDRISK tools, to promote the *Life!* program. Please visit [www.lifeprogram.org.au/health-professionals/order-resources](http://www.lifeprogram.org.au/health-professionals/order-resources) or call (03) 8648 1880 to order your resources.

## Referrals and customer enrolment

### What do you need to refer a customer?

- 1 The *Life!* HP referral form with all sections completed and the customer's consent.
- 2 A copy of the AUSDRISK tool (if completed with the customer).

### What is the next step once a customer is referred into the program?

Our team will contact your customer within 24-48 hours to discuss their referral and enrolment into the program.

Once they are enrolled, the customer will receive written confirmation of this and their facilitator or health coach will contact the customer to schedule in their introduction session. The customer will receive program materials and support to participate in the subsequent sessions. You will also receive an update regarding the referral outcome of your patient.

### Can we refer customers to a local *Life!* provider/facilitator?

Yes. If you have an existing relationship with one of our *Life!* providers/facilitators, you can nominate them and we will note this on your pharmacy's file. We also encourage you to make a note on the customer's referral form. We will endeavour to assign referrals to your preferred *Life!* provider/facilitator assuming group availability and participant suitability.

## The pharmacy incentive agreement

### What is the pharmacy incentive agreement?

The incentive agreement provides a financial incentive for pharmacies to refer eligible customers to the *Life!* program. The reimbursement for referring into the *Life!* program is:

- \$20.00 +GST for referring an eligible customer

Payment is made to the pharmacy not to the individual pharmacist. The incentive is paid after each eligible program referral and no minimum number of referrals is required.

### Signing up to the agreement

To sign up with the Pharmacy incentive agreement, please read, sign and fax the agreement to (03) 9667 1757 or email it to [casefinding@diabetesvic.org.au](mailto:casefinding@diabetesvic.org.au)

### Payment

The *Life!* team will raise invoices automatically on a fortnightly basis for all pharmacies with incentive agreements. Payment will be made by EFT, based on the submission of eligibility and referral data collected per eligible customer.

## Contact us

For all enquiries, please contact us on:

**Email:** [casefinding@diabetesvic.org.au](mailto:casefinding@diabetesvic.org.au) **Telephone:** 03 8648 1880