

Feros Care + GoShare:

## Building the health literacy of older Australians

### CASE STUDY

## Improving health outcomes of older Australians with Chronic Disease

### Background

Established in 1991, with a single residential village in Byron Bay, Feros Care has now grown to become a national not for profit organisation; providing virtual healthcare, health literacy, health monitoring services and equipment, community care, assessment, planning and co-ordination and social experiences for our clients.

GoShare is being used by Feros Care as part of the Staying Healthy Living Well program. Designed to support the health and wellbeing, and chronic disease management of seniors over the age of 70 years of age, the innovative program is funded by Central Eastern Sydney PHN. The twelve-week program includes group education sessions using online 1:1 coaching with a Feros Care Telehealth Nurse and vital signs monitoring in collaboration with GPs, based around patient care plans.

### Approach

Staying Healthy Living Well clients have access to GoShare health information as part of four 1:1 coaching sessions with a Feros Care Telehealth Nurse. Designed to help improve the client's confidence, knowledge and engagement in self-managing their chronic conditions and general wellbeing, a bundle of content

relevant their immediate health needs is uploaded to a MHCAH tablet prior to each coaching session. If a client has multiple chronic conditions, health education content relating to their most vulnerable condition becomes the priority. While some clients choose to review the health education resources received prior to the 1:1 session, others may not have had the opportunity or simply forget. If this is the case, the Telehealth Nurse will review the information with the client as part of the session. This means that each client reviews the health information relevant to their condition at least once.

### Outcome

While the Staying Healthy Living Well program involves telehealth and vital signs monitoring, the primary focus of the initiative is to improve the health literacy and health outcomes for clients. The provision of digital health information in the form of videos, animations and resources from peak industry bodies helps clients to build confidence, knowledge and engagement in self-managing chronic conditions and general wellbeing. Clients participating in the program have identified technology as being useful in supporting their health care while at home and feel better able to self-manage and monitor their health.

After taking part in the Staying Healthy Living Well program, patients felt that their quality of life had improved. Feros Care Telehealth Nurses have reported the quality of engagement by clients in their one hour telehealth session has definitely improved since the introduction of the GoShare digital health content, with clients reporting they particularly value the video content.

"Digital health education is central to the Staying Healthy Living Well program and the sharing of evidence based, reputable and current information on chronic aged care conditions with our clients is essential in improving health literacy. GoShare videos and animations keep our clients engaged during the 1:1 hour-long sessions with their Telehealth Nurse which makes the platform an important part of our suite of tools. We look forward to working with Healthily to explore new ways in which we can use GoShare to support the health and wellbeing of all Feros Care clients."

**Anthony Bacon**  
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