

# How CBHS is optimising member recovery



## The Balancing Act

### Private Health Insurers aim to balance services and outcomes

CBHS is no different.

It was founded in 1951 by the Commonwealth Bank of Australia to look after its employees. Over the 60 years CBHS has been running, its mission has expanded to look after the health of over 80,000 Australian families.

Traditionally, there hasn't been an effective way to deliver person-centric care that incorporated services like cancer rehabilitation without hospital involvement.

That is, until CBHS found a partner to deliver these and other types of home-based care for members.

## Meeting Steve

"Steve" was a CBHS client receiving fractured care after a partial esophagectomy and total gastrectomy.

Undergoing surgery and chemotherapy, he was sent to a rehab ward to recover. Unfortunately, Steve found the environment difficult to settle into, and felt he wasn't getting the dedicated cancer care he believed he needed.

His wife, a believer in holistic approaches to care, was dissatisfied with the lack of education and input they'd had throughout Steve's surgery and post-op processes.

After discussion with doctors and CBHS, Steve and his wife decided to discharge and continue recovery with Valion Health's "Rehab in the Home" program, specially tailored for his circumstances.

## Making A Digital Connection

CBHS partnered with Valion Health, a virtual health provider who specialise virtual care. The aim was to provide CBHS members with access to digitally-based rehabilitation and recovery services, from allied health professionals and nurses in the comfort of their own home.

By offering clients remote delivery for these services, with the option of face to face visits, CBHS would allow members more flexibility in where and when they received this assistance.

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**“The responsiveness to our members needs is a key benefit to the Valion Health service. Through the virtual delivery model, the network of clinicians is broad, meaning there is a high capacity to connect clinicians specialising in a member’s condition. This results in our members receiving individualised care.”**

CRAIG JONES, PROVIDER MANAGER, CBHS

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## Partners In Member Focused Care

CBHS and Valion Health offer clients programs built to assist and accelerate recovery from a variety of different conditions.

### ✓ CANCER SUPPORT

Our flagship program combats the debilitating side effects of cancer treatment. Members work with our oncology specialised team to maintain strength, wellness and manage fatigue.

### ✓ REHAB AT HOME

Often rehabilitation can take place at home - making recovery a whole lot more convenient. In this program we combine face to face care with remote support.

### ✓ HEALTH COACHING

By working with one of our health coaches, participants get the motivation and support they need to make changes necessary for improved health and lifestyle.

## Results that Speak for Themselves

From the first weeks that CBHS offered the Valion Health programs, members were enthusiastic about the new arrangement. The quality of care was equal to what members previously enjoyed, and different programs allowed CBHS to tailor individualised solutions to better support clients.

Using Valion Health as the cornerstone of their digital health support services brought CBHS' clients extra benefits other solutions couldn't offer:

- ✓ Convenience in terms of flexible scheduling
- ✓ Reduced travel costs and no travel time
- ✓ Consultants suited for the client's need, delivering a higher standard of support


For CBHS, using Valion Health to deliver hospital substitute and CDMP services has resulted in the ability to offer a wider range of programs customised to members needs and conditions from anywhere in Australia.

## Getting Complete Care

Steve's program began with in-home visits from a physiotherapist. Due to complications with his J tube, a nurse visited to show him how to clean and manage the tube. To deliver complete rehabilitation support, a dietitian consulted with Steve and his wife through video sessions.

Valion Health also supported Steve's wife throughout the rehabilitation, providing her with remote nursing care coordination support to educate her in the recovery process and giving her an emotional outlet during this stressful period. On several occasions, she asked Valion Health to refer and escalate additional care, which was rapidly done.

After suffering intense pain during recovery, one of Valion Health's coordinators liaised with Steve's specialists and hospital team. Steve was re-admitted and found to have metastatic disease. Working alongside CBHS, Valion Health continues to support both Steve and his wife as they navigate the next stage of his treatment.



Valion Health has a number of support programs backed by a nation-wide network of allied health professionals, customisable to your needs, and delivered remotely to clients.

Call us to learn more about how you can

- ✓ make recovery for your customers easier and comprehensive,
- ✓ streamline your referral and support processes, and
- ✓ reduce claim-related ancillary costs, such as provider travel