

Information for Health Professionals in Primary and Community Care

Introduction

Collab Coach is a self-management tool that helps health professionals support patient self-care and habit-building for better health outcomes. This home-based app personalises each patient's journey, equipping them with tools to develop sustainable health habits, reducing the need for ongoing clinical intervention.

How Does It Work?

Collab Coach is designed around behaviour change principles, tackling one of the biggest barriers to health—access. Patients receive bite-sized, daily guidance, making information easier to absorb and apply, enhancing health literacy and supporting lasting behaviour change.

We understand that access goes beyond physical location; it also includes socioeconomic, emotional, and physical factors that influence a person's ability to engage with healthcare. To help patients overcome these challenges, Collab Coach:

- ✓ Uses personalised motivation to keep them engaged
- ✓ Addresses barriers in real-time as they arise
- ✓ Builds sustainable habits to reduce long-term health risks

What's Included in a Patient's Program?

Each patient follows a personalised rehab or prehab journey, tailored to their condition and fitness level. As a Health Professional, you assign the initial plan, and Collab Coach manages the rest.

Each program includes:

- Physical Activity – Guided walking plans
- Exercise – Physio-assigned strength exercises
- Skill Building – Practical techniques for daily life
- Mood & Mindset – Mental wellbeing support

What Does This Mean for You?

As a Health Professional, non-adherence to care plans can be a major challenge. You can't guide every patient through their rehab (or prehab) journey daily—that's where we step in.

With Collab Coach, you:

1. Sign up your patient
2. Assign their personalised journey
3. Let the app take care of ongoing support

We'll notify you when check-ins are needed, equipping you with insights on physical, mental, and emotional progress so you can intervene when necessary.

Key Things to Know

To use Collab Coach effectively, you should know how to:



- ✓ Sign up for the Collab Coach Portal
- ✓ Log in and navigate the platform
- ✓ Onboard and manage patients
- ✓ Track patient progress and trends

Collab Coach simplifies patient engagement and helps you enhance adherence and outcomes—without adding to your workload.

Additional FAQ

How long is the pilot?

The pilot will run for at least six months, from January to July 2025, following the completion of app staging. See the pilot timeline for details.

Who is the Collab Coach app for?

Collab Coach is designed for patients with long-term conditions (LTCs) who would benefit from self-care and action planning. A smartphone is required.

Who are the intended users of the Coach Portal?

The Coach Portal is initially designed for Health Coaches and Health Improvement Practitioners (HIPs). However, any health professional supporting behavioural strategies for patient wellbeing (Hauora) can use it.

Is this a care plan tool?

No, Collab Coach is not a care planning tool. Instead, it focuses specifically on action planning to support daily habit-building and self-management.

Can patients use Collab Coach offline?

Yes, the app supports offline use. Any activities completed offline are recorded and automatically synced once the patient reconnects to the internet.

Does Collab Coach integrate with the Patient Management System (PMS)?

Not at this stage. Clinicians need to access the Coach Portal directly for action plans.

- MedTech users – Available via ALEX functionality.
- Indici users – Accessible via a web-based solution.

Can multiple health professionals access a patient's activity plans?

Yes, but only if they are assigned to the same cluster group.

Who manages user security groups in the Coaching tool?

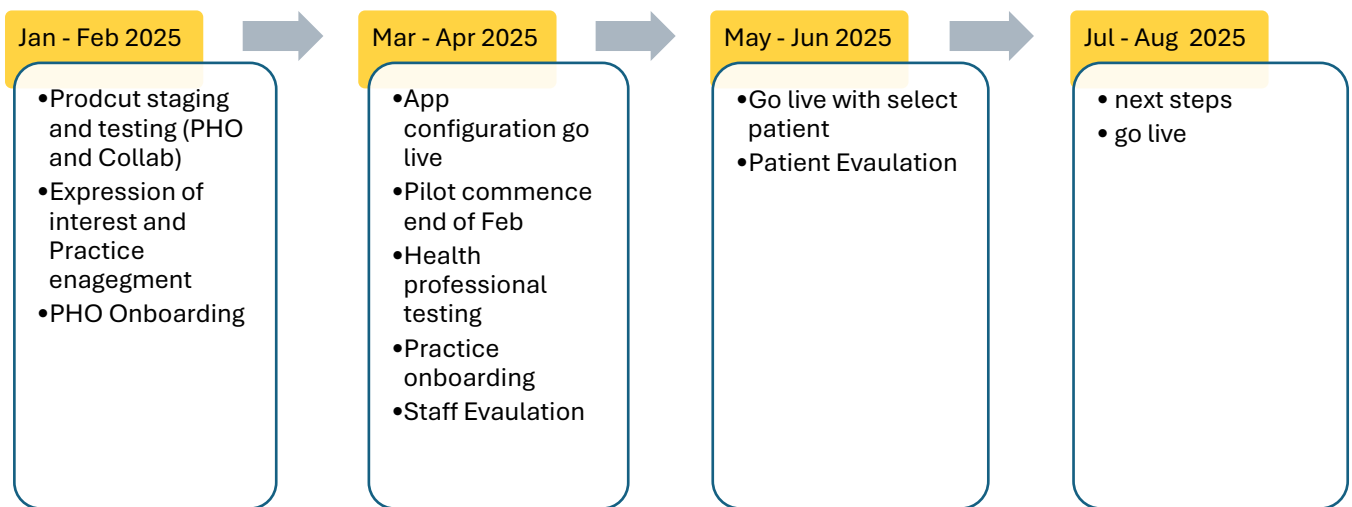
Until July 31, 2025, Collaborative Aotearoa and Intervengine (the tech vendor) will manage the addition of kaimahi as Coaches. Longer-term leadership will be decided post-pilot, based on pilot findings.

How will staff (kaimahi) and patients (whānau) learn to use Collab Coach?

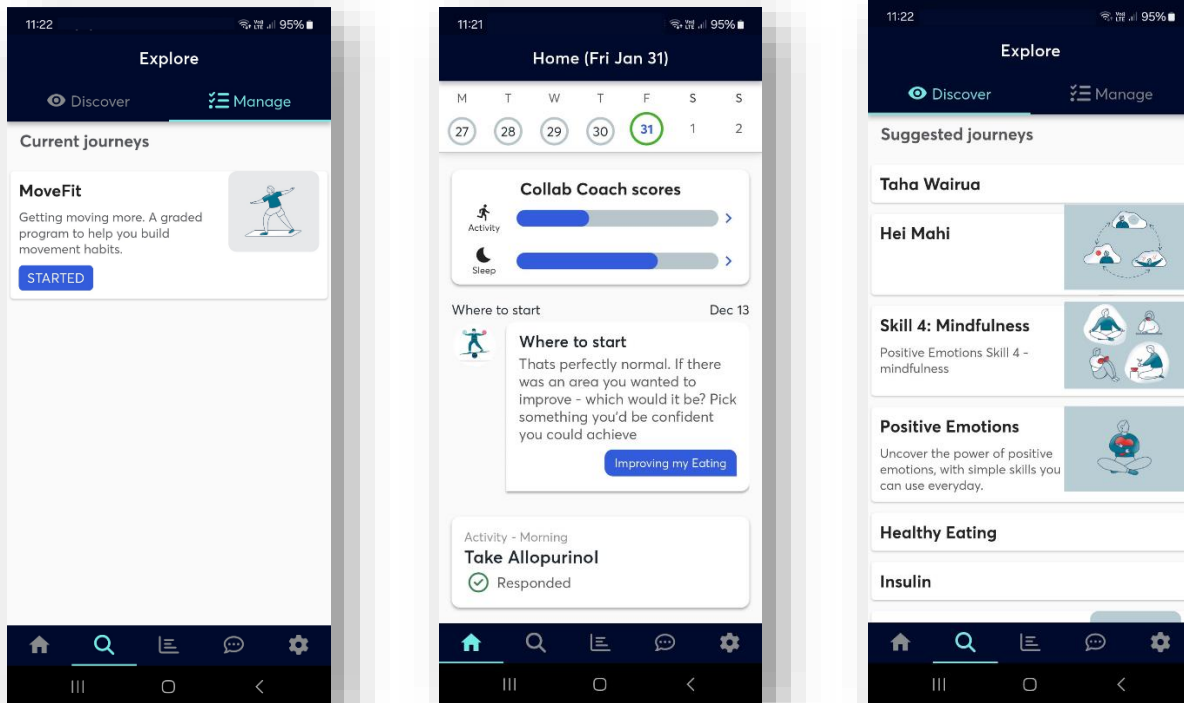
Collaborative Aotearoa and Intervengine are developing an induction pack for kaimahi involved in the pilot. Support includes:

- ✓ Online tutorials
- ✓ Access to project leads for any pātai/questions
- ✓ Guidance on introducing Collab Coach to whānau
- ✓ Information for patients on how the tool supports their LTC journey

Timeline for Pilot



Screenshot sample (patient view)



This provides initial FAQs only. Reach out to Strategic Project Manager and Change Leader koral.fitzgerald@collab.org.nz or call +64 21 431 860 if you have any questions.