



Living Well in Oregon



Congratulations on completing your leader training! The Oregon Health Authority would like you to be aware of some of the resources that are available to help support your work.



- **Data Collection**

The Oregon Health Authority collects basic data on workshops and participants to help track the reach of the program across Oregon. This information is submitted through the Compass by QTAC data system, which is available for use by organizations providing self-management programs in Oregon.



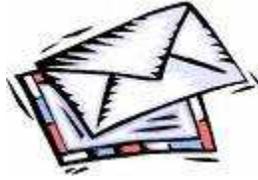
- **Quality Assurance and Fidelity**

The licensed organizations across Oregon are invested in supporting leaders' ability to effectively facilitate Living Well workshops. The Fidelity Observation process helps to support leaders as they go on to offer workshops.

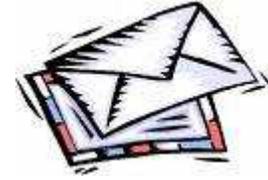


- **Resources and support**

The Oregon Living Well program maintains a website, listserv, and other resources to help leaders, master trainers, and program coordinators be successful.



Data Collection



The Oregon Department of Human Services (DHS) and the Health Authority (OHA) have ambitious statewide goals for Living Well as part of several chronic disease program grants. By contributing your data, you help demonstrate the effectiveness of this program across Oregon.

Organizations delivering Stanford self-management programs in Oregon are strongly encouraged to participate in collecting and sharing information on upcoming community workshops and leader trainings, and basic information on those participating or being trained. Work with your local delivery organization to submit this information via the online Compass program information system.

A complete program data set includes a **program summary**, **attendance log** and **participant information form** for each participant. The data collection forms are attached and available online at

<http://public.health.oregon.gov/DiseasesConditions/ChronicDisease/LivingWell/Pages/reportprograminfo.aspx>.

Thank you for submitting your data and helping DHS/OHA assure access to Living Well programs!



Quality Assurance and Fidelity



Stanford University's chronic disease self-management programs are evidence-based programs. When implemented with fidelity, outcomes including improved self-reported health, improved physical activity, and decreased hospitalization have been demonstrated to occur. However, if key elements of the program are changed or deleted, these outcomes can no longer be expected.

The following checklist outlines some of the key issues of fidelity and quality assurance for Stanford self-management programs, including:

- Programs are offered as designed, including:
 - 2 ½ hour sessions offered over 6 weeks (7 weeks for PSMP)
 - Following the script and not adding additional materials or medical advice;
 - Effectively using key program elements including problem-solving, brainstorming, and action planning;
 - Led by two trained peer leaders, at least one of whom has a chronic condition.
- Workshops are offered to groups of 8-15 participants (recruiting at least 10 so that if a few drop out, there are still at least 8 in the group)
- Leaders have completed a 4-day Leader training offered by two licensed Master Trainers, and demonstrated the ability to facilitate groups effectively. PSMP Leaders complete an additional 1-day training.
- Leaders facilitate at least one community workshop each year. Master Trainers facilitate at least one Leader training each year.
- Workshops are monitored to assure that they are being implemented with fidelity. See below for recommended approaches to program monitoring.

In becoming licensed by Stanford to offer workshops, organizations agree that they will offer the programs as designed and “not create derivatives of the program without the express written permission of Stanford.”

To assist organizations in ensuring quality of their workshops, and to better position statewide programs for reimbursement, the Oregon Living Well Network has adopted a leader observation tool. The Oregon Living Well Network strongly recommends that all organizations in Oregon to use a leader observation fidelity check process with new leaders, and annually for ongoing leaders, to ensure fidelity to Stanford's model. The recommended checklist allows a Master Trainer or other leader to observe half or all of one session, and provide specific feedback to the leaders on core elements of the program. Master Trainers are instructed to provide positive feedback and discuss their observation directly with the leader so that the leader can go to successfully offer more workshops.

Leader observation is usually completed once during the leader's first workshop series, and annually thereafter. Observers will notify leaders at least one week in advance so that the leader may ask participants if they are willing to be observed.

