

Section II

OFFERING PROGRAMS



Getting Started

The first step to getting started with Living Well is to pull together a group of organizations and/or community members that would be interested in taking on Living Well. Since each workshop requires two trained leaders to deliver the series, it is highly recommended that workshops be offered in a partnership between a few different organizations. Often, these organizations include:

- Area Agencies on Aging
- Local Health Departments
- Oregon State University Extension Services
- Hospital systems
- Universities
- Health clinics
- Local DHS offices
- Faith-based organizations
- United Way
- Voluntary organizations
- Senior centers
- Nonprofit organizations
- Senior housing developments
- Community foundations

After a group of interested organizations and community members is identified, the next step is to meet and determine what resources each group brings to the table. Resources could include possible staff or volunteers to be trained as leaders, a space to offer workshops, funds to purchase a license and supplies, a program coordinator, access to advertising/media outlets, access to the target population to successfully recruit workshop participants, and so forth. During these initial meetings, the group should discuss how many leaders are needed and who will need to be trained as a leader to offer workshops, what organization will hold the Stanford license to offer the program and how the license will be acquired, who or what organization(s) will be responsible for coordinating workshops, and what the timeline will be to train leaders and market, recruit, and register participants for the first workshop series.

In order to build a sustainable infrastructure for your Living Well program, there are a few steps to consider. The Steps to Develop Local Infrastructure continuum on the following page can help identify where your program currently is and what steps can be taken to move Living Well forward towards greater access and sustainability.

Developing Local Infrastructure

Living Well with Chronic Conditions Steps to Develop Local Infrastructure

1

2

3

Infrastructure Development

Program Expansion

Targeted Program Expansions to Populations Experiencing Health Inequities

- Obtain support from your Community Health Advisory Council (CHAC) (where applicable) or other existing partners
- Partner with existing programs
- Evaluate possible funding sources
- Obtain a Stanford University license
- Train leaders
- Connect with state capacity building resources
- Participate in statewide data collection effort
- Participate in Oregon Living Well Network and determine what workgroup best meets your organization's needs and interests (refer to page 27)

- Maintain existing partners
- Build new partnerships, including aging services
- Connect with state resources
- Develop centralized coordination role for the county
- Assure that programs are offered with fidelity to the Stanford curriculum by using fidelity observation tools (refer to page 22)
- Participate in Oregon Living Well Network and one or more workgroups
- Develop marketing and media advocacy plans
- Develop systems of referral into Living Well programs
- Develop leader support systems
- Develop recruitment tools and strategies

- Develop partnerships with non-traditional public health partners
- Enhance centralized coordination role
- Connect with state resources
- Participate in Living Well Network and one or more workgroups
- Implement quality assurance and fidelity protocols
- Enhance marketing and media advocacy for the targeted populations
- Recruit and train peer leaders from the target populations
- Maintain leader and leader support systems

Program Costs

Some of the mandatory costs associated with implementing Living Well include:

1. License fee paid to Stanford University, \$500.00 for three years, with higher rates if more than 10 workshops are offered each year
2. *Living a Healthy Life with Chronic Conditions* participant book, \$18.95 per participant* (available through Bull Publishing at www.bullpub.com – bulk/online order discounts are available)
3. Relaxation audio CD, \$10.00 per participant*
4. CD player
5. Flip chart stands and paper
6. Markers for flip charts (including black or blue, red and green colors)
7. Kleenex
8. Painter’s or masking tape for flip charts**
9. Clock or watch with a second hand
10. Pad of paper
11. Extra pens or pencils
12. Blank reusable nametags

Licensing

Stanford licenses cost \$500 for three years if an organization is offering 10 or fewer workshops per year. Licensing information is available at <http://patienteducation.stanford.edu/licensing/fees.html#license>. If your community is interested in offering Living Well but cannot afford the license fee and all of the other necessary resources are in place, please contact the Oregon Living Well Program at 1-888-576-7414 or living.well@state.or.us.

*Programs that are implemented in Oregon to Stanford fidelity standards can receive 10 free books per workshop completed if program and participant data about the last workshop is provided to DHS. See the “Data Collection and Sharing” portion of this section, found on page 29, for more information about how your program can receive free *Living a Healthy Life with Chronic Conditions* or *Tomando Control de su Salud* participant books. A lending library approach, allowing participants to borrow a book or CD during participation in the workshop can reduce book and CD costs.

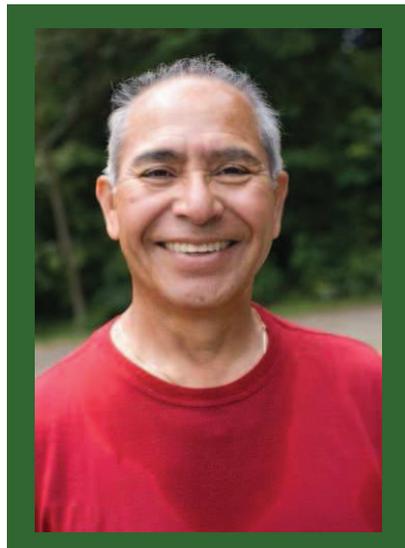
**Since the flip charts are reused throughout the workshop series, many leaders ask if they can use PowerPoint, an overhead projector, or professionally-developed posters as opposed to the flip charts. Stanford University has found that legible, handmade flip charts are more effective than any of these other materials and helps to create a more informal, relaxed learning environment. Stanford University discourages the use of materials other than handmade flip charts. If well taken care of, one set of flip charts can easily last two workshops or more.

SECTION II—OFFERING PROGRAMS

Some of the optional costs associated with Living Well include:

1. Snacks and water, if you choose to provide them (please make sure that the snacks and beverages are healthy – i.e., fresh fruits, vegetables, nuts, low fat cheeses, whole grains, etc.)
2. Stipends and/or mileage reimbursement for lay leaders
3. Salary and benefits for a full or part-time coordinator position
4. Meeting space rental
5. Incentives for participants such as transportation vouchers, child care, supermarket or drug store gift cards
6. Costs associated with regularly held leader/volunteer meetings (lunch, mileage reimbursement, etc.)

Costs for offering Tomando Control or PSMP are similar to those listed on the previous page. These programs require a separate license and different book – and a seventh weekly session for PSMP - but the implementation costs are much the same.



Workshop Scheduling and Preparation

Once a community has trained leaders, the first step is to determine which two leaders will facilitate the first series and on what dates and times. It is highly recommended that a third trained leader is available as back up during the workshop series so that should one leader get sick or have an emergency, this leader can step in to co-lead.

A space for the workshop should also be confirmed, and this should be a space with comfortable capacity for at least 20 people seated in a circle. Accessibility of the location must be considered, as many workshop participants may have limited mobility or other special needs to accommodate sitting for two and -a-half hours.

When scheduling workshops, it is useful to consider what days and times will be most appropriate for your primary target audience. For instance, seniors and retirees may prefer a morning or daytime workshop series, while working parents may prefer evening or weekend workshops. It is also very important to consider whether participants will have access to the workshop location, particularly for participants who cannot drive or do not have a car and need to take public transportation. All workshop locations should be ADA accessible and should have wheelchair accessible restrooms. It is also important to schedule a break at every workshop, per the Stanford curriculum so that participants have an opportunity to appropriately self-manage their chronic condition. Breaks are an appropriate time to offer healthy snacks if you choose to make snacks available to participants.

Potential locations

Many organizations have meeting spaces that are free or inexpensive to rent, such as:

- Churches
- Hospitals
- Clinics
- Community centers
- Senior centers
- Local health departments
- Libraries
- Parks and recreation facilities
- YMCAs, and so forth.

ADA guidelines

To view ADA accessibility guidelines for buildings and facilities, visit <http://www.ada.gov/reg3a.html#Anchor-Appendix-52467>

Please note that a minimum of 10 participants must attend each session in order to offer the workshop series. The research conducted by Stanford University found that when workshops with less than 10 participants were offered, the outcomes experienced by participants were not as reliable or consistent. Therefore, in order to get the results of this evidence-based program, it is essential to have a minimum of 10 participants in each workshop. In order to ensure that at least 10 participants attend the sessions, it is important to over-recruit to compensate for drop out and people who register but do not show up to the workshop.

After the leaders, dates, and times are set, it is time to market the program to the target audience – people with chronic conditions.



What Living Well leaders say about the program

"The program material is right on. It covers the hazy places, places where physicians don't connect with dots for people. This program fills in the gaps. I love watching people start to feel normal. When they see that others have similar problems, they start to feel normal and feel empowered."

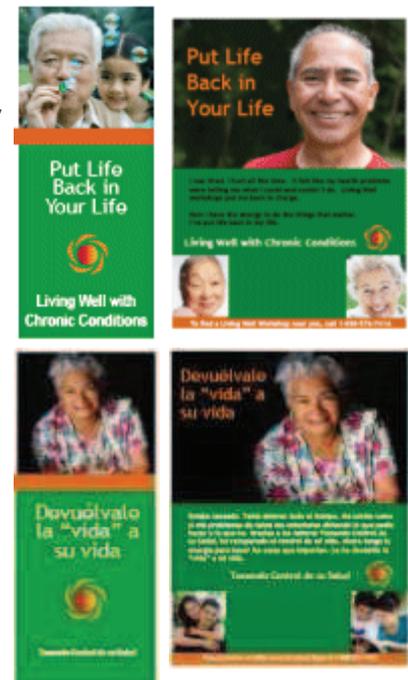
"I have done well when collaborating with other health facilities and organizations."

Marketing and Recruitment

Successful marketing of Living Well workshops will help to recruit an absolute minimum of 10 participants needed to offer the workshop. There are several resources available to market workshops in Oregon.

Statewide Marketing Materials

Statewide marketing poster and brochure. The Center for Healthy Aging at NCOA designed a series of marketing and recruitment materials for state and local agencies to use to encourage older adults to participate in chronic disease self-management workshops. After conducting market research, NCOA crafted preliminary marketing and promotional materials for the workshops and tested them with several focus groups of older adults across the country. Using the feedback from these focus groups, NCOA refined the brand, messages, photographs, and graphic images to prepare templated materials. The Oregon DHS and the Living Well Network Marketing and Recruitment Workgroup adapted these for Living Well workshops statewide. A final poster and brochure were developed, both of which include generic statewide contact information – a toll free referral line, 1-888-576-7414, and a statewide Web site, www.healthoregon.org/livingwell.



A limited number of print copies of the poster and brochure are available free of charge per organization. Please visit <http://oregon.gov/DHS/ph/livingwell/resources.shtml#marketing> to access an online order form for these materials or to download an electronic version. The statewide brochure and posters developed for Oregon include space for additional local program contact information to be added, either by writing in with a marker, using a printed sticker, or another method. There is space on the back side of the trifold brochure for local contact information to be added, and on the bottom of the poster in between the two smaller photographs.

The marketing poster and brochure are also available in Spanish to market Tomando Control workshops.

In addition, business card-sized refrigerator magnets are available.



SECTION II—OFFERING PROGRAMS



Living Well and Tomando Control videos. In 2008, Oregon DHS developed two seven-minute videos to promote the Living Well, Tomando Control, and PSMP programs. One version of the video is available in Spanish and the other is in English. Versions of both videos can be requested from Oregon DHS by emailing living.well@state.or.us or calling 1-888-576-7414. The videos are also available online at <http://oregon.gov/DHS/ph/livingwell/video.shtml>. The videos are appropriate for use with health care providers to encourage referral to Living Well, as well as potential partners and participants in the workshop.

Statewide workshop calendar. The Oregon Living Well Program maintains a listing of upcoming workshops throughout the state so that any calls to the toll-free number can be directed back to local programs for registration in an upcoming workshop. Programs are encouraged to submit upcoming workshop information by email to living.well@state.or.us or online at <http://oregon.gov/DHS/ph/livingwell/reportprograminfo.shtml>.

Health care providers. Many Living Well programs work with their local health care providers in order to refer patients with a chronic condition to Living Well. This can be done by providing information sessions to providers, mailing cover letters and marketing materials to clinic offices, or working with providers to place posters, books, and other materials in the office to advertise workshops.

<p>"After taking the class, my mindset changed. I realized I'd put my life on hold, expecting to get better." When I accepted the fact that I have a chronic condition that I need to manage, I can't begin to tell you how much freedom I felt. This workshop was a life-changing event."</p> 	<p>Sponsored by:</p> <p>Samaritan North Lincoln Hospital, North Lincoln Hospital Foundation, Samaritan Pacific Communities Hospital, Lincoln County CHIP, Chronic Care Committee</p>	
<p>Feel better. Be in control. Do the things you want to do.</p> <p>Find out more about Living Well Workshops.</p>  <p>Put Life Back in Your Life</p>	<p>The "Living Well With Chronic Conditions" Self-Management Program, developed by Stanford University's School of Medicine, is designed to enhance medical treatment and help those living with a chronic health condition improve their ability to manage day-to-day activities.</p> <p>In Oregon, we call this program "Living Well", but it is the same program developed by Stanford University called Chronic Disease Self-Management Program (CDSMP). If you would like more information on CDSMP, how they did the research, outcomes, or how to set-up your own program, check out their web site: http://patienteducation.stanford.edu</p> <div style="border: 1px solid black; padding: 2px; font-size: small;"> <p>Lincoln County Health and Human Services Department offers educational programs, activities, and materials without discrimination based on race, color, religion, sex, sexual orientation, national origin, age, marital status, disability, or disabled veteran or Vietnam-era veteran status. Lincoln County Health and Human Services Department is an Equal Opportunity Employer.</p> </div>	<p style="font-size: 2em; text-align: center;">Put Life Back in Your Life</p>  <p style="text-align: center;">Living Well with Chronic Conditions</p>

Sample Samaritan Health Services/Lincoln County Health and Human Services Department marketing brochure

Print and electronic newspapers and newsletters. Many Living Well programs have been able to get their local newspaper to write a story on Living Well, particularly if it includes participant testimonials or other human interest stories. Other places that are often free to advertise both workshops and upcoming leader trainings are church and senior center bulletins, as well as employee, organization and community newsletters.



Albany Democrat Herald, April 25, 2009

Radio and television programs. Radio and television can be additional outlets to advertise Living Well. Consider having a participant who is a true believer in the program provide a testimonial about their experience in the workshop.

Web sites, e-mail lists, and listservs. Work with local organizations and partners to advertise upcoming workshops on their Web sites, event calendars, and listservs. Try to incorporate some of the images and logo from the Living Well marketing materials to make the announcement more appealing to viewers.

Personal invitations. Members of some communities respond positively to being personally asked to attend Living Well – either by going to their homes or calling them to invite them to attend, or by making a personal invitation at a community setting like church or school.

Public service announcements. Public service announcements can be developed for print or electronic media, including television, and can help reach individuals that may not access information from other listed venues.

Marketing Venues

Some places where brochures, posters, and other information may be distributed are:

- Senior centers
- Parks and recreation facilities
- Clinics
- Hospitals
- Pharmacies
- Churches
- Grocery stores
- Health coalitions
- Physical therapist offices
- Counseling programs
- Voluntary organizations
- Retirement housing facilities
- Local businesses and chambers of commerce
- Local government offices
- Community colleges
- Support groups
- WIC programs
- County health departments
- YMCA
- Agency or support group newsletters
- Online distribution – i.e. Craigslist or listservs
- Newspapers and community calendars

Be creative in your thinking – any environment that could potentially involve people with chronic conditions is a great place to market Living Well.



Participant Retention

Retention refers to a participant's consistent attendance in the six week workshop series. Retention in Living Well is a very common issue that local programs must often work to address. Before setting up a workshop, leaders and coordinators should be reminded that Living Well is a program for people with chronic conditions, and often these conditions may get in the way of an individual's ability to participate in every session. Stanford's research showed that unless participants completed at least **four of the six sessions**, they were unlikely to be able to realize the positive health outcomes found in the research. While the goal is to encourage participants to attend all six sessions, participants are considered to have completed the workshop if they attend at least four sessions. However, it is not unusual for participants to drop out of the workshop, thereby compromising the outcomes of the program if participation drops below 10, and possibly affecting the leaders' confidence if a large number of their participants drop out mid-workshop.

Some of the strategies that have been successful for addressing retention in Oregon are to:

- Call all registered participants the day before the session to remind them that they are registered, where they need to go to participate, and at what time.
- Call any registered participants that did not show up for the first session and invite them to attend the next week, reminding them where they need to go and at what time.
- Mail a reminder letter to the individuals that did not show up to the first session and include a map with directions to the workshop location.
- Call any participants that did not show up to any of the subsequent sessions to check in with them. This will express care and concern on the part of the workshop group and will also remind the participant to attend next week.
- Call all participants that dropped out of the workshop series to find out why they dropped out. This will help give some guidance around what needs to be improved for the next workshop (location, time, facilitation, etc).
- Hold a "pre-workshop" introductory session a week or two before the workshop begins. Use this as an opportunity to introduce the leaders, share some information about the program, show the informational video, and emphasize the six-week commitment.
- Place participants who have dropped out of a workshop on a wait list. Call them to personally notify them of the next workshop to see if they are interested and available to attend.

Leader Retention

It is important for Living Well programs to keep leaders active once they have received training. Trained leaders are pivotal to any successful Living Well program and it is expensive and time consuming to train new leaders to replace others who are not offering workshops. Strategies that have helped Living Well programs in Oregon successfully hold onto trained leaders are to:

- Have the program coordinator package all of the materials a leader will need each week – flipcharts, tissues, a timer, beverages and/or snacks, leader manual and so forth so that the leaders can pick up these materials and go straight to their sessions prepared with everything they will need that day.
- Consider offering an incentive or stipend for lay leaders to offer workshops. Even a small token will help leaders feel appreciated for the service they provide.
- Have the program coordinator meet the leaders before the first session to assure that registration is settled and that there are no outstanding issues with the location, setup, or workshop size.
- Pair a newly trained leader with an experienced leader so that the new leader feels more comfortable and can learn from the experienced leader.
- Work with other organizations to host regular regional leader meetings for all trained leaders. These meetings can include networking time, program updates, additional training and technical assistance (such as a review of the fishbowl exercise from leader training or brainstorming practice), and/or something to celebrate the leaders for the important work they do. Provide lunch or other incentives to get leaders to attend.
- Send a monthly email update to all trained leaders to keep them in the loop about scheduling, updates, upcoming workshops, and announce trainings and regional leader meeting dates/times.

Selecting quality leaders

Sometimes coordinating volunteers can be more difficult than managing paid staff. When selecting individuals to be trained as leaders, it's important to consider whether the individual has the appropriate skill set to co-lead Living Well workshops. Consider the following:

- Is this person a skilled communicator, listener, and facilitator?
- Is this person able to work with a diverse group of people with a range of chronic conditions?
- Is this person dependable and punctual?
- Does this person feel comfortable talking in front of and leading group discussion?
- Can this person follow a scripted curriculum?
- Can this person manage difficult situations should they arise during a workshop?

Quality Assurance and Fidelity of Living Well Programs

Rationale for a Focus on Fidelity

Stanford’s 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.

Key Fidelity Aspects for Living Well

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:
 - Two and-a-half hour sessions offered over six weeks (seven weeks for PSMP);
 - Following the script and not adding additional topics 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 designed to be offered to 10-15 participants. (Workshops should not be held with fewer than eight people in order to be effective, and having at least 10 initial participants ensures adequate numbers in the group if a few are unable to complete the workshop.)
- Leaders have completed a four-day leader training offered by two certified Master Trainers, and demonstrated the ability to facilitate groups effectively. PSMP leaders complete an additional one-day training.
- Leaders facilitate at least one community workshop each year. Master Trainers facilitate at least one leader training or one community workshop each year.
- Workshops are monitored to assure that they are being implemented with fidelity. See following page 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.”

What Living Well leaders say about the program

"I can see a lot of progress in people. People start to take responsibility for their own self-management. Participants progress and learn how to adjust goals and plans. There is a marked improvement from beginning to end."

Fidelity Monitoring of Living Well Programs

In order to assist programs in assuring 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. Guidelines for use of the checklist provide recommendations on how program coordinators can work with leaders to implement fidelity checks, and steps leaders should take to ensure workshop participants are comfortable having a visitor attend to complete the observation.

See the leader observation guidelines and leader fidelity checklist in the appendix, or visit <http://oregon.gov/DHS/ph/livingwell/resources.shtml> to access the forms.



Other Fidelity Monitoring Strategies

In addition to the recommended fidelity monitoring of program, other approaches that organizations may wish to consider in doing additional quality assurance of their workshops include:

- **Attendance tracking** – The coordinator collects and reviews attendance information to help identify possible problems where high drop-off rates are identified.
- **Participant satisfaction forms** – Typically completed at the last session by participants. These forms help provide feedback from those who complete the workshop on timing, location, and leader effectiveness.
- **Calls to participants who drop out** – Typically done by the coordinator for individuals who attend less than four sessions. The coordinator uses call protocols to help identify potential reasons related to location, timing, or delivery.
- **Leader refresher opportunities** – Leaders should be encouraged to attend at least annual state or regional meetings involving other leaders to discuss issues related to workshop implementation and provide additional training on topics like retention, facilitation skills, quality assurance and fidelity, handling difficult participants, action planning, and so forth.
- **Leader self-monitoring checklist** – Leaders complete after each workshop for themselves and/or for their co-leader. The coordinator reviews checklists and follows up with calls and/or observation if any concerns are identified.
- **Coordinator calls to leaders** – Typically calls made by the coordinator to each leader after the first and fourth or fifth session to check in on how the workshop is going, and any concerns with group or co-leader. The coordinator should follow up with observation if any concerns are identified.



What Living Well leaders say about the program

"I love the program! I appreciate the flow and timing and the scripts. The program is well received. I look out in the group and see nodding heads. The program is helpful, even for more healthy people, and helps everybody with "I" statements, problem solving and goal setting."

Resources and Technical Assistance

The Oregon DHS supports Living Well programs in a variety of ways.

Living Well Forum

Since 2006, Oregon has hosted an annual gathering of organizations and individuals who are supporting Living Well programs. Forum participants represent a diverse array of community-based organizations, local and state agencies, clinics, hospitals, health systems, insurance companies, and researchers. The Forum is an opportunity to network, share best practices and resources, and learn about the latest developments in self-management programming.

For more information about past Forums and to find registration information for upcoming Forums, visit <http://www.oregon.gov/DHS/ph/livingwell/lw-forum.shtml>.

Living Well Listserv

Oregon maintains a moderated, interactive e-mail list for people involved with delivering and supporting Living Well programs throughout the state. Subscribe to the listserv to receive the Living Well Monthly Newsletters, notification of upcoming trainings and programs, new tools and marketing materials, find leaders for workshops, share your successes, and ask questions.

Sign up for the listserv at http://listsmart.osl.state.or.us/mailman/listinfo/livingwell_or

Technical Assistance

DHS offers technical assistance in the following areas, as well as other topics by request.

- Assisting in coordination of a leader training for a county/region
- Maintaining the list of leader training opportunities statewide
- Helping identify Master Trainers available to conduct leader training
- Helping to identify Master Trainers available to conduct fidelity observations
- Helping link organizations up with other experienced local partners involved in Living Well
- Promoting opportunities for regional collaboration
- Step-by-step overview of Living Well for organizations interested in starting programs
- Providing specific program and participant data (by county, region, organization, chronic conditions reported, etc.)
- Calculating retention and active leader rates
- Information about other evidence-based self-management programs

And other topics by request.



Audrey Sienkiewicz, Oregon Arthritis Program Coordinator, leads a physical activity break during the Annual Living Well Forum in Bend, Oregon, March 2008.

The Living Well Network and Workgroups

The mission of the Living Well Network is to promote the expansion, implementation, coordination, and sustainability of quality Living Well programs statewide, which includes the Living Well with Chronic Conditions, Tomando Control, and PSMP programs.

The Network's purpose is to:

- Promote the successful expansion, implementation, and coordination of Living Well programs statewide
- Facilitate additional communication and cooperation between all Living Well and other self-management programs in Oregon
- Provide a clear picture of statewide priorities and concerns related to Living Well
- Provide a venue for addressing program challenges and opportunities that affect all programs and partners
- Develop workgroups to address statewide priorities and opportunities
- Enhance community and partner ownership of Living Well and self-management programs
- Promote sustainability of programs statewide
- Share resources and support regional networks

The Living Well Network currently has three workgroups:

- Marketing and Recruitment
- Quality Assurance and Fidelity
- Reimbursement

Each workgroup meets every other month by conference call and once per year in person at the Living Well Annual Forum.

What Living well participants say about the program

“This program is helpful to me to manage some aspects of my own life -- I know it will be an asset to others.”

“Since going through the program I have been able to lower my blood sugar to below 140. I exercise three times a week and feel much better.”

The Network meets quarterly by conference call, and holds an annual in-person meeting in conjunction with the Annual Forum.

The Network is open to all individuals and organizations that support Living Well, including representatives from health systems, health care providers, insurers, local health departments, aging services, mental health providers, and community-based organizations. Participation from leaders and Master Trainers is also encouraged.

More information about the Network is available online at <http://www.oregon.gov/DHS/ph/livingwell/partners.shtml#network>.

If you are interested in joining the general Network and/or a workgroup, please contact program staff at living.well@state.or.us or 1-888-576-7414.



Data Collection and Sharing with DHS

Oregon DHS has ambitious statewide goals for Living Well as part of several chronic disease program grants. Therefore, to meet grant obligations and strengthen the State's position to receive continued funding, it is crucial that data be collected to document the Living Well program activities throughout the state. Oregon Living Well programs 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. In recognition of the effort it takes for local programs to share information on programs and participation, DHS offers **free books!** Currently, Oregon DHS is able to send organizations 10 Living Well or Tomando Control participant books for each complete program data set that is received. While books are not currently available for PSMP programs, DHS does also collect PSMP participant and program data in order to track expansion of this program as well.

Requested information for statewide community programs:

1. **Scheduled, upcoming workshops** - The DHS-supported Living Well Web site provides a list of upcoming workshops across the state. This list is used by insurers, social service, healthcare organizations, and others to refer clients and patients to programs in their area. Organizations are asked to let DHS know of upcoming workshops online at <http://oregon.gov/DHS/ph/livingwell/reportprograminfo.shtml> or by emailing living.well@state.or.us. Organizations are also asked to share "closed" workshops (not open to the general public) – these workshops are not listed on the public Web site, but enable DHS to track the availability of all programs statewide.
2. **Participant demographics and program summary data for completed workshops** - By sharing anonymous participant demographics and workshop summary information, local organizations help demonstrate the reach and success of Living Well programs statewide, thereby better positioning the state for funding and reimbursement of Living Well workshops. Oregon DHS helps coordinate the collection and reporting of these data with a standardized participant and program summary form. DHS produces an annual statewide data report and county-specific fact sheets to help track the expansion of these programs statewide.

Leaders are asked to have each participant complete the Participant Information Form (available in English and Spanish) by the end of the first session they attend. The Participant Information Forms are then kept until the end of the workshop, and mailed to DHS along with a Program Summary Form, which is completed by the leaders at the end of the workshop series. All forms can be found in the appendix at or at <http://oregon.gov/DHS/ph/livingwell/reportprograminfo.shtml> (the Program Summary can be completed online if leaders prefer, but the Participant Information Forms must be completed on paper and mailed or faxed).

Chronic conditions reported by Oregonians in Living Well workshops, January 2009*

Arthritis	43%
High blood pressure	37%
Chronic pain	33%
Depression	29%
High cholesterol	29%
Diabetes	28%
Heart disease	17%
Asthma	14%
Fibromyalgia	14%
COPD	8%
Stroke	4%
Multiple sclerosis	2%
Here to accompany family or friends (no condition)	8%

In addition, programs may wish to collect additional data to provide feedback or evaluation of their workshops. These measures may include:

Participant satisfaction and evaluation measures

- Many programs use participant satisfaction forms completed by participants at the final session, or other satisfaction or evaluation measures to get feedback on how to improve preliminary workshops, overall satisfaction with Leaders, or program outcomes. See Section I above (Quality and Fidelity of Living Well Programs) for more information on these tools. This information is not collected by DHS.

Given the existing national and international research that has been done on the Stanford self-management programs, DHS is focusing statewide efforts on assuring workshop availability and quality in replicating the Stanford model.** However, several organizations in Oregon are evaluating program outcomes and health measures for their individual programs. Stanford has copies of their original pre/post evaluation tools on their website at <http://patienteducation.stanford.edu/programs/cdsmp.html> - and if you're interested in contacting Oregon programs that are evaluating outcomes, contact living.well@state.or.us.

*DHS Living Well with Chronic Conditions Data Report. January 2009. Available online: <http://www.oregon.gov/DHS/ph/livingwell/docs/datareport2009.pdf>

**Stanford University Bibliography <http://patienteducation.stanford.edu/bibliog.html> and University of Victoria Centre on Aging <http://www.coag.uvic.ca/cdsmp/>