

Oregon Living Well Network
Quality Assurance & Fidelity Workgroup

August 21, 2009 from 2-3 pm

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Background

Quality Assurance & Fidelity (QA&F) workgroup is one of three workgroups that are part of the newly developed Living Well Network. The goal is to work on quality assurance and fidelity tools or guidelines that would be beneficial to organizations around the state that are offering Living Well, Tomando, and PSMP programs. Having ways to assure quality will help sponsoring organizations and DHS know programs are effective and positively impacting the health of participants, and will help funders feel confident in funding and/or reimbursing for these programs.

Nationally and in Oregon, many organizations are developing checklists, monitoring tools, participant feedback forms, and pre/post evaluations to help assure the quality and fidelity of programs. DHS is using funds from the new National Council on Aging grant to support development and piloting of quality assurance strategies through OSU Extension in southern Oregon and the Gerontology Institute in Eugene.

Resources from group:

Bernadette – fidelity checks being done by MTs; Bernadette doing observation of Leader training; ideas on how to assess good locations for holding programs, interviewing potential Leaders, questionnaire for potential Leaders to complete

Carole – Participant feedback form that helps evaluate Leaders, and process for following up with Leaders if there are concerns

Janna – 3-page participant feedback form, and other resources from Stepping Stones on evaluating programs, monitoring/assessing Leaders during training and initial leading of groups, tutor job description

Julia – Pre/post evaluation

Beverly – developing a leader job description and monitoring guidelines

Discussion of various group roles/tasks:

The group suggested a number of possible roles, but agreed to focus on #1 (primarily a & b?), #2, and #3 initially:

1. Collect existing tools being used to assess quality of programs, and develop recommendations for use of basic forms that organizations could choose from and adapt as needed.
 - a. Participant feedback form (evaluating leaders and program)
 - b. Leader monitoring form (for observing Leaders)
 - c. Participant pre/post evaluations (evaluating program impact)
 - d. Master Trainer monitoring form (to assess how MTs are doing in training Leaders)
2. Develop a Leader expectations description/job description
3. Provide feedback on tools being developed by OSU Extension in southern Oregon and the Gerontology Institute at PeaceHealth as part of the NCOA grant.
4. Develop guidelines for coordinators to consider in setting up quality programs

Next steps

- Group send sample forms/materials to Jennifer by Sept. 5
- Jennifer will send sample materials out to group on Sept. 5

Next call: Thursday, October 16 from 10-11 am