

**Oregon Living Well Network**  
**Quality Assurance & Fidelity Workgroup**

October 16, 2008 from 2-3 pm

Bernadette Maziarski, OSU Extension  
Beverly Cridland, Gerontology Institute  
Carole Kment, Samaritan Health  
Julia Lager-Mesulam, OHSU Partnership Project  
Janna Liewergen, Silverton Hospital  
Cara Biddlecom, DHS Public Health  
Jennifer Mead, DHS Seniors & People with Disabilities

**Review of Forms**

Group reviewed goal of developing some recommended forms and processes for assessing quality of programs, with initial focus on participant feedback and leader monitoring tools.

1. **Participant Feedback** - Group reviewed 8 forms being used in various areas & states. Comments included:

- Programs that already have adopted a feedback form may not be able to switch forms, as they have already committed to collecting certain data.
- Demographics should probably not be part of the participant feedback forms, but should be collected separately, typically at the beginning of a program.
- In general, most felt it important to keep forms short and simple. The Lane County form was mentioned as a good example of this.
- Concern was raised about how to get feedback from people who don't continue or complete the program. Bernadette will share the "we missed you" letter she send to participants who miss the last session, requesting completion of their evaluation.
- Interest in having a model Access database that local programs could use to enter and track feedback data.

Key types of data that the group recommended be included in feedback forms:

1. Leader performance (used to help monitor quality of leaders)
2. Venue/facility and timing (used to determine if site should continue to be used, or if any changes need to be made – i.e. better marking for available parking for participants, and if timing of program was helpful)
3. Satisfaction with program (positive comments can be used in marketing of programs; negative comments help identify challenges that can be corrected).

Recommendation:

- Provide sample forms on website. If possible, identify 1-2 short and 1-2 longer versions as most helpful (although perhaps still make all available).

**2. Leader Feedback/Monitoring** - Group reviewed 6 forms being used in various areas & states. Comments included:

- Again, an interest in keeping the forms and process short and simple. The southern Oregon version was mentioned by several as a nice model.
- Beverly clarified that the “Oregon draft” model had one page, similar to the southern Oregon version, with additional specific indicators for specific sessions, depending on which session was observed.
- Janna described Silverton process: observe during the first or second workshop, and then annually after that. Observation is of one 2 ½ hour session of a workshop. Form is completed by both Leader and observer (sections for each) and discussed together.
- Bernadette described southern Oregon process: Master Trainers volunteer to observe part or all of a session (if part, they stay for the full first or second half to avoid disruption). Leaders are told of the planned observation and ask participants for permission the week before. Form is reviewed with leader by observing MT.
- Group discussed preferred terminology. “Monitoring” and “evaluation” were seen as punitive to Leaders. “Feedback” seemed to be the preferred term, although some are using “Fidelity check”

Recommendation:

- Develop a recommended process and form (or forms) for leader feedback.

### **Next Steps**

- Beverly offered to work with Sharon Johnson (OSU Extension) to draft a form based on the discussion, for review by the group.
- Jennifer will draft proposed process for use of forms for review by the group.
- At next meeting, decide on 1-2 short and 1-2 long participant forms to highlight as models for interested organizations.
- Need to consider question of model database that local programs could use to enter & track participant feedback data.

**Next call:** Thursday, December 18 from 10-11 am