

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

October 8, 2009 from 9-10 am

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

**Update on Stanford Fidelity Manual**

Cara is on a cross-state Living Well fidelity workgroup that was asked to help review Stanford's draft fidelity manual when it's ready for review. She hopes this will happen this fall – and doesn't expect a final version to be available from Stanford until 2010.

**Fidelity Checklists**

Update and discussion on where the group stands with the various checklists:

- **English** – All complete; Bernadette has sent copies to Stanford to let them know what we've developed. *Jennifer* will follow up with April to add an option to the program summary form allowing people to indicate that they didn't use a fidelity check due to having already observed those leaders.
- **Tomando** – All complete, but *Cara* will let groups who have received the draft copies know to provide any suggested changes by November 1. Otherwise, the current versions will be considered final and posted to the website and included with new Leader trainings.
- **PSMP** – The workshop fidelity checklist is posted on-line. *Julia* will send the Leader training checklist developed by Lauren Nathe, PSMP Master Trainer to be posted too [*already sent by the time these notes were written – so now also posted on-line*]. Lauren used the CDSMP Leader training checklist and adapted it for the additional day of training that's required for PSMP Leaders.

**Role of Network in Ensuring Fidelity**

The group continued a discussion on the role of the Network and this workgroup in working with programs and organizations that may not be meeting Stanford's guidelines for fidelity. The workgroup identified several ways we can work with organizations:

- Let program coordinators and licensed organizations know that the workgroup is available to help with questions about fidelity and quality assurance – emphasizing that the workgroup’s role is not to enforce fidelity or report to Stanford, but to help support programs in providing quality effective programs.
- Develop a Frequently Asked Questions list on the website to put in writing answers to questions that may arise, since there is often some uncertainty about specific guidelines from Stanford. These may be based either on direct communication from Stanford or on the workgroup’s recommendations. Initial questions to address – and people who’ll draft some language for the group to review – include length of Leader training (*Jennifer*), use of prayer in workshops (*Carole*), and Stanford guidance on offering additional information after workshops as MVIPA has done (*Jennifer/Cynthia*).
- If concerns are raised about a particular organization’s programs, have someone from the workgroup call the coordinator to offer help in addressing the issue.

### **Review of Workgroup Goals**

In reviewing the 4 goal areas for the workgroup this year, we identified a few more steps to take:

- Get a report of programs that are being observed (based on the program summary report) to review at the December meeting, and share at the Forum.
- Provide information/stories at the Forum about what organizations are learning by using fidelity check/observation.
- Add links to Stanford’s pre/post questionnaires to the Living Well website.
- Review other quality/evaluation tools that we collected last year and determine if we should add more of these to the website as samples. (*Jennifer* to send list of materials we have to the group prior to next call)

**Next calls:** December 17 from 9-10 am. Agenda items will include discussion of the workgroup statement of purpose, review of data on numbers of programs being observed for fidelity, planning for QA/fidelity to be addressed at the May Forum, review of the initial FAQ questions/responses, and review of additional sample quality/evaluation tools to be added to the website.