

Oregon Living Well with Chronic Conditions



July 2009 Newsletter

Spotlight on Quality Assurance and Fidelity

Quality assurance and fidelity were recognized as a major priority for Oregon when the Living Well Network formed three topic-specific workgroups in March 2008. But what is fidelity and why is it important? What are we doing as a state to address fidelity?

"Doing the observations has helped me improve my own skill as a leader. Fidelity observation has reinforced my appreciation of the Stanford program as it was written and researched."

-Beverly Cridland, PeaceHealth Gerontology

The National Council on Aging (NCOA) Quality Assurance and Fidelity Workgroup, comprised of Living Well program leads in several different states, defined fidelity in June 2009—as *maintaining the integrity of a program's curriculum and implementation process in order to ensure outcomes consistent with the original model*. In order for

participants to receive the full benefit of the workshop, core elements cannot be changed. These include not adding to or changing the curriculum, sticking to the timeframes, not offering workshops with too many or too few participants, and having two trained leaders facilitate each workshop. Having a standard for quality assurance and fidelity statewide will also help insurance companies feel confident about reimbursing for Living Well, knowing that the same program is offered throughout the state.

In Oregon, the Living Well Network Quality Assurance and Fidelity Workgroup has developed two tools for local programs to use to ensure that workshops and leader training are offered with fidelity. A survey of Oregon program coordinators recently found that 62% of Living Well programs are using some fidelity observation of their leaders.

Living Well Fidelity Checklist is a tool that a Master Trainer or experienced leader can use to observe leaders of a community workshop. It is recommended that each leader is observed when leading their first workshop, and once per year thereafter.

Leader Training Fidelity Checklist is a tool that a T-Trainer or experienced Master Trainer can use to observe Master Trainers instructing a leader training. It is recommended that each Master Trainer be observed once per year.

To download these tools, including instructions for use, visit <http://www.oregon.gov/DHS/ph/livingwell/resources.shtml>.

"I have used the leader training fidelity checklist once and have observed two leaders with the fidelity checklist for leaders twice so far. By reviewing the checklist and observing, I pick up on areas where I need to improve. It is a great tool not only to review with leaders and Master Trainers, but it brings any issues I might have had to the forefront to address."

-Carole Kment, Samaritan Health Services

"What a great new tool to have when observing leaders and/or Master Trainers. Recently, I had the opportunity to use the Master Trainer checklist. Having the checklist made it easier to comment, encourage, and make suggestions to the Master Trainers after the session was over, using it as a tool to initiate communication and ensure fidelity to the program."

-Bernadette Maziarski, OSU Extension

Now Available: Tomando Control Marketing Materials!

The Living Well Network Marketing and Recruitment Workgroup has adapted Spanish language marketing brochure and poster templates from NCOA for Oregon statewide use. To view these materials, visit <http://oregon.gov/DHS/ph/livingwell/resources.shtml#marketing>. To place an order for Tomando Control marketing materials, contact us at living.well@state.or.us or 1-888-576-7414.