

Oregon Living Well Network
Quality Assurance & Fidelity Workgroup

February 19, 2009 from 10-11 am

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

Leader Fidelity Checklist

Group reviewed “Recommended Use of Living Well Fidelity Checklist” and made some revisions which Jennifer will make and send out. The group agreed to consider the form and recommended use complete at this point (both will be dated to allow for future updates/revisions) and ready to be shared with the Network.

Fidelity & Quality Assurance Overview

Jennifer explained contents – key issues for fidelity and various approaches that we’d come up with in some of our initial workgroup calls. The group recommended a few changes in wording which Jennifer will make and send out. There was some discussion of areas where we might focus next – i.e. model for doing calls to participant drop-outs (based on Bernadette’s work); sample participant satisfaction forms; and a leader-training observation checklist (Beverly and Carole have already been working on this).

Plan for Forum

Bernadette agreed to do the brief (5 min) update on the workgroup at 10:30 am. For the 1-hour workgroup session, Beverly agreed to provide an overview of what the workgroup has considered (based on the Fidelity & Quality Assurance outline), and Carole agreed to facilitate a review of the Leader checklist and recommended use. Julia will add comments about how this will work for PSMP. Jennifer can help as needed, but will not take a lead so that it’s clear that these approaches are no something that the state will be mandating or policing.

Other

Beverly has been working, in consultation with Carole Kment, on an observation checklist for Leader training. Please send her any thoughts on key items within the 4-day leader training that would be important for a T-Trainer or experienced Master Trainer to observe to ensure fidelity of the training.

Next call: To be set after March 5 Forum.

Draft Outline for Forum update & workgroup sessions:

Workgroup update (5-10 min – Bernadette) – Workgroup has been meeting every other month by phone since last August. Goal of helping programs find ways to assure fidelity and quality of programs so that we know participants are benefiting from programs. Quality assurance systems will also be essential if we're to seek reimbursement from insurers. Workgroup reviewed approaches being used nationally to assure quality/fidelity. Chose to focus first on developing a checklist and recommendations on conducting leader observation. Will be sharing this tool during the workgroup session, and looking for feedback on what other tools and materials would be helpful to programs.

Workgroup session (1 hour)

Overview – maybe 20 min? - Beverly (with help from Julia & Jennifer as needed)

- Depending on size of group, perhaps introductions, asking people to say very briefly if they're doing any QA/fidelity of their programs currently?
- Review of why we're interested in addressing QA/fidelity and what some of the key issues are with Living Well programs
- Brief review of various approaches that are being used nationally and in Oregon (referring to list, possibly showing range from simple 1-page participant feedback form to the whole book used in the Expert Patient programme – Jennifer can bring a copy if Beverly thinks this is useful)
- Get some brief feedback from the group about which approaches seem to be of most interest and might be areas that the workgroup can address in the coming year (? – or do this as a brainstorm at the end of the session?)

Review of how Fidelity Checklist can be used - maybe 20-30 min?– Carole (with help from Julia & Jennifer as needed)

- Share checklist, explaining main page plus supplemental pages for specific sessions.
- Review recommended use of checklist.
- Share experience in using it so far.
- Get discussion from group on how they might be able to use it in the programs they offer or coordinate.

Possibly do a quick brainstorm of what it would be helpful for this workgroup to focus on in the coming year. – 5-10 min?

Invite people to join the workgroup.