



Overview

- Quit Line Data (Where does it come from?)
- Quit Line Reports (What's available?)
 - "If I only look at one report..."
 - Key reports
- Using Quit Line Reports
 1. Working with a local health clinic
 2. Reaching pregnant women
- Discussion



Quit Line Data Collection

- Quit Line registration process
- NAQC's Minimum Data Set (MDS)
www.naquitline.org/?technical
- Optional questions
 - Sexual orientation
 - Smokefree Workplace Law

Quit Line Reports

Current reports are always available at www.box.net/quitlinereports/



The screenshot shows a Box.net interface with a folder named "Quit Line Quarterly Reports - Q1 ...". The folder contains three PDF files:

- Oregon - Quarterly Tobacco Users by Gender by County Report Q1 2011.pdf (Created Apr 26, 2011 · 29.5KB)
- Oregon - Quarterly Tobacco Users by Ethnicity by County Report Q1 2011.pdf (Created Apr 26, 2011 · 30.7KB)
- Oregon - Quarterly Tobacco Users by Education by County Report Q1 2011.pdf (Created Apr 26, 2011 · 38.4KB)

Folder Information: Created by Sarah Bartelmann, Created on 04/26/2011, 9 files, 312.3KB. Did You Know?: Get Box for your iPhone. Download it from iTunes now.



Quit Line Monthly Reports

- **Dashboard Report**
- **Registered Callers by County**
- **Demographics***
- **Mental Health & Substance Use**
- **How Heard About (by county)***
- Callers by Health Plan
- **Fax Referral (and Services Requested)**
- Web Demographics & Web Activity
- **Referrals to Community Based Resources (Tobacco)* (Chronic Disease)**


** Separate youth report*

If I only look at one report...

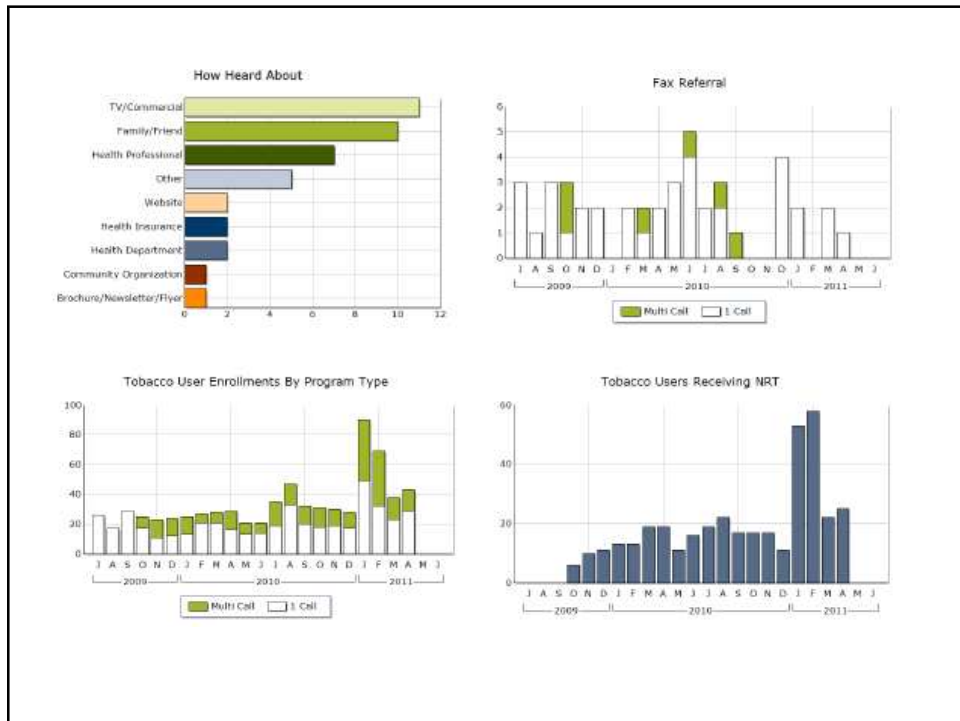
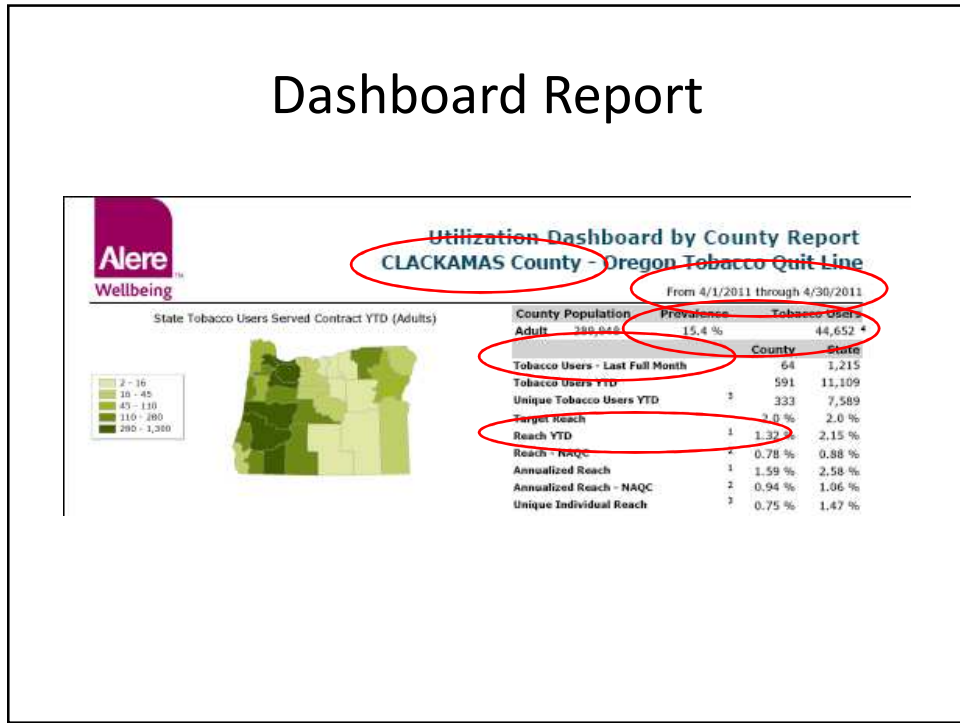
Dashboard Report

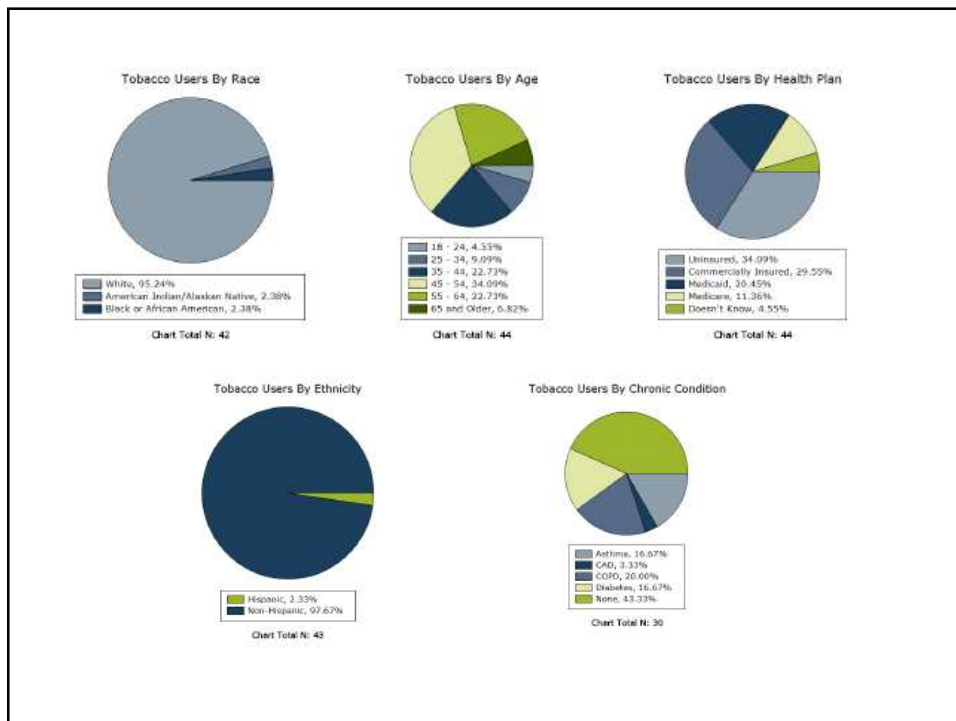
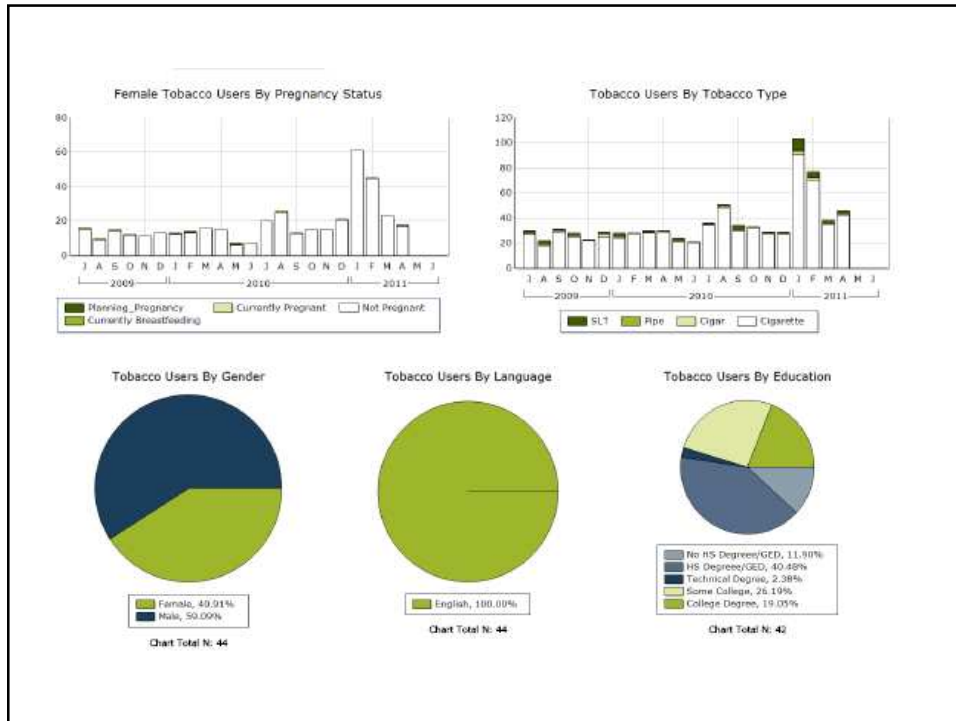
County Level snapshot of Quit Line callers

- Gender
- Language
- Education
- Race/Ethnicity
- Age
- Insurance Status
- Chronic Conditions



Dashboard Report





Registered Callers by County

	Tobacco User	Proxy	Provider	General Public	Total
BAKER	2	-	-	-	2
BENTON	4	-	-	-	4
CLACKAMAS	45	-	-	-	45
CLATSOP	8	-	-	-	8
COLUMBIA	9	1	-	-	10
COOS	12	-	-	-	12
CROOK	7	-	-	-	7
CURRY	7	-	-	-	7
DESCHUTES	43	-	1	-	44
DOUGLAS	51	-	-	-	51
GILLIAM	-	-	-	-	-
GRANT	-	-	-	-	-
HARNEY	2	-	-	-	2
HOOD RIVER	3	-	-	-	3
JACKSON	35	-	-	-	35
JEFFERSON	2	-	-	-	2
JOSEPHINE	10	-	-	-	10
KLAMATH	15	-	-	-	15

Demographic Report

Caller Type			
	Current Month	Current Month %	Contract YTD
Tobacco User	836	91.7 %	7527
Proxy	8	0.9 %	126
Provider	23	2.5 %	231
General Public	45	4.9 %	426
Total	912	100.0 %	8310

Tobacco Users by Gender			
NOTE: Percentage of total does not include Not Collected and Refused. It only includes those who have answered the question.			
	Current Month	Current Month %	Contract YTD
Male	245	39.4 %	2406
Female	377	60.6 %	3476
Refused	1		3
Not Collected	-		6
Not Asked	-		4
Total	623	100.0 %	5895

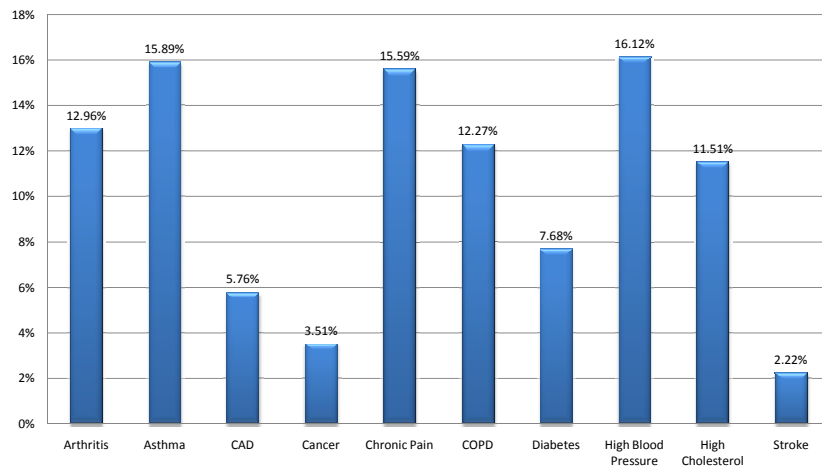
Demographics: Chronic Conditions

Tobacco Users by Chronic Conditions

NOTE: Percentage of total does not include Not Collected and Refused. It only includes those who have answered the que responses.

	Current Month	Current Month %
Arthritis	145	11.8 %
Asthma	148	12.1 %
CAD	36	2.9 %
Cancer	34	2.8 %
Chronic Pain	182	14.8 %
COPD	97	7.9 %
Diabetes	79	6.4 %
High Blood Pressure	160	13.1 %
High Cholesterol	122	10.0 %
Stroke	13	1.1 %
None	206	16.8 %
Does Not Know	4	0.3 %
Refused	3	
Not Collected	10	
Total	1239	100.0 %

% of Quit Line callers with a chronic condition, 2010




Quit Line and Living Well

Quit Coach Script

The Oregon Department of Human Services would like you to know about the Living Well Program which provides tools for living a healthy life with chronic health conditions.

You can call them for more information at 1-888-576-7414.

Put Life Back In Your Life
Consider a Living Well with Chronic Conditions Workshop



Chronic conditions include, but are not limited to, diabetes, arthritis, asthma, HIV/AIDS, high blood pressure, depression, heart disease, chronic pain, cancer, anxiety, and fibromyalgia.

If you have any of these conditions, the Living Well Workshop can help you take charge of your life. You'll get the support you need, find practical ways to deal with pain and fatigue, discover better nutrition and exercise choices, understand new treatment choices, and learn better ways to talk to your doctor and family about your health.

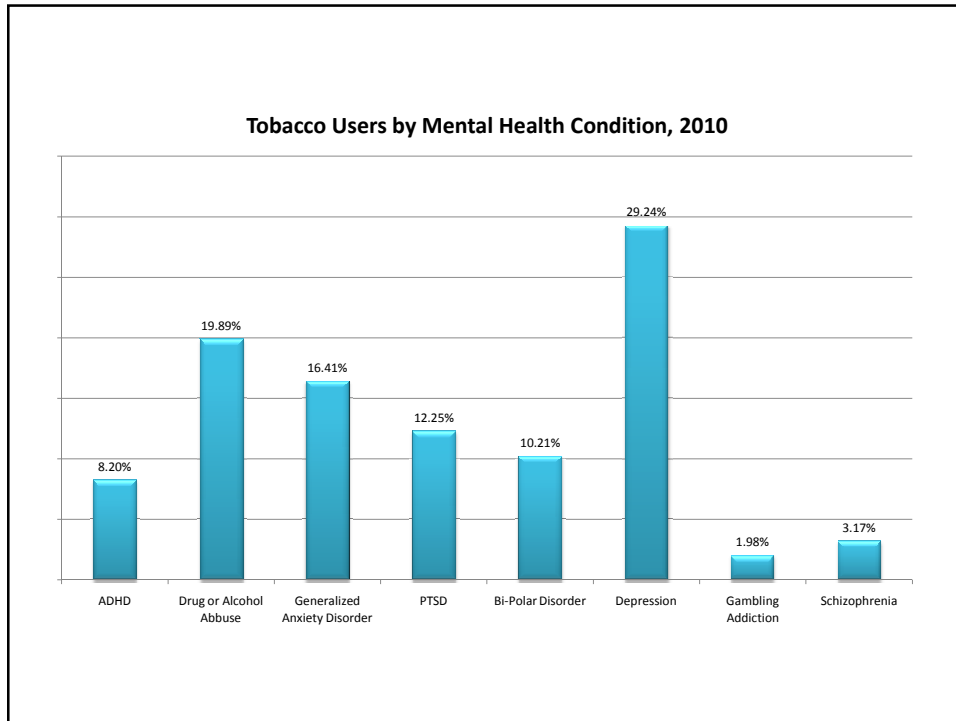
Sign up for a Living Well workshop in order to:

- 1 Join a fun class that is interactive and meets each week for six weeks.
- 2 Learn how to manage symptoms and medication, work with your health care team, set weekly goals, problem solve effectively, and improve communication.
- 3 Learn about relaxation, handling difficult emotions, eating well, and exercising safely.
- 4 Set your own goals and make a step-by-step plan to improve your health—and your life.
- 5 Receive a book in this free, or low-cost series.

"After taking the class, my mindset changed. I feel so much freedom after accepting the fact that I have a chronic condition that I need to manage. This workshop was a life-changing event."
- Living Well Program Participant

Mental Health & Substance Use Disorder

	Current Month	Current Month %
Attention-Deficit Hyperactivity Disorder (ADHD)	59	5.5 %
Drug or Alcohol Abuse (SUD)	162	15.0 %
Generalized Anxiety Disorder	134	12.4 %
Post Traumatic Stress Disorder (PTSD)	108	10.0 %
Bi-Polar Disorder	75	6.9 %
Depression	250	23.1 %
Gambling Addiction	21	1.9 %
Schizophrenia	27	2.5 %
None	237	21.9 %
Does Not Know	7	0.6 %
Refused	16	
Not Collected	21	
Total	1117	100.0 %



How Heard About by County

- Asthma Flyer
- Brochure/Newsletter/Flyer
- Community Organization
- Employer/Worksite
- **Family/Friend**
- Health Department
- Health Insurance
- **Health Professional**
- Medicaid Mailing
- Newspaper/Magazine
- Outdoor Ad
- Radio
- **TV Commercial**
- TV News
- Website
- Re-Enrollment Offer

Fax Referral

Clinic

Fax Handling Clinic/Provider	Pending	Declined Services	Already Enrolled	Not Reached	Accepted Services	Current Received
ADC-MAC	-	-	-	-	1	1
AFFORDABLE DENTAL CARE	1	-	-	-	-	1
BENTON COUNTY HEALTH DEPT	-	-	-	-	-	-
BESTCARE TREATMENT SERVICES	-	-	-	-	-	-
CAPITOL DENTAL GROUP - SPRINGFIELD	-	-	-	3	4	7
CASCADES EAST FAMILY PRACTICE	-	-	-	1	-	1

What to look for

- Clinic Name
- Current Received (# of fax referrals made)
- What happened with the referral

Fax Referral by Services Requested

Clinic

Service Requested at Registration

Clinic/Provider	Intervention Requested		Materials Only	General Questions	All Transfer Type
	1-call	Multiple Call			
ADC-MAC	1	-	-	-	-
AFFORDABLE DENTAL CARE	-	-	-	-	-
BENTON COUNTY HEALTH DEPT	-	-	-	-	-
BESTCARE TREATMENT SERVICES	-	-	-	-	-
CAPITOL DENTAL GROUP - SPRINGFIELD	-	2	-	2	-
CASCADES EAST FAMILY PRACTICE	-	-	-	-	-
CENTRAL CITY CONCERN	-	-	-	-	-
CHANGEPOINT, INC	-	-	-	-	-
CHILOQUIN OPEN DOOR	2	1	-	-	-
CHILOQUIN OPEN DOOR	1	-	-	-	-
CHP- WISEWOMAN	-	-	-	-	-
COLUMBIA GORGE FAMILY MEDICINE	-	-	-	-	-

Referrals to Community Resources (Tobacco)

	Current Month	Current Month %	Contract YTD	Contract YTD %
Freedom from Smoking Cascade Comprehensive Care, Inc. KLAMATH FALLS, OR 97601	3	0.6 %	11	0.3 %
Freedom from Smoking Roseburg VA Hospital ROSEBURG, OR 97470	2	0.4 %	12	0.3 %
Freedom from Smoking Wallova Valley Center for Wellness ENTERPRISE, OR 97828	2	0.4 %	5	0.1 %
Freedom From Smoking (from American Lung Association) Salem Hospital SALEM, OR 97301	4	0.8 %	17	0.4 %
Freedom From Smoking - Online American Lung Association of Oregon TIGARD, OR 97224	5	1.0 %	21	0.5 %
Freedom from Tobacco Kaiser Permanente SALEM, OR 97306	4	0.8 %	34	0.8 %
Fresh Start American Cancer Society EUGENE, OR 97401	2	0.4 %	34	0.8 %
Fresh Start Mid-Columbia Medical Center THE DALLES, OR 97058	-	-	7	0.2 %

Referrals to Community Resources (Chronic Disease)

Arthritis

	Current Month	Current Month %	Contract YTD	Contract YTD %
Arthritis Foundation Aquatic Program 1211 Jackson Street Oregon City, OR 97045	-	-	1	2.9 %
Arthritis Foundation Aquatic Program 300 Glen Creek Road NW Salem, OR 97304	-	-	1	2.9 %
Arthritis Foundation Aquatic Program 3311 Pacific Blvd SW Albany, OR 97321	1	16.7 %	1	2.9 %
Arthritis Foundation Aquatic Program 953 SE Maple Hillsboro, OR 97123	-	-	1	2.9 %
Arthritis Foundation Tai Chi Program 325 NW Dogwood Street Redmond, OR 97756	-	-	1	2.9 %
Arthritis Foundation Tai Chi Program 600 NE 8th Street Gresham, OR 97030	-	-	1	2.9 %
Total	1		6	

Diabetes

	Current Month	Current Month %	Contract YTD	Contract YTD %
Diabetes Education Program 2459 Stewart Parkway Roseburg, OR 97471	1	16.7 %	1	2.9 %
Diabetes Education Program 2561 Center Street, NE Salem, OR 97301	-	-	2	5.9 %

Using your Quit Line data

Scenario 1: Working with a Health Clinic

You are working with a clinic in your county to promote the Quit Line. Clinic staff want to help their patients quit smoking and tell you they are telling all their patients who use tobacco to call the Quit Line.

How can you use the monthly Quit Line reports to see how that clinic is doing?



Using your Quit Line data

Scenario 2: Reaching Pregnant Women

You know there is a high prevalence of tobacco use among pregnant women in your community and are working on several projects to help them quit, including a local media campaign.

How can you use the monthly Quit Line reports to monitor your efforts?



