

Oregon Living Well – QA & Fidelity FAQs

12-20-09

Listed below are responses to questions that have come up regarding quality and fidelity in offering Living Well (Living Well, Tomando Control, and PSMP) programs in Oregon. The responses have been researched and compiled by the Living Well Network QA & Fidelity Workgroup. To contact the QA & Fidelity workgroup with any other questions, email living.well@state.or.us or call 888-576-7414.

1. Can Leaders include prayer in opening or closing a Living Well workshop?

We have a workshop held at a church, led by parish nurses and other Leaders from the church. Can they offer a prayer before starting each session?

Prayer is mentioned in the first session of the Living Well workshops, but is not used in workshops. However, in situations where a workshop is being held entirely for one faith or background (i.e. some Tribal workshops, or a workshop being held specifically for members of a specific church), there may be a tradition of providing a prayer before or after events. In these cases, prayer should be conducted before or after the workshop, and it should be made clear to participants that prayer is optional and not part of the workshop (perhaps having the prayer led by someone other than the Leaders to help make this clear). Leaders are encouraged to consider whether the prayer is appropriate for all those present (e.g. in Philadelphia's Harvest Health CDSMP program that reached African-Americans in churches, they added a moment of silence before and after the program rather than a specific prayer).

2. Can we provide additional education after each workshop session? We know Stanford is clear on not adding information or handouts to the scripted workshops; however, can we provide additional education with outside speakers once each workshop is over?

The Stanford curriculum must be used as designed and evaluated – 6 weeks, 2 ½ hours each week, with no added information, handouts, or speakers. However, some programs have chosen to provide additional information after the workshop as a way to address additional needs of the participants, funders, or the host organization without disturbing the integrity of the program.

When asked about providing other education after workshops, Kate Lorig indicated that the Stanford license only controls what occurs during the workshop itself. However, if organizations want to offer an additional education program immediately following the weekly 2 ½ hour sessions, it must be made very clear to participants that this is a separate course or presentation. This can include letting participants know as they register that there are two programs being offered, informing the participants when the workshop session is over and the additional program is to begin, and using different presenters to facilitate and present the additional program. Nothing should be taken out of the Stanford curriculum to allow for this additional education.

Kate Lorig does encourage organizations that are considering adding education outside of the workshops to consider the ability of people with chronic conditions to participate in extended sessions, and encouraged organizations to evaluate the effectiveness of providing additional information beyond the self-management workshop.

3. Can we offer Leader training in 3 days?

Kate Lorig's response (11/17/08 Self-Management Master Trainer listserv): "The answer is no – this is not acceptable. You are training people with chronic illness. To expect them to work more than 6 hours in any one day is not making accommodation for their illness. They will not tell you how you are exhausting them... The training takes 4 days."

4. Can we offer Leader training for less than 10 people?

When asked about this via the Self-Management Master Trainer listserv (7/6/08), Kate provided the following guidelines: The rationale for not training less than 10 leaders at a time comes from three places.

- a. Leaders' training is all about modeling and they can not feel the program and see good modeling if the number is too small.
- b. Leaders' training is one of the most expensive parts of the program and it does not make sense (cents) to do this for a very small number.
- c. There are always some Leaders you train who cannot, will not, or should not lead workshops. Thus if you train too small a number you may be left with not enough leaders to actually teach or be tempted to let someone teach who should not teach just to fill the slot.

Recruiting at least 10 people to a training can be challenging. Organizations are encouraged to partner with other licensed organizations in planning trainings, consider holding trainings regionally to bring in participants from a wider area, and consult with the DHS Living Well coordinator for help. (livingwell@state.or.us or 888-576-7414)