

Practice Guidelines

Chronic Disease Self Management Program (CDSMP)

Steps to Offering

Living a **Healthy Life** *with* Chronic Conditions

In Your Community



The Practice Guidelines were created with funding from the Grant/Cooperative Agreement Number U58/CCU422790-04 from the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention.

The Practice Guidelines were developed by the Florida Department of Health, Bureau of Chronic Disease Prevention and Health Promotion, Arthritis Prevention and Education Program.

August 2006

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About the Florida Department of Health

Bureau of Chronic Disease Prevention and Health Promotion
Arthritis Prevention and Education Program

The mission of the **Florida Department of Health** is to promote and protect the health of all people in Florida through the delivery of quality public health services and the promotion of health care standards.

The mission of the **Bureau of Chronic Disease Prevention and Health Promotion** is to improve individual and community health by preventing and reducing the impact of chronic diseases and disabling conditions.

The goal of the **Arthritis Prevention and Education Program** is to reduce the occurrence, impairment, activity limitation, and restriction in social participation due to arthritis and other rheumatic conditions.

For more information, please contact the:

Arthritis Prevention and Education Program

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Florida Department of Health
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Fax: (850) 414-6625
Web page: www.doh.state.fl.us/family/arthritis
Email: arthritis@doh.state.fl.us

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Course Goals

The Florida Department of Health implements the Chronic Disease Self Management Program and master/leader trainings. Stanford University owns the copyright to this program and has recommended the name be changed to 'Living a Healthy Life with Chronic Conditions' which is the title the Florida Department of Health has elected to use. Participants seem to like the 'Living a Healthy Life with Chronic Conditions' name, the word disease can sometimes have a negative tone for some people. Living a Healthy Life with Chronic Conditions is a six-week program for anyone with any type of chronic condition, such as arthritis, heart disease, diabetes, emphysema, asthma, bronchitis, and etc. Family members, friends, and caregivers are also encouraged to attend the program. During the six weeks, participants will learn self-management skills, which may ease the symptoms of their chronic condition.

During the six sessions, the following topics are covered:

- Techniques to deal with problems such as:
 - Frustration
 - Fatigue
 - Pain
- Isolation
- Managing symptoms
- Medication 'how -to'
- Working with a health care team
- Setting weekly goals
- Problem-solving
- Communicating better with family and friends
- Relaxing
- Handling Difficult Emotions
- Eating well
- Exercising safe and easily

Participants develop an action plan each week and report to the group on their level of success the next week. They learn how to build their own self-management program and gain the confidence to carry it out.

Over 1,000 people with heart disease, lung disease, stroke or arthritis participated in a randomized, controlled test of the Living a Healthy Life with Chronic Conditions program, and were followed for up to three years. Individuals, who participated in the Living a Healthy Life with Chronic Conditions program when compared to those who did not, demonstrated significant improvements in exercise, cognitive symptom management, communication with physicians, self-reported general health, health distress, fatigue, disability, and social/role activities limitations. They also spent fewer days in the hospital, and there was a trend toward fewer outpatients' visits and hospitalizations. These data yield a cost to savings ratio of approximately 1:10. Many of these results persist for as long as three years.

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Master Trainers and Leader Qualifications

Living a Healthy Life with Chronic Conditions program must be taught by two certified individuals who have been trained as master trainers and/or leaders. The workshop for the master trainers is four and a half days and for the leaders it is a four day training. Master trainers and leaders attending the workshop must complete the entire training or they will not be certified to teach the program – there are no make-up opportunities.

Guest speakers are prohibited during the regular program sessions. The trainings are taught in English and two master trainers/leaders must teach the program in English. Translating the program in another language is not permitted.

Florida Department of Health has purchased the license to implement the Living a Healthy Life with Chronic Conditions program throughout Florida. If an organization partners with the Florida Department of Health they may implement the trainings and programs under the license.

In the memorandum of agreement between the Florida Department of Health, each master trainer/leader and their employer will be responsible for a minimum number of trainings and/or programs that must be implemented. The memorandum of agreement will indicate the minimum number of training and/or program requirements. The minimum number of trainings and/or programs will be individualized depending on the requirements of the grant the Florida Department of Health is using to cover the cost of implementation.

Qualifications to become a Living a Healthy Life with Chronic Conditions master trainer or leader:

1. Successful completion of training workshop. Success is determined by the train the trainers (TOTS) and includes a judgment about the qualities and capabilities listed below.
2. Empathy towards people with chronic conditions.
3. Ability to present factual information in a clear, concise, and objective manner.
4. Interest in working with groups and ability in group process skills.
5. Belief in the value of encouraging people with chronic conditions to assume responsibility for their self-management.
6. Belief in the value of encouraging group sharing of problems and solutions.
7. Acceptance that role of a leader is that of a facilitator of active group interaction; not simply an instructor.
8. Ability to be culturally sensitive.
9. Flexibility to give the message at several learning levels.

Time Commitment:

1. Attendance at a master trainer (4 ½ day) or leader (4 day) training workshop.
2. Six-week program - 2 hours, once a week plus set up and break down time and travel.

The Arthritis Prevention and Education Program maintains databases of master trainers and leaders. Contact our staff to identify a certified leader to teach the program in your community. If a leader is not available in your area, perhaps you can help the Florida Department of Health identify someone in your community to be trained in an upcoming Living a Healthy Life with Chronic Conditions training workshop.

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Getting Started

1. Be trained as a Living a Healthy Life with Chronic Conditions master trainer or leader.
2. Prior to teaching the first Living a Healthy Life with Chronic Conditions program or training, review the training manual(s). The training manual(s) will be provided at the workshop. The appendices of the manual contain background information on Living a Healthy Life with Chronic Conditions including details on self-efficacy, teaching techniques, dealing with different types of people/situations, and special sensitivities. *Living a Healthy Life with Chronic Conditions Leader's Manual* contains the standardized content and methods used in the course. Deviations to the program are not permitted without obtaining prior written approval from the author.
3. Inform the Florida Department of Health, Arthritis Prevention and Education Program you are interested in teaching a training and/or program. Contact information is on page 3 of this guide.
 - You **MUST** inform the Arthritis Prevention and Education Program, **four weeks** prior to implementing the program or training. Provide the beginning date, time, location of the training or program, the names of the master trainers and/or leaders, and the name of the contact person responsible for registering the participants. Contact information is on page 3 of this guide.
 - Once the Arthritis Prevention and Education Program is informed, **all** materials listed on page 9 to teach a training or program will be sent, free of charge.
4. Find a location. Possible locations in your community may include a community center, library, church, hospital, worksite, senior housing site, assisted living facility, hotel, motel, county health department, college or school classroom, or other community space when grant funds are available.
 - The building, parking, meeting room, and restrooms must be accessible to people with various levels of mobility and be ADA accessible. Individuals with impaired mobility often benefit from sitting in chairs with arms and having tables, which can offer some support. The meeting room should be climate controlled and maintained at a comfortable temperature.
 - Be sure the meeting room is available for all six 2-hour class sessions, including an additional 30 minutes before and after the scheduled class time for set up and breakdown. The meeting room must be able to seat 12-15 participants, the ideal size for a group. Maximum group size should be no more than 20 participants. Family, friends, and caregivers are encouraged to attend the program as participants.
5. **Do not** skip a week of class as the program must be taught in six consecutive weeks to be effective. Leader trainings must be conducted over a four day period – master trainers do not have the flexibility to shorten the length of the training.
6. The meeting room must allow for participants' confidentiality. Meeting space should not be in an open area where others not attending the class can hear the participants engaged in class conversation.

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Getting Started Continued

7. **Advertise.** Use flyers, press releases, posters, or brochures to advertise the program. With the owners permission they may be placed in doctor offices, businesses, county buildings, community centers, etc. See appendices 1, 2, 3 and 4 for samples of flyers and press releases. The Florida Department of Health must approve any advertisements for the leader trainings or the program other than the ones in the appendices four weeks prior to distribution
8. Leaders teaching can have participants register through them or with organization where the program will be held.
9. Leaders may elect to use one or all of the following teaching aids:
 - Flip charts on an easel
 - Overhead transparencies with an overhead projector and screen
 - PowerPoint presentation with a laptop computer and screen

Please be familiar with any equipment you plan to use during a training or program – do not use valuable class time to learn. The Arthritis Prevention and Education Program will provide leaders with pre-printed transparencies **or** a CD with the PowerPoint presentation. Leaders must not create their own transparencies or PowerPoint presentation. However, any flip charts used will need to be created prior to the training or program by the leader(s). Please check with the facility where the training or program will be taught to borrow an easel and/or overhead project with a screen. It may be desirable for you to have a place on site to store your materials and equipment between classes. If not, be sure to bring all materials to each class.

10. Ask the facility if signs may be displayed on the day of the program to help make finding the meeting room easy.
11. The *Living a Healthy Life with Chronic Conditions* book is the guide for all participants to use during the program. Depending on the grant the Florida Department of Health is using to purchase program materials and books it may be necessary for leaders to create a lending library. The program is to be taught by co-leaders (2) only one set of 15 books will be provided to the pair for the lending library. If additional books are needed contact the Arthritis Prevention and Education Program one week prior to the start of the program with the final number of participants enrolled and additional books will be mailed. The **books are not to be handed out before the second week** of class for participants to use through the duration of the program. Once the participants have completed the program, leaders will need to request the books back and place them in the lending library to use for the next program. In the participant folders a list of places the book can be purchase will be made available. There should be one or two books available all the times in the lending library for past participants to borrow for a limited amount of time as a reference if needed. Books will get lost, misplaced, not returned, etc., which is expected at times. The Arthritis Prevention and Education Program will replace a limited number of books in order for leaders to maintain their lending library. Participant handouts will be replenished for each program taught. Master trainers will receive enough leader manuals for each person being trained to have their own to keep along with the participant book
12. As mentioned previously leaders **should not** give the books to the participants until the **second week** of class. Through lessons learned the Arthritis Prevention and Education Program has determined by providing the books at the first class more participants tend not to return the next week once they have received the book. When available the Florida Department of Health will provide small useful incentives for leaders to give to the participants.

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Getting Started Continued

13. The Florida Department of Health will provide teaching materials, manuals, and books to leaders. **Master trainers or leaders implementing the Living a Healthy Life with Chronic Conditions training or program under the Florida Department of Health's license and receiving materials from us must not charge participants a fee to attend or request payment for any materials.**
14. Teach the first class.
15. A pre and post-course survey must be distributed to participants. The pre-course survey should be given by the leader, to each participant, 30 minutes prior to the beginning of the first class. If a participant does not attend the first class, then they should complete the pre-course survey at the beginning of the second class. Leaders should collect the pre-course survey before beginning class. The pre/post-course survey is only intended for people with chronic conditions attending the program, not for support people attending the program.
16. The post-course survey is to be given, at the last class, to participants who complete four or more of the six classes. Leaders are to have the post-course survey available at the 5th class for those participants who will be unable to attend the 6th and final class.
17. All pre/post course surveys need to be coded with a participant identifier. The identifier for each participant can be found on the front cover of the participants' course folder. Each participant will have their own personal number and should use it for both the pre/post course surveys.
18. All surveys **must be sent** to the Arthritis Prevention and Education Program within two weeks of finishing the six-week program. Contact information is on page 3 of this guide.

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Living a Healthy Life with Chronic Conditions Program and Training Materials

It is necessary for leaders to contact the Arthritis Prevention and Education Program four weeks prior to the first class to request the following materials. These materials are required to conduct the program.

- Recruitment materials – leaders may make their own from the samples in the appendices
- Participant packets which will include all forms participants need to fill out
- Leader packets which will include all forms leaders need to fill out
- Other materials that may be needed

If conducting a training, it is necessary for the trainers to contact the Arthritis Prevention and Education Program at least four weeks prior to the training to receive the following materials:

- Recruitment materials
- Leader manuals
- Living a Healthy Life with Chronic Conditions books
- Leader packets which will include all forms leaders need to fill out
- Leader application forms with memorandum of agreement and practice guidelines
- Order form for leaders or master trainers to fill out to request overhead transparencies or CD PowerPoint presentation as a teaching aid.

Recruiting Participants

The program is most effective when there are between 12 and 15 participants. A participant/completer is defined as someone who has completed 4 or more classes or 2/3rds of the program. Use the practice of overbooking to ensure that there will be at least a minimum of 10 participants in each program. The maximum in a program should be 20 participants. If you receive numerous calls for the program please start a waiting list for the next program.

Included in appendix 1 is a news release template announcing a Living a Healthy Life with Chronic Conditions Program, which can be submitted to your local newspaper. Leaders are also encouraged to use appendix 2, 3, and/or 4, which are informational templates to recruit participants for the program. With the owners permission these announcements may be placed in church bulletins, newsletters, community centers, community calendars, schools, fitness centers, businesses, senior communities, hospitals, and doctors' offices.

Don't forget the effectiveness of word-of-mouth, inviting friends and acquaintances to participate in Living a Healthy Life with Chronic Conditions.

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Finishing the Program – Required materials to send to DOH

At the end of the six-week program, it is suggested to have a ‘graduation’ for the participants who completed the program. Pre-printed certificates can be sent to the leaders from the DOH to give to the participants at the last class. For many of the participants this will be the first time they have ever participated in an educational program such as this.

Please send the following materials to the Florida Department of Health, Arthritis Prevention and Education Program **within two weeks of the last class**. Contact information is located on page 3 of this guide.

- Attendance sheet - participants **MUST** sign in each week
- Participant registration forms filled out on the first day of class
- Pre/post course surveys – pre course survey **must** be filled out before class begins on the first day. Post course survey **must** be filled out before participants leave on the last day.
- It is **very important** that the pre/post course survey be filled out by **ALL** participants who have attended four or more classes. Be sure all participants have an identifier in the top left hand corner of both the pre/post course surveys each participant should have a series of letter and numbers on the front cover of their folder. Guidance will be provided to leaders by the Arthritis Prevention and Education Program on what to use as an identifier for each participant.

Please make copies of the any information before sending in to the DOH. Mail has been known to get lost. All pages of the surveys **MUST** be in order, top page to bottom page, and please **do not** separate any pages when mailing the surveys back. Pre/post survey identifiers **MUST** match in order for the DOH to collect the data.

If conducting a training, the following paperwork **MUST** be submitted immediately after the training is completed:

- Attendance sheet
- Leader application form, signed

Thank You

The Florida Department of Health would like to sincerely thank you for your commitment to offering this program in your community.

Do not hesitate to contact us if you have questions or recommendations for improving these materials or Living a Healthy Life with Chronic Conditions.

Practice Guidelines

(APPENDIX 1)

PRESS RELEASE

FOR IMMEDIATE RELEASE

DATE:

Contact: Media Spokesperson

NAME:

PHONE NUMBER:

LIVING A HEALTHY LIFE WITH CHRONIC CONDITIONS PROGRAM

The __ (name of your organization) _____, in conjunction with the Florida Department of Health will offer a course that runs for six weeks and is designed to give people with chronic conditions (such as: arthritis, heart disease, diabetes, emphysema, asthma, bronchitis) the knowledge, skills, and confidence they need to take a more active part in their health care.

Living a Healthy Life with Chronic Conditions will be offered from _____ am/pm to _____ am/pm on (day and date) at the (location and address). This program is taught by two trained leaders who want to help other people learn to gain control of their conditions.

Participants will learn strategies for managing symptoms, medication 'how-to', working with a health care team, setting weekly goals, problem-solving, communicating, relaxing, handling difficult emotions, eating well, and exercising safe and easily. All materials will be provided including the book, *Living a Healthy Life with Chronic Conditions*.

Living a Healthy Life with Chronic Conditions Program was designed to reduce the impact chronic conditions can have on people's lives and encourage a positive approach to self-management. It is designed to complement, not replace, professional health care services. **Pre-registration is required and enrollment is limited.** Living a Healthy Life with Chronic Conditions is being offered (free of charge) for a limited time. To register for the program or for more information please call (contact person) at (phone number).

Practice Guidelines

(APPENDIX 2)

FLYER

Do you have?

Arthritis
Heart Disease
Diabetes

Bronchitis
Emphysema
Asthma

Or other chronic health conditions?

Take the **Living a Healthy Life with Chronic Conditions**

Teach yourself self-management skills for living a healthy life with an ongoing health condition.

Learn how to:

Manage symptoms
Work with your healthcare team
Problem-solve
Communicate better with friends and family
Relax

Medication “how-to”
Set weekly goals
Handle difficult emotions
Exercise safe and easily
Eat well

This six-week, 2 hours once a week program builds confidence for managing health, staying active and enjoying life!

CLASS SIZE IS LIMITED AND PRE-REGISTRATION IS REQUIRED!
There is no charge for this program.

To register for the next class or for more information, call _____ at _____.



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(APPENDIX 3)

Short Flyer for Bulletins

Living a Healthy Life with Chronic Conditions is a six-week, two hours once a week, evidence-based, self-management intervention that covers subjects such as; managing symptoms, medication 'how-to', working with a health care team, setting weekly goals, problem-solving, communicating, relaxing, handling difficult emotions, eating well, and exercising safe and easily. This program is designed to teach you self-management skills for living a healthy life with an ongoing health condition. This program is taught by two trained leaders who want to help other people learn to gain control of their conditions.

If interested in attending a Living a Healthy Life with Chronic Conditions Program or for further information, please contact:

To register for the next class or for more information, call _____ at _____.

SPACE IS LIMITED AND PRE-REGISTRATION IS REQUIRED

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(APPENDIX 4)

Sample Provider Letter

Dear Health Care Provider,

The _____, in conjunction with the Florida Department of Health, Arthritis Prevention and Education Program will be offering Living a Healthy Life with Chronic Conditions Program at the _____. This is an evidence-based, six-week course that meets once a week for two hours, and is designed to give people with chronic conditions (such as: arthritis, heart disease, diabetes, emphysema, asthma, bronchitis) the knowledge, skills, and confidence they need to take a more active part in their health care. This program is taught by two trained leaders who want to help other people learn to gain control of their conditions.

Participants learn strategies for managing symptoms, medication 'how-to', working with a health care team, setting weekly goals, problem-solving, communicating, relaxing, handling difficult emotions, eating well, and exercising safe and easily.

Living a Healthy Life with Chronic Conditions was designed to reduce the impact chronic conditions can have on people's lives and encourage a positive approach to self-management. It is designed to complement, not replace, professional health care services. This program is currently being offered (free of charge). Class size is limited and pre-registration is required.

We would appreciate your support by disseminating this information to your clients whom you feel may benefit from this program. For your convenience, fliers are attached.

Thank you for your time, interest and support.

Sincerely,