

Take Charge of Your Health Programs; Communication, Coordination and Fidelity

PRESENTED BY:



Connecting Older Adults with Community-based Resources and Options

The Area Agency on Aging of Suburban Cook County, since 1974

Take Charge of Your Health Programs Team

Programs and Partnerships:

Maria D. Oquendo-Scharneck

Logistics and Scheduling :

Marilyn Cramton

Tomando Programs :

Antonia Gamez

Host Site Recruitment:

Nisha Baliga



What Will We Learn?

- Program fidelity - AgeOptions plan for monitoring
- Streamlined communication to improve program coordination
- “Motivational Interviewing” a valuable tool



Take Charge of Your Health Programs -Treatment Fidelity

Treatment Fidelity

What is treatment fidelity?

- Consistency of program delivery
- Adherence to program design in all aspects allows us to have the same outcomes

When will fidelity monitoring begin for suburban Cook County?

AgeOptions will begin in February of 2011.



Treatment Fidelity

Who is responsible to maintain program fidelity? All of us!

- Program Coordinator
- Class Leaders,
- Master Trainers,
- Evaluators,
- Workshop Host Sites



AgeOptions Fidelity Plan

- Fidelity visits will begin in late February based on the Winter 2011 workshop schedules.
- All current class leaders will have a fidelity monitoring visit by March 2012.
- Fidelity visits will be during sessions 3,4, or 5



AgeOptions Fidelity Tool

Fidelity Monitoring Tool will cover the following:

- Physical Environment
- Material Resources
- Leader Performance

AgeOptions will be recruiting 1 to 2 “veteran” class leaders to conduct visits. Stipends will be offered per visit.



AgeOptions Fidelity Plan

Questions , Comments ,Thoughts





Streamline Communication for Improved Program Coordination

Communication

Improving scheduling and program completion process of workshops is a priority.

AgeOptions uses a variety of forms to maintain clear communication in program coordination.



Pre-Workshop Forms

- Host Site registration
- Complete and accurate workshop scheduling
- Communication on workshop needs:
 - Class leaders
 - Books
 - Workshop Charts need to be signed out
 - CDs
 - Evaluation Forms



Evaluation Forms

Evaluation Packet contains the following forms:

- About this workshop
- Attendance log
- Leader feedback form
- Participant Satisfaction Survey
- Participant Info Survey
- Welcome letter



Workshop Changes

How should changes to workshops be communicated?

- Email to Marilyn Cramton at AgeOptions
- Workshop scheduling calendar with changes



Post Workshop Forms

Workshops eligible for honorarium with 10 plus participants registered by session 1

- Class leader and host site completion checklist
- W-9 form for the year
- Evaluation packet completed

The post-workshop packet should be mailed a week after the workshop is completed.



Post Workshop Forms

Suburban Cook County is a leader in the state in the implementation of Take Charge of Your Health programs.

All workshops regardless of their size need to be turned in on a timely basis. We want to make all our efforts are counted.



Workshop Host Sites Requirements

All Take Charge of Your Health Host Sites should:

- Complete a host site registration
- Update information annually
- Complete a bi-annual workshop schedule calendar
- Comply with Host Site Completion checklist



Host Sites Marketing Support

- Work to identify potential program champions
- AgeOptions Community Flyer Template
- Identify potential professional networks
- Share your success stories



Requirements for Class Leader

Standardizing communication and program requirement are part of maintaining treatment fidelity.

- Each class leader will need:
 - Class leader registration form on file
 - Memorandum of Understanding on file
 - Facilitate one workshop per calendar year after the initial 2 workshops in the first year.



Class Leader Training

- AgeOptions will have a bi-annual class leader training schedule.
- Everyone registering will need to complete their Memorandum of Understanding before they can to be trained.
- AgeOptions will host at least one training for each of the four program every six month.



Questions, Comments, Thoughts



Motivational Interviewing

A valuable tool for facilitating

Take Charge of Your Health

Programs



Motivation is...

Willing, Ready, Able

Resolution

Commitment

Determination

Willpower

Tipping point for making change happen



Things To Consider About Motivation

- No one is unmotivated
- Motivation for better or for worse
- Readiness to change can be time or situation-specific
- We all have the potential for change
- Ambivalence is normal

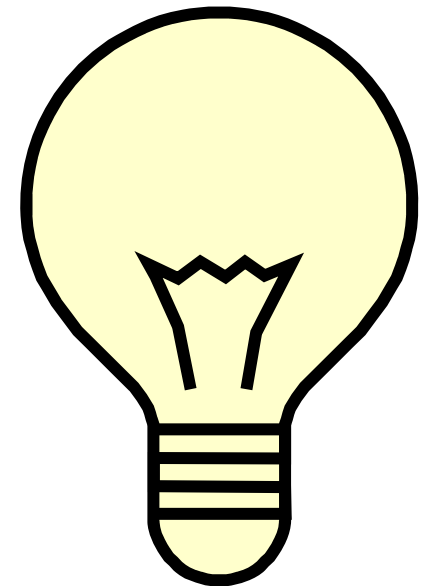


Motivational Approaches

Brainstorm!

What are techniques you have used to motivate another person to do something?

How do you motivate others?



Motivational Interviewing Is

- Counseling style
- Directive & person-centered
- Used to enhance someone's personal motivation for change & help resolve ambivalence about behavior change



Motivational Interviewing Is Not

- Talking someone into doing something they don't want to do
- Pushing one's own personal agenda on another
- Manipulation
- Coercing someone to do something



Motivational Interviewing Values

Respect

Empathy

Reflective Listening

Positive Regard for Others

Collaboration

Acceptance

Non-argumentative

Support self-efficacy



Application to Take Charge of Your Health

Feedback/Problem Solving

Action Planning

Recruitment



Resources

- Miller, W.R. & Rollnick, S. (2002). *Motivational Interviewing: Preparing People for Change, 2nd Ed.* New York: Guilford.
- Rollnick, S., Miller, W.R., & Butler, C.C. (2008). *Motivational Interviewing in Health Care: Helping Patients Change Behavior.* New York: Guilford.
- www.motivationalinterview.org

Thank You for Your Commitment

Over the past 30 years, **AgeOptions** has established a national reputation for meeting the needs, wants and expectations of older adults in suburban Cook County. We are recognized as a leader in developing and helping to deliver innovative community-based resources and options to the evolving, diverse communities we serve.

We would like to thank Dana Bright for sharing her knowledge of Motivational Interviewing.

For additional information or questions, please contact Take Charge of Your Health or email

takecharge@ageoptions.org



1048 Lake Street, Suite 300
Oak Park, Illinois 60301-1102

phone (800)699-9043
(708)383-0258

TTY (708)524-1653
www.ageoptions.org