



“Living Healthy” Chronic Disease Self Management Education Programs Frequently Asked Questions (FAQs)

Q: What is “Living Healthy?”

A: “Living Healthy” is the branding specific to North Carolina for the Chronic Disease Self Management Education Programs. Instead of focusing on “chronic disease” and having such a long name, “Living Healthy” was selected.

Q: What are the best websites to learn more information about these programs?

A: Stanford University: <http://patienteducation.stanford.edu/programs/cdsmp.html>

Healthy Aging NC Resource Center: <http://healthyagingnc.com/>

Q: What is expected of you once you become a CDSME Master Trainer?

A: Expectations include:

1. Recruit participants for and co-facilitate two 6-week Living Healthy with Chronic Disease Self-Management Programs within 12 months.
2. Recruit participants for and conduct a 4-day Lay Leader Training within 18 months.
3. Every year, conduct either a 4-day Lay Leader Training or a 6-week Living Healthy with Chronic Disease Self-Management Program.
4. Maintain careful adherence to the Living Healthy with Chronic Disease Self-Management Program as set forth by Stanford University and reporting requirements as set forth by NC Center for Health and Wellness.
5. Ensure that any required paperwork including Program Cover Sheet, Attendance Log, and Participant Information Surveys are collected in a timely manner and given to the appropriate contact.
6. Active Master Trainers must submit their Trainer's Annual Report to Stanford on a yearly basis.
7. Reach out to the Healthy Aging NC Resource Center, the Training Academy, and/or www.healthyagingnc.com for resources, questions or recommendations.

PAPERWORK

Q: What paperwork from the CDSME workshop are required to be shared and where do I send them?

A: The Program Cover Sheet, Attendance Log, and Participant Information Surveys are required to be shared from each CDSME workshop (Chronic Disease, Tomando, Diabetes, and Chronic Pain). Scan and email OR mail the program cover sheets, attendance logs, and participant information surveys to healthyagingncinfo@gmail.com or mail to: NC Center for Health & Wellness, Attention: Janice Self, UNC Asheville, 1 University Heights, CPO 4010, Asheville, NC 28804.

Q: What is done with the data from the CDSME workshop paperwork?

A: The data is entered into a national database that records the number of workshops, participants and completers, demographics, and other information. This information is very useful for tracking outcomes, growth, and needs. This information is available to you through the Healthy Aging NC Resource Center.

MARKETING and RECRUITMENT

Q: Where can I post my workshop information?

A: Upcoming CDSME workshops and lay leader trainings can be posted at the website www.healthyagingnc.com. To do that, you can send the details to healthyagingncinfo@gmail.com or go to: <http://healthyagingnc.com/for-trainers/add-your-class/>.

Q: Do you have sample promotional materials that I can use?

A: We have templates for flyers, brochures, and rack cards. Please visit the resources found at <http://healthyagingnc.com/resources/trainer-resources/>.

Q: What are the guidelines to leading workshops and trainings?

A: All CDSME workshops must be facilitated by two leaders, one or both should have the condition targeted by the workshop (or a close family member with the condition). Workshops in urban areas should have at minimum 10 and up to 16 participants, workshops in rural areas should have at minimum 8 and up to 16 participants. All CDSME lay leader trainings must be facilitated by two Master Trainers, with at minimum 10 and up to 18 participants.

Q: Where can I find out more information about other CDSME master trainers and lay leaders?

A: You can reach out to the CDSME Project Manager at NC Center for Health and Wellness, or the Aging Program Specialist at NC Division of Aging and Adult Services.

Q: Where can I find out more information about what agencies hold CDSME licenses?

A: You can visit the Stanford University website at <http://patienteducation.stanford.edu/organ/cdsitencarolina.html> or reach out to the NC Center for Health and Wellness.

STANFORD UNIVERSITY LICENSE GUIDELINES

Q: Is a license required to provide the CDSME workshops?

A: Yes, every organization offering a Stanford program must have a license for that program. Licenses can be purchased through Stanford University and range from \$500-1500 based on the number of workshop topics and workshops estimated to be provided. Some organizations are open to share licenses, for more information, you can go to <http://patienteducation.stanford.edu/organ/> or reach out to the CDSME Project Manager at NC Center for Health and Wellness.

Q: How long does a license last?

A: A license is good for 3 years from the date of issue. After each three year interval, licenses must be renewed. More information can be found at <http://patienteducation.stanford.edu/licensing/licfees.html>.

STANFORD UNIVERSITY TRAINING GUIDELINES

Q: What is the difference between a T-Trainer, Master Trainer, and Lay Leader for CDSME?

A: T-Trainers undergo a rigorous training certification process to be able to train Master Trainers. We are lucky to currently have six T-Trainers in NC.

Master Trainers undergo a 4 ½ -day training and can train Lay Leaders as well as lead workshops. Master Trainers are required to co-facilitate 2 participant workshops within 12 months and must co-lead one Lay Leader training within 18 months of their certification.

Lay Leaders undergo a 4-day training to lead workshops. Lay Leaders are required to co-facilitate one participant workshop every 12 months.

Q: What does cross-training for CDSME master trainers mean?

A: The training for CDSMP Master Trainers is 4 ½ days of training. Following the CDSMP training an individual can choose to become trained in DSMP, CPSMP, or Tomando and the training will be an additional 2 days of training. Should an individual not be trained in CDSMP first and want to be trained to lead the DSMP, CPSMP, or Tomando, they would be required to take the 4 ½ day DSMP, CPSMP, or Tomando trainings. Online cross-training through Stanford is \$450. You can find out more information at <http://patienteducation.stanford.edu/training/>.

Q: Can you tell me more about the online Master Trainer update course for CDSME?

A: The update training is available online at Stanford University at \$250 per trainer. Master Trainers are asked to view videos and read the training manual, and then submit a form confirming that they did so. This should take about two hours. The orientation webinar will be approximately an hour. After the orientation webinar, Master Trainers and T-Trainers may facilitate small-group Leader Refresher trainings. More information can be found at <http://patienteducation.stanford.edu/crosstraining/index.html>.

Q: Can you tell me more about the online Lay Leader refresher course for CDSME?

A: There are two options for lay leader refresher trainings—you can contact a local CDSME license holder to learn of training options or you can train through Stanford University. The refresher training is available online at Stanford University at \$50 per leader. This is available for leaders who have been unable to facilitate a community workshop within the past 12 months to maintain their active status. Refresher training cannot be used during the first 12 months after completion of the 4-day Leader training, nor can a Refresher training be used two years in a row. Leader trainees will be asked to complete pre-webinar homework which can take up to 4 hours, and attend 1 real time webinar with up to 25 other trainees. Trainees will meet together at the webinar meeting for up to 3 hours. More information can be found at <http://patienteducation.stanford.edu/refresher/>.

STANFORD UNIVERSITY ACTIVE STATUS GUIDELINES

Active Lay Leader Status Summary

To become an Active Leader:

- Successfully complete the 4-day Leader's Training

To remain an Active Leader:

- Facilitate at least one 6-week workshop per year
- If unable to facilitate during a given year, take refresher training
- Cannot take refresher training 2 years in a row

To become an Active Leader in more than one program:

- Attend a training or a cross-training for the new program

To remain an Active Leader in more than one program:

- Facilitate at least one 6-week workshop per year in either program
- If unable to facilitate any program during a given year, take refresher training
- Cannot take refresher training 2 years in a row
- Facilitate at least one workshop in each program every 2 years

Master Trainer Certification Summary

To become a certified Master Trainer:

- Successfully complete the 4 ½ -day master training
- Facilitate two 6-week workshops within the first year
- Then return the Master Trainer certification form to Stanford
- If already a Leader and facilitated 2 workshops within the past year, return the Master Trainer certification form to Stanford
- Join the Stanford trainer email list serve

To remain a certified Master Trainer:

- Facilitate at least one Leader training within 18 months of training
- Facilitate at least one 6-week workshop or one 4-day Leader training per year

- Facilitate at least one 4-day Leader training every 2 years
- Remain a member of the Stanford trainer list serve

To become a certified Master Trainer in more than one program:

- Attend cross-training for the new program
- Be an active Leader in the program before becoming a Master Trainer (facilitated at least one workshop)

To remain a certified Master Trainer in more than one program:

- Facilitate at least one 6-week workshop, 4- day Leader training, or 1-2 day cross-training per year in either program
- Facilitate at least one workshop, Leader training, or cross-training in each program every 2 years
- Facilitate at least one Leader training in either program every two years

This information is found in the Stanford Fidelity Manual at http://patienteducation.stanford.edu/licensing/Fidelity_Manual.pdf.



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