

## **Increasing access to self management education through innovative system change**

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**TOPIC/TARGET AUDIENCE:** Topic: Increasing access to self management programs through community partnership to develop closed loop referral system. Target audience is public health practitioners, community health educators and medical clinic professionals.

**ABSTRACT:** More than 1 of 2 adults in Oregon have a chronic condition. Evidence-based, self-management programs such as Stanford's Chronic Disease Self-Management and Lung Association's Freedom from Smoking have potential to reduce the burden of chronic disease. However, recruitment and retention of participants is historically low. As Medical Care Homes evolve, innovative approaches are needed to integrate community based programs into the medical system.

A local coalition of eleven agencies envisioned expanding access to such programs. In 2016 the coalition received an OHA Sustainable Relationships for Community Health grant to streamline self-management and smoking cessations programs and integrate them into the primary care field through a closed loop referral process.

Coalition members received ongoing training from OHA to develop strategies for implementation. Within one year a closed loop referral system was in place and operating successfully at one clinic. Tools such as a work flow charts and lessons learned from the pilot project will allow this model to be used in other clinics.

Systems that operate within a medical clinic can be complex and intractable. To successfully implement system changes, organizations external to the clinic should invest significant time in planning and creating shared vision. It's also important to provide ongoing training to clinic staff and to identify individuals within a clinic that can help champion and sustain a system change like closed loop referral.

**OBJECTIVE(S):** Describe how a community coalition can influence a system change within a medical clinic that will increase access to community based self management programs.

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