

Consumer
Engagement
Associates

*Working with you
to build consumer
engagement
within the
community*

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Consumer Engagement Quarterly Newsletter

Your source for news and tools to engage people in their healthcare and wellness.

Living Healthy Workshops Begin in May

With funding from the New York State Department of Health, P² Collaborative of WNY, Inc. is working with partner organizations to bring *Living Healthy*, an evidence-based program developed by Stanford Patient Education Research Center, to the eight counties of Western New York.

The *Living Healthy* program teaches practical skills to help manage chronic health problems. The program is targeted toward adults experiencing chronic health conditions and caregivers experiencing chronic conditions.

The *Living Healthy* workshop participants meet once each week for six weeks. Taught by two trained volunteer instructors, the workshops are fun and activity filled. In March, P² hosted a training session for the volunteer instructors (called Lay Leaders). Twenty-four Lay Leaders completed the training, and will go on to co-facilitate workshops throughout Western New York. Currently, workshops are scheduled at nine different locations beginning in early May through September.

P² hopes to schedule another Lay Leader training this Fall. Anyone who is affected by chronic conditions can be trained as a Lay Leader, including patients, their family members, caregivers and educators. No health care training or previous experience is needed.

For more information about the Lay Leader Training or *Living Healthy* workshops, visit www.P2WNY.org or call Sarah Ruggetta,(716-878-2371) *Living Healthy* Program Coordinator.

Tools You Can Use!

“My Health Counts: Patients and Health Care Teams, Building Successful Partnerships” Toolkit

The enhanced “My Health Counts: Patients and Health Care Teams, Building Successful Partnerships” program is now available. This is a great tool to help consumers learn how to prepare for doctor appointments and communicate with their health care team. It also includes helpful tips on how to find credible medical information.

The program has training scripts for 10-, 30- and 60-minute presentations. A DVD, presenter manual, and attendee manual are included in this toolkit.

To learn more about the My Health Counts program and other “tools you can use”, contact any of the CEA’s.

Consumer Advisory Teams (CATs)

Made up of approximately 25 volunteers from Western New York, the CATs evaluate and test programs to ensure the voice of the consumer is represented throughout the work of P².

Most recently, the CATs participated in a webinar that presented the first look at P²'s Public Reporting web page. Following the webinar, CATs completed a survey to record their observations.

Partner Corner

The **Chautauqua County Department of Health (DOH) and Office for the Aging (OFA)** sent their employees to the Chronic Disease Self Management Program. They will lead their first class in Jamestown at the YMCA.

Community Partners Medina, New York held the first *My Health Counts!* program in Orleans County. Eight people were trained from OFA, Public Health, ARC and Community Partners and can now conduct workshops.

The **Erie County Medical Center** is developing a Farmer’s Market. Employees and the local community will soon have convenient access to fresh local produce.

