Juniper® Telephone Class Tip Sheet:

Toolkit and Telephone Living Well

# Program Model

Led by one (1) leader who has been trained in the full classroom version of the program. Class meets for short phone calls once a week for 6 weeks. Leaders follow SMRC scripts for tool kit and teleconference Living Well with Chronic Conditions/Diabetes/Chronic Pain, Tomando Control de su Salud, and Programa de Manejo Personal de la Diabetes. Calls are scheduled for one hour but could take less time. Recommended group size 4-6. This implementation model is intentionally low-tech dial-in class option for participants without devices or reliable internet.

# Implementation

* Short weekly conference calls – schedule 1 hour.
* Phone script for all six weeks.
* Each weekly call has 3-4 activities, topics are as follows:
  + Session 1 – Welcome, self-test, action plans
  + Session 2 – Action plans, physical activity, exercise, and healthy eating, action plans
  + Session 3 – Action plans and dealing with difficult emotions, action plans
  + Session 4 – Action plans and making decisions, action plans
  + Session 5 – Action plans and communication skills, action plans
  + Session 6 – Action plans, looking back, and planning for the future, action plans

# Leader Certification Guidance from SMRC

* New leaders cannot count the mailed tool kit with phone calls toward their requirements to complete their certification, as these phone calls to not encompass all of the expected skills required to conduct a full 6-week in-person or virtual workshop.
* Leaders who have already conducted in person workshops can count the mailed tool kit with phone calls toward their requirements to remain active.

# What is in the Toolkits

[Living Well with Chronic Conditions Toolkit](https://www.bullpub.com/tool-kit-chronic-disease-self-management-program.html)

* [2020 Living a Healthy Life book](https://www.bullpub.com/living-a-healthy-life-with-chronic-conditions-5th-edition.html)
* [Exercise CD](https://www.bullpub.com/exercises-for-chronic-conditions.html)
* [Relaxation CD](https://www.bullpub.com/tfhcd-g.html)
* [Self-test & Tip sheets](https://www.bullpub.com/self-test-tip-sheet-5th-edition.html)

[Living Well with Diabetes Toolkit](https://www.bullpub.com/diabetes-self-management-program-tool-kit-g.html)

* [2020 Living a Healthy Life book](https://www.bullpub.com/living-a-healthy-life-with-chronic-conditions-5th-edition.html)
* [Exercise CD](https://www.bullpub.com/exercises-for-chronic-conditions.html)
* [My Diabetes Plate Magnet (postcard size)](https://www.bullpub.com/diabetes-plate-magnetg.html)
* [Self-test & Tip sheets](https://www.bullpub.com/diabetes-self-test-tip-sheets-booklet.html)

[Living Well with Chronic Pain Toolkit](https://www.bullpub.com/pain-self-management-program-g.html)

* [Living a Healthy Life with Chronic Pain book](https://www.bullpub.com/living-a-healthy-life-with-chronic-pain.html)
* [Moving easy CD](https://www.bullpub.com/catalog-moving-easy.html)
* [Relaxation CD](https://www.bullpub.com/tfhcd-g.html)
* [Self-test & Tip sheets](https://www.bullpub.com/chronic-pain-self-test-tip-sheets-booklet.html)

[Tomando Control de su Salud Toolkit](https://www.bullpub.com/spanish-tool-kit-chronic-disease-self-managment-program.html)

* [Tomando control de su salud book](https://www.bullpub.com/tomando-control-de-su-salud-4th-edition.html)
* [Exercise CD](https://www.bullpub.com/catalog-programas-educativos-para-la-salud-hagamos-ejercicio.html)
* [Relaxation CD](https://www.bullpub.com/relajacion-para-la-mente-y-el-cuerpo-for-use-with-vivir-una-vida-sana-con-dolor-cronico.html)
* [Self-test & Tip sheets](https://www.bullpub.com/self-test-tip-sheets-booklet-for-cdsmp-tool-kit-spanish.html)

[Programa de Manejo Personal de la Diabetes Toolkit](https://www.bullpub.com/spanish-diabetes-tool-kit-grp.html)

* [Tomando control de su salud book](https://www.bullpub.com/tomando-control-de-su-salud-4th-edition.html)
* [Exercise CD](https://www.bullpub.com/catalog-programas-educativos-para-la-salud-hagamos-ejercicio.html)
* [My Diabetes Plate Magnet](https://www.bullpub.com/spanish%20diabtes%20plate%20magnet%20grp.html)
* [Self-test & Tip Sheets](https://www.bullpub.com/spanish%20diabetes%20self-test%20&%20tip%20sheets%20booklet%20grp.html)

# Ordering the Toolkits

* [Bull Publishing](https://www.bullpub.com/), allow 2 weeks for delivery.
* Bull Publishing can mail toolkits directly to the participant or provider can.
* You can make your own toolkits, but they must have all of the material listed above.
* You may not copy any materials; they must be purchased either as a complete toolkit or as individual pieces from Bull Publishing. This is an issue of copyright.

# Step by Step

1. **Schedule** the class on yourjuniper.org 30-60 days before start date.
   1. Program:
      1. Living Well with Chronic Conditions
      2. Living Well with Chronic Pain
      3. Living Well with Diabetes
      4. Tomando Control de su Salud
      5. Programa de Manejo Personal de la Diabetes
   2. Select Existing Location: Online
   3. Online Class Link: copy and paste Zoom link
   4. Session Schedule: one hour a week for 6 weeks
   5. Public notes:

*This is a self-study program for living a healthy life with chronic conditions. Participants receive a toolkit that includes a reference book, exercise CD, and relaxation CD. Every week participants have a one-hour group telephone call with a class leader to connect with others, set action plans, and review topics like nutrition, making treatment decisions, and communicating with health care providers and family. Toolkits and group call information will be sent to participants after registration.*

1. **Promote the class**: a telephone class flyer is available to you. Include a registration phone number.
2. **Registration**: All participants register on yourjuniper.org by calling the class contact, 1-855-215-2174, or through the website.
3. **Pre-Survey**: provider organization will call all registered participants to complete the pre-survey over the phone. Enter responses directly into yourjuniper.org.
4. **Welcome call to participants**: the leader calls each participant to welcome them, confirm they are attending, explain when they will receive their materials, and answer any questions they might have.
5. **Mailing the toolkits** to the participants:
   1. Purchase and mail directly from Bull Publishing: allow two weeks for delivery to participants.
   2. Assemble and mail from your organization: allow 3-5 business days for delivery to participants.
   3. Include with the toolkit, or as a separate mailing:
      1. A welcome letter from the leader with the class schedule and how to join the conference call
      2. Privacy Policy Notice & Acknowledgement
      3. Release and Waiver of Liability Agreement
      4. Pre-paid envelope to return the Privacy Policy Acknowledgement and Release and Waiver of Liability Agreement
      5. Brochures about Juniper and provider
6. **Holding sessions 1-6**
   1. No Session 0 like in virtual classes
   2. Tech helper in each call to call-out to participants if they are having a challenging time joining the conference call and/or for reminder calls
   3. Some sessions will take the entire scheduled hour, and some will take less, that is OK. Follow the script from the Self-Management Resource Center and cues from the participants.
   4. Track attendance.
   5. Do not record.
7. **Post-Survey**: provider organization will call all participants to complete the post-survey over the phone. Enter responses directly into yourjuniper.org.
8. **Data entry**: Enter attendance data into Juniper for class and hit “complete”