



Human Factors & Resource Needs in Implementing CDPM Programs

Andrea Miville & Tracy Gierman
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Types of Resources

- Human Resources
 - Who can provide leadership, assistance and support?
 - Guidelines and Tools
 - What's available to reference/use?
 - Financial Opportunities
 - Innovative models of integration and delivery
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Essential Human Resources

- Community-wide leadership
 - Professional champions
 - Knowing and utilizing agency/people skills, strengths, resources
 - Relationship building and networking
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Key Human Resources in CHAP

- Local Coordinator
 - Volunteer recruitment and retention
 - Nurse
 - Volunteer training, on-call service
 - Peer Health Educators (volunteers)
 - Operate CHAP sessions, provide peer education sessions
 - Community Leaders
 - CHAP Working Group
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Guidelines and Tools

- Implementation Guide + Appendices
 - How-to+guide with step-by-step directions on how to plan and operate the program
 - Multi-media: DVD, PowerPoint slideshows
 - Examples & templates of forms, documents, posters, business cards, etc.
 - Website: <http://www.CHAPprogram.ca>
 - Coordinators message board & downloads
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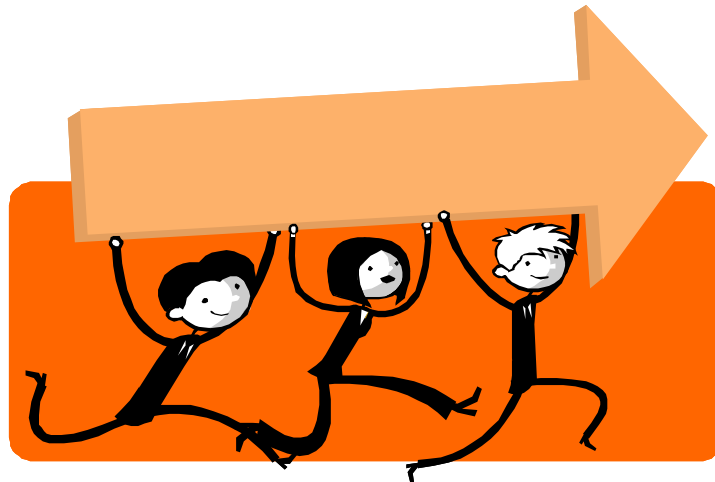
CHAP Communications Tools

- Phone, fax, e-mail, face-to-face
- Bi-weekly group teleconferencing
- CHAP Newsletter %Connections+
- Website: <http://www.CHAPprogram.ca>
Postings, Message board & Downloads
- Other electronic: e.g. SHRTN,
eHealthOntario, Professionally Targetted
Marketing



Other Implementation Supports

- BPTru Blood Pressure Measurement Devices
- Clinforma: automated data recording/management, mailing physician letters & feedback



Opportunities for Financial Support

- **Sharing existing community resources**
(e.g. Public Health Nurse for volunteer training, FHT Nurse for on-call nurse support, community support agency for volunteer recruitment)
 - **Agency in-kind**
 - **CHAP in-kind**
 - **CHAP funds based on proposed program size/scope**
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CHAP ~~u~~Reachqin your community

Determining size/scope of program:

Indicators:

- ” %/# Family Physician s; participating/mailling lists
- ” %/# Pharmacies involved, # sessions scheduled
- ” # of seniors in the community
- ” Participation of community organi zations

Other considerations:

- ” Local Coordinator/Nurse rate
- ” Projected expenses



Questions?

