

A Matter of Balance Volunteer Lay Leader Model JULY 2020 Conference Call Notes



Flower Garden Tour August 2020

Kirsten wanted to stick with tradition and provide a meaningful quote:

“The key to everything is patience. You get the chicken by hatching the egg, not by smashing it.” Arnold H. Glasow.

Announcements:

- *The October Master Training session in Portland has been cancelled due to travel restrictions and the 14 day quarantine policy in Maine.*
- Kirsten wanted to note her email address: kadorsey@mainehealth.org Please feel free to email or call her with any questions or concerns
- The next Master Trainer Sites Conference Call will be a **Zoom** meeting. We will email Zoom details with the agenda and also post the information on our updated website. www.mainehealth.org/mobresources (This website is only for current Master Trainers)
- Development of a pilot for Matter of Balance to be delivered virtually

Thank you for your patience and listening to our guidance these last several months. We realize that the inability to hold A Matter of Balance classes in-person has had an impact on your communities and organizations. We have had many inquiries about a virtual MOB and we are conducting a pilot to test the validity for outcomes. We are diligently working on delivery of a virtual model of A Matter of Balance that will remain evidence-based. The pilot will begin this month and we will tabulate the post survey results and compare to the in-person results to see if they match the research to increase falls efficacy and reduce fear of falling.

We anticipate delivering training to Master Trainers for the virtual update by January 2021.

Overview of the upcoming Matter of Balance – Virtual Pilot key points:

- ❖ The MOB must remain an evidence-based program in a virtual platform.
- ❖ We really want to achieve success with the Pilot.
- ❖ We plan to launch the Virtual MOB Program (provided Pilot is successful) in early 2021.
- ❖ We have identified our Pilot partners but thank everyone who expressed interest.
- ❖ We want to provide and follow best practices in delivering the MOB program virtually and continue to maintain the high quality you have come to expect.
- ❖ There will be a Master Trainer Update Training on the Virtual Model for current Master Trainers in January if the Pilot is successful. Cost is being calculated.
- ❖ All Master Trainings for new MT's will include the Virtual Model after January of 2021.
- ❖ We are using Zoom for the Pilot. We have designed the virtual curriculum to be transferable to other platforms. We chose Zoom because that is what we have at MaineHealth. Some of the features used in the platform are:
 - Shared Screens, Virtual Flip Charts, etc.
 - Zoom offers a Spotlight option. This enables the coach who is demonstrating to be enlarged on the screen while the other coach provides a verbal description.
 - We have made minor changes to Coach Handbook and Participant Workbook.
 - We have added a Session Zero making it 9 sessions instead of 8.
 - We have added a moderator to the two required coaches.
- ❖ In 2021 we plan to have developed a Master Trainer training that encompasses the skills to teach both the in-person and virtual model of the MOB program delivery.
- ❖ All current Master Trainers will receive the link to the videos at no cost. The Guest Health Professional will be in video format and the digital link will be provided at no cost to all MT's registering for the Master Trainer Virtual Update Training.
- ❖ The Guest Health Professional Video will demonstrate what to do after a fall, but we recommend you invite a GHP to a Zoom session to answer questions after the Video is viewed and to answer other questions participants may have.
- ❖ Zoom has a Spotlight feature so one person is enlarged. We recommend one person be spotlighted and another person do the reading. Not all platforms may offer this feature.
- ❖ A Moderator role has been added to offer participants assistance without taking the coaches away from the training. This person does not have to be trained in MOB and may only be necessary for the first 3-4 weeks.
- ❖ There was a suggestion that you have participants set up their camera prior to the class (probably at session zero).

The PILOT is a PILOT! We are hoping for success, good findings and a January Roll-out

- ❖ One VA organization shared they have been reaching out with virtual phone calls and video conferencing and have had some success. She feels very optimistic about a virtual Matter of Balance working well with groups on Zoom.

- ❖ The Pilot will be completed in the fall and tabulations made. We will keep you updated. Our trainings will be open and upfront. We are hearing your concerns as we maintain that we are an Evidence Based Program.
- ❖ The virtual classroom may affect some people in a positive way by reaching those who could not access a class in-person.
- ❖ Possibilities look really positive. Again, it is important to be able to say with confidence that our Virtual delivery is an evidenced-based program.
- ❖ We know that the key outcome from the Pilot is improvement in falls self-efficacy due to the tested strong group process.
- ❖ We want to have the ability to create the same environment in a virtual space and keep a robust environment for people just like an in-person class.
- ❖ The Pilot will have about 200 participants. We want to have at least 150 completions so that will provide a little wiggle room if a few people drop out.

Questions from meeting participants:

- ***Will there be a Virtual Update Training for current Master Trainers?***
 - Yes
 - We are changing the curriculum slightly
 - Exercises have changed minimally to ensure safety
- ***What will be the cost?***
 - There will be a cost for Virtual Update Training as well as for the new materials for coaches and participants. However, it is not calculated yet. We are in the early planning stages but want to keep it reasonable.
- ***Will the virtual model use electronic Pre & Post surveys in a more up-to-date, i.e., Excel, fillable form compatible with the platform being used?***
 - This has not really been looked at yet. Great question.
 - Peggy noted the Pilot will use the same ACL Pre & Post we use now.
 - We are trying to stay focused on service entry not data entry at this time.
- ***Will the Pilot address the fact that many older adults have limited access via internet and smart phones?***
 - We are piloting with people who have technology available to them.
 - It is important to ensure that Virtual Pilot delivery adhere to our original evidence-based outcomes.
 - Lack of connectivity is not on our radar right now
 - The emphasis is on developing the content at this very early stage of the Pilot.
- ***Are you looking at the average populations used during the original study?***
 - No we are not collecting that data.
- ***Are you planning to make comparisons based on higher income, higher education?***
 - No, we are not asking these questions
 - The average age of participants is 79
 - We do not look at income

- Maine is one of the most rural states in the US with limited broadband access
 - Our main objective now is to determine if a virtual delivery be done effectively – this is what we need to find out
 - With the advent of physicians using telehealth and the virtual delivery of MOB, determining how we can reach people is a huge issue
 - Next phases of virtual programming will need to focus on increasing accessibility, however, we need to have the programming to offer first
- ***Will the Pilot be reaching participants in their individual homes or in a community living setting?***
 - In their individual homes. For now, no community living situations for the Pilot.
- ***Will the Virtual delivery study the impact of social isolation and loneliness – will this be measured?***
 - We are putting effort into the pilot to achieve social interaction in a zoom format, we may gain some insight with the pre and post surveys.
 - The Evidence-Based Leadership Council (EBLC) has developed a survey to study the effects of social isolation but we are not using that survey with this pilot.
- ***Will there be help for participants new to using the zoom platform?***
 - Yes
 - The Zoom platform will require skills at a very low skill level for both coaches and participants
 - There will be an on-line forum providing Zoom instructions
 - A personal phone call and technical assessment will take place
 - Technical support will be offered
 - A Session Zero where all participants will come together in the platform to practice
 - Learn to turn mute on and off, ask a question, turn off if they need to walk away, how to set up their camera, etc.
 - Coaches will learn to pull up supporting documents, i.e., flip charts, etc.
 - Provide clear instructions. Trying to develop these so it can be transferable to other platforms.
 - We are early in this process
- ***Are in person classes allowed now?***
 - Some areas are beginning to allow in-person classes. Kirsten reminded people that they should continue to follow the CDC guidelines for their area. The Maine CDC requires a 14-foot distance between people. We must consider that our seniors are the **most vulnerable** to COVID-19.
- ***If I meet local guidelines and have an in person class, can I have less than 8 participants?***
 - No. We cannot change the minimum requirement. The evidence shows that in order to meet the evidence guidelines you need 8-12 participants.
- ***Will the Virtual class workbooks be the same?***
 - No – there are some changes.

- **Will the class still be 2 hours?**
 - Yes, but there will now be 9 sessions as we are including a Session Zero.
 - This is to work out any technical issues
 - Zoom navigation tips, i.e., mute, unmute, chat, etc.

- **Is there any possibility we plan to create a DVD of the exercises for people to do at home?**
 - No, only a portion of the A Matter of Balance curriculum is exercises and you would be unable to give the participant verbal feedback.
 - A Matter of Balance curriculum is cognitive. It is a behavioral modification exercise to create rethinking about falls and fear of falling.
 - If there is a DVD of the exercises then some people might think that watching that DVD is the equivalent of taking the MOB class.

- **Do we still require two coaches?**
 - Yes and we have added a requirement to have a moderator join the coaches for at least the first 3 to 4 sessions.
 - The moderator does not have to be trained in MOB
 - The task of the moderator is to help a participant with the technical or connection issues and leave the coaches free to continue the class uninterrupted.

- **How long will the Master Trainer Virtual Update Training (for current MT's) be?**
 - We are looking at a 2 ½ to 3 hour Master Trainer Virtual Update Training.

- **Will there still be a Guest Health Professional visit?**
 - Yes and No. We are creating a video which will cover falls prevention and recovery from a fall. The video will demonstrate how to get up from a fall. It will provide a clear view of the person demonstrating getting up from a fall.
 - We also want to have a Guest Health Professional join the virtual class to answer any questions participants may have after viewing the video or to answer any questions specific to the individual.

- **Will there be changes to the data collection?**
 - We are using paper for now but fillable forms are certainly an option later on
 - If your registration process uses fillable forms certainly continue

- **Do you know the approximate cost of training for grant purposes?**
 - Not at this time

- **Will the Participant Consent Form still be required?**
 - Yes, this covers you for liability

- **Will Master Trainers be evaluated or undergo quality monitoring for virtual delivery?**
 - We are looking into how best to do this and be able to offer technical support to our Master Trainers learning to teach virtually

- **Will there be a charge for the link for the DVD/videos used in the trainings?**
 - Not for current Master Trainers, the link will be emailed after completing the Master Trainer Virtual Update for FREE! Terra Nova has been very generous and are developing their own site.
- **What about organizations that made a group purchase?**
 - Please email Kirsten and she will look into it
- **Will multiple classes be able to log in to the link at the same time?**
 - Yes
- **Will the Master Trainer organizations have to purchase Zoom or will the Matter of Balance program provide Zoom?**
 - You do not have to use Zoom but you will be responsible for your own platform
 - We have tried to make sure our materials are transferable to other platforms
- **Will new coaches be trained virtually?**
 - Yes, this is in process however your organization may allow you to do in-person coach trainings as you may have only a small number of coaches to train. It will be different for each setting depending on CDC and agency/organization guidelines for your area.
- **Will there be a requirement to do a virtual delivery?**
 - No, this will be a matter of choice. No requirement.
- **Is the virtual pilot completely on Zoom?**
 - Yes, the pilot is on zoom but should be transferable to other platforms
- **How many sessions?**
 - Nine 2-hour classes which includes Session Zero.
 - Require the same number of participants, 8-12
- **What about residents in assisted living that have no phone or access?**
 - We cannot focus on them at this time. Our pilot sites are recruiting participants who have devices and access.
 - Some organizations are finding ways to loan iPads etc. to seniors for virtual access to programs and telehealth
- **Will there be a limit on the number of Master Trainers who can participate in the Master Trainer Virtual Update Training?**
 - We anticipate that 50% or more of our current Master Trainers will want to attend the virtual update training. We may be able to offer multiple trainings with anywhere from 20-100 participants. We will offer to train all who are interested and anticipate offering ongoing training sessions.
- **Are there changes to the Coach Handbook and Participant Workbook?**
 - Yes, there are some changes but they are minimal.
 - For current Master Trainers, we would like to provide an insert for the Master Trainer Manual binder.

- The Coach Handbook and Participant Workbook for the virtual MOB will need to be purchased.
- We should have more information about cost by September/October after fine tuning curriculum upon evaluation of the Pilot.

Fall Prevention Awareness Week

NCOA has changed the event to a full week as opposed to one day: **September 21-25, 2020**

The NCOA is offering a Fall Preventions Awareness Week Webinar, August 4, 2020 at 2 p.m. ET. Contact Michelle: michelle.mai@ncoa.org to register for the webinar.

What are some of you planning for Fall Prevention Awareness Week?

If anyone has creative ideas they would like to share, please forward them to Kirsten and we can share with others. (kadorsey@mainehealth.org)

- California is printing out placemats to distribute with Meals on Wheels deliveries
- Also planning a weekly series with topics on fall prevention tips, etc.
- Ohio is meeting next week with their falls coalition to work on events during COVID-19. Last year they provided risk factor screening and demonstrations. This year they will be outside and plan an outdoor “Walk with a Doc” following masking and social distancing guidelines. (This is a national program.) People walk with a doctor and can ask questions.
- Planning a webinar discussing home safety tips
- Planning a virtual Brains and Balance class
- A social media challenge called 10 million steps
- Creating a series of webinars on fall prevention about 15-30 minutes each
 - Fire Department
 - Will be distributed state-wide and include the Mayor and County Board of Supervisors
- Considering a Virtual Health Fair with different speakers
 - Looking at a local college that did a virtual health screening; they are waiting to publish so not sure when the information will be available
- A Virtual Speakers Panel with various topics, i.e., home modification, a pharmacist, etc.
- Provide a virtual lecture each day for free with different topics, i.e., podiatrist, local EMT
 - Add in two evidence-based fall prevention programs
- May copy the Fall Prevention Placemat idea that came up in the previous call
- Using on-line virtual one-on-one screening
- Putting fall prevention tips in local newspaper and local magazines
- Giving out fall prevention tips on placemats on hospital trays
- Offering webinars for health professionals and communities
- Putting the normally in-person Fall Prevention Summit on-line
 - Virtual home safety using someone’s home
 - Demonstrate exercise
- Have AARP put Fall Prevention link on-line
- Ohio is offering a 10 Million Steps campaign, i.e., Walk Across the County
 - Virtual sign-up
 - Document steps for the whole month of September
 - Engaging many people from businesses, families

- Raising Awareness of Fall Prevention by teaming up with the local TV company
 - Feature four to five 20-minute talks from healthcare professionals, i.e., pharmacist, physical therapist, dietician and a doctor
 - It is great to have a relationship with the local TV station as they often record and replay segments.
- Current Master Trainers Virtual Update Training
 - 2 ½ - 3 hours Virtual Update
 - This will enable MT's to train coaches virtually
 - In turn coaches can deliver a virtual MOB workshop

Again, thank you everyone for your great questions and for participating in the call.

Please remember go to the Master Trainer website for updates and pertinent information:
www.mainehealth.org/mobresources *Note: This website is for Master Trainers only*