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## **Referral considerations for Stanford's Chronic Disease Self-Management Program, known as "Living Well with Chronic Conditions" in Minnesota**

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As your \_\_\_\_\_ I am here to help you on a journey to better health. I am here to guide, motivate, collaborate, advocate, comfort, applaud and to inspire you on this journey. I am dedicated to enriching your experience here at \_\_\_\_\_ through educating you on community resources available, such as this program. Here is what I know about this program and how confident I am it will help you reach your goals.

### **Describe program and benefit of program**

- Refer to program literature for detailed description.
- Be energetic and excited when describing program.
- Interview clients who have completed program so you can give testimony.
- Give patient an inside look into how this program may benefit them personally. Review topics that will be discussed. (Be specific in making it personal. Give them a purpose to attend classes)
- Describe how community based programs can help support people by providing tools to improve quality of life.
- Place strong emphasis on positivity of interaction with people who can truly understand the frustrations of having a chronic disease. Those who understand that this can be a "full time job."

### **Benefits to be highlighted**

- Peer interaction. Encourage them to build partnerships outside the clinic/family.
- Weekly calls from peers may benefit them or may benefit someone else.
- May reduce the need for medical interventions/appointments from education provided by instructors and peer input to improve self efficacy.
- Strong focus on wellness is emphasized.

## **Who gets referred**

- Make sure the patient is a good fit for program. Be respectful of patients' needs and values.
- Important to understand the program you are referring to.
- Patient needs to have transportation available.
- Tip: Suggest they invite a friend to attend for support/transportation.

## **Additional Suggestions**

- Allow patient opportunity to provide feedback and to be teachers of what they learned.
- Workshop includes setting weekly goals, which often parallel goals set with their healthcare team. Support the goals set in program. Include those goals in their plan of care.
- Motivate them to be experts to share creative new ways of surviving and living with chronic illness with their healthcare team and others.
- Encourage them attend three classes before quitting.
- Patients can register online or by phone, or a secure online referral can be made and patient will be contacted by a workshop coordinator.