



Zero Meeting Script for KSME Leaders

NOTE TO LEADERS: This script is provided for your convenience while facilitating the Zero Meeting. Using this script helps to ensure participants across the state are getting the same message.

The Zero Meeting is the ONLY opportunity to share information about your organization and resources that are available in your community. This meeting is NOT a sales opportunity, so extreme care should be taken to ensure the materials provided and content added are relevant and brief. The focus of the meeting should be on the upcoming workshop and attracting participants.

You may ask participants to complete the Registration form, Patient Activation Survey and Self-Efficacy Survey at this meeting to save more time during the first workshop session if you wish. It is REQUIRED that a Registration form, Patient Activation Survey and Self-Efficacy Survey are completed by ALL participants at the conclusion of the first workshop session.

SCRIPT:

Welcome! My name is _____ and I am from: **insert agency name here. Brief introduction. Other leader introduces themselves now.**

We've come to talk to you today about: **insert name of program here.** These six week workshops help to lessen pain and fatigue, and improve quality of life while dealing with chronic health conditions. Anyone with a chronic condition can attend. Significant others and caregivers may also find the workshop of benefit and may attend as participants too.

Is anyone here living with arthritis, asthma, diabetes, high blood pressure, heart disease? What about chronic pain or anxiety? These can all be considered an on-going health condition and if you are dealing with any of these you will be able to see the benefits of this workshop at the end of our six weeks together.

Let me show you what I mean by that...

Here is an example of something that is taught in the workshop:

- **[Show the SYMPTOM CYCLE CHART]**
- Many of us think that the symptoms we experience are from just one cause: our disease or condition, right?

- While the condition can definitely cause some pain, shortness of breath, fatigue (point to chart), it's not the ONLY cause. Each of these symptoms can by themselves contribute to the other symptoms and make each worse! In addition, these symptoms can feed on each other. For example:
 - Depression causes fatigue
 - Stress causes tense muscles
 - And these can lead to more pain or shortness of breath and so on...
- The interactions of these types of symptoms make our disease or condition worse. It becomes a vicious cycle that continues to get worse until we find a way to BREAK THE SYMPTOM CYCLE.
- Through **insert name of program here**, we have come to understand our symptom cycle and how each symptom contributes to our personal condition.

What we want is to BREAK THE SYMPTOM CYCLE, but we need tools and techniques to be successful.

- How do we do this? **[Show the Self-Management Tool Box]**
- We call this our Self-Management Tool Box.
- Obviously, we use different tools for different jobs – a hammer, screwdriver, wrench, etc.
- When we're talking about our chronic condition, we're going to use self-management tools.
- Throughout the next six weeks we will go over each of these tools and learn how to better manage our chronic condition.

This is a workshop that is focused on self-management – meaning you work on what you want to work on. It's an exciting workshop that is very interactive. It's designed to complement the treatment you receive from your doctor and other healthcare providers.

We'll meet in the same place each week. We'll be meeting at **(location/building, name/address)** in the **(room name)**. We'll start every meeting on time and end every meeting on time. This means we'll have our first meeting next week on **(day and date)** from **(start time to end time)**.

This program has been popular throughout the country and in other countries as well. Research shows that participants in these workshops have improvements in: physical activity, symptom management, communication with doctors, pain and fatigue.

Let's pause now so we can answer any questions you might have.

(Pause for questions. Count to 15 slowly before moving on.)

We would now like to ask you to complete your registration packet. Every participant is asked to complete the same information.

We use the information collected in the registration packet to better understand how this program is changing the lives of participants and to fulfill reporting requirements to our funders and Stanford University. We do not sell or share your information with any organization. All information is kept confidential.

This has been just a brief look at what is offered in the **insert program name here**. All participants will receive the *Living a Healthy Life guidebook* and a relaxation CD. Anyone with an ongoing condition will benefit from this workshop – family and caregivers will too! Please invite them with you to start the workshop next week!

Thank you for coming today. Please do not forget to sign our attendance sheet. We will stay to answer any questions you may wish to ask and to collect your registration information.

Frequently Asked Questions

Can participants have any chronic condition?

Yes, participants may have any chronic or mental condition, or multiple conditions. This workshop isn't condition or disease specific, meaning we don't talk about any condition in detail. Rather the skills and tools we talk about can help anyone with any chronic condition...like heart failure, arthritis, osteoporosis, diabetes, depression and so on. Others, like caregivers, spouses/partners, etc. may also find the workshop helpful and we encourage their participation as well.

Will my doctor or provider object to this workshop?

Not likely. This workshop is designed to complement the treatment you receive from your doctor and other healthcare providers. We will be learning about skills that you can use to better manage your condition or conditions. The skills don't conflict with any education or treatment your doctor or healthcare providers may recommend for you or that you may already be involved in.

Is this really free?

Yes. There is absolutely NO COST for you to participate in this workshop. All participants will receive a companion book and an audio CD. These tools are provided to you FREE.

What kind of commitment am I making as a participant?

You are making a commitment to come to every class. We understand that life happens, however, so if you miss a class that's OK... A few other, simple things you'll need to commit to:

1. Showing up on time each week.
2. Giving each tool a trial period of two weeks.

Refer to the Guidelines chart.

What if I can't sit for 2.5 hours? (Or similar question.)

Participants are encouraged to take care of themselves. So if you can't sit for 2.5 hours that's OK. You can get up and move around, stand, or do what you need to do to ensure your comfort. And, this applies to everyone. If you need to have snack during the workshop, that's OK. If you need to take a medication, that's OK. If you need to take a bathroom break before an official break, that's OK.

Will the sessions really be 2.5 hours each week?

Depending on the number of participants and the level of discussion each week, we may very well end early. We will always end on time however, so your time in the workshop should not be longer than 2.5 hours each week.

What if I know I can't be here every week?

We understand that life happens. If you can't be here each of the 6 weeks, that's OK...but we recommend that you make the commitment to be here each week for 6 weeks. We know that participants need to attend at least 4 of the weekly sessions to get the most benefit from the

workshop. If you know that you can't attend at least 4 of the weekly sessions right now, it might be better to wait for another workshop to be offered in your area. We're happy to talk with you after this meeting in more detail if necessary.

Why does KSME need so much information to register?

The registration packet is standardized by KSME and is necessary for reporting requirements. It is really only 3 things: demographic information about you, and then 2 brief tools that help KSME understand what information needs Kansans have and track changes in participants' attitudes and beliefs about health and healthcare. All participants are asked to complete the tools at the beginning of the workshop and at the conclusion of the workshop. It usually takes participants 10 minutes or less to complete the registration packet. If you have specific questions about the registration packet, you can contact KSME directly at TOLL FREE 855.662.6448 or 785-296-1627.

Do I really have to complete all this registration information?

Yes, please.

Will KSME ever contact me?

KSME representatives may contact you as follow-up to the workshop. No one from KSME will contact you for any other reason. Remember, KSME does not sell anything and information you provide is confidential. KSME does not share or sell information you provide to them. You will not be added to any marketing lists as a result of registering for this workshop.

What if my doctor has questions about the workshop?

Tell your doctor the workshop is designed to complement the treatment you receive from him/her and other healthcare providers. The skills you learn don't conflict with any education or treatment your doctor or healthcare providers may recommend or that you may already be involved in. If your doctor wants to learn more about the workshop, they can contact KSME at TOLL FREE 855.662.6448 or 785-296-1627. KSME can provide information directly to your doctor, or other healthcare provider, about the program, contents, and research supporting the benefits of the workshop for individuals with chronic conditions.

Can we have snacks?

Yes. Remember, every member of the group is encouraged to practice good self-management skills. This means that if you need a snack during the workshop you should A) come prepared with your snack and B) eat it when you need to. If the group would like to have snacks available at each workshop, we will encourage you to work that out as a group...we cannot provide drinks or snacks for the workshop.

What if I'm late?

Each session will start and end on time. If you arrive late, just come in, take a seat and join in. We will not repeat topics however, or catch you up on content you may have missed. The companion reference material that each participant receives enables folks to catch up on any topics they may have missed.