



About Alberta Anxiety to Calm:

Development

In 2011, Red Deer Primary Care Network (RDPCN) noticed that 40% of referrals to its programs were to Mental Health Counsellors and one of the top reasons for referral was anxiety. In 2012 RDPCN began offering an in house developed Anxiety to Calm™ program facilitated by psychologists which has continued to develop into what it is today. In 2017, the RDPCN Anxiety to Calm team developed a program which could be taught by a wide range of health professionals. The program is focused on people learning more about anxiety, developing skills in class which are practiced at home to manage and reduce anxiety, and experience more calmness.

People attending this group had a 50% reduction in anxiety symptoms on completion of the group. People improved their ability to do daily tasks and work; had more energy; better mental health and increased their likelihood of socializing with family and friends.

Other PCNs and organizations within Alberta heard about the program and asked for training. RDPCN was happy to spread this provincially funded and owned program. The Stanford Model of knowledge transfer is followed. Communication with partnering organizations includes quarterly coach mentoring and program manager Community of Practice teleconferences that also encompass Alberta Happiness Basics™ and Alberta Health Basics™ programs.

Program feedback will be combined into a provincial Annual Report that is shared with all partners. Partner feedback using this model has led to program improvements in the Alberta Happiness Basics™ program that is part of this program sharing initiative.

Principles:

Evidence based

- Content and design
 - Based on Cognitive Behavioral Therapy (CBT) which focuses on helping individuals understand how their thoughts, and feelings influence their behaviors.
 - Simple programming with skill based approach.
 - Designed using the AMSO model which focuses mostly on participant motivation and identification of opportunity to use the anxiety to calm skills.
- Knowledge transfer
 - Based on the Stanford Model incorporating adequate training and maintenance of program principles and standards.
- Continuous Quality Improvement
 - Toyota Model used for continuous quality improvement.

Accessible across the province

- Effective and affordable coach training is available in person or online from the PCN PMO website.
- Manuals can be self-printed from the PCN PMO website or volume orders can be shared amongst partners through Suzanne Erickson at CBN commercial solutions 403-214-5917.

Collaborative partnership between PCNs and other health care partners

- Administrative Community of Practice
 - Quarterly teleconferences with managers of partnering organizations offering the program
 - All groups contribute to Alberta Anxiety to Calm™ Annual Report
 - Groups are encouraged to present at conferences and community events. Collaborative presentations are encouraged at events such as Accelerating Primary Care.
- Mentoring
 - Quarterly teleconferences to build coach mentoring collaboration
 - Coach sharing, question/ answer on PCN PMO collaborative link
- Quality Processes ensure a Consistent Product
 - Coaches must be Health Care Professionals, it is recommended that two coaches teach the program and at least one of the coaches be a mental health professional. Coaches require CBT training.
 - Continuous Quality Improvement Process- changes to the program are compiled by the RDPCN through partner consensus
 - Changes are released at two year intervals.

Program offerings

8 week Alberta Anxiety to Calm™ program.

Evaluation

- Each organization is expected to contribute to the annual report each year by sharing statistics of numbers attending courses and course evaluation. Evaluation provides information to assess the impact of the program and program trends. These yearly reports are shared with all partners.
- Evaluators, or those staff members responsible for evaluation in organizations using Alberta Anxiety to Calm™ communicate and set a process and agreement for information sharing.
- Evaluation tools suggested for the Alberta Anxiety to Calm™ program are listed below. Links to accessible assessment tools can be found on the PCN PMO website. For further information contact, RDPCN Program Evaluator at programsharing@rdpcn.com.

Evaluation Overview

MHC-SF Brief Introduction

Burns Anxiety Inventory

Self- Reported Distress Level Scale

Week 1 Pre-assessment Forms.

Week 7 Post-assessment Forms

Participant Satisfaction

Alberta Happiness Basics™, Alberta Health Basics™, Alberta Anxiety to Calm™ Program Sharing Community of Practice

This Community of Practice has been designed to engage all partner organizations in the spread of this program along with Alberta Happiness Basics™ and Alberta Health Basics™.

The Toyota model is the basis for this group. The model uses continuous process flow (regular meetings in our case) to bring forward potential improvements and opportunities to grow the program using timely and accurate information gathered from evaluation as well as organizational experience. We share information in a timely manner, consider alternatives for issues that arise and use consensus to move forward. Efficient communication is a key to success. Every participant has value to add.

Quarterly teleconferences are set up for participation by managers of organizations using the Alberta Anxiety to Calm™ program and/or the other two programs mentioned above. All managers are encouraged to bring feedback, ideas and participate in how this Alberta program grows and spreads. Agendas are distributed prior to the meeting. Anyone with an agenda item should send it to programsharing@rdpcn.com prior to the meeting.

Training

Organizational Requirements

All PCNs in Alberta and AHS are welcome to participate in facilitator training for Alberta Anxiety to Calm™. Other organizations may be considered. Trainees must be health care professionals with Cognitive Behavioral Therapy training. Preferably trainees have facilitation training and experience. It is recommended that there are two coaches per class offered and preferable if one of these coaches has a designation as a mental health professional. It is recommended that each organization offering Alberta Anxiety to Calm™ have:

- A screening protocol to ensure participants are not in crisis and are ready to participate, learn and practice new skills.
- A back up plan for coaches if a Mental Health issue arises in class.

Training Registration Form

All organizations and trainees must be registered using the Training Registration form. It is available on the RDPCN website under the About Us tab. E-mail completed forms to programsharing@rdpcn.com. We will arrange for eligible trainees to get access to the PCN PMO collaboration link. Your choice whether to have in person training or online training will depend on the education, experience and learning style of your staff. In-person training provides additional support and mentoring to increase the confidence and potential effectiveness of the coach. Registration allows tracking the use and spread of the program and helps to ensure program quality.

Training Options

1. **In person training** is offered at RDPCN or at your organization. A minimum of 5 participants and a maximum of 30 can be trained in one offering.
 - Training for the program is 2 days in person and is considered an equivalent of 28 hours including preparation. Certificates of Coach Training Completion will be given at the end of the training.

- **Costs: If training is at your organization:** you pay travel, food and hotel costs of the facilitators, as well as the cost of coach manuals and participant journals for each participant, and all costs supporting the venue. You will need to provide laptop/ projector for power point presentations, along with tables/ chairs for participants. Arrangements are made by the local organization.

If training is at RDPCN costs will include food (lunch, snacks) and the cost of coach manuals and participant journals for each participant.

Training Experience

- You are expected to be prepared to facilitate on the first day of training: this includes viewing all 8 weeks of the on-line videos while following along with the participant and coach manual on the PCN PMO website prior to attending the course.
- You will have an opportunity to be both a facilitator and a participant during the 2 days of training and will receive helpful feedback on your facilitation in a positive environment.

2. Online training

- Once an organization has completed the Training Registration Form the coach trainee will receive access to the PCN-PMO Website Collaboration link which includes a printable E-copy of the Coach Manual and Participant Journal, training videos, the course power point and links to suggested evaluation tools.
- All training requirements are listed on the Completion of Coach Training document on the PCN PMO website. Use this list to guide your training. On-line training is considered an equivalent of 14 training hours.

Once you have completed all the training requirements:

- E-mail a completed copy of Completion of Coach Training document within one month of completion to programsharing@rdpcn.com.
- You will then receive a Certificate of Coach Training Completion.

3. Ongoing Support:

- Coach Mentorship teleconferences are scheduled quarterly. Coaches are encouraged to participate regularly to share issues or successes or to refresh themselves to the Alberta Anxiety to Calm™ program content.
- Significant questions can be posted on the PCN PMO website under the Alberta Anxiety to Calm™ Collaborative- discussion board and our trainers will answer the questions in a timely manner.

Branding

Trademark is Alberta Anxiety to Calm™. This trademark was designed to be inclusive of the Alberta collaborative. Please use the Alberta Anxiety to Calm Logo.

