



FOR IMMEDIATE RELEASE
AUGUST 5, 2004

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PacificSource Offers New Chronic Disease Self-Management Workshop for Members

Springfield, Ore. –As part of an innovative new program tested earlier this year, PacificSource Health Plans will soon offer two Chronic Disease Self-Management workshops for its members in the Eugene/Springfield and Medford, Ore. areas. Based on a model developed by the Stanford Education Research Center, the six-week workshops are designed to engage members in better understanding and managing their health and to maintain active and fulfilling lives. The upcoming workshops will be held:

- Tuesday, September 14 – Tuesday, October 19, weekly
5:30 p.m. to 8 p.m.
PacificSource Health Plans
110 International Way, Springfield, Ore.
- Wednesday, September 15 – Wednesday, October 20, weekly
5:30 p.m. to 8 p.m.
Central Point Senior Center, 123 N. 2nd Street, Central Point, Ore.

Registration for the workshops is free to PacificSource members; the cost of the required text is \$15. Interested members can call (800) 624-6052 ext. 2533 or ext. 2433 for more information and to register for the workshop. Registration closes on September 9, 2004 or once room capacity is reached; space is limited to 20 participants at each location. Future workshops will be offered in additional locations through Oregon as PacificSource expands this program to serve all its members.

The workshop classes help build patients' skills and confidence through weekly action planning and feedback, modeling of behaviors, group problem solving, and introductions to self-management techniques. Subjects covered include: techniques to deal with problems such as frustration, fatigue, pain, and isolation; appropriate exercise for maintaining and improving strength, flexibility and endurance; communicating effectively with family, friends and health professionals; nutrition; and how to evaluate new treatments.

PacificSource adopted the Chronic Disease Self-Management Program after conducting two pilot workshops this spring, with participation by eighteen PacificSource members with chronic conditions and two trained facilitators. Upon completion of the program, participants showed increased confidence in their ability to manage their symptoms. Participants' confidence levels demonstrated an 82 percent improvement in managing fatigue, 89 percent improvement in managing physical discomfort and/or pain, and 50 percent improvement in managing emotional distress, as documented on pre- and post- workshop self evaluation questionnaires.

"The response to our first class was positive – in fact, we were surprised as just how positive our participants were," says Kathy Blaine, Manager, Health Management Services at PacificSource. "We hope to give our members with chronic disease the tools they need to help them live healthier lives."

"Successful chronic disease management is a combined effort among patients, their caregivers, and the health plan," says Steve Marks M.D., Medical Director and Vice President of Medical Affairs at PacificSource. "This program creates that opportunity, and adds significant value for participants who have noted a markedly greater sense of their own health, well-being, and mastery."

About PacificSource Health Plans

PacificSource Health Plans – the oldest Oregon-based healthcare service contractor – is based in Springfield, Ore. with satellite offices in Portland and Bend. PacificSource offers health insurance products for employers of all sizes and for individuals.

Since 1933, the 220-employee organization has provided health insurance solutions to Oregon businesses and individuals. PacificSource provides personalized medical and dental coverage to over 142,000 members through contracts with 9,000 physicians, physician organizations, hospitals, medical facilities and other healthcare suppliers. For more information, visit www.pacificsource.com.