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 報 告
 

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## Evaluation of Health Education Program for Active Citizens

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## [Abstract]

**【OBJECTIVE】** This paper reports on the planning and outcomes of a health program aimed to support citizens who intended to create and promote her/his healthy life. Program evaluation was based on questionnaires collected from 17 program participants.

**【METHOD】** The program ran from January to September, 2007. (5 courses, one each month)  
At the end of the last course, anonymous responses questionnaires were conducted and collected at the site.  
A follow-up research was also conducted.

**【RESULTS】** The results of questionnaires suggested the program was well received.  
In reference with educational contents, more than 90 percent of participants were satisfied with the program by indicating a good understanding of the program. In particular, all participants indicated that the most impressive course was the "Key to the Continuance Through Coaching" The program operation: course schedule, venue and the number of courses were confirmed appropriate by all participants.

**【CONCLUSION】** The positive results of questionnaires about the overall program suggested the program was well received despite its status as a pilot project. In reference to the educational contents, in the evaluation, participants expressed a strong need for 'Speech and Listening' course. Therefore, we are in the planning phase to include the course under the title of 'Mind Influence, Speech and Listening'.

[Key words] Health Promotion, People-Centered Care, Health Education, Health Information Service

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### I. Introduction

The 21<sup>st</sup> century national health program of Japan and the World Health Organization health promotion agenda (World Health Organization, 2005; Shimanouchi, 1990) was used to structure our current project called Health Japan 21 (Japan Health Promotion & Fitness Foundation, 2000). Our strategy focused on encouraging individuals to take the initiative in improving their daily living conditions and supporting their efforts by providing a better environment where individuals can facilitate the social resources (L W. Green & M W. Kreuter, 1999; Japan Health Promotion & Fitness Foundation, 2000).

In line with the goal of the WHO, St. Luke's College of Nursing explored its own approach toward the improvement of the environment with the establishment of a new facility for counseling and medical information service. The facility called LukaNavi has been operating by a team of the faculty and professional volunteers since 2004. As a result, in the first year of the LukaNavi operation, there were 360 visitors of which 237 received counseling (Hishinuma & Kawagoe, et al., 2005). The second year, the number of counseling sessions jumped to 838 (a 350%

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increase over the previous year) and the total number of visitors was 1150 (a 320% increase). The increase in visitors and repeaters to the facility indicates the services were well received. This trend is expected to continue; unfortunately, the facility is understaffed with a part time nurse and librarian and some health professional volunteers.

The project's goal is to create a People-Centered Care (Yamada, 2004; Komatsu & Nagae, et al., 2005) base on partnerships between professionals and citizens to create a community whereby individuals become involved in facilitating optimum health information for the realization of their own healthy life (Hishinuma & Tokuma, et al., 2006). It is toward that end that citizens are urged to participate (Hishinuma & Ishikawa, et al., 2007; Takahashi & Hishinuma, et al., 2007).

Thus, we planned and implemented a health promotion program with the citizens. In this report, the program planning, implementation and evaluation is presented.

## II. Program Planning

### 1. Co-sponsorship with Chuo Ward Social

We realized that the co-sponsorship with Chuo Ward Social Welfare Council was important since the council was the core stakeholder in promotion of the health of its residents.

### 2. Program Scheduling and Educational Contents

The program had five courses, running from September, 2006, through January, 2007, the third Saturday of each month, 10:00-12:00 and the third and fifth courses for 10:00-15:30.

Venue was set on the fourth floor of the Annex of St. Luke's College of Nursing.

Thirty applicants were accepted free of charge. See Figure 1.

### Health Promotion Programs for Citizens' ActiveLife

<p><b>1. What is Volunteering?</b> 10:00-12:00 Saturday September 23, 2006 Lecturer Hideyuki Yagi, Chuo Ward Social Welfare Council</p> <p><b>3. Mental Health in the Community</b> 10:00-12:00 Saturday November 19 2006 Lecturer Mami Kayama, Professor of St. Luke's College of Nursing</p> <p><b>5. Let's Design for Articulate Communications</b> 10:00-15:30 January 20, 2007 Lecturer Chiharu Kogo, Associate Professor, Waseda University</p>	<p><b>2. Know the Body in Daily Activities</b> 10:00-12:00 Saturday October 21 2006 Lecturer Noriko Hishinuma, Professor of St. Luke's College of Nursing</p> <p><b>4. Key to the Continuance through Coaching</b> 10:00-12:00 Saturday December 16, 2006 Lecturer Shigeki Sawa, Associate Professor, Tokyo Women's Medical College</p>
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<p><b>Aim</b> : Training of Health Promotion Volunteers</p> <p><b>Eligibility</b>: Citizens Who Are Interested in Health Supporting Volunteer Activities</p>	<p><b>Number of Participants</b>: 30 Citizens (Chosen in the drawing in case of more applicants)</p>
<p><b>How to Apply</b>: Send either by fax or a postcard by entering the course/s that you wish to attend, name and address including Tel/Fax and mail address. Details will be notified by return correspondence.</p>	<p><b>Dates</b>: Third Saturday in September, October, November, December and January, 2007.</p> <p><b>Venue</b>: The Annex of St. Luke's College of Nursing</p> <p><b>Fee</b> : No charge</p>

**Notice:**

1. Programs are subject to change without notice.
2. The participant who has completed the five series may become a volunteer at The Research Center of St. Luke's College of Nursing.

**For Inquiry** : Research Center for Development of Nursing Practice, St. Luke's College of Nursing 3-4-5, Tsukiji, Chuo-ku, Tokyo 104-8545  
Tel/Fax 43-4226-4387 Email [rcdnp@stluke.ac.jp](mailto:rcdnp@stluke.ac.jp)

Sponsor : 219-CER Program, St. Luke's College of Nursing  
Co-Sponsor : Chuo Ward Social Welfare Council



Fig 1. Program Scheduling and Educational Contents

### 3. Operation Staff

Operation staff comprised an interdisciplinary research team of St. Luke's College of Nursing (public health nurses, licensed nurses, librarians) and volunteers (public health nurses, licensed nurses and librarians) working at LukaNavi Spot. A total of operation staff was between 11 and 13 for 30 participants.

### 4. Publicity

Vehicles of publicity were posters, brochures and the institutional publication, Catchball, for community residents and hand-out brochures for the visitors and audience at the seminars and lunch-time concerts held at LukaNavi along with the Website. The publicity period was three months.

## III. Profile of Applicants

Some 25 applicants responded to our publicity. There were two men and 23 women. There were 16 applicants through St. Luke's College of Nursing Citizen Academy Course, three by referral, two through the Lunch Time Concert at LukaNavi, one through Chuo institutional publication and three were unknown. Three lived in Chuo-ward, five were from other Tokyo wards, six from Saitama Prefecture, three from Kanagawa, two from Ibaragi and one applicant lived in Tochigi Prefecture.

## IV. Program Development

### 1. Attendance Rates

Although 25 applicants responded, the first course was attended by 20 participants (80%), the second by 18 (72%), the third by 17 (68%), the fourth by 18 (72%) and the fifth by 19 (76%).

### 2. Program Contents

See Table 1. and Figure 2. and Figure 3.

Table 1. Program Contents

First Course	Second Course	Third Course	Fourth Course	Fifth Course
What is Volunteering? 1) Four principals of volunteer work: — Voluntary, No Monetary Compensation, Creativity, Sociability. 2) Volunteering and Volunteer Activities. 3) Group Work 1 Experience as blind using Braille. 4) Group Work 2 Make a tree drawing using the theme: Identify the most important and respected things when working as a volunteer.	Know the Body in Daily Activities. 1) Know the body in daily activities. 2) Work: Make up a body map. 3) Explain the function of body. 4) Good health is essential in doing volunteer work.	Mental Health in the Community and Group Work 1) First Part: Mental Health in the Community (1) Details of care services for which a user is responsible. (2) Anxiety in home care. (3) Understanding and recognizing depression 2) Latter Part: Group Work (1) Presentation of LukaNavi (2) Inspection tour to LukaNavi (3) Presentation using KJ method. Theme: What can volunteers do?	Key to the Continuance through Coaching. 1) Main Theme: Coaching to support self decision and problem solution. 2) What is Coaching? 3) Chronicle of Coaching? 4) The Coaching in a medical environment. 5) Differences between teaching and coaching. 6) Role play	Let's Design for Articulate Communications. 1) Presentation of LukaNavi. 2) Work: Write a practical letter. 3) Awarding the certificate of completion.



Fig 2. Active Q&A scene



Fig 3. Group work

## V. Program Evaluation

### 1. Questionnaires on participants

Upon completion of the fifth course, anonymous response questionnaires were conducted and collected in class. A follow-up research was conducted to determine whether the participants were involved in volunteer work.

1) Ethical Practice: Notice was posted at the venue, reading all activities would be used for research purposes. Submission of questionnaires was voluntary.

2) Attributes:

There were a total of 34 participants, of which 18 successfully completed the entire courses.

Questionnaires were conducted from 17 yielding, a response rate of 94.4% composed of two men (12%) and 15 women (88%) with a mean age 59.7 years. The largest age segment, eight, (53.3%), were in their fifties and four in their sixties (26.7%). By occupation, seven were housewives (41.1%) followed by three each were medical professionals and unemployed (17.6%), two company employees (11.8%) and one student (6%) (Figure 4). The majority participants took within one hour to get the venue.

3) Overall program evaluation including the educational contents and the program operation.

(1) About the Overall Program: (Table 2)

Q1. Did you think that this volunteer program was useful in general?

Q2. Did you obtain new knowledge about health volunteer activities?

Q3. Could you understand the program?

Q4. Were you satisfied with the program?

Q5. Did you think that this volunteer program could help you when you were doing volunteer activities?

Table 2. Results of Questionnaires: Overall Program

	Q1. Usefulness				Q2. New Knowledge				Q3. Understanding				Q4. Satisfaction				Q5. Helpfulness			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
N=%	16	1	1	0	14	3	1	0	10	7	1	0	13	4	1	0	13	4	1	0
	88.8	5.6	5.6	0	77.7	16.7	5.6	0	55.5	38.9	5.6	0	72.0	22.0	6.0	0	72.0	22.0	6.0	0

【1-Positive 2-Somewhat Positive 3-Somewhat Negative 4-Negative】

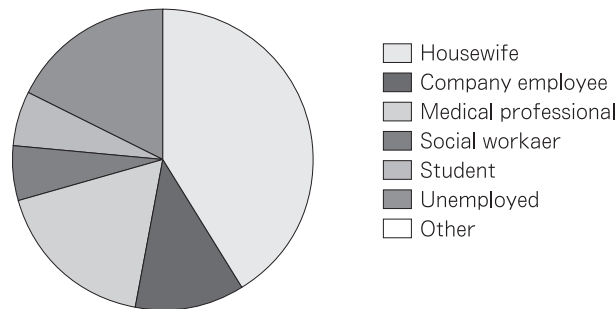


Fig 4. Occupation

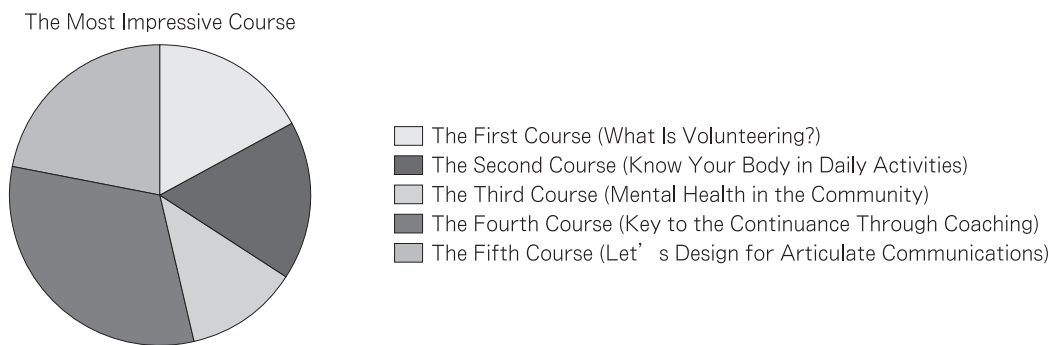


Fig 5. Result of Questionnaires: Educational Contents

Some 90 percent gave their positive replies to the questionnaires stated above.

Q6. Specify the most impressive course. The fourth course titled Coaching Key to the Continuance received the most positive reply. (Figure 5)

(2) Program Operation: (Figure 6)

Q7. Convenient hours for the program?

Q8. Convenient day of week for the program?

Q9. Comfortable venue?

Q10. Appropriate number of courses?

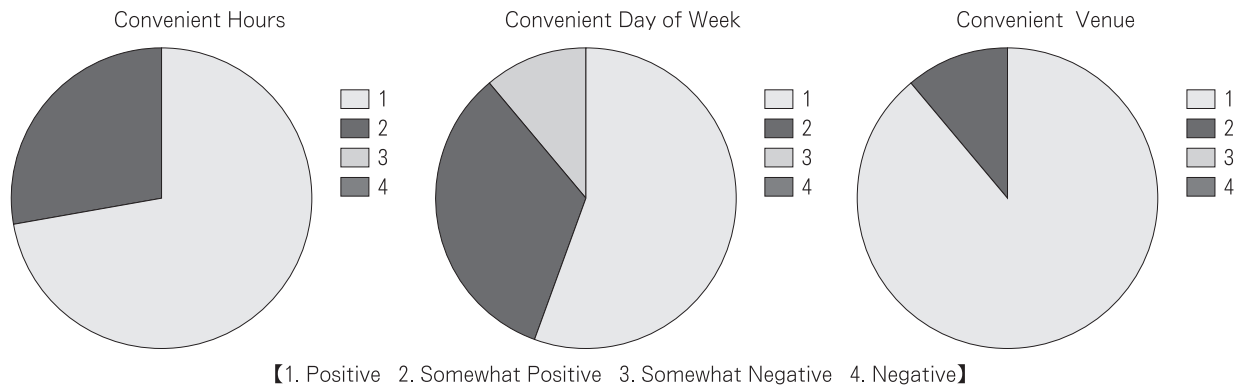
We have received positive replies of the questionnaires stated above from all participants.

(3) Comments

Comments on the overall program:

Q11. What is the most useful thing you learnt from the program?

Q12. When asking participants to specify any additional courses they wished to attend or improvements in the program, replies were: "A session was too long (1)," "The program needed more challenging (2)," however, the majority gave us positive replies: "Made good friends," "Received good lectures," "A better understanding in volunteering," "Wish to enroll the next program," "Obtained new thoughts and ideas through a working session," "Obtained practical knowledge," "Wish to have a course dealing with 'Speech and Listening' "



【1. Positive 2. Somewhat Positive 3. Somewhat Negative 4. Negative】

Fig 6. Results of Questionnaires: Program Operation

## 2. Follow-Up Research

The replies of earlier questionnaires showed that 13 participants wished to apply for volunteer activities (76.45%) and three participants were considering volunteer work (17.6%). The follow-up research found 13 participants were presently working as volunteers.

## VI. Conclusion

The positive results of questionnaires about the entire courses from the views of the educational contents and program management suggest that the majority of participants expressed considerable satisfaction even though it had been only designed as a trial. Considering a better understanding in volunteering, the formation of networking, moving into action to apply as a volunteer and involvement in volunteer work suggest that this program effectively implemented the objectives. In reference to the educational contents, after assessing the needs of the 'Speech and Listening' course expressed by many participants, we are presently studying to include the course under the title of 'Mind Influence, Speech and Listening.'

### [ACKNOWLEDGMENT] :

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