

Advancing Arthritis Public Health Priorities through National Organizations TA/Peer Sharing Webinar Series

October 03, 2023 @ 2:00 p.m. ET

The AF Helpline: A Source for Referral to AAEBIs and Beyond

This webinar highlights the Arthritis Foundation's Helpline. During this webinar, the Arthritis Foundation shares information about the Helpline, state reach statistics, and potential opportunities for partnership. Attendees are presented with information about how this tool can aid in expanding and coordinating services and AAEBI referrals. The webinar includes an opportunity for attendees to engage in interactive discussion around ways to use this personalized tool with healthcare screening, counseling and referral efforts.

Webinar Notes and Resources

- Materials available on the Action on Arthritis [website](#)
- Meeting [Recording](#)

Participants

- 35 total participants
 - 11 states (IA, MI, MN, MT, NC, NH, UT, VA, VT, WV, NY)
 - 7 national organizations (CDC, NACDD, NRPA, OAAA, Sound Generations, SOPHE, Arthritis Foundation)

The Arthritis Foundation's Helpline – Nick Turkas and Karen Tredinnick

The Arthritis Foundation's Helpline refers consumers to arthritis appropriate evidence-based interventions (AAEBIs) and other evidence-based programs, tools, and resources. Additionally, this care coordination resource provides the most up-to-date arthritis information, guidance, and support. The Helpline is staffed with bilingual staff and trained/licensed clinical social workers.

- Helpline provides one stop shop for disease specific management resources and community referral (e.g., understanding arthritis, self-management resources, and information on accessing healthcare and speaking with a healthcare provider).
- Helpline is an opportunity for human based interaction with knowledgeable, trained, experts who often have first-hand knowledge of arthritis.
- AF Helpline provides tailored solutions to meet the needs of each patient.
- Patients are given opportunities for follow-up calls with a social worker and additional opportunities to join support groups and peer support opportunities (e.g., [Arthritis Foundation Live Yes! Connect Groups](#)).
- The Helpline is funded via funding from the CDC Arthritis Program and is part of the Arthritis Foundation's strategic plan and is part of the core services offered to consumers and the community.
 - Available via phone 1-800-283-7800

- Available via Chat with a Helpline specialist by clicking on the Chat icon online - <https://www.arthritis.org/helpline>.
- Submit questions via [Helpline Form](#) or via email Helpline@arthritis.org
- Helpline [flyer](#) and healthcare provider [resource document](#)

Note- Nick Turkas is willing to work with states and partners to design additional Helpline marketing materials to meet your needs.

Action Items:

- CDC funded arthritis recipients and other community-based organizations are encouraged to contact [Nick Turkas](#) to discuss local program locators, statewide AAEBI availability, and other opportunities for partnership.
- States are encouraged to share the Helpline with healthcare providers to assist with screening, counseling and referral efforts. Additionally, states should look for ways to actively link the Helpline to program locator, marketing materials, and social health access referral platforms (e.g., UniteUs, FindHelp, 211, community care hubs)

NACDD TA Offerings:

- **Workgroup Calls** - The Arthritis Council oversees the formation of topic specific workgroups to provide opportunities for peer-to-peer learning and sharing.
 - Partnerships and Strategies to Sustain and Disseminate AAEBIs (Strategy 1) Workgroup – [Register](#) or visit the Arthritis Council [webpage](#) for additional information.
 - Healthcare Providers Counseling About Physical Activity and Referrals to AAEBIs (Strategy 2) Workgroup – [Register](#) or visit the Arthritis Council [webpage](#) for additional information.
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- **Monthly Arthritis Program Sharing and Networking Webinars** – The Arthritis Council provides input on the monthly arthritis program sharing and networking calls. These calls provide an opportunity for recipients and partners to share experiences, lessons learned, and best practices, all while networking and leveraging partnerships. [Register](#)

Other Information:

- November 2023 TA/Peer Sharing webinar will focus on Developing Partnerships to Engage Veterans and Active Duty Military in Arthritis Efforts
- The **2023 Arthritis Recipient Meeting** will be in Atlanta at the Crowne Plaza Atlanta Perimeter at Ravinia in Atlanta, GA. This meeting is scheduled for October 18th-20th, 2023. Participants should plan to arrive on October 17th. More information, including registration and hotel information, as well as an outline of the proposed agenda for this meeting, is available by [clicking here](#).

Engagement and Evaluation:

- **Poll Question:** I gained skills related to my organization's ability to include the Arthritis Foundation's Helpline in care coordination and referral efforts.
 - 100% Strongly Agree or Agree

- **Poll Question:** Please provide additional information on the specific skills that you gained because of attending today's webinar. (Select multiple options)
 - 83% - Knowledge about tools that can be used to advance our work
 - 67% - New Ideas/ways of thinking about my programs current approach to increase arthritis public health strategies
 - 56% - New partners to engage with to address arthritis
 - 28% - Strategies to sustain arthritis efforts