

Exploring Peer Support in Ambulatory Care

- Lessons from the Field



BEFORE WE BEGIN

The screenshot shows the GoToWebinar interface. At the top left are icons for Webcams, Zoom, and Screenshot. Below these is the Speaker Panel with two silhouettes. To the right is the GoToWebinar Control Panel with sections for Audio, Talking, Handouts, Slides, and Questions. At the bottom left is a Slide Show titled 'Exploring Peer Support in Ambulatory Care - Lessons from the Field'. At the bottom right is a text box for questions and a 'Send' button. The footer includes logos for Patient-Centered Primary Care Collaborative, TCPI, and GoToWebinar.

1. Click the Handouts pane to download slides and additional resource materials.

2. Submit your questions anytime by typing in the box. We'll do Q&A at the end of each session.

3. Raise your hand (👋) if you'd like to speak, ask questions, or participate in the conversations – You will be unmuted

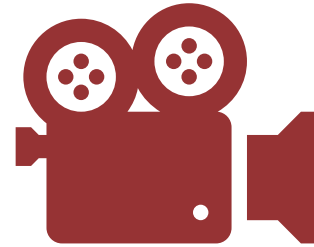
4. Adjust the size of the speaker panel and the slide show

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AFTER THE WEBINAR



Please complete the post-webinar survey. Your feedback will be appreciated!



We will send you the recording and post the slides and additional materials for download at www.pcpc.org/webinars



ABOUT PCPCC

Patient Centered Primary Care Collaborative (PCPCC)

Mission:

To promote collaborative approaches to primary care improvement

- ▶ Patient-Centered Care
- ▶ Person Family Engagement
- ▶ Patient Activation
- ▶ Improved Cost/Quality/Experience Outcomes

PCPCC Support and Alignment Network (PCPCC SAN)
is a collaborative approach to improving person and family, clinician, and community strategies for engagement

TCPi | Transforming Clinical
Practice Initiative



Shared Principles of Primary Care



PCPCC facilitates development of webinars/learning sessions, a resource library, and tools that are being spread to a wider audience through our members and supporters.



Online Initiatives Map



Patient Family Engagement (PFE)
Resource Library



Size-Sized Learning Modules



Y USA Community-based Resource

PFCC.Connect

PFCC.Connect by IPFCC



Choosing Wisely (CW)



Parent to Parent (P2P)
Raising Special Kids Program

Visit PCPCC website for our innovative resources at
www.pcpcc.org/tcpi

TODAY'S MODERATOR



- ▶ Mary Minniti
- ▶ Policy and Program Specialist
- ▶ Institute for Patient- and Family-Centered Care

OBJECTIVE

- ▶ Provide practical information about peer support and its impact on the health care team through personal and professional stories



HOW WE'LL SPEND OUR TIME



- ▷ Peer Support – Setting the Stage
- ▷ Panel Presentation: Tips from the Field
- ▷ Q & A
- ▷ Resources

“To know the road ahead, ask those on the way back”

Chinese proverb

Delivered by those with **common life experience**, peer support recognizes the unique capacity to help each other based on shared affiliation and deep understanding of experience.

Substance Abuse and Mental Health Services Administration

“...it’s a connection with **someone else who’s been there** and who might be able to help provide some guidance on what works well for them, who’s just a listening ear and, you know, a kind heart who’s willing to step up and be there for you if needed.” Peer mentor, Dee’s Place

WHAT IS PEER
SUPPORT?



Scope and Breadth of Peer Support

Format

- ▷ Small groups
- ▷ One-on-One
- ▷ In person
- ▷ Phone
- ▷ Virtual
- ▷ Offered across the United States and spreading internationally



Settings

- ▷ Community based organizations
- ▷ National organizations
- ▷ Healthcare

Peer Support
Enhances
Your
Person and
Family
Engagement

- ▶ Increase **patient/family activation** by building connections with others who demonstrate confidence, skills and knowledge in managing their chronic conditions
- ▶ Improve **health literacy** by linking individuals with those who have a lived experience with navigating the health care system
- ▶ Enhance **shared decision-making** and **medication management support**

Enhancing Care in Practices and Clinics

- ▶ Saves time (peers answer questions and provide support so patients seek less from provider)
- ▶ Provides valuable info on living with condition and practical tips providers don't know-teaches self management
- ▶ Increases adherence to treatment plans*
- ▶ Improved patient outcomes*
- ▶ Increased patient and family access to community resources

What are the Benefits to the Patient or Family Member?

Practical, Experiential **Knowledge**

Connections to others who have survived and even thrived

Deeper **understanding and insight** into one's health challenges and the decisions at hand

New **skills and behavioral changes**

Benefits specific to **mentors**



Quality and Safety Controls : Role Clarity

- Knowledge from personal experience
- Emotional support via shared experience

**Peer
Supporter**

Knowledge from education and training

Support via counseling, problem-solving, skill development training

Professional



Understand the function and value of peer support

Be ready to have the conversation

Know the appropriate resources

Make no assumptions

Integrating Peer Support into Practices

TODAY'S PANELISTS



- » Alice Georgitso
- » Heart Transplant Recipient and Mentor



- » Naomi Williams
- » Parent and Mentor



- » Janna Murrell
- » Raising Special Kids



- » Jim Pantelas
- » Lung Cancer Survivor and Mentor

QUESTIONS?



- ▷ Institute for Patient- and Family-Centered Care
<http://www.ipfcc.org/bestpractices/peer-support.html>
- ▷ Peers for Progress (primary care resources)
<http://peersforprogress.org/tools-training/primary-care/>

Selected Resources for Peer Support Websites

- ▶ **Alzheimer's** Foundation of America, www.alzfdn.org
- ▶ **Asthma and Allergy** Foundation of America, www.aafa.org
- ▶ **Cancer:** NIH National Cancer Institute, www.supportorgs.cancer.org
- ▶ American Cancer Society, www.acs.org
- ▶ **Cardiovascular Disease:** Mended Hearts, www.mendedhearts.org
- ▶ **Children with Special Needs:** Parent to Parent USA, www.p2pusa.org
- ▶ **Diabetes:** JDRF, www.jdrf.org
- ▶ **Grief and Bereavement,** Option B, www.optionb.org
- ▶ **Mental Illness:** NAMI, www.nami.org
- ▶ **Variety of Diseases:** Smart Patients, www.smartpatients.com

National Programs Offering Peer Support

- ▶ Approaches and Challenges to *Integrating Peer Support into Primary Care Services*
http://peersforprogress.org/wp-content/uploads/2013/04/20140205_wg5_approaches_and_challenges_to_integrating_peer_support_and_primary_care_services.pdf
- ▶ Parry M, Watt-Watson J. Peer support intervention trials for individuals with heart disease: a systematic review. *Eur J Cardiovasc Nurs*. Mar 2010;9(1):57-67.
- ▶ Campbell HS, Phaneuf MR, Deane K. Cancer peer support programs-- do they work? *Patient Educ Couns*. 2004;55(1):3-15.
- ▶ Thom DH, Ghorob A, Hessler D, De Vore D, Chen E, Bodenheimer TA. Impact of peer health coaching on glycemic control in low-income patients with diabetes: a randomized controlled trial. *Annals of family medicine*. Mar 2013;11(2):137-144.
- ▶ Hartzler Andrea, Pratt Wanda. Managing the Personal Side of Health: How Patient Expertise Differs from the Expertise of Clinicians. *Journal of Medical Internet Research*. 2011;13(3):e62. <http://doi.org/10.2196/jmir.1728> /

Selected Articles Highlighting the Evidence for Peer Support

A free on-line learning community dedicated to partnerships with patients and families to improve and transform care across all settings.



HOME COMMUNITIES ▾ MY NETWORKS DIRECTORY EVENTS ▾ PARTICIPATE ▾ search

BROWSE ▾ HELP/FAQS

Join the Discussion

Ask or answer questions with your peers.

Our dynamic discussion groups explore best practices in patient- and family-centered care.

ANNOUNCEMENTS **ADD**

NEW FEATURES ON PFCC.CONNECT

BY: **MARY MINNITI**, 16 DAYS AGO

Go to your profile and complete it! Then look under Network and see how many people that have similar roles or backgrounds as you! [More](#)

<http://pfcc.connect.ipfcc.org/home>



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THANK YOU

Patient-Centered
Primary Care
COLLABORATIVE