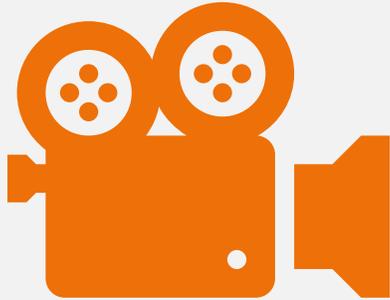


Peer Support: Enhancing Care for Patients and Their Families

PCPCC Support and Alignment Network
Institute for Patient- and Family-Centered Care

May 3, 2018

Before We Begin



**Recording will be
available after
presentation**



**Participate in the
conversation!**

**Add your comments
to the chat box**



**Submit your
questions anytime**

**We'll have Q&A at
the end of the
presentation!**



Today's Speakers



Deborah Dokken, MPA
Coordinator for Patient and
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Health Care Consultant



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Senior Policy and
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Objectives

- Establish a shared understanding of peer support
- Outline the benefits of peer support to patients, families, and primary care clinicians
- Describe the components of established peer support programs
- Discuss ways to integrate peer support into practices



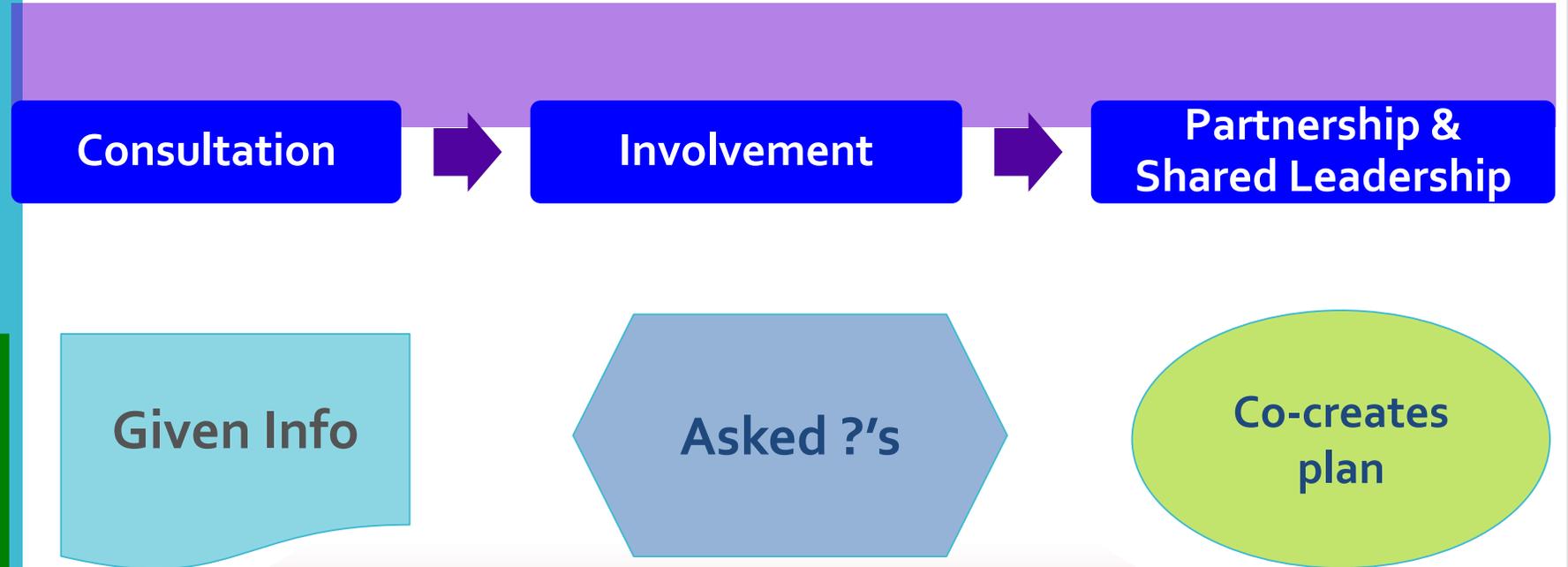


How We'll Spend Our Time

- Setting the Stage: Person and Family Engagement in TCPI and How Peer Support Can Help
- Peer Support – Best Practices
- Resource Review
- Q & A



Continuum of Patient Engagement



Direct
Care

Factors influencing engagement:

- Patient (beliefs about their role, health literacy, education)
 - Organization (policies and practices, culture)
 - Society (social norms, regulations, policy)



Person and
Family
Engagement
Performance
Metrics

Governance

- Support for Patient and Family Voices

Point of
Care

- **Shared Decision Making**
- E-tool Use

Policy and
Procedure

- **Patient Activation**
- **Health Literacy Survey**
- **Medication Management**



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



"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?



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



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

Patient and Family Advisory Councils (PFACs)



PFACS are NOT Peer Support Groups

Quality and Safety Controls: Structure

- Program Design
- Supervision
- Matching
- Data Collection
- Evaluation



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

Quality and Safety Controls: Training

- Role Expectations
- Communications skills
- Diversity
- Respecting Differences
- Telling their story
- Boundaries- no medical advice
- Mandatory reporting
- Patient Privacy
- When to defer or refer- Red Flags
- Self care/Awareness and Maintaining Balance



Core Competencies for Providing Peer Support

Describes Peer Supporter role and responsibilities including limits, defining role boundaries, maintaining privacy and confidentiality

Demonstrates how to initiate and end the support relationship

Demonstrates well developed communication skills including active listening, and ability to provide respectful empathetic responses.

Applies strategies to stimulate open conversation with a focus on the other person

Uses personal experiences to strengthen relationships and stimulate dialogue

Demonstrates ability to provide constructive feedback

Displays non-judgmental attitudes, stays positive, and provides affirming responses

Identifies how to manage potential or real emergency/crisis situations

Follows a partnership approach



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



- 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.aaafa.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

Questions?





Pilot Launching

Connecticut

Indiana

Wisconsin

- Engage and support your families
- Connect to peer support resources
- Become a pilot practice and receive implementation support



Parent  Parent of Wisconsin

...making connections statewide

Contact mminniti@ipfcc.org for more info

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



INSTITUTE FOR PATIENT- AND
FAMILY-CENTERED CARE

PFCC.Connect



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>



Webinars, Tools, Resources to Strengthen Your PFE Efforts!



Improving Care Through Partnership with Patients, Families & Communities

The **PCPCC's Support & Alignment Network (SAN)** provides technical assistance to practice improvement teams to foster partnerships with patients, family caregivers, and community-based organizations to achieve common goals of improved care, better health, and reduced costs.

Our work is supported by the Centers for Medicare and Medicaid Services (CMS), through the [Transforming Clinical Practice Initiative \(TCPI\)](#). This four-year initiative (2015-2019) is designed to assist more than 140,000 clinicians achieve large-scale health transformation. [Learn More](#)



Patients & Caregivers



Clinicians & The Care Team



Administrators & The Qi Team

<https://www.pcpcc.org/tcpi>



Contact Us!

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<https://www.pcpcc.org/tcpi>

