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 Family Partnerships

Joan Forte, MBA, BSN
Health Care Consultant

Mary Minniti, CPHQ
Senior Policy and Program Specialist
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

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
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

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

Chinese proverb

“...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

Knowledge from education and training
Support via counseling, problem-solving, skill development training

Peer Supporter
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
<table>
<thead>
<tr>
<th>Core Competencies for Providing Peer Support</th>
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<tbody>
<tr>
<td>Describes Peer Supporter role and responsibilities including limits, defining role boundaries, maintaining privacy and confidentiality</td>
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<tr>
<td>Demonstrates how to initiate and end the support relationship</td>
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<td>Demonstrates well developed communication skills including active listening, and ability to provide respectful empathetic responses.</td>
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<td>Applies strategies to stimulate open conversation with a focus on the other person</td>
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<td>Uses personal experiences to strengthen relationships and stimulate dialogue</td>
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<td>Demonstrates ability to provide constructive feedback</td>
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<td>Displays non-judgmental attitudes, stays positive, and provides affirming responses</td>
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<td>Identifies how to manage potential or real emergency/crisis situations</td>
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<td>Follows a partnership approach</td>
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Integrating Peer Support into Practices

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.ipfccc.org/bestpractices/peer-support.html

• Peers for Progress (primary care resources)
  http://peersforprogress.org/tools-training/primary-care/
National Programs Offering Peer Support

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


Questions?
Pilot Launching

Connecticut
Indiana
Wisconsin

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

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.

http://pfcc.connect.ipfcc.org/home
Webinars, Tools, Resources to Strengthen Your PFE Efforts!
Contact Us!

• Merilyn Francis, Program Director
  mfrancis@pcpcc.org

• Jacinta Smith, Program Manager
  jsmith@pcpcc.org

https://www.pcpcc.org/tcpi