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Peer Support –Bringing Value and Enhancing Behavioral Managed Care

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VISIONARY
VOICES



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Objectives

- ▶ Identify specific functions Peers carry out to best support individuals seeking services
- ▶ Review opportunities to engage patients in the flow of patient care
- ▶ Discuss the benefits to having Peers as part of the Collaborative Care Team



Objectives Cont.

- ▶ Identify the measures your organization can take to support the strengths of both the Peers and the members of your clinical team
- ▶ Discuss the training a Peer may need to perform necessary tasks and required functions



Outline

- ▶ Overview of Peer Support
- ▶ Adapted Collaborative Care Model
- ▶ Benefits and Nuances of having Peers as part of the Collaborative Care Team
- ▶ Patient Engagement Opportunities in the Flow of Care
- ▶ Highlights of Efforts in Local Communities



Overview of Peer Support



- ▶ **43.6 million** adults aged 18 years or older in the U.S. experiencing mental illness within the past year
 - **9.8 million** adults are classified as having a serious mental illness₁

- ▶ **20.2 million** adults had a substance use disorder
 - 7.9 million people had both a mental disorder and substance use disorder₁

Overview of Peer Support

- ▶ Formal **peer support** in mental health began in the 1980s and through the 1990s, there was limited integration of mental health peers in select portions of the mental health system, such as outreach and consumer case management ^{2,3}
- ▶ In 2003, the President's New Freedom Commission report proposed a set of goals designed to transform the mental health system into a recovery-oriented system of care and recommended the development of a **strong peer workforce**⁴



Overview of Peer Support

Definitions & Roles

- ▶ “a person who used their lived experience of recovery from mental illness and/or addiction, plus skills learned in formal training, to deliver services in behavioral health setting to promote mind-body recovery and resilience.”^{5,6}
- ▶ Mentoring and advocacy, resource linkage and coordination, community and relationship development, goal setting and skills building, and sharing experiences of living with behavioral health conditions^{5,6}



Overview of Peer Support

Definitions & Roles



- ▶ **RECOVERY** - A process of change through which individuals improve their health and wellness, live self-directed lives and strive to reach their full potential⁷
- ▶ Professional clinical treatment, use of medications, support from families and in schools, faith-based approaches, peer support and other approaches⁷

Overview of Peer Support

- ▶ **Mental health recovery, substance abuse recovery, depression and anxiety**, reducing childhood undernutrition, improving maternal and child health, expanding access to family-planning services, HIV, malaria, tuberculosis, hypertension, reduction of cardiovascular risk factors, diabetes, cancer, criminal justice, emergency services ^{6,8}
- ▶ Peer Navigators (Integrated Healthcare)
- ▶ Peer Support Specialist (Mental Health)



Overview of Peer Support

Services & Responsibilities

- ▶ Peers deliver wellness coaching services - illness management, help individuals in their pursuit of personal health and wellness goals, help linking to other health and community resources⁶
- ▶ Share in the task of improving access to and empowering consumers to become engaged with their physical health care⁹



Certifications & Training

- ▶ 40 states have certifications for Mental Health Peer Support
- ▶ 13 states have certifications for Substance Use Disorder Peer Support⁶
- ▶ Trainings vary by organization, state, and field. Ranging from 30 – 100 hours and require differing amounts of field experience hours¹⁰



Training

Core Competencies for Peers in BH Services

- ▶ Engages peers in collaborative and caring relationships
- ▶ Provides support
- ▶ Shares lived experiences of recovery
- ▶ Personalizes peers support
- ▶ Supports recovery planning
- ▶ Links to resources, services, and supports



https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/core-competencies.pdf

Training

Core Competencies for Peers in BH Services Cont.

- ▶ Provides information about skills related to health, wellness and recovery
- ▶ Helps peers to manage crises
- ▶ Values communication
- ▶ Supports collaboration and teamwork
- ▶ Promotes leadership and advocacy
- ▶ Promotes growth and development



https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/core-competencies.pdf

Benefits of Peer Support

- Gagne, C.A., Finch, W.L., Myrick, K.J., & Davis, L.M. (2018). Peer workers in the behavioral and integrated health workforce: Opportunities and future directions. *American Journal of Preventative Medicine*, 54(653), 5258-5266.
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Benefits of Peer Support

- ▶ Credibility, understanding the needs, strengths and perspectives that other professionals do not have from the perspective of the person served, and can help the team and client shift from illness treatment perspective to a wellness and health promotion perspective ^{8,11}
- ▶ Fostering hope and supporting individuals to find and use activation tools and resources to support self-care, shared decision-making and adherence to treatment plans⁵





Peer Support Services in the Partners' Region

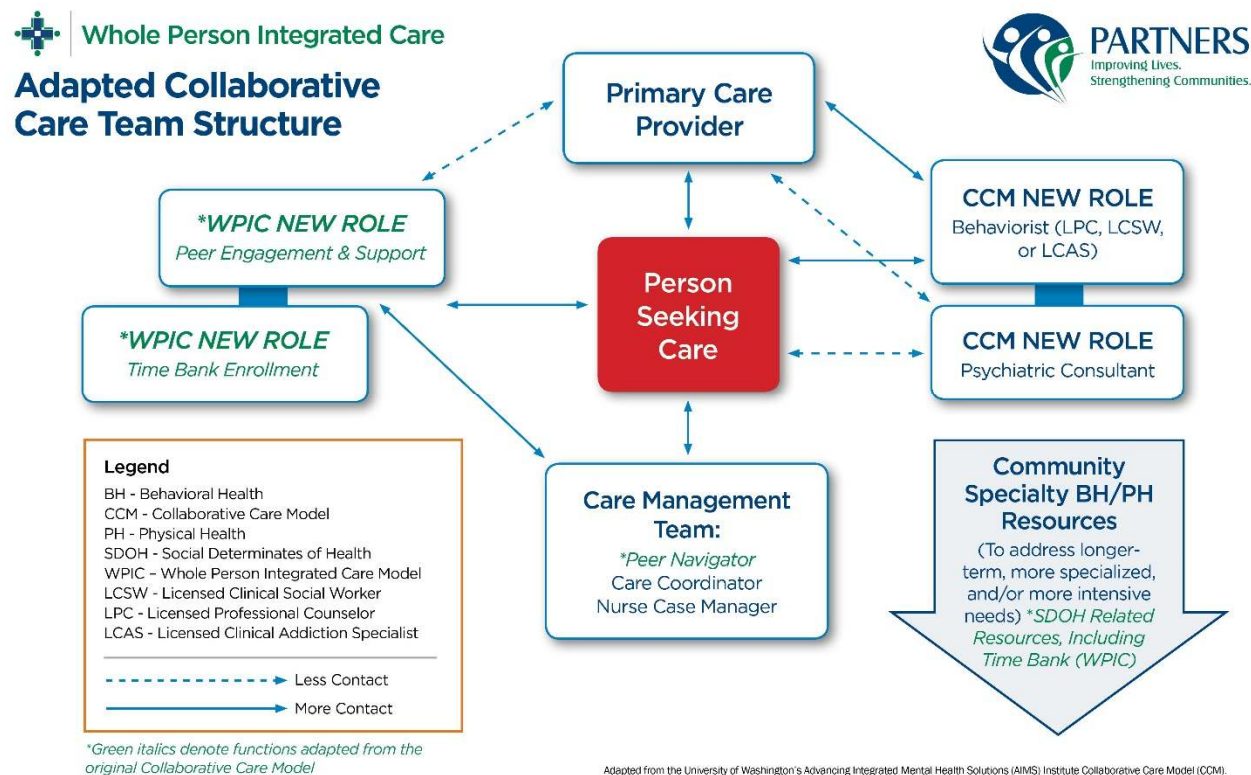
Nuances of the Peer Support Specialist on the Team

- ▶ Partners Adapted Collaborative Care Model
- ▶ Benefits of the Peer Support Specialist on the Team
- ▶ Patient Engagement Opportunities
- ▶ Dawn T Efforts in Our Local Communities
- ▶ Inclusion of insights from our Certified Peer Support Specialists.



Partners Adapted Collaborative Care Model Overview

Team Member Overview

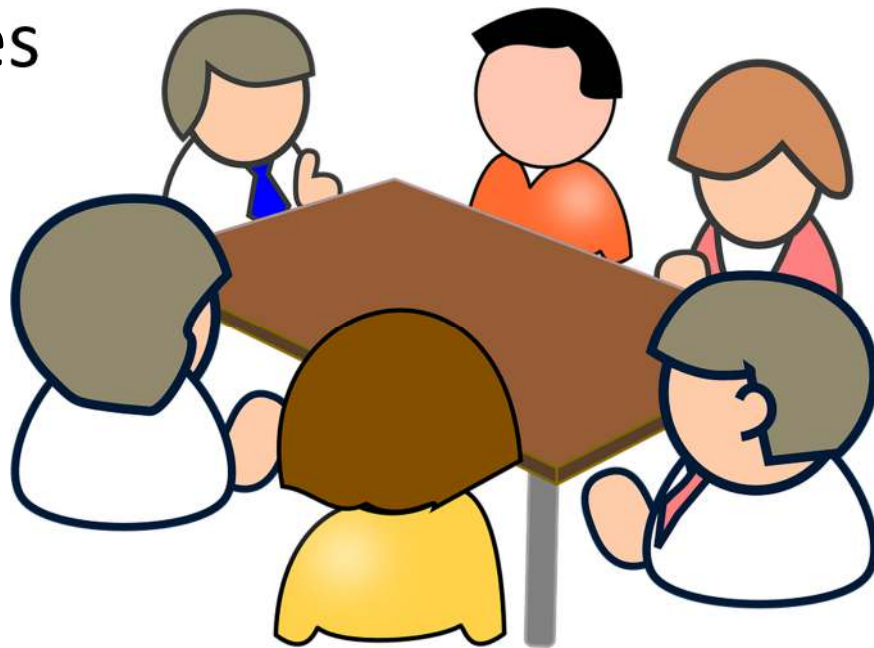


Benefits of the Peer Support Specialist on the Team



Patient Engagement Opportunities in the Flow of Care

- Initiation of services
- Engagement in Treatment
- Connection to community resources and specialty services



Highlight of Efforts in Local Communities



Questions?

For more information please contact:

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Or find more information at

<https://providers.partnersbhm.org/whole-person-integrated-care/>



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