

Peer Support – Bringing Value and Enhancing Behavioral Health Managed Care



VISIONARY
VOICES

Bringing Value and Enhancing Behavioral Health Managed Care: Engaging Peers in the Workplace

- Understand how peers fit into the Whole Person Care model
- Identify ways that peers can be instrumental in assessing & addressing social determinants of health
- Learn programming strategies for utilizing peers in patient care
- Identify strategies for preparing a hospital culture to embrace peer support

Peer Support Defined

Certified Peer Support Specialists are individuals who have life experience being diagnosed with a mental illness and/or substance-use disorder.

- Established in their own recovery, for at least one year.
- Earned a high school diploma or equivalent.
- Completed North Carolina's Certified Peer Support Specialist Program.

Atrium's Mission: To Improve Health, elevate Hope and advance Healing- for all



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Four Key Functions of Peer Support

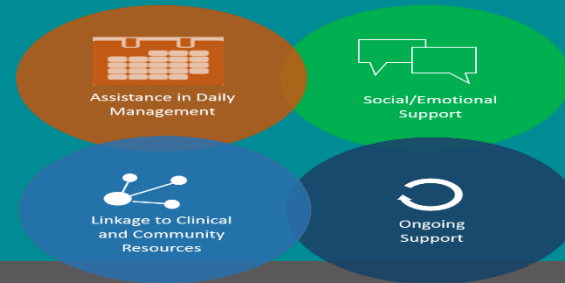


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Behavioral Health Service Line Peers

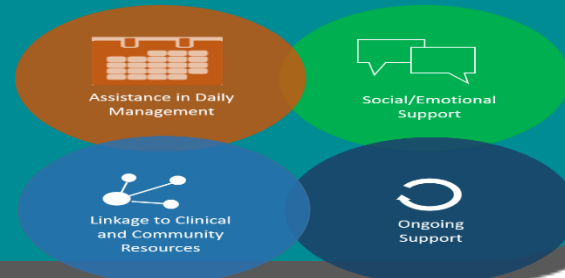
- Peer Support Implementation on Inpatient Units and Emergency Room
 - Utilized peer support specialists for group and individual interventions focused on recovery principles, to include hope and purpose.
 - Goal: Reduce readmissions and emergency interventions by focusing on longer lasting recoveries.
- Peer Bridger Program
 - Established in partnership with Cardinal Innovations MCO and community providers of peer support services.
 - Goal: Increase percentage of individuals who successfully integrate in the community following a hospitalization by peer support specialist “bridging” them to service engagement.
- Eagle, The First Episode Psychosis Program
 - Created with funding from the federal Community Mental Health Services Block Grant Fund as a project of the NC Division on Mental Health, Developmental Disabilities & Substance Abuse Services.
 - Goal: Partner with adolescents and young adults on their journey to attain independence and self-sufficiency following the first episode of psychosis.

Peers: Assistance in Daily Management



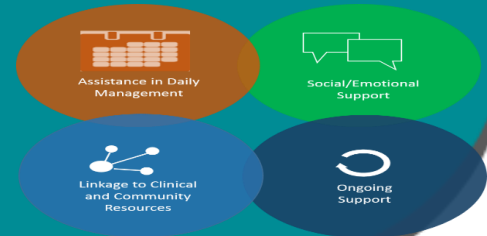
- Peers gain an understanding of access
 - food, shelter, transportation, medicine
 - Recognize threats of safety in the environment
- Peers help with finding purpose
 - Aid in establishing meaningful daily activities: occupation, school, gardening, art
 - Identify how to connect to the spiritual self: attending an organized spiritual establishment, prayer, medication, yoga
- Peers educate on health and establish goals
 - Explore ways to overcome, manage or successfully live with symptoms
 - Propose strategies for making healthy decisions and establish healthy routines that support physical and emotional wellbeing.
 - Coach on a desired skill or strategy

Peers: Social/Emotional Support



- Peers engage in relationship building
 - Develop a relationship that is based on empathy, respect, and trust.
 - Utilize active listening and demonstrate genuine care and acceptance
 - Enhance connection or reconnect individual with natural supports
- Peers convey hope through their sharing their lived experience
 - Discuss ongoing efforts to enhance recovery
 - Relate to their recovery, breaking down stigma
- Peers celebrate accomplishments
 - Acknowledge when goals have been met
 - Build confidence, hope, and feelings of empowerment

Peers: Linkage to Clinical and Community Resources and Ongoing Support



- Peers connect to community services
 - Maintain current knowledge of community resources and services
 - Help individuals locate the services to meet their needs
 - Accompany individual to activates or appointments
- Peers advocate for safety and stability
 - Assist peers in treatment/crisis planning
 - Aid in the development of Psychiatric Advanced Directives or Wellness Recovery Action Plans
 - Engage providers to meet the needs of the individual
- Peers offer ongoing support
 - Continue to assist while other services might end or be intermittent
 - as necessary to promote growth and independence

Outcomes Associated with Having a Peer

Impact on Patients:

- Higher level of trust
- Empowerment
- More knowledgeable of and more secure in their rights as patients
- Their voice is heard and they are taken more seriously
- Feel more comfortable
- Easier to relate to someone who “has been there”



Outcomes Associated with Having a Peer

Impact on Staff:

- Staff attitudes toward patients is more positive
- More respect for consumer input
- Procedures and policies are adhered to more closely
- Better understanding of mental illness
- Higher awareness of issues patients face outside the hospital



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Challenges Related to Incorporating Peers

- **Overcoming Stigma**
 - Interpersonal
 - Inter-relational
 - Institutional
- **Getting “buy-in” from staff**
 - Staff may fear that peers will tell them how to do their job
 - Staff may fear peers will get sick
 - Staff may view peers as "mental patients with keys"
- **Getting buy-in from administration**
- **Setting clear boundaries**
- **Power differential**
- **HR Challenges**



Engaging Peers in the Workforce

- **Supervisory Role in the Delivery of Peer Services**
- **Organizational Role in Support of Peer Services**

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The Supervisor's Role in helping the peer bring value to the organization:

- Recognize the PSS role as a distinct discipline
- Use of person-first recovery language to communicate sensitivity and mutual respect
- Assess how the amount and intensity of work assignments can potentially disrupt wellness and impact job performance
- Understand mental health and/or substance abuse issues disclosed by the PSS are to be treated the same as any other person disclosing a physical health issue

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Supervisor's Role cont.

- Ensure that PSS receive appropriate orientation and safety training
- Evaluate and provide feedback on the PSS job performance
- Assist peer on keeping current on community resources and recovery initiatives
- Skill in identifying personal strengths and professional skills sets

Emergency Room Courtyard



Behavioral Health Peer Support Specialist joins MED-1



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The Organization's Role in helping the peer bring value to the organization:

- Leadership role model recovery principles.
- Keep current on recovery principles and best practice
- Educate on the distinct discipline of a PSS to other health care professionals
- Advocate for effective hiring practices and job descriptions, using person centered, wellness, and recovery language for new or current PSS

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Sample of Recovery Interview Questions:

1. What does MH recovery mean to you?
2. What has helped you in your journey to recovery?
3. Describe a situation where you were asked or offered to share your recovery story with others. What was the circumstance and how did you feel about sharing your story?
4. Describe the type of mentor you strive to be?
5. To you, what does it mean to be a “good listener?”
6. What type of support helps you when you are going through a rough time? What makes it worse?
7. What are your strengths?

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Organization's Role cont.

- Understand the impact of PSS self-disclosure on perceptions and professional group dynamics
- Recognize how stigma and power structures can marginalize PSS and their effectiveness within an organization.
- Identify training needs and resources
- Ensure PSS is operating within their appropriate scope of practice for service delivery

I DON'T WANT
YOU TO SAVE ME.

I WANT YOU TO
STAND BY MY
SIDE AS I SAVE
MYSELF.



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Resources

American Psychiatric Association

<http://www.psychiatry.org/>

Mental Health America

https://www.mentalhealthamerica.net/sites/default/files/Peer_Services_Toolkit%204-2015.pdf

NAMI:

<https://naminc.org/>

Peers for Progress

<http://peersforprogress.org>

SAMHSA 10 Fundamental Components of Recovery:

https://www.samhsa.gov/news/newsreleases/060215_consumer.htm

The Adverse Childhood Experiences Study: A Springboard to Hope

<http://www.acestudy.org>



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