



END STAGE RENAL DISEASE NETWORK OF TEXAS

DEVELOPING PATIENT- AND FAMILY-CENTERED PEER SUPPORT PROGRAMS

Strategies for Developing Peer Support Programs

- Build a team. Invite patients, families, physicians, nurses, clinical staff and family members to create the vision.
- Connect program to strategic goal(s) to advance patient and family centered care,
- Share research and testimonies on the efficacy of peer support. Create a positive image.
- Chose a delivery mode, design your program building on evidence based practices

Peer-Led Support Groups

❖ Key Decisions:

- Define the purpose of the group
- Identify long and short term goals
- Decide on forma (educational, support/projects, formal/informal, open/closed)
- Develop guidelines and ground rules (confidentiality, membership, conflict resolution, group feedback)
- Determine what supportive resources are available (financial, educational, transportation)

❖ Necessary Components:

- Dedicated staff member(s) and/or patient leader(s) to facilitate, prepare agenda and materials, invite participants.
- Training and ongoing mentoring opportunities for Peer Leaders
- Scheduled opportunities for Peer Leaders and staff to discuss experiences and concerns.
- One to One Model of Peer Support
 - Support is intentional, personalized, available as needed and is relationship based

ESRD Support Group Resources

- ❖ American Association of Kidney Patients: Support Group Resources - <https://www.aakp.org/support-group-resources.html> and <https://aakp.org/location/texas/>
- ❖ National Kidney Foundation <https://www.kidney.org/patients/peers> and <https://www.kidney.org/professionals/Peers>
- ❖ Institute for Patient and Family Centered Care <http://www.ipfcc.org/bestpractices/peer-support.html>
- ❖ Peers for Progress <http://peersforprogress.org/take-action/start-a-program/>
- ❖ Ten Tips When Facilitating Discussion <https://www.cjebaltimore.org/sites/default/files/Ten%20Tips%20for%20Facilitating%20Discussions.pdf>

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Supporting Quality Care

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What is peer mentoring?

A peer mentor empowers patients to move forward and cope with their lives after being diagnosed with ESRD. They can help close the gap in communication with dialysis staff in an effort to ensure the staff understands the patients' concerns, issues, and priorities. Peer mentors can help other patients understand the benefit of controlling their health and being involved in their care – which can result in patients living longer and healthier lives. Peer mentors can help provide the support and increase the confidence that many new patients need.

What are the benefits of peer mentoring?

Patients may have family and friends to assist with their new diagnosis. However, it helps to have someone who has been through the same experience and has a good understanding of all that is involved when on dialysis. For those who do not have friends or family to assist them peer mentors definitely can be a strong support for them.

Who should be a peer mentor?

Peer mentors can come from all backgrounds. It should be someone with a positive outlook on managing their disease. People who are working toward achieving their treatment goals can provide insight to help others successfully manage ESRD.

What is the role of a peer mentor?

Peer mentors can have several roles. They may include:

- Providing information
- Listening to concerns
- Sharing experiences
- Promoting good self-maintenance behaviors
- Providing encouragement
- Relieving anxiety

What other guidelines are there for peer mentors?

- Peer mentors should wait for a patient's consent before approaching them as a mentor.
- Peer mentors should not provide medical advice. If a peer mentor is asked for medical advice, he/she should refer the patient to the dialysis staff or nephrologist.
- If a patient shares a complaint with a peer mentor, they should be encouraged to use the facility's grievance procedure. The social worker serves as a patient advocate and can help with patient complaints.
- Peer mentors should always get permission from the patient before approaching a staff member about a patient's concerns or any information learned in their role as a peer mentor.

I want to start a peer mentoring program at my facility. Where do I begin?

- Identify one or more patients who might be effective peer mentors, and speak with them about it.
- Once you have found someone who is interested in mentoring, review with them their role and the type of information they should provide to patients.
- Ask your patients if they would like a peer mentor. Patients that may benefit are new patients, patients having a difficult time adjusting, or those who are not actively following their prescribed treatment.

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Patient Member Application

Thank you for your interest in *Peer-to-Peer*. Please answer the questions on this application as best as you can. This will help us pair you with another participant. Please note that your answers will be kept confidential in accordance with HIPAA laws.

Name: _____ Phone: _____

1. Do you have a Catheter (CVC)? Yes No

2. How do you usually get to treatment? (Check all that apply)

- I drive myself Family/Friends I pay for a taxi or bus
 Medicare/Medicaid transport Other

3. When do you usually arrive for dialysis? On time Early Late

4. Would you be able to come to dialysis early to meet with your mentor/mentee?

- Yes No Maybe

5. Do you have children or grandchildren at home? Yes No

6. Do you have pets? Yes No

7. Who prepares your meals? (Check all that apply)

- Myself Family Caretaker Other _____

8. Do you use the Internet? Yes No

Do you use email? Yes No Email address: _____

9. Please list your interests, hobbies, commitments, activities, and any other information you feel will help us pair you with another patient: _____

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Please mark the box below that matches how much you agree or disagree with each statement.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
10. Usually I am very calm and relaxed in conversations.					
11. I have no fear of speaking up in conversations.					
12. Usually I am very tense and nervous in conversations.					
13. I feel very relaxed when talking to a new person.					
14. I am afraid to speak up in conversations.					
15. I feel very nervous when talking with a new person.					

16. What days and times would be best for you to attend a meeting? (Check all that apply)

- A treatment day
 A non-treatment day
 A Saturday
 A Sunday
 Before treatment
 After treatment
 Other

17. Please tell us why you want to become a member of *Peer-To-Peer*?

18. Are you interested in being a: **Mentee** **Mentor** (If unsure, please speak with staff)

19. Are you are interested in being a **Mentor**? Yes No

If yes, please inform your Facility Administration, Social Worker and/or Facility Patient Representative. Mentors must complete training before they can participate in the program. We want to schedule the training for times that are most convenient for you and the other mentors.

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