



**The End Stage Renal Disease (ESRD) Network Peer
Mentoring Program
Dialysis Facility Presentation
January 26, 2021**

Agenda

- Background of the ESRD Network Peer Mentoring Program
- ESRD Network Peer Mentoring Program overview
- Selection of peer mentors and mentees
- Kidney Learning Hub
- Orientation process for mentors and mentees
- Peer pairing
- Operationalizing the program
- Questions



Background of the Peer Mentoring Program

- Conducted a literature review and environmental scan to identify current patient peer mentoring programs for chronic disease management, including kidney disease.
- Developed the ESRD Network Peer Mentoring Program from the framework established by the ESRD Network 5 *Peer UP* Program and IPRO *Peer Mentor E-University Program*
- Partnered with ESRD Networks 2, 5, 6, 10, and 11, and patient subject matter experts to review materials prior to pilot launch.
- Collaborated with ESRD Networks 4, 5, 13, and 14 to recruit peer mentors and mentees to pilot the program and mitigate program barriers.
- Consulted with ESRD Networks 16 and 18, and *The Road Back to Life Peer Mentoring Program* to validate opportunities to enhance program promotions.



What Is the ESRD Network Peer Mentoring Program?

- It is a patient peer mentoring program between dialysis facilities; patient peer mentees who are new to dialysis; patient peer mentors who have been on in-center dialysis, a home treatment option, or transplanted for over a year; and ESRD Networks.
- Offers facilities a proven way to engage patients in care and increases knowledge, confidence, and social support for those living with kidney disease.
- Relies on collaboration between facility staff, patients, and ESRD Networks.



Why Your Facility Should Participate

Dialysis facilities that participate in patient peer-based mentoring or support programs may experience the following benefits:

- Enhance communication and understanding between staff and patients.
- Meet the Centers for Medicare & Medicaid Services Quality Incentive Program requirements.
- Improve patients' knowledge and empower patient self-efficacy.
- Increase patients' socialization with one another and their facility patient representatives.
- Reduce hospitalizations because of improved patient engagement and self-care.



Getting Started—Selection of Facilities

- Facilities can contact their Network and volunteer to participate in the Peer Mentoring Program.

OR

- Networks can identify facilities based on:
 - Number of new patients.
 - Area with high COVID-19 cases.
 - Access-to-care issues.
 - No established peer mentoring program.



ESRD Network Peer Mentoring Program Overview

- The ESRD Network Peer Mentoring Program offers an environment for patient peers to provide social support for managing and thriving with kidney disease.
- Program overview
 - ESRD Network will provide dialysis facilities promotional materials (e.g., flyers, posters) to share with patients and post at the dialysis facility or transplant center.
 - Facility or center staff will verify that the peer applicant meets the criteria for being a mentor or mentee.
 - ESRD Network Peer Mentor Champion conducts a phone screening to assess the proficiency of the applicant to participate in the program.



Peer Mentoring Program Overview (cont.)

- The peer mentor/mentee completes training on a learning management platform, the Kidney Learning Hub.
- Peers will be matched by the ESRD Network using the application information they submitted, and information obtained in the phone screening.
- Network Peer Mentoring Champion will establish routine check-ins between the facility, mentors, and mentees.



Selection Criteria for Mentors and Mentees

Mentor

- Receives or have received treatment at the dialysis facility for 1 or more years, with at least 6 months of their treatment performed in-center, as confirmed by the patient's electronic health record.
- Willing to complete all required courses as part of the Peer Mentor Program.
- Assigned no more than 2 mentees at a time.
- Willing to dedicate the time necessary to provide ongoing one-on-one support to another patient in the facility.

Mentee

- Receives or have received in-center hemodialysis treatment at the same hemodialysis facility as the assigned mentor.

Mentor and Mentee

- Adult (over 18 years of age).
- Comprehends English without the aid of a support person or is a fluent or native speaker of the mentor's native language.
- Willing to commit for the duration of the mentorship (e.g., actively participate in mentor sessions, complete surveys, participate in routine check-ins, etc.).
- Signs a confidentiality agreement.



ESRD Network Telephone Screening

- ESRD Network Peer Mentor Champion discusses the:
 - Reasons why patients want to be a peer mentor or are requesting mentoring as a mentee.
 - Mentor requirements to complete the training, including 3 basic courses and 1 topic course. All inclusive, it should take about 4 hours to complete.
 - Must be able to pass the quizzes (3 opportunities to pass) for the required courses and topic courses.
 - Mentor/mentee responsibility to attend peer mentoring orientation.
 - Possibility that mentors may meet with up to 2 peers weekly.
 - Maintenance of confidentiality, understanding the difference between sharing a medical experience, and giving medical advice.
 - Demonstration of a positive behavior and willingness to be active in their plan of care.
 - Willingness to share their experiences with others.



Learning Management System Kidney Learning Hub



Peer Mentoring Education Program

This is the landing page on
the Kidney Learning Hub
for the Peer Mentoring
Education Program.

kidneylearninghub.com

Patients: Peer Mentoring Education Program

What Is a Peer Mentor?

A peer mentor is a person from any background or experience level who shares his/her experiences with kidney disease to help his/her peer feel less alone in facing the challenges of kidney disease. Peer mentors can motivate a peer to stay active in his/her care.

What Is Peer Mentoring?

Peer mentoring is a relationship between a mentor and mentee. The peer mentor shares his/her knowledge, experiences, and skills. This helps a mentee progress towards his/her goals.

Who Can Be a Peer Mentor in the End Stage Renal Disease (ESRD) Network Peer Mentoring Program?

If you would like to be a peer mentor in the Peer Mentoring Program, talk to your ESRD Network or facility social worker.

Who Is a Peer Mentee?

A peer mentee is a person who:

- Is looking to make a connection with a peer who is thriving despite kidney disease.
- Wants more knowledge from someone who also has kidney disease.

Who Can Be a Mentee in the ESRD Peer Mentoring Program?

If you would like to be paired with a peer mentor, talk to your ESRD Network or facility social worker.

How Do I Sign Up for the Peer Mentoring Program?

Reach out to your dialysis facility social worker or your ESRD Network to let them know that you want to be part of the Peer Mentoring Program.

Peer Mentor Role

[Learn More](#)

Peer Mentee Role

[Learn More](#)

Resources

[Download](#)



Peer Mentor Role

This webpage can be found on the Kidney Learning Hub.

Peer Mentor Role

What Do I Need to Do to Become a Peer Mentor?

- Contact your ESRD Network and ask to speak with the Peer Mentoring Program Champion. [Click here to find your ESRD Network.](#)
- Complete and pass the quizzes in courses 1-3 of the *Mentoring Basics* courses.
- The Kidney Learning Hub will email you your *Mentoring Basics* Certificate. Share your certificate(s) of completion with your ESRD Network Peer Mentor Champion.
- Be paired with a mentee by the ESRD Network Peer Mentor Champion and begin mentoring.

What Will I Learn in the Courses?

The courses provide information and resources that you can share with your peer.

You will:

- Learn about how to talk with peers from different cultural backgrounds.
- Improve your communication and leadership skills.
- Enhance your knowledge about kidney disease treatment choices.

How Do I Start the Peer Mentoring Education Program?

Follow these steps:

1. Start with Course #1.
2. Once you have read and understand the material in this course, take the quiz.
3. Take and complete Courses 1-3 of the *Mentoring Basics* courses to be emailed your certificate. You can also take any or all topic courses (Courses 4-6) that interest you to earn more certificates.
4. Share your certificate(s) with your ESRD Network Peer Mentor Champion.



Peer Mentor Courses

Courses are offered on the Kidney Learning Hub.

The mentoring basics courses and at least 1 topic course are required.

Mentoring Basics

1. Welcome to Peer Mentoring!

Being a peer mentor is an important role. This course will tell you what you need to know to be a peer mentor.

[Learn More](#)

2. Mentoring to Support Choices

This course provides practical tips on how to get started as a peer mentor. You will also learn how to support your peer as he or she makes important decisions about treatment choices.

[Learn More](#)

3. End Stage Renal Disease Overview

Understanding kidney disease can help empower patients to advocate for themselves. This course will build your knowledge about kidney disease.

[Learn More](#)

Topic Courses

4. Discussing Home Dialysis as an Option

In this course, you will learn about home dialysis. The course will prepare you to talk with your peers about home dialysis as a treatment choice.

[Learn More](#)

5. Discussing Transplant as an Option

This course will continue your training to become a peer mentor. The course will prepare you to talk with your peers about kidney transplant as a treatment choice.

[Learn More](#)

6. New to Dialysis

In this course, you will learn about what to expect from your dialysis treatment and how to be an active member of your care team.

[Learn More](#)



Peer Mentee Role and Courses

Courses for a peer mentee are offered on this webpage on the Kidney Learning Hub.

What Do I Need to Do to Become a Peer Mentee?

- Get a referral to the Kidney Learning Hub from your dialysis center.
- Read the mentee courses and let your dialysis facility or ESRD Network peer mentor champion know when you are finished.
- Be paired with a mentor by the ESRD Network Peer Mentor Champion and start being a peer mentee.

What Will I Learn in the Course?

You will learn what peer mentoring is and how it can help you. The courses will also improve your knowledge about kidney disease treatment choices. Lastly, the courses will help you understand what you can expect on dialysis.

How Do I Start the Peer Mentee Courses?

These are the steps to start the peer mentee courses:

1. Take the *What the Peer Mentee Should Know* course.
2. Read the course that interests you: the *ESRD Overview* course or the *New to Dialysis* course. You may read both if you like.
3. When you have read and understood the material, let your dialysis facility know.

Mentee Courses

What the Peer Mentee Should Know

- [What the Peer Mentee Should Know \(PDF\)](#)
- [What the Peer Mentee Should Know \(Audio\)](#)

End Stage Renal Disease Overview

- [End Stage Renal Disease Overview \(PDF\)](#)
- [End Stage Renal Disease Overview \(Audio\)](#)

New to Dialysis

- [New to Dialysis \(PDF\)](#)
- [New to Dialysis \(Audio\)](#)



Kidney Learning Hub Tracking

ESRD National Coordinating Center (NCC) team:

- Tracks mentor progress in the Kidney Learning Hub.
- Reports progress and course completion to the ESRD Network.
- Provides Kidney Learning Hub technical assistance to peers.
- Notifies the ESRD Network of the course completion so that the Network can issue Certificate of Completion after peer mentors complete the required courses.



Peer Mentoring Program Orientation for Mentors and Mentees

Mentors and mentees:

- Attend virtual orientation.
- Listen to the Peer Mentoring video.
- Review the additional resources listed on the Kidney Learning Hub.
- Use the Peer Mentoring Quick Reference guide.
- Seek support from the ESRD Network Peer Mentoring Champion.



Peer Mentoring Confidentiality and Privacy

- Privacy and confidentiality are important for both mentors and mentees.
- Peer mentors and mentees will sign a confidentiality agreement.
- All personal information shared in the mentoring session should be kept private.
 - Exception: If someone was to threaten harm to himself/herself or others.
- Any form, logs, or notes are considered private.
- Mentors and mentees are encouraged to:
 - Focus their mentoring session on the course topics.
- Establish boundaries such as:
 - Call frequency and times.
 - Medical experiences versus medical advice.
 - Caregiver relationships.



Peer Pairings

- The Peer Mentoring Program facility referral, application, and discussion with the ESRD Network Peer Mentor Champion will be used to help pair mentors and mentees.
- Pairings are focused on mentee topic interest, hobbies, and gender preferences.
- Mentors and mentees may request a new pairing.
- Mentors should not be paired with more than 2 mentees at a time.



Staying Connected Virtually

- Protecting your privacy
 - Do not share your personal cell or landline telephone numbers.
 - Do not share email addresses.
- Using Google™ Voice
 - iOS™ and Android™ App
- Creating a Zoom™ Account
 - Zoom.com, sign up



Mentors Monitor and Track Progress

- ESRD NCC receives completed mentor log forms and secure file transfers to the ESRD Network.
- Peer mentor log forms
 - Measure activities of mentoring.
 - Do not share information about discussions between mentors and mentees.

Online Mentor Meeting Collection Form

Date (Calendar Selection)

Mentor First Name (Open Field)

Mentor Last Name (Open Field)

Mentor Network (Single Selection Drop Down 18 Networks)

1. How many times did you meet this week? (Single Selection Drop Down)
- We did not meet this week
 - 1 time (skip logic to question 3)
 - 2 times (skip logic to question 3)
 - More than 2 times (skip logic to 3)

2. What prevented you from meeting with your mentee?
- Could not reach the mentee by Zoom or Google Voice
 - Mentee was not available to meet
 - Schedule conflict between the mentor and mentee
 - Other, please explain. (open field)

3. How long was your meeting? (Single Selection Drop Down)
- 30 Minutes or less
 - 60 Minutes or less
 - More than one hour

4. Did you meet via Zoom or Google voice? (Single Selection Drop Down)
- Zoom
 - Google Voice

5. What topics did you discuss? (Multi-selection Drop Down)
- Home Hemodialysis
 - Peritoneal dialysis
 - In-center dialysis
 - Transplant
 - ESRD Overview information
 - New to dialysis
 - Other (Please only tell us the topic. Do not explain the conversation.)

6. Using the Course Resources document, what educational resources did you share, if any? (Multi-selection Drop Down)

Course 3: ESRD Overview

Hemodialysis Vascular Access

Questions or Concerns About Permanent Access



Tips for Operationalizing the Program

- Engage the Facility Patient Representative to promote the ESRD Network Peer Mentoring Program.
- Discuss the ESRD Network Peer Mentoring Program and ways to promote it during the monthly quality meeting.
- Display or share the promotional material for the ESRD Network Peer Mentoring Program in an area visible to patients.
- Promote the ESRD Network Peer Mentoring Program in the facility newsletter.
- Smaller or rural dialysis facilities may consider partnering with another nearby facility to support the Peer Mentoring program.
- Larger facilities may consider pairing 1 mentor with 2 mentees.



Summary

- The ESRD Network Peer Mentoring Program is a way to engage patients in their care and increase their knowledge, confidence, and social support.
- Peer mentors and mentees benefit from connecting with a peer who has found ways to thrive, improved goal setting, improved self-efficacy and knowledge, and social support.
- Facilities could greatly benefit from a peer mentoring program.
 - Research shows that peer mentoring programs can yield many benefits, including:
 - Increased patient engagement.
 - Improved quality of life.
 - Improved mental health.
 - Improved clinical outcomes.





Questions

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