

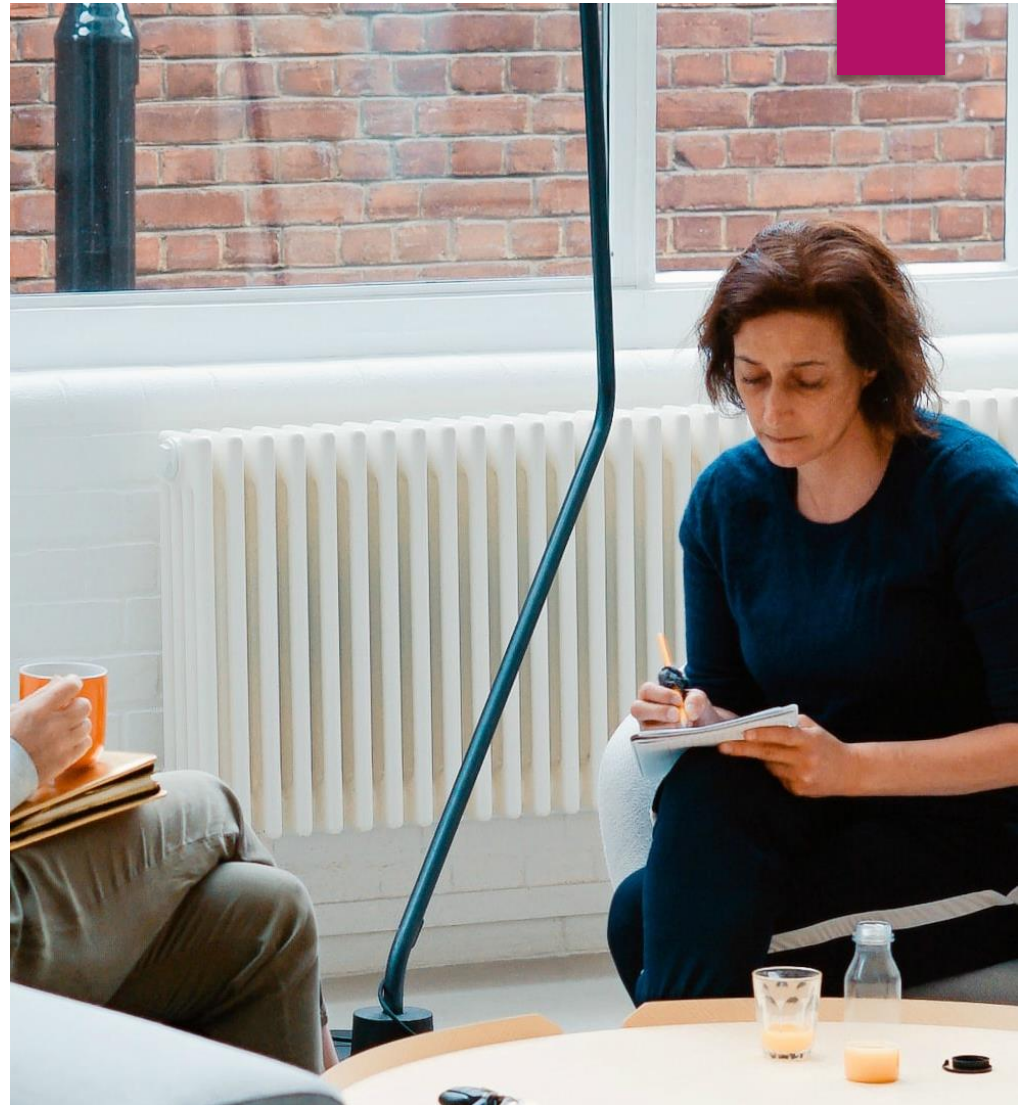


Protective Factors Related to Peer Support

BILLIE JO SMITH, MS, LPC

Who are Peer Supports?

- ▶ Have lived experience
- ▶ Can provide additional support to people in their own recovery
- ▶ Role models of recovery values and can assist with barriers to treatment
- ▶ Able to understand what an individual may be going through
 - ▶ In a non-judgmental way



What Does Peer Support Offer?

- ▶ Providing community-based choices that address substance use, physical, and mental health concerns.
- ▶ Working through barriers that keep individuals from treatment and recovery
- ▶ Work on recovery goals
- ▶ Help motivate them to stay engaged in services



Measuring Our Success



9 months **BEFORE** Peer
Navigator Interaction

9 months **AFTER** Peer
Navigator Interaction

High Utilization Group

- ▶ **2015 Analyzed utilization rates for 9 months before and after the index visit with the PN**
 - ▶ N_1 = number of unique individuals with 3 or more inpatient discharges in the 9 months before PN intervention
 - ▶ N_2 = number of unique individuals with 3 or more ED visits in the 9 months before PN intervention

	N_1	Total Inpatient Discharges ₁			N_2	Total ED Visits ₂		
		<u>Before</u>	<u>After</u>	<u>% Change</u>		<u>Before</u>	<u>After</u>	<u>% Change</u>
East	30	126	76	↓40%	96	601	543	↓10%
McKeesport	33	142	110	↓23%	136	1184	1093	↓8%
Mercy	94	395	201	↓49%	184	1286	876	↓32%
Total	157	663	387	↓42%	416	3071	2512	↓18%

Best Practices and Lessons Learned

- ▶ Get buy-in from senior leadership early on
- ▶ Share value of peers & educate staff on role of peer in health and community setting
- ▶ Have peers shadow veteran peers
- ▶ Provide consistent support and training
- ▶ Advertise peer services throughout the hospital
- ▶ Introduce peers throughout the various service lines and disciplines
- ▶ Connect peers with the community resources/providers

Best Practices and Lessons Learned

- ▶ Develop a committee in each hospital to champion the services
- ▶ Utilize continuous quality improvement strategies
- ▶ Create a culture of recovery and wellness for all staff (set them up for success not failure)
- ▶ Provide peer staff wellness meetings
- ▶ Include peers as part of the team – include peers in staff meetings & other team activities
- ▶ Assist peers in forming working relationships with referral sources & other stakeholders
- ▶ Share data AND success stories with staff and senior leadership



Recruiting, Training and Retention Strategies

- ▶ Utilize specific interview questions that assess interpersonal skills as well as skills for recovery coaching
- ▶ Invest in training of the peers. This builds high level of professionalism.
- ▶ Provide specific substance use disorder treatment & peer/recovery trainings
- ▶ Provide wellness meetings to include other peers and Sr. Peer Coordinator
- ▶ Encourage peers to have their own wellness plan – support work/life balance

Recruiting, Training and Retention Strategies



- ▶ Schedule regular supportive and administrative supervision – an expectation not an exception
- ▶ Expose peers to basic overview of medical aspects – as they are engaging with medical professionals and benefit from having a minimum working knowledge
- ▶ Retention factors are not unique for peers & include:
 - ▶ Appropriate compensation & potential career ladder opportunities
 - ▶ Recognition for their work & the value they bring to the team
 - ▶ Satisfaction in helping others,
 - ▶ Acceptance from team members

Thank
you