How to Integrate Peer Support & Navigation into Care Delivery

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Why Integrate Peer Support into the Care Delivery Pathway?

- Improved health
- Increased feelings of empowerment
- More satisfaction with healthcare services
- Achieving Affordability
KP’s Evolution in Integrating Patients and Families

We leverage all these approaches today as we strive to actively listen and partner with our members and their families at every touchpoint in their journey and across all our quality improvement and innovation efforts.
Peer Support & Spread at KP

Emerging industry standard
American Cancer Society, Reach for Recovery
High performing medical centers
Kaiser markets

Kaiser Permanente's Start & Breast Cancer PN Spread:
South Sacramento modeled after UC Davis (Fall '12)
Oakland fall 2013,
Hawaii Jan 2014,
NW mid 2014
Orange County Fall 2014

Kaiser Permanente Other Settings Spread:
Lung Transplant Winter 2014
Other cancer types in current locations
Interest from COPD, Nephrology, Pediatric Development Disabilities, Brain Injury, Caregivers, Postpartum etc.

Kaiser Permanente / MHA Peer Support Specialist Pilots:
Northwest (Jan 2015)
North Valley Area (Mar 2015)
Types of Peer Support in Healthcare

- 1:1 Support
- Office Hours
- Procedure Specific: Pre Surgery or During Chemotherapy
- Peer Led Support Groups
- Peer Moderated Online Community
Most Common Type of Peer Support in KP

The Peer Navigator
A trained KP volunteer who is matched with members newly diagnosed with a complex medical condition and wish to work with someone who ‘has walked in their shoes.’
Has “lived experience” with the same illness, has survived, and is managing the condition
Provides one-on-one support for members through a variety of ways co-designed with the patient
Emerging Type of Peer Support in KP

- The Peer Support Specialist

  - A person living with a mental health and/or co-occurring condition, who has been trained and certified to help others with these conditions, identify and achieve specific life and recovery goals.

  - Actively engaged in his/her own recovery, and volunteers or is hired to provide peer support services to others engaged in mental health treatment.

  - Progressed in their own recovery from alcohol or other drug abuse or mental disorder and is willing to self-identify as a peer and work to assist other individuals with chemical dependency or a mental disorder.

  - Lived experience and expertise that professional training cannot replicate

  - Trained to help others with these conditions, as well as identify and achieve specific life and recovery goals.
Program examples and Case Studies
Example 1: Support Groups (In Person & Virtual)
KP Support Groups

Support groups

Find the support you need in one of the following ongoing support groups: Anxiety, Panic, Depression, Cancer, Chronic Illness, Chronic Pain, Divorce and Separation, Grief and Bereavement, Job Stress, Seniors, and more. Some groups require an individual appointment in Psychiatry or Behavioral Medicine first.

Program type: Therapy and support groups

Who can attend: This program is open to Kaiser

Referral required: No

Support groups

These are the classes offered in the Support Groups program:

- Alzheimer’s Support Group for Caregivers
- CHADD: Children and Adults with Attention Deficit Disorder / Attention Deficit Hyperactivity Disorder (ADD/ADHD)
- Diabetes Community Resources
- Hepatitis C Support Group
- Mended Hearts
- Multiple Sclerosis Support Group
- Ash Kickers: Smoking Cessation Aftercare Support Group
- Scleroderma Support Group
- Stroke Education and Support Group
- Prostate education and support group
KP Oak. Breast Cancer Community
Moderated Google Group & Email Listserve

Welcome: Forum on reconstruction; Exercise redux; Clinical trials (1)
By Kaiser Breast Cancer Support Group 1 post 0 views updated Apr 12

Welcome: Walks/other events; Taxes=give to fight BC; Molecular genetics, Relay, Wig recom, Taco Tues
By Kaiser Breast Cancer Support Group 1 post 1 view updated Apr 5

PBS-Emperor All Maladies; Exercise & Chemo; Stress Mgmt; Clinical trial ad; Head coverings; A. Jolie
By Kaiser Breast Cancer Support Group 1 post 2 views updated Mar 29
Example External Online Community for KP Members

A external moderated online community that will link to KP.Org in the future.
What is Big White Wall?

A clinically supported, professionally facilitated, self-managed, community of people who provide peer support to one another

Key Features:
• Online mental health wellbeing service
• Guided by trained professionals
• Available 24/7
• Completely anonymous – professionally trained Wall Guides ensure the safety and anonymity of all members.
How Big White Wall is used by Members....

Be Anonymous
Access an anonymous community of support available from members 24/7.

Join Chats
Join Talkabouts with members to share and gain support and advice - in the whole community or form your own groups or one to one chats.

Take Tests
Take tests to help understand more about how one is feeling.
Example 2: Cancer Programs
Navigator Logistics

KP Breast Care Center recommends breast cancer survivors of at least two years.
One Peer Navigator (PN) acts as the Volunteer Coordinator and liaison to the clinic staff.
PN training is provided by Volunteer Services, staff of the clinic & coordinator.

PNs commit to a minimum of 4 hours monthly.
PNs keep a monthly activity log.

PNs attend monthly training/meetings with the Breast Care Center staff.
Participate in other Breast Care Center Activities as available (awareness walks, support group, escorting patients, health fairs, special patient events).

The Breast Care Center Leadership, in conjunction with the PN Volunteer Coordinator evaluate the efficacy of the program.
Peer Navigator Role

Peer navigators can:
- Provide emotional support
- Help with problem solving
- Assist with accessing community resources (example: Caring Bridge)
- Accompany patients to doctor visits, surgery, chemo, and radiation
- Provide the perspective of experience
- Offer encouragement and hope

Peer navigators cannot:
- Make medical decisions for the member
- Recommend particular physicians, treatments, or medications
- Recommend alternative methodologies, complementary therapies, or supplements
- Drive the patient or family members to and from appointments or other activities
- Conduct home visits
KP Breast Care Clinic offers Peer Navigation (PN) services to newly diagnosed patients. Patient names are given to the PN Volunteer Coordinator for matching.

The patient determines the pace, type and frequency of contact. PNs may attend appointments, surgery, chemo and radiation sessions upon request.

The PN relationship continues until the end of the patient’s active treatment. If the patient informally ends the relationship by not responding to three contact attempts by the PN, then the PN Volunteer Coordinator sends a post card inviting them to re enter the PN program at any time.
Roles Involved

**Clinic Team:** launch program, program oversight, offering program to patients

**Volunteer Peer Navigator Coordinator:** oversee navigators, match patients

**Volunteer Services:** enroll peers as KP volunteers and train in compliance, etc.
Utilize existing resources to avoid creating program from scratch

Pre-planning of integration from end to end imperative

Make sure other departments are on board (surgery, oncology, volunteer services) for referrals and workflow and oversight

Calculate how many navigators you will ultimately need
(annual census x 60% = # patients who would want a navigator / 2 patients per navigator = # of navigators needed)

Have volunteers in place to assist with operations of program (hours/compliance/keep up on resources)

Consider cultural diversity and accommodating people of all cultures, languages, etc..
Example 3: Lung Transplant Program
Organ Transplant Peer to Peer Pilot

Program Overview

- **Purpose**
  - Emotional support through a Peer-driven connection
  - Increased adherence to medical treatments
  - Decrease in anxiety/depression

- **Execution**
  - Solicitation of peer mentors
  - Engagement of other stakeholders (Volunteer Services, Compliance, Employee Health)

- **Current State**
  - 6 month pilot
Organ Transplant Peer to Peer Pilot

Program Status

• 4 Mentors
• Matched to 4 peers
• PHQ-9 monthly
• Satisfaction Surveys
• Mentor debriefing
Program Benefits for Patients

- Better coping through the transplant process
- Decreased anxiety and depression
- Improvement in family coping
  - The coping of the patients themselves
  - Patient’s interactions with their support system
  - Patient’s interactions with the treatment team
- Mentor expertise
  - A well of knowledge and understanding
Example 4: Behavioral Health Pilot
Behavioral Health Peer Specialist Support Pilot

Program Overview
The Peer Specialist Pilot is a feasibility study in partnership with Mental Health America (MHA) wherein the role of a Peer Specialist can be defined and integrated into the care delivery pathway for members with special needs to:

- Promote mind-body recovery and resiliency
- Improve the health status
- Reduce in appropriate use of healthcare services by this Special Needs Population
Behavioral Health Peer Support Specialist Pilot

Pilot Population
- Medicare members under 65 and dual eligible members with 11 or more Emergency Department visits within 12 months
- Pilot enrollment = 4 members

Pilot Intervention
- Peer Support Specialist Model -- .4 FTE (16 hours/ week)
- In-person, telephonic, individual and/or in group settings
- Core Functions Performed
  - Assistance in daily management
  - Social and emotional support
  - Linkages to clinical care and community resources
**Peer Support Specialist Support Pilot**

**Overall Aim**

To conduct a feasibility study in partnership with Mental Health America (MHA) wherein the role of a Peer Support Specialist can be defined and integrated into the care delivery pathway for members with Special Needs to promote mind-body recovery and resiliency, improve the health status, and reduce in appropriate use of healthcare services by this population with special needs.

**Pilot Goals**

- Increase ability to identify member-specific needs of the population
- Improve member utilization of primary care, preventive services, and outpatient mental health services
- Reduce avoidable ED and acute care utilization
- Improve relationship between members and care teams

**Expected Outcomes**

- Improved Member Experience and Satisfaction
- Improved member adherence to medical treatment recommendations
- Improve member’s ability to self-manage
- Decrease member’s missed appointment rates
- Improve member’s quality of life
- Reduce unnecessary ED visits and inappropriate use of medical resources
- Improve overall health of the Population
Peer Support Specialist Support Pilot

**Pilot Population**
Medicare Special Needs Program members with
- High ED utilization and/or frequent readmissions to inpatient psych
- High prevalence of mental health and chemical dependency needs
- Many social barriers

**Pilot Intervention**
2 FTE Peer Support Specialists
In-person and telephonic visits

*Core Functions Performed*
- Assistance in daily management
- Social and emotional support / goal setting
- Link to clinical care and community resources
2015 Peer Pilot Accomplishments

✓ Better tracking of members following hospital discharge.
✓ Better linkage to medical support and care
✓ Better coordination of care and linkages to community resources members
✓ Members were more inclined to take an active role in their medical care as a result of access to peer support.
✓ Members were able to make it to their follow-up appointments following discharge and obtain their medications.
2015 Pilot Wins and Learnings

**Wins**

- Increased team collaboration
- Increased transition support from inpatient setting to social environment
- Increased connection with the outpatient behavioral health team
- Ability to identify and meet members social needs with the appropriate community interventions
- Enhanced member trust in the KP system
- Ability to address traditional gaps post discharge (e.g. Housing, medication, f/u appointments, etc.)
- Enhanced communication and engagement prior to inpatient transition

**Lessons Learned**

- Difficult to engage members during hospitalization
- Traditional access to behavioral health care services does not work for members with severe mental illness
The Future of Behavioral Health Peer Support Specialists in Kaiser Permanente

To bring Peer Support Specialists to Scale will need to have:

- Clear articulation of objectives of peer support:
  - Identification of member-centric goals
  - Bridging to community resources
  - Socio-emotional support
- Communication between KP Care Team and Peer Specialist
  - Agreement on what information needs to be shared between the KP Care Team and Peer Support Specialist
  - Timely communication of member health status to KP Care Team
- Agreement on how to gauge ‘productivity’ of Peer Support Specialist
  - Which member are best ‘suited’ to have a Peer Support Specialist
  - How many members can a Peer Support Specialist manage per 1 FTE
  - What is the expected length of engagement with Peer Support Specialist