Hiring and Supervising Peer Providers to Support Integrated Care

Larry Fricks
January 22, 2016
Setting the Stage: Today’s Moderator

Madhana Pandian
Associate
SAMHSA-HRSA Center for Integrated Health Solutions
Slides for today’s webinar will be available on the CIHS website:

www.integration.samhsa.gov
Under About Us/Innovation Communities
Our format:

**Structure**
Presentations from experts

**Polling You**
At designated intervals

**Asking Questions**
Responding to your written questions

**Follow-up and Evaluation**
Ask what you want/expect and presentation evaluation
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<tr>
<th>Organization Name</th>
<th>Contact Person</th>
<th>Email Address</th>
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Look for updates from:

hiring_supervising_peers_ic
Setting the Stage:
Today’s Facilitator

Larry Fricks
Deputy Director
SAMHSA-HRSA Center for Integrated Health Solutions
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<td>The Center for Health Care Services (CHCS)</td>
<td>Peer Support Services - across 3 adult clinical divisions</td>
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First Medicaid Approval of Billable Peer Support Services in 1999 Georgia State Plan Amendment

- Primary role to provide direct services designated to assist consumers in regaining control over their own lives and control over their recovery process
- Model competence and possibility of recovery
- Assist consumers in developing the perspective and skills that facilitate recovery
CMS 2007 Peer Support Services
Guidelines Letter for States Requiring
Training, Continuing Education, Supervision, and Care Coordination

“Peer support services are an evidence-based mental health model of care which consists of a qualified peer support provider who assists individuals with their recovery from mental illness and substance abuse disorders.”
Poll Question

Do you use peer workers?

- Yes, we have volunteers
- Yes, we have paid positions
- Yes, we have a combination of volunteer and paid positions
- No, we do not use peer workers
Today’s Guest Presenter

Patrick Hendry
Vice President, Peer Advocacy, Supports and Services
Mental Health America
Roles of Peer Providers

The impact of lived experience

• Individuals with the experience of living with a mental health diagnosis and as members of the service population provide a unique perspective that is shared by the people they serve.
• They enhance the overall relevance and quality of the care provided.
• In many cases the peer supporter and the person being served have faced similar barriers and losses in day to day life far beyond the experience of living with a diagnosis.
Roles of Peer Providers

The Gifts Peer Providers Bring

- “Peer support is the process of giving and receiving encouragement and assistance to achieve long-term recovery.” Mead, S. (2003)
- Peers have empathy for, and an understanding of the challenges presented by living with behavioral health problems.
- Peers:
  - Offer emotional support
  - Share knowledge
  - Teach skills learned by first hand experience
Roles of Peer Providers

Key Skills Taught to Peer Providers in Training

- Compassionate listening
- Using stories of recovery
- Developing a positive view of the future
- Goal setting
- Developing achievable recovery plans
- Self-management
- Working toward whole health goals
- Connecting with community
- Building supportive relationships
- Accessing formal and informal resources
- Cultural humility
Roles of Peer Providers

Activation of self-management

Whole Health Action Management (WHAM) Peer Support Training was built on the foundation of whole health self-management and includes a person-centered planning process to set achievable whole health goals and weekly action plans that engage in peer support to create new whole health behavior and lifestyles.
Roles of Peer Providers

The Evidence

Substantial evidence has resulted from the increasing use of peer support services.

Significant research shows that peer support is effective in:

- engaging and retaining people in mental health and addiction services,
- supporting individuals in playing active roles in their treatment through empowerment,
- lowering re-hospitalization rates,
- reducing utilization of crisis and emergency room services,
- significant reduction in inpatient days,
- significant increase in use of outpatient services.
Roles of Peer Providers

The Evidence

Moreover, peer services play crucial roles in helping individuals to advance their wellness and recovery in the community, demonstrating a significant role in:

- increasing overall satisfaction with services
- providing knowledge about psychiatric disorder and addictions, and their management
- assisting in connecting to communities
- reducing symptoms and or substance use
- improvements in practical outcomes e.g. employment, housing, and finances
- increasing quality of life
- increasing ability to communicate with mainstream providers
- positive outcomes in chronic illness
- reducing relapse and initiating recovery engagement when relapse occurs
Roles of Peer Providers

Moving Peer Support into Private Healthcare Sector

• Private health insurance companies want to see a uniform high standard for training and certification in order to meet compliance requirements in their markets.
• Private practitioners want to know that peer supporters are knowledgeable in a wide range of skillsets.
Roles of Peer Providers

Moving Peer Support into Private Healthcare Sector

- Mental Health America pilot program with Kaiser Permanente, a leading HMO.
  - Highly trained peer specialists
  - Members of an integrated whole health team approach
    - Introduce staff to tenants of peer support
    - Introduce KP members to peer support
    - Support the individuals recovery goals
    - Support the whole health goals of team and individual
Roles of Peer Providers

Moving Peer Support into Private Healthcare Sector

• The KP Special Needs Teams showed high levels of Emergency Department visits being accessed by the people being served.
• They also were experiencing difficulty with some members successfully participating in their own treatment.
• Kaiser was interested to see if the provision of peer supports would prove beneficial in these areas and in increasing overall quality of life as determined by the people receiving services.
Roles of Peer Providers

Moving Peer Support into Private Healthcare Sector

Outcomes:

– Reduced Re-hospitalizations
– Reduced Emergency Room visits
– Increased engagement with care team
– Assisted people to activate self-management in whole health
– Increased achievement of whole health goals
Roles of Peer Providers

Mental Health America believes that we are just at the beginning of understanding the capabilities of peer support. It cuts across all health domains and helps to support people in increasing their quality of life.

MHA is developing, a nationally accredited peer support certification, the Mental Health America Certified Peer Specialist. In order to become certified peers will be required to have an extensive set of core competencies and skillsets and have substantial prior experience working as a peer supporter.
Roles of Peer Providers

A properly designed certification is not built around a specific training, rather an examination is developed that tests critical core competencies and skillsets. The individual can receive their training from a number of sources as long as they are prepared to pass the examination and other requirements.

Because we intend to require substantial prior experience we anticipate that many people attaining the MHA Certification will already be certified within their state or local area.

A primary purpose in creating a national certification is to equip people to work in private practice, clinics, and hospitals that will be recognized by private health insurance.
Roles of Peer Providers

MHA is using the experience gained in the pilots with Kaiser Permanente to help guide the development of our national certification. KP and other national health insurers are diligent about ensuring that providers included in their coverage meet the highest standards possible.

MHA believes that our certification will be the first national certification and will have the highest standards of core competencies, skillsets, and experience in the nation.
Roles of Peer Providers

The Future of Peer Support

Peer support is a rapidly growing field. Research continues to show that it is efficacious and cost effective. State and local agencies, managed care companies and private practice and insurance are utilizing peer support more each year. The potential for the peer workforce is tremendous, especially as we begin to develop clear career paths and equitable pay scales for peer workers. It is inevitable that peer support will continue to grow throughout public and private behavioral health.
Roles of Peer Providers

The Future of Peer Support

“Peer recovery support services (PRSS) can be successfully integrated with professional models of care (e.g., blended and sequenced in ways that potentially magnify the catalytic potency of each). This can occur at all levels of behavioral healthcare systems, but such integration requires planning, education, and support for peers and professionals as well as education of the larger community about the role and value of PRSS.” White, W. L. MA, Evans, A. C. Jr. PhD (2014)
Patrick Hendry  
Vice President, Peer Advocacy, Supports and Services  
Mental Health America  

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Listserv Update

Look for updates from: hiring supervising peers ic

Time for Q & A
Thank you for joining us today. Please take a moment to provide feedback by completing survey at the end of today’s webinar

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