



SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

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

Innovation Community Participants



Organization Name:	Contact Person	Email Address	Phone Number
Range Mental Health Center	Tracey Lexvold	tlexvold@rangementalhealth.org	2189697956
Northern Pines Mental Health Center	Glenn Anderson	ganderson@npmh.org	218-390-9020
Triology Behavioral Healthcare	Samantha Handley	shandley@trilogyinc.org	7733824051
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Behavioral Health Administration	Brandee Izquierdo, Director Consumer Affairs	brandee.izquierdo@maryland.gov	4434694343
Community Access, Inc.	Briana Gilmore, Director of Planning and Recovery Practice	bgilmore@communityaccess.org	212-780-1400 x7736
The Center for Health Care Services (CHCS)	Juily Jung Chuang Liang/ Director	jjcliang@chcsbc.org	210-261-1092
The Lord's Place	Heather Sandala, LCSW- Director of Clinical	HSandala@thelordsplace.org	561-537-4646
CenterPoint Human Services	Aubry Hildebrandt	ahildebrandt@cphs.org	(336) 528-3915
Helping Ourselves Pursue Enrichment, Incorporated (HOPE, Inc.)	Chayo Long-Mendez	chayolongmendez@hopetucson.org	520-770-1197
Pittsburgh Mercy	Harold Harger	hhartger@pmhs.org	412-697-0738
LifeStream Behavioral Center	David Braughton	dbraughton@lsbc.net	813-778-3911
HOPE Community Center	Amy Foley, Executive	hopecenteramelia@gmail.com	513-607-9290
Recovery Academy	Tom Schuplin	tschuplin@prsinc.org	703-531-6390
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Listserv

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

Name of Organization:	Program:	Total Score for Objective A:	Total Score for Objective B:	Total Score for Objective C:
Pittsburgh Mercy	Mercy Behavioral Health	17	17	18
Range Mental Health Center	Peer Support	16	15	10
CenterPoint Human Services	CaeNet/WFBH ED Peer Specialist Support Program	0	10	21
The Lord's Place	Housing First, SOAR, Outreach, ACT	6	3	16
LifeStream Behavioral Center	WIN II PBHCI	20	11	25
Northern Pines Mental Health Center	Peer Specialist Development Program	16	13	14
The Center for Health Care Services (CHCS)	Peer Support Services - across 3 adult clinical divisions	19	8	18

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

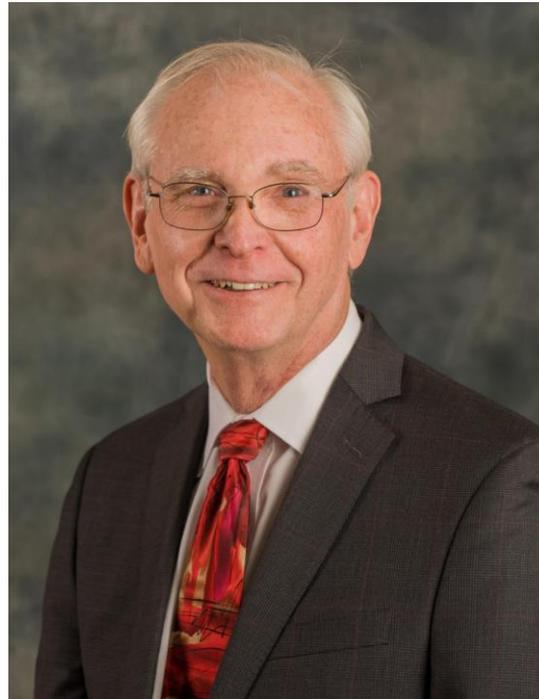
“Peer support services are an evidence-based mental health model of care which consists of a qualified peer support provider who assists individuals with their recovery from mental illness and substance abuse disorders.”

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)

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Webinar Schedule

Webinar Number	Date	Time
February #2	Feb. 26	1 - 2pm
March #3	Mar. 18	1 - 2pm
April #4	Apr. 29	1 - 2pm
May #5	May 27	1 - 2pm
June #6	Jun. 24	1 - 2pm
July #7	Jul. 29	1 - 2pm
August #8	Aug. 26	1 - 2pm

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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