Hiring and Supervising Peer Providers to Support Integrated Care

Larry Fricks

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Slides for today’s webinar will be available on the CIHS website:

www.integration.samhsa.gov
Under About Us/Innovation Communities
## Innovation Community Participants

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*Source: [integration.samhsa.gov](integration.samhsa.gov)*
Setting the Stage:
Today’s Facilitator

Larry Fricks
Deputy Director
SAMHSA-HRSA Center for Integrated Health Solutions
Setting the Stage:  
Today’s Moderators

Rose Felipe and Madhana Pandian

Associates

SAMHSA-HRSA Center for Integrated Health Solutions

integration.samhsa.gov
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
Today’s Purpose

• Welcome
• About Your Team
• Overall Goal for the Innovation Communities (IC)
• Participant Expectations
• Focus for Hiring and Supervising Peer Providers to Support Integrated Care and 3 Key Objectives
• What to Expect from the Innovation Community
• Next Steps
About your team:

Facilitator: Larry Fricks/larryf@thenationalcouncil.org
Coordinator: Madhana Pandian/madhanap@thenationalcouncil.org

Faculty will be comprised of 2 CIHS staff (i.e., a facilitator and coordinator), and subject matter experts who will provide webinar content and coaching in collaboration with the CIHS staff.

- Faculty deliverables include organizing and presenting webinars, supporting participants with educational materials, monitoring participant progress, and timely follow-up to questions recorded as phone TA.
- Dedicated page on the CIHS website
Goal for Innovation Communities

Innovation Communities are designed to engage organizations in acquiring knowledge and skills and applying their learning to implement measurable improvements in a high priority area related to healthcare integration. Lessons learned over the course of the innovation community are compiled and shared with the health care field so other organizations can benefit.

The innovation community is designed to address three key components associated with innovation implementation, including:

1. Topic-specific foundational information, knowledge, and best practices
2. Innovation implementation planning
3. Adoption and sustainability of the innovation
The IC focuses on topics and process that align with the following:

- Widespread relevance across integrated care settings
- Addresses a challenging problem related to integrated care
- Establishes practical and meaningful performance indicators achievable in a 9-month timeframe
- Continuously monitors progress, implementation barriers, and effective strategies
- Identifies tools and resources associated with successful implementation
- Records lessons learned about systemic and organization factors affecting adoption and sustainability of integrated health innovations
Focus of this IC and 3 Key Objectives

This IC focuses on the development of skills, policies, and procedures required to support a strengths-based approach to hiring and supervising peer providers as part of the integrated care team and enhance their job performance, while promoting a culture of recovery and resiliency.

Following are 3 key IC objectives:

1. Successful hiring of peer providers
2. Quality supervision of peer providers
3. Strengthen a recovery/resiliency culture to support peer providers
How will we accomplish this IC goal?

- Identifying and understand the role of peer providers to support integrated care with focus on activating self-management
- Reviewing peer provider best hiring practices that include strength-based interviews and creating clear job descriptions
- Introducing key elements of peer provider supervision
- Promoting recovery and resiliency cultures that enhance the outcomes of peer providers
Why are training and supervising peer providers important?

- Fastest growing workforce in behavioral health according to SAMHSA
- Lived experience, plus skills learned in training promote hope, trust and activation of self-management
- Peer providers role model recovery, resiliency and shared decision making
Poll Question #1

What best describes your current experience with hiring peer providers?
A. Great deal of experience
B. Some experience
C. Little experience
D. Hardly any experience
Webinar Themes

- History of Medicaid-billable peer providers and their emerging role in integrated care
- Best practices in hiring and supervising peer providers
- Informational resources
- Promoting recovery and resiliency cultures
- Delivering on person-centered planning
Webinar Themes

- Writing concise whole health goals that promote activation of self-management
- Introducing weekly action plans that create and sustain new health behavior
- Research outcomes
- Innovations from the field
Next steps:

1. Create an implementation team, that includes peer providers/recipient of services
2. Team to complete the Organization Self-Assessment (OSA)
   – Due by January 15th
3. Based on the OSA,
   a) Develop a work plan with 1 to 3 stated goals by February 1st
   b) Work plan should include steps and a timeline
4. Mark your calendars for the January Webinar and Coaching call!
5. **January Webinar Date:** January 22 at 1:00pm
Let’s Chat

What are the most significant questions you have about hiring and supervising peer providers to support integrated health?
Poll Question #2

What best describes your current experience with supervising peer providers?

1. Great deal of experience
2. Some experience
3. Little experience
4. Hardly any experience
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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