

# Why and How Peer Services Improve Health and Wellness of People with Mental Illness

**Tuesday, April 13<sup>th</sup>, 2021**

2:00-3:00pm ET

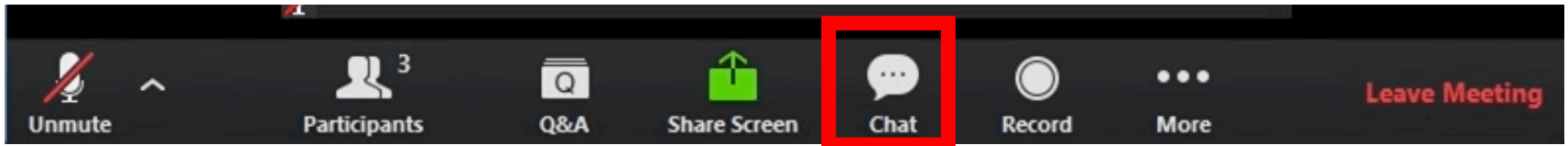


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# How to Ask a Question/Make a Comment



Type in a **question or comment** in the **chat box**

Located at the bottom of your screen.  
We'll answer as many questions as we can during today's session.



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# Poll #1: What best describes your role?

- Peer Support Worker
- Clinician
- Administrator
- Policy Maker
- Payer
- Other (specify in chat box)



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## **Poll #2: What best describes your organization? (check all that apply)**

- Behavioral Health Provider
- Primary Care Provider
- Mental Health Provider
- Substance Use Disorder Provider
- Other (specify in chat box)



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# Poll #3: Where is your organization in the process of integration?

- Learning/Exploring
- Beginning Implementation
- Advanced/Full Implementation
- Ongoing Quality Improvement
- Other (specify in chat box)



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# Introduction

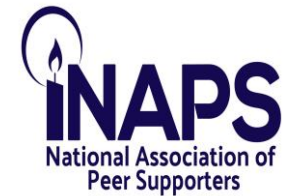


**Sonya Ballentine, Patient Partner,  
PCORI and Project Manager,  
Illinois Institute of Technology  
College of Psychology**



CHDC

Chicago Health  
Disparities Center



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# Objectives

After this webinar, participants will be able to:

1. Understand the health and wellness of people with mental health challenges
2. Describe peer support services as an effective solution
3. Understand PCORI research findings
4. Explain how peer support services might be implemented moving forward



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# Objective 1

# Health and Wellness of People Living with Mental Health Challenges



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## RECOVERY FOCUSED

- Long-term research has shown that hopes and dreams can be achieved, even if symptoms persist.

## RECOVERY IS POSSIBLE

- Providers and programs assist people in attaining their goals with hope and empowerment.



# Physical Health Concerns

Cardiovascular Disease

Respiratory Illness

Communicable Disease

Throat Disease

Gastrointestinal Disorders

Kidney Ailments

Orthopedic Injury

Infectious disease

Cancer

Neurological Disorder

Obesity



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# Risks of the COVID-19 Pandemic

**Understanding COVID-19, What is it?**

**Staying safe from infection**

**Knowing what to do if you are infected**

**Impact on mental health**



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# Those Experiencing Serious Mental Health Challenges and Untreated Physical Health Issues Often Have Adverse Outcomes:



**Early Death  
10-20 years**



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# Physical Illness Impacts Wellness

## WELLNESS

Quality of Life

Inner Peace

Sense of Wholeness



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# What do we mean by Serious Mental Health Challenges?

Serious mental illness is defined by someone over 18 having (within the past year) a diagnosable mental, behavior, or emotional disorder that causes serious functional impairment that substantially interferes with or limits one or more major life activities. (SAMHSA)

## Difficulties to achieve specified goals:

- Education
- Employment, vocation, income
- Independent Living
- Relationships
- Health



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# What Contributes to Worse Health Outcomes?

- Ethnicity
- Poverty
- Homelessness
- Crime
  - Victim
  - Justice System Involvement
- Substance Use





# Six Reasons Why This Occurs

## 1. Social Determinants

- Poverty
- Homelessness
- Crime Victim
- Domestic Violence
- Jail or Prison



# Six Reasons Why This Occurs

## 2. Insufficient Resources

- Too few primary care clinics
- Too few specialty care clinics
- Inaccessible clinics (lack of transportation)
- Lack of access to other resources (e.g. food deserts, educational resources, others)



**FRAGMENTED  
HEALTH SYSTEM**



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# Six Reasons Why This Occurs



## 3. Lifestyle and Environmental Factors

- Diet
- Exercise
- Smoking
- Unsafe sex
- Substances

# Six Reasons Why This Occurs

## 3. Insufficient Resources → **FRAGMENTED HEALTH SYSTEM**

- Too few entitlements (insurance coverage)
- Lack of parity (equity) in mental and physical healthcare
- Lack of recovery resources



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# Six Reasons Why This Occurs

## 4. Lack of Culturally Relevant Services



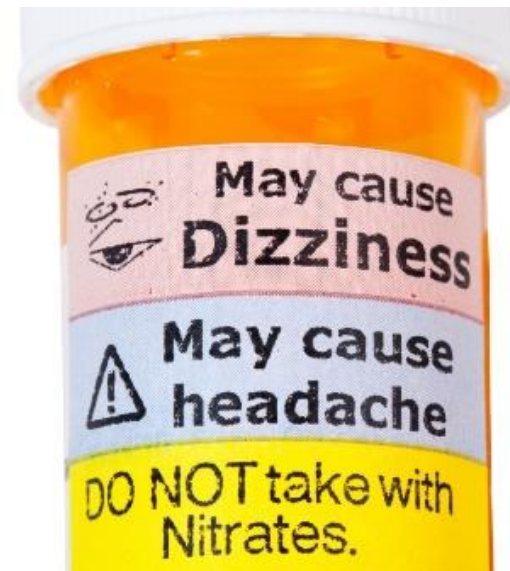
- Services not in ethnically diverse neighborhoods
- Providers of color largely absent from care settings
- Services fail to reflect cultural priorities including the culture of hope and recovery

# Six Reasons Why This Occurs

## 5. Medication Side Effects

Significant weight gain in atypical anti-psychotic medication led to:

- Type 2 diabetes
- High blood pressure
- Cardiovascular Disease



# Six Reasons Why This Occurs



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## 6. Genetic Comorbidities

- Heart Arrhythmias
- Auto-immune disorders
- Diabetes

## Objective 2

# Peer Support Services as a Solution



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# Treatments Do Exist!

## **Evidence-based strategies:**

Are those that prove effective through rigorous study and evaluation

Involve properly trained doctors, nurses, therapists, and peer support providers



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# Integrated Care

## One stop health care for

- Primary
- Specialty
- Mental health and substance use care



## Reality: The Promise Has Not Been Realized

- Some care providers are reluctant
- Funding is not available (especially for low-income groups)
- Recovery services and resources are lacking



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# A Solution: Peer Support Services



Peer support workers are people who have been successful in the recovery process who help others experiencing similar situations. Through shared understanding, respect, and mutual empowerment, peer support workers help people become and stay engaged in the recovery process and reduce the likelihood of relapse. Peer support services can effectively extend the reach of treatment beyond the clinical setting into the everyday environment of those seeking a successful, sustained recovery process. (SAMHSA)



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# Basic Values of Peer Support Specialists

## Recovery-Focused

- accepting
- empowering
- strengths-focused
- in the community



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# The Key Ingredient to Peer Support – Mutuality; Mutuality Promotes Connection and Offers Hope

## Disclosure

- On the way-down story (challenges)
- On the way-up story(recovery)
- What's worked for me and others

## Limits to disclosure



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# What do Peer Support Specialists do?



Support shared  
decision making



Teach Skills



Support to Navigate  
the System



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# Support Shared Decision Making

- **Focus:**

- Hope
- Self-determination
- Empowerment



- **Achieved through:**

- Helping to understand health and wellness goals (everyday language)
- Exploring the full range of options given specific goals
- Using person-centered planning to support individual to make decisions



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# Teach Skills for Self-Management

## Gather Information

- What are my health challenges?
- What treatments help?
- How do I access them?
- What are my wellness goals?
  - (e.g., diet and exercise)
- How do I achieve these goals?





# Teach Skills



## Behaviors

(What do I do to achieve my health and wellness goals?)

- Stress management
- Medication management
- Healthy eating
- Increased physical activity



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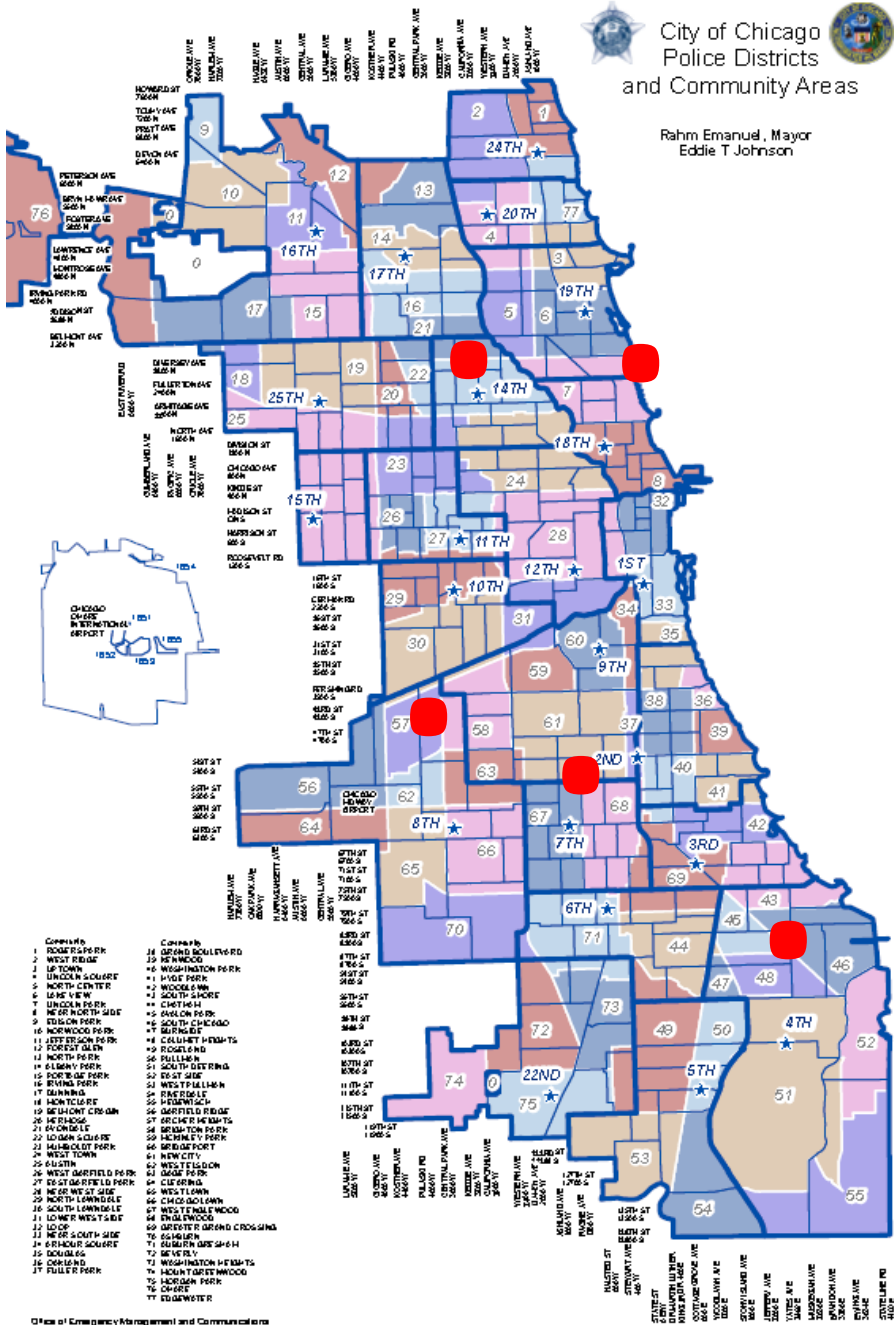
# Opportunity → *Navigate the System*

Peer support specialists help people use these skills in their world:

- Go with them to appointments
- Go shopping together
- Participate in wellness program in one's community



Rahm Emanuel, Mayor  
Eddie T. Johnson



# Navigate the System

- Finding services
- Making appointments
- Traveling to appointment
- Interaction with medical professionals



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# Basic Skills for Peer Support Specialists

## Three types:

- Working with the person - listening
- Responding to their concerns
- Managing the peer supporter role



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# Working with the Person

- Active listening skills
- Support with goal setting
- Motivational interviewing
- Support through strengths-based model
- Advocacy



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# Responding to Concerns

- Interpersonal problem solving
- Relapse management
- Harm reduction
- Crisis management
- Trauma-informed care



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# Managing Peer Support Specialists Role

- Self-disclosure
- Relationship limits
- Avoiding burnout
- Street smarts



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# What Might Peer Support Specialists Do for COVID-19 and Other Infectious Disease?

- Support people in developing a wellness plan for sheltering in place
- Provide education and support related to understanding and checking for symptoms
- Assist in identifying testing sites and logistics for getting tested
- Assist with development of wellness recovery plans for managing stress and isolation, and provide follow-up support



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# Objective 3

# PCORI Research Findings



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Title & PI	Goals
<p><b>Peer Health Navigation: Reducing Disparities in Health Outcomes for the Seriously Mental Ill</b></p> <p>(PI: John Sinclair Brekke; brekke@usc.edu)  <a href="https://www.pcori.org/research-results/2013/can-people-who-have-experience-serious-mental-illness-help-peers-manage-their">https://www.pcori.org/research-results/2013/can-people-who-have-experience-serious-mental-illness-help-peers-manage-their</a></p>	<p>Help patients with serious mental illness to better access and use healthcare services, improve self-management of health and health care.</p> <p><b>(Completed)</b></p>
<p><b>Integrated Care and Patient Navigators for Latinos with Serious Mental Illness</b></p> <p>(PI: Patrick Corrigan; corrigan@iit.edu)  <a href="https://www.pcori.org/research-results/2013/peer-navigator-support-latinx-patients-serious-mental-illness">https://www.pcori.org/research-results/2013/peer-navigator-support-latinx-patients-serious-mental-illness</a></p>	<p>Assess the effects of peer navigators to existing integrated services on enhancing primary care engagement for Latino patients with mental illness.</p> <p><b>(Completed)</b></p>
<p><b>Integrated Physical and Mental Health Self-management Compared to Chronic Disease Self-management</b></p> <p>(PI: Sarah Pratt; Sarah.I.Pratt@dartmouth.edu)  <a href="https://www.pcori.org/research-results/2018/comparing-two-programs-managing-long-term-health-problems-people-lived">https://www.pcori.org/research-results/2018/comparing-two-programs-managing-long-term-health-problems-people-lived</a></p>	<p>Compare the effectiveness of two programs, led by either mental health or by people with lived experience, on helping patients manage chronic medical and medical illnesses.</p> <p><b>(Ongoing)</b></p>
<p><b>Increasing Healthcare Choices and Improving Health Outcomes Among Persons with Serious Mental Illness</b></p> <p>(PI: Chyrell Bellamy; chyrell.bellamy@yale.edu)  <a href="https://www.pcori.org/research-results/2013/does-peer-led-program-wellness-coaching-improve-wellness-among-people-serious">https://www.pcori.org/research-results/2013/does-peer-led-program-wellness-coaching-improve-wellness-among-people-serious</a></p>	<p>Examine the impact of a peer-led holistic health group curriculum and personalized wellness coaches on helping patients with serious mental illness improve their physical and mental health.</p> <p><b>(Completed)</b></p>
<p><b>Integrated Smoking Cessation Treatment for Smokers with Serious Mental Illness</b></p> <p>(PI: Eden Evins; a_eden_evins@hms.harvard.edu)  <a href="https://www.pcori.org/research-results/2016/helping-people-serious-mental-illness-stop-smoking">https://www.pcori.org/research-results/2016/helping-people-serious-mental-illness-stop-smoking</a></p>	<p>The project seeks to examine evidence-based treatments on helping patients with serious mental illness stop smoking with support from community health workers.</p> <p><b>(Ongoing)</b></p>

# Peer Health Navigation: Reducing Disparities in Health Outcomes for the Seriously Mental III (PI: Brekke)

## The *Bridge* Program

- Targets: health care access, utilization, and outcomes
- Taught SKILLS to better avail health care with manualized program
- Augmented by motivational interviewing, psychoeducation, modeling and role paraprofessionals
- Training done *in vivo*; i.e., in the consumers' clinic
- Peers (people in recovery) are teachers
- It is a six-month program
- Answers the question: **Can people who have experience with SMI help peers manage their health care?**

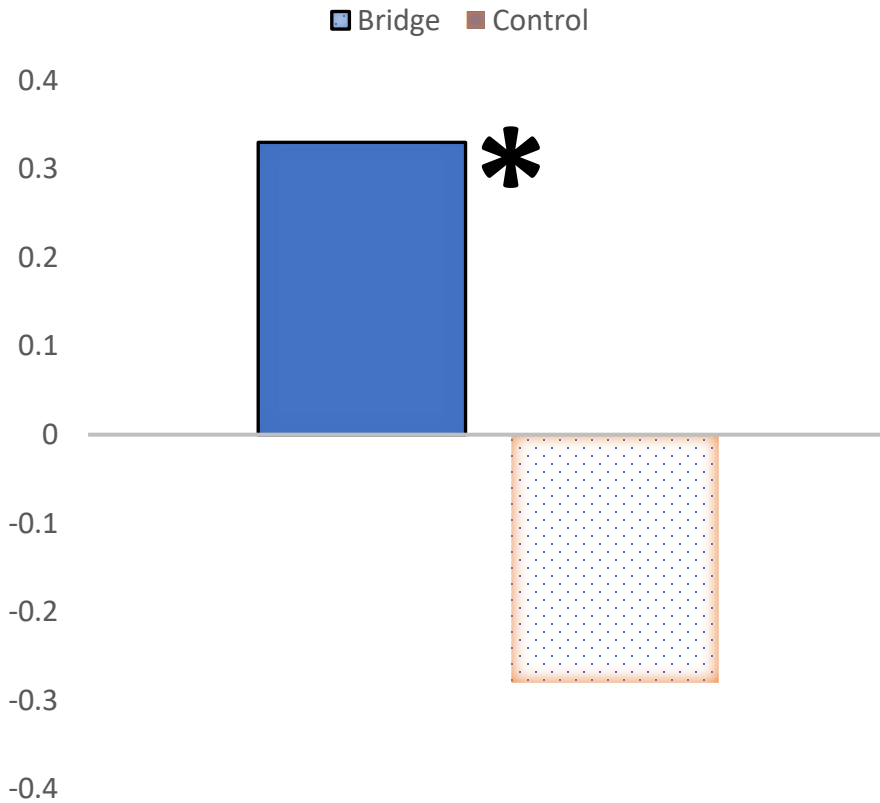
## Methods

- **151 people** with serious mental illness were randomly assigned to one of two groups:
  - Mental health care as usual
  - The Bridge plus mental health care as usual.
- **Data collected** at baseline, 6, and 12 months.

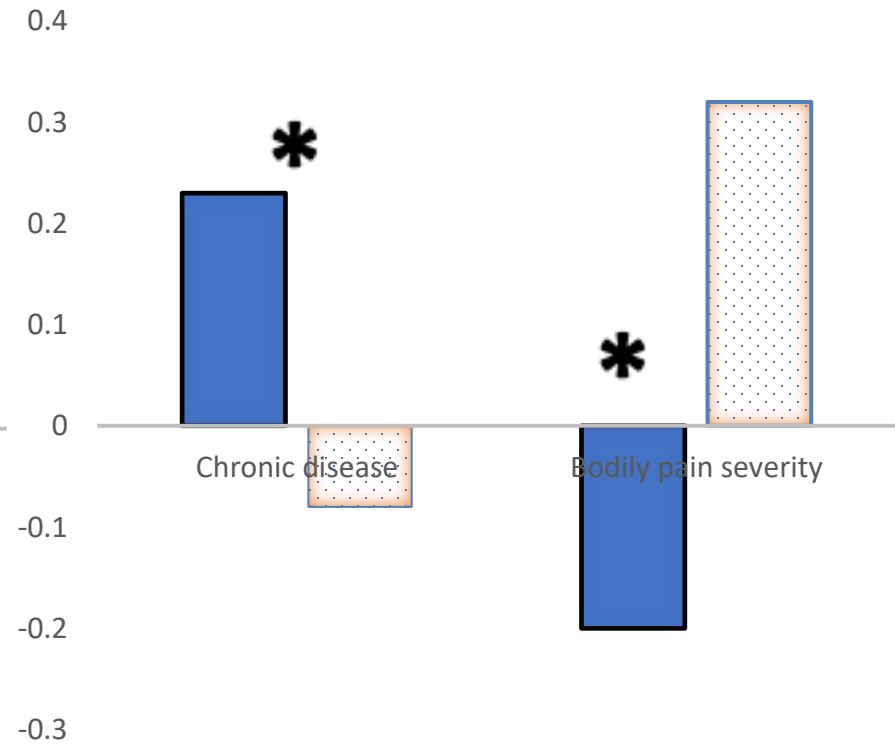
## Measures

- **Health Services:**
  - N routine care visits
  - N routine health screenings
  - Quality of relationship with health care provider
- **Confidence for self-management**
- **Health concerns:**
  - Chronic disease
  - Bodily pain severity

# Confidence for Self-Management (change scores)



# Health Concerns (change scores)



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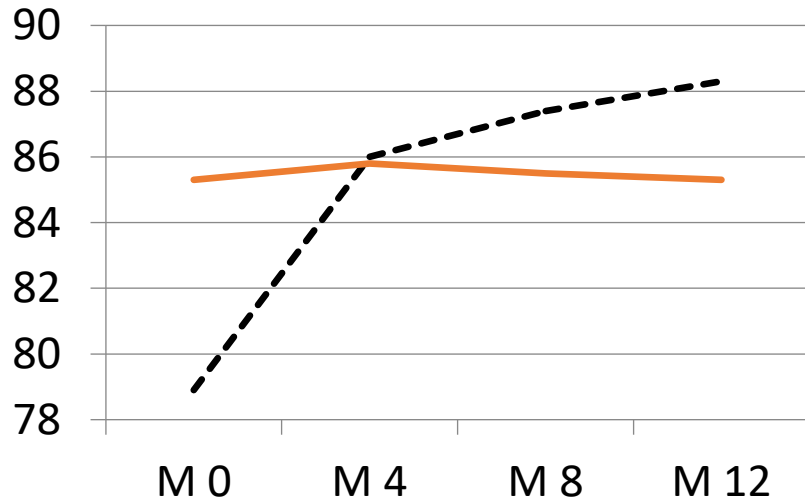
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# Peer Navigator support for Latinx Patients with Serious Mental Illness (PI: Corrigan)

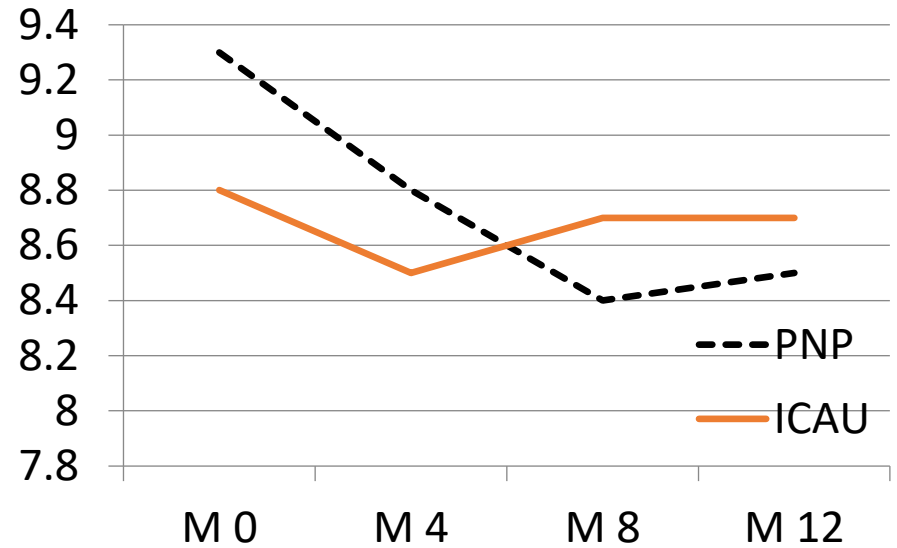
## Peer Navigator Program

- Program trained Latinx with lived experience to become peer navigators
- Navigators are currently in recovery from serious mental illness
- Assisted participants to address healthcare goals
- It is a 12-month program, Data was collected at baseline, 4, 8 and 12 months
- 110 Latinx with serious mental illness and physical health concerns were randomly assigned to:
  - Peer Navigator Program (PNP) or
  - Integrated Care as Usual (ICAU)

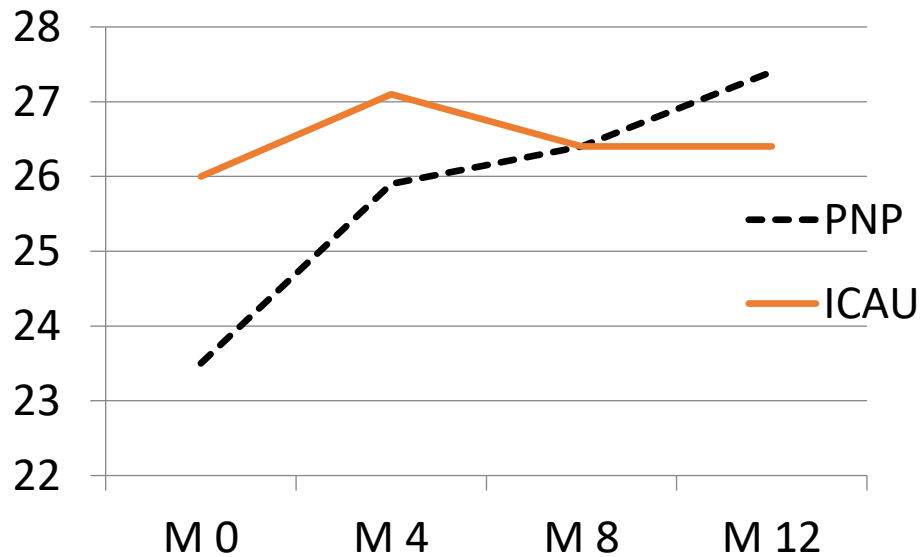
## Self-Reported Recovery (p<.001)



## Self-Reported Empowerment (p<.05)



## Quality of Life (p<.05)





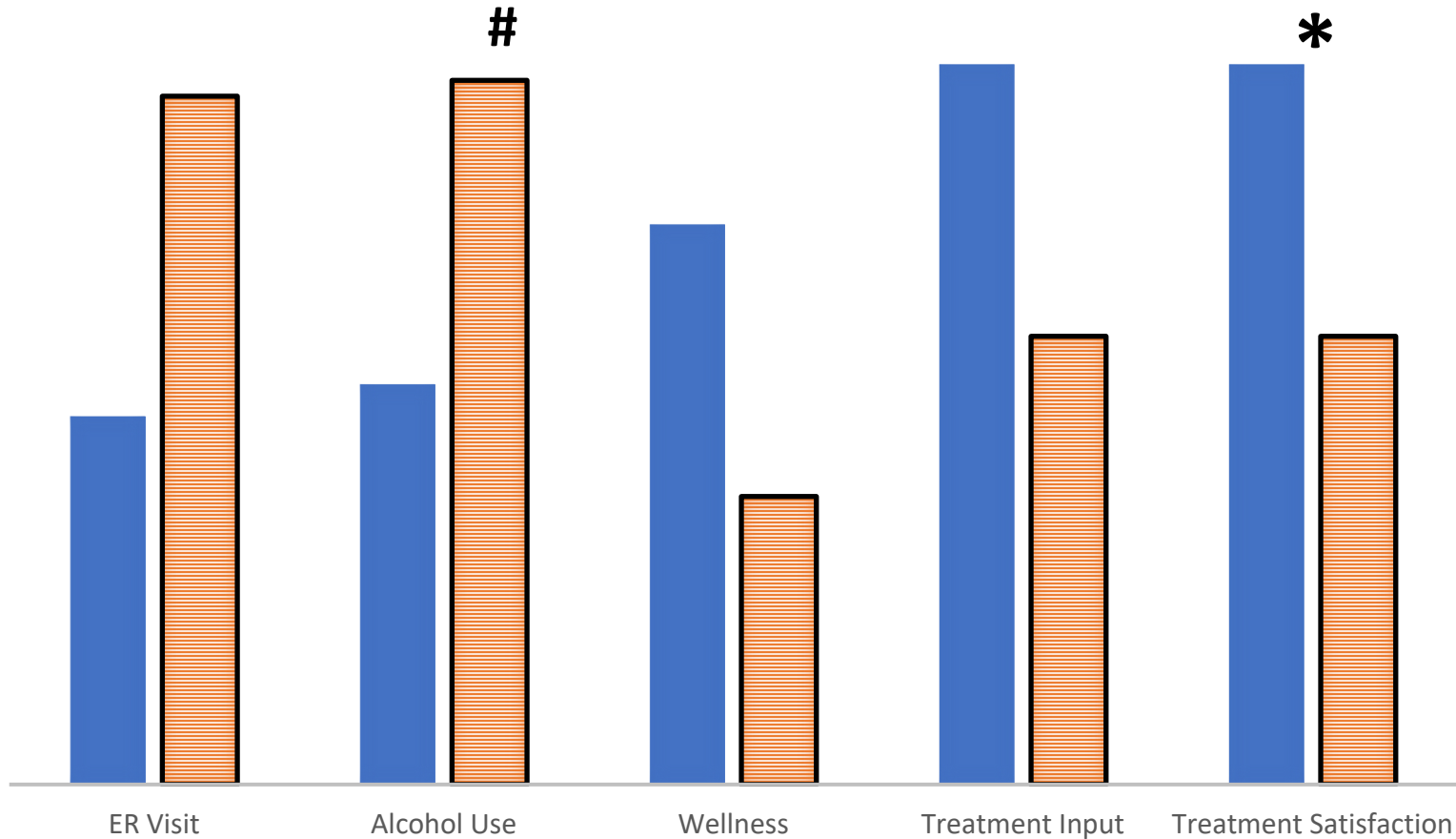
# Does a Peer-Led Program with Wellness Coaching Improve Wellness among People with SMI?

## Peer-Led Wellness Coaching (PLWC)

- It is a 6-month program:
  - All six months: personal wellness coaching
  - First three months: peer-led group classes that covered:
    - personal wellness
    - mental health stigma
    - self-management strategies
- **74 people serious mental illness:**
  - quasi-randomized design
    - PWLC
    - Treatment as Usual (TAU)
    - Data collected at baseline, 4, 8, and 12 month

# Findings

■ PLWC ■ TAU



## **Objective 4**

# **Moving Forward: A Discussion of How Peer Support Services Might Be Implemented**



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# Barriers/Opportunities to Implementation

- A shift in the practice culture
- Identification/selection of workforce
- Training and certification
- Supervision
- Program evaluation
- Reimbursement



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# Resources

- [Peer Recovery Center of Excellence](#)
- [Patient-Centered Outcomes Resource Institute \(PCORI\)](#)
  - [PCORI Mental and Behavioral Health Research Page](#)
- [Journal Article: Peer Recovery Support Services in New York Opioid Intervention Courts: Essential Elements and Processes for Effective Integration](#)



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# Upcoming CoE Events:

**CoE Office Hours: Why and How Peer Services Improve Health and Wellness of People with Mental Illness**

[Register here for Office Hour](#) on April 15, 2-3pm ET

**CoE Webinar: Oral Health and Behavioral Health: Framework for Coordination & Integration and Success Stories**

[Register here for Webinar](#) on April 27, 3-4:30pm ET

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# Join our YSBIRT Learning Collaborative for PCAs!

**APPLICATIONS DUE April 30, 2021**

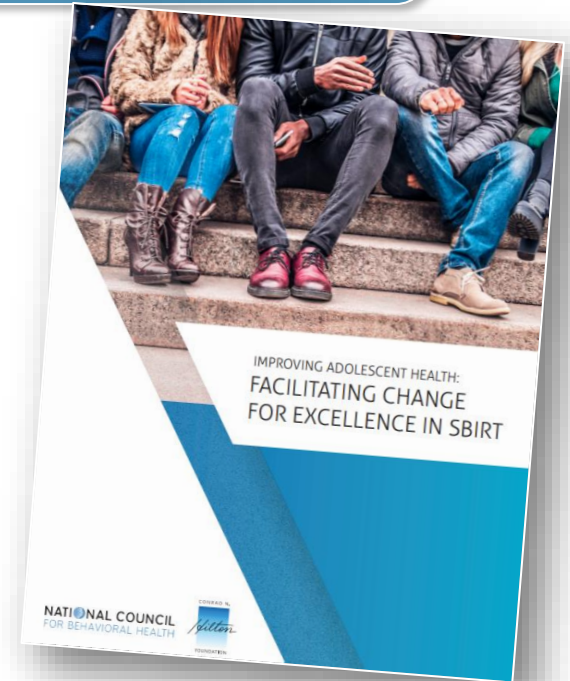
*A six-month program to enhance YSBIRT education and readiness to support implementation in primary care*

*June – November 2021*

## **BENEFITS**

- 6 comprehensive training sessions
- 2 individualized coaching calls
- \$2,000 honorarium
- Peer-to-peer learning opportunities
- Evidence-based YSBIRT implementation guide
- Additional resources for YSBIRT implementation, sustainability, and quality improvement

**Interested?** Contact Rachel at [RachelS@thenationalcouncil.org](mailto:RachelS@thenationalcouncil.org)



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# Thank You

## Questions?

Email [integration@thenationalcouncil.org](mailto:integration@thenationalcouncil.org)

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