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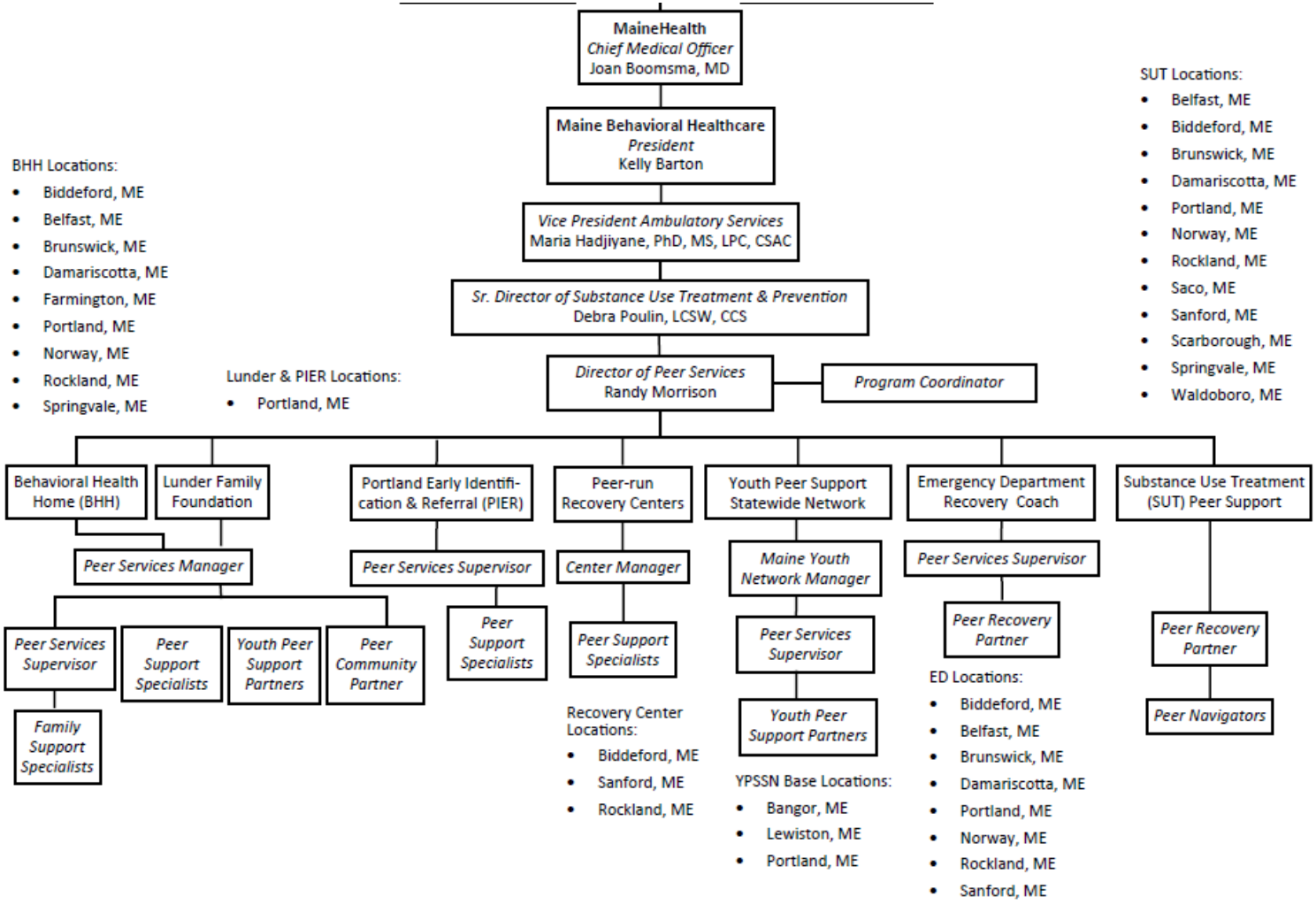
Peer Support Programs Primary Care

PATIENT CENTERED
RESPECT
INTEGRITY
EXCELLENCE
OWNERSHIP
INNOVATION

Peer Support Programs - Organizational Chart



Act with kindness and compassion.

Be an active listener.

Be a role model.

Set high standards.

Take responsibility.

Embrace change.

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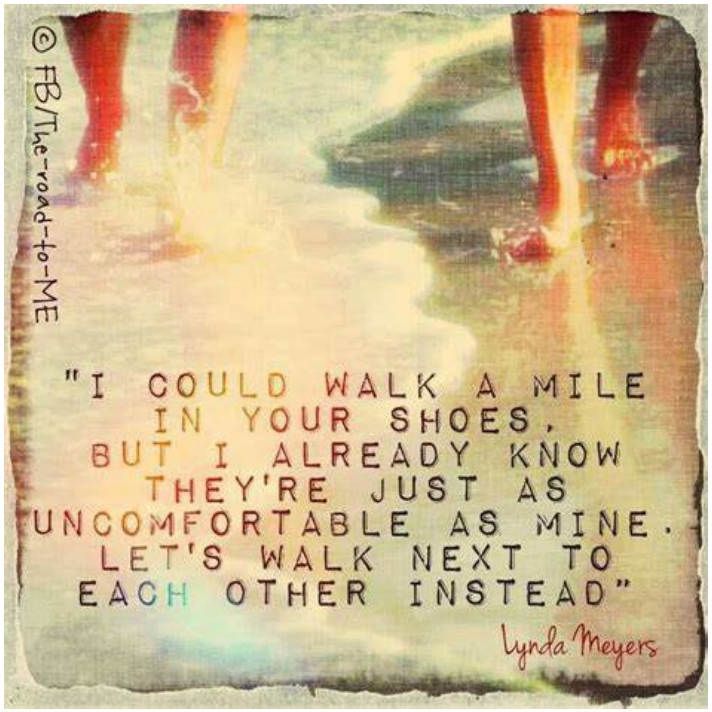
What are Peer Support Services?

Peer Support Services are staffed by people who self-identify as having personally navigated the challenges of the population they support.

They can share openly about their own recovery journey with the team and clients of the service.

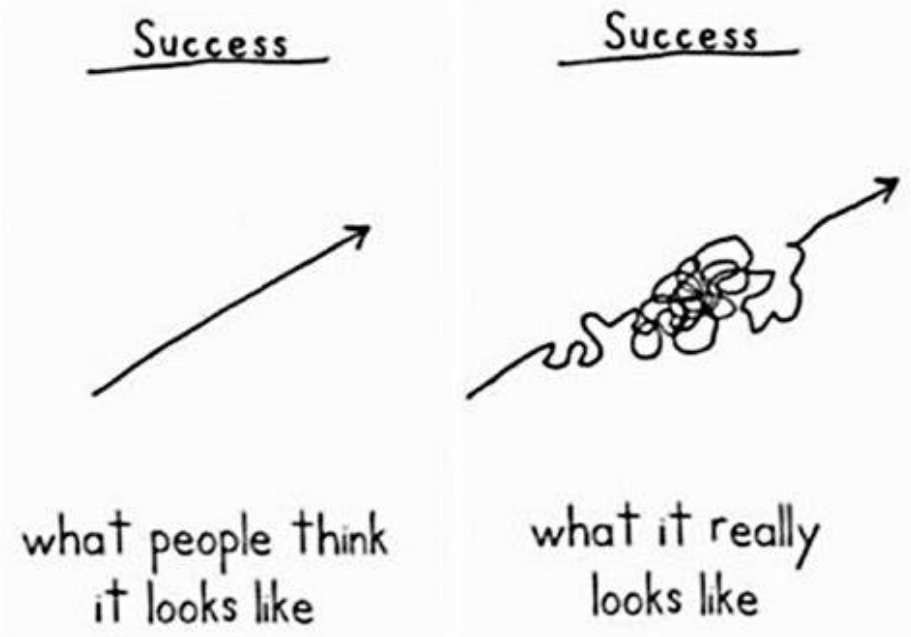
- Non-clinical. Not focused on "illness" language or medical model.
- Focus on "what happened" instead of "what's wrong"



What is recovery?

"A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential".

- CCAR definition: "You are in recovery when you say you are."



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How is peer support different than traditional helper roles?

Traditional Help

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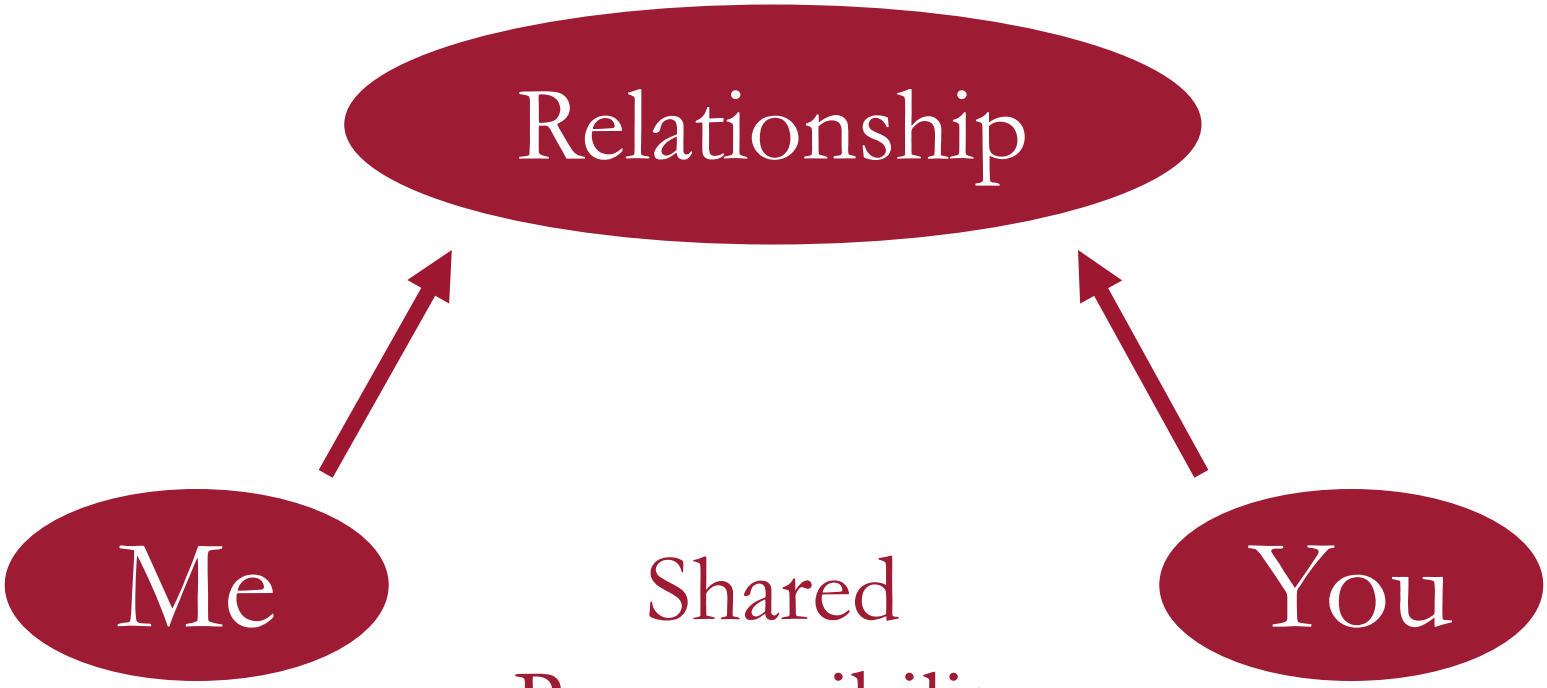
Peer Support



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Primary Care – Peer Recovery Partner

Q: What is a Peer Recovery Partner?
A: Peer Recovery Partners are people who self-identify as being in recovery from a substance use disorder and can share openly about their own recovery journey with the team and clients.

Q: What training does the Peer Recovery Partner have?
A: Peer Recovery Partners are trained in Recovery Coach and/or Intentional Peer Support. Both models involve 5-8 days of classroom training and provide a framework for providing support, navigating boundaries, and helping connect people to recovery-based community supports.

Trainings

Foundationally, CCAR Recovery coaching & Intentional Peer Support

<u>Additional</u>

- Alternatives to Suicide & Hearing Voices
- Nonviolent Communication
- Decolonization (Wabanaki Reach)
- Grief/Loss in Support Roles
- Vicarious Trauma
- Harm Reduction
- Professional Development – Grant writing, supervision, etc.

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Recovery Coach & Intentional Peer Support Comparison

	CCAR Recovery Coach	Certified Intentional Peer Support Specialist
Main Focus	Substance Use Disorder	Mental Health, including substance use
Goal	Primarily to connect people to resources and remove barriers	Primarily to develop mutually supportive relationships and connect to community
Requirements	Persons in recovery, friends, allies, etc.	Must be someone with lived experience of struggling with mental health, which may include substance use
State Certification	Yes (very new)	Yes (10+ years old)
Training hours	40 hours (5 days)	64 hours (8 days)
Annual Continued Education	Yes (Ethics training; more possible)	Yes (20 hours annual continuing education to maintain certification)
Authorized trainers	Currently a variety of unaffiliated trainers	State trainers
Cost of training	Varies, mostly free	Free
Where are they?	SUD Recovery Centers (PRCC, BARN, Bath, Boothbay, etc.), some EDs, OHH and MAT programs	BHH, Peer-run Recovery Centers, ACT teams, Emergency Departments (Mercy & MidCoast), Warmline, Riverview, some other small grant funded programs
Paid or Volunteers?	Until recently, mostly volunteers. Growing paid positions	Primarily paid

What kind of support is offered?

- Emotional Support- active listening, empathy, compassion, deep understanding
- Informational Support- provide information to health and wellness services, information about community supports and services
- Tangible Support- physical presence/accompaniment, accomplishing tasks
- Support in building relationships- promote social connection and engagement in the community, connection to the larger recovery community

Relationships are key in recovery

- Connection creates belonging- we are in this together
- Builds the trust we need to try new things
- Create a vision of life worth moving towards – away from fear, judgement and stigma to hope and possibility
- Challenge the things we learned in past relationships and offer opportunity to grow and heal through new ones
- We work to build community where support is readily available and accessible to all who desire it

Peer Recovery Partner

- **Vulnerable**
  - We ask them to walk into our space as "the person in recovery"
- **Voluntary**
  - We can't require engagement with peer support, which impacts engagement
- **Variable**
  - Each relationship is different – therefore hard to define
    - » Just texting – Just phone calls – Meeting in-person
    - » Weekly, biweekly, sporadic
    - » "Case load" is variable depending on the make-up of the group of people receiving support – changes over time
    - » Flexibility allows us to adapt to what's needed, not what's prescribed

Supervision & Support

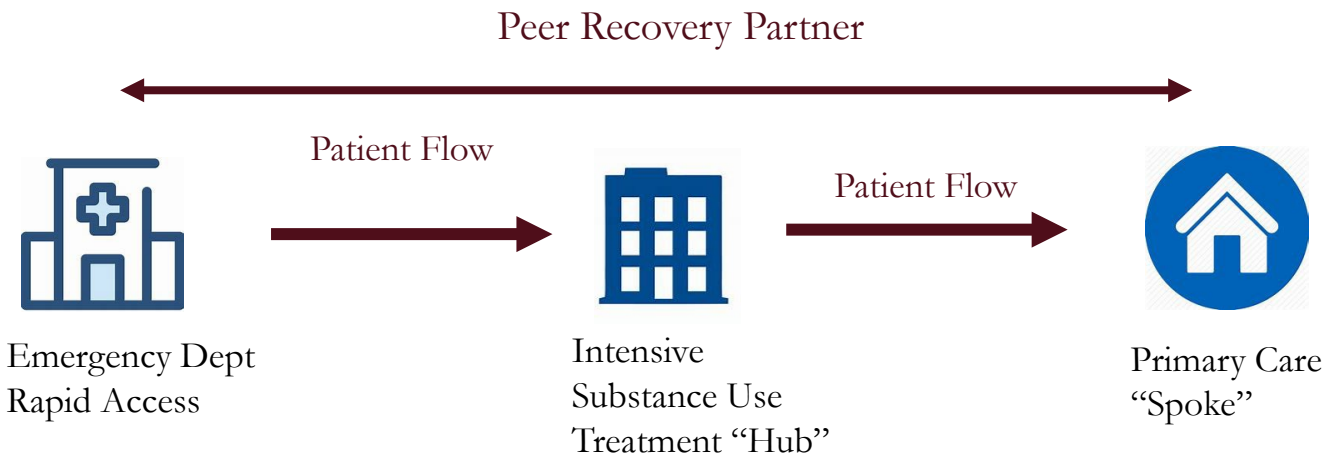
Peer support positions employ different practices than traditional clinical providers. Creates consistency across system.

- Every Peer Support Staff has a Peer Support Supervisor (who is trained and has lived experience)
- For Primary Care - Collaborate with local program Behavioral health clinician and/or manager of the service where peer support staff works

Additional support spaces are important

- Biweekly – Role Play/Practice Sessions
- Groups Facilitation Support
- Internal Co-reflection

Substance Use Continuum – Peer Recovery Partners



Rockland, Portland, Biddeford, Sanford: Emergency Dept., Intensive Hub and Primary Care
Brunswick, Norway, Belfast, Damariscotta: Emergency Dept. & Primary Care

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Emergency Department Recovery Partner

- Fully launched in October 2020
- 8 MaineHealth Hospitals
- Adapted due to COVID
- Working to respond to overdoses at Emergency Dept.

Hospital	# of Referrals
Mid Coast Hospital	141
Pen Bay Medical Center	85
Maine Medical Center	127
Western Maine Health Care	43
Southern Maine Health Care – Sanford	44
Southern Maine Health Care – Biddeford	59
Lincoln Health Mile's Campus	38
Waldo County General Hospital	11
Total	548

Measure	Status
# of people who engaged in peer support	260
% of referrals responded to within 7 days	100%
% of patients who showed improvements at time of discharge from our service (using the recovery capital score tool)	100%
% of patients who have self-reported a returned to the ED for the same reason within 6 months	3.08%

MaineMOM

MaineMOM treats prenatal and recently postpartum people with substance use concerns. People are supported by mothers in recovery. Self-referrals welcome.

- **Age:** no age requirement
- **Requirements:** Currently pregnant or given birth within the last year. No Insurance requirements
- **Peer Support Available:** 1:1 virtual and in-person; phone support
- **1:1 Referral methods:**
  - Internal: EPIC AMB Referral to Peer Services Order [REF15401] - select MaineMOM
  - External: **MBH_Peer@mmc.org**

In order to empathize with someone's experience, you must be willing to believe them as they see it, and not how you imagine their experience to be.

- Brené Brown

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Questions?

BEEHIVE DESIGN COLLECTIVE

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Cell Phone: 207-396-0145

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