Integrating Peers and Professionals into a Successful Program

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Role of attachment in child and adult development:

Human beings are more effective and happier when they have someone they can talk to about personal matters, who cares about them, and who is reliably available.

The age adjusted relative risk ratios [for social isolation] are stronger than the relative risks for all cause mortality reported for cigarette smoking.

House, Landis & Umberson
Science, 1988 241: 543

Holt-Lunstad, Smith, & Layton
PLOS Medicine, 2010, 7: July e1000316
www.plosmedicine.org
Peer Support Begins????????????

www.peersforprogress.org
Peer Support Begins!!!!!!!!!!!!!!!!!!!!
Importance of Ongoing Follow Up and Support

- Review of effects of self management on Glycosolated hemoglobin (Norris et al., *Diabetes Care* 2002 25: 1159-1171.)
  - Only predictor of success: *Length of time over which contact was maintained*
Not Just Diabetes – Weight Loss and Smoking Cessation


• Meta-analysis of Smoking Cessation by Kottke (JAMA 1988 259: 2882-2889)
  “Success was … the product of personalized smoking cessation advice and assistance, repeated in different forms by several sources over the longest feasible period.”
Diabetes Self Management Support

Diabetes Self Management Education “not sufficient for patients to sustain a lifetime of diabetes self-care”

Diabetes Self Management Support needed to “…assist the individual … to implement and sustain the ongoing behaviors needed to manage their illness.”

Peer Supporters

• Personal, have time, often of individual’s community
• Reinforce and trouble-shoot basic education
• Provide emotional support and encouragement to:
  – Encourage Healthy Coping
  – Maintain motivation
• Linkage to clinical and other resources
• Teach classes
• Organize for advocacy, community action
“Reciprocal Peer Support” for US Veterans with Diabetes

- Male patients with HbA1c > 7.5 over previous 6 months
- 1.5 hour session for goal-setting, communication skills, followed by assignment to dyads
- Weekly phone calls with IT platform that monitored call frequency and prompted calls
- Comparison to Nurse Case Manager
- HbA1c changes over 6 months: 8.02% to 7.73% versus 7.93% to 8.22% ($p = 0.004$)
- 6.6% initiated insulin in peer support vs 0.8%

Review of Peer Support

• 01/01/2000 - 12/31/2009: “peer support,” “coach,” “promotora” etc.

• 47 separate studies met criteria of:
  – Provided by nonprofessional
  – Support for multiple health behaviors over time (i.e., not isolated or single behaviors)
  – Not peer implementation of class

• Preliminary outcomes:
  – Significant within- or between-group changes:
    83% of all 47 (39/47)
    81% among the subset of 37 (30/37) papers reporting randomized trials

Elstad et al., Internat Cong Beh Med, Washington, D.C., August, 2010
Peers for Progress

American Academy of Family Physicians Foundation

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Peers for Progress

EVALUATION GRANTS (N=8)

Original 14 Grantees

Additional Collaborations
Major Activities of Peers for Progress:

1. Build **evidence base**

2. Facilitate **knowledge management and exchange** among peer support programs around the world
   a) Reports, publications from programs
   b) Program protocols and materials
   c) Success stories
   d) Web and social networking utilities

3. Facilitate national efforts to **institutionalize peer support** in prevention and health care systems
What Could Be More Culturally Contingent??

Diabetes
  Diet and eating patterns
  Fate, life, death
  Family versus individual responsibility

Social Support
  E.g., eye contact:
    In Japan, looking in the eye is disrespectful
    In Germany, *not* looking in the eye is disrespectful
  Autonomy of individual versus responsibility of family, friends
  Styles of support – effusive versus tacit
1. Key functions are global
2. How they are addressed needs to be worked out within each setting
Key Functions of Peer Support

1. Assistance, consultation in applying management plans in daily life
Assistance in applying management plan in daily life

- **Problem**
- **Plan**
- **Action Implementation**

- Doctor Educator Nurse
- Peer Supporter
Key Functions of Peer Support

1. Assistance, consultation in applying management plans in daily life

2. Social and Emotional Support
   a) Encouragement of use of skills, problem solving
   b) Personal relationships
   c) Social networks and community resources

3. Linkage to clinical care
   a) 2-way relationship between peer program and providers
   b) Peers encourage use of clinical care
   c) Advocacy for enhanced clinical care (and other community resources)

4. Ongoing support, extended over time
   a) Proactive contact and ad lib access to peers
   b) Negotiated plan for support
   c) Variable frequency/intensity over time as needs of recipients change, evolve
Standardization & Local Tailoring

KEY FUNCTIONS
Assist in managing diabetes in daily life
Social and emotional support
Link to clinical care
Ongoing support

Local, Regional, Cultural Influences
Diverse Implementation of Key Functions
“Standardization by function, not content”

Jade and Pearl in Hong Kong

Juliana Chan and colleagues: Chinese University of Hong Kong, Asia Diabetes Foundation, Prince of Wales Hospital

Jade – coordination of clinical care with shared standardized electronic medical records

Pearl

- Individualized and group peer support, organized through nurses
- Telephone follow up twice monthly for 1st three months, then as needed
- Telephone linked care (TLC) for instruction and prompting of key management behaviors (healthy diet, physical activity)

Dissemination:

- Jade and Pearl to collaborators in China, others in Asia
- Platinum – training of peer leaders

www.peersforprogress.org
Building on Success in Australia

Brian Oldenburg and colleagues
Monash University and Diabetes Australia–Vic

Diabetes–Vic has been running peer support programs for over 20 years

Expanded now to:
  Focus on improved daily management and linkage to clinical care
  Individual contact

Diabetes Australia – Vic positioned to instigate national dissemination as results indicate
Challenges of Community Outreach from Primary Care, Patient-Centered Medical Home

- Developing community partnerships and collaborations
- Time consuming nurturing of community relationships
- Imprecise reach of community outreach:
  - Community programs and activities on weight management
  - Attended by vegans who run marathons
Peer Support as Community Outreach Strategy

• Peer supporters recruited from communities intended to reach
  – Community ties then intrinsic to services

• Peer supporters can reliably reach those of greatest importance
  – e.g., 92% of low-income, single mothers from ethnic minorities with Asthma Coach
Test of Peer Support in Urban Private Practice

Half-time outreach worker from community coordinated most activities, including individual follow-up with patients

Increased rates of preventive care (e.g., mammography and childhood immunizations)

Increased percentage with glycated hemoglobin under 10% from 56% to 77%
Peer Support in Anhui Province

Xuefeng Zhong, Chinese CDC, Dissertation from Mahidol University, Bangkok

Older adults in well defined residential settings in small cities in Anhui Province

Group meetings led by peer supporters and health center staff
  Addressed self management and support

Participant-participant support in shopping, exercise, fishing, etc.

Significant differences from controls on fasting glucose, 2 hr PPG, reported complications
Recruiting Peer Supporters

• Time available – availability to those served is key
• Like to talk to others, happy to find out about others’ children, interests, etc.
• Broad minded, do not see diabetes or people’s problems as simple, no easy answers
• Able to learn and teach basic diabetes management
• Will use back up support from professionals
• Motives may be mixed – both interest in being useful and engaged as well as desire to help the community
Training Peer Supporters

• Goal is to be able to help others implement their management plan
• Don’t need skills of nurse or dietitian
• So, training is to knowledge of a patient who understands their diabetes well
• Teach skills for
  – Simple counseling (active listening, motivational interviewing)
  – Promoting behavior change
Management of Peer Support Program

• Clearly identified manager of program with time allocated for this responsibility

• Back up plan
  – Questions, issues peer supporter cannot answer/handle
  – Refer to nurse, primary care, specialist
  – **Prompt response** to patient’s question

• Ongoing support for supporters
  – Weekly meeting
  – Share questions, problems, develop program improvements
  – Emotional support for difficulties encountered
Success Factors

• Keep it simple – Remember that peer support is meant to be from “people like me”

• Avoid too many details of training – Remember, key is knowing, listening, and being available

• Key: ongoing support and information for peer supporters

• Back up system in place is critical
Human beings are happier **and more effective** when they have someone they can talk to about personal matters, who cares about them, and who is reliably available

So...

Peer supporters don’t need to fix things or be experts, but just listen, know those they want to help, and be available
Key Challenge:

How to Promote Peer Support Around the World
Not the Dissemination Model
Networks & Network of Networks
Peer support around the world

People living with diabetes have a great deal to offer each other.

Diabetes encompasses all aspects of people’s lives, often for decades. Support from peers can offer emotional, social, and practical assistance that helps people do the things they need to do to stay healthy. Peer support complements and enhances other health care services.

Peers for Progress addresses the global diabetes epidemic by:
- Extending the evidence base for peer support
- Establishing peer support as a core component of diabetes care
- Building a network of peer

Our Mission
To accelerate best practices in peer support around the world.

www.peersforprogress.org
Peer Support in Health and Health Care

A Guide to Program Development and Management

http://www.peersforprogress.org / Implement / Start a Program