Generalizable Functions of Peer Support & Local Tailoring of Peer Support Interventions:

Examples from Peers for Progress

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Peers for Progress
Peer Support Around the World | DIABETES

Outline

- In the context of Peers for Progress, describe core functions of peer support that form a standardized framework and global approach to implementation

- Examine local tailoring efforts as relevant to the strengths and characteristics of populations, cultures, and settings for diverse implementation of peer support's key functions

- Consider "value-added" of core functions amidst programmatic, cultural, and organizational challenges for peer support interventions

Peers For Progress

- Accelerate and promote best practices in peer support as a regular part of health care and prevention around the world

- Responsive both to the promise of peer support and need for further research

  – Better self-management will have far greater impact on population health than improvement in specific medical treatment (WHO, 2003)

  – WHO Consultation on Peer Support Programmes in Diabetes (2008)

Peer Support: Key Functions

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
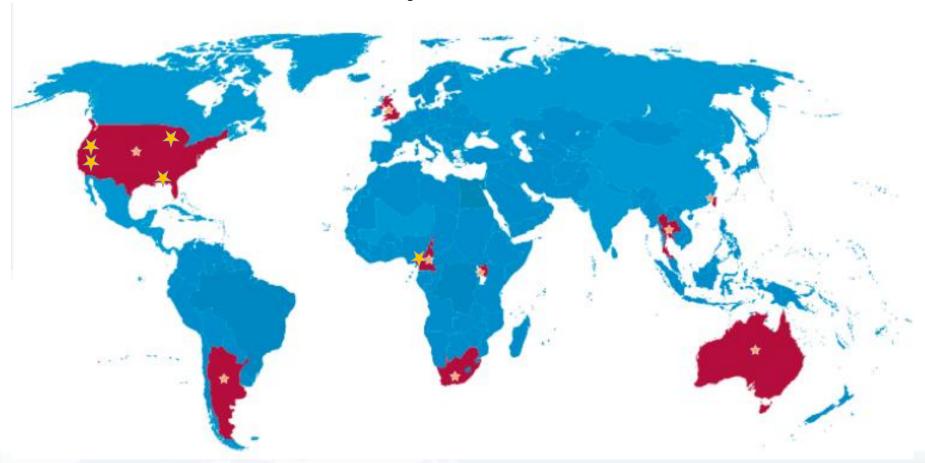   c) Social networks and community resources
3. **Linkage to clinical care**
   a) 2-way relationship between peer program and providers
   b) Peers encourage use of clinical care
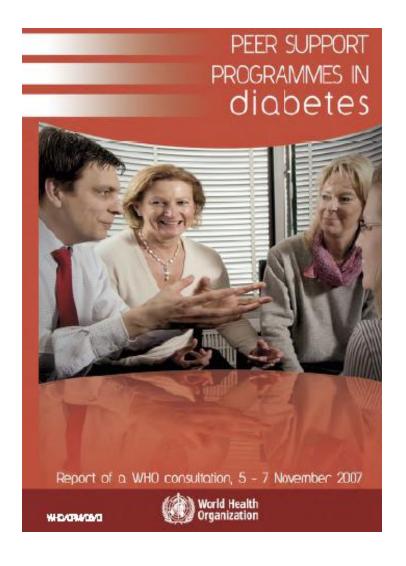   c) Advocacy for enhanced clinical care (and other community resources)
4. **Ongoing support, extended over time**
   a) Proactive contact and ad lib access to peers
   b) Negotiated plan for support
   c) Variable frequency/intensity over time as needs of recipients change, evolve

Peer Support Around the World

-Starting with 14 grants in nine countries on six continents

(8 evaluation grants and 6 demonstration sites)

Australia	Gambia	Saudi Arabia
Bangladesh	India	Singapore
Bermuda	Indonesia	Switzerland
Brazil	Jamaica	Turkey
Cameroon	Mexico	Ukraine
Canada	Netherlands	UK
China	Pakistan	United Republic of Tanzania
Egypt	Philippines	US

→ **Key functions are global**

→ **How they are addressed and implemented is local**

1. Assistance in Daily Living (Ex.)

- Integrate skills building for "home navigation" with attention to Latino families (*AYALA*) and "community navigation" (e.g., shared trips to restaurant buffets) (*GAGLIARDINO*) to address nutrition, physical activity

- Paper-based personal health record, part of notebook ("Carpeta Roja") to track goals and progress (*KNOX*)

- Motivational Interviewing to set goals (*SAFFORD*)

- Monthly support groups in community venues (*MBANYA*), regular home visits (*SANGUANPRASIT*) focused on skill-building

- Closed network (*BAUMANN*), other cell phone systems among supporters, participants, providers (*ROTHERAM-BORUS*)

2. Social, Emotional Support (Ex.)

- Home visits to enhance communication and positive family interactions among Latinos (*AYALA*)

- Characterization of peer supporters as "Care Companions" to address particular social, emotional relationships among persons ages 65+ (*KNOX*)

- Social gathering and alternative **group** activities (e.g., arts, cooking, quilting) versus one-on-one interactions to address social isolation (*KNOX*)

- Mobile technologies for support between Diabetes Buddies (*ROTHERAM-BORUS*)

3. Linkages to Care (Ex.)

- Pre, post preparation for clinic visits (*SAFFORD; TANG & HEISLER*) ; co-attending visits (*MBANYA*; *OLDENBURG*)

- Clinic tours to familiarize with resources (*AYALA*)

- Appointment log books among health care providers (*AWAH*)

- Integrating General Practitioner's (GP) Care Plan(part of Australia's infrastructure) into participant handbooks; peer leaders are trained to discuss it and engage in F/U with participants and GP (*OLDENBURG*)

- Peer supporter is part of health care team with clinic liaisons (*BODENHEIMER*) *

3. Linkages to Care (*Ex. Contin.*)

- Clinician-guided text messaging (*ROTHERAM-BORUS*)

- Phone system to supplement education sessions from medical professionals (*CHAN*) ; other free cell phone communication plans (*GAGLIARDINO*)

- Development and use of "referral pathway" to connect peer support with project nurse and address clinical difficulties (*SIMMONS*)

4. Ongoing Support (Ex.)

- Participant groups, connections to peer supporters developed locally to minimize distance challenges ; enable regular, face-to-face relationships, bonding; and strengthen program survival (*OLDENBURG; SANGUANPRASIT; SIMMONS*)

- Revisiting peer supporter contracts, expectations for extension and transition plans (*SAFFORD*)

- Existing infrastructure for group social support programs (Diabetes Victoria) (*OLDENBURG*) and opportunities for institutionalization

- Existing referral systems from villages to respective health centers (*SANGUANPRASIT*)

Issues/Challenges

➢ Practical (economy, other cost issues, transportation, electricity and its impact on e-strategies)

➢ Organizational partnerships (e.g., logistics among multiple organizations, capacities among others)

➢ Programmatic

  ➢ Innovative use of technologies

  ➢ Partnerships and pairing among people & organizations

  ➢ Cultural issues (e.g., home visits in presence of family member; assertiveness of women, relationships with health care providers; lack of physician buy-in regarding need for active patient participation in ongoing management; "burden" if I share my problems)

Refining "Peer Support"

❑ Particular emphasis on medications and adherence

❑ Attention to caregivers (as providers and receivers of support)

❑ Ongoing support for peer supporters

❑ Pay parallel attention to physical facilities and related conditions for care and support

❑ Integration across members of health care teams so everyone can deliver a solid and common message though they may be using different [role-specific] "languages"

So What?

✓ Common functions guide [ongoing] program development for functional coherence across projects

Standardization

Relevance/Fit

✓ Common functions offer a framework for adaptation, local direction, ingenuity, and flexibility

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