Training Peer Supporters: 
Part 3

Society of Behavioral Medicine
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Peer Training: Where do I start?

• *Step 1:*
  Develop a clear understanding of the peer’s roles and activities.
  – Will they Educate? Facilitate? Counsel?
  – Will they work one-on-one? In groups?
  – Will they be in the community? Clinic?
  – Are peers volunteer or paid?
  – What outcomes are they trying to achieve?
Peer Training: Where do I start?

• **Step 2:**
  Design training content and structure
  – Information - What do they need to know? How much is too much?
  – Skills - Communication skills? Setting behavioral goals? Making action plans?
  – Teaching methods – activities, role-plays, simulations, sending material to review prior to training?
  – Location - Community-based? Clinic-based?
Peer Training: Considerations

• **Step 3**
  Develop plans for evaluation, continuing education & supervision
  – Minimum requirements? Certification process?
  – Provision of additional training?
  – Who will supervise? Will there be meetings? How often? Face to face? In groups?
  – Paperwork and process measurement
Peer Training: Where do I start?

• **Step 1:**
  Develop a clear understanding of the peer’s roles and activities.

**Remember!**
- Help themselves - *Ask Open-ended questions, Affirm, Reflect, Summarize*
- Set “SMART” goals - *Specific, Measurable, Achievable, Realistic, Time*
- Reach out for help - *Other peers, Client family, Doctor, Pharmacist*

[Encourage logo and website link]
Peer Support Role: Encourage

Community Resources  \(\rightarrow\) Healthcare System

CHA  \(\rightarrow\) Activated Patient  \(\xrightarrow{\text{Productive Interactions}}\) Healthcare Team

Support  \(\rightarrow\) Assist

Behaviors

Outcomes (A1c, BP, LDL, QOL)

Encourage
Peer Support for Diabetes

www.peersforprogress.org
## Peer Advisor Roles, Activities, and Objectives

<table>
<thead>
<tr>
<th>Encourage Peer Advisor will:</th>
<th>Assist: <em>by helping people with diabetes do better with day-to-day diabetes management</em></th>
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|                             | Support: *by encouraging and motivating them,*  
|                             | *by modeling positive attitudes, beliefs, and behaviors* |
|                             | Link: *by helping patients make the most out of their doctor visits,*  
|                             | *by getting patients help from pharmacist, doctor, or nurse when they need it* |
| Expectations:               | Attend 2 days of training |
|                             | Attend Enrollment Day and meet 5-7 clients |
|                             | Work together with clients, one-on-one, primarily on the phone  
|                             | *Once per week for 8-12 weeks*  
|                             | *Once per month after the first 2 months*  
|                             | *Special call before and after a doctor visit* |
|                             | Attend monthly Booster Sessions with fellow Peer Advisors |
|                             | Attend data collection days at months 6 and 12. |
Peer Training: Where do I start?

• **Step 2:**
  Design training content and structure
  
  – Two 8-hour training sessions
  – Held in the community
  – Based on Adult Learning Theory
Encourage Peer Advisor Training Locations

Trainings 2 & 3

Training 1
1. Introduction to
   Overview of Intervention
   Motivations & Expectations
   Roles & Responsibilities

2. Diabetes Basics
   Types of Diabetes, Diabetes risk factors
   Symptoms of Uncontrolled Diabetes
   Complications of Diabetes
   Hyperglycemia & Hypoglycemia
   Sick Day Program
   ABC’s of Diabetes
   Diabetes Myths (game)

3. Healthy Eating / Lunch
   Introduction to Traffic Light Diet
   Portion Sizes
   Barriers to Healthy Eating

4a. Introduction to SMART Goals
    Setting SMART GOALS
    Long & Short Term Goals
    Communication Skills
    Motivational Interviewing
    Identifying Barriers / Problem Solving
    Role-playing

4b. Physical Exercise & Stress Management
    Stress Management
    Physical Exercise (DVD)
    Needs Assessment
    Homework Assigned

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Chapter 2 Diabetes Basics

Learning Objectives:
- Discuss diabetes in the African American community
- Know about the different types of diabetes
- List risk factors for diabetes
- Describe signs and symptoms of uncontrolled diabetes
- Identify complications that can occur from having diabetes
- List the ABCs of diabetes control (A1c, blood pressure, and cholesterol)
- Discuss why controlling the ABCs is important
- Steps to achieving healthier ABC levels
- Describe what people can do to age diabetes and lower risks for complications
- Common myths about diabetes

A SMART Goal:
“Start using a pill box today.”

Not-So-SMART Goal:
“Do better on my diabetes.”

ENCOURAGE your clients to...
- Help themselves - Ask Open-ended questions, Affirm, Reflect, Summarize
- Set “SMART” goals - Specific, Measureable, Achievable, Realistic, Time
- Reach out for help - Other peers, Client family, Doctor, Pharmacist

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Training, Day 2

1a. Protocol
Review Homework, Forms
Buddy System
Getting the Most out MD Visit
Linking to MD, RN, Pharmacist
Peer Advisor FAQ's
Asset Mapping/Community Resources

1a. Communication, Problem Solving, & Setting Goals
Review Contact Log / Goal
Review SMART Goal
Knowing your Limitations
Role-playing

2. Lunch / Needs Assessment Modeled
Introduction to Traffic Light Diet
Portion Sizes
Barriers to Healthy Eating

3a. Research & Ethics
Handling Client Information
3 Principles that guide ethical research
Privacy & Confidentiality
Safety in the Community
Post Assessment

3b. Certification
Small Group Certifications

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Peer Training: Where do I start?

**Step 3:**
Develop plans for evaluation and continuing education
Training & Certification
68 attended training

28 certified
- 22 matched
- 2 not matched, concerns from community
- 4 dropped out

39 not certified
- 21 declined remediation
- 18 remediation
  - 13 certified
  - 5 not certified

1 person did not complete 2nd day
Tips for Success

• Find an experienced consultant!
• Pilot test the training program!
Challenges

• Distances from training locations
• Balance between training burden & volunteer status
• What happens when someone doesn’t certify?
• Incentive amounts
• Literacy
Small Group Activity

• Form groups of 3-4 individuals
• Identify at least one challenge you have encountered or think you might encounter related to training.
• Discuss how you handled it.
• Come up with 2-3 additional strategies