PROVIDING ONGOING SUPPORTIVE SUPERVISION
Outline/Topics

• Why supervision and support?
• What are characteristics of good supervision?
• How do we supervise?
• What are general principles for supervising?
• Tips and tools
WHY SUPERVISION AND SUPPORT?
Addressing Misinformation, Preventing Burnout, and More
Misinformation
More Pre-Launch Training → Less Misinformation??

• Peer support programs tend to obsess about training, but not supervision. However,

Supervision is as important as training!!
Supervision Is As Important As Training

• Peer supporter – basically a good person wanting to do no harm, but helping people who often face serious obstacles
  – **With** readily accessible resources, peer supporter will use them
  – **Without** resources, peer supporter will try to help with whatever resources they have available

• Information is not controllable \( \rightarrow \) Training **AND** ongoing supervision & support promote correct information and a channel of influence
Burnout
Peer Supporters Have Problems Too

• Peer support can be stressful for the peer supporter.
• Peer supporters need ready access to supervision, back-up, and opportunity to discuss their work with each other.

Preventing Burnout → Increasing Retention
## Benefits of Supervision and Support

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<tr>
<th></th>
<th>Peer Supporter</th>
<th>Clients</th>
<th>Organization</th>
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<tbody>
<tr>
<td><strong>Benefits</strong></td>
<td>Prevents burnout</td>
<td>Helps client receive desired support → Better health outcomes</td>
<td>Improves retention/Reduces turnover of peer supporters</td>
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<td></td>
<td>Reduces misinformation</td>
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<td>Facilitates rapid response to problems &amp; quality improvement</td>
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<td>Provides needed support for difficult cases</td>
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<td>Ensures standards of care provided by peer supporters (Quality assurance)</td>
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<td>Aids in personal fulfillment &amp; career advancement</td>
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<tr>
<td><strong>Characteristics</strong></td>
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<td><strong>How</strong></td>
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<td><strong>General Principles</strong></td>
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<td><strong>Tips and Tools</strong></td>
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So... Why Supervision & Support

• Supervision and support helps to address misinformation and burnout, two major concerns for peer support programs.

• Good supervision and support provides benefits for peer supporters, clients, and the organization.

• Supervision is a responsible way to monitor and act upon any problems that may occur during program
  – For example: matching problems between peer supporter and client
  – Boundary issues
WHAT ARE CHARACTERISTICS OF GOOD SUPERVISION AND SUPPORT?

Ongoing supportive supervision
Ongoing & Supportive

• **Ongoing:**
  – Routine, structured check-ins, 24/7 back-up, and informal check-ins that occur regularly over time
  – Continuing education & on-the-job training that enrich their skill sets and provide opportunities for personal advancement

• **Supportive:**
  – Two-way communication that is constructive, and motivates the peer supporter
  – Recognition of their major value added in a collaborative work relationship
Ongoing Supportive Supervision For Peer Support Programs

Collaboration to improve performance

• Peer supporters are naturally bridge builders. Their work influences behaviors through healthy and collaborative relationships that are built over time

• Supervision that is similarly collaborative and occurring regularly over time can resonate within them and motivate the peer supporter

• Furthermore, peer support is dynamic, and ongoing supportive supervision can improve overall support provided as nature of relationships change
HOW DO WE SUPERVISE?
Supervision Approaches

• Individually: one on one between supervisor and peer supporter
• Group: supervisor and whole team
• Peer-to-peer: a head peer supporter supervises other peer supporters
• Examples of supervision medium: face to face, over the phone, text messages, by email

However you do it, communicate clearly about expectations
When: Regular + As Needed

• Regular supervision offers peer supporters opportunities to discuss problems
• Back-up protocol: 24/7 contact for peer supporters (titrate according to needs, e.g., routine, need within 24h, emergency)
• Additional or periodic booster training helps strengthen and learn knowledge and skills needed
• Periodic group sharing with other peer supporters offers peer support among the supporters and brainstorming for problem solving
# Areas of Focus

- Problem-solving using quality improvement and assurance
- Holding peer supporters accountable in a constructive way
- Recognizing peer supporter’s strengths & own limitations

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<tr>
<th>Practical Aspects of Supervision</th>
<th>Performance evaluations*</th>
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<td></td>
<td>Review of contact notes</td>
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<td>Progress on supportees</td>
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<th>Supportive Aspects of Supervision</th>
<th>Attention to emotional well being</th>
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<td></td>
<td>Maintain open lines of communication</td>
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* This is commonly found in the staff model (e.g., paid CHWs in a clinical setting)
Other Forms of Support for Peer Supporters

- Time and place for sharing experiences with other peer supporters
- Creating facility space and other logistic support for peer supporters
- Recognition of accomplishments
- Provide learning opportunities and other areas for personal growth
Monitoring is important

• Contact note to track peer support delivery, ex.
  – When & duration of each individual/group contact made
  – Discussion topics between peer supporters & supportees, e.g., goal setting, action plan
  – Follow-up actions required, e.g., appointment
  – Notes/issues, e.g., emotional distress

• Other forms, e.g., informal interviews with supportees, recorder

• Remember to analyze data, e.g., monitoring reports

• Opportunity to integrate contact note into the Electronic Medical Record (EMR)
Example Contact Note:
Peers for Progress
Alivio Project
Putting It Together
Examples from Peers for Progress Grantees

• Regular check-in
  – Weekly group teleconference with the project coordinator and other peer supporters
  – One-on-one, bi-weekly face-to-face meetings with the project coordinator
  – Monthly one-on-one with the project coordinator or group meetings with the project staff and other peer supporters

• Back up: Offer contact information of the nurse supervisors

• Hold booster training sessions
Stoplight supervision model from Building a Diabetes e-Co-System

Red light – concerns that require immediate calls to the supervisor

- Examples for diabetes: blood sugar out of control, participant not taking medications, open wound that has not healed in days

Yellow light – concerns that can wait until the next supervising meeting

- Examples for diabetes: participant not interested in working on diabetes self-management goals, stressed by non-medical situations
GENERAL PRINCIPLES OF SUPPORTIVE SUPERVISION
• Create regular, structured check-ins to meet with peer supporters
• Frequency and format of meeting will depend on the timing and nature of the program, ex.
  – Volunteer- vs staff-based peer supporters
  – Starting a program vs continuing a program
  – Part-time vs full-time peer supporters
• Prepare a back-up plan/protocols in case support or problem solving is needed in the moment
• Balance both practical and emotional needs of peer supporters
• Use contact notes and other mechanism to monitor peer support delivery
TIPS AND TOOLS
# Tips & Tools for a Supervisor

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<th>Challenges</th>
<th>Tips and Tools</th>
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<tr>
<td>Finding time to supervise</td>
<td>Use group meetings, “head” peer supporter as supervisor, check in by phone or email</td>
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<td>Promoting retention, job satisfaction</td>
<td>Advocate for peer supporters and the value of the work they provide; Fulfill opportunities for personal growth</td>
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<tr>
<td>Integrating peer supporters into a team</td>
<td>Clarify boundaries and scope of practice; Create clear job descriptions and duties</td>
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<td>Monitoring, preventing errors</td>
<td>Provide checklists for peer supporters</td>
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Training a Supervisor: Key Areas

• The foundation: what is peer support, roles & responsibilities of peer supporters and supervisor, organizational policy & protocols
• How to recruit, select, and train peer supporters - Organizational process
• How to facilitate good peer supporter-supportee relationship, e.g., recruit supportee, coordinate the matching process between peer supporter-supportee
Training a Supervisor: Key Areas

• How to monitor progress, evaluate performance, and provide constructive feedback—both process & tools
• Organizational mgmt skill, e.g., internal advocacy, conflict resolution, team collaboration
• Methods of communication, facilitation, & problem-solving
## Resources

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<tr>
<th>Resource Name</th>
<th>Why is it useful?</th>
<th>Link</th>
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<tr>
<td>University of Kansas’ Community Toolbox</td>
<td>Section 2 Chapter 15 provides information, tools, and checklists for supervisors</td>
<td>Supervision Chapter</td>
</tr>
<tr>
<td>Keys to Successful Community Health Worker Supervision</td>
<td>A quick 3-page article describing 7 keys to supervising CHWs</td>
<td>Keys to CHW Supervision</td>
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<tr>
<td>Malawi Ministry of Health Supervision Checklist</td>
<td>Provides detailed templates of supervising checklists (p42-46) and summary reports (p47)</td>
<td>MoH Integrated Supervision Checklist</td>
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<td>USAID: K4Health</td>
<td>Community-based toolkit provides example forms, manuals, and checklists</td>
<td>[K4Health Supervision]</td>
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<tr>
<td>Supervision of Community Health Workers</td>
<td>Discusses particulars of support in supervision and alternative supervising approaches</td>
<td>[MCHIP Supervision of CHW Guide]</td>
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References

Questions or Suggestions?
Please contact peersforprogress@aafp.org

Peers for Progress welcome you to adapt this set of slides to help strengthen your program. When doing so, please acknowledge Peers for Progress in your work.