



End-Stage Renal Disease
Network Program

Power of Peer Mentoring: Mentor & Mentee Perspectives

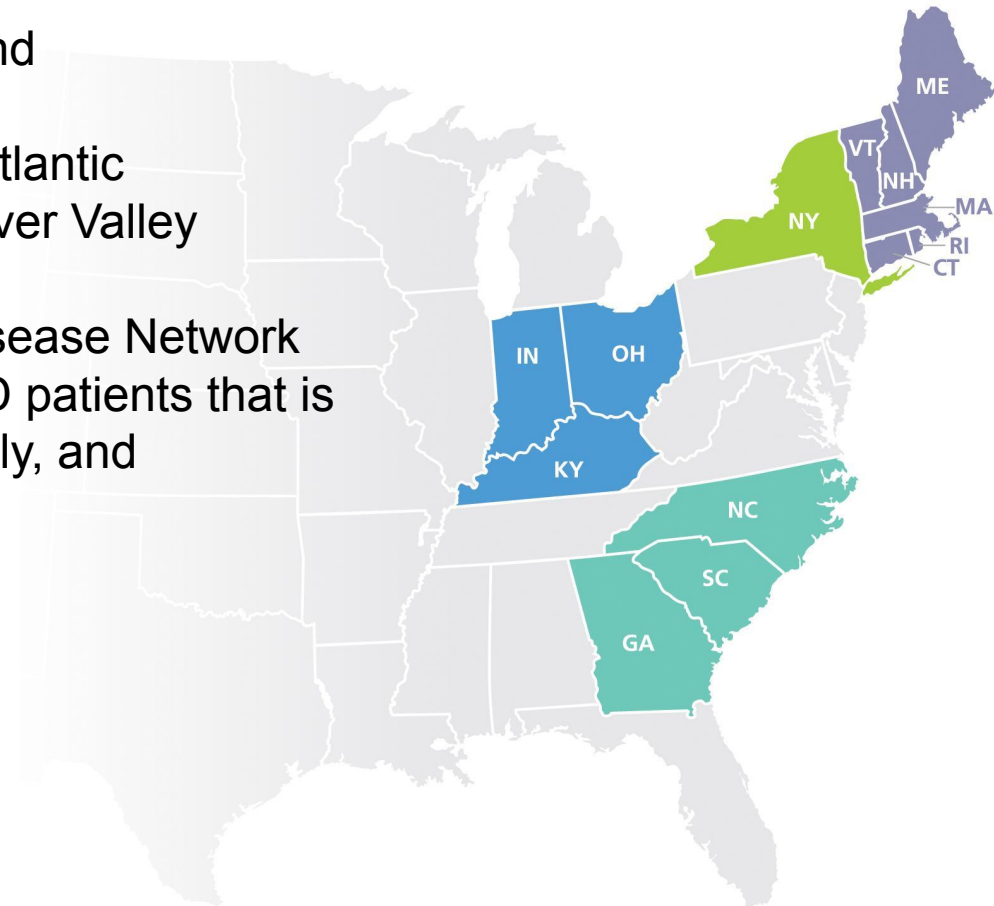
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2022 National Patient and Family Engagement (NPFE) - Learning and Action Network (LAN) Summit
April 26, 2022



IPRO ESRD Network Program

- The IPRO End-Stage Renal Disease Network Program includes four ESRD Networks:
 - Network 1: ESRD Network of New England
 - Network 2: ESRD Network of New York
 - Network 6: ESRD Network of the South Atlantic
 - Network 9: ESRD Network of the Ohio River Valley
- The mission of the IPRO End-Stage Renal Disease Network Program is to promote healthcare for all ESRD patients that is safe, efficient, effective, patient-centered, timely, and equitable.



Peer Mentoring



Peer Mentoring

What Is Peer Mentoring?

- Peer mentoring is a relationship that benefits all parties (mentor and mentee). Peer mentoring usually occurs to help an individual that is less experienced achieve a goal, reach a higher level of understanding, or develop effective coping skills under the guidance of a more experienced individual.
- Peer Mentoring looks to build a supportive and safe relationship between two people through the sharing of knowledge and experiences, while demonstrating differences to help each person grow
- Peer Mentoring can help in the development of problem solving skills, promote goal attainment, improve treatment compliance and increase a patient's overall quality of life.
- Peer mentoring can be done within a one-to-one or a group setting



How Does Peer Mentoring Work?

What is a Peer Mentor:

- A Peer Mentor is a trained individual from any background or ethnicity that shares his/her experiences with kidney disease to help his/her peers feel less alone in facing the challenges of End-Stage Renal Disease (ESRD). Peer mentors can help motivate a peer to stay active in his/her care.

Who is a Peer Mentee:

- A peer mentee is a person who is looking to make a connection with a peer who is thriving despite kidney disease and wants more knowledge from someone who is thriving with ESRD.

During a peer mentoring session (conversation), there should be a mutual exchange between the mentor and mentee even though the mentee has less experience with ESRD. The sharing of experiences and different perspectives should help build a strong bond and promote an environment of co-learning.



The Role of a Peer Mentor

- Improve communication among patients, caregivers, providers and other individuals within the ESRD community
- Provide support to patients/mentees through information sharing, listening to concerns and sharing experiences.
- Acts as a “role model” through the demonstration of positive behavior during difficult and complex situations
- Offer mentees encouragement as they encounter new situations and challenges within their treatment
- Help relieve anxiety and promote positive behavioral change
- Provide support and increase confidence of new patients especially those that have “crashed into dialysis”



Who Should be an ESRD Peer Mentor?

- ESRD peer mentors range from all different backgrounds, races and ethnicities. In some cases can speak multiple languages, but is proficient in English
- Peer Mentors should be individuals who generally have a positive attitude and outlook on being an active member of their healthcare and managing their ESRD treatment plan.
- They have been in an ESRD treatment modality (In-center, Peritoneal, Home-Hemo, and Transplant) for at least one year
- Have strong conversational skills and has the ability to connect and communicate with their ESRD peers
- These individuals should be successful in their own ESRD treatment goals and can provide insight to help others improve their ESRD treatment management skills



Benefits of Peer Mentoring

- Increased self-esteem and confidence among patients
- Enhanced communication and understanding between staff and patients.
- Improve patients' knowledge and empower patient's self-efficacy.
- Increase patients' socialization with one another and enhance their overall ESRD experience
- Improve facility and patients' outcomes.
- Improve home dialysis and transplant referrals and/or peak a patient's interest in other treatment options.
- Improve new patients' adjustment to the facility and the demands of treatment.

How We Created the IPRO Peer Mentoring Program



Peer Mentoring Through IPRO Learn

- The Network's One Stop Shop for Everything ESRD Related!
- IPRO Learn is an online learning platform that provides facilities, patients, and caregivers a centralized place for all ESRD Network-related project information, education, and best practice strategies. IPRO Learn is an online place created to help empower patients to work collaboratively with their facilities to improve their quality of care and overall quality of life.








Peer Mentoring Through IPRO Learn


Through IPRO Learn our patients can access our peer mentoring courses:


1. **Talking Effectively with Another Patient:** provides basic tips and guidelines to help an individual talk and listen to other patients as an effective peer mentor
2. **Mentoring to Support Choices:** focuses on your role as a peer mentor and the importance of helping patients learn more about health choices that may be available to them
3. **Discussing Home Dialysis as an Option:** trains peer mentors on how to support mentees on learning about Home Dialysis treatment options and steps to take to pursue evaluation to receive treatment at home.
4. **Discussing Transplant as an Option:** trains peer mentors on how to share information with their mentees about Transplant as a treatment option and steps to take to pursue evaluation for a kidney transplant.
5. **Discussing Vascular Access Planning:** trains peer mentors on how to share information with their mentees about the benefits of a fistula or a graft and how to create a vascular access plan for a permanent access type.



 Patient Peer Mentoring



 Grades



 Dashboard


 My Courses


 CE: Vaccinations


 ESRD Facility QI Collaborative 2021-2022


 Patient Facility Representative Alliance


 Patient Peer Mentoring

Patient Peer Mentoring Training

[Dashboard](#) /
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 Patient Peer Mentoring




Course Instructions

Watch the Videos and pass the Quizzes to earn Certificates of Completion.

Peer Mentoring Courses

1. (Mandatory) Talking Effectively with Another Patient

Talking Effectively with Another Patient provides basic tips and guidelines to help you talk and listen to other patients as an effective peer mentor.

- 
 Video: Talking Effectively with Another Patient
 ☒
- 
 Quiz: Talking Effectively with Another Patient
 ☒
- 
 Certification of Completion: TALKING EFFECTIVELY WITH ANOTHER PATIENT
 ☒
- Restricted

Not available unless:

 - The activity **Quiz: Talking Effectively with Another Patient** is marked complete
 - The activity **Video: Talking Effectively with Another Patient** is marked complete

2. (Mandatory) Mentoring to Support Choices

Mentoring to Support Choices focuses on your role as a peer mentor and the importance of helping patients learn more about health choices that may be available to them.

- 
 Video: Mentoring to Support Choices
 ☒
- 
 Quiz: Mentoring to Support Choices
 ☒

Best Practices Discussions



Recruitment Process



Patient Facility Representative (PFR) Alliance

- The Patient Facility Representative (PFR) Alliance is a patient advocacy group that provides patients, transplant recipients, and care partners the opportunity to share thoughts and experiences on ESRD care as well as develop different strategies on how to get more ESRD patients to become active within their care. The PFR Alliance also seeks to promote positive relationships between patients, provider staff, ESRD stakeholders, and the Network.
- The Network wanted to know:
 - How much peer mentoring experience does each individual have?
 - How long has each member been in an ESRD Treatment Modality?
 - If they are certified, peer mentors? How long has it been since they've become certified?
 - Would a peer mentor refresher course be beneficial?
 - Did they have a background in patient advocacy?
 - How well did they collaborate with their facility staff?
 - If they were compliant with their treatment?
 - How much did they know and understand about ESRD?



Peer Mentoring Recruitment

- **Collaborated with Facilities: Identifying patients that with leadership ability.**
 - These newly identified patients would become apart of our IPRO ESRD Network Program Patient Facility Representative (PFR) Alliance.
 - Patients would complete PFR Alliance Orientation
 - Becoming activated within your own care team
 - Learning about different ESRD Treatment Options
 - Engaging with other patients within your facility
 - Sharing Network education, resources and presentations
 - Developing patient advocacy and conversational skills
 - Completing Peer Mentoring Training





Peer Mentoring - Resources

- The Network peer mentoring education focuses on:
 - Fostering Positive Conversations
 - Relationship Building
 - Identifying a mentee's strength
 - Developing problem solving skills
 - Information sharing
 - Virtual Engagement

Getting the Conversation Started

Congratulations on Completing Your Training and Becoming a Peer Mentor!

Using effective communication and listening skills that you have learned in the training modules will help you build a relationship with your mentee. You will receive positive and negative responses when talking to your mentees about how living with end-stage renal disease has affected their lives. Inside are some helpful scenarios to help keep the conversation going whether you receive a positive or negative response to your questions.

Remember, always refer your mentees to members of the care planning team for more information about different treatment modalities and healthcare options.

1. What concerns you most about your illness?

- ☺ **Positive:** I'm concerned if I may need to be on dialysis the rest of my life, but I am learning to cope with my condition.
 - **Pointers:** Reinforce positive response; try to understand more about what coping skills they are using.
 - **Example:** I am glad to hear that you are learning to cope, what are you finding is the biggest challenge about being on dialysis for the rest of your life?
- ☹ **Negative:** I have so many concerns; you can't help me so why should I tell you?
 - **Pointers:** Engage the patient to open up, use an empathetic tone.
 - **Example:** I understand you are going through so much right now and have a lot on your mind. Would you like for me to have someone (i.e. the social worker) speak with you?

2. How are things at home with you and your family?

- ☺ **Positive:** My family is very supportive.
 - **Pointers:** Reinforce positive response. Listen for coping skills they are using. (continue to support the patient and identify opportunities for staff to provide support)
 - **Example:** I am so happy to hear you have a supportive system. In what ways do they support you?
- ☹ **Negative:** My family doesn't get it! They don't care about me and I don't want to talk anymore!
 - **Pointers:** Engage with the patient to continue to get them to open up by acknowledging their statement in an empathetic way.
 - **Example:** I can just imagine how that would make you feel. How can we be supportive? Would you feel more comfortable talking about this in private with someone (i.e. the social worker)?


3. As you think about your illness, what are the best and worst things that can happen?

- ☺ **Positive:** Well, you know the best is I would be able to stop dialysis. I don't think about the worst things about my disease. I focus on the positives.
 - **Pointers:** Acknowledge the positive coping skills by utilizing positive feedback.
 - **Example:** I think you are amazing. You're always so positive.
- ☹ **Negative:** There's nothing good about my illness and we all know I'm going to die soon so what's the difference?
 - **Pointers:** Engage with the patient by using compassion and understanding.
 - **Example:** I know going through this must be overwhelming. Is there anything I can do to help you cope at this time? We have a wonderful social worker who is a very good listener. Would you like to speak with her/him?




Peer Mentoring - Staying Connected

- Monthly messaging to patient facilities representatives and peer mentors
 - What is Peer Mentoring?
 - [Peer Mentoring Roles and Benefits](#)
 - What is a peer mentor or mentee?
 - Who can be a peer mentor in the ESRD Peer Mentoring Program?
 - How to become a peer mentor?



End-Stage Renal Disease
Network Program

esrd.ipro.org



Patient Voice: **Expert Thoughts**

INSIGHTS FROM PATIENT SUBJECT MATTER EXPERTS (PSMEs)



The Network would like to formally welcome you all to our new Patient Facility Representative (PFR) Alliance formally known as the PAC (Patient Advisory Committee).

As an organization, the IPRO ESRD Network Program, thanks you for volunteering your time, passion, expertise, and energy to help provide an important connection between ESRD patients, family members/care partners, dialysis facilities, and the ESRD Network community.

Welcome to the PFR Alliance Team!



Interested in being an ESRD Peer Mentor

PEER MENTORSHIP ROLE AND BENEFITS


- COMMUNICATION** Enhanced communication among patients, care advocates, providers and ESRD Network communities,
- LEADERSHIP** Identification of patient leaders who can champion important activities within your local ESRD Network,
- COACHING** Support for patients learning from one another; seeking, sharing and spreading information and knowledge,
- CONNECTS** Development of an opportunity to connect patients with individuals who have "walked in their shoes,"
- MENTORING** A way for patients to help other patients become engaged, educated, and empowered,
- ROLE MODEL** A means for asking questions comfortably and freely, without fear of judgment. A way to offer support and encouragement to peers,
- ADVISORS** A bridge for overcoming language/cultural barriers.



Peer Mentoring - Staying Connected

- Monthly Patient Facility Alliance Meetings focuses on:
 - Improving/Increase ESRD Education
 - Understanding the overarching issues within the ESRD Community
 - Highlighting the different ESRD topics each active patient is interested in and utilizing these topics within their mentor-mentee interactions
- Network-Patient assistance to help each patient navigate IPRO Learn, create a patient portal account (to access the peer mentoring training), and module completion

Please join us each month for an IPRO ESRD Network Program-hosted **webinar for patients!**



Patient Facility Representative (PFR) Alliance Conference Call

First Thursday of Each Month • 5:30 PM - 7 PM EST

Please join us in our informative monthly webinars hosted by the Network to help understand quality-of-care expectations for dialysis facilities. Learn about new goals and priorities and how they will affect ESRD patient care.

Topics include:

- Patient and Family Engagement
- Peer Mentoring
- Behavioral Health
- Transplant Coordination
- Home Therapies
- Hospitalization
- Vaccination
- Emergency Preparedness


Webinar Access: <https://ipro.webex.com/meet/IPROESRD>

Meeting ID: 178 506 9205

Toll-Free Dial-in number: 1-855-797-9485

Access Code: 178 506 9205

For more information, please contact the Network at (516) 209-5549



To file a grievance, please contact:
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Patient Services: (516) 231-9767 • Patient Toll-Free: (800) 238-3773
Email: esrdnetworkprogram@ipro.us • Website: www.esrd.ipro.org

IPRO, the End-Stage Renal Disease Organization for the Network of New England (Network 1), Network of New York (Network 2), Network of the South Atlantic (Network 3), and Network of the Ohio River Valley (Network 4), prepared this material while under contract with the Centers for Medicare & Medicaid Services. Contract Number: T5FMC900028.

Peer Mentoring Panel Discussion



Peer Mentoring - Patient Experience

Kenneth “Ken” Teasley

- Ken Teasley is a long-term Patient Subject Matter Expert and member of the Medical Review Board at IPRO/ESRD Network 2, where he is a strong transplant advocate. He has collaborated with numerous organizations such as the American Association of Kidney Patients (AAKP), The National Kidney Foundation (NKF), Transplant Recipients International Organization Support Group - Manhattan (TRIO), LiveOnNY (OPO), and the Community Advisory Board at his clinic (Mt. Sinai). He is a long-term peer mentor and has participated in numerous Peer Mentoring Programs. Currently, he engages in the ESRD NCC COVID-19 and Vaccinations Affinity Group.





Peer Mentoring - Patient Experience

Kim Pratt

- Kim Pratt is a long-term Patient Subject Matter Expert for IPRO ESRD Network and is a strong transplant advocate. She is also a long-term PFR and has participated in numerous Peer Mentoring Programs. Kim is currently working with the ESRD NCC Affinity Group on the Transplant Podcast. Kim is also an active member of Network 1's Medical Review Board.

1. **Do you see the value in a peer mentoring program?**
2. **Why did you choose to become a peer mentor?**
3. **How has being a peer mentor/patient advocate changed your interaction with your ESRD Peers?**
4. **How important of a role does education and advocacy play in the overall improvement of an individual's quality of life?**





Peer Mentoring - Patient Experience

Rhonda Dias

- Rhonda Dias is a long-term Patient Subject Matter Expert for the IPRO ESRD Network and is a strong transplant advocate. She is a peer mentor for both the IPRO ESRD Network and the American Association of Kidney Patients (AAKP). She also a part of the ESRD NCC Transplant Affinity Group
1. **Do you see the value in a peer mentoring program?**
 2. **Why did you choose to become a peer mentor?**
 3. **How has being a peer mentor/patient advocate changed your interaction with your ESRD Peers?**
 4. **How important of a role does education and advocacy play in the overall improvement of an individual's quality of life?**





Peer Mentoring - Patient Experience

Niesha Neal

- Niesha Neal is a long-term Patient Subject Matter Expert for IPRO ESRD Network and a transplant recipient from Network 9. She has been an active member of our Patient Network team and has collaborated with us on numerous resource development projects and is a strong proponent of transplant education.
1. **Do you see the value in a peer mentoring program?**
 2. **Why did you choose to become a peer mentor?**
 3. **How has being a peer mentor/patient advocate changed your interaction with your ESRD Peers?**
 4. **How important of a role does education and advocacy play in the overall improvement of an individual's quality of life?**



Questions?
Comments?



For more information, contact:

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