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
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 Training

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

   Note: 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
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 mentee 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 mentee to members of the care planning team for more information about different treatment modalities and healthcare options.
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?

Peer Mentoring Roles and Benefits

- What is Peer Mentoring?
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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
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

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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.

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Questions?
Comments?
For more information, contact:

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