



End-Stage Renal Disease  
Network Program

# Peer Mentorship Training Program: Mentoring to Support Choices

Revised May 2022

**Congratulations on taking the  
first steps to becoming an ESRD  
Peer Mentor**



# Training Agenda: What to Expect!



**Learn About the  
Network**



**What is Peer  
Mentoring**



**Your Role as a  
Mentor**



**Program Focus  
Areas**



**Getting Started**



**Planning For  
Success**



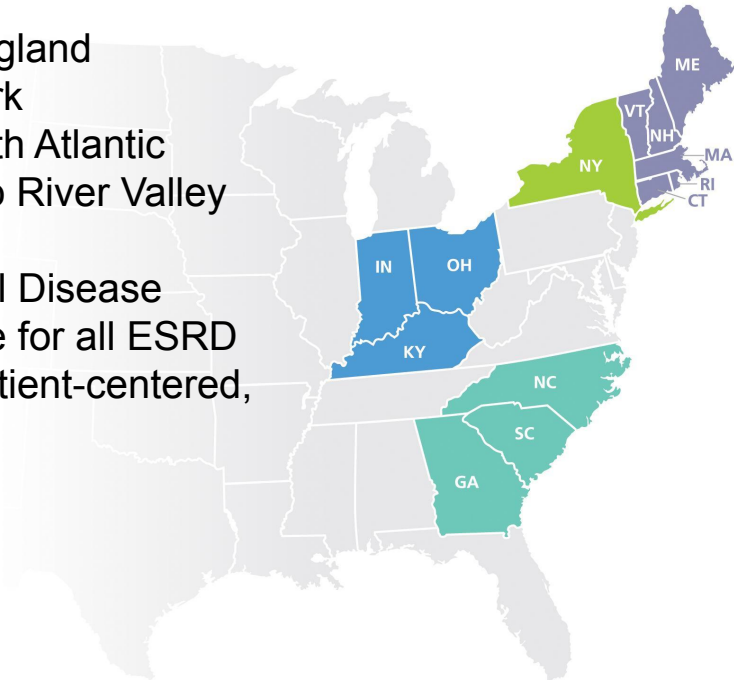
## **This module will help you answer the following questions:**

- What are the benefits of active involvement?
- How does my involvement improve lives?
- What is my role in helping my peers become involved?
- On what areas does this program focus and why?
- How will this program work?
- How can I help to launch the program in my center?



# IPRO ESRD Network Program

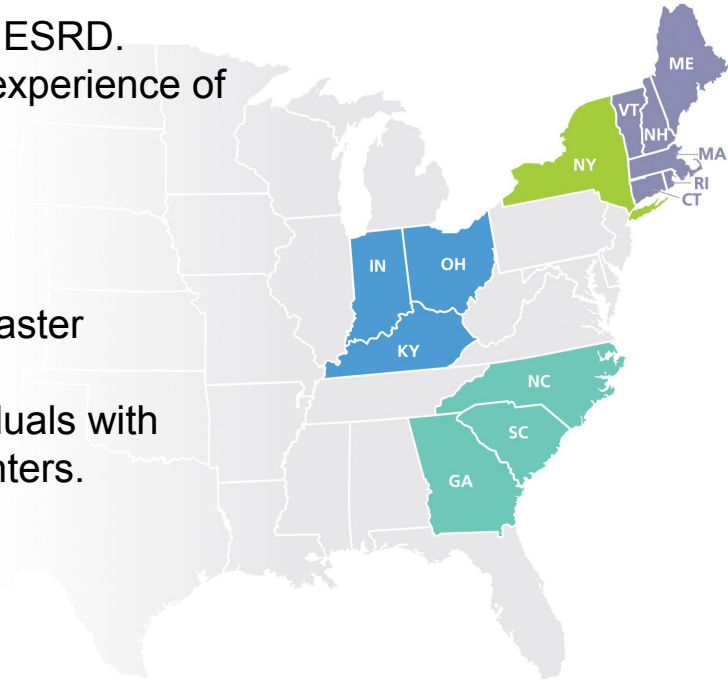
- The IPRO End-Stage Renal Disease Network Program includes four ESRD Networks:
  - Network 1: ESRD Network of New England
  - Network 2: ESRD Network of New York
  - Network 6: ESRD Network of the South Atlantic
  - Network 9: ESRD Network of the Ohio River Valley
- The mission of the IPRO End-Stage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





# IPRO ESRD Network Program: Roles and Responsibilities

- Improve quality of care for individuals with ESRD.
- Promote patient engagement and patient experience of care.
- Process grievances from patients, or their representatives by conducting confidential investigations.
- Support emergency preparedness and disaster response.
- Provide education and resources to individuals with ESRD, dialysis facilities and transplant centers.



# What is 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.

# Peer Mentoring: A Deep Dive



# Introduction to your role!

**In life there are decisions that have a big effect on your future. This is very true in your healthcare as someone living with kidney disease.**

- Your role as a mentor is to make sure the mentees you speak with have all of the information they need to make educated choices that are right for them.
- This program is focused on preparing mentors to help share educational information about some of those choices.

## Let's Get Started!

**Think back to when you were first told about your diagnosis:**

- Where you overwhelmed?
- Did you feel lonely or alone?
- Was it hard to absorb things you were being told?
- Did you receive too much information at once?
- Did you feel that important pieces of information were not provided?





# What is ...

- A peer is someone who has had similar experiences as another person.
- A mentor is someone who has experience or knowledge that he/she shares with another person to help them.
- A mentee is a person who is advised, trained or counseled by a mentor.



# Why are peer mentors so important?

Individuals with ESRD may get support from friends and family, but connecting with individuals/peers that share similar experiences can help enhance an individual's overall quality of life



# What do peer mentors do?

## Peer Mentors Provide:

- Understanding and insight based on past and current experiences
- An enhanced feelings of togetherness, while showing ESRD mentees that they are not alone while facing their illness
- A depiction of a positive role model that can share hope

## PEER MENTORING





# How Can Mentors Help Mentees?

- **Many peer mentors have had experiences overcoming the similar challenges a mentee is currently dealing with;**
- **A mentee could be facing a lack of support from friends and family, which may make it difficult to follow his or her treatment plan;**
- **A mentee might have limited one-on-one support from medical staff and have unanswered questions.**



# Who is an ideal peer mentor?

**A PERSON FROM ANY  
BACKGROUND OR  
EXPERIENCE LEVEL**

**WHO:**

Has a positive outlook in dealing with kidney disease.

Likes to connect with peers and use that connection to engage and educate.

Is comfortable helping patients talk with their care teams and take an active role in their care plans.

Is open to learning about available resources on kidney care choices.

Is achieving his/her treatment goals and would like to take a leadership role in helping others do the same.



# Role of a Peer Mentor

## Peer Mentors:

- **Share Experiences**
- **Listen to Concerns**
- **Provide educational information and resources**
- **Discuss different treatment options**
- **Promote Positive Behavior**
- **Offer encourage**
- **Relieve anxiety**



# Mentoring is a TEAM EFFORT

The Mentor and Mentee are a team based on shared experiences and previous expertise. **HOWEVER Peer Mentors are not:**

- Counselors- they cannot provide mental health treatment or give a mental health diagnosis
- Cannot provide medical advice

**During these conversations be sure to refer your mental back to your facility to staff to ensure that their needs are being met effectively**



# Results of Peer Mentoring

**Your role as a mentor can help promote, influence and inspire your mentees to become more actively involved in their own medical care!**

**Helping patients understand the benefits of being involved in their care**

**Providing information to help patients make important decisions**

**Helping to build communication between patients and staff**

# Your Role as a Peer Mentor





# Your Role as a Peer Mentor

- Peer mentoring usually takes place between a person who has lived through a specific experience (**mentor**) and a person who is new to that experience (**mentee**).
- As a valuable part of the healthcare team, mentors empower their mentees to better manage their lives after being diagnosed with kidney disease.



# Making a Difference

- Peer mentoring provides individuals who are struggling with a life experience the chance to learn from others who have successfully dealt with similar situations.
- Peer mentors provide education and support opportunities to mentees.



# How Does Peer Mentoring help?

- Peer mentoring increases the ability of a person affected by chronic illness to handle anxiety and depression.
- Mentors may present their mentees with new ideas, and encourage them to move beyond their comfort zone.





# Helping Mentees Become Active

**You can help your mentees become active by:**

- Sharing factual information provided by your Facility and ESRD Network.
- Relating through shared experiences.
- Listening to their concerns.
- Knowing when to suggest your peer reach out to their healthcare team.
- Helping them to take positive steps in managing their care.



# Program Focus Area



# Important Choices Mentees Face

How should I receive treatment?

What type of vascular access  
should I have?

Is transplant an option for me?

What can I do to prevent  
infections?

**Choices like these can affect the quality and length of a dialysis patient's life.**





# Program Tool to Support Choice

- There are tools available that can help with those choices.
- These tools have been approved by patients like yourself.
- This program prepares you to share these tools with your mentee as he or she makes an important kidney care choice.



# Experience is a Program Tool

**In addition to the program tools, as someone with a shared life experience, you can provide your mentee with:**

- Understanding what your mentee is going through and supporting where they are.
- Someone with whom to share concerns.
- A role model for the positive effects of being involved.
- Knowing when to suggest your mentee reach out to their healthcare team.





# Importance of Mentoring

**“Tell me and I forget, teach me and I may remember, involve me and I learn.”**

Benjamin Franklin

**“If you cannot see where you are going, ask someone who has been there before.”**

J. Loren Norris

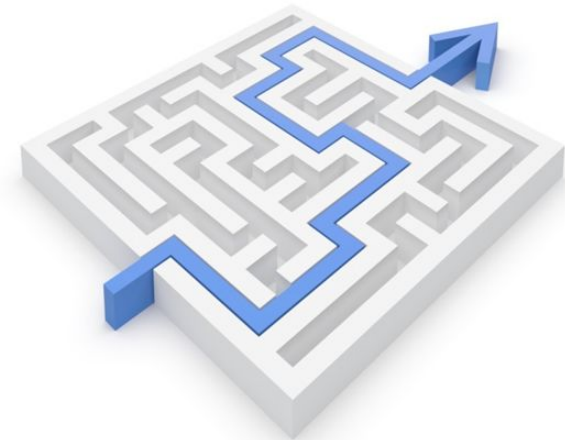
# Program Guidelines

The background of the slide features a large, faint graphic of two hands reaching towards each other, one from the left and one from the right, set against a dark blue background. The hands are rendered in a lighter blue, almost white, outline style.



# Introduction to Program Guidelines

- Learn the design of your program through the five steps explained in this section.
- Understand the tools that will help you mentor.
- Start to think about how best to share information.
- Work with your facility peer mentorship program leads.





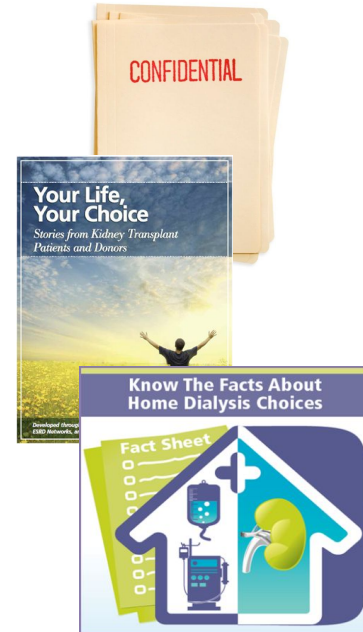
# Step #1

## Learn skill to help you talk effectively with another patient

- Shared Decision Making
- Communication and Leadership Development
- Privacy guidelines such as HIPAA and PHI

## Topics Specific Learning Modules

- Discussing Transplant as an Option
- Discussing Home Dialysis as an Option

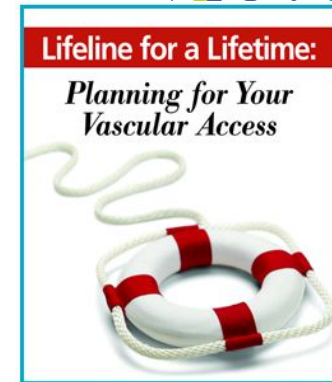
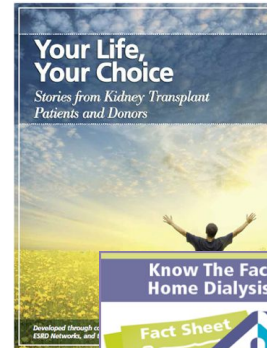




## Step #2

### Learn About Your Topic Area

- You will be working on specific topic areas with your mentees.
- Talk with your Facility about the topics you will be focusing on.
- Your Center or Network will ask for you help in mentoring about choices related to your focus area.





## Step #3

### Mentorship Training

- Begin the training module for those areas where you have been asked to provide mentor support.
- If you have questions or need help in completing your training, talk with your point of contact at your Dialysis Facility that helped you enroll in this Peer Mentoring Program.





## Step #5

### Prepare your Materials

- For each kidney care choice there is a group of materials that we call a “toolkit” that contains three to four tools that will help guide your conversations.
- Ask your point of contact at the facility to print copies of the tools you will need for mentoring.
- Review the tools and plan how you would like to share this information with your mentees.



## Step #6

### Plan Your Schedule

- Based on your patient list and your schedule, determine the best way to meet your mentees.
- Talk with your facility point of contact about your schedule plans.
- Start to meet with your mentees!



The background of the slide features a dark blue gradient. Overlaid on this is a faint, stylized graphic of two hands reaching towards each other, one from the top right and one from the bottom left, with their fingers slightly curled. The hands are rendered in a lighter blue/purple hue.

# **It's Time:Let's Get Started**



# Different Ways to Mentor

- **There are multiple ways to conduct peer mentoring sessions:**
  - Lobby sessions with follow-up one-on-one meetings
  - Individual, one-on-one sessions
  - Group sessions
- **Consider which approach is most comfortable for you.**
- **Talk with your facility social worker about what may work best in your Center.**



# Peer Mentoring: Lobby Session

**Work with your facility social worker at your facility to plan a lobby session.**

- Identify the best day / time
- Work together to gather materials to create an engaging educational booth and create a schedule for your sessions.
- Find the best location in the lobby for you to set up your materials.





# Peer Mentoring: Lobby Session

Peer mentoring within a lobby should be general in nature but also provide a sense of community and safety.

**As a mentor you should:**

- Identify yourself as the facilitator and share your story to help your peers identify with you and your experience
- Provide foundational education (i.e. treatment options outside of in-center hemodialysis)
  - Discuss general reasons about your treatment choice (to help maintain relatability)
- Ask if they're interested in learning more, and set-up one-to-one sessions
- Distribute educational materials



# Peer Mentoring: Group Session

**Sometimes facility social workers may feel that group sessions may be the most effective way to engage your ESRD Peers**

**To begin planning the group session with your Center, consider some of these questions:**

- Where will it be?
- How many mentees may attend?
- What topics are your ESRD peers interested in discussing
- What materials should be prepared?
- Who else will be there for support?
- What follow up is planned after the meeting?



# Peer Mentoring: Group Session

## Talking with your mentees in a group session:

- Identify yourself as the group facilitator (peer mentor). Let them know this is a safe area to address their areas of concerns.
- Go over any rules to the participants (especially about confidentiality and privacy)
- Time management
- Identify topics for discussion (assess mentee interest)
- Allow mentees to ask questions and share their experiences
- Engage in active listening



# Peer Mentoring: One-to-One Session

**Talking with your mentees in a one-to-one session tends to be the most effective method:**

- Allows for a relationship to build between the mentor and mentee and provide the mentee with an enhance sense of security and privacy
- Ensure the education and material utilized are specific to the needs of the mentee
- Engage in active listening to help the mentee feel heard and understood
- Never force the mentee to participate in a session if they are no longer interested or comfortable
- If your mentee is not willing to engage let them know your here whenever they are ready



# Getting Started: Let's Practice

To give you a better idea of how to launch a mentoring program, let's practice with an example of a one-to-one program!





# Day One: Introduction

- Introduce yourself to your mentee.
- Get to know your mentee
- Share some your experiences with ESRD.
- Explain to your mentee how you hope to help them on their journey





## Day Two: Sharing Experiences

- Explain your ESRD treatment, and why being active is your treatment has become essential in maintaining your healthy lifestyle
- Ask your mentee about their treatment choice. See if they understand all of the options
  - Provide network educational resources





# Day Three: The Review

**Check in with your mentee to see if he or she has questions or concerns about the information you reviewed.**

- Remember to direct medical questions to the healthcare team.
- Provide resources that may help your mentee overcome any concerns or barriers he or she may have shared.





# Day Four: The Check-In

**Check in with your mentee to see if he or she has questions about the materials you provided to help overcome any concerns or barriers.**

**If Yes:**

- Talk over issues that are not health related.
- Refer issues that are health related to the healthcare team.

**If No:**

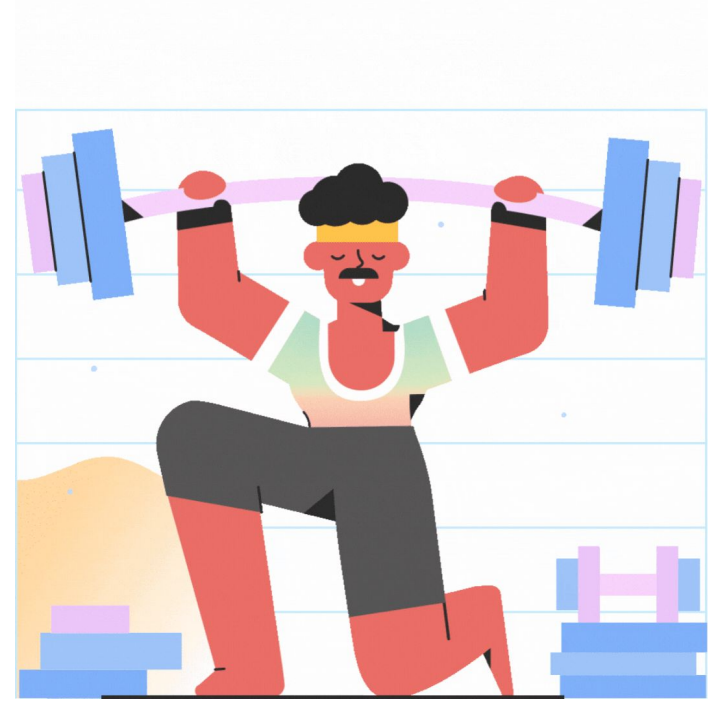
- Consider whether your mentee is ready to start making steps toward healthcare choice.
- Provide the planning guide, if appropriate.



# Day Five: Celebrate the Small Things

**Track and celebrate each of your mentees successes in making a kidney care choice!**

- Continue to talk with your mentee about how things are going and provide additional information as needed.
- Always encourage your mentee to discuss barriers or issues with his or her healthcare team.



# Tips for Success



# Tips for Success with your mentee

## Things to Remember!

- **Be Relatable, Respectful and Responsive**
  - Let your mentee feel heard and comfortable.
    - Lead the conversation but do not control the conversation
- **Peer Mentoring is collaborative and should be a place of co-learning**
  - Different perspectives are necessary for both the mentee and mentor to grow individually
- **If you are unsure about a topic, explain and refer to a Staff Member**
  - Never provide medical advice, and do not answer a question the supersedes your expertise



# Tips for Success with your mentee

## Things to Remember!

- **Meet your mentee where they're at and do not compare mentees!**
  - Every mentee is at a different place in their ESRD Journey, and their mentality may differ greatly from yours or another mentee
- **Utilize resources from your Network and the ESRD National Coordinating Center**
  - Resources are created to help educate your mentee, and each resource should build upon a foundational topic
    - **You should use your judgement about the best place to start.**





# Tips for Success as a Mentor

## Things to Remember!

- **Celebrate every success!**
  - Being a mentor is a fulfilling experiences and shows that you have a strong level of commitment and empathy. Acknowledge the differences you are able to help your mentee make
- **Understand that you may not be able to reach every mentee**
  - Sometimes mentees are not in a place where they are ready to accept help or resources from an outside source. **This is not a reflection of you as a mentor, sometimes things are out of your control!**
- **Maintain balance and boundaries**
  - You cannot not want your mentee to succeed more than they want to succeed. Try to not infuse yourself and your beliefs within these sessions.



# Tips for Success your Peer Mentoring Program

## Things to Remember!

- **Peer Mentoring Programs are a very rewarding experience. However, as fulfilling as successes will be, there may also be challenges**
  - Try to stay connected to your facility social worker and Network representative for continuous support throughout different mentor-mentee situations.
  - Be patient with yourself and your mentee
  - **Please remember to ask for help when needed:**
    - As a mentor you do not need to know every aspect of the ESRD Experience
  - Speak with your social workers to help brainstorm ideas on how to improve your peer mentoring program

# Next Steps



# Congratulations on completing the **Mentoring to Support Choices module**

- Next, please complete the module “**Review Quiz**” to earn your completion certificate.
- Share your completion certificate with your facility point of contact.
- Take the next foundational module “Talking Effectively with another Patient”

# Congratulations!

## You have completed the Peer Mentorship training module Mentoring to Support Choices.



Corporate Headquarters  
1979 Marcus Avenue  
Lake Success, NY 11042-1072

<http://ipro.org>