



End-Stage Renal Disease
Network Program

Peer Mentorship Training Program: Talking Effectively with Another Patient

Revised May 2022

**Congratulations on making it to
the second module of our Peer
Mentoring Training**





Meeting Reminders

- All phone lines are muted upon entry to eliminate background noise/distractions
- We will be monitoring Chat throughout the meeting for questions or comments
- All slides will be shared within a week of completion of the meeting



Training Agenda: What to Expect!



**Learn About the
Network**



**Shared Decision
Making**



Relationship Building



**What is
Communication?**



Guidelines/Rules



**Tips for
Success**



This module will help you answer the following questions:

- What is Shared Decision Making?
- How to become active in your healthcare?
- What are qualities of a good leader?
- How to build relationships and foster communication?
- How to maintain HIPAA policies?
- How to counsel individuals from diverse backgrounds?

Learn About the Network

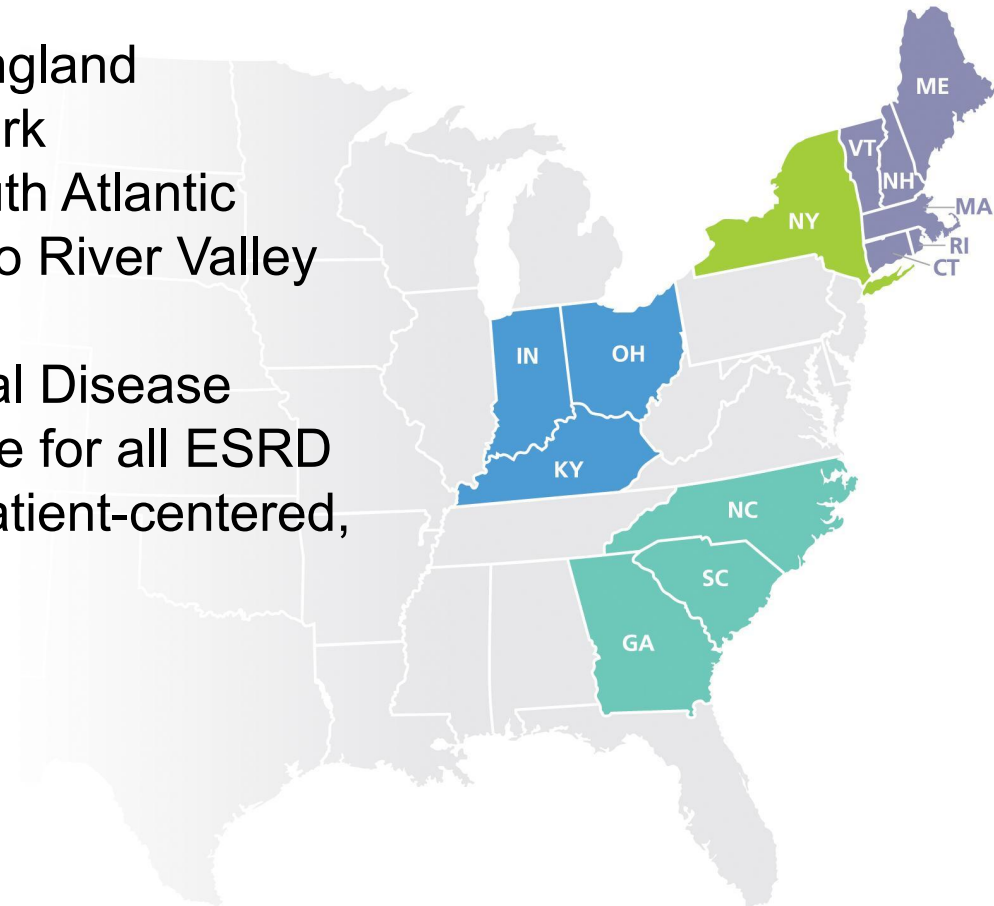


Shezeena Andiappen, MSW
Patient Services Coordinator



IPRO ESRD Network Program

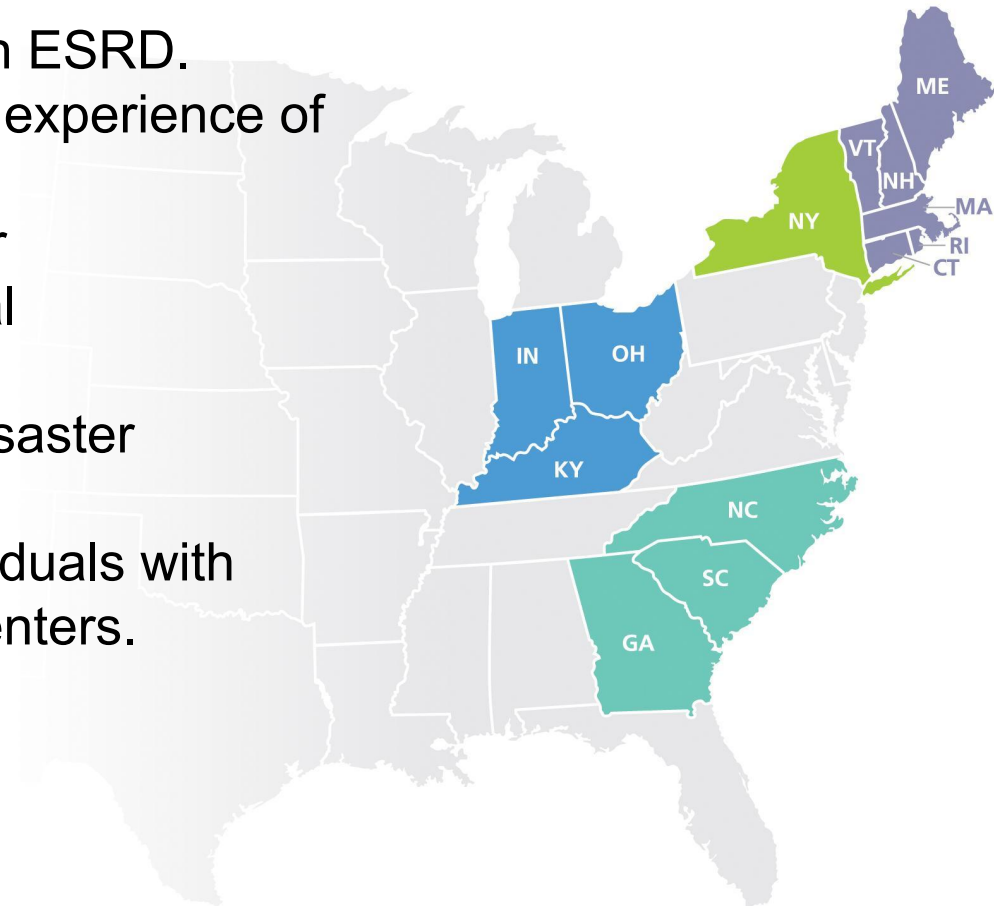
- The IPRO End-Stage Renal Disease Network Program includes four ESRD Networks:
 - Network 1: ESRD Network of New England
 - Network 2: ESRD Network of New York
 - Network 6: ESRD Network of the South Atlantic
 - Network 9: ESRD Network of the Ohio River Valley
- The mission of the IPRO End-Stage Renal 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.



Understanding Shared Decision Making: Patient Activation



**Danielle Andrews,
MPH, MSW, GCPH
Health Equities Specialist**



What is Shared Decision Making

Shared Decision Making is a collaborative process that allows patients and their healthcare team to make healthcare decisions together, taking into account the best scientific evidence available, as well as the patient's values and preferences.





How Can Shared Decision Help ESRD Patients

- Shared decision making honors both the care team's expert knowledge and the patient's right to be fully informed of all care options and the potential harms and benefits.
- This process provides patients with the support they need to make the best individualized care decisions, while allowing the healthcare team to feel confident in the care they provide.
- Shared-Decision Making makes the patient an **ACTIVE** member of their health care team.



Choose to Be Active

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.

- The most important choice that you will make in your care is the choice to be an active member of your healthcare team
- Being involved is the first step in improving your quality of life and experience of care through managing your conditions and staying healthy.



Benefits of Being Active in Your Healthcare

- Engaging patients and families has a positive effect on patients' emotional and physical outcomes.
- Engaged patients feel safe to openly discuss concerns with their healthcare teams and have a role in making decisions about the care they receive.
- Engaged patients have a stronger understanding of your diagnosis and medical treatment and can openly advocate for themselves
- As a peer mentor you are modeling that choice. Being a role model helps your mentee to see the importance of shared decision making.

Relationship Building and Communication

A Strong Peer Mentor has

1. Strong leadership skills
2. Good Communication Skills
3. Ability to connect to their ESRD Peers
4. Strong understanding of ESRD and it's associated treatment
5. Experience as an ESRD Patient



Leadership and Peer Mentoring

Questions to think about:

- What does it mean to be a good leader?
- Can you think of a leader you have admired?
- What qualities do you admire most about the leader you are thinking about?





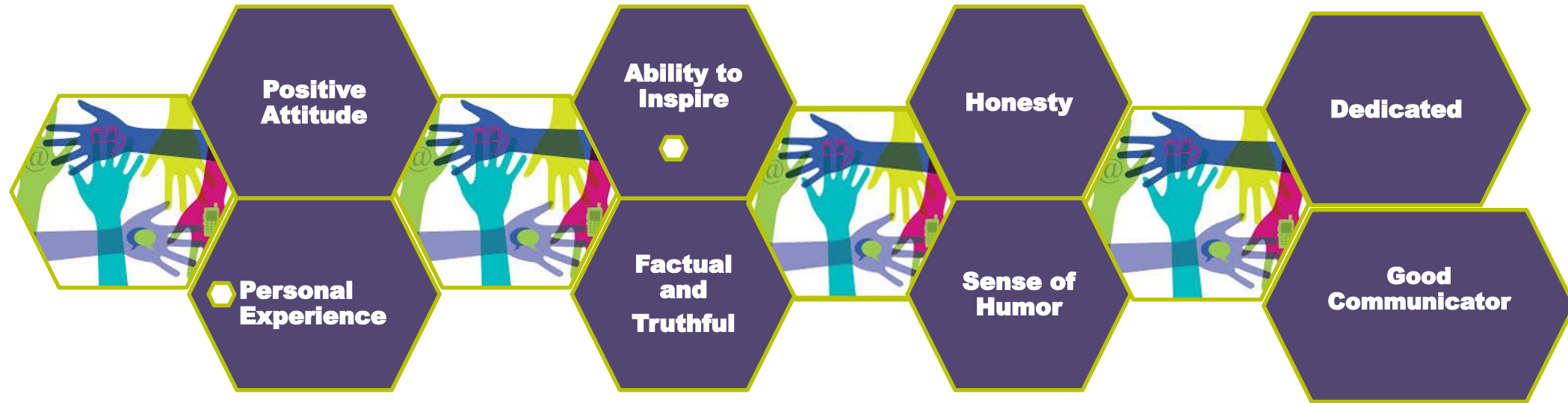
What is Leadership?

Leadership can be defined as the act of empowering others.

Leaders are people who know how to:

- **Achieve personal goals.**
- **Inspire others to achieve their own goals.**
- **Provide others with feelings of safety and trust**
- **Offer guidance based on their own knowledge or experience.**

Qualities of a Good Leader



Using Your Leadership Skills

As a peer mentor, you can be seen as a leader to your mentees. Here's how:

- Speak with your mentee and share your journey as a kidney patient.
- Encourage your mentee to develop self-management skills.
- Share information and resources to help support them in making healthcare choices.
- Be present during all discussions and provide insight during difficult conversations





Be a Mentor Get Involved

- As peer mentor the your first goal should be to a build a rapport with your mentee and create an environment of both trust and safety
- Rapport can built on shared experiences, education and even differing perspectives
- As the relationship develops the peer mentor should try to help their entee become activate within the healthcare and healthcare team.



Explore

Explore opportunities for patients to become more involved in decisions about their care.

Model

Model with mentees ideas of questions they can ask their care team.

Discuss

Discuss the benefits of shared decision making.

Encourage

Encourage-patients to play an active role in decisions about their care.

Educate

Provide mentees with educational materials to help improve their understand of ESRD and it's related treatment



Building Relationships

- You will make a positive difference in your mentee's life as you begin building a relationship and start to explore each other's values, interests, and goals.
- You may also be surprised to see that you will learn more about yourself, too.

Mentoring is a shared opportunity for learning and growth.



Mentoring is a Rewarding Experience



What is Communication?

What is Communication

Communication is the exchange of thoughts, messages or information.

- A two-way process that leads to mutual understanding.
- A crucial part of the peer mentor and mentee relationship.



How Do We Communicate?

We communicate in ways other than just our words:

- Tone of voice
- Body language
- Gestures
- Facial expressions
- Attentiveness



TIP: Being aware of other forms of communication can be very helpful in building relationships with your mentees!



How to be a Good Communicator

- Create a safe and trusting environment in which your peer feels comfortable sharing
- Be open to the exchange and try not to get distracted.
- Try not to interrupt while others are speaking.
- Practice “active listening.” and reflect your mentee’s thoughts
- Use open-ended questions, to foster conversation
- Focus on **empathy, not sympathy**.

- *Empathy* = the ability to understand and share the feelings of another

- *Sympathy* = feelings of pity and sorrow for someone else’s misfortune

Important Communication Skills





Setting the Stage for Good Conversation

Strong and free flowing conversations occur in safe and supported environments. These environments promote co-learning for the both mentor and mentee and enhance the overall peer mentoring experience.

When setting the Stage for a Good Conversation the Mentor should:

- Sit at the same level as your peer and make eye contact.
- Ask if it is a good time to talk with your peer.
- Make sure your peer is comfortable with talking to you while on dialysis.
- Outline what you wish to talk with them about that day and be prepared to listen.

What is “Active Listening”?

“Active Listening” is when you listen with all senses while giving the speaker your full attention. You are making an effort to hear the words that another person is saying **AND** try to understand the complete message being said.

- You are fully concentrating on what is being said instead of passively listening





Active Listening Skills

- Engage your mentee with with non-verbal signs
 - Smiling
 - Maintaining Eye Contact
 - Mirror the facial expressions of the mentee (can be used as a sign of empathy)
 - **DO NOT** look at your watch or phone. Please refrain from fidgeting
- Verbal “Active Listening Skills”
 - Positive Reinforcement
 - Remember and repeating back words and phrases previously stated by the mentee
 - Asking relevant questions
 - Used open-ended questions for clarification
 - Summarize the main points of the conversation



Practicing Active Listening

- Keep an open mind about what you hear.
- Before forming your response, make sure you've listened fully to your peer's thoughts.
- Practice rephrasing what you hear to confirm your understanding.
- When sharing information with your peer, pause frequently to ask if there are any questions.



Use Effective Communication

- **Use open-ended questions when starting conversations.**
- **Start and end the conversation with a short review of what you are talking with them about that day.**
- **Take time to stop and make sure they understand everything being discussed.**
- **Ask your mentee to repeat back his or her understanding of what they heard you say.**

Communication Tips

We all have different beliefs and values

- It is important not to react in a negative way.
- If you wish to state an opinion or experience you have, be sure to use an “I” statement.
- Use your statements to confirm to them that you understood what was said.



Let's Practice Mentoring

Peer Mentoring Vignette

- Joanne is a peer mentor in her facility.
- She is matched with Sarah, who has requested additional information on the transplant referral process.
- Sarah has recently had some personal issues and appears teary-eyed when Joanne approaches her.
- **What happens next?**





Communication Scenario

Joanne approaches Sarah and introduces herself, then stops to answer her cell phone. She takes a call from her sister and they make plans to meet later. Joanne then begins to speak to Sarah again.

When Sarah says she feels overwhelmed with all of the kidney care choices:

- **Joanne interrupts Sarah before she finishes speaking then tells her she knows exactly how she feels, and begins to tell Sarah her own “horror story” about when she began dialysis.**



What do you think about-Joanne's approach to Sarah?

- What tips did Joanne follow or not follow?
- Did she use active listening techniques and promote a environment of trust?

Remember, even if we have similar experiences, we cannot know how someone feels; we all react to things differently.

Peer Mentoring Vignette (2)

- **Mike is the mentor for his facility and was paired with John, who asked for additional information on the needed steps for vascular access planning. Mike puts his cell phone on silent and prepares the materials to review with John.**
- **Mike approaches John to introduce himself, states his role as the mentor and asks if it is a good time for them to talk.**
- **What happens next?**





Communication Scenario (2)

John tells Mike he is ready to talk, John states that he is a "father," he undergoes treatment in addition to his day-to-day responsibilities, and he has many questions.

While reviewing the resources:

- Mike connects with John, telling him he also is a father.
- Mike asks John several times if he has any questions.
- Mike allows time for John to respond.
- Mike agrees to follow up with John later that week in case he has any additional questions.



What do you think about-Mike's approach to John?

- What tips did Mike follow or not follow?
- Did she use active listening techniques and promote a environment of trust?

Remember you are acting as a role model to empower those you meet to adopt self management skills.

Guidelines and Rules

The background of the slide features a large, stylized graphic of hands. The hands are rendered in a light blue and white color scheme, with the fingers spread out. They are positioned in the upper right quadrant of the slide, appearing to reach towards the center. The overall background is a solid dark blue.



Protecting Patient Confidentiality

- **Understand what the Privacy Rule is and how to be sure that you follow the rules and guidelines appropriately.**
- **Learn the importance of keeping patient information confidential.**





What is the Privacy Rule?

HIPAA: The Health Insurance Portability and Accountability Act of 1996

- A federal law that protects the privacy of patient health information.
- Requires patients to sign formal consent forms in order for their information to be shared.
- Limits the sharing of patient health information for healthcare purposes only.
- Sets rules for storing and sharing health information.



How does the Privacy Rule apply to a dialysis facility?

- Upon admission to a dialysis facility, everyone signs a formal consent to share their protected health information (PHI) for purposes of their health care.
- This signed consent will also allow for only necessary information to be shared with you as a mentor.



How does the Privacy Rule affect your role as a peer mentor?

The facility will share only the Protected Health Information (PHI) about your mentee that will help you perform your role as a peer mentor.

- This information includes:
 - Patient name.
 - On which shifts they dialyze.
 - How long they've been on dialysis.
 - What type of access they have.
- You must use this information only for the purpose of your role as a peer mentor.



How do I follow the Rules?

As a Peer Mentor you must uphold Privacy Rules.

- Do NOT share PHI with other patients or family/friends.
- NEVER leave written PHI about other patients anywhere that another person may see it.
- Do NOT ask for more PHI than you need to help with your peer's kidney care choices.



What You Need to Know

- **Under the "Minimum Necessary Standard," the peer mentor should not use or disclose protected health information when it is not necessary.**
- **This means that the Peer Mentor can share the mentee's health information only with someone who needs to know it (i.e., a healthcare provider at the facility where the mentee is being treated).**

Let's Practice Mentoring



Peer Mentoring Vignette (3)

- Joe, a Peer Mentor, is reviewing different types of vascular access with Sally. Sally mentions how hard it is to park at her surgeon's office which, as it turns out, is in Joe's neighborhood. They discover Sally lives around the corner from Joe, and her kids go to the same school as Joe's.
- At the next parent-teacher conference, Joe notices one of Sally's children is in his son's class. Joe mentions to the teacher that one of the other parents, Sally, is a dialysis patient at the clinic that he goes to.



Was it ok for Joe to Share this Information?

No!



This would be considered a
HIPAA violation

- Joe shared protected health information when he told the teacher that Sally is on dialysis. Sharing this information is not necessary for Sally's healthcare.
- The consent form that Sally signed does not give permission for anyone to share with the teacher the fact that Sally is a dialysis patient



Confidentiality Do's and Don'ts

The Do's				The Don'ts
1	Focus discussions on only the specific kidney care choice that is your peer mentor project.	✓	✗	Discuss general health issues or problems.
2	Direct questions or conversations about other health issues to the healthcare team.	✓	✗	Ask questions about your peer's past or personal history.
3	Stop your peer if he or she begins to share PHI that you do not need.	✓	✗	Discuss issues that are part of someone's core values.

Mentoring Tips for Cultural Diversity

What is Cultural Diversity?

- A person's values may be related to his or her culture.
- As a mentor, you should be open to interacting with people from many different cultures.



Mentoring Tips for Cultural Diversity

- **Respect cultural differences.**
- **Acknowledge that differences are OK.**
- **Do not assume what someone's culture or ethnic group is based on how they look.**
- **Avoid jumping to conclusions based on someone's culture.**





How to Handle Differences

Everyone has different life experiences, values and perspectives. As a mentor, your role is to:

- Redirect conversations that may fall under confidentiality “don’ts.”
- Understand that everyone comes from diverse backgrounds.
- Accept that everyone has the right to their own values and thoughts.
- Create a non-judgmental environment.

Let's Practice Mentoring



Peer Mentoring Vignette (4)

You are talking with Richard about transplant as a treatment choice. He tells you that he does not want a transplant because it is against his religious beliefs.

What do you do?

- A. Ask Richard what his religion is so you can talk with him about his beliefs.
- B. Explain that this is not a matter of religion.
- C. Explain that you would like to leave him with some materials to review about transplant, and that if he has any questions you would be happy to talk with him again.



Let's Discuss!

The correct answer is C!

If Richard agrees, leave him some materials to review and be supportive.

- A. A person's religious beliefs are part of his or her value system.
- B. You cannot change anyone's values or deny their beliefs.
- C. The best choice is to provide materials for their consideration and to support their decision.

Tips for Success

A large, stylized graphic of hands in various shades of blue and purple, positioned on the right side of the slide. The hands are depicted in a way that suggests they are reaching out or supporting each other, with some hands appearing as outlines and others as solid shapes.

Tips for Success

- Know your role as a peer mentor, and keep your conversations focused on topics related to your role.
- Accept people for who they are, and do not try to change what they believe or choose.
- Keep an open mind to differences and avoid judgment of others.



Tips for Success

- **Keep all information private that you know about a mentee.**
- **Avoid talking about confidential issues, and respect others' rights to confidentiality.**
- **Always suggest that your mentee talk with his or her healthcare team if they have medical questions.**





Remember: You are not alone!

In your new peer mentor role, you will have support from:

- Staff members at your facility
- Your ESRD Network
- Your fellow Patient Facility Representatives (PFRs)





Thank You!

Celebrate each success you have in talking with your mentees, because with each interaction you are making a difference.

Thank you for your hard work and commitment to helping others!



Next Steps



Congratulations on completing Module: Talking Effectively with Another Patient

- Next, please complete the module “**Review Quiz**” to earn your completion certificate.
- Share your completion certificate with your facility point of contact.
- Take a topic focused module

Congratulations!
You have completed Peer
Mentorship training module
Talking Effectively with Another
Patient.

For more information, contact:

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