



The Peer Support Role in Integrated Behavioral Health

Mental Health/Substance Use Disorder Integration Technical Assistance

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Health Resources and Services Administration (HRSA), Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People



Disclosure

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Presenters



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Today's Agenda



Background and Getting Started



Defining and Structuring the Peer Support Role



Recruitment, Onboarding, and Training



Setting Up Peer Support for Success



Lessons Learned





Objectives

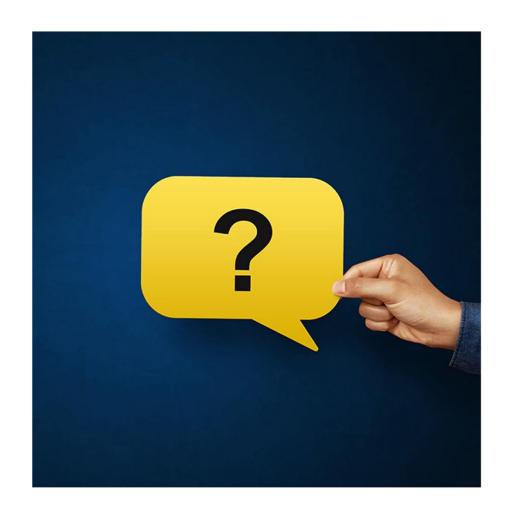
- Outline the essential skills and abilities of peer support specialists.
- Identify ways to structure peer support specialist onboarding, supervision, and feedback so they are successful in their health center roles.







Polling Question #1



Are peer support specialists integrated into your mental health and substance use disorder care team?

- a) Yes
- b) No
- c) We are considering adding this role to our integrated care team
- d) Other comments type your response to the Q&A





What is the Peer Support Role?

- The Value of Peer Support in Integrated Behavioral Health
 - Peer support plays a growing role in helping people find recovery in the community.
 - Peer support workers offer and receive help based on shared understanding, respect, and mutual empowerment between people in similar situations.
- Activities:
 - Advocate and raise awareness for people with mental health and/or substance use disorders
 - Link to community resources
 - Facilitate, mentor, educate
 - Plan and develop groups, services, and activities





The Peer Support Role at Grace Health (1)

- Peer support specialists reference their own recovery journey to inspire hope and recovery.
- Perform warm handoffs to and from other providers and members of the patient's care team.



Unique distinction from other roles: I understand what's going on with you. It happened to me, and this is what I did about it.

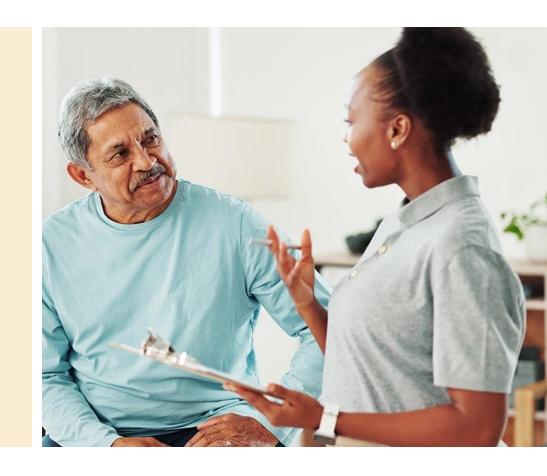






The Peer Support Role at Grace Health (2)

- Collaborate across behavioral health, primary care, and community settings.
 - Linkage to recovery community.
 - Partners with other recovery-oriented organizations to promote recovery services.
 - Facilitates peer support groups with patients on numerous topics related to maintaining recovery.







Substance Abuse and Mental Health Services (SAMHSA) Core Competencies – Peer Support

- Engages peers in collaborative & caring relationships
- 2. Provides support
- 3. Shares their recovery journey
- 4. Personalizes peer support
- 5. Supports recovery planning
- 6. Links to resources, help, & support

- 7. Shares information about health, wellness, & recovery
- 8. Helps peers to manage crises
- 9. Values communication
- 10. Supports collaboration, teamwork, & network-building
- 11. Promotes leadership
- 12. Models growth & development





Recruitment, Onboarding, and Training (1)

Recruitment

Focus on recovery journey and recovery maturity

Onboarding

- Health Insurance Portability and Accountability Act (HIPAA), documentation, and electronic health record (EHR)
- Shadowing: peer support specialist and other team members to learn workflows





Recruitment, Onboarding, and Training (2)

Training

- Government Performance and Results Act (GPRA), Assessment of Recovery Capital (ARC), and Brief Assessment of Recovery Capital (BARC-10) data tools
- Motivational interviewing
- SAMHSA and other evidence-based trainings
- New hire onboarding training covering boundaries, de-escalation, crisis interventions, and overview of cognitive behavioral therapy





Grace Health: Setting Up Peer Support for Success

- Certification. Look for state-certified peer support specialists
- Rigorous vetting. Applicants are interviewed one to three times
- **Experience.** Minimum of one to two years sobriety
- **Early recovery support.** Smaller, lower-volume settings for early recovery peers
- Supervision. Quarterly one-on-ones and frequent check-ins
- Leadership involvement. Ongoing oversight by therapists and physicians working in the program as well as behavioral health director

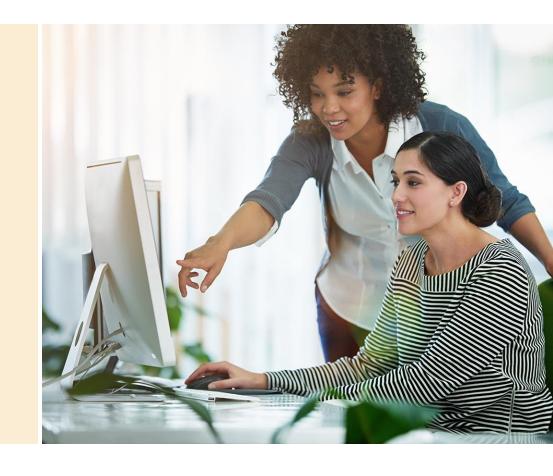




Peer Support Collaboration and Continuous Support

- Peer support specialists attend case reviews and participate in multidisciplinary treatment teams to provide insight into patient progress.
 - Often the peer support specialist has the most beneficial feedback for treatment planning.
- Leadership maintains regular feedback and mentorship.

Guidance and transparency is key to supervising the peer support specialist.







Continuous Quality Improvement and Data Collection

- Data integrated into continuous quality improvement (CQI) reports for ongoing quality improvement:
 - GRPA: Captures federal outcomes for substance use disorder programs
 - ARC: Measures patient recovery capital
 - BARC-10: Brief recovery capital tool used in quarterly reviews





Lessons Learned

- Hire with discernment. Focus on recovery stability, not just past legal charges.
- Understand context. Many charges (e.g., theft, assault) stemmed from impairment.
- Active observation. Leadership and teams observe and provide feedback.
- Increase validation. Recognize and celebrate peer support impact.

- Increase check-ins. Frequent one-on-ones are vital.
- Servant leadership:
 - How can this person best serve people with substance use disorder?
 - How can I be a servant leader to my peer support?





Q&A







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