Enhancing Person and Family Engagement with Parent-to-Parent Peer Support

Webinar

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Today’s Speakers

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Objectives

- Understand the importance of parent-to-parent mentoring support to achievement of improved outcomes and satisfaction
- Invite TCPI clinic participation in linking families with a parent-to-parent mentor
How We’ll Spend Our Time

• Setting the Stage: Person and Family Engagement in TCPi and How Peer Support Can Help
• Raising Special Kids Program Overview
• Review of Parent-to-Parent Support Opportunity for TCPI Practices
• Q & A

How We’ll Spend Our Time
**About – PCPCC**

**Patient Centered Primary Care Collaborative (PCPCC)**

Mission: To promote collaborative approaches to primary care improvement

- Patient-Centered Care
- Person Family Engagement
- Patient Activation
- Improved Cost/Quality/Experience Outcomes

**PCPCC Support and Alignment Network** is a collaborative approach to improving person and family, clinician, and community strategies for engagement.
The PCPCC SAN: What We Do

We promote deeper patient relationships and community engagement among care teams through technical assistance and other resources.

We offer the TCPI Community of Practice:

- Virtual and in-person learning events
- Scholarships to conferences and training events
- Coaching sessions for patient advisors and practices
- *Choosing Wisely* resources
- Expert faculty in the field of patient advocacy and community health to PTNs
- Online tools and resources
- PFCC.Connect: A virtual community for patient partners

*Visit PCPCC for tools and Resources: [http://www.pcpcc.org/tcpi](http://www.pcpcc.org/tcpi)*
Person and family engagement is a core element of effective and efficient clinical care. When people and their families are engaged to become partners in health, it drives better outcomes, reduces costs, and improves clinician satisfaction.

Value of the SAN: We support PTNs and clinicians to develop person, family, and community engagement capability as a transformative activity and as a tactic to meet cost and quality goals.

Opportunity: PTNs can use SAN assets to accelerate initiatives targeting cost and quality improvement. It’s not “another thing to do.” TCPI PFE Metrics are integrated into PTN transformation strategies to improve adoption among targeted practices.
Shared Goals: Meet the TCPI Aims

1. Support more than 140,000 clinicians in their practice transformation work
2. Improve health outcomes for millions of Medicare, Medicaid and CHIP beneficiaries and other patients
3. Reduce unnecessary hospitalizations for 5 million patients
4. Generate $1 to $4 billion in savings to the federal government and commercial payers
5. Sustain efficient care delivery by reducing unnecessary testing and procedures
6. Transition 75% of practices completing the program to participate in Alternative Payment Models
7. Build the evidence base on practice transformation so that effective solutions can be scaled
Factors influencing engagement:

- Patient (beliefs about their role, health literacy, education)
- Organization (policies and practices, culture)
- Society (social norms, regulations, policy)
Person and Family Engagement Performance Metrics

- Governance
  - Support for Patient and Family Voices

- Point of Care
  - Shared Decision Making
  - E-tool Use

- Policy and Procedure
  - Patient Activation
  - Health Literacy Survey
  - Medication Management
Peer Support Enhances Your Person and Family Engagement

- Increase **patient/family activation** by building connections with others who demonstrate confidence, skills and knowledge in managing their chronic conditions
- Improve **health literacy** by linking individuals with those who have a lived experience with navigating the health care system
- Enhance **shared decision-making** and **medication management support**
Enhancing Care in Practices and Clinics

• Saves time (peers answer questions and provide support so patients seek less from provider)
• Provides valuable info on living with condition and practical tips providers don’t know-teaches self management
• Increases adherence to treatment plans*
• Improved patient outcomes*
• Increased patient and family access to community resources
“To know the road ahead, ask those on the way back”

Delivered by those with common life experience, peer support recognizes the unique capacity to help each other based on shared affiliation and deep understanding of experience.

Substance Abuse and Mental Health Services Administration

“...it’s a connection with someone else who’s been there and who might be able to help provide some guidance on what works well for them, who’s just a listening ear and, you know, a kind heart who’s willing to step up and be there for you if needed.” Peer mentor, Dee’s Place

What is Peer Support?
What are the Benefits to the Patient or Family Member?

Practical, Experiential Knowledge

Connections to others who have survived and even thrived

Deeper understanding and insight into one’s health challenges and the decisions at hand

New skills and behavioral changes

Benefits specific to mentors
Quality and Safety Controls: Role Clarity

- Knowledge from personal experience
- Emotional support via shared experience
- Knowledge from education and training
  Support via counseling, problem-solving, skill development training

Peer Supporter

Professional
Integrating Peer Support into Practices

Understand the function and value of peer support

Be ready to have the conversation

Know the appropriate resources

Make no assumptions

Integrating Peer Support into Practices
Strengthening Families to Improve Outcomes for Children with Disabilities
Mission

To improve the lives of children with the full range of disabilities and special health conditions by helping parents become effective advocates.
Statewide Programs and Services

Connections with a trained Parent Mentor skilled at providing information and support.

Accurate, authoritative information related to your child’s disability or special health condition.

Special education consultations, training, and problem-resolution services.

Education and coaching for parents to learn the most effective methods in managing challenging behavior.
Why Parent-to-Parent Peer Support?

For 39 years Raising Special Kids has:
• Connected parents to a model of Peer Support
• Documented the benefits of parent training and education
• Established Parent to Parent support is an evidence-based practice with outcomes that are supported with data.

Research findings show parents of children with disabilities highly value Peer to Peer knowledge and support, that it could not come from any other source, and that it is one of their most effective sources of knowledge and information.

Preparing Parent Mentors

- Have I accepted my family’s situation?
- Do I have enough time to give comfortably to others in need?
- How comfortable am I in reaching out and providing support to families?
- How comfortable am I in listening to other people’s problems?
- How comfortable am I in relating to people who may have values or feelings different from my own?
- Am I willing to be open and honest about my experience with families seeking support?
- Can I refrain from talking to others about the families I have contacted?

Parent Mentor Training Elements

• Good listening skills
• People First Language
• Describe, Don’t Prescribe
• Portion and Moderation
• Keeping track – updating information about important family changes
• Evaluations
• Confidentiality
• Ethical Guidelines
Parent to Parent Mentoring

Individual mentoring and coaching for 8 weeks

• Confidential
• Open eligibility
• Offered at no charge
• Available in Spanish
• Monitored and evaluated at 2, 4, and 8 weeks

Referrals: DDD Support Coordinators, AzEIP, NICU Staff, Social Workers, Physicians, Schools, Clinics, Community programs
P2P Match Criteria

**Can be a very specific request for a match or diagnosis; while also can be as common as a family with a child with speech delay.**

*Child’s Diagnosis*

*Age and Gender of Child*

*Presenting Issues*

*Culture/Language/Ethnicity of Parent*

*Geographical Area*
P2P Process
How Does it Work?

- A new referral is made to Raising Special Kids (RSK).
- Intake assessment by RSK staff includes information on parent to parent connection.
- RSK Staff searches database for appropriate match.
- Parent Mentor calls the referral family within 48 hours.
- Parent Mentor accepts or declines the connection within 48 hours.
- RSK Staff calls Parent Mentors to establish and facilitate the connection.
- Parent Mentor reports to RSK confirming contact with the referral family.
- Parent Mentor establishes additional contacts with referral family at least 2, 4, and 8 weeks.
- RSK Staff conducts 100% follow-up and evaluations of the Parent to Parent connection.
- RSK contacts Parent Mentor and referral family within 3 days.

• Raising Special Kids Staff monitors and supervises Parent Mentors to ensure continuing contact with the family and quality of support.
• P2P protocol meets best practice standards of the national technical assistance center (P2P USA).
P2P Outcomes

2017 Evaluation Data  4.5 or > in each area
(Likert Scale 1-5-Highest)

- Improves a parent’s knowledge and skills in making informed health care decisions and advocating for appropriate services
- Help parents better understand and manage their child’s needs, services, and care
- Increases effective collaboration with professionals
- Provides emotional support for the challenges of parenting a child with a disability or special health condition.

98% Would recommend P2P support to another parent
N= 366
Practice Participation: Next Steps
• Engage and support your families
• Connect to parent-to-parent peer support resources
• Become a pilot practice and receive implementation support
Raising Special Kids

Who’s Eligible?

- Medicaid Children with Behavioral Health Issues – MercyCare
- Parents from TCPI practices

All other parents
An Arizona Statewide Resource for All Parents

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<th>Parents from TCPI Practices</th>
<th>All other Parents</th>
<th>Medicaid Children with Behavioral Health Issues</th>
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<tr>
<td>• Clinic is Part of TCPI</td>
<td>• Live in Arizona</td>
<td>• Families covered by MercyCare</td>
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<tr>
<td>• Insurance provider is</td>
<td>• Child has special needs</td>
<td>• Referred parent’s child has a behavioral health issue</td>
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<tr>
<td>not an issue</td>
<td></td>
<td>• Parent Mentor has a child in behavioral health system</td>
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<td>• Agree to participate</td>
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<td>• Parent Mentor has received training and been credentialed as a peer mentor</td>
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<td>• Practice help evaluate</td>
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<td>the process</td>
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“No Wrong Door”

www.raisingsspecialkids.org
- Practice agrees to participate and identifies a key contact
- Practice completes a referral form with each parent identified
- Practice faxes the referral form to Raising Special Kids (Spanish & English versions)
- Practice provides feedback on experience via phone survey at 3 mos.
Other Partner’s Roles

- **PTI:**
  - Share information about P2P program and referrals forms with TCPI practices
  - Assist practices in reporting their PFE strategy on the Practice Assessment Tool or reporting on adoption of PFE Metrics
  - Helps identify which referrals sites are TCPI

- **Raising Special Kids** processes all referrals:
  - Matches parents to Parent Mentor
  - Notifies practice of status of referrals
  - Works with practice on any issues or information needed to support referrals to program
  - Conducts satisfaction survey of parents referred

- **Institute for Patient- and Family-Centered Care**
  - Conducts phone interviews with practice on their experience
Evaluations:

What can we learn to share?

- **Overall Program:**
  - Number of practices participating
  - Number of families referred and matched
  - Time from referral to match and from first parent mentor contact

- **Parents:**
  - Parent’s experience with a parent mentor

- **Practices:**
  - Ease of referral
  - Timeliness of Referral feedback
  - Feedback from families about their experience
Questions?
Webinars, Tools, Resources to Strengthen Your PFE Efforts!

https://www.pcpcc.org/tcpi
Websites: Selected Resources for General Peer Support

• Institute for Patient- and Family-Centered Care
  http://www.ipfccc.org/bestpractices/peer-support.html

• Peers for Progress (primary care resources)
  http://peersforprogress.org/tools-training/primary-care/
A free on-line learning community dedicated to partnerships with patients and families to improve and transform care across all settings.
Thank You!

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