Telehealth Peer Support (ThPS): From Research to Practice

WELCOME
Telehealth Peer Support (ThPS): From Research to Practice, Spagnolo, Cronise, & Husamudeen
WHAT IS TELEHEALTH PEER SUPPORT?

LEARNING OBJECTIVES

1. Describe how Telehealth Peer Support (ThPS) competencies were identified.
2. Identify the core competencies of ThPS confirmed through the study.
3. Explain the strategy and process for developing ThPS training.
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OPEN SOURCE

- All courses are open source
- No proprietary information
- Online and on-demand
- Core 24/7 during open terms
- CE available year-round
- Free of charge to learners
RESEARCH

DELPHI METHOD

Minimum Competencies

Knowledgeable Participants

Resources Needed

Technology

Primary Outcomes

Available Resources

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SURVEY

- Demographics
- Access to Technology
- Core Competencies
- Most Frequent Resources
- Technology Requirements

SURVEY ITEMS

- Importance
  - Criticality
  - Frequency

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SURVEY RESPONSES (477)

Manager / Supervisors: 34%
Peer Support Specialists: 66%

SURVEY RESPONSES (477)

Need Access to Technology: 25%
Don't Need Access to Technology: 75%
SURVEY RESPONSES (477)

Need Training: 33%
Don’t Need Training: 67%

COMPETENCIES
Outreach & Engagement

- Outreaching people who could benefit from peer support
- Orienting people to peer support
- Re-engaging with people less connected during COVID

Communication Techniques

- Demonstrating empathy
- Using active listening & reflective responding skills
- Asking open-ended questions
- Summarizing the meeting/discussion
- Planning for the next meeting/discussion
- Scheduling the next meeting/discussion
- Developing follow-up steps
Providing/Linking to Needed Supports & Services

- Referring people to crisis response teams
- Referring people to healthcare providers
- Connecting people to virtual support groups
- Referring people to warmlines/hotlines
- Identifying healthcare providers
- Facilitating virtual support groups
- Referring people to healthcare providers
- Referring people to crisis response teams

LINKS

- Academy of Peer Services
  https://www.academyofpeerservices.org/

- User Support Specialist
  academyofpeerservicesnyomh@gmail.com

- Virtual Learning Community
  https://aps-community.org/

- Goodwill Community Foundation (GCF)
  Global Learn
  https://edu.gcfglobal.org/en/
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Documentation & Technology

- Supporting the person to engage one-on-one digitally/virtually
- Using technology to engage one-on-one
- Accessing the Electronic Health Record
- Completing documentation
- Submitting documentation online

Wellness Promotion & Health Literacy

- Teaching others how to access health information
- Providing health information
- Teaching health promotion skills
TRAINING

DEVELOPMENT

- Learning collaborative format
- Trainers recruited from practitioners
- Standardized templates
- Sessions “sold out”
- Zoom delivery
- Recordings converted to courses
- CE credits approved through certification board

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LEARNING COLLABORATIVE

- Invitations sent through Advisory Council
- September 2021 through January 2022
- 7 Sessions, each 2 hours in length
- Average of 40 participants per session
- Led by 14 experienced practitioners
- Small group breakout session
- Large group debrief of activities

CURRICULUM DEVELOPMENT

Standardized Approach

- Goals & Objectives
- Content
- Breakout Instructions
- Resources
- Quiz
AGENDA (SCRIPT)

- Session Title
- Trainers
- Description, Goals, Objectives
- Time
- Script
- Slide
- Presenter
- Instructions for small group facilitators

HANDOUTS

- Session Title
- Trainers
- Description, Goals, Objectives
- Key points by topic
- Questions for reflection
PRESENTATIONS

Standardized design

Friendly robot character and theme makes technology less intimidating

Package available for organizations to customize for their own staff training needs

MARYAM’S MINUTE

APS User Support Specialist

Shared wisdom on Telehealth peer support from her role at end of each session

Reinforced the purpose and competencies
SUMMARY

- Research study identified the competencies
- Learning collaborative format
  Standardized design process
- Training developed and delivered by practitioners
- Lecture and breakout sessions
- Zoom recordings converted to online courses
- CE credits approved through certification board

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Our Advisory Council:

Our Subject Matter Experts and Trainers: