Telehealth Peer Support: Research to Practice

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16th Annual NYC Conference for Working Peer Specialists

APS is funded by OMH, and is operated by Rutgers University, in cooperation with NYAPRS.
WELCOME/OVERVIEW

PRESENTERS

Amy Spagnolo
Program Director

Rita Cronise
APS Virtual Community Coordinator

Celia Brown
OMH Regional Advocacy Specialist

Shannon Higbee
CEO Recovery Options

Maryam Husamudeen
APS User Support Specialist
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

ACADEMY OF PEER SERVICES
APS

Online training, testing, tracking
Courses for certification or renewal
Developed in Articulate 360
Delivered in Moodle LMS

POINTS OF PRIDE

20,000+
ANNUAL COURSE REGISTRATIONS

50+
VOLUNTEER APS LEARNERS BETA-TEST COURSES

2,000
2,000 UNIQUE LEARNERS REGISTERED EACH TERM

15
ADVISORY COUNCIL MEMBERS

> 90 Online Courses

> 70 SMEs DEVELOP COURSE-WORK

> 40 CE Offerings

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WOMEN RUN OUR TEAM, REPRESENTING A DIVERSITY OF ETHNICITIES & AGES

RUTGERS
School of Health Professions
SUCCESSFULLY RUNNING THE ACADEMY OF PEER SERVICES (APS) FOR 10 YEARS

16th Annual NYC Conference for Working Peer Specialists
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
Telehealth Peer Support: Research to Practice

July 21, 2022

16th Annual NYC Conference for Working Peer Specialists

SURVEY ITEMS

Importance

Criticality

Frequency

SURVEY RESPONSES (477)

Managers / Supervisors 34%
Peer Support Specialists 66%

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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

1. Outreach & Engagement
2. Communication Techniques
3. Providing/Linking to Needed Supports & Services
4. Documentation & Technology
5. Wellness Promotion & Health Literacy
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
Telehealth Peer Support: Research to Practice

**Providing/Linking to Needed Supports & Services**

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

**Documentation & Technology**

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

Teaching others how to access health information

Teaching health promotion skills

Wellness Promotion & Health Literacy

TRAINING
WORKFORCE NEEDS

INSTRUCTIONAL DESIGN

Learning collaborative webinars

- APS + 14 SMEs
- Participants from peer support community
- Diverse group of attendees & presenters
- Introductory session, one session for each of five areas
DESIGN & 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

LEARNING COLLABORATIVES

- 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

JOIN US!

TELEHEALTH PEER SUPPORT TRAINING SERIES

33% of Peer Support Specialists want training in Telehealth Peer Support Delivery.

SIGN UP BELOW!

https://www.eventbrite.com/e/telehealth-peer-support-training-series
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CURRICULUM

Standardized Approach

• Goals & Objectives
• Content
• Breakout Instructions
• Resources
• Quiz

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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

EXAMPLE - COMMUNICATION TECHNIQUES
• ThPS Communication Techniques

Welcome & Introductions
Welcome

Celia Brown
OMH Regional Advocacy Specialist and Telehealth Series Spokesperson

Recording

Please leave your audio muted and video off (as shown with red slash marks)

Use the Chat Box if you have questions or comments during the presentation

Click More (three dots) if Chat is not visible on your screen
• **Question**

![Image of a chat interface]

Introduce yourself
-- Your name
-- Your role (what you do)
-- Your organization
-- What you hope to learn

Who can see your messages?

To: Everyone

Type message here...

Select To: Everyone then type your introduction in the Chat Box

• **Previous Session**

- THPS Outreach & Engagement
- Tools for making connections
- Importance of relationships
- Effective delivery of peer support through technology
- Strategies for outreach & engagement
- Lessons learned from recipients of THPS
Trainers

Forrest (Rusty) Foster
Sr. Implementation Specialist
Center for Practice Innovations

Shannon Higbee
Interim CEO
Recovery Options Made Easy

Learning Objectives

The objectives of today’s session are:

1. Identify communication barriers specific the telehealth environment

2. Select appropriate communication techniques to address communication barriers in preparing for, conducting, and closing a telehealth meeting

3. Practice multiple communication techniques that support successful ThPS
CE Credits

Continuing Education will be available once the recordings are converted to online courses on the Academy of Peer Services (APS) site.

As with other online courses, you will need to pass the quiz and complete a course evaluation for a certificate worth 1.5 hours of CE credit.

• Question

• What is your experience with Telehealth Peer Support (ThPS)?
  • Put your answer in the chat!
Warm Up
Relaxation

• Question

  • What communication barriers have you experienced with ThPS?
    • Put your answer in the chat!
Preparing for a Successful ThPS Meeting

Considerations

- Access to Technology
- Physical Environment
- Reminders
- Materials and resources must be delivered differently
- Preparing yourself for a meeting
Techniques

Techniques that can be used to support successful communication:

- Planning Ahead
- Grounding Exercise

Planning Ahead Example

- Asking about technology & environment
- Providing resources and supports ahead of the meeting
- Setting up alternate contact methods
- Practicing joining a meeting with the participant
- Confirming receipt of any necessary materials
- Sending meeting reminders using multiple methods
Grounding Exercise

Breathing exercises

• Question

• How can you apply this topic in your work?
  • Put your answer in the chat!
Conducting a Successful ThPS Meeting

Considerations

- Fewer senses – listening important
- Word choice more important
- Tone more important
- Active engagement can be challenging
- Developing a collaborative relationship can be challenging
Techniques

- Open-ended & Reflective Questions
- Active Listening
- Strength-based Language
- Motivational Interviewing
- Mindfulness

Mindfulness Practice

Get comfortable on a chair; start paying attention to your breath, when your attention wanders, return to your breath. It is normal for the mind to wander.
Open-Ended Questions

What types of activities do you enjoy?
What would you like to talk about today?
What would you like to see different in your life?

Active Listening

“I would like to go back to school.”

“Furthering your education is important for you.”

“I really like reading.”

“Reading is something you find pleasurable.”
Affirmations

“You’re a very resourceful person”
“Thank you for coming today”
“You’ve been very persistent looking for a job”

Summary

“You’re feeling depressed and want to get a job. You hope I will be able to help. Do I have that right so far?”
• Question

• Which of these examples do you feel would be most useful in your work?

Closing a Successful ThPS Meeting
Considerations for Closing

Include meeting summary and discuss next steps

Ongoing access to technology

Environmental stability

Multiple contact options

Techniques

Digital reminders

Calendaring at the appointment

Appropriate linkages to support digital meeting
Weak Closing

- Staff verbally sets a date and time
  - No follow-up reminders
  - No alternate contact methods addressed
- Meeting details are not repeated
  - No discussion or supports around environment or technology

Strong Closing

- Summarize visit and review next steps
- Meeting details confirmed verbally & digitally
- Access to technology & confidential environment discussed
- Staff & participant collaborate on the date and time
  - Participant encouraged to calendar the meeting
- Alternate contact methods addressed
• **Question**

  • On a scale of 1-10, how important do you feel the meeting closing is for successful ThPS?
    • 1 = Not at all important
    • 10 = Very important

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**Small Groups**

• Practice:
  • Open-Ended & Closed Questions
  • Reflective Listening
  • Active Listening
  • Affirmations
  • Summary
Large Group Processing

• How did it go?

• Question

• What did you discover in this practice activity?
Wrap Up

Today We Talked About

Barriers & Techniques for ThPS Meeting

Preparing  Conducting  Closing
Next Training

- The topic of the next ThPS training session is...
- Providing/Linking to Needed Supports & Services
- November 4, 2021

Question

- What is the most important thing you’re taking away from this session?
MARYAM’S MINUTE

Thanks

Any questions?
LEARNING OUTCOMES

Program average satisfaction rating: 3.25/4

Program average relevance: 3.33/4

Most valuable aspect of the training?
• Tips & strategies for delivery of ThPS
• Learning from SMEs & PSS providing ThPS
• Specific competencies for engagement & delivery of ThPS
• Real-world examples & practical application of ThPS skills

PRESENTATIONS

Standardized design

Friendly robot character and theme makes technology less intimidating

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

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

LINKS

- Academy of Peer Services
  https://www.academyofpeerservices.org/
- Virtual Learning Community
  https://aps-community.org/
- User Support Specialist
  academyofpeerservicesnyomh@gmail.com
- Goodwill Community Foundation (GCF)
  https://edu.gcfglobal.org/en/
THANK YOU

Q & A
MARYAM’S
MINUTE

SPECIAL THANKS TO:

Our Research Team:
Carlos Pratt, Kenneth Gill, Yuane Jia, Matthew DeMasi

Our Advisory Council:

Our Subject Matter Experts and Trainers: