



## **PEER MENTORSHIP TRAINING PROGRAM ESRD National Coordinating Center (NCC)**

**National Patient/Family Engagement  
Learning and Action Network (N-PFE LAN)  
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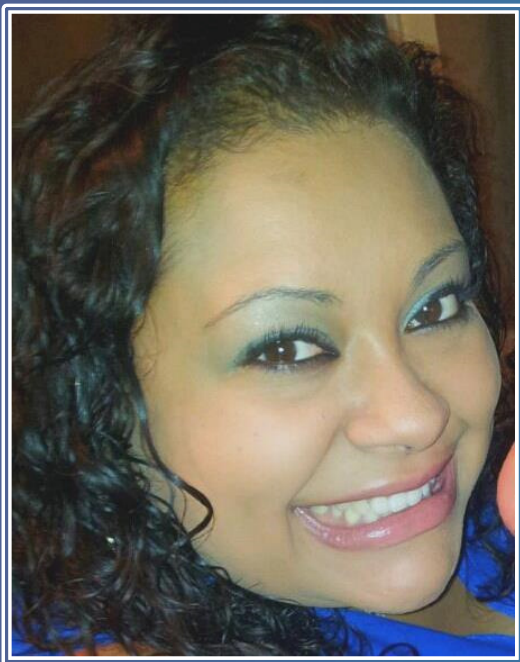
## Peer Mentorship Training Program

# Patients Helping Patients Learn About Kidney Care Choices





# Meet Your Course Instructors



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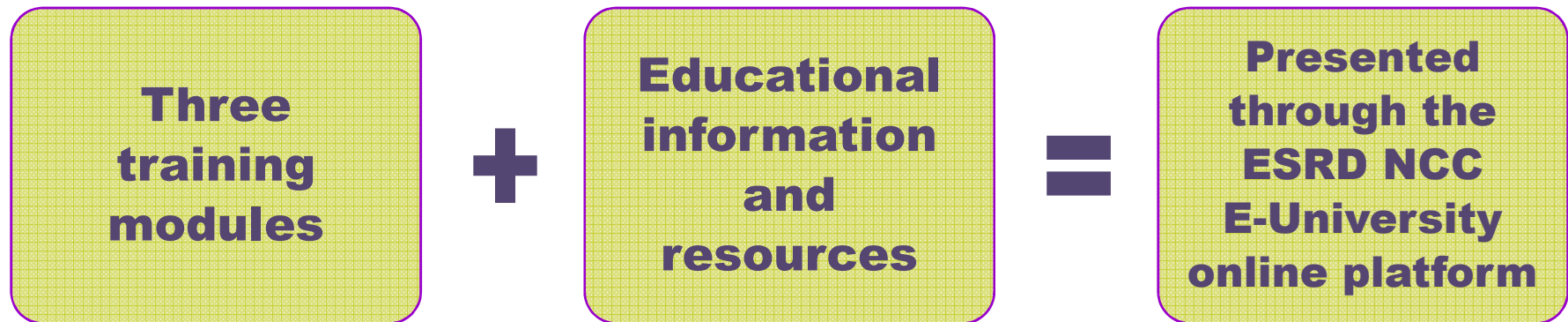
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Assistant Director of  
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# Training Program Introduction

- “Patients Helping Patients Learn about Kidney Care Choices” includes both audio and visual components



- Please review each of the modules and complete the quiz that follows each one.





# Training Program Completion

**After you complete all course modules, you will:**

- **Receive a course completion certificate that states that you are a certified NCC Peer Mentor.**
- **Be ready to work with staff at your facility to begin helping other patients.**





# Preparing to be a Peer Mentor

This training course will help you to:

**Understand  
peer  
mentoring.  
Become a  
strong leader &  
communicator.**

**Understand  
the  
importance  
of keeping  
patient  
information  
confidential.**

**Access  
educational  
resources to  
help you  
discuss  
kidney care  
choices with  
peers.**

**Understand  
how your role  
as a peer  
mentor will  
make a  
difference.**





# MODULE 1

## Talking Effectively With Another Patient





# PART 1

# Introduction







# What is Peer Mentoring?

- A peer is someone who has had similar experiences as another person, and who is willing to share information that will help the other person.
- A mentor is someone who has experience or knowledge that he/she shares with another person to help them.
- A mentee is a person who is advised, trained or counseled by a mentor.





# Why Do Peer Mentors Help?



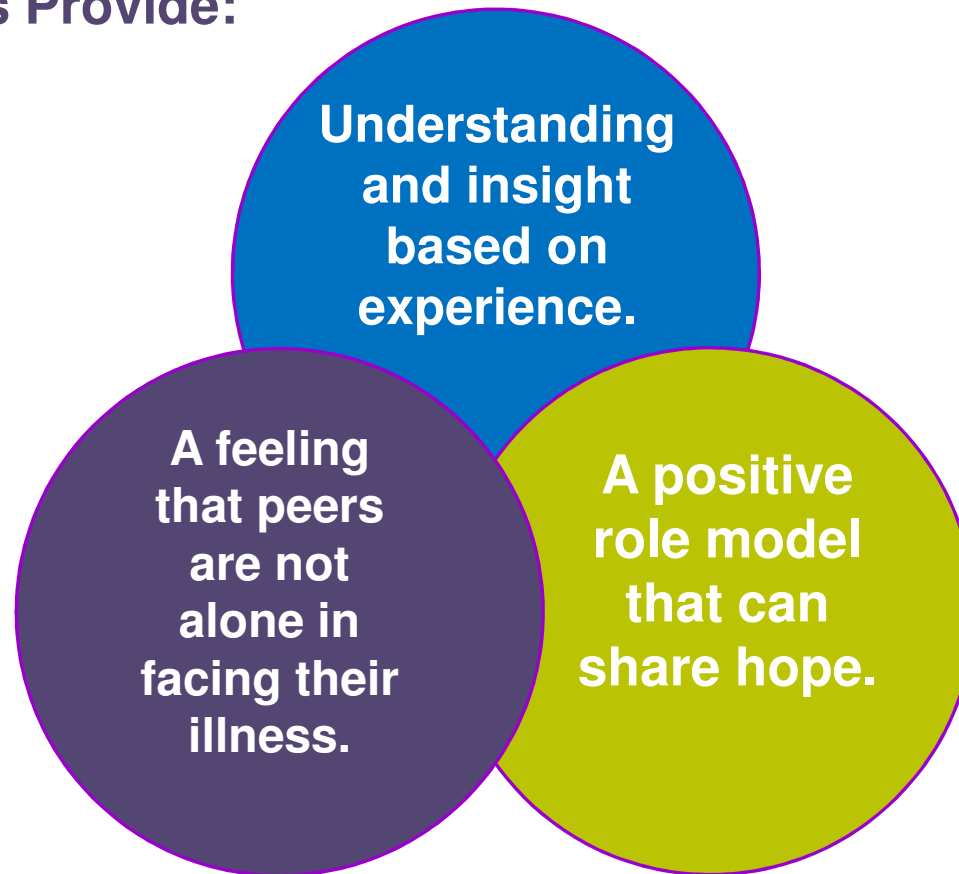
**Your peers may get support from friends and family, but connecting with others who have similar experiences can offer added support.**





# What Do Peer Mentors Do?

## Peer Mentors Provide:





# How Do Peer Mentors Help?

**Talking to peer mentors can be helpful because:**

- **They may have faced or are facing the same challenges a peer is currently dealing with;**
- **There could be a lack of support from friends and family, which may make it difficult for a peer to follow his or her treatment plan;**
- **Your peer might have limited one-on-one support from medical staff.**





# Results of Peer Mentoring

Your role as a mentor can help promote, influence and inspire your peers to become more actively involved in their own medical care!

Helping patients understand the benefits of being involved in their care

Providing information to help patients make important decisions

Helping to build communication between patients and staff





# Mentoring is a TEAM Effort

**As a peer mentor you will share your own experiences**

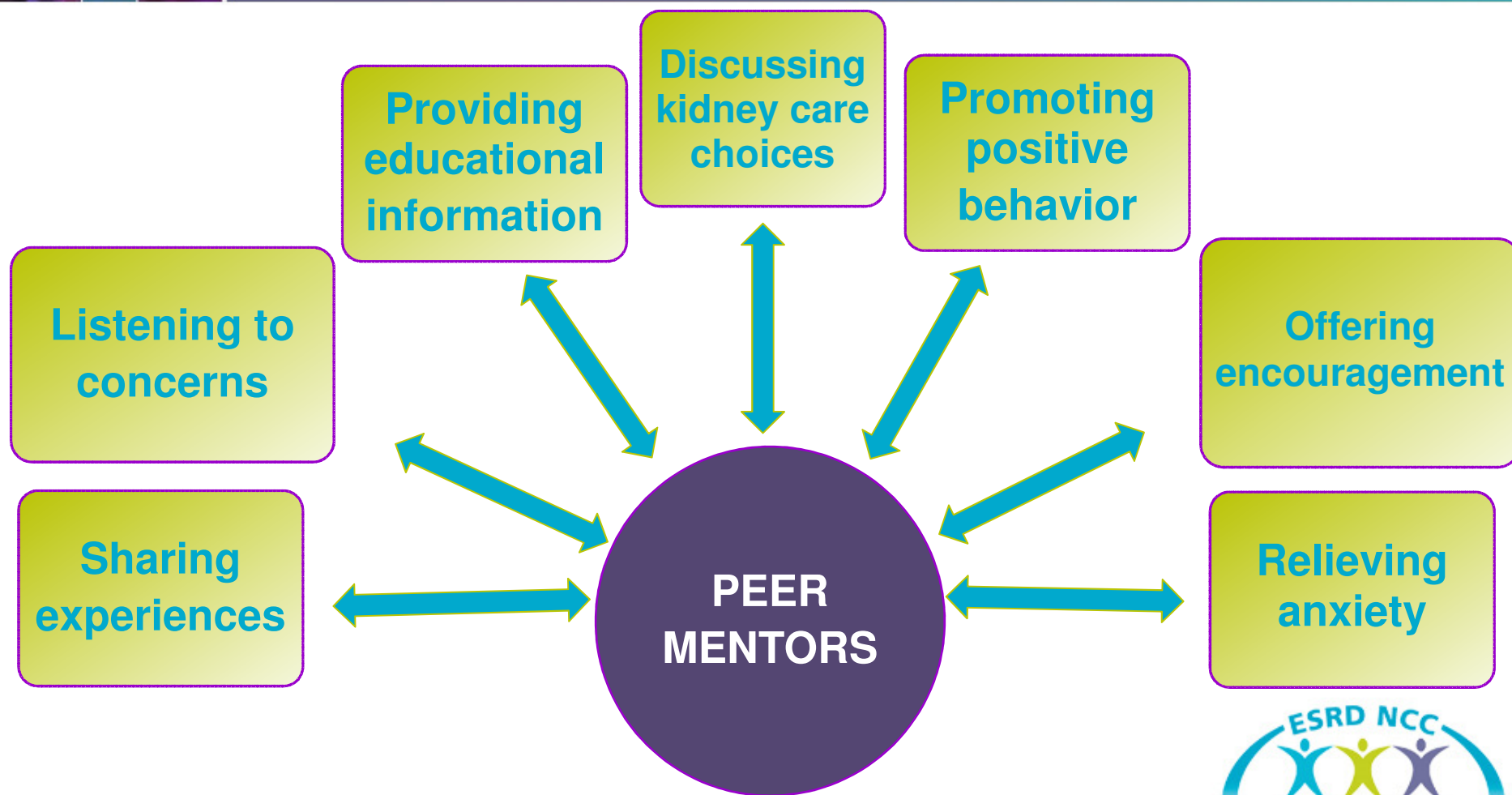
- Peer mentors are not counselors.
- Peer mentors CANNOT provide medical advice





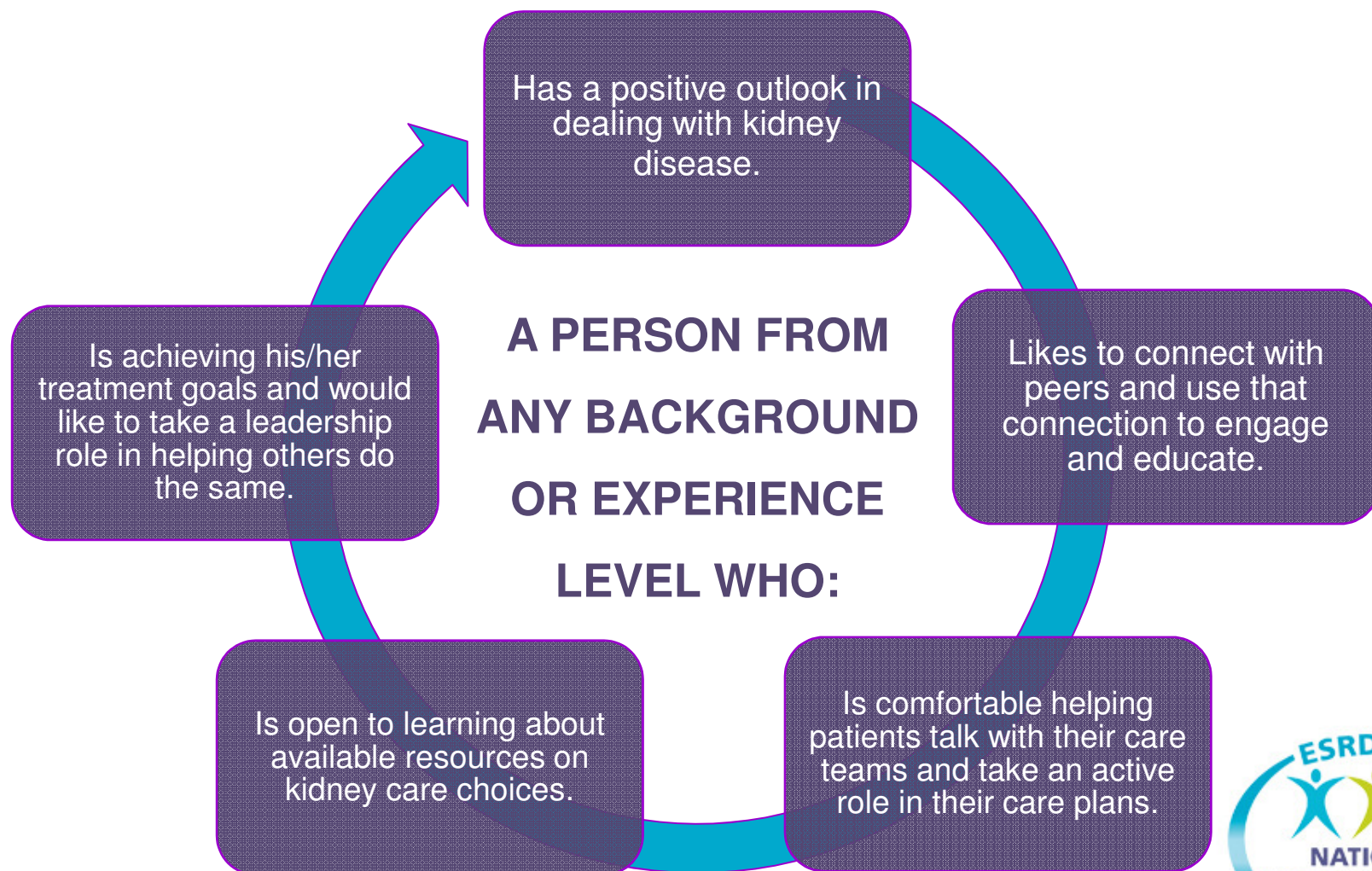


# Roles of a Peer Mentor





# Who is an Ideal Peer Mentor?





## PART 2

# Communication and Leadership Development





# How is Mentoring Similar to Being a Leader?



## 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're thinking of?





# Qualities of a Good Leader







# Peer Mentors are Leaders too: Using Your Leadership Skills

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

- **Speak with them about your journey.**
- **Encourage them to develop self-management skills.**
- **Share information and resources to help support them in improving their health choices.**







# How Can Leadership Help in Mentoring?

**Leadership can be defined as the act of leading a group of people towards organized action.**

- **Leaders are people who know how to:**
  - **Achieve personal goals**
  - **Inspire others to achieve their goals**
  - **Offer guidance based on their own knowledge or experience**





# 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 others ways 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 peers!



# How to be a Good Peer 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.”
- 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



# What is “Active Listening”?

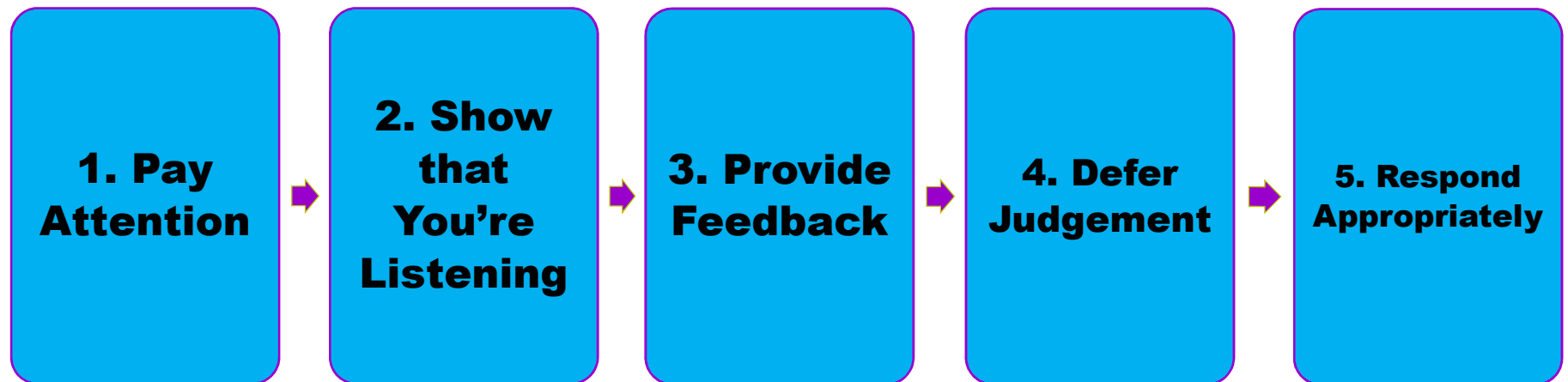
“**Active Listening**” is when you make a effort to hear the words that another person is saying **AND** try to understand the complete message being said.





# Becoming an Active Listener

There are five key active listening techniques that will help you to listen to your peer, and also make them feel as though you are hearing what they 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!

- 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 cellphone. 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.**



## Let's Practice Some More!

- 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 cellphone 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 Example

John tells Mike he is ready to talk, John states that he is a "father" and that he undergoes treatment in addition to his day-to-day responsibilities, and 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 of Mike's approach to John?

- What tips did Mike follow or not follow?
- Did Mike 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.**







## Where can I go to learn more?

**Additional peer mentor resources are available to support you in developing your communication and leadership skills.**

**Please visit [www.esrdncc.org](http://www.esrdncc.org) for more information!**





# PART 3

## Guidelines/Rules





# Protecting Patient Confidentiality



- Understand what the Privacy Rule is and how to assure 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 only share **Protected Health Information (PHI)** that will help you perform your role as a peer mentor.
- This information includes:
  - Patient names
  - 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 peer's health information only with someone who needs to know it (i.e. healthcare provider at the facility where the patient is being treated).





# Let's Practice Mentoring!

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





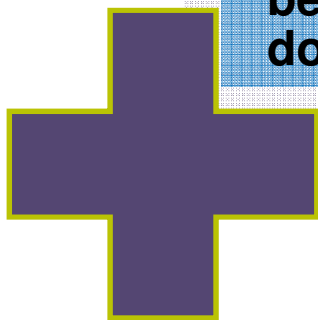
# Confidentiality Do's and Don'ts

## DO

- Focus discussions on only the specific kidney care choice that is your peer mentor project.
- Direct questions or conversations about other health issues to the healthcare team.
- Stop your peer if he or she begins to share PHI that you do not need.

## DON'T

- Discuss general health issues or problems.
- Ask questions about your peer's past or personal history.
- Discuss issues that are part of someone's core values.





# 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!

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 Talk!

**The correct answer is C!**

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

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





## PART 4

# Role/Skills Development





# Important Mentoring Skills

**In this section you will learn the three most important skills that will help you become a successful peer mentor!**

**Setting the stage for good conversation**

**Practice active listening**

**Use effective communication**





# Setting the Stage for Good Conversation

- 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.





# Practice 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 peer to repeat back what they're taking away from your discussion.





# PART 5

## Tips for Success





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





## Tips for Success

- Remember you are there to help your peer get information about an important kidney care choice.
- Always respect what your peer wants. Their actions do not reflect you or what you are trying to do as a mentor.







# Thank You!

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

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





**Together We Can!**

**You are not alone.  
We are here to help you  
succeed in your new role!**





# Where Can I Go for Support?

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

- **Facility Staff**
- **Your ESRD Network**
- **The ESRD National Coordinating Center**

**You will also be partnered with an ESRD NCC**

**Mentor Coach who has experience in peer mentoring.**







# What's Next?

**Congratulations on completing your review of the first Peer Mentorship Training Program Module!**

- Next, please complete the Module 1 Review Quiz to earn your completion badge
- Begin working on **Module 2: Mentoring to Support Choices**

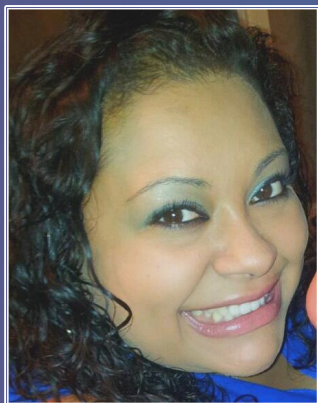




**For More Information**

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**Thank you for taking our training course and sharing your learning experience with us!**



## REVIEW QUIZ (BOLD = ANSWER)

1. Mentoring means to guide, train or give medical advice to someone less experienced in a particular area than you. True or **False**?
2. When sharing information on your personal experiences, a Peer Mentor can advise a patient on the medical treatment they should select. True or **False**?
3. What does PHI stand for?
  - a. **Protected Health Information**
  - b. Personal Health Information
  - c. Patient Health Information
  - d. All of the Above
  - e. None of the Above
4. You can share health information about your peer with?
  - a. Another patient
  - b. Your family
  - c. **His or her nurse**
  - d. None of the above
4. Which of the following are communication skills of active listening?
  - a. Hear their answer before you make yours.
  - b. Keep an open mind about what you hear.
  - c. Practice rephrasing what you hear to confirm your understanding.
  - d. Stop frequently when sharing information and check in with your peer for questions.
  - e. **All of the Above**
  - f. None of the Above

