

**Patients
Helping
Patients
Learn
About
Kidney
Care
Choices**

**MODULE 1
REFERENCE
GUIDE**



**End Stage Renal Disease
National Coordinating Center
2015 Edition**

Training Program Introduction

Welcome to “**Patients Helping Patients Learn about Kidney Care Choices,**” a training program to help you become an effective peer mentor at your dialysis facility. This program includes three modules, along with educational reference materials. Each module is followed by a quiz. The quizzes help to make sure that you fully understand the information we are covering.

Please review each of the modules and complete the quiz that follows each one. You must complete each quiz in order to proceed to the next module and earn your course completion certificate.

You will receive a course completion certificate after you complete all of the modules. It will state that you are a certified ESRD National Coordinating Center (ESRD NCC) Peer Mentor. You will be ready to work with staff at your dialysis center to begin helping other patients.

You may complete the modules and quizzes online. If you don’t have Internet access, you may review the printed manual for each module and work with your dialysis facility staff to complete the quizzes. Each manual will help you learn the course material. The manual also may be used as a reference if you take the course online or need a refresher from time to time.

This three-module training course will help you to:

- Understand peer mentoring;
- Strengthen your leadership and communication skills;
- Understand the importance of keeping patient information confidential, with important guidelines and tips to follow;
- Learn about educational resources that will prepare you to discuss kidney care choices with your peers; and
- Understand how your role will make a difference to other patients, and get tips on how to begin mentoring in your center.



Thank you for committing to help your peers! Let’s get started!



Talking Effectively with Another Patient

Part 1: Introduction to Peer Mentoring

What is Peer Mentoring?

A **peer** is someone on the same level as you, who is facing similar life situations. For example, if you are a person with kidney disease, a peer would be another person with kidney disease. However, the other person may have a different treatment plan than you, or may have been receiving treatment for a longer or shorter time than you. A peer **mentor** is someone who has experience or knowledge that he or she shares with another person to help that person become more informed. A peer **mentee** is a person who is advised, trained, or counseled by a mentor.

Why Does Having a Peer Mentor Help Someone?

Research shows that people often handle things better when they can connect with someone in a situation similar to theirs. Your peers may already get support from friends, family and other members of the community. Connecting with others who have “walked in your shoes” can offer added support.



How Can Peer Mentors Help?

Your peers may be challenged by lack of support from friends and family, which may make it difficult for them to follow their treatment plans. They may have limited one-on-one support from medical staff. Being on dialysis may cause other issues that affect their day-to-day lives.

So how can peer mentors help? Peer mentors can provide understanding and insight based on their personal experiences, as well as a feeling that patients are not alone in facing their illness. Peer mentors are positive role models who can share hope.

In your role as a peer mentor, you can help influence and inspire your peers to become active in their care. You can do this by:

- Helping patients understand the benefits of being involved in their care;
- Providing information to help patients make important decisions; and
- Helping to build communications between patients and their care team members.



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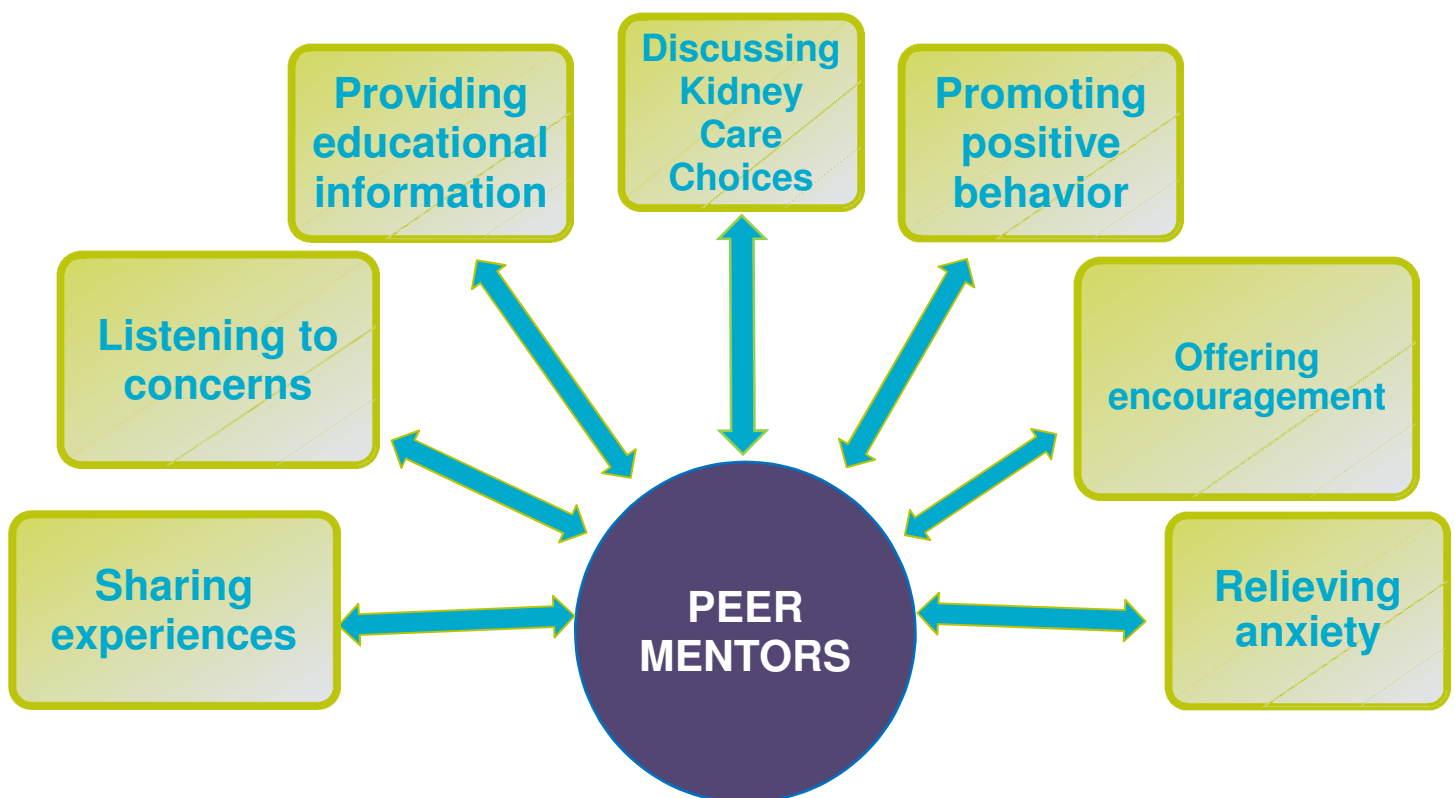
Mentoring is a TEAM Effort

As a peer mentor you will share your own experiences. You will also work as part of a team, because there are certain things you can't do on your own. For example, as a mentor, it will be important to know when to call in your peer's care team. They can answer questions and talk to your peer about situations that are beyond the scope of your role. Here are two very important situations when you should call on the facility staff for help:

- **Peer mentors are NOT counselors:** If any discussion with a peer makes you feel uncomfortable or if a topic that you are not sure how to address comes up, please reach out to your dialysis facility staff.
- **Peer mentors CANNOT provide medical advice:** You can talk about your experience, but always refer your peers to their dialysis team for any and all medical advice, including clinical choices or specific medical information. For example, telling someone about your experience in deciding on a treatment option or referring your peer to facility staff is acceptable. Telling him or her which option to select is not acceptable.

Roles of a Peer Mentor

What do peer mentors do? What roles do they fill at the dialysis center?





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An ideal peer mentor is a person from any background or experience level who:

- Has a positive outlook in dealing with kidney disease;
- Likes to connect with peers, and can use that connection to engage and educate;
- Is comfortable with role playing to help patients talk with their care team members and take an active role in their care plans;
- Is open to learning about available resources on kidney care choices and can share them with others; and
- Is achieving his or her treatment goals and would like to take a leadership role in helping others do the same.





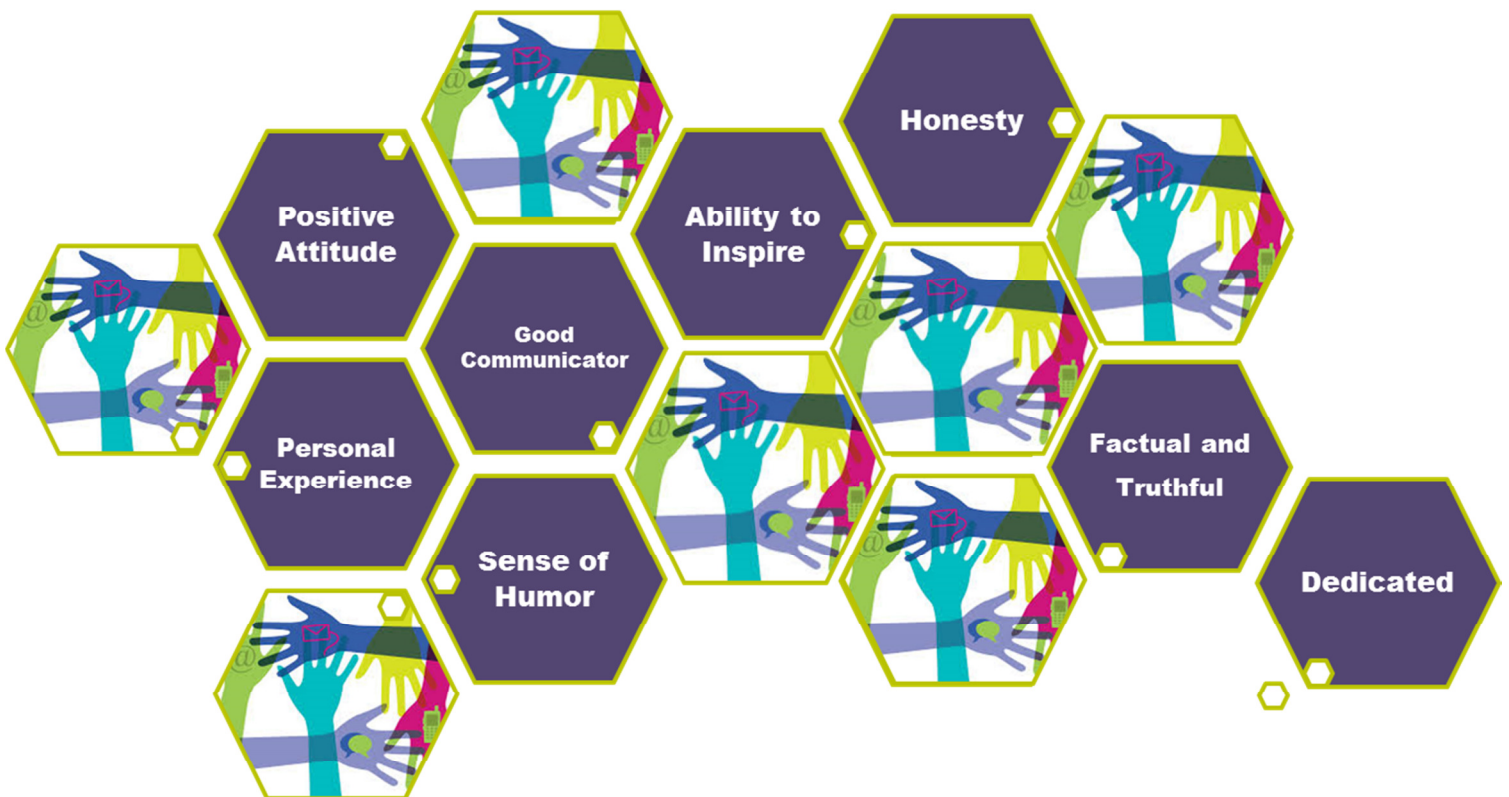
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Part 2: Communication and Leadership Development

Good Leaders and Leadership

How is mentoring similar to being a leader? What does it mean to be a good leader? Can you think of a leader you admire? What qualities do you admire most about the leader you're thinking of?

Some of the qualities shared by good leaders include:



"Leadership is the ability to guide others without force into a direction or decision that leaves them still feeling empowered and accomplished."

– Lisa Cash Hanson, CEO, Snuggwugg



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Leaders are people who know how to achieve personal goals, inspire others to achieve their goals, and offer guidance based on their own knowledge or experience.

Using Your Leadership Skills

As a peer mentor, you will be seen as a leader among your peers. Here's how:

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

What is Communication?

Communication is the exchange of thoughts, messages or information. It's a two-way process that leads to a mutual understanding. Communicating well is a crucial part of the peer mentor-peer relationship. It helps you form solid relationships with your peers.

We communicate in other ways than just our words, such as:

- Tone of voice;
- Body language;
- Gestures;
- Facial expressions; and
- Attentiveness.

How to Be a Good Communicator

Be open to the exchange, and try not to get distracted. Don't glance at your cellphone or tablet, or speak to other people during your conversation with a peer.

Create a safe and trusting environment in which your peer feels comfortable sharing. Also, try not to interrupt while others are speaking, so that you can fully hear your peer's point of view.

Quick Tip:

Being aware of other forms of communication can be very helpful in building relationships with your peers!



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Practice “active listening,” and focus on supporting your peer through empathy, not sympathy.

- *Empathy* is the ability to understand and share the feelings of another.
- *Sympathy* is a feeling of pity or sorrow for someone else’s misfortune.

What is “Active Listening”?

When you practice “active listening,” you are making a conscious effort to hear the words that another person is saying. You are also trying to understand the complete message being said. You must pay close attention to the other person. Try to respond to person speaking in a way that will encourage him or her to continue speaking. This will let the other person know that you are listening and that you want to hear more.

There are five key active listening techniques that will help ensure that you listen to your peer, and will help your peer feel that you are hearing what he or she says.

1. **Pay Attention**: Give the speaker your undivided attention, and respond to the message. Recognize that non-verbal communication also “speaks” loudly. Remember that your body language, eye contact and tone of voice show whether you are paying attention or not.
2. **Show That You’re Listening**: Use your own body language and gestures to show that you are paying close attention to what your peer is saying. Encourage your peer to continue talking with small verbal comments like “yes,” and “okay.”
3. **Provide Feedback**: Reflect what has been said by rephrasing it. “What I’m hearing is,” and “Sounds like you are saying,” are great ways to reflect back.
4. **Defer Judgment**: Allow the speaker to finish each point before asking questions, and try not to interrupt with counter arguments. Don’t judge what they are saying or their point of view.
5. **Respond Appropriately**: As a good active listener, you want to model and encourage respect and understanding.





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Communication Tips

- We all have different beliefs and values. It is important not to react in a negative way to anything said or expressed by your peer. Remain positive through your gestures and communication.
- When reviewing information, if you wish to state an opinion or share an experience you have had, be sure to use an “I” statement. Make it clear that you are sharing, not forcing your opinion on your peer.
- It is ok to ask for more information if you don’t understand what your peer has said or the viewpoint he or she is expressing. Use your statements to clarify what others are saying and to confirm your understanding to them..

Let’s Practice Mentoring!

Scene 1: 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 to have tears in her eyes when Joanne approaches her.

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. Joanne tells her she knows exactly how Sarah feels, and begins to tell Sarah her own “horror story” about when she began dialysis.

What do you think about Joanne’s approach with Sarah?

- Did Joanne follow the tips to be a good communicator?
- Did she use active listening techniques and promote an environment of trust?





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Joanne did not follow the communication tips listed above. She was distracted, and then she interrupted Sarah. She did not use active listening techniques. Remember, even if we have similar experiences, we cannot know how someone else feels. We all react to things differently. Stopping and interrupting someone really shuts down the conversation. That can stop the interaction and not allow a trusting bond to form.

Don't forget the five keys to active listening:

- Pay attention;
- Show that you're listening;
- Provide feedback;
- Defer judgment; and
- Respond appropriately.



... Let's practice some more!



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Scene 2: Mike is a mentor at his facility and was paired with John, who asked for additional information on the steps needed to plan for a vascular access. Mike puts his cell phone on silent and prepares the materials to review with John.

Mike approaches John, introduces himself, states his role as the mentor and asks if it is a good time for them to talk.

John says yes. He tells Mike that he recently became a father, that he undergoes treatment in addition to his day-to-day responsibilities, and has many questions.

While reviewing the resources:

- Mike asks John several times if he has any questions;
- Mike allows time for John to respond; and
- 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 with John?

- What communication tips did Mike follow or not follow?
- Did Mike use active listening techniques and promote an environment of trust?





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Mike's handling of the situation is a great example of good peer mentoring! He used active listening techniques and gave John his full attention.

When you are a mentor, you are acting as a role model to empower others to adopt self-management skills. It's important to listen to the other person and give them your undivided attention. Another great tip is to follow up with your peer on the information you have shared.

Don't forget the tips to good communication and leadership in your mentor role. Focus on being positive, supportive, prepared and knowledgeable.

More Resources

Additional peer mentor resources to support you in developing your communication and leadership skills are available on the ESRD NCC website.

Please visit www.esrdncc.org for more information!





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Part 3: Guidelines and Rules

In this section you will learn some important guidelines and rules to follow on privacy. You will understand what HIPAA is and how to be sure you follow HIPAA rules. You will learn the importance of keeping patient information confidential. You will also learn how to talk with patients who may be very different from you, and will get ideas about how to deal with difficult topics.

What is HIPAA?

HIPAA is the Health Insurance Portability and Accountability Act of 1996.

- It is a federal law that protects the privacy of patient health information.
- It requires patients to sign formal consent forms in order for their information to be shared. It limits the sharing of patient health information for healthcare purposes only.
- It sets rules for storing and sharing health information.



When someone is admitted to a dialysis center, he or she signs a formal consent that allows sharing of protected health information (PHI) for purposes of the person's care. This signed consent will also allow for only **necessary** information to be shared with you as a mentor.

How Does HIPAA Apply to Mentoring?

The dialysis center will share with you only the protected health information (PHI) that will help you perform your role as a peer mentor. This may include information such as:

- Patient names;
- The shifts on which they dialyze;
- How long they've been on dialysis; and
- What type of access they have.



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This information should only be used for the purpose of your role as a peer mentor. As a peer mentor you must uphold HIPAA rules and protect information that is given to you. Do not share PHI with anyone else. Even if you are simply sharing with someone about your day, you cannot tell them the name of a peer that you are mentoring.

- Do **NOT** share PHI with other patients, or family and 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.

Under the “Minimum Necessary Standard,” a peer mentor should not use or disclose protected health information when it isn't necessary. This means you can share a peer's health information only with someone who needs to know it, such as a care team member at the facility where your peer is being treated. It is extremely important to protect the privacy of the individuals you mentor. Your dialysis center can receive serious penalties if HIPAA rules are violated.



...Let's Practice Mentoring!



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Scene 3: 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 kids.

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 okay for Joe to share this information?

NO!

This is a HIPAA violation



- ✗ Joe shared protected health information (PHI) 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.



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Confidentiality Do's and Don'ts

DO

- Focus discussions only on the specific kidney care choice information 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 begin 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.
- Discuss issues that involve religion, politics or money.

Cultural Diversity

A person's values may be related to his or her culture. America is known as a "melting pot," which means people from many different cultures live and work together. As a mentor, you will need to be open to interacting with people from cultures that are different from your own.

Mentoring Tips for Cultural Diversity

- Respect cultural differences.
- Do not assume what someone's culture or ethnic group is based on how he or she looks.
- Avoid jumping to conclusions based on someone's culture.
- Acknowledge that differences are OK.



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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” in order to keep your discussions on topic;
- Understand that people have different backgrounds and different cultural influences;
- Accept that everyone has the right to his or her own values and thoughts;
- Create a non-judgmental environment.

Avoid discussions related to your peer’s financial status, how he or she pays for medical care, or your personal viewpoints on race, gender, age, national origin, sexual orientation, disability, or religion.

Let’s Practice Mentoring!

Scene 4: You are talking with Richard about kidney 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. It is about what he needs to do in order to live a long, healthy life.
- C. Explain that you would like to leave him some materials to review about transplant, and that if he has any questions you would be happy to talk with him again.





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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.





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Part 4: Role/Skills Development

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

Set the stage
for good
conversation

Practice
active
listening

Use effective
communication





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Set the Stage for Good Conversation

Where and when you and your peer choose to talk has a big effect on how well you can communicate. You can also use your body language to help your peer feel comfortable. Here are some tips.

- Try to sit in a good position to make eye contact. Sit at the same level as your peer. Don't sit in a position in which you're looking down at your peer!
- Ask if it is a good time to talk with your peer.
 - If your peer indicates that it isn't a good time, ask to set up another time.
- Make sure your peer is comfortable with talking to you while on dialysis.
 - If not, ask if there is a better place and time to sit and talk.
- Outline what you wish to talk with him or her about that day and be prepared to listen.

Practice Active Listening

Use the five active listening skills:

1. Pay attention.
2. Show that you're listening.
3. Provide feedback.
4. Don't judge.
5. Respond appropriately.



Active listening means that you keep an open mind about what you hear. Before forming your response, make sure you've listened fully to your peer's thoughts. Practice rewording what you hear to confirm your understanding. Phrases like "What I hear you saying is," or "Sounds like you are saying," are good ways to show that you are listening and you understand. When sharing information with your peer, pause frequently to ask if there are any questions. Make sure that your peer understands the information you share.



Talking Effectively with Another Patient

Use Effective Communication

Good communicators encourage conversation. They use techniques that help their peers understand and remember the discussion. Here are some tips to help you communicate clearly and effectively as a peer mentor.

- Use open-ended questions when starting conversations. Open-ended questions start with “what,” “how,” or “why.” They encourage your peer to say more than “yes” or “no.”
- 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 that your peer understands everything being discussed.
- Ask your peer to repeat back what she or he is taking away from your discussion. That is a powerful tool that will tell you what your peer has learned.





Talking Effectively with Another Patient

Part 5: Tips for Success

We've covered a lot! Let's review the communication tips for success that you've learned throughout this course. Then you'll be ready to take the review quiz.

Your Role as a Peer Mentor

- 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.
- Avoid making judgments about others.
- Keep an open mind to differences.





Talking Effectively with Another Patient

Confidentiality and HIPAA

- Keep **private** all information you know about a patient.
- Avoid talking about confidential issues, and respect others' rights to confidentiality.
- Always suggest that patients talk with their healthcare team if they have medical questions or need help with their healthcare. Don't try to answer questions or help them with their healthcare.

More Tips for Success

- Remember you are there to help other patients get information about an important kidney care choice. By acting within your role you are helping them.
- Always respect what your peers want. Their actions do not reflect on you or what you are trying to do.





Talking Effectively with Another Patient

Celebrate Your Success!

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!





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Where Can You Go For Support?

You are not alone. We're here to help you succeed!

In your role as a peer mentor, you will have support from staff at your facility, your ESRD Network, and the ESRD NCC.

You will also be partnered with an ESRD NCC Mentor Coach who has experience in peer mentoring.

Your Mentor Coach will help you and talk with you if you need advice.



Next Steps in the Training Program

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

Next, **please complete the Module 1 Review Quiz on page 31** to earn your completion badge.

You'll then be ready to begin working on **Module 2: Mentoring to Support Choices**.

Thank you for taking our training course!



Talking Effectively with Another Patient

Review Quiz

Please answer the following questions to earn your Module 1 completion badge. You can review your quiz results with your facility point of contact for this peer mentoring program. Once you've received a passing grade you'll be ready to begin Module 2.

1. Mentoring means to guide, train or give medical advice to someone less experienced in a particular area than you.

True

False

2. When sharing information on your personal experiences, a Peer Mentor can advise a patient on the medical treatment they should select.

True

False

3. What does PHI stand for?

Protected Health Information

Personal Health Information

Patient Health Information

All of the Above

None of the Above

4. You can share health information about your peer with?

Another patient

Your family

His or her nurse

None of the above

5. Which of the following are communication skills of active listening?

Hear their answer before you make yours.

Keep an open mind about what you hear.

Practice rephrasing what you hear to confirm your understanding.

Stop frequently when sharing information and check in with your peer for questions.

All of the Above

None of the Above



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Review Quiz Answers

BOLD = CORRECT 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
5. 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



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End Stage Renal Disease National Coordinating Center

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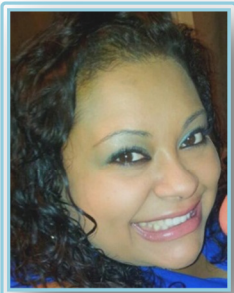


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