



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

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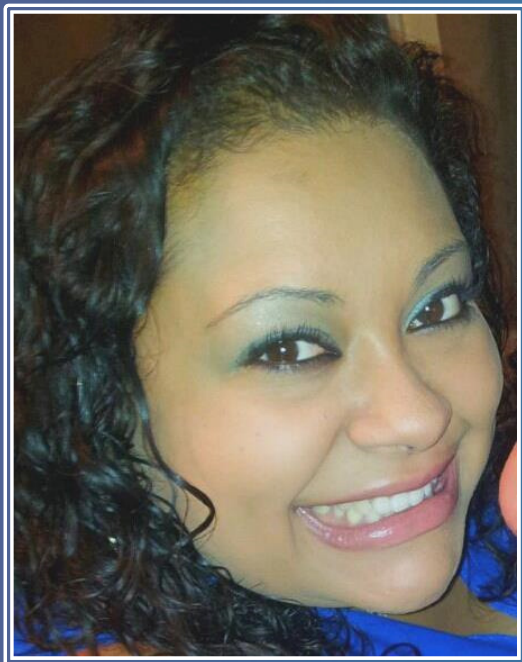
## Peer Mentorship Training Program

# Patients Helping Patients Learn About Kidney Care Choices





# Meet Your Course Instructors



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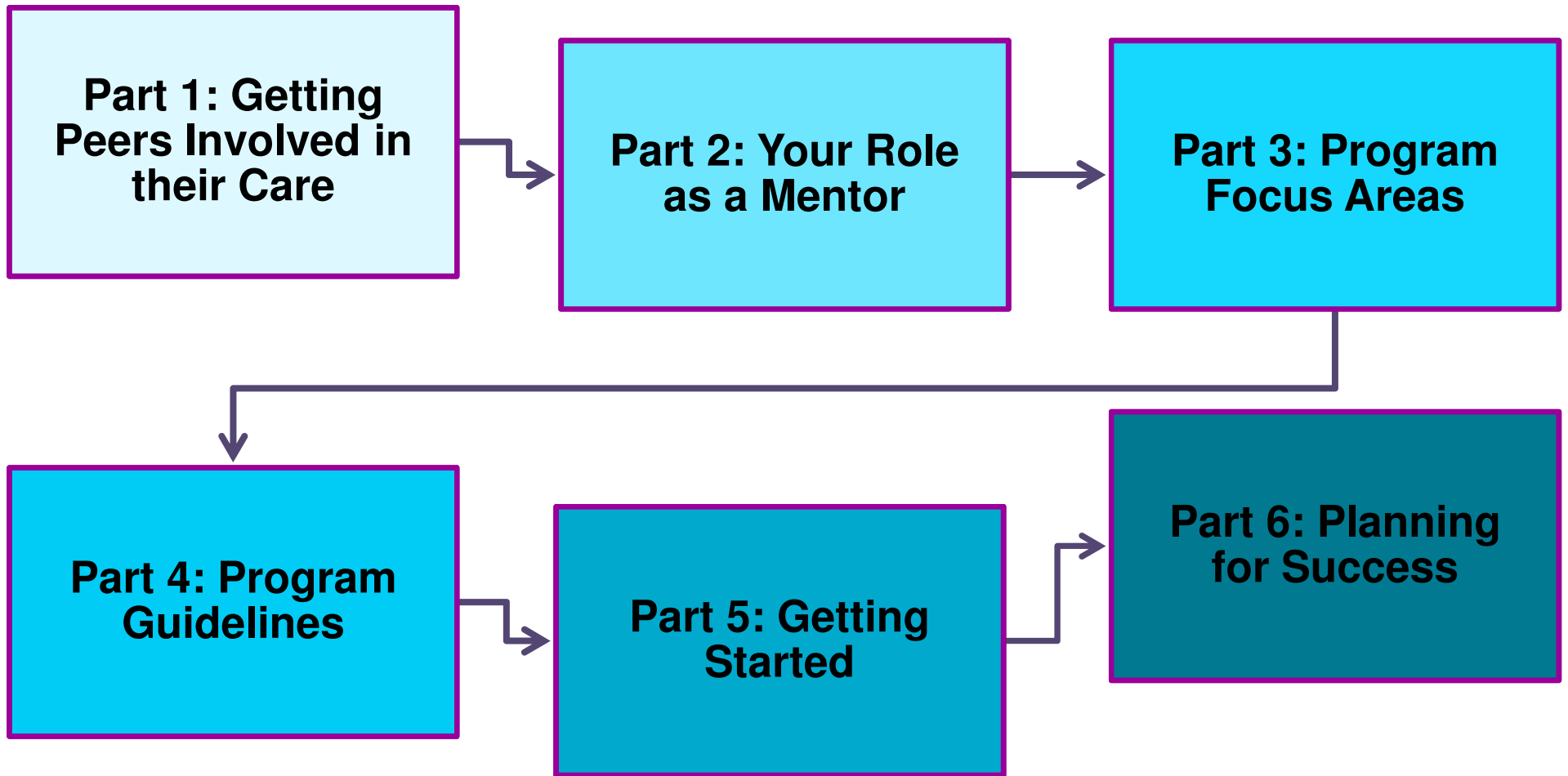
## MODULE 2

# Mentoring to Support Choices





# What's Covered in this Module?





# Preparing to Mentor Your Peers

**This module will help you answer the following questions:**

- **What are the benefits of active involvement?**
- **How does my involvement improve lives?**
- **What is my role in helping my peers become involved?**
- **On what areas does this program focus and why?**
- **How will this program work?**
- **How can I help to launch the program in my center?**





# Introduction to Program Focus

**In life, there are decisions that have a big effect on your future.**

- **Your role as a mentor is to make sure the peers you speak with have all of the information they need to make educated choices that are right for them.**
- **This program is focused on preparing mentors to help share educational information about some of those choices.**







# PART 1

## Getting Your Peers Involved in their Care







# An Important Choice

The most important choice that you will make in your care is the choice to be an active member of your healthcare team.

- Being involved is the first step in improving your quality of life and experience of care through managing your conditions and staying healthy.





## Benefits of Active Involvement in Care

- Engaging patients and families through improved communication also has a positive effect on patients' emotional and physical outcomes.
- Engaged patients feel safe to openly discuss concerns with their healthcare teams and have a role in making decisions about the care they receive.





## Why does this work?

Shared decision making is a collaborative process that allows patients and their healthcare team to make health care decisions together, taking into account the best scientific evidence available, as well as the patient's values and preferences.





## How Does it Help?

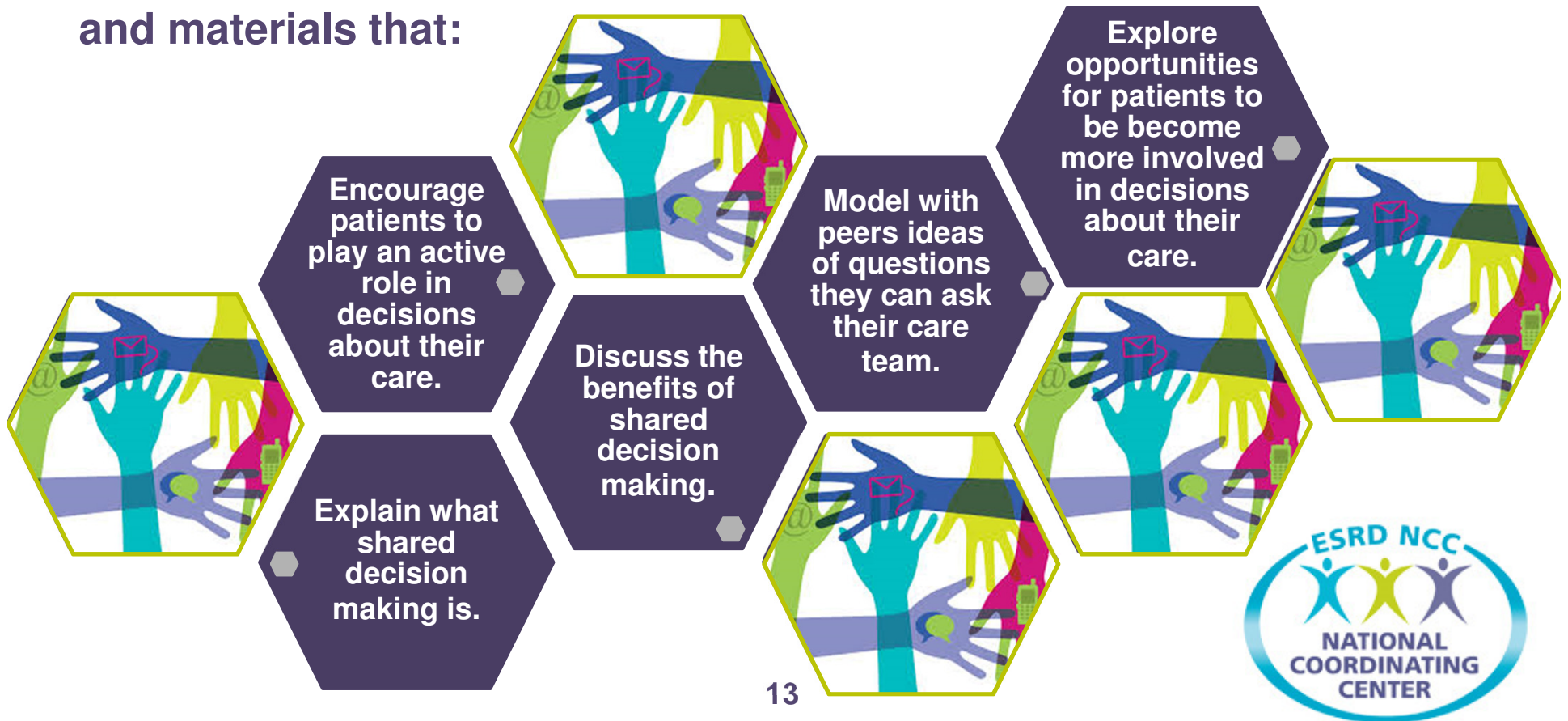
- Shared decision making honors both the care team's expert knowledge and the patient's right to be fully informed of all care options and the potential harms and benefits.
- This process provides patients with the support they need to make the best individualized care decisions, while allowing the healthcare team to feel confident in the care they provide.





# How Mentors Help Peers Get Involved

A good first step is to build patients' awareness about taking a more active role in decisions about their care, you can provide information and materials that:





# First Steps to Becoming a Mentor

## Mentoring Involves:

- Being a trusted partner with your peer
- Providing a good example as a role model
- Building relationships based on shared experiences

**Think about a mentoring experience that you might have had in your life.**

- ① What made you connect with them as a mentor?
- ① What characteristics did they have that made them a good mentor?
- ① What did they do that made you feel comfortable sharing with them?







# Building Relationships

- You will make a positive difference in your peer's life as you begin building a relationship and start to explore each other's values, interests, and goals.

**Mentoring is a shared opportunity for learning and growth.**







# Mentoring in Action

**You can begin to make a difference by:**

- **Sharing tools that give your peer facts.**
- **Supporting your peer as he or she considers a choice.**
- **Modeling your active involvement.**
- **Knowing when to suggest your peer talk to their healthcare team.**

YOU  
CAN  
HELP





# Mentoring is a Rewarding Experience

Many mentors say that the benefits they gain are just as great as those for their peers!





## Peer Mentor Benefits

- Meet new people and make new friends
- Develop new skills
- Share life experiences and help someone in need
- Take a leadership role with your peers at your center





## PART 2

# Your Role as a Mentor





## How does mentoring help?

- Peer mentoring increases the ability of a person affected by chronic illness to handle anxiety and depression.
- Mentors may present their peers with new ideas, and encourage them to move beyond their comfort zone.





# Making a Difference

- Peer mentoring provides individuals who are struggling with a life experience the chance to learn from others who have successfully dealt with similar situations.
- Peer mentors provide education and support opportunities to peer individuals.





## Your Role as a Mentor

- Peer mentoring usually takes place between a person who has lived through a specific experience (**mentor**) and a person who is new to that experience (**peer**).
- As a valuable part of the healthcare team, mentors empower their peers to better manage their lives after being diagnosed with kidney disease.







# Helping Peers Become Active

**You can help your peers become active by:**

- **Sharing factual information provided by your Network and NCC.**
- **Relating through shared experiences.**
- **Listening to their concerns.**
- **Knowing when to suggest your peer reach out to their healthcare team.**
- **Helping them to take positive steps in managing their care.**





## PART 3

# Program Focus Areas





# Important Choices Peers Face

- ① How should I receive treatment?
- ① What type of vascular access should I have?
- ① Is transplant an option for me?
- ① What can I do to prevent infections?

**Choices like these can affect the quality and length of your peer's life.**





# Importance of Mentoring

**“Tell me and I forget, teach me and I may remember, involve me and I learn.”**

**Benjamin Franklin**

**“If you cannot see where you are going, ask someone who has been there before.”**

**J. Loren Norris**



# Program Tools to Support Choices

- There are tools and resources available from your ESRD Network and the NCC that can help with those choices.
- These tools have been approved by peers like yourself.
- This program prepares you to share these resources with your peer as he or she makes an important kidney care choice.



# Experience is a Program Tool

**In addition to the program tools, as someone with a shared life experience, you can provide your peer with:**

- **Understanding what your peer is going through and supporting where they are.**
- **Someone with whom to share concerns.**
- **A role model for the positive effects of being involved.**
- **Knowing when to suggest your peer reach out to their healthcare team.**





# Program Focus Areas

- This training program prepares you to share educational resources with your peers.
- Depending on the focus area your facility is working to improve you may be educating peers on the following:
  - Importance of Vascular Access Planning
  - Considering Transplant as an Option
  - Benefits of Active Patient Engagement





# PART 4

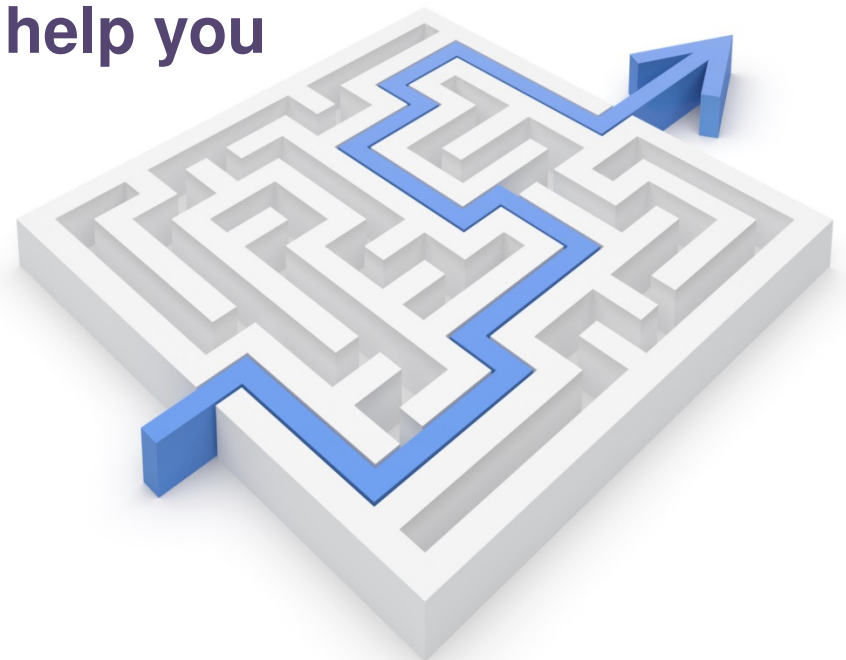
## Program Guidelines





# Guideline Introduction

- Learn the design of this peer mentor program by reviewing the five steps outlined in this section.
- Understand the tools that will help you mentor.
- Start to think about how best to share information.
- Know your support network.





# Step #1

## Learn About Your Topic Area

- You will be working on specific topic areas with your peers.
- Talk with your Center or Network about the topic you will be focusing on.
- Your Center or Network will ask for your help in mentoring peers about choices related to this topic.





## Step #2

### Mentorship Training

- **Begin the training module for those areas where you have been asked to provide peer mentor support.**
- **If you have questions or need help completing your training, get in touch with your point of contact at your Center who helped you enroll in this Peer Mentoring Program.**





## Step #3

### Setting Yourself Up for Mentorship Success

- **Notify your Center that you have completed the training and competency quiz for your topic!**
- **Your Center will provide a list of names of peers for you to mentor.**
- **Talk with your Center about how you should approach the people listed.**





## Step #4

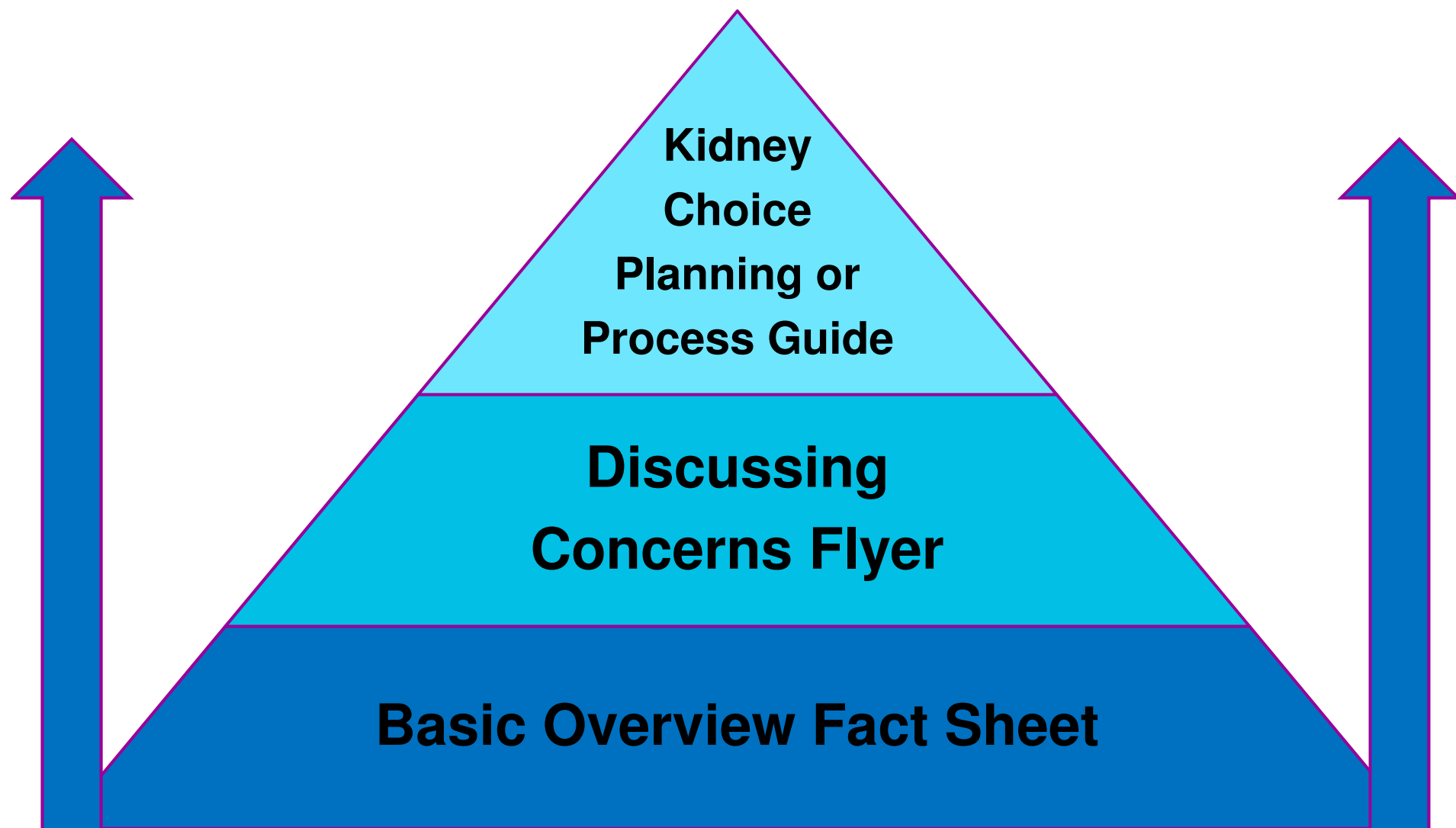
### Prepare your Materials

- For each kidney care choice there is a group of materials that we call a “toolkit.”
- Each toolkit contains three to four tools that will help guide your conversations.
- Ask your point of contact to print copies of the tools you will need for mentoring.
- Review the tools and plan how you would like to share this information with your peers.





# Understanding the Toolkit







# Sharing the Toolkit

**Does your peer have all the facts?**

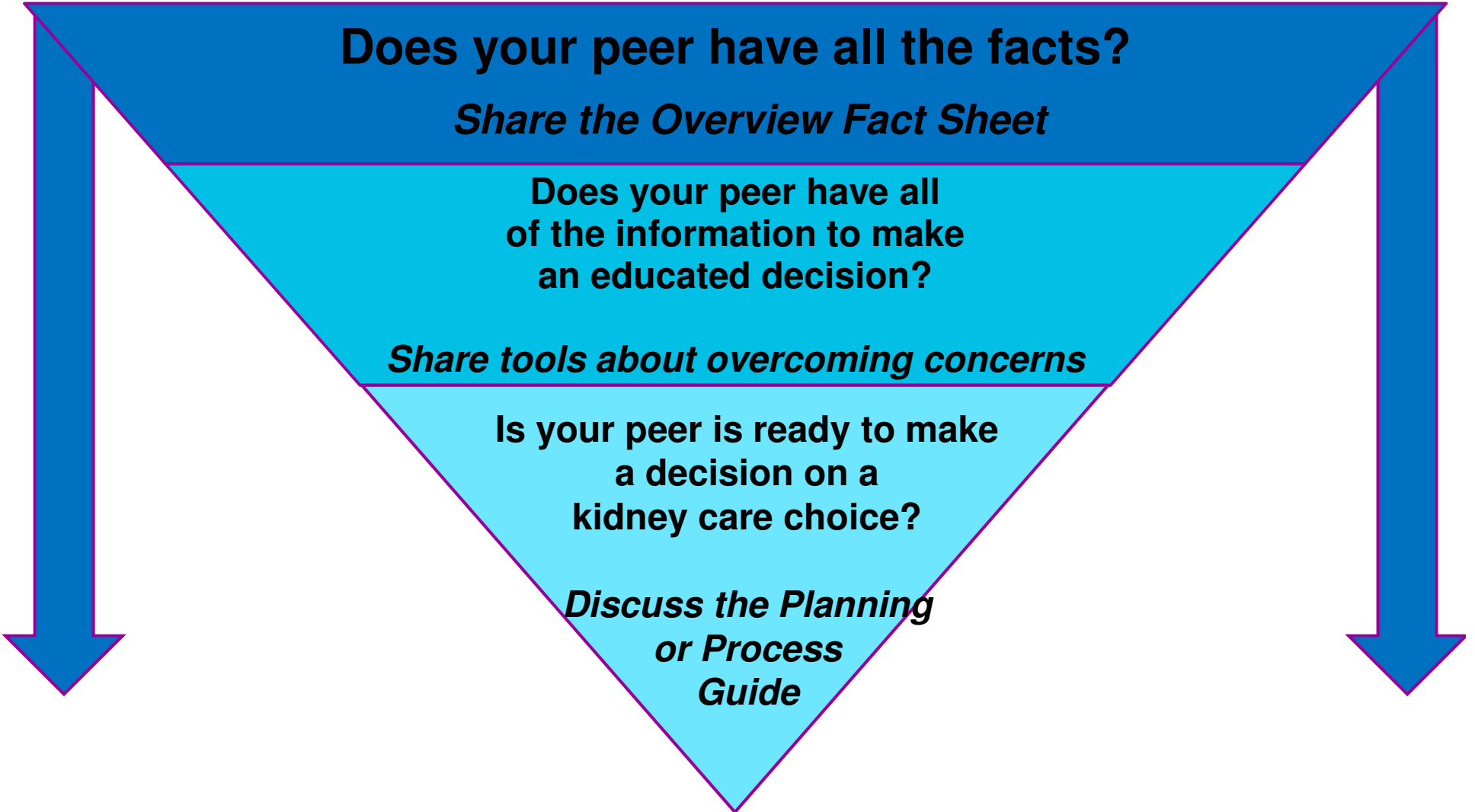
***Share the Overview Fact Sheet***

**Does your peer have all  
of the information to make  
an educated decision?**

***Share tools about overcoming concerns***

**Is your peer is ready to make  
a decision on a  
kidney care choice?**

***Discuss the Planning  
or Process  
Guide***





## Step #5

### Plan your schedule

- Based on the patient list your Center provided and your schedule, determine best way to meet with your peers.
- Talk with your point of contact about your schedule plans.
- Begin meeting with your peers!





# PART 5

## Getting Started





# Information Sharing Basics

- If he or she would like to review the materials privately and ask questions at a later time, provide him or her with a copy of the materials you want to share.
- Never force a peer to review a tool if he or she is not interested.
- If your peer is not ready to talk, always be willing to talk at another time.
- Remember listening is your most powerful tool. It can open the door to everything to follow.





# Getting Started: Let's practice

To give you a better idea of how to start mentoring, let's review an example of how to start a one-on-one session with your peer!





## Day #1

- Introduce yourself, and get to know your peer.
- Tell your story, and explain how you hope to help.





## Day #2

- Explain the kidney care choice you are focusing on and why it is important to you.
- Find out if your peer understands the important facts about his or her kidney care choice.
  - Provide a fact sheet, if you are able.







## Day #3

**Check in with your peer to see if he or she has questions or concerns about the information you reviewed.**

- **Remember to direct medical questions to the healthcare team.**
- **Provide resources that may help your peer overcome any concerns or barriers that he or she may have shared.**





## Day #4

Check in with your peer to see if he or she has questions about the materials you provided.

- **If Yes:**

- Talk over issues that are not health related.
- Refer issues that are health related to the healthcare team.

- **If No:**

- Consider whether your peer is ready to start making steps toward a healthcare choice.
- Provide the planning guide, if appropriate.





## Day #5

Review the planning guide with your peer.

Does he or she have questions?

- If Yes:

- Talk over issues that are not health related.
- Refer issues that are health related to the healthcare team.

- If No:

- Talk over next steps to be taken in order to make a kidney care decision.





## Day #6

**Track and celebrate each of your peer's successes in working toward making a kidney care choice!**

- **Continue to talk with your peer about how things are going, and provide additional information as needed.**
- **Always encourage your peer to discuss barriers or issues with his or her healthcare team.**





# Additional Mentorship Options

**There are three different ways to approach your peers.**

- **Talk with your point of contact about what may work best in your Center.**
- **Consider which approach is most comfortable for you.**
- **Your choices could include:**
  - **Individual, one-on-one sessions**
  - **Lobby sessions with follow-up one-on-one meetings**
  - **Group sessions**







## Additional Option: Lobby Session

**A lobby session is when you talk with your peers as they wait.**

- **Tell your story and why you are there.**
- **Talk about your kidney choice.**
- **Ask if they would like to learn more.**
- **Provide tools and/or set up a time to talk with them individually.**





## Additional Option: Lobby Session

**Work with the point of contact at your Center to plan when the lobby session will take place.**

- **Work together to gather materials for your booth and create a schedule for your sessions.**
- **Find the best location in the lobby for you to set up your materials.**







## Additional Option: Group Session

**A group session is a planned meeting with your peers to talk about your topic.**

- **Ask someone from your group to help you stay on track by being the time keeper.**
- **Start with a review of your topic.**
- **Keep your discussion informal.**
- **Allow peers to ask questions.**
- **Plan time for discussion.**
- **Finish with plans for next steps.**





## Additional Option: Group Session

**Your Center may recommend that you meet with a group of peers at once. To begin planning the group session, consider some of these questions:**

- **Where will it be?**
- **How many peers may attend?**
- **What materials should be prepared?**
- **Who else will be there for support?**
- **What follow up is planned after the meeting?**





## Part 6

# Planning for Success





# Important Tips for Success

## Remember!

- Peer Mentoring takes collaboration and planning.
- Talk with your point of contact about the best way for you to start.
- Ask for help when you need it.





# Tips for Success with Your Peers

## Remember!

- Every peer is at a different place in his or her journey.
- The tools provided are designed to build upon each other, but you should use your judgment about the best place to start.
- Use the Active Listening skills learned in Module 1 to guide you in deciding the best time to share information with your peer.





# Tips for Your Success

## Remember!

- Celebrate every success.
- Know that you may not be able to reach every peer, and that is OK!
- Be proud of trying to make a difference.
- Balance your role with what is important for you personally.
- Keep doing what is good for you.





# Tips for Peer Mentoring!

**Peer Mentoring is a very rewarding experience. However, as fulfilling as your successes will be, there may also be challenges.**

**Here are some ideas to help you along the way:**

- **Stay connected with your Center for support.**
- **Be patient with yourself and your peer.**
- **Ask the healthcare team to assist your peer when needed.**
- **Talk with your peer mentor coach to think through issues and brainstorm ideas.**







# Congratulations!

**You have successfully completed basic training  
on peer mentoring to support others in making  
informed kidney care choices.**

**You are now ready to move to the next steps!**





## Next Steps

- Please complete the Module 2 Mentoring to Support Choices Review Quiz to earn your completion badge.
- You are now ready to learn more about the choice you are going to support.





## Next Steps

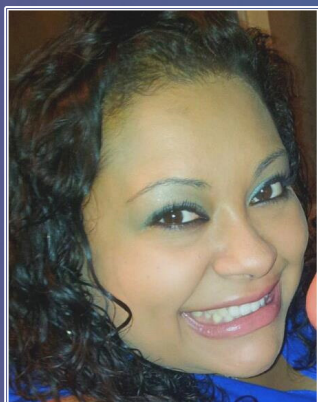
**Your point of contact will let you know what tools you need to review in order to support you mentoring.**

- Some focus areas may require that you complete an additional module of this training program.
- Other focus areas may require additional training by your center's point of contact.





# 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. You can make a difference for your peers by:
  - Sharing tools that give your peer facts
  - Supporting your peer as he or she considers a choice
  - Modeling your active involvement
  - Knowing when to suggest your peer talk to their healthcare team
  - **All of the above**
  - None of the above
2. Peer mentoring usually takes place between a person who has lived through a specific experience, the mentor and a person who is new to that experience, the peer. **True** or False
3. In addition to the program tools, as someone with a shared life experience, you can provide your peer with: (Select which one is True)
  - An exact understanding of their personal experience and advice on the choice they should make
  - Someone to ask for medical advice
  - **A role model for the positive effects of being involved**
  - Knowing when to tell your peer to make a kidney care choice
4. During your mentoring session, you don't have to review the tools and topic resources before meeting with your peer. True or **False**
5. If your peer has reviewed the information meant to help he or she overcome a barrier or concern and they still state they are uncomfortable or have questions what is something you should NOT do?
  - Talk over issues that are not health related
  - Refer issues that are health related to the healthcare team
  - **Tell your peer that you would like to cover the planning process since that is the next step**
  - Suggest a time that you would like to circle back with the peer once they have had time to get information they need

