

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

**MODULE 2  
REFERENCE  
GUIDE**



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



# Mentoring to Support Choices

## Mentoring to Support Choices

### Introduction

Welcome to Module 2, Mentoring to Support Choices. This module has six parts:

- **Part 1:** Getting Peers Involved in their Care
- **Part 2:** Your Role as a Mentor
- **Part 3:** Program Focus Areas
- **Part 4:** Program Guidelines
- **Part 5:** Getting Started
- **Part 6:** Planning for Success

This module is designed to help you continue your training to become a peer mentor at your dialysis center. It gives you practical tips for getting started with a mentoring program, and will help you answer these important questions:

- What are the benefits of patients being actively involved in their care?
- 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 at my center?



We all face decisions in our lives that can have a big effect on our future. For someone living with kidney disease, many of the decisions that have to be made involve important choices about healthcare.

Your role as a mentor is to make sure the peers you speak with have all of the information they need to make choices that are right for them. This program focuses on preparing mentors to share with peers important information about some of those choices. In this module we will further explain your role as a mentor in this program and how you will be able to help your peers become informed about their kidney care choices.

When you finish this module, you will have completed the basic training for peer mentoring and will understand its role in helping people make kidney care choices that are right for them. **Let's get going!**





# Mentoring to Support Choices

## Part 1: Getting Peers Involved in their Care

### An Important Choice

The most important choice you will make in your care is the choice to be an active member of your healthcare team. Being involved in your healthcare is the first step in improving your quality of life, managing your conditions, and staying healthy. As a peer mentor you are helping your peers by modeling that choice for others.

### Benefits of Active Involvement in Care

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

### Shared Decision Making

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

Shared decision making honors the healthcare team's expert knowledge. It also recognizes the patient's right to be fully informed of all care options and the potential harms and benefits of those options. This process provides patients with the support they need to make the best decisions about their care. It also allows the members of the care team to feel confident in the care they provide.





# Mentoring to Support Choices

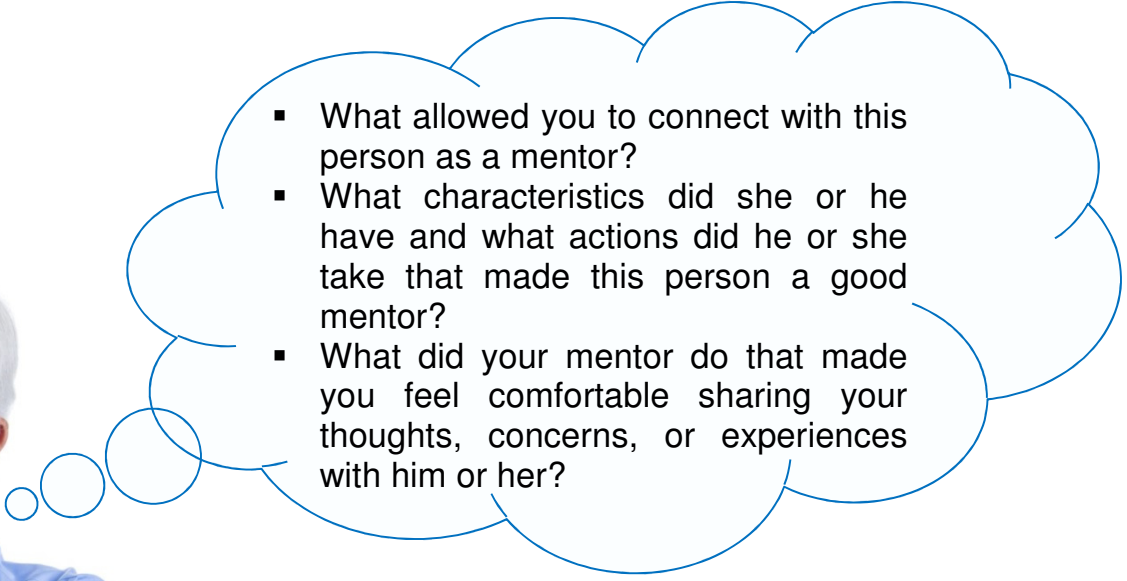
## How Mentors Help Peers Get Involved


A good first step in getting your peers involved is to show them how they can take a more active role in decisions about their care. You can provide information and materials that:

- Encourage your peers to play an active role.
- Explain what shared decision making is.
- Discuss the benefits of shared decision making.
- Offer suggestions about questions they can ask their care team.
- Outline opportunities for patients to become more involved in decisions about their care.

## First Steps to Becoming a Mentor

Mentoring involves providing a good example as a role model, building relationships based on shared experiences, and supporting your peer as a trusted partner. Think about an experience in your life in which someone mentored you. If you can't think of a specific mentoring experience, think of someone who is a good coach or who you think might be a good mentor.

- 
- What allowed you to connect with this person as a mentor?
  - What characteristics did she or he have and what actions did he or she take that made this person a good mentor?
  - What did your mentor do that made you feel comfortable sharing your thoughts, concerns, or experiences with him or her?



Mentoring is a shared opportunity for learning and growth. You will make a positive difference in your peer's life as you begin building a relationship and exploring each other's values, interests, and goals. You may also be surprised to see that you will learn more about yourself, while you explore with your peer some of the decisions you have made about kidney care choices.





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You can begin to put mentoring into action by:

- Sharing tools that give your peers facts about a kidney care choice.
- Supporting your peer as he or she considers a choice.
- Modeling your active involvement,
- Helping your peer practice conversations and role-play.
- Knowing when to suggest that your peer speak to a member of his or her healthcare team.

There are many topics on which you can offer guidance, but it is important to always remember that for some topic areas your peer will need support from a member of the care team.

Helping your peer connect with his or her care team is one of the vital roles you will play as a mentor.

## **Mentoring is a Rewarding Experience**

Many people say that the benefits they receive from being a mentor are just as great as the benefits received by their peers! Being a mentor can help you learn more about yourself, improve your self-esteem and confidence, and help you feel that you are making a difference. It can also help you better understand other cultures and have a greater appreciation for diversity. You can feel more empowered in your own care as you learn about educational tools and talk over kidney care choices with your peer. You will improve your communication and leadership skills. You will be able to engage with many individuals as you use some of the skills and concepts you learn in this course.

Peer mentors get to meet new people and make new friends. They develop new skills, share life experiences, and help peers in need. As a peer mentor you will serve in a leadership role with your peers at your center.

YOU  
CAN  
HELP



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# Mentoring to Support Choices

## Part 2: Your Role as a Mentor

### How Does Mentoring Help?

A chronic illness like kidney disease can be hard to deal with. Peer mentoring gives people who are struggling with managing the disease the chance to learn from others in similar situations who have found ways to successfully live with their illness. Peer mentoring can also help people cope with the anxiety and depression that often accompany a chronic illness.

Peer mentors provide educational resources on kidney care choices and support to their peers. Mentors may present their peers with new ideas and encourage them to step outside of their comfort zone to handle some of the issues they face as kidney patients.





# Mentoring to Support Choices

## Your Role as a Mentor

Peer mentoring usually takes place between a person who has lived through an experience (mentor) and a person who is new to that experience (peer.) Mentors are a valuable part of the healthcare team. They can share life experiences and relate on a personal level to their peers. Mentors empower their peers to better manage their lives after being diagnosed with kidney disease.

**As you learned in Module 1, you can help your peers become active in their care by:**

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





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## Part 3: Program Focus Areas

### Important Choices Peers Face

Your peers at the dialysis center have many choices they must make about their care which can affect the quality and length of their lives. Some of these choices involve:

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







# Mentoring to Support Choices

## Importance of Mentoring

As you start to think about your role as a mentor and how this will change the lives of your peers, a few quotes come to mind:

**“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**

As a mentor you will involve your peers in the learning process, using your experience as a valuable tool. You may offer additional information based on a shared experience, share a story, or use some of the educational tools. The quote from Benjamin Franklin embodies the peer mentoring experience. Your peers will not just receive information or read resources, but will also participate in conversations about the decisions they face.

The quote from J. Loren Norris is important when thinking about how to convey your role as a peer mentor to individuals at your center. You will be able to help your peers with some of the kidney choices they face along their journey since you have had to make similar decisions.



# Mentoring to Support Choices

## Program Tools to Support Choices

There are tools and resources available from your ESRD Network and the ESRD National Coordinating Center that can help your peers make those choices. These tools have been approved by patients like you. This program prepares you to share these tools with your peer as he or she is preparing to make an important kidney care choice.

In addition to the program tools we are providing, the experience you offer as a kidney patient is a valuable resource. As someone with a shared life experience, you can help your peer by:

- Understanding what your peer is going through and providing support, where he or she is in the process.
- Being open to concerns that are shared.
- Acting as a role model to show peers how being involved in managing their care will allow them to live longer, healthier lives.
- Knowing when to suggest your peer reach out to the healthcare team.





## Mentoring to Support Choices

Based on your experience, you will know certain conversations and decisions are more appropriate for your peer to discuss with a care team member, and will guide your peer to do that.

This training program prepares you to share educational resources with your peers. Depending on the focus area for your facility, you may learn to discuss one of these topics:

- The importance of vascular access planning.
- Considering transplant as an option.
- The benefits of active patient engagement.

As you continue this course, you will learn how to share resources with your peers and have conversations about your topic.





## Notes

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# Mentoring to Support Choices

## Part 4: Program Guidelines

### Introduction

This section will help you prepare to begin mentoring. You will:

- Understand how the peer mentoring program is set up, by reviewing the five steps explained in this section.
- Understand how to use the tools that will help you mentor.
- Start to think about how best to share information about your focus area.
- Learn about the support available to you, so you get all the advice and help you need for mentoring.





# Mentoring to Support Choices

## Step 1: Learn About Your Topic Area

You will be working on specific topic areas with your peers. Talk with your dialysis center or Network point of contact about the topic on which you will focus. Your center or Network will ask for your help in mentoring peers about choices related to your topic. Your point of contact at the center or Network will guide you in your focus area and introduce you to the materials you will need to learn to mentor your peers about those choices.

## Step 2: Mentorship Training

Complete the training module for those areas for which you have been asked to provide peer mentor support. If you have questions or need help in completing your training, get in touch with the individual at your center who helped you enroll in the Peer Mentoring Program (your point of contact) or your NPFE LAN coach. It's important that you understand your focus area and feel able to share that information with your peers, in order to move forward with mentoring. As part of the training program you will be required to take a competency quiz to ensure that you have all the information you need.





# Mentoring to Support Choices

## Step 3: Setting Yourself Up for Mentorship Success

Notify your center point of contact that you have completed the training and competency quiz for your focus area. Your center will give you a list of people who have agreed to be mentored. Talk with your center point of contact about how you should approach the people listed, and understand what approaches will work best in your center.

## 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. The tools build upon each other to introduce information, from basic facts to more complex information. Each toolkit helps guide you through your discussion with your peer.

Does your peer have all the facts about a kidney care choice he or she needs to make? Usually, the first educational tool you will share is the basic fact sheet for your topic. If your peer knows the facts but has concerns about your topic, share tools to help him or her overcome them. Your peer may need to reach out to a healthcare team member to get questions answered. Is your peer ready to make a decision regarding a kidney care choice? If so, discuss the planning or process guide for your area of focus.

If you have questions or want further guidance on how to use these tools, talk to your dialysis center staff. We’ll learn more about the toolkits in Module 3.

## Step 5: Plan Your Schedule

Based on the list of patients provided by your center and your personal schedule, determine the best way to meet with your peers. Talk with your point of contact about your planned schedule. Once you feel comfortable that you fully understand the materials on your topic, have copies of the materials you need, and have a schedule in place, you’ll be ready to start meeting with your peers.



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# Mentoring to Support Choices

## Part 5: Getting Started

### Information Sharing Basics

Here are some guidelines to keep in mind as you start mentoring.

- 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.
- Your peer may want to privately review the materials you are sharing and ask questions at a later time. If so, provide your peer with a copy of the materials.
- Remember, listening is your most powerful tool. It can open the doors for everything to follow.





# Mentoring to Support Choices

## Getting Started: Let's Practice!

Here are some tips for planning your one-on-one sessions with your peer. These are suggestions, but you and your peer should progress at a rate that feels comfortable to both of you.

**Day 1 (First Meeting):** Introduce yourself, and get to know your peer. Tell your story, listen to your peer's story, and explain how you hope to help.

**Day 2 (Second Meeting):** Explain the kidney care choice on which you are focusing and why it is important to you. Find out if your peer has the facts regarding his or her kidney care choice. Provide a fact sheet, if you can.

**Day 3 (Third Meeting):** 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 he or she may have shared.





## Mentoring to Support Choices

**Day 4 (Fourth Meeting):** Check in with your peer. See if he or she has questions about the materials you provided during the previous meeting.

- **Yes, there are questions:**
  - Talk over issues that are not health related.
  - Refer issues that are health related to the healthcare team.
- **No, there aren't questions:**
  - Consider whether your peer is ready to start making steps toward a healthcare choice. Has he or she resolved any concerns?
  - Would he or she like to start planning for making a choice? Provide the planning guide, if appropriate.

**Day 5 (Fifth Meeting):** Review the planning guide with your peer. This may take more than one meeting. Does he or she have questions?

- **Yes, there are questions:**
  - Talk over issues that are not health related.
  - Refer issues that are health related to the healthcare team.
- **No, there aren't questions:**
  - Talk over next steps in making a kidney care decision and what support he or she needs to take those steps.

Always help your peer understand how to work through the process involved in making this decision.

Remember to connect your peer to the healthcare team if he or she seems concerned about taking the next step.

**Day 6 (Sixth Meeting):** Keep track of and celebrate each of your peer's successes in making a kidney care choice! Continue to talk with your peer about how things are going. Provide additional information as it is needed. Always encourage your peer to discuss any issues with his or her healthcare team.





# Mentoring to Support Choices

## Additional Peer Mentoring Program Options

There are three different ways to approach your peers. Talk with your point of contact about what may work best in your dialysis center. Also, consider which approach is most comfortable for you.

Aside from individual, one-on-one sessions as reviewed above, you could provide mentoring through lobby sessions with one-on-one follow-up meetings, or through planned group sessions. All of these are ways to share information and connect with your peers.

## Lobby Session Basics

In a lobby session, you set up a table or a booth in the center's lobby, and speak to your peers informally while they wait for their treatment. During the lobby session, tell your story and why you are there. Talk about your kidney choice topic, and ask if they would like to learn more. You can provide tools or set up a time to talk with them individually.

Work with the point of contact at your center to plan the best time to schedule your lobby session. Your point of contact will also work with you to gather materials to distribute to peers, create a schedule for your sessions, and find the best location in the lobby for you to set up your materials. If there are several patients on each shift that you need to reach with information about your topic, a lobby session may be the best option.







# Mentoring to Support Choices

## Group Session Basics

A group session is a planned meeting with your peers to talk about your topic. To begin planning the group session with your center, consider some of these questions:

- Where will the session be held?
- How many peers may attend?
- What materials should be prepared? Make sure your point of contact has the materials you need.
- Who else will be there to support you? Ask your center point of contact or Network representative to help you.
- What follow-up is planned after the meeting?

Here are some tips to help you manage a helpful, engaging group session.

- Ask someone from the group session to be a timekeeper. This will help you stick to your schedule for the session and stay on track.
- 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.



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# Mentoring to Support Choices

## Part 6: Planning for Success

Peer mentoring takes collaboration and planning. Talk with your point of contact about the best way for you to start, and ask for help when you need it. You don't have to do this alone, especially when you are working with groups.

### Tips for Success with Your Peers

- Remember, every peer is at a different place in his or her journey.
- The tools are designed to build upon each other, but you should use your judgment about the best place to start. Knowing where your peer is in his or her journey will help you decide which tools to offer or whether to connect with the healthcare team.
- Use the Active Listening skills you learned in Module 1. They will help you decide the best time to share information with your peer.

### Tips for Your Success

- 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 Your Peer Mentoring Program

Being part of a peer mentoring program is a very rewarding experience. However, as fulfilling as 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. It takes time to make decisions.
- Ask the healthcare team to assist you or your peer when needed. If there are medical questions, get the healthcare team involved right away.
- Talk with your peer mentor coach to think through issues and brainstorm ideas on how to improve your program.



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# Mentoring to Support Choices

## Next Steps

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 on to the next steps.

**Please complete the Module 2: Mentoring to Support Choices Review Quiz and provide your results to your facility point of contact.**

Once you complete the Review Quiz, you will be ready to learn more about the kidney care choice that will be your focus as a mentor. Your point of contact will let you know what tools you need to review to support your mentorship program. 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.

**Thank you for taking our training course! For additional information, contact us at [ncc@ncc.esrd.net](mailto:ncc@ncc.esrd.net).**





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# Mentoring to Support Choices

## Review Quiz Questions

Please answer the following questions to earn your Module 2 completion badge. You can review your quiz results with your facility point of contact for this peer mentoring program.

**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
- ☐ False

*Continue to next page.*



## Mentoring to Support Choices

**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 understanding of exactly how he or she feels based on your own personal experience.
- ☐ 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
- ☐ False

**5. When you check in with your peer to see if he or she has questions about the materials you provided to help overcome any concerns or barriers, which should you NOT do?**

- ☐ Talk over issues that are not health related
- ☐ Refer issues that are health related to the healthcare team
- ☐ Consider whether your peer is ready to start taking steps toward a healthcare choice.
- ☐ Suggest a time that you would like to circle back with the peer once they have had time to get information they need



# Mentoring to Support Choices

## Review Quiz Answers

**BOLD = CORRECT 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**
- ☐ False

3. In addition to the program tools, as someone with a shared life experience, you can provide your peer with (select which answer is true):

- ☐ An understanding of exactly how he or she feels based on your own personal experience
- ☐ 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

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## Mentoring to Support Choices

4. During your mentoring session, you don't have to review the tools and topic resources before meeting with your peer.

☐ True

☒ False

5. Consider whether your peer is ready to start taking steps toward a healthcare choice.

☐ Talk over issues that are not health related

☐ Refer issues that are health related to the healthcare team

☒ Consider whether your peer is ready to start taking steps toward a healthcare choice.

☐ Suggest a time that you would like to circle back with the peer once they have had time to get information they need



# Mentoring to Support Choices



## End Stage Renal Disease National Coordinating Center

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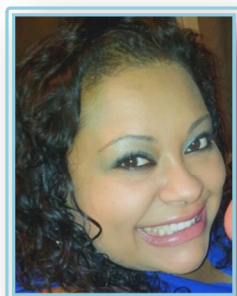


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