

Peer Mentoring

Course 2: Mentoring to Support Choices





Course 2



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Course 2: Mentoring to Support Choices

Welcome to Course 2, Mentoring to Support Choices!

This course continues your training to become a peer mentor. You will learn practical tips on how to get started as a peer mentor. You will also learn how to support your peer as he or she makes important decisions about treatment choices.

After taking this course, you will be able to:

- List the steps to get started with peer mentoring.
- Explain your role to support a peer in getting involved in kidney treatment choices.
- Describe basic guidelines for sharing resources.
- Plan mentoring sessions with your peer.

Course 2 has four parts:

Part 1: How to Get Started

Part 2: Your Role as a Mentor in Supporting Treatment Choices

Part 3: Resources to Support Choices

Part 4: Planning the Meetings

Please read all four parts. You can also go back and re-read parts as you wish.

After you have finished, take the quiz about what you learned.



Part 1: How to Get Started

The five steps listed in this section show you how to get started.

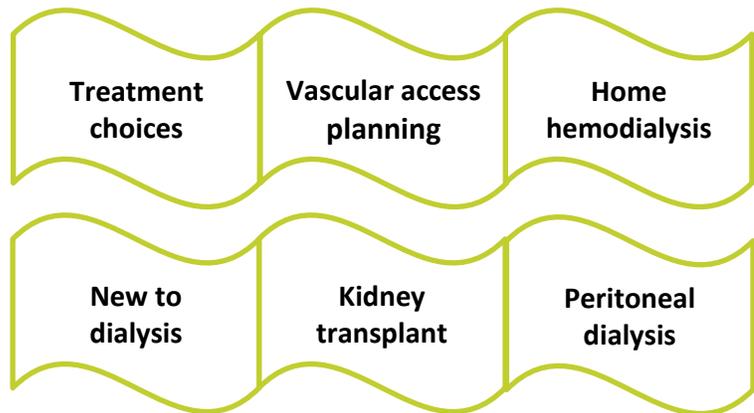
Step 1. Complete mentorship training. Finish the courses in order, from 1 to 3. You will learn what peer mentoring is and how to be an effective peer mentor. You will also find out about basic information on kidney disease and vascular access.



Step 2. Set yourself up for mentorship success. Once you have completed the courses, your Network contact will be notified. The Network will work with your dialysis facility on the next step. This will be to match you with a potential peer.



Step 3. Ask if you should discuss a specific topic. You may receive a suggestion to speak with your peer about a specific topic. The healthcare team at the dialysis facility will help you with this. If you do not receive information on what topic to cover, ask your healthcare team.



Step 4. Prepare your materials. Each course will include resources you can share. These will help guide your conversations. Check to see if your dialysis facility can help print copies of the materials. You will also find links to the materials by clicking on the Resource button on the home page of this training program. You can share these links with your peer. Review the materials. Once you feel comfortable that you fully understand them, you'll be ready to meet with your peer.



Step 5. Plan your schedule. Determine the best way to meet with your peer one-on-one. Talk with your healthcare team about your planned schedule and about how you should approach your peer. This could be a phone call or an in-person meeting. You can also review what approaches work best in your dialysis facility. If you have questions or want further guidance on how to use the resources, speak with your Network contact or your healthcare team.



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Tips for Success



- Use the active listening skills you learned in Course 1 to decide the best time to share information with your peer.
 - Pay attention
 - Show that you are listening
 - Provide feedback
 - Don't judge
 - Respond appropriately
- Reach out to your Network or dialysis facility contact for support and information.

***The Network works
with dialysis facilities
to improve care.***



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Part 2: Your Role as a Mentor in Supporting Treatment Choices

In Course 1, you learned about your overall role as a peer mentor. Now, you will see how you can help your peer to take an active part in kidney treatment choices.

Think about an experience in your life when someone mentored you. This may have been a co-worker when you started a job or a friend when you joined a new group. This could have been a football coach when you were in school or an elder in your community who guided you on career choices.

- What made you connect with this person?
- What characteristics did he or she have that made him or her a good mentor?
- What actions did he or she take that helped you?
- What did your mentor do that made you feel comfortable sharing your thoughts or experiences?

Understanding what made a good mentor in your life will help you in your role as a peer mentor.

Mentoring begins by forming a relationship with your peer.

How does this happen?

You and your peer share experiences. You and your peer also learn about each other's values, interests, and goals. As the relationship grows, you explore with your peer some of your decisions about kidney treatment choices. You offer support as a trusted partner as your peer makes his or her own important decisions about healthcare.



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How Mentors Help Peers Get Involved

As a mentor, you can support your peer to be active in his or her care. One way is for your peer to work together with the healthcare team to make decisions and choose treatments. This is called shared decision making. Here's how you can support your peer in this.

Explain shared decision making

Your peer can share his or her values, opinions, and preferences with the healthcare team. The healthcare team can share evidence and information about treatment choices. Your peer and the healthcare team then make healthcare decisions together.

Share resources that give your peer facts about treatment choices

Your peer is able to ask the healthcare team informed questions. Your peer is also empowered to partner with the healthcare team to make decisions.

Ask your peer about preferences and what is important to him or her

You can do this as you share information about treatment choices. This prepares your peer to talk with the healthcare team about what he or she prefers.



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Encourage your peer to tell the healthcare team about his or her values, opinions, and preferences

This is an important part of shared decision making. Your peer's values, opinions, and preferences should be considered in decisions that affect him or her. Your peer can practice talking about these with you. Then your peer can talk with the healthcare team.

Help your peer to ask questions of the healthcare team

Your peer may have questions for the healthcare team as he or she learns more about treatment choices. Your peer may not understand something or may need more information. You can help your peer figure out how to ask questions. You can also ask your peer to practice questions with you. This makes your peer more comfortable when speaking with the healthcare team.

Your peer might have questions for the healthcare team such as:

- What are the different ways to receive dialysis?
- How might the type of vascular access affect my health?
- How might home therapy be an option for me?
- What can I do to help prevent infections?
- How does the kidney transplant process work?



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Encourage your peer to speak with the healthcare team about participating in decisions about care

You can help your peer talk to his or her healthcare team. Your peer can practice with you how to tell the healthcare team that he or she wants to be more involved. For example, your peer may want to work with the healthcare team to develop a vascular access plan.

Tell your peer about setting goals

Setting goals about healthcare is a way your peer can manage his or her own care. Your peer can work as a partner with the healthcare team to decide on realistic goals. These goals should be based on what your peer prefers and his or her values and needs.

Model your active involvement in your own care

Your peer may learn from you as a peer mentor. You can share how you are involved in setting your healthcare goals. You can also talk about how you work with the healthcare team to make decisions.



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Benefits of Active Involvement in Care

If your peer participates in his or her own care, he or she may be more satisfied with the care received. Your peer may also have better health outcomes. If your peer makes healthcare decisions that reflect personal preferences, he or she may have less anxiety. Your peer may also be more likely to stick with the treatment plan.

Getting the Healthcare Team Involved

You can offer support for many topics. However, in some cases, you will need to connect your peer with the healthcare team. This is one of your important roles as a mentor. When should you do this? Ask your peer to speak to the healthcare team if he or she:

- Shares medical symptoms.
- Asks questions about his or her treatment, medications, or diet.
- Wants to know details about a treatment choice, such as how home hemodialysis works or if he or she is a good candidate for a transplant.
- Asks about the different types of vascular accesses and what type is best for him or her.
- Tells you about feelings of hopelessness, despair, or anxiety.

Tips for Success



- Listen to concerns.
- Offer encouragement as your peer considers a choice.
- Ask the healthcare team to assist you or your peer when needed. For medical questions, get the healthcare team involved right away.
- Talk with the healthcare team to think through issues and brainstorm ideas on how to improve your peer mentoring.



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Let's practice mentoring!



Suzie is a peer mentor in her facility. Suzie is matched with Alice.

Alice wants to make decisions about her treatment plan.

- Alice asks Suzie for information on how to get involved in her own care.
- Alice asks Suzie about the benefits of working with the healthcare team.

Suzie tells Alice that participating in her own care is not important. She tells Alice that she can answer her questions. Suzie says she knows everything about dialysis, medicines, and what foods to eat.

What do you think about Suzie's meeting with Alice?

- Did Suzie provide the best answers to Alice?
- Did Suzie encourage Alice to get involved in her care?
- Did Suzie listen to her concerns?

Suzie squashed Alice's plan to get involved in her care. She also overstepped her role as peer mentor.

- Suzie tried to take the place of the healthcare team.
- Suzie should not have offered to give medical advice.

The scene could have gone better if Suzie had:

- Listened to Alice's questions.
- Explained to Alice the benefits of working with the healthcare team.
- Offered resources for Alice to read.
- Helped Alice connect with the healthcare team.
- Asked Alice to speak to the healthcare team for questions about treatment, medicines, or diet.



"Let's practice how to tell the nurse you want to be more involved."



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Part 3: Resources to Support Choices

Sharing educational resources with your peer is an important part of peer mentoring. You will learn about resources you can share in this training program. The resources are to support you in your role as a mentor. And the resources will help your peer as he or she makes treatment choices.

The experience you offer as someone with kidney disease is also a valuable resource. You can help your peer by:

- Showing that you understand what your peer is going through.
- Offering encouragement wherever he or she is in the process.
- Being open to concerns that are shared.
- Acting as an example. Show how being engaged in your own healthcare may support better quality of life.
- Suggesting, when appropriate, your peer reach out to the healthcare team.

Information Sharing Basics

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

- Read the resources before sharing them with your peer.
- Never force a peer to review a resource if he or she is not interested.
- If your peer is not ready to talk, always be willing to meet at another time.
- Give your peer a copy of the materials if he or she wants to review them privately. You can talk about them at a later time.



Tips for Success



- Listen – it is your most powerful tool.
- Remember, every peer is at a different place in his or her journey.
- Use your judgment about which resources to offer and whether to connect with the healthcare team.



Part 4: Planning the Meetings

Peer mentoring takes collaboration and planning. Talk with your healthcare team or Network contact about the best way for you to start. Ask for support and coaching tips.

Here is one example for planning your one-on-one sessions with your peer. This meeting schedule and what happens at each meeting will not work for every encounter. Always move at a rate that feels comfortable to you and your peer.



First Meeting: Introduce yourself. Get to know your peer. Tell your story, listen to your peer's story, and ask how you may be of help.



Second Meeting: Talk through some kidney treatment choices if that is what your peer said is important to him or her. Find out if your peer has the facts regarding his or her kidney treatment choice. Review educational resources with your peer. This could be in person or by using an electronic method. For example, you could use FaceTime or Skype.



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.



Fourth Meeting: Check in with your peer. See if he or she has questions about the materials you provided during the previous meeting. See what else your peer might want to discuss.

- 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 taking steps toward a healthcare choice. Has he or she resolved any concerns?
 - Would he or she like to start planning for making a choice?





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Fifth Meeting: Check in with your peer to see if he or she has 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 treatment 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.



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



Tips for Success



- Celebrate every success.
- 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.



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Next Steps in the Training Program

Congratulations on completing Course 2 in the **Peer Mentor Education Program!**

Next, **please complete the Course 2 Review Quiz.**

Then you may begin working on Course 3.

This material was adapted by Health Services Advisory Group (HSAG), the End Stage Renal Disease National Coordinating Center (ESRD NCC) contractor, under contract #HHSM-500-2016-00007C with the Centers for Medicare & Medicaid Services (CMS), an agency of the Department of Health and Human Services, from material originally prepared by IPRO. The contents presented do not necessarily reflect CMS policy nor imply endorsement by the U.S. Government.