

PEER-TO-PEER MENTORING PROGRAM GUIDELINES

WHAT IS PEER MENTORING?

A peer mentor empowers fellow patients to move forward and cope with their lives after being diagnosed with ESRD. Peer mentoring:

- Helps patients understand the benefit of controlling their health and being involved in their care, which can result in patients living longer and healthier lives;
- Closes the gap in communication with dialysis staff in an effort to ensure that staff understand patients' concerns, issues, and priorities; and
- Provides support and increases the confidence that many new patients need.

WHAT ARE THE BENEFITS OF PEER MENTORING?

- Patients may have family and friends to assist with their new diagnosis. However, it helps to have someone who has been through the same experience and has a good understanding of all that dialysis involves.
- For those who do not have friends or family to assist them, peer mentors can be essential in providing strong support.

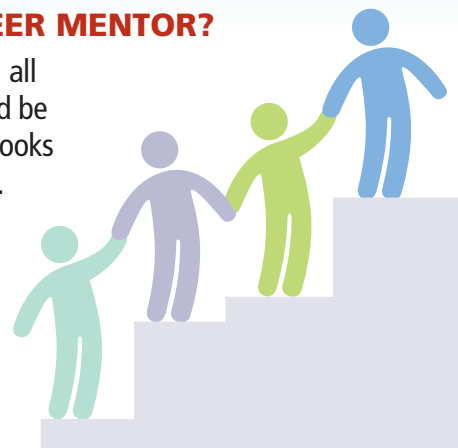
WHAT IS THE ROLE OF A PEER MENTOR?

Peer mentors can have several roles, including:

- Providing information,
- Listening to concerns,
- Sharing experiences,
- Promoting positive behavior,
- Offering encouragement, and
- Relieving anxiety.

WHO SHOULD BE A PEER MENTOR?

- Peer mentors can come from all backgrounds. Mentors should be individuals with positive outlooks on managing kidney disease.
- Individuals who are succeeding at achieving their treatment goals can provide insight to help others successfully manage kidney disease.



WHAT OTHER GUIDELINES ARE THERE FOR PEER MENTORS?

- Peer mentors should wait for a patient's consent before approaching them as a mentor.
- Peer mentors should not provide medical advice. If a peer mentor is asked for medical advice, he/she should refer the patient to the dialysis staff or nephrologist.
- If a patient shares a complaint with a peer mentor, the patient should be encouraged to use the facility's grievance procedure. The social worker serves as a patient advocate and can help with patient complaints.
- Peer mentors should always get permission from the patient before approaching a staff member about a patient's concerns and/or sharing any information obtained in the role of a peer mentor.

I WANT TO START A PEER MENTORING PROGRAM AT MY FACILITY. WHERE DO I BEGIN?

- Talk with your Social Worker or a facility staff member about your interest in peer mentorship and starting a program for your center.
- Your ESRD Network is available to support you in your role as a peer mentor or creating a program.
- Visit esrd.ipro.org or call (203) 387-9332 to connect with the Network for more information.



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For more information, or to file a grievance, please contact us:

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Developed by IPRO ESRD Network of New England while under contract with Centers for Medicare & Medicaid Services. Contract HHSM-500-2016-00019C. Resource adapted from the National Patient and Family Engagement (N-PFE) Learning and Action Network (LAN), under the ESRD National Coordinating Center (ESRD NCC) peer mentoring toolkit. ESRD NCC acknowledges Northwest Renal Network (Network 16) as the source for development of the original content used in this resource.