



Welcome to the IPRO ESRD Network Program

Patient Webinar: *COVID-19: Staying Connected Through Virtual Peer Mentoring*

The webinar will begin promptly at 1:00PM.
Thank you for your participation!



End-Stage Renal Disease
Network Program

Patient Webinar Series: *COVID-19: Staying Connected through Virtual Peer Mentorship*

June 1, 2020



Welcome/Opening Remarks

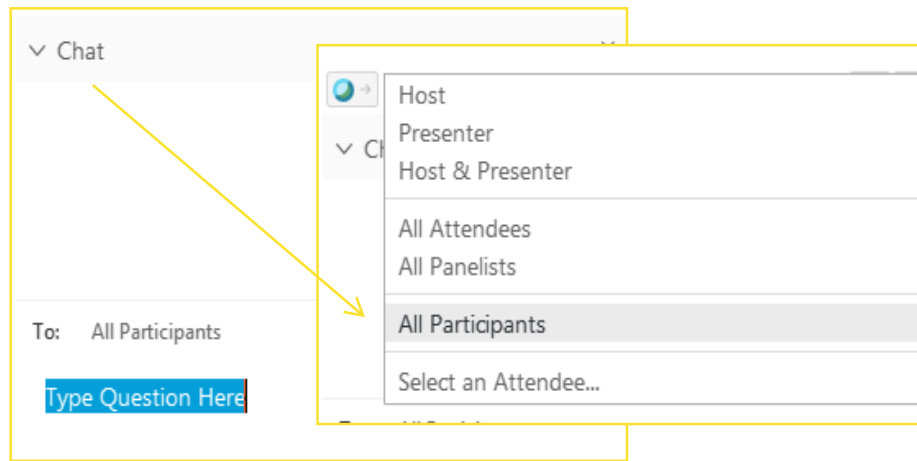


Danielle Andrews
Community Outreach Coordinator
IPRO ESRD Network Program

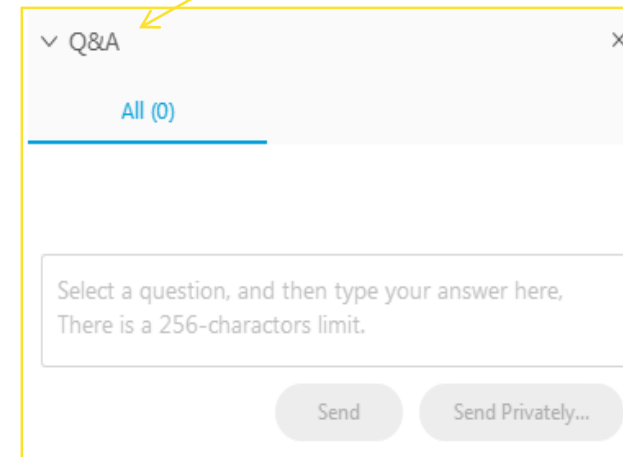
Housekeeping Reminders

- This WebEx will be recorded and slides will be made available on the Network's Website.
- All lines have been muted to eliminate background noise.

To ask a private question use the Chat section in the bottom right corner of your screen sending to All Panelists



To ask a question for the answer to be shared with all Attendees or Privately, use the Q&A section in the bottom right corner of your screen

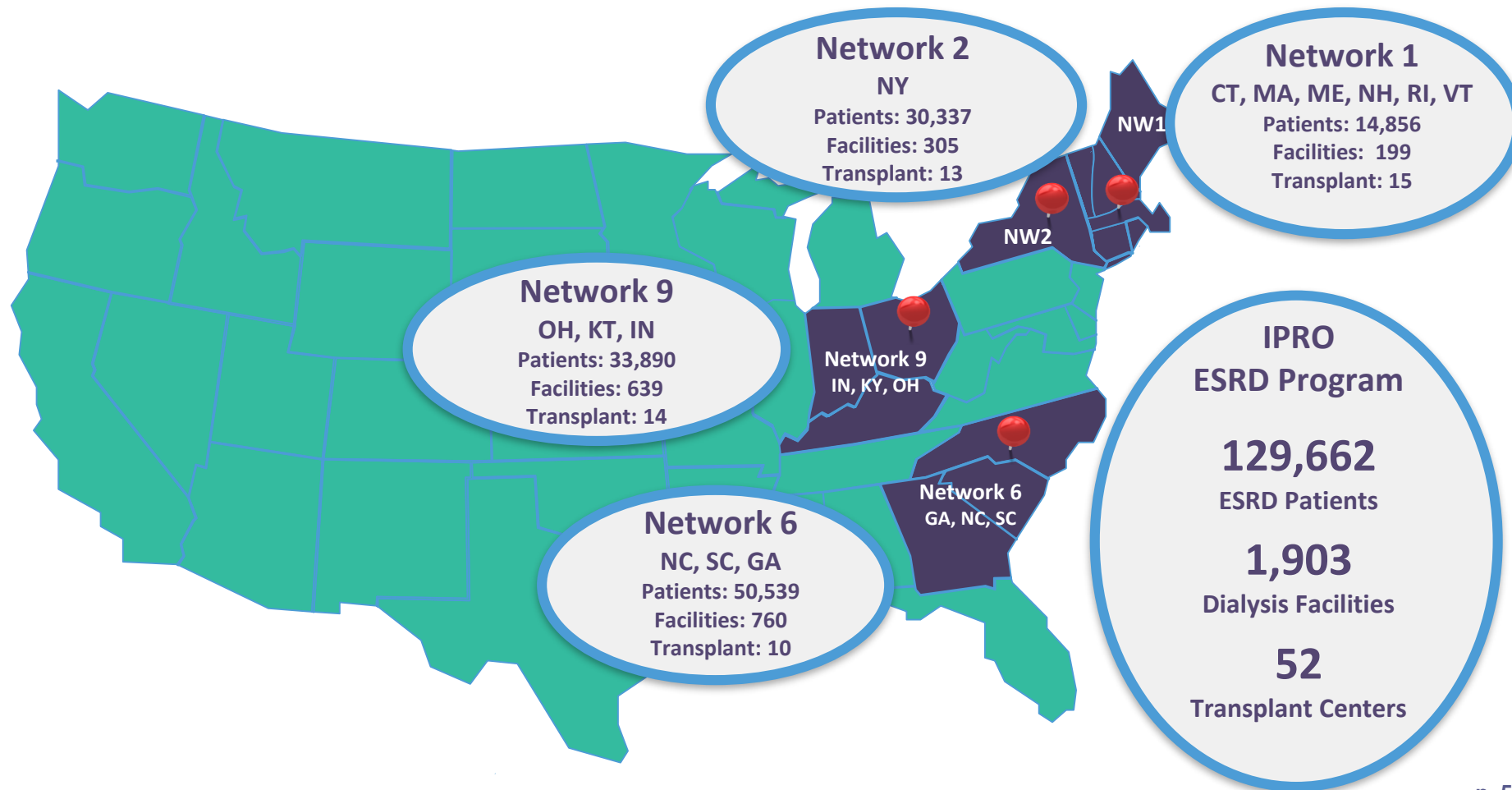


Network Program Overview



IPRO ESRD Network Service Areas

(2018 Network Annual Reports)





Mission Statement

The Mission of the IPRO End Stage Renal Disease (ESRD) Network Program is to promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely, and equitable.

ESRD Network Role/Responsibilities

- Liaison with Department of Health (DoH) and Centers for Medicare & Medicaid Services (CMS)
- Lead State-Wide Quality Improvement Activities (QIAs) to improve quality of care for ESRD patients
- Promote patient engagement, education, and patient experience of care
- Provide technical assistance and grievance management for ESRD patients and providers
- Support ESRD data systems and data collection, analysis and monitoring for improvement
- Support emergency preparedness and disaster response
- Collaborate with Dialysis Facilities and Transplant Centers

COVID-19 Community Impact



COVID 19 and Patients

- The COVID-19 pandemic has created a complex and stressful situation for the ESRD community.
- Patients have stated having trouble adjusting to
 - Social distancing
 - External Stressors (behaviors of other people)
 - Fear of the unknown
 - Dialysis treatment changes (time, duration, seating)
- Patients have explained feeling isolated, distanced and alone during treatment as well as their home life

Barbara Breckenridge



ESRD Network Patient Advisory Committee (PAC) Advisor
National Patient Advocate/Educator and Subject Matter Expert



Marissa Argentina



Licensed Renal Social Worker
National Kidney Foundation
Peers Program Director



Doing Our Part
6ft

NATIONAL KIDNEY
FOUNDATION®

NKF Peers

Marissa Argentina, LMSW
NKF Peers Program Director



NKF Peers Program

- National, telephone-based peer support program launched in 2011
- Helps people adjust to living with stage 4/5 chronic kidney disease, dialysis or a kidney transplant
- October 2015 – support for living donors and those considering living donation



Why Peer Mentoring?

- The concept of “I’ve been there too” is a remarkably powerful form of support
- Mentors share common experiences, address fears and provide hope for the future



How Does NKF Peers Work?

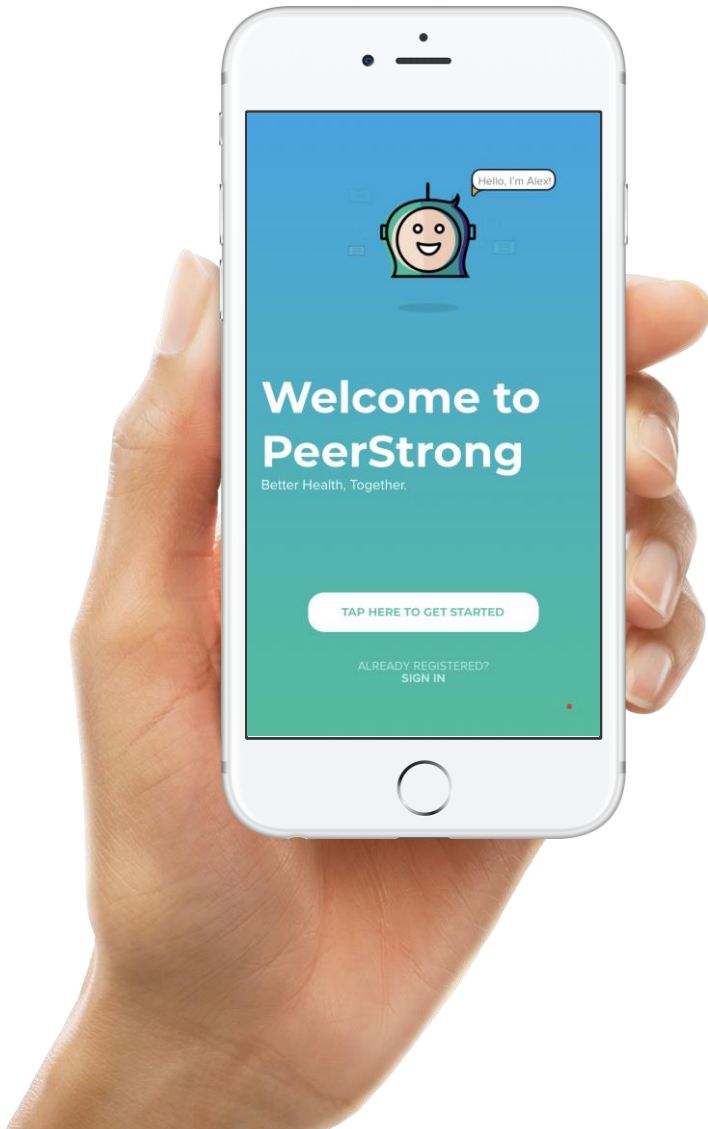
- Interested mentors and mentees can call (1-855-NKF-PEERS), email (nkfpeers@kidney.org) or complete an online application (<https://www.kidney.org/patients/peers>)
- Guidance and oversight provided by oversight clinician (MSW)
 - Comprehensive mentor training
 - Interview, screen, and appropriately match mentees
 - Support all participants throughout the program



Mentee Matching

- Pairs are matched based on mentee needs/preferences
 - Modality
 - Age
 - Cause of kidney disease
 - Gender

Connecting Matched Pairs



- We currently use an app to connect people.
- Mentees do not need access to a smartphone to participate
- Privacy for both mentors and mentees
- Free, no cost to anyone!



Who Are Mentors?

- Mentors are those with experience with:
 - Late stage CKD (4/5)
 - Dialysis (any modality)
 - Transplant
 - Living Donation
- Those who are living well and made positive life adjustments.
- Want to give back and help others!



How Are Mentors Trained?

- Three 1.5 hour long interactive webinar training sessions.
- The training prepared mentors to feel confident in sharing their experiences to help others.

Measuring Success – Satisfaction Survey

97%

OF MENTEES

Would recommend NKF Peers to
someone in a similar situation.

40%

OF MENTEES

Report making a change in their
behavior after speaking with a
mentor.

Behaviors include diet changes, making or preparing for an appointment, asking about transplant or home dialysis options, blood sugar or blood pressure monitoring, exercise
mental outlook or attitude.

Questions?

www.kidney.org/patients/peers

1.855.NKF.PEERS

1.855.653.7337

nkfpeers@kidney.org

Marissa Argentina

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ESRD Network Patient Advisory Committee (PAC) Advisor
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Peer-Led Support Group

- Buffalo based support group was created in 2001
- Normally occurs on the third Thursday of each Month
 - (Only cancelled if there is a major snow storm)
- Located at Erie County Medical Center
- Support Group is advertised through social connections
 - Social Media
 - Local Newspapers
 - Flyer Distribution

Changes Due to COVID-19

- Be support group had to adjust their meeting methods
 - Starting utilizing alternative platforms
 - Telephone Calls
 - Zoom Calls

Peer Mentoring During COVID

- Reaches out 1 to 2 patients each day
- Focused primarily on isolated patients in particular patients that live alone
- Provided information and social support
- Provided anecdotal experiences on how she keeps herself from feeling depressed and how they can incorporate these skills into their daily life

Peer Mentor Turned Advocate

Through continuous one-to-one phone call Barbara was able to receive insight on the medical needs of her mentees

- Mentees were in need of Masks
- Barbara utilize her newly found information to advocate through social media to provide masks for the ESRD community in Buffalo
- With her surplus masks she has been able to share the mask with some of the Patient Advisory Committee Members in New York State

Questions or Comments?



Closing Remarks/Next Steps



Next Steps

- Please complete the post-webinar survey to provide your feedback!
- Please note the slides and recording of this webinar will be made available after the presentation
- Look out more for e-mails about our upcoming patient webinar series

Thank You!



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<http://ipro.org>