



Better healthcare,
realized.



Peer Mentorship Training Program Mentoring to Support Choices

Revised July 2018

Welcome!

End Stage Renal Disease (ESRD) Network

- **Mission**
 - To promote health care for all ESRD patients that is safe, effective, efficient, patient-centered, timely and equitable.
- **Role and Responsibilities**
 - Improve quality of care for patients with ESRD.
 - Promote patient engagement and patient experience of care.
 - Provide technical assistance to patients with ESRD, Dialysis facilities and Transplant Centers.
 - Support emergency preparedness and disaster response.
 - Process grievances from patients, or their representatives by conducting confidential investigations.

Mentoring to Support Choices

What will be covered in this Module?

- Part 1: Introduction to Peer Mentorship
- 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

Getting started

**Think back to when
you were first told
about your diagnosis:**

- Where you overwhelmed?
- Did you feel lonely or alone?
- Was it hard to absorb things you were being told?
- Did you receive too much information at once?
- Did you feel that important pieces of information were not provided?



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?





Program Focus Introduction

In life there are decisions that have a big effect on your future. This is very true in your healthcare as someone living with kidney disease.

- Your role as a mentor is to make sure the mentees 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: Introduction to Peer Mentorship

What is Peer Mentoring?

- A peer is someone who has had similar experiences as another person.
- A mentor is someone who has experience or knowledge that he/she shares with another person to help them.
- A mentee is a person who is advised, trained or counseled by a mentor.

Why Do Peer Mentors Help?



Individuals with ESRD may get support from friends and family, but connecting with others who have similar experiences can provide added support.

What Do Peer Mentors Do?

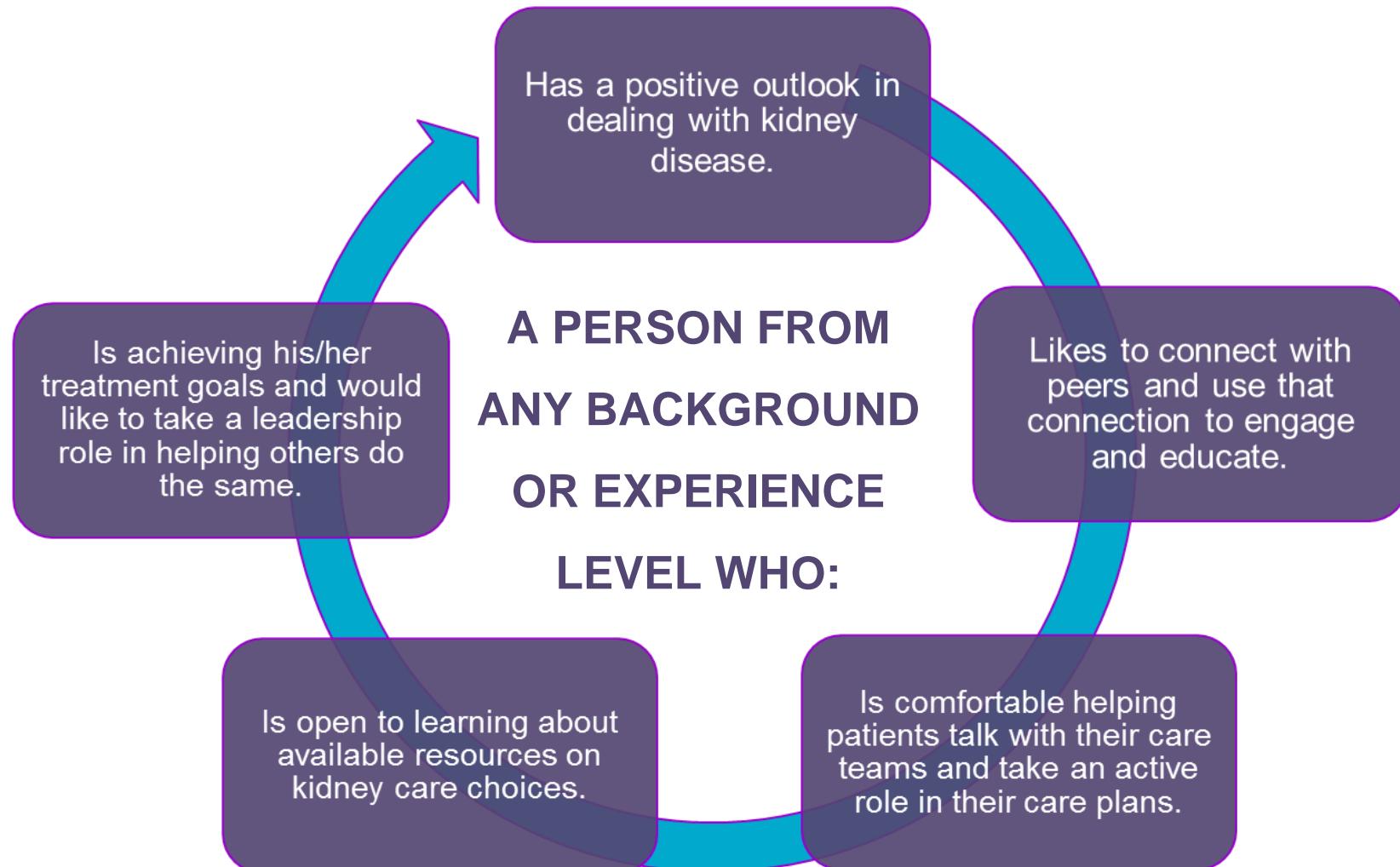
Peer Mentors Provide:



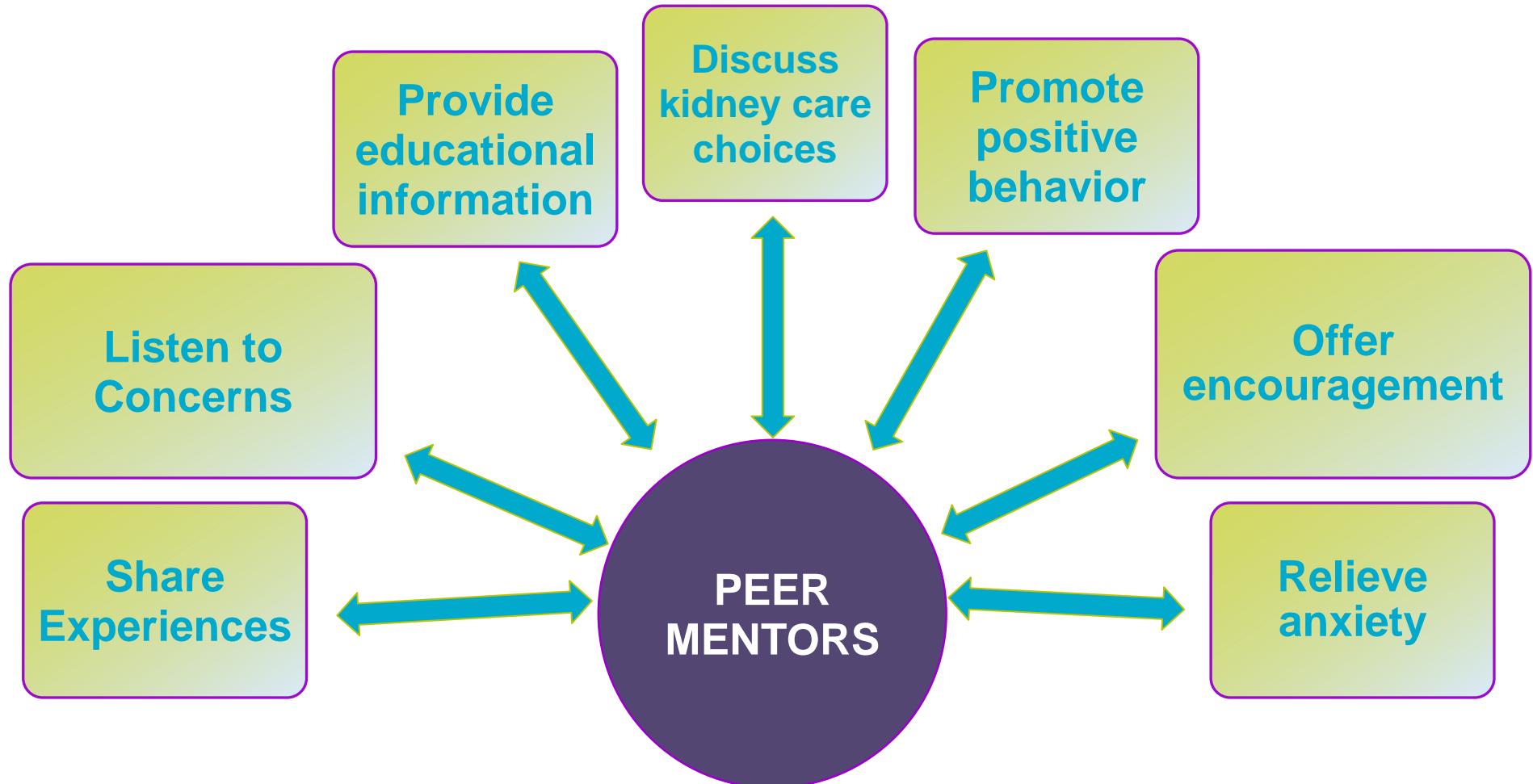
How Can Mentors Help Mentees?

- Peer mentors may have experiences overcoming the same challenges a mentee is currently dealing with;
- A mentee could be facing a lack of support from friends and family, which may make it difficult to follow his or her treatment plan;
- A mentee might have limited one-on-one support from medical staff and have unanswered questions.

Who is an Ideal Peer Mentor?



Role of a Peer Mentor



Mentoring is a TEAM Effort



As a peer mentor you will share your own experiences

- Peer mentors are not counselors.
- Peer mentors CANNOT provide medical advice

Results of Peer Mentoring

Your role as a mentor can help promote, influence and inspire your mentees to become more actively involved in their own medical care!



Part 2: Your Role as a Mentor



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 (**mentee**).
- As a valuable part of the healthcare team, mentors empower their mentees to better manage their lives after being diagnosed with kidney disease.



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 mentees.





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 mentees with new ideas, and encourage them to move beyond their comfort zone.



Helping Mentees Become Active



You can help your mentees become active by:

- Sharing factual information provided by your Facility and ESRD Network.
- 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 Mentors Face

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?**

**Choices like these can affect the quality
and length of a dialysis patient's life.**





Program Tools to Support Choices

- These are tools available that can help with those choices.
- These tools have been approved by patients like yourself.
- This program prepares you to share these tools with your mentee 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 mentee with:

- Understanding what your mentee 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 mentee reach out to their healthcare team.



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

Part 4: Program Guidelines



Program Guidelines Introduction

- Learn the design of your program through the five steps explained in this section.
- Understand the tools that will help you mentor.
- Start to think about how best to share information.
- Work with your facility peer mentorship program leads.



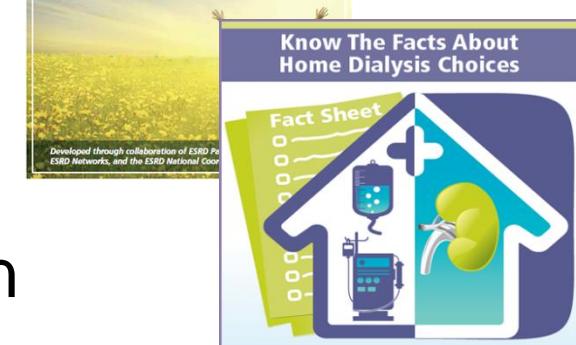
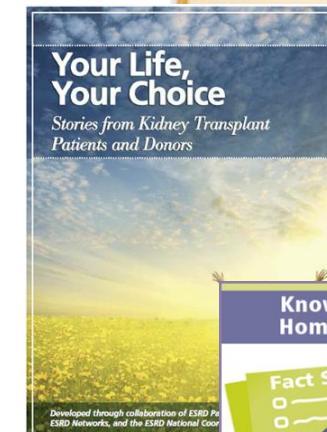
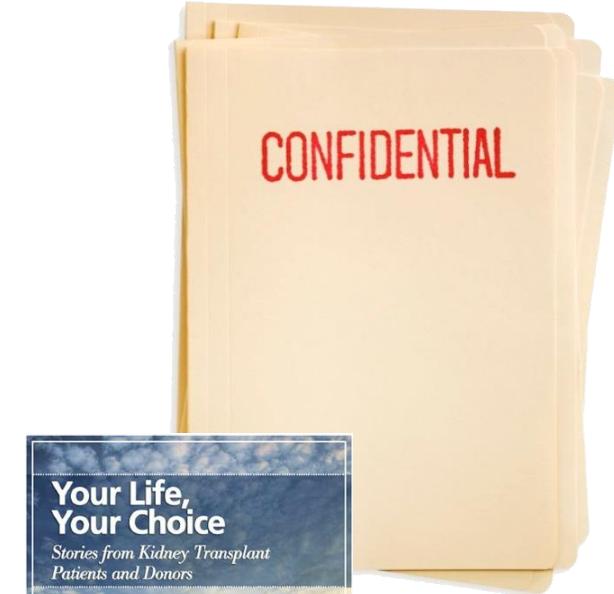
Step #1

Learn skill to help you talk effectively with another patient

- Shared Decision Making
- Communication and Leadership Development
- Privacy guidelines such as HIPAA and PHI

Topics Specific Learning Modules

- Discussing Transplant as an Option
- Discussing Home Dialysis as an Option

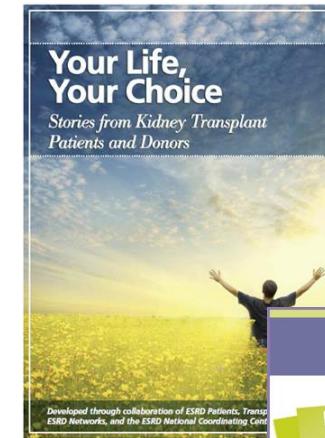




Step #2

Learn About Your Topic Area

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





Step #3

Mentorship Training

- Begin the training module for those areas where you have been asked to provide mentor support.
- If you have questions or need help in completing your training, talk with your point of contact at your Dialysis Facility that helped you enroll in this Peer Mentoring Program.





Step #4

Setting Up Your Mentorship Program for Success

- Notify your Facility that you have completed the training and competency quiz for your focus area!
- Discuss with your facility which options you want to use when mentoring other patients
- Your Facility will provide a list of your names for you to mentor.
- Talk with your Facility about how you should approach the people listed.



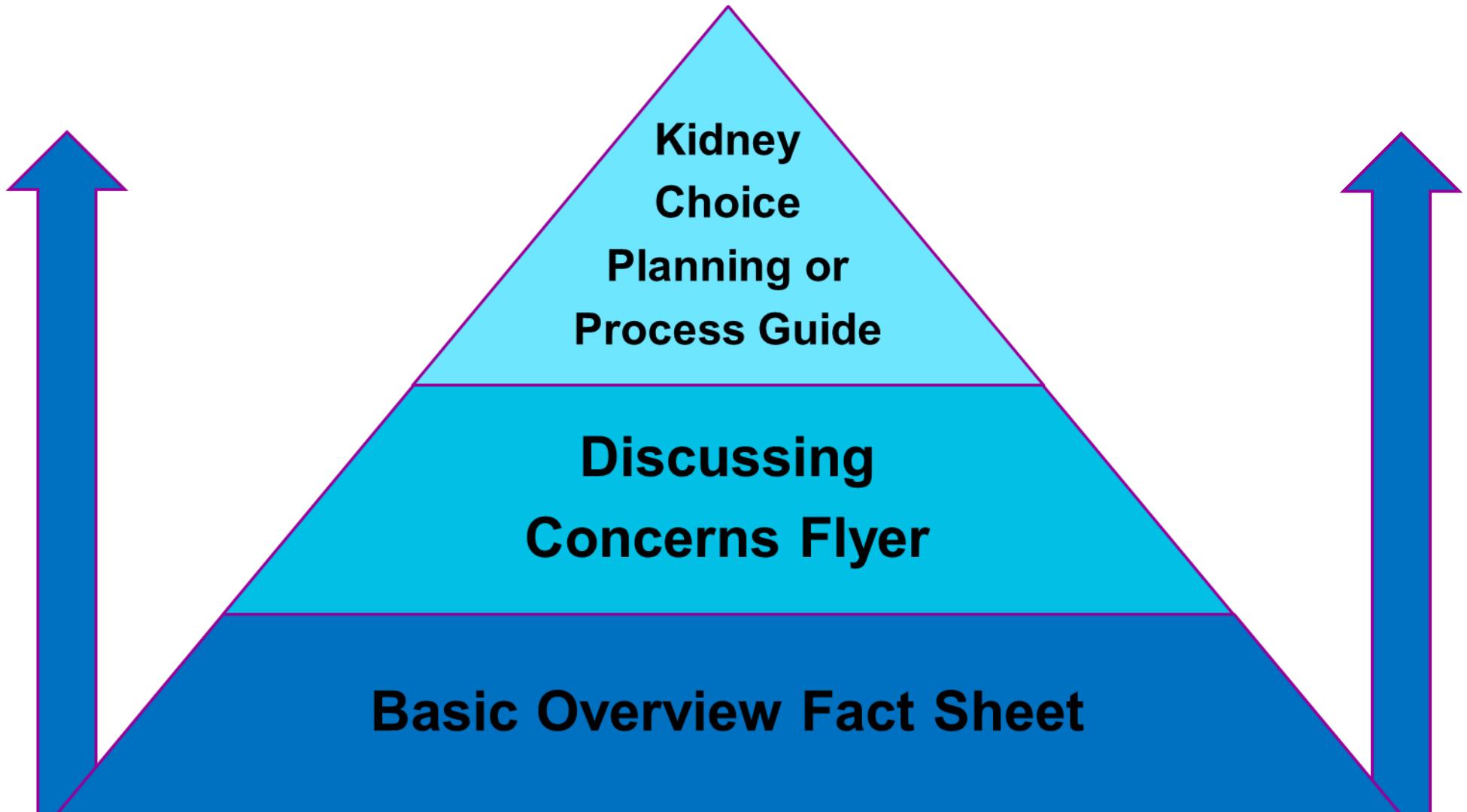
Step #5

Prepare your Materials

- For each kidney care choice there is a group of materials that we call a “toolkit” that contains three to four tools that will help guide your conversations.
- Ask your point of contact at the facility 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 mentees.



Understanding the Toolkit



Sharing the Toolkit

Does your mentee have all the facts?
Share the Overview Fact Sheet

**Does your mentee have all
of the information to make
an educated decision?**
Share tools about overcoming concerns

**Your mentee is ready to
make a decision on a
kidney care choice?**
*Discuss Planning
or Process
Guide*

Step #5

Plan your schedule

- Based on your patient list and your schedule, determine the best way to meet your mentees.
- Talk with your facility point of contact about your schedule plans.
- Start to meet with your mentees!



Part 5: Getting Started



Different Ways to Approach Mentoring

- **There are multiple ways to approach peer mentoring:**
 - Lobby sessions with follow-up one-on-one meetings
 - Individual, one-on-one sessions
 - Group sessions
- **Consider with approach is most comfortable for you.**
- **Talk with your point of contact about what may work best in your Center.**



Option #1: Lobby Session

Work with the point of contact at your center to plan a lobby session.

- Identify the best day / time
- Work together to gather materials to create an engaging educational booth and create a schedule for your sessions.
- Find the best location in the lobby for set up your materials.





Option #1: Lobby Center Mentorship

Talk with your mentees 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.





Option #2: Group Session

Your Center may recommend that you meet with a group of mentees at once.

To begin planning the group session with your Center, consider some of these questions:

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

Option #2: Group Session Mentorship

Talking with your mentees in a group session:

- Ask someone from your project to be a time keeper.
- Ask someone from your project team to help you stay on track.
- Start with a review of your topic.
- Keep your discussion informal.
- Allow mentees to ask questions.
- Plan time for discussion.
- Finish with plans for next steps.





Option #3

One on One Sessions

- Provide your mentee with a copy of the materials you want to share, and ask them to review the materials.
- Remember listening is your most powerful tool. It can open the doors for everything to follow.
- Never force a mentee to review a tool if he or she is not interested.
- If your mentee is not ready to talk, always be willing to talk at another time.

Getting Started: Let's practice

To give you a better idea of how to launch a mentoring program, let's practice by going through an example of how to start a one-on-one program with your mentee!





Day #1

- **Introduce yourself and get to know your mentee.**
- **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 mentee has the facts on his or her kidney care choice.
 - Provide a fact sheet, if you are able.



Day #3

Check in with your mentee 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 mentee overcome any concerns or barriers he or she may have shared.



Day #4

Check in with your mentee to see if he or she has questions about the materials you provided to help overcome any concerns or barriers.

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 mentee is ready to start making steps toward healthcare choice.
- Provide the planning guide, if appropriate.





Day #5

Review the planning guide with the mentee. 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 mentees successes in making a kidney care choice!

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



The Right Approach for You

WHAT
DO
YOU
THiNK?



Part 6: Planning for Success

Tips for Success with Your Mentees

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 Mentees

Remember!

- Every mentee 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 judgement about the best place to start.
- Using Active Listening skills learned in Module 1, to guide you in deciding the best time to share information with your mentee.

Tips for Self-Success

Remember!

- Celebrate every success.
- Know that you may not be able to reach every mentee, 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

Peer Mentoring Programs are 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 mentee.
- Ask the healthcare team to assist your mentee when needed.
- Talk with your peer mentor coach to think through issues and brainstorm ideas on how to improve your program.

Next Steps

Congratulations on completing the Mentoring to Support Choices module

- Next, please complete the module “[Review Quiz](#)” to earn your completion certificate.
- Share your completion certificate with your facility point of contact.
- Take the next foundational module “[Talking Effectively with another Patient](#)”

Congratulations!
**You have completed the Peer
Mentorship training module
Mentoring to Support Choices.**



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