

Integrating Peers into HIV Care and Treatment

Programs designed to keep people living
with HIV engaged in health care

PEER Center
Peer Education & Evaluation Resource Center



Boston University School of Public Health



Objectives

By the end of this seminar, participants will be able to:

- **Describe the key elements for integrating peers into the HIV care team**
 - Identify ways to structure a peer program within your organization
 - Identify roles and responsibilities for peers
 - Describe training and supervision for peers
 - Gain strategies for addressing challenges
 - Obtain ideas for funding & sustaining peers

People to People
MO Alliance: American Red Cross- St. Louis Chapter
Kansas City Free Health Clinic



PEER Center,
Boston University
Boston, MA
PEER Center
Peer Education & Evaluation Resource Center

PACT Project
Harlem Hospital
New York, NY



Lotus Project
Center for Health Training
WORLD
Oakland, CA

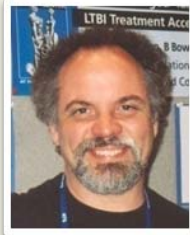


Speakers



PEER Center/BUSPH

Serena Rajabiun



PACT/ICAP/Columbia University

Paul Colson



Kansas City Free Health Clinic

Sally Neville



WORLD

Shalini Eddens

Agenda

- Interactive session with audience
- Take questions via the phone or written
- Evaluation

Structure of Peer Programs

- There is great diversity in peer programs.
- Generally speaking, peer programs work to:
 - Identify HIV+ persons
 - Engage & retain them in care
 - Support adherence to treatment
- Internal or External Programs
- Paid or Volunteer

Common Themes

- Peers are HIV+
- Representative of the community they serve
- Specific roles/job descriptions
- Trained
- Supervised
- Integrated with other services

Program Development

- Funding—we'll talk about that later
- Most programs started small
- There is an internal champion
- Clearly defined peer role
- Organizational buy-in
- Provider buy-in

Peer Roles and Responsibilities

- Client outreach & recruitment to care
 - Clients lost to care or newly diagnosed
 - Pre & Post test counseling

- Practical & emotional support
 - Transport to appointments
 - Appointment reminder phone calls
 - Interpretation
 - Disclosure support

Peer Roles and Responsibilities

- Healthcare systems navigation
 - Linkage to care and support services
 - Housing & dental care
 - Food or transportation vouchers
 - Non-medical case management
 - Facilitate communication with providers
- Educating & supporting clients to practice healthy behaviors
 - Making & keeping appointments
 - Reducing risks

Peer Roles and Responsibilities

- Group Facilitation
 - Support and education groups
 - Substance abuse groups
 - Adherence/wellness groups
- Collaborate with providers
 - Case conferencing
 - Participate in weekly multidisciplinary team meetings
 - Hold clinic hours

Peer Roles and Responsibilities

- Adherence support
 - Starting or changing treatment
 - Collaborate with clinical pharmacists/medication clinics
 - Treatment education
- Role modeling
 - Provide hope and inspiration
 - Unique understanding & perspective
 - Ability to connect

Training

- Most programs use a combination of techniques, including:
 - Interactive classroom training
 - Observing experienced peers
 - Self-study materials
 - Mentoring
 - In-service training
- Prior training on basics of HIV disease and its treatment are often required

Training

- Curricula focus on 3 themes:
 - HIV/AIDS information
 - Communication skills
 - Role of the peer
- PETS Initiative created Training Toolkit from various peer curricula:
 - Over 100 modules of varying lengths and foci
 - Includes information on designing and implementing training
 - Available on-line at http://peer.hdwg.org/training_toolkit

Supervision

- Peer supervision is vital
 - Peers on the “front line” of what their clients experience
 - The peer role is not well understood
 - Particular attention to the issue of boundaries is needed
- Most peer programs offer both individual and group supervision
- Group supervision allows the development of group cohesion and exchange of ideas

Supervision

- **Administrative supervision:**
 - Achieve program goals
 - Review tasks
 - Problem-solving
 - Attention to boundaries

- **Supportive supervision:**
 - Help the peer process his/her feelings about clients
 - Support peer in identifying and addressing client issues
 - Creates a safe environment for emotional support

Supervision

- **Clinical Supervision**
 - Provided by a licensed counselor
 - Supports the peer in understanding how the work affects him/her
 - Explores issues of transference and countertransference

Always a challenge

- Start small
- Look at current funding sources
- Ryan White mandates consumer involvement
 - Consumer involvement is a legislative mandate of Ryan White
- Stay Current

No Easy Answers

- Hard times
- Demonstrate outcomes
- Local foundations

Questions & discussion

FOR MORE INFORMATION

http://peer.hdwg.org/program_dev

The screenshot shows a web browser window with the address bar displaying http://www.hdwg.org/peer_center/program_dev. The page title is "PEER: Building Blocks to Peer Program Suc...". The main content area is titled "Building Blocks to Peer Program Success" and describes a toolkit for developing HIV peer programs. It includes a list of sections: 1. Introduction (PDF), 2. Organizational readiness for peer programs (PDF), 3. Designing a peer program, 4. Peer roles and responsibilities, 5. Recruiting, hiring and orienting peers, 6. Supervising peers, 7. Evaluating peer programs, and 8. Funding sources (PDF). There is also a link for "Program resources". The left sidebar contains a navigation menu with links to Home, News, About Us, Partner Sites, How Peers Help, Models for Peer Programs, Resources for Peer Programs, Build a Peer Program, Frequently Asked Questions, Newsletter, Upcoming Events, and Contact Us. Logos for Lotus Project and PACT (Peers in Action) are visible at the bottom left. The Windows taskbar at the bottom shows the Start button, several open applications, and the system clock at 3:55 PM.

Home

News

About Us

Partner Sites

How Peers Help

Models for Peer Programs

Resources for Peer Programs

Build a Peer Program

Frequently Asked Questions


Newsletter

Upcoming Events

Contact Us

Building Blocks to Peer Program Success

A toolkit for developing HIV peer programs






Purpose of this toolkit: to support organizations and communities who work with peers to effectively engage and retain PLWHA in care and treatment.

Primary audiences: directors/managers, supervisors of social services, clinic managers and medical directors, nurses and case managers, state and county health officials in charge of HIV program dollars, planning councils, consumer advisory committees and anyone interested in building, enhancing or incorporating peers into a program

Additional uses: Organizations can review and select relevant sections based on their program's needs and use the tools and resources available.

1. [Introduction \(PDF\)](#)
2. [Organizational readiness for peer programs \(PDF\)](#)
3. [Designing a peer program](#)
4. [Peer roles and responsibilities](#)
5. [Recruiting, hiring and orienting peers](#)
6. [Supervising peers](#)
7. [Evaluating peer programs](#)
8. [Funding sources \(PDF\)](#)

▶ [Program resources](#)



Resources

Websites:

- PEER Center: peer.hdwg.org
- Kansas City Free Health Clinic: www.kcfree.org
- Lotus project: www.lotuspeereducation.org
- PACT project Harlem Hospital: www.peernyc.org
- WORLD: www.womenhiv.org
- **TARGET Center:** <http://careacttarget.org/>

Thank you!

Serena Rajabiun
PEER Center

Paul Colson
PACT Program

Sally Neville
People to People

Shalini Eddens
The Lotus Project

For more information please visit

<http://peer.hdwg.org>

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