

Centre for Innovation in Peer Support

Quarterly Stakeholder Report

Apr 1 2018 – June 30 2018

We are very excited to share another quarterly report with all of our stakeholders. The Centre continues to move at warp speed and is absolutely buzzing with activities. We want to thank all of you for your continued support; and everything that you all continue to do to help promote peer support, meaningful engagement, person-directed care and healthcare transformation.

The Centre continues to ensure that the lived experience of peer support workers and the values (fidelity) of peer support work are viewed as assets that facilitate the journey of individuals to what they see as health and good quality of life. (Life worth living). It is with those values and priorities that we evolve the practices of peer support and ensure the involvement of people with lived experience and family in all aspects of this developing body of knowledge and practice, and continue to champion social and systems change.

The Centre finally has a logo!!

.....and really cool stick people.



Peer Support Canada conference in Calgary May 2018



We were thrilled to have two of our Mississauga Halton Local Health Integration Network (LHIN) peeps fly out to Calgary to support the Centre presentations. In the picture is:

Sandy Rao, Director, Regional Programs – Mental Health & Addictions, Mississauga Halton Local Health Integration Network

Liane Fernandes, Vice President, Regional Programs Mississauga Halton Local Health Integration Network

Christina Jabalee & Betty-Lou Kristy,
Directors, Centre for Innovation in Peer Support.

Why is Christina wearing a BIG white cowboy hat? The Executive director for Peer Support Canada (Shaleen Jones) and Rob Priest (and maybe Betty-Lou agreed it was a great idea) dragged Christina on stage to have 400 people sing happy birthday to her and make her wear the hat). (Which we will get payback for)

Just a quick reminder as we have some new stakeholders since the last report. We rebranded. Why? Transitioning from our previous identity of “Enhancing & Sustaining Peer Support” to the “Centre for Innovation in Peer Support” has allowed us to emerge with a larger and more comprehensive footprint to continue to lead transitional change. Strategically, it reduces barriers and creates even more opportunities to influence the regional, provincial, national and international landscapes; and helps us to represent the innovative, well researched and evidence-informed work to date.

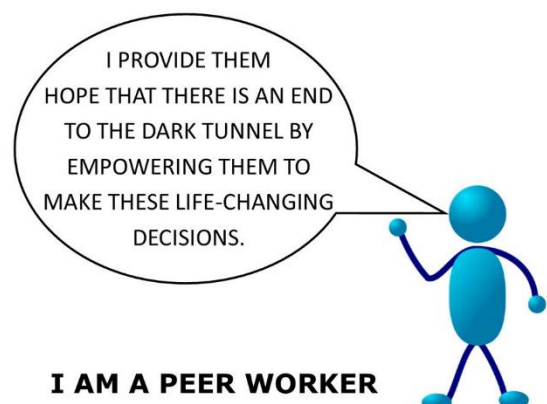


Why pinwheels?

- A visual metaphor—always turning, spinning, and offering up a kaleidoscope of wisdom, grace, dignity, and colorful possibilities.
- The diversity in the human condition & the energy of life.
- The dual notions of movement and stillness.
- The powerful energy behind our inner voice.
- Strength as well as fragility.
- Obstacles and freedom.
- Pinwheels make people feel energetic and inspired.

Overall it “speaks” peer support representing reality and hope as we journey together through the fluctuations of life and wellness.

Why stick people? They are universal, and “humanize” quotes, data & knowledge exchange.



Ontario Evidence Exchange Network's Promising Practice Feature of the Centre

The Evidence Exchange Network (EENet) is a knowledge exchange network that helps create and share evidence to build a better mental health and substance use system in Ontario. EENet has released an 8 page Promising Practice feature of the Centre titled **"Centre for Innovation in Peer Support: Improving Lives in Mississauga and Halton"**. It was released across the province in PDF version and also has its own webpage on EENet. Please check out the awesome webpage at the link below. You can also download the PDF version from the webpage.

<http://eenet.ca/resource/centre-innovation-in-peer-support-improving-lives-in-mississauga-and-halton>

Progress on the Centre's Development of Validated Research Tool (Survey)

Integrity, Quality & Impact of Peer Support

There is tremendous interest across the region, the province, and nationally/internationally from peer initiatives and agencies/hospitals providing peer support that have requested to use this when it becomes available. The Centre is very excited that the collective "we" have finished the reliability testing at St. Joseph's Healthcare in Hamilton which engaged people from the inpatient and outpatient mental health programs who have received peer support. The research study was approved by the Hamilton Integrated Research Ethics Board. After statistical analysis the results of the test-retest proved the tool was reliable!

Initial Findings:

Service Integrity (results)

The mean (average) score for all items was very positive, meaning there was a high degree of perceived alignment between the way peer support workers behaved (measurable actions) and the values of peer support.

Service Quality (results)

Overall, then, peoples' reported emotional state improved significantly with the introduction of peer support. This was mirrored by a parallel drop in negative emotions. (E.g. 30% experienced positive emotions before peer support, 80% positive emotions after peer support)



Service Impact (results)

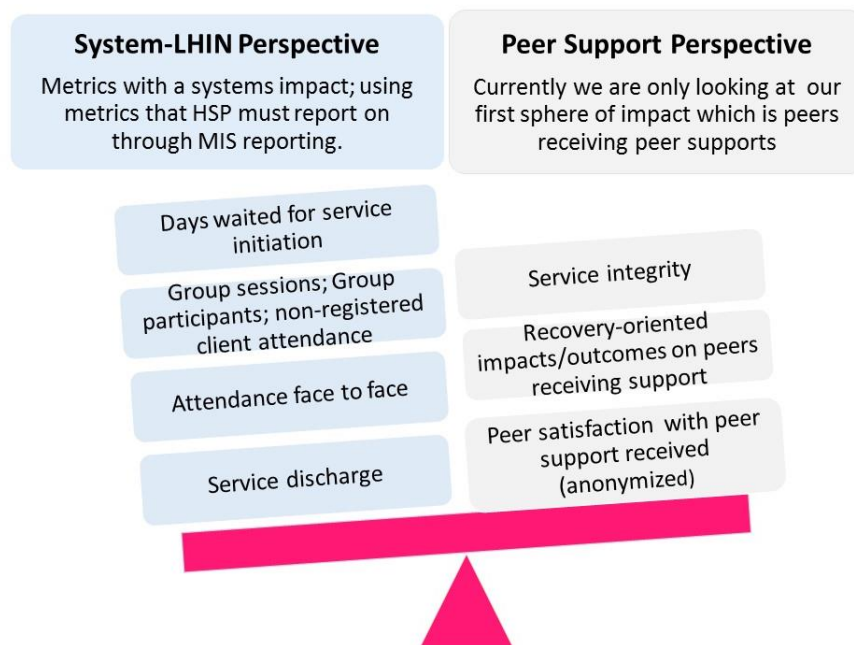
More than 80% agreed or strongly agreed that having peer support:

- Helped them be more hopeful about their life
- Gave them more confidence to tell health providers what they need
- Helped them deal more effectively with crises in their life

Between 75%- 79% agreed or strongly agreed that having peer support:

- Helped them get connected to appropriate supports and services
- Improved their ability for self-care
- Decreased their need for emergency and crisis services

Why is this validated research tool (survey) so important?



"I am very excited about the upcoming Integrity, Quality

& Impact of Peer Support indicator tool that will allow us to measure more than the amount of people taking our program; it will allow us to measure how our program is affecting people's lives"-

Dawnmarie Harriot, Working for Change

A HUGE thank you to;

- **Fiona Wilson**, M.Sc., CPRP; St. Joseph's Healthcare Hamilton, Manager, Patient & Family Collaborative Support Services; Professional Practice Lead - Peer Support Mental Health and Addiction Program who has worked with the Centre on reliability testing and other activities involving the administration of the survey.



- **Susan Strong**, PhD; St. Joseph's Healthcare Hamilton and Associate Clinical Professor, School of Rehabilitation Science, McMaster University is a researcher with a focus on Qualitative research, Social Programming & Evaluation who helped the Centre on reliability testing.
- **Simon Coulombe**, PhD.; Assistant Professor, Department of Psychology, Faculty of Science Wilfrid Laurier University, who continues to assist the Centre with some of the statistical and sampling issues with our research to ensure rigorous methodology.
- **Julia Kovalsky**, a Master's student with the School of Social Work at McMaster University who, in collaboration with our internal research team, managed a defined portion of the research related to this.
- All of the peers, peer supporters/experts locally and across the province who contributed to different iterative processes as this work evolved so we could satisfy research protocol and methodology.

We are finally ready to go out to the field! We will start with Trillium hospital "M" site focusing on peer support in the inpatient units with assistance from the Excellence through Quality Improvement Project (see below). We will then eventually roll out the Integrity, Quality & Impact of Peer Support survey across our 11 formal partners. We will be reaching out to each organization to decide on the best approach. Then we will go out provincially, nationally and internationally.

Excellence through Quality Improvement Projects (E-QIP) Cohort 2



E-QIP is a partnership between Health Quality Ontario (HQO), Addictions & Mental Health Ontario (AMHO) & Canadian Mental Health Association-Ontario (CMHA)

The Centre continues to work with E-QIP. The focus will be peers in hospital settings; optimal "patient experience" and impact by trying to find ways to effectively balance peer philosophy with hospital policy and procedures. The Centre will utilize the Peer Support Integrity, Quality and Impact tool (the tool) which was created based off the work from EQIP 1.0. The results from the tool would highlight opportunities for change in how peer support is delivered in the hospital settings. EQIP 2.0 will be a tremendous support in working through this process efficiently and effectively.



Wilfred Laurier University and Peer Support Canada

Thriving Peer Support Research Project- the Centre's application was successful and we were selected to be a part of this Canadian research project. The research is directed by Dr. Simon Coulombe, PhD.; Assistant Professor, Department of Psychology, Faculty of Science Wilfrid Laurier University, in partnership with Peer Support Canada. The goal of this research project is to identify and study ten thriving peer support programs across Canada and research why they work. Research will be based on principles of positive psychology and appreciative inquiry. The results will be analyzed and broadly disseminated to share best practices underlying thriving peer support. The researchers involved in the this research project could not find a succinct validated survey tool that could drill down on some specifics of peer support work and we were honoured that they have requested to use parts of the Centre's Validated Research Tool (Survey) Integrity, Quality & Impact of Peer Support.

Wilfred Laurier Ethics Process for the Administration of our Service Integrity/Quality & Impact Survey-

The Centre is working on an additional area with Dr. Simon Coulombe, Assistant Professor, Faculty of Science/Psychology, Wilfrid Laurier University, in order to obtain ethics approval for the administration of our service integrity/quality and impact survey to people receiving peer supports in all 11 organizations supported through The Centre. This approval is important in a couple of ways. First, it ensures that the surveying process meets professionally accepted ethics standards, adding credibility to our work. Second, having gone through an ethics process will increase the opportunities for the Centre to collaborate with others in publishing our work in peer-reviewed journals.

Developing a National Community of Practice (COP): Peer Support Evaluation & Research- As a result of discussions with many peer experts during a research COP at the Peer Support Canada conference it was identified that "something" needed to be created to collect, link, co-create and disseminate relevant research regarding peer support. This was extended to include evaluation of peer support. Out of this came a new collaboration between Peer Support Canada, Wilfred Laurier University and the Centre for Innovation in Peer Support to facilitate the development of a national (with international reach) Peer Support Evaluation & Research Community of Practice. We have had initial discussions to land the scope/vision with several peer initiatives and peer peeps, and will soon invite others across Canada who expressed interest in this at the conference, and then we will evolve to expand the reach to all who would be interested. There are so many pockets of excellence in peer support provincially, nationally and internationally; recognition that we are "stronger together" and a real desire to find a way to facilitate that, and in building capacity for evaluation, research, quality improvement that aligns with the values and fidelity of peer support.



Training-Implementation-Capacity Building:

Peer Position Network (Community of Practice)

The Peer Position Network continues to meet monthly in both Mississauga and Halton. Recently both sites now have the network members co-facilitating the meetings and we continue to create agendas based on the unique needs of each site. In the last quarter we had Bereaved Families of Ontario out to discuss grief and mourning and share resources with the networks. We also worked hard to tweak the language in the Promo Material Guidelines to reflect a united message on the work all peers are doing regardless of location or population. The Network is supporting easier access and system navigation by keeping a current Peer Service List of all easy to access peer support service in the Mississauga Halton LHIN. The list is currently given to all peer workers and will be available on the Centre's new website for anyone to access.

Peer Position Supervisor Network (Community of Practice)

The Peer Position Supervisors Network meetings are focused on developing region wide guidelines around the peer role implementation. Once the group has created a draft along with the Centre the documents are then flushed through the PPN for edits. The group finalized the Promo Material Guidelines for Peer Work. They are now working on the development of Documentation Guidelines for all peer positions promoting the values and developing a general Peer Worker Job Description that will accompany the Hiring Peer Guidelines document.

Peer Staff Core Skills Training

The Centre has rebranded its Peer Positions Core Skills Training to **Peer Staff Core Values Training**. It positions it to be distinct from the foundational peer work trainings to showcase the focus on peer workers as staff members. There is a need to support peer staff to negotiate the peer values in different work environments and within different agencies policies and procedures.

Peer Supervisor Training

The Centre is continuing to provide **Peer Supervision Training**. Due to ongoing request from individuals outside our region to participate in the training we hosted a training open to anyone across the province willing to come to Milton! We had 40 supervisors from varying organizations and regions around Ontario, including a waitlist and others wanting the training but could not make the dates. We are working alongside Robyn Priest to build an **online** training option and create a **train the trainer model** to support other peer initiatives to offer the training to supervisors in their region, including a built in community of practice for the trainers with Robyn Priest. We also continue to provide support



and edits to Peer Support Self-Help/CMHA Waterloo Wellington as they build a toolkit for peer supervisors, which will be a helpful accessible local resource in a few months!



“Continuous learning is a value of peer support I take seriously and I was excited to learn about the Peer Supervision training. As a coordinator of a peer leadership program, I was provided the knowledge I needed to support people as their peer roles grow”- Dawnmarie Harriot, Working for Change

Consultations-Engagement

The Centre has provided presentations to staff teams in several organizations this quarter around understanding the values based role of peer workers in their organization. Overwhelmingly, the pre and post surveys showed that the staff teams improved their understanding of peer work as a result of the presentation. The Centre will continue to offer these presentations as requested.



“Thank you for a wonderful presentation – it was an excellent overview of Peer Support – the session provided staff with information and knowledge enabling them to better understand the importance/value of peer support”- Anita Lloyd, Executive Director, STRIDE

Knowledge Brokerage- System Capacity Building:

The Centre presented multiple presentations/workshops at several conferences.

- We were at the National Conference Peer Support (Peer Support Canada) May 2018 in Calgary and presented in a multitude of ways. Collectively we co-facilitated two Community of Practices (COP). One was a Peer Support Implementation COP and the other was a Peer Support Research COP. We created and presented two poster presentations. Poster- Development of Research Tool: Integrity, Quality and Impact of Peer Support and Poster- Governance/ Relationship Structure for the Centre for Innovation in Peer Support. Then we did a 90 minute workshop session titled- Promising Practice Innovation in Peer Support. Great attendance!
- We were also at the Addiction and Mental Health Ontario (AMHO) Conference May 2018 in Toronto and divided ourselves up to be able to present workshop session titled - “So you want to hire a peer support worker? Lessons learned and negotiated in real time”; also presented with the Excellence through Quality Improvement Projects (E-QIP) in a workshop session titled- “These Quality Improvement Team Leads messed with the Excellence through Quality Improvement Project, See what they stumbled upon!” and presented with Provincial System Support Program (PSSP) Evidence Exchange Network (EENet) housed at Centre for Addiction & Mental Health (CAMH) in a workshop session titled-“Integrating the voice of people with lived experience and family members into system improvement initiatives” Lots of people attended!



Provincial/National Consultations/Engagement

As the government, healthcare, leadership & systems transform, the Centre recognizes it is imperative to continue our strategic alignment with provincial, national and international policy, planning & advisory tables and initiatives. We continue that engagement at existing “tables”. Where needed, we are strengthening alliances to negotiate changing demographics. As with emergence, we are focused on re-directing efforts to building new relationships with new leaders and policy because transition creates both barriers and opportunities.

Peer support
values
identified by
the Mental
Health
Commission
Canada



“Without your help again I don’t know where we would be today! You have no idea the impact you have had on my family. Thank you will never be enough! So truly blessed, you made a

huge impact and I’m so grateful for all your support”. –
Family member who received peer support.

Mississauga Halton LHIN Quality Award Table Display Presentation June 2018



Here we are in front of our posters and table display at the Mississauga Halton LHIN Quality Awards evening. This was a great opportunity for the Centre and promotion of peer support in general across a much broader section of healthcare throughout our LHIN but also Health Quality Ontario, top leadership, board members and quality improvement experts.

As a result of this, we have some newer pathways and connections to showcase all the amazing work being done by peer supporters, peer supervisors, agencies/hospitals providing peer support and our Mississauga Halton LHIN who continually champions all.

