

Centre for Innovation in Peer Support

Quarterly Stakeholder Report

July 1 2018 – Sept 30 2018

We are very excited to share another quarterly report with all of our stakeholders.

The Centre for Innovation in Peer Support is a system-wide initiative that provides infrastructure support for Peer Staff implementation in over a dozen Health Service Providers and systems/services across the province

The Centre continues to lead transitional change in the areas of, Training, Implementation, Evaluation & Research, Capacity Building, Knowledge Brokerage and Quality Improvement.

We focus in 7 areas of critical reflection; Person Directed Services; Developing a New Role in a System, Emergence, Governance, Service Integrity, Communities of Practice and the “Marrying” of all these areas.



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.

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.

Relationship Building: An Essential Component

At all times we will value -Inclusion and diversity

“We will develop and support relationships that promote equity and diversity, and that honour each individual’s option to choose his/her recovery journey. We will encourage the involvement of our colleagues in all of our initiatives”-Centre’s Charter 2015 (formerly Enhancing & Sustaining Peer Support Initiative)

The Centre focuses on building relationships and connection/linkage to regional, provincial, national and international peer support expertise; and system governance, policy and planning that create/impact the healthcare eco-system for peer support and the authentic engagement of lived/family experience.

Why? This reduces duplications, inefficiencies, barriers and silos. It creates opportunities to share (upload and download) knowledge, expertise & evidence. It is foundational to co-creation, humanizing and equity. It is solidifying the governance & infrastructure needed for sustainability, and the recognition and integration of peer supports as a viable and valued part of person-directed healthcare.



At all times we will value- The voice of People with Lived Experience and their Families

“When we make decisions, the perspective of People with Lived Experience and their families will be the primary lens through which we will evaluate options”- Centre’s Charter 2015 (formerly Enhancing & Sustaining Peer Support Initiative)



Evaluation-Research-Quality Improvement:

Ontario Evidence Exchange Network's Evidence Brief: Core Elements of Peer Support:

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. They are on our Stewardship Group and have been an amazing resource for us. The Centre requested an academic peer reviewed literature search (which resulted in the EENet Evidence Brief) as a means to vision forward with system transformation as a result of Peer Support Staff roles and the systems infrastructure that the Centre provides.

The context with which we applied for this was;

1. We will use this information to inform our training material to be inclusive and foundational in regards to peer work. We are already asked from other sectors to support trainings- this will help to validate that it is applicable regardless of experience.
2. It may help to adjust/validate the validated research tool we have been creating for two years with the help of Excellence Through Quality Improvement (E-QIP) measuring the integrity, quality and impact of peer work.
3. We will also be working with our Mississauga Halton LHIN to see how it may help us to create a bridge in our LHIN around offering peer work across healthcare.
4. We will use it as awareness raising through knowledge brokerage with our conference presentations, newsletters and website.
5. All of this will also contribute to person directed-people first care- helping to reduce silos and assist the system towards flexibility and bridging during the fluctuations and complexities of people's wellness at all ages and stages. System transformation.

"What are the core elements of successful peer support programs?"

(Click on Evidence Brief link below)

"Even though in recent years evidence for peer support is growing, little is known about what aspects make them successful. In this [Evidence Brief](#), we look at the core elements of peer support programs across different health sectors such as mental health and addictions, diabetes, chronic disease and cancer."



Excellence through Quality Improvement Projects (E-QIP) Cohort 2 & the Centre's progress with Validated Research Tool (Survey) Integrity, Quality & Impact of Peer Support:



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

The Centre is in the process of rolling out the Peer Support Integrity, Quality and Impact tool (the tool) which was created based off the work from EQIP 1.0 at one of our hospital partner sites. With amazing coaching from the E-QIP 2.0 team, tremendous support from the hospital team, hospital peer staff and Ed Castro from the LHIN... we are on track. The focus is on peers in hospital settings; optimal “patient experience” and impact by trying to find ways to effectively balance peer philosophy with hospital policy and procedures. When we complete this part of the process we will move on to all of our other 11 partner agencies/hospitals with the survey. Several have already volunteered to be first!!! Thank you.

Why is this so important?

Once we have baseline data we will be able to apply Quality Improvement strategies to improve or sustain the implementation of authentic peer work into our current system, so we can build the capacity of the peer work force, peer supervisors, the individual agencies and our system to authentically support it!



“Thank you for speaking with that individual, I was having a hard time reaching them and after you spoke with them they opened up”-Psychiatrist to Peer Worker

“Having the peers in our team meeting to debrief a traumatic event helped to bring insight and a new perspective”- Partner Agency Lead

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

The Centre continues to work through the additional processes 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. This extra ethics process will increase the opportunities for the Centre to collaborate with others in publishing our work in peer-reviewed journals.



Context...

We have recognized from the outset that clinical/medical models for governance, data collection, outcome measurements, work plans and project charters are not necessarily an ideal fit with the true organic nature, values base, and intention of peer work. However, we need to be responsive to existing system needs.

Our entire approach has been about bridging.



Developing a National Community of Practice (COP) Peer Support Evaluation & Research:

The Centre continues its leadership role to facilitate the development of a national Peer Support Evaluation & Research Community of Practice. Working with Dr. Simon Coulombe at Wilfrid Laurier University, Robyn Priest at Live Your Truth, Stephanie Rattelade at Stella's Place, Keely Philips at Centre for Excellence in Peer Support Waterloo/Wellington and previously Shaleen Jones from Peer Support Canada; a survey has been developed to identify the needs, the work in progress and interest to build building capacity for evaluation, research, quality improvement that aligns with the values and fidelity of peer support.

Canada-Norway Peer Support Research Project Consultation:

The Centre had on-going connection and provided advice to Gillian Mulvale, Director, Health Services Policy & Management Specialization/MBA Program with McMaster University who is facilitating some exciting work with a Canada-Norway Peer Support Research Project focused on operationalizing of peer support in health care including acute care settings such as hospitals. The Centre shared with Gillian about system implementation learnings from the Centre to inform the project's final report. Another consultation point was on evaluation and how peer support is being evaluated by the Centre, processes for development of an evaluation framework and tool.



Training-Implementation-Capacity Building:

Peer Position Network (*Peer Staff Community of Practice*)

The Peer Position Network continues to meet monthly in both Mississauga and Halton. We also worked hard to tweak the language in the Documentation Guidelines and the general Peer Worker Job Descriptions. The groups also provided valuable feedback on the Centre's new website and the upcoming brochure “**So You Want to be a Peer Worker**”. The group has also formed a sub-committee around Wellness Recovery Action Plan (WRAP) trainings to ensure there is a nice spread of days, times and locations of this workshop being offered in our region. This upcoming fall we look forward to having guest speakers discuss such things as; Gaining Autonomy of Medication (GAM), Harm Reduction and working from a Trauma Informed Lens.



“The peer workers not only support individuals engaging in services to have their voices and choices heard but they have become change agents within organizations through championing the inclusion of the perspective and voice of people with lived experience.”



Peer Position Supervisor Network (*Peer Staff Supervisors Community of Practice*)

The Peer Position Supervisors Network meetings are focused on developing region wide guidelines around the peer role implementation. They are just about to make the final adjustments to the Documentation Guidelines and general Peer Worker Job Description Template. After the summer off the group will reconvene in October to complete this work and plan for the upcoming year!

Peer Staff Values in Action Training

The Centre has rebranded its Peer Positions Core Skills Training to **Peer Staff Values in Action Training**. The training focuses on supporting peer staff to negotiate the peer values in different work environments and within different agencies policies and procedures. The Centre offers this 2 day training approximately 4 times per year for new peer staff in the region and as a refresher.



Peer Supervisor Training

The Centre is continuing to provide **Peer Supervision Training**. We have now built an **on-line** training option that is being offered every other month. This gives an easily accessible option to all supervisors in our region and others from any location! So far we have trained over 115 supervisors, including all the current peer supervisors from the Mississauga Halton LHIN region, supervisors from across the province and even some from Alberta and Nova Scotia! We are also continuing to provide support and feedback to Peer Support Self-Help/CMHA Waterloo Wellington as they complete their toolkit for peer supervisors, which will be a great resource and compliment to the training This should be completed and in circulation by November!



“I thoroughly enjoyed participating in the (on-line) Peer Supervision Training. I found it was extremely relevant to the work that I am doing, and the facilitators were extremely helpful in guiding me through the material. There was also an abundance of take-away material that I will be sure to continue to utilize in the work I am doing” – Allison Dunning, Mood Disorders Association of Ontario

Team Workshops

The Centre continues to provide presentations to staff teams in different organizations that have peer staff roles. It provides an understanding of the values based role of peer workers. The Centre encourages organizations to reach out to them to book a one hour team workshop to encourage authentic peer work in their organization!

Resources

- **Supervisors Tool Kits-** CMHA/Waterloo Wellington’s Centre for Excellence in Peer Support, with edits from the Centre for Innovation in Peer Support. **Coming Nov/2018**
- **“So You Want to be a Peer Worker”-** a brochure and webpage built in partnership with STRIDE, TEACH and the Centre for Innovation in Peer Support. **Coming Nov/2018**
- **Website-** the Centre now has a web presence! We are constantly learning, adding and growing so please provide us any feedback about what you like, what you would change and what you would add! www.centreforinnovationinpeersupport.com



Knowledge Brokerage- System Capacity Building:

The Centre has presented multiple presentations/workshops & facilitations: (Here are a few)

- The Centre presented on a Health Quality Ontario's (HQO) Opioid Use Disorder (OUD) Quality Standards webinar as they were involved with the advisory that developed these standards.
- The Centre presented at the Recovery Capital conference
- The Centre has been the lived experience/family voice shaping the "Improving Pain Care" workshop coming up at Health Quality Ontario's Health Quality Transformation conference
- The Centre will also will be a panelist on the Quality Data Blind Spots: Better Understanding Mental Health care at the upcoming Health Quality Ontario's Health Quality Transformation conference
- The Centre has been actively working with Health Quality Ontario (HQO) on the development and on-going Quality Improvement iterations of a "Patient"/Family Advisors Training" for the Patient Family Advisor Committees (PFAC) that the LHINs have. One of the Centre staff will be co-facilitating the upcoming training for our very own Mississauga Halton LHIN advisors. (The Centre has plans to offer this type of training in the near future. It just made sense to work with HQO and then co-create a product adapted for the Centre's needs with HQO endorsement)
- Betty-Lou talks about lived experience as evidence as one of the 4 stakeholders in this new Provincial Systems Support Programs (PSSP) Evidence Exchange Network's (EENet) new promo video. Click below for video.

[Watch this new video](#)



WE ARE PEER WORKERS



Provincial System Engagement:

This is worth repeating

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.

There several ways we are negotiating this. Betty-Lou applied for, and was accepted for the 5 day Provincial LeaderShift LEADS Executive Health Care Leaders training and received her certificate. This allows us to expand the Centre’s connections across the larger health care system.

Additionally, both Directors just completed an Excellence through Quality Improvement Projects (E-QIP) QI Executive Leadership refresher training.



Recovery Capital Conference Lived Experience Panel



Ann Dowsett Johnston , Betty-Lou Kristy (the Centre), Tristan Johnson (Bellwood) & Habib Hassoun

Ann Dowsett Johnston is the bestselling author of *Drink: The Intimate Relationship Between Women and Alcohol*, named one of the top 10 books of 2013 by the *Washington Post*. As a writer, she has made her name in international circles, winner of five gold National Magazine Awards.

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Medical Psychiatry Alliance (MPA) Annual Conference

Christina Jabalee (Panelist from the Centre), Retired Mayor Hazel McCallion, Dr. Ed Wagner MD, MPH, MACP-Director Emeritus (retired), MacColl Center for Healthcare Innovation, Kaiser Permanente Washington Health Research Institute (and others)

