

The Digital Peer Support Specialists: How We Got Here and Where We're Going

Introductory Webinar

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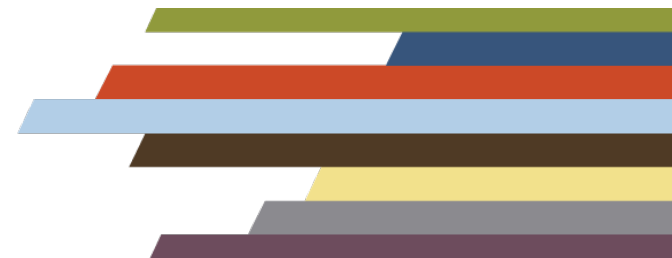
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<https://collabrh.org/>

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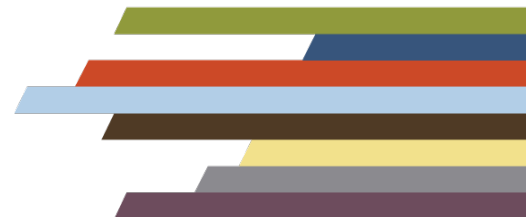
Acknowledgement

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At the time of this publication, Miriam E. Delphin-Rittmon, Ph.D, served as Assistant Secretary for Mental Health and Substance Use in the U.S. Department of Health and Human Services and the Administrator of the Substance Abuse and Mental Health Services Administration.

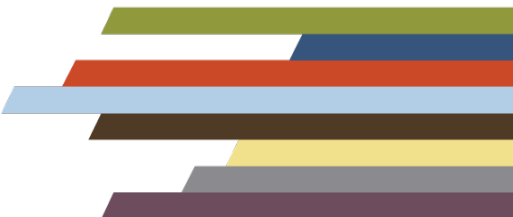
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Disclosure

Dr. Fortuna offers consulting services through Social Wellness, LLC and receives financial compensation from K Health.



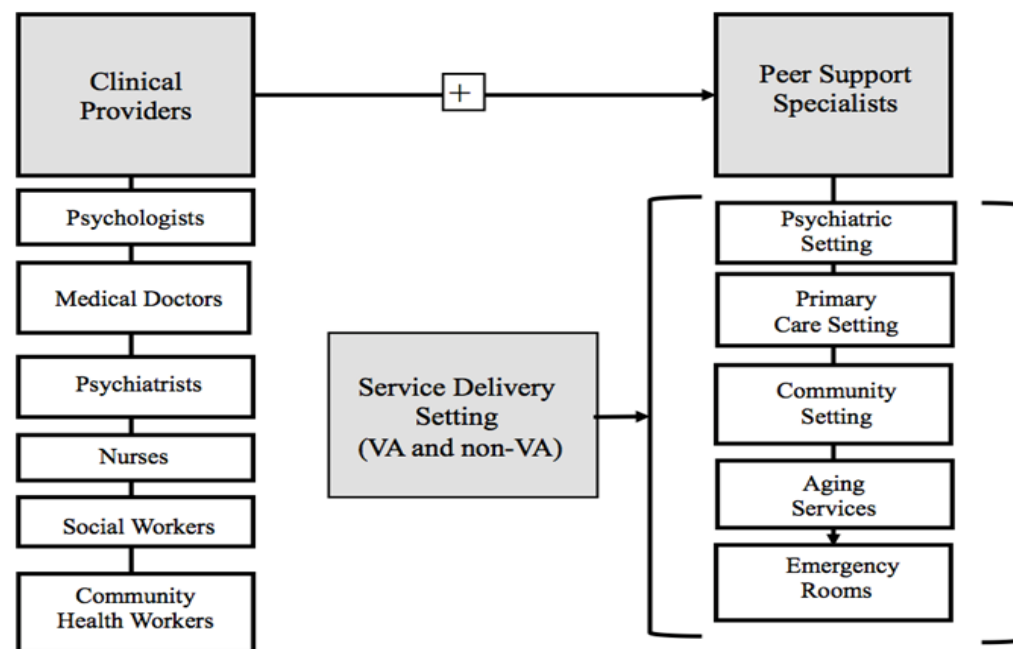
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The Origins of Peer Support

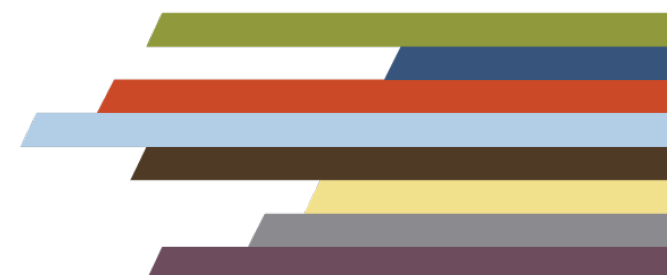


Bicêtre Hospital, Paris 1830



September 2020

Davidson L, et al. (2012). Peer support among persons with severe mental illnesses: A review of evidence and experience. *World Psychiatry*, 11:123-128

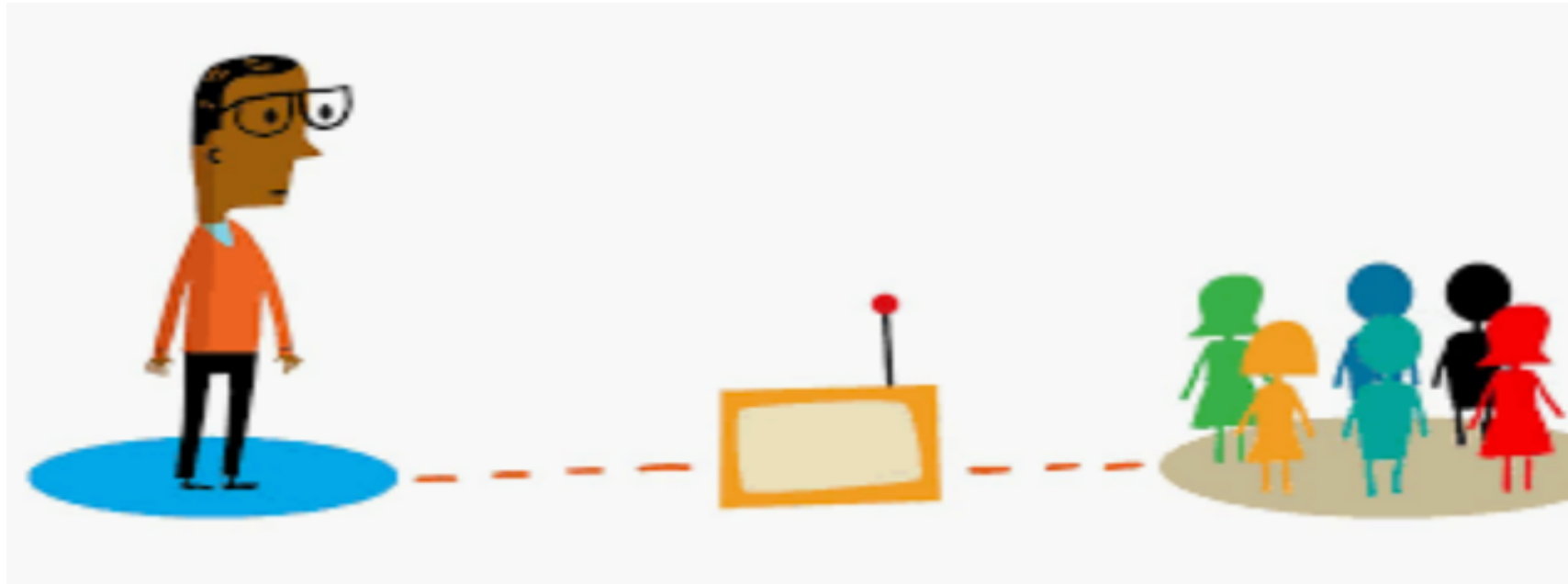


The Landscape of Digital Peer Support in Service Users

- National Online Survey, N=488 peer support specialists from 41 states.
 - 295 of which were trained in digital peer support.
 - Videoconference-based services (33.5%, 156; e.g., Zoom)
 - Smartphone-based communication (66%, 307; e.g., text messaging and telephonic peer support)
 - Smartphone apps (15.3%, 71; e.g., Calm)
 - Social media (13.1%, 61; e.g., Facebook)
 - Virtual reality (2.4%, 11)
 - Video games (1.3%, 6)
- Fortuna, KL, Collins-Pisano, C., & Ferron, JC. (under review).
Landscape of Digital Peer Support Services During COVID-19



Technology is a Means for Human Connection

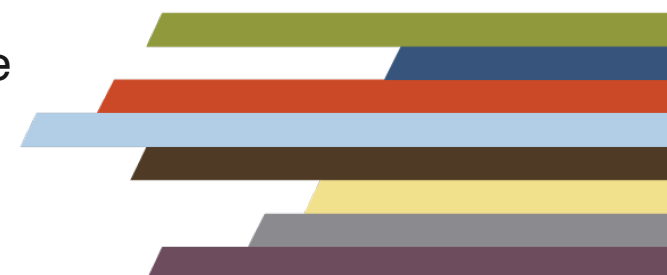


Fortuna, KL, et al. (2020). Digital Peer Support Mental Health Interventions for People With a Lived Experience of a Serious Mental Illness: Systematic Review. *JMIR: Mental Health*, 7 (3), e16460

The Role of Digital Peer Support Specialists in Supporting Service Users



Venegas, M. et al. (under review). Peer Support Specialists and Service Users' Perspectives' of Digital Mental Health Privacy and Ethics.



Digital Peer Support Certification

- What is Digital Peer Support?
- Digital Communication Skills
- Technology Literacy and Usage Skills
 - Digital Peer Support Technologies
- Organizational Policies and Ethical Issues
 - Privacy and Confidentiality
 - Monitoring Digital Peer Support
 - How to Address A Digital Crisis
- How to Hire, Train, and Supervise Digital Peer Support Specialists

digitalpeersupport.org

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Introduction to Core Competencies for Digital Peer Support: Efforts to Promote Consistency and Standardization of Best Practices.

JMIR Mental Health (IF4.388), Pub Date : 2021-09-09, DOI: [10.2196/30221](https://doi.org/10.2196/30221)

Caroline Collins-Pisano, Juan Velez Court, Michael Johnson, George Mois, Jessica Brooks, Amanda Myers, Anjana Muralidharan, Marianne Storm, Maggie Wright, Nancy Berger, Ann Kasper, Anthony Fox, Sandi MacDonald, Sarah Schultze, Karen Fortuna

BACKGROUND As digital peer support is quickly expanding across the globe in wake of the COVID-19 pandemic, standardization in the training and delivery of digital peer support can advance the professionalism of this field. While telehealth competencies exist for other fields of mental health practice such as social work, psychiatry, and psychology, limited research has been done to develop and promote digital peer support competencies. **OBJECTIVE** The goal of this manuscript is to introduce the co-production of core-competencies which can guide digital peer-support. Peer support specialists were recruited through an international listserv and participated in a 1-hour virtual focus group. **METHODS** A total of four focus groups were conducted with 59 peer support specialists from 11 states and 3 countries. **RESULTS** Analysis was conducted using RADar, and ten themes were identified: (1) protecting the rights of service users; (2) technical knowledge and skill in the practice of digital peer support; (3) available technologies; (4) equity of access; (5) digital communication skills; (6) performance-based training; (7) self-care; (8) monitoring digital peer support and addressing digital crisis; (9) peer support competencies; and (10) health literacy (emerging). The authors present recommendations based on these themes. **CONCLUSIONS** The introduction of digital peer support core competencies is an initial first step to promote the standardization of best practices in digital peer support. The established competencies can potentially act as a guide for training and skill development to be integrated into state peer support specialist competencies and enhance competencies endorsed by the Substance Abuse for Mental Health Services Administration. **CLINICAL TRIAL**

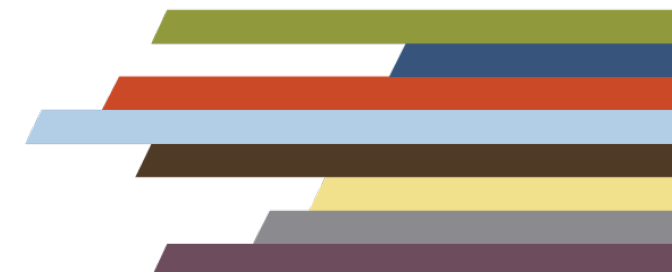
[Full text link](#)

digitalpeersupport.org

Mental Health and Substance Use Challenges Occur in the Community--- Not Always in the Clinic



Fortuna KL, Venegas M, Umucu E, Mois G, Walker R, & Brooks JM. (2019). The future of peer support in digital psychiatry: Promise, progress and opportunities. *Current Treatment Options in Psychiatry*, 1-11.



ACADEMIC RESEARCHER



CO-PRODUCTION PARTNER

RESEARCH BENEFITS

- New knowledge
- Deeper/new partnerships
- Academic trainees
- New methods
- New tools
- New research questions

DISSEMINATION BENEFITS

- Publications
- Presentations at conferences
- Workshops
- Social media strategy
- Media release
- IP including patents

UPTAKE BENEFITS

- Validation of research
- Policy/practice trainees
- New research questions
- Contextualization of research
- Technology license
- Best practices established

IMPLEMENTATION BENEFITS

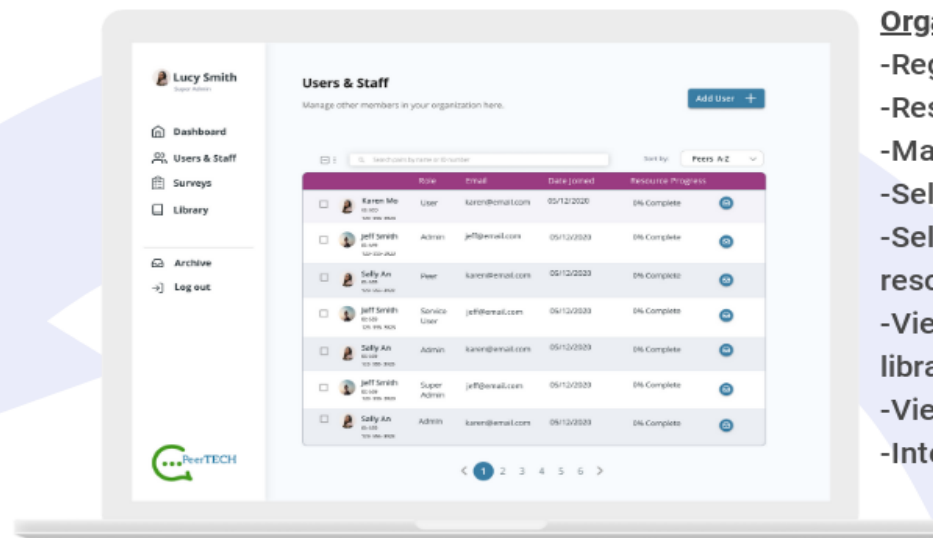
- Research informed policy, practice, service for end users
- New research questions
- Policy/practice trainees
- New program funding
- New product developed and brought to market
- Changes in programs

IMPACT

- Social, economic, environmental, health benefits for end beneficiaries
- Changed public awareness, beliefs
- New research questions

STAKEHOLDER ENGAGEMENT

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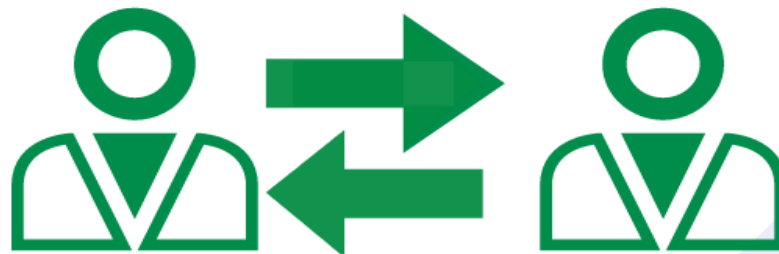


Organization Admin:

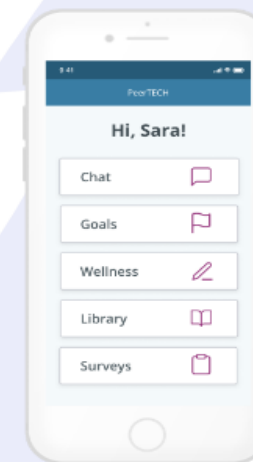
- Register peer support specialists and patients
- Reset peer support specialist and patient passwords
- Match patients with peer support specialists
- Select surveys to send out to patients
- Select intervention for patient's personalized resource library
- View patient progress through intervention resource library
- View patient survey results
- Integrate with electronic health record

Peer Support Specialist:

- HIPAA-compliant text and video chat with assigned patients
- Access to resource library
- Notifications to reach out to patients based on survey scores
- Schedule work hours



Two-way HIPAA-compliant text and video chat between peer support specialists and patients



Patient:

- HIPAA-compliant text and video chat with peer support specialist
- Personalized goal-setting
- Personalized wellness plan - Daily self-management task list
- Resource library
- Surveys (e.g., loneliness, distress)

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**BECOME AN
OLDER ADULT
PEER SUPPORT
SPECIALIST!**



Monday, May 3
Tuesday, May 4
Wednesday, May 5
10AM - 2PM EST

**Supporting Older Adults
Remotely (SOAR) is a 3-part
webinar series that covers:**

- Technology training & preference for older adults
- Normal aging & technology
- Resources to age in place
- Aging successfully
- Education on whole health
- Lived experience of aging with mental health and co-morbid physical health challenges
- Defining values & setting goals through life review
- Mindfulness & acceptance

[REGISTER HERE](#)

SOAR



Supporting Older Adults Remotely



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Developing Technology and Technology Policies for Equity



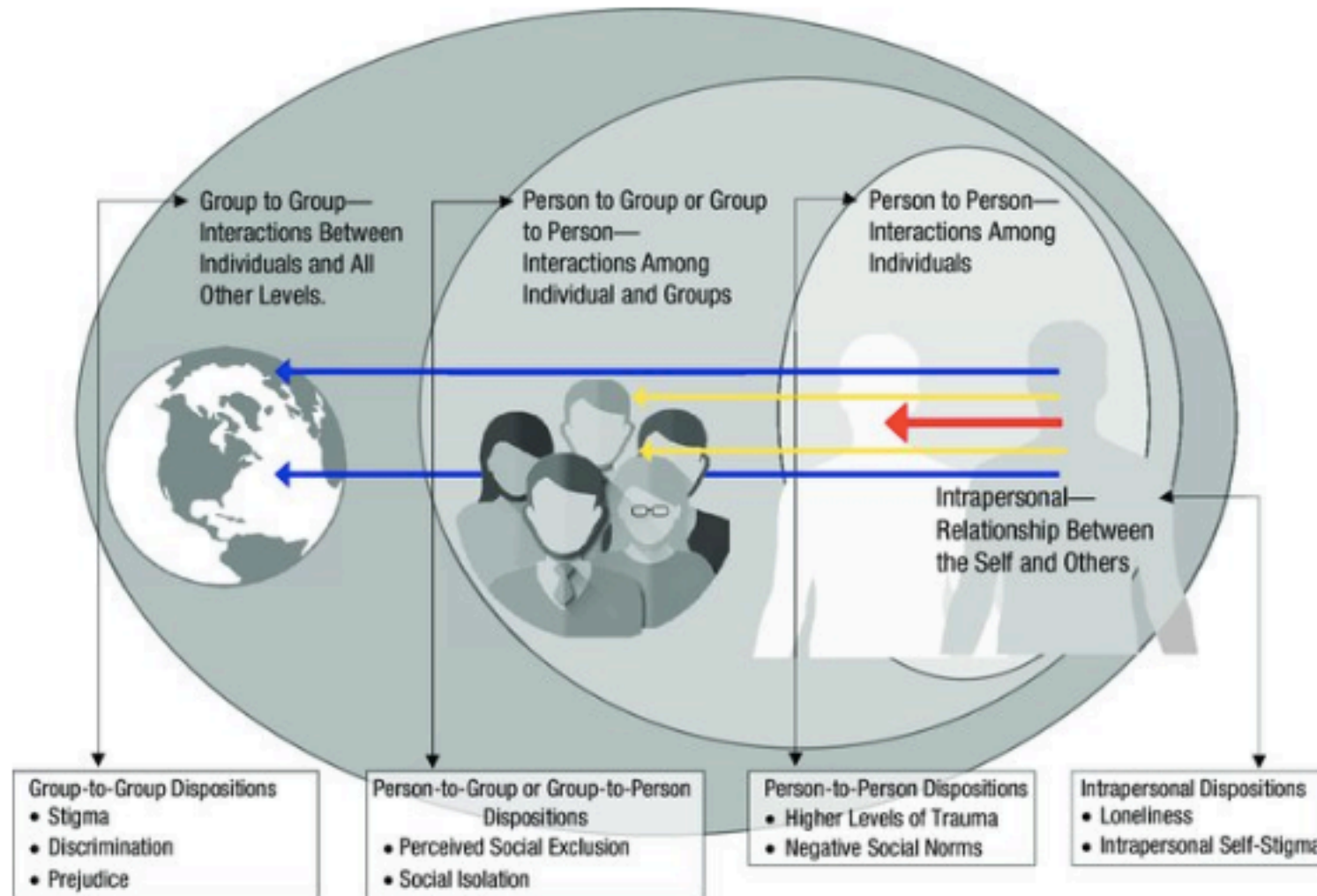
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PCORI Convening Meeting: Early Mortality Roundtable

Co-PI: Walker & Fortuna



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WHAT IF...?

Technology Has Potential to Identify Symptoms of Schizophrenia 20 Years BEFORE Actual Symptoms?

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What is Your.....

WHAT IF?

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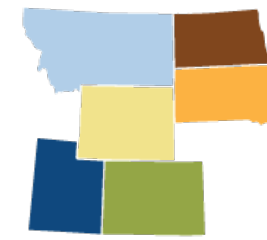
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Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration



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