

# Peer Institute 301: How to Develop and Maintain an effective Peer Support Program

**PEER Center**  
Peer Education & Evaluation Resource Center  
BU  
Boston University School of Public Health

people to people  
PACT

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## How to Develop and Maintain a Peer Support Program

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### Goals

- Create an individualized Peer Support Program implementation plan
- Identify strategies to support inclusion of Peers



The illustration shows a 3D scene with a yellow figure standing on a white path that leads to a white platform. On the platform, the word "GOAL" is written in red, bold letters. A red star is on the path near the figure.

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## Action Planning Tool

### Visualization Statement:

*“Our peers are integrated into our team as full members by exchanging relevant information about clients regarding adherence to medication and healthcare appointment struggles. Our peers meet clients one-on-one and in small support groups.”*




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## From Challenge to Desired Outcome

**Challenge:** Nurses and doctors never refer patients to our peer program.....

**Outcome:** Create a process by which the referral process is easy, convenient and makes organizational sense.....

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## Action Planning Tool

Activity	Description of Action	Who	Time-frame	Desired Outcome	TA/ Resources
Referral Process	<ul style="list-style-type: none"> <li>• Meet with doctors and nurses to understand why referring patients to peers doesn't happen; assess their understanding of benefits of having peers work with patients;</li> <li>• Review with nurses, doctors general format of patient visit;</li> <li>• Review peer schedules to determine likelihood of nurses, doctors and peers being on site at same time.</li> <li>• Analysis of process</li> <li>• Determine recommendations for enhanced referral process</li> </ul>	<ul style="list-style-type: none"> <li>• Peer program manager</li> <li>• Nurse Y</li> <li>• Doctor X</li> <li>• Peer</li> </ul>	By 9/15/08	<p>Create a process by which the referral process is easy, convenient and makes organizational sense:</p> <p>"Nurses and doctors will refer interested patients to our peer advocates (by providing an in-person introduction.)"</p>	<ul style="list-style-type: none"> <li>•Involve other peer support program champions to review referral strategy and attend meeting</li> <li>•Role play; consultant conversation with nurse and doctor</li> </ul>

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## Report Back

- Describe your desired outcome
- Actions steps to achieve your desired outcome
- Identify the Technical Assistance & resources

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## Resources

PEER Center:

[http://www.hdwg.org/peer\\_center/](http://www.hdwg.org/peer_center/)

The Lotus Project:

<http://www.lotuspeereducation.org>

PACT:

<http://www.peernyc.org>

Kansas City Free Health Clinic:

<http://www.kcfree.org/>

WORLD:

[www.womenhiv.org](http://www.womenhiv.org)

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