

# Peer Involvement Strategies

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Person with a Lived Experience

# Why Have a Peer Involved Overview

- ▶ A person with lived experience has a different perspective and ideas
- ▶ A peer can offer constructive criticism of what could be changed or work better
- ▶ A peer bridges the gaps between organizations and clients
- ▶ Provides confidence and self-esteem within the peer themselves
- ▶ A peer can be a huge encouragement and an inspiration for others

# How to Include the Peer in Your QI Team

- ▶ Identify the role the peer will fill within your team/organization
  - ▶ Peer is strictly a patient advisor and attends QI meetings to provide feedback and suggestions or,
  - ▶ Peer may develop into a specific role that is needed within your team/organization such as
    - ▶ peer navigator
    - ▶ community liaison worker
    - ▶ outreach worker
    - ▶ facility helper making coffee, providing snacks and conversations with clients
- ▶ What is the initial conversation with a peer before bringing them on?
  - ▶ Are you comfortable in giving your honest perspective and feedback to our team?
  - ▶ Could you commit to certain times for meetings?
  - ▶ Would you like to see your patient advisory role grow into other responsibilities and positions?

# How to Prepare Your Team & Peer

- ▶ Prepare other team members to create a supportive environment for when the peer advisor joins their QI meeting
- ▶ Be encouraging towards peer, ask about their experiences and *validate* them for their thoughts and questions
- ▶ Define and clarify what the structure of the role will be
  - ▶ Advisor that will attend monthly QI team meetings on specify date/time/location
  - ▶ Role will include: sharing perspectives, providing input and feedback, identifying ideas for changes and improvement, offering different outlooks

# Important Information for Peer

- ▶ Provide the peer with background information on BOOST
  - ▶ What do the acronyms BOOST, QI, PDSA, etc. stand for
  - ▶ What is QI language?
  - ▶ What is the teams aim?
  - ▶ What the team has tried so far, what has worked, what hasn't worked
  - ▶ Explain PDSA cycles and how they can participate
- ▶ Provide clear expectations of the peer and their involvement in the QI meetings
- ▶ Encourage peers to provide additional feedback or ideas outside of QI meetings if required
  - ▶ Office signage
  - ▶ Patient materials

# Conclusion

- ▶ What is “Guy’s” role in Connections?
  - ▶ Engage with clients and treat them with compassion and respect
  - ▶ Outreach people who are lost to care
  - ▶ Making sure people are signed in efficiently to see their doctor and nurses
  - ▶ Navigate them through hard to access services such as housing, detox, treatment
  - ▶ Advocate for client needs
  - ▶ Support staff, enforce policy, provide staff with lived experience perspective
- ▶ What are the potential benefits for the peer and the teams to work together in QI?
  - ▶ To hear new perspective, suggestions, outlooks, input
  - ▶ Better retention rates based on criticism and ideas
  - ▶ Bridge the gaps between people providing a service and people using a service