Peer Led Paradigms: Transforming HIV Service Delivery Models for Inclusive Care

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Learning Objectives

At the conclusion of this activity, participants will be able to:

1. Grasp the innovative role of peer-led scopes of practice in addressing structural barriers within HIV service delivery.

2. Explore strategies for workforce development through peer-led initiatives in the context of HIV care.

3. Acquire practical knowledge on implementing and sustaining peer-led models for improved inclusivity and resilience in healthcare.

BeU

Be Bold

FORT WORTH STOCK

Beat HIV

- Four north central Texas counties (Tarrant, Hood, Johnson, Parker)

- 2,918 square miles in the four-county TGA

- 85% (2,110,640*) of the TGA's general population reside in Tarrant within its 897 square mile area

- Two major cities within Tarrant County are Fort Worth (12th largest city in US) and Arlington

- 39 other suburban cities and towns within Tarrant County

*2020 Census

Fort Worth TGA
Fort Worth HSDA

Fort Worth/Arlington Transitional Grant Area (TGA)

Shut Down The Shame

Video at: https://youtu.be/J_6uf2kyRII?si=O5b_2ZDyNnrVJgqq

Who's in the room?

What is a Scope of Practice?

A standardized process to enhance the effectiveness and professionalism of Navigators, leading to improved health outcomes and quality of life for individuals living with or affected by HIV.

Scope of Practice Aims

✓ **Ensure Consistency and Standardization**

Support Professional Development

Promote Client -Centered Care

Ensure Ethical and Responsible Practice

What is a Scope of Practice?

A standardized process to enhance the effectiveness and professionalism of Navigators, leading to improved health outcomes and quality of life for individuals living with or affected by HIV.

Scope of Practice Aims

- Enhance Collaboration & Integration
- Support Ending the HIV Epidemic
- Ensure Program Accountability

Consistency & Standardization

- By defining the roles and responsibilities of HIV Navigators, the scope of practice ensures a consistent and standardized approach to peer support services. This consistency is essential for maintaining the quality and integrity of peer navigation programs across different settings and organizations.

Support Professional Development

- The scope of practice outlines the qualifications and training requirements for HIV Navigators, helping to establish a baseline of professional competence. It encourages ongoing professional development and continuous learning to enhance navigators' skills and knowledge.

Promote Client-Centered Care

- By highlighting the commitment to client-centered care, the scope of practice emphasizes the importance of tailoring support to meet the unique needs, preferences, and goals of each individual client. It fosters a supportive and empowering environment where clients are actively engaged in decision-making about their health and well-being.

Ethical & Responsible Practice

- The scope of practice includes a Code of Ethics, which sets ethical standards and principles for HIV Navigators. These guidelines help navigators maintain appropriate boundaries, confidentiality, cultural sensitivity, and professionalism in their interactions with clients.

Enhance Collaboration & Integration

- The scope of practice encourages collaboration between HIV Navigators, healthcare providers, and other professionals involved in the care of individuals living with HIV. It emphasizes the importance of working as part of a multidisciplinary team to ensure comprehensive support and services for clients.

Support the EHE Initiative

- The scope of practice aligns with the goals of the EHE initiative by promoting timely linkage to care, treatment adherence, HIV testing, and risk reduction strategies. It strengthens the role of HIV Navigators in reaching communities heavily impacted by HIV and reducing new HIV infections.

Ensure Program Accountability

- The scope of practice provides a framework for evaluating the performance and outcomes of HIV Navigation programs. It helps organizations and agencies monitor the effectiveness and impact of their peer support services, leading to continuous improvement and better results.
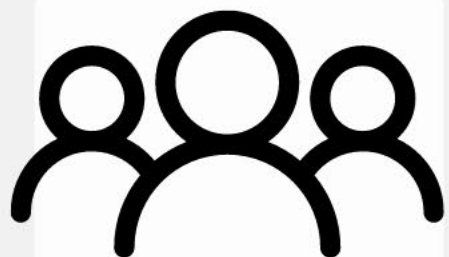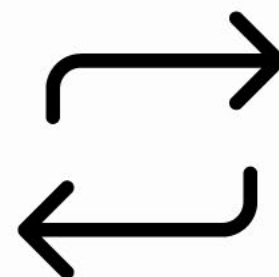
Community
Community shared the importance of competent navigation staff and peer navigation support
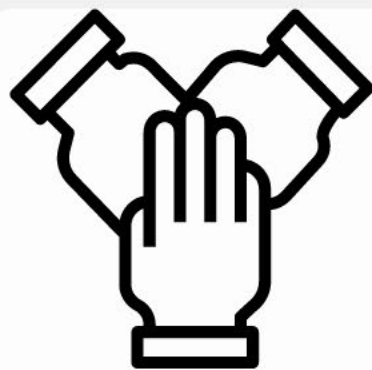
Collaboration
Collaborated with key stakeholders to identify needs of Navigators

Change
Developed mandatory training for all Navigation staff, including training of the trainer for supervisors

Continuous Learning
Create professional development opportunities for staff to continue to build skills

Community

- Partnered with HIT HIV

- Conducted community listening sessions

RECEIVING SERVICES

EAT PROPER DIET

15 YRS AGO... IT WAS A 3 MONTH WAIT.

NOW YOU CAN GET AN APPT. WITHIN 1 WEEK!

THE COMMUNITY WAS HELPFUL

WHAT COULD BE IMPROVED?

STREAMLINE DOCUMENTATION

WHAT ELSE CAN BE DONE TO KEEP PEOPLE IN CARE?

IN FORT WORTH

IT'S EASY YOU'RE COMPUTER SAVVY & RESOURCEFUL

INSURANCE WEBSITES OFFER REFERENCES

MY DOCTORED SCOPED OUT REFERENCES

PEOPLE DON'T HAVE TIME TO SCALE A MOUNTAIN of PAPERWORK

ESPECIALLY WHEN THEY NEED HELP URGENTLY!

PRIORITIZE MENTAL HEALTH

AHF SERVICE ... BUT CONFIDENTIALITY

EVERYONE KNOWS WHAT the A in AHF STANDS FOR

BEANS ·A·I·D·S·

MISNOMER HIV ≠ AIDS

CARE BEATS FEAR

MORE PEER INVOLVEMENT

I HAD TO BE a STRONG SELF ADVOCATE

WE MUST STAND UP IN OUR POWER & HUMANITY

CAN WE TRUST & SHARE WITH EACH OTHER

WE HAVE TO CONTROL OUR NARRATIVE... TELL OUR OWN STORIES

PEOPLE NEED TO SEE MORE OF THEMSELVES KNOW THEY AREN'T ALONE

ARE AGENCIES INCLUSIVE?

DEPENDS ON THE TYPE OF REPRESENTATION

PARTY STYLE ORIENTATION EDUCATION CRASH-COURSE

TRANSPORTATION FOOD SERVICES STABLE HOUSING — THE MAIN THING —

AT HOME / ONLINE INFO-SESSIONS

PERSONALIZED OUT REACH

WHAT NEEDS TO BE PROVIDED

SKILLS & "EVOLUTION" TRAININGS

COMPUTER LITERACY

HAIR & SKIN CARE

WOMEN'S RETREAT EXPERIENCE BREATH-CATCHING MOMENT

@DRAWNVERSATION

OLD STORY

YOU HAVE AIDS & 3-5 YEARS to LIVE...

PEOPLE WOULD RATHER TALK ABOUT YOU THAN TALK TO YOU...

GIRL... YOU KNOW SHE IS NASTY!

SOCIAL

PAPER OR PLASTIC

DISTANCING

BEAR HUGS BECAME BARELY HUGS

SOCIAL MEDIA IS GIFT & CURSE... SPREADS INFO & MISINFO QUICKLY

ADDRESSING STIGMA

HOW DO WE MINIMIZE STIGMA & GET TO CARE QUICKLY?

DESIGNATE JOBS FOR PEERS

SCHOLARSHIPS

MORE P.O.C ADVOCATES

TRAINING FOR UNINFORMED DOCTORS

REPRESENTATION ADS CENTER GAY & TRANS... WHERE ARE THE BLACK WOMEN?

Collaboration

- Partnered with key staff during development of scope of practice

- Conducted a Patient Navigation Needs Assessment

Age

Answer Choices	Responses	
18-24	8.70%	2
25-34	43.48%	10
35-44	13.04%	3
45-54	13.04%	3
55 and above	21.74%	5
	Answered	23
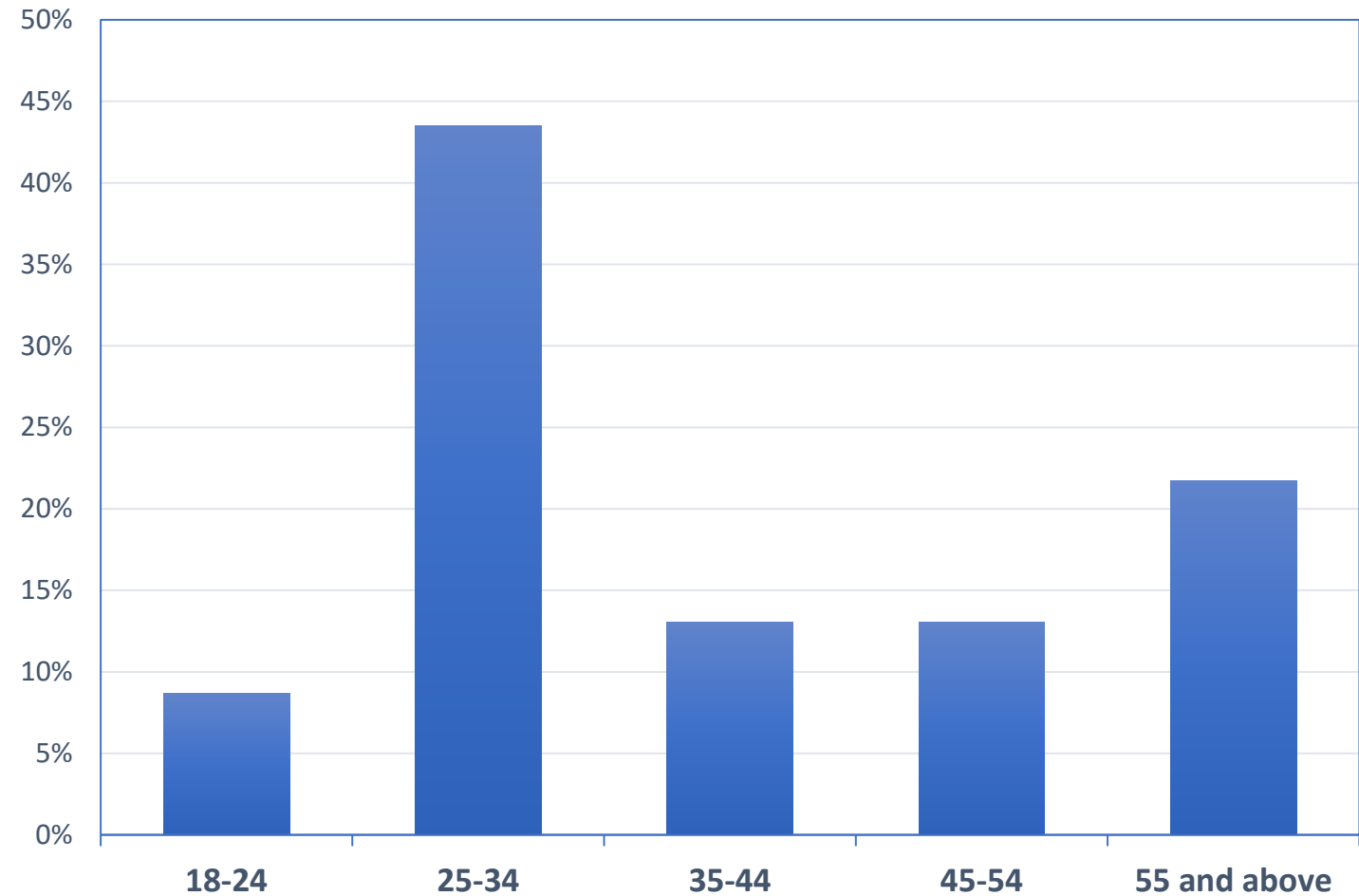
Gender

Answer Choices	Responses	
Male	39.13%	9
Female	52.17%	12
Transgender	8.70%	2
Non-binary	0.00%	0
Prefer not to say	0.00%	0
	Answered	**23**
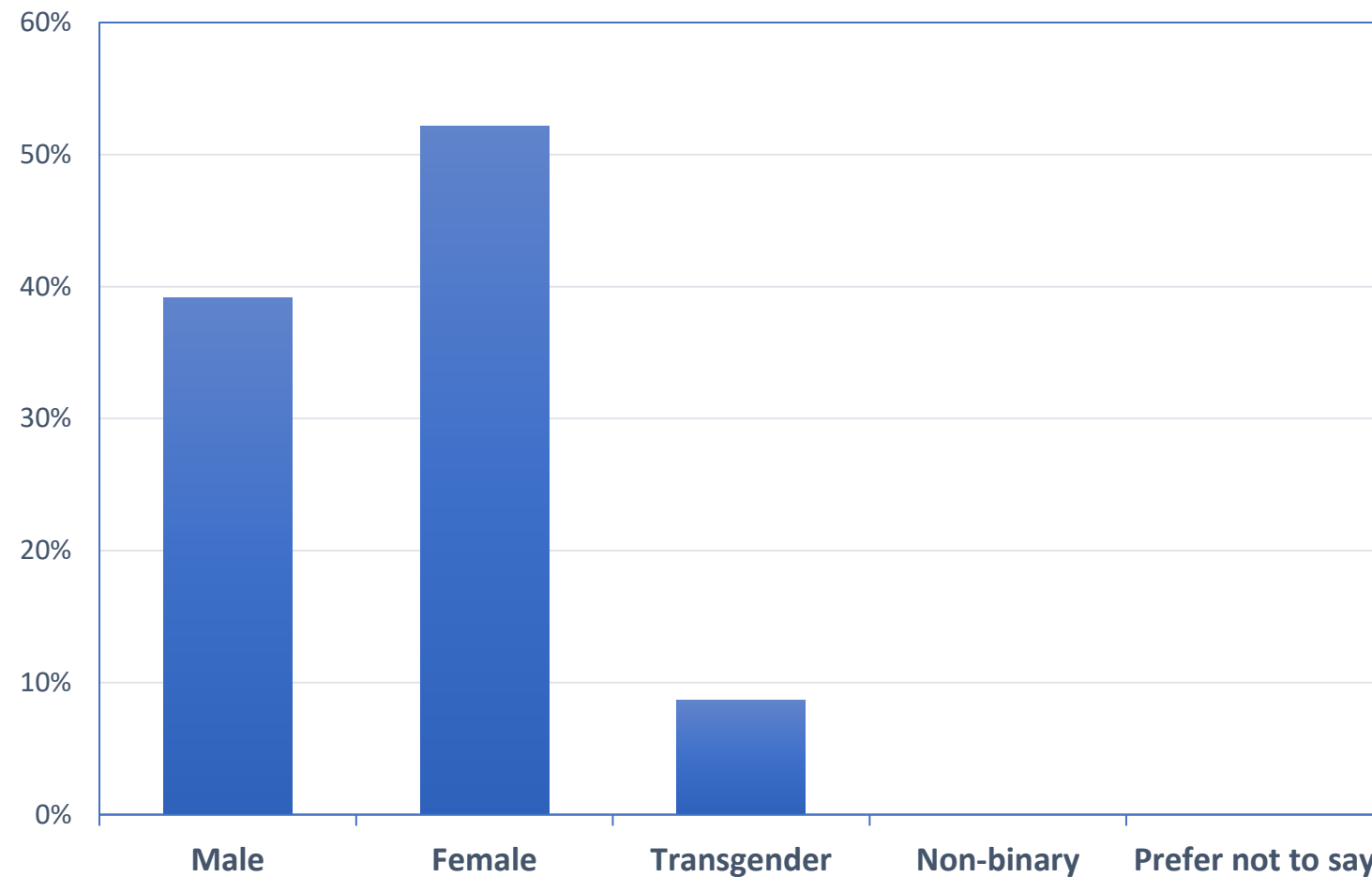
Education Level

Answer Choices	Responses	
High School or equivalent	39.13%	9
Associate's Degree	21.74%	5
Bachelor's Degree	26.09%	6
Master's Degree or higher	8.70%	2
Other (please specify)	0.00%	0
	Answered	22
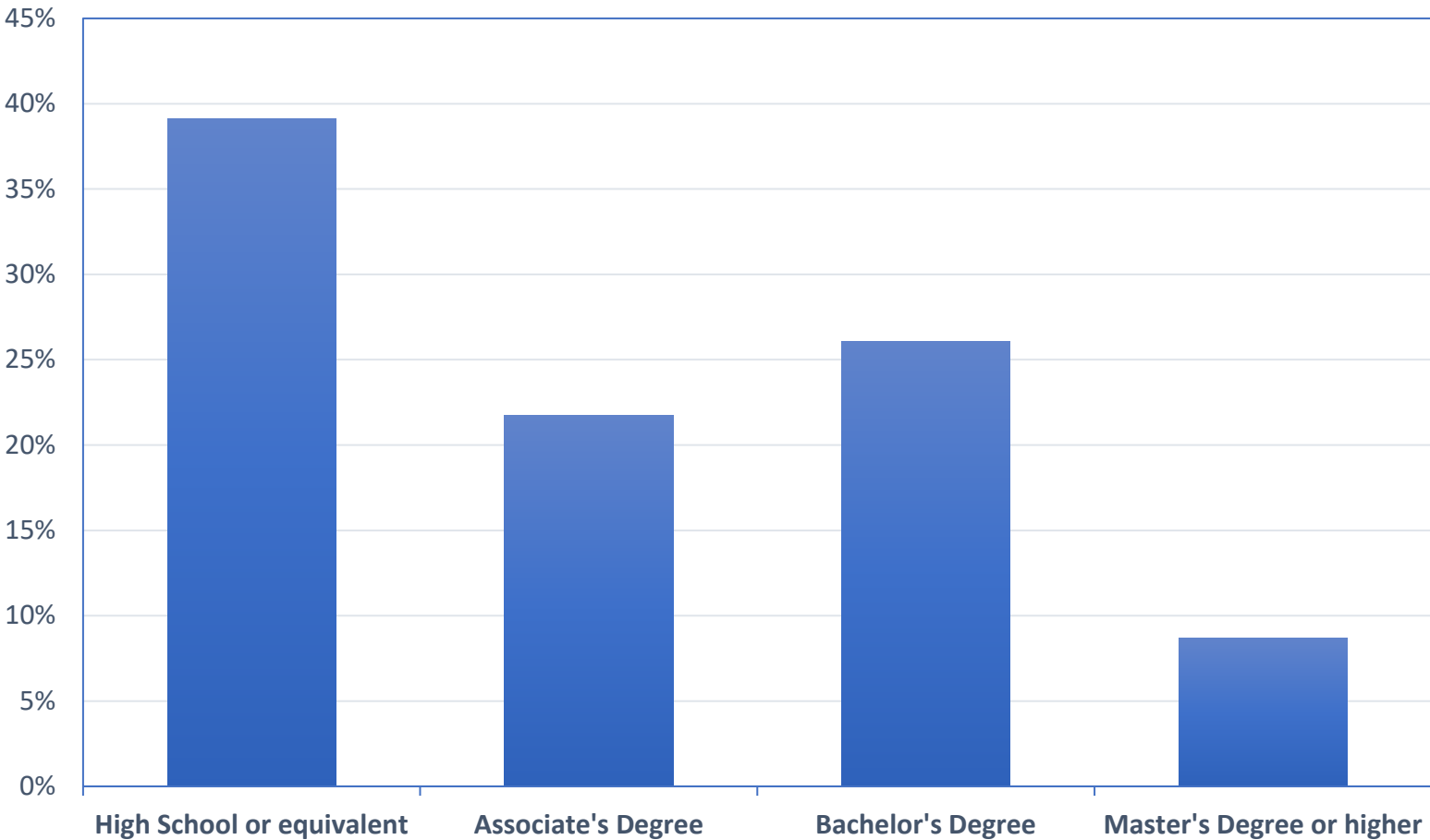
Years of Experience as an HIV Peer Navigator

Answer Choices	Responses	
Less than 1 year	43.48%	10
1-3 years	34.78%	8
3-5 years	8.70%	2
More than 5 years	13.04%	3
	Answered	23
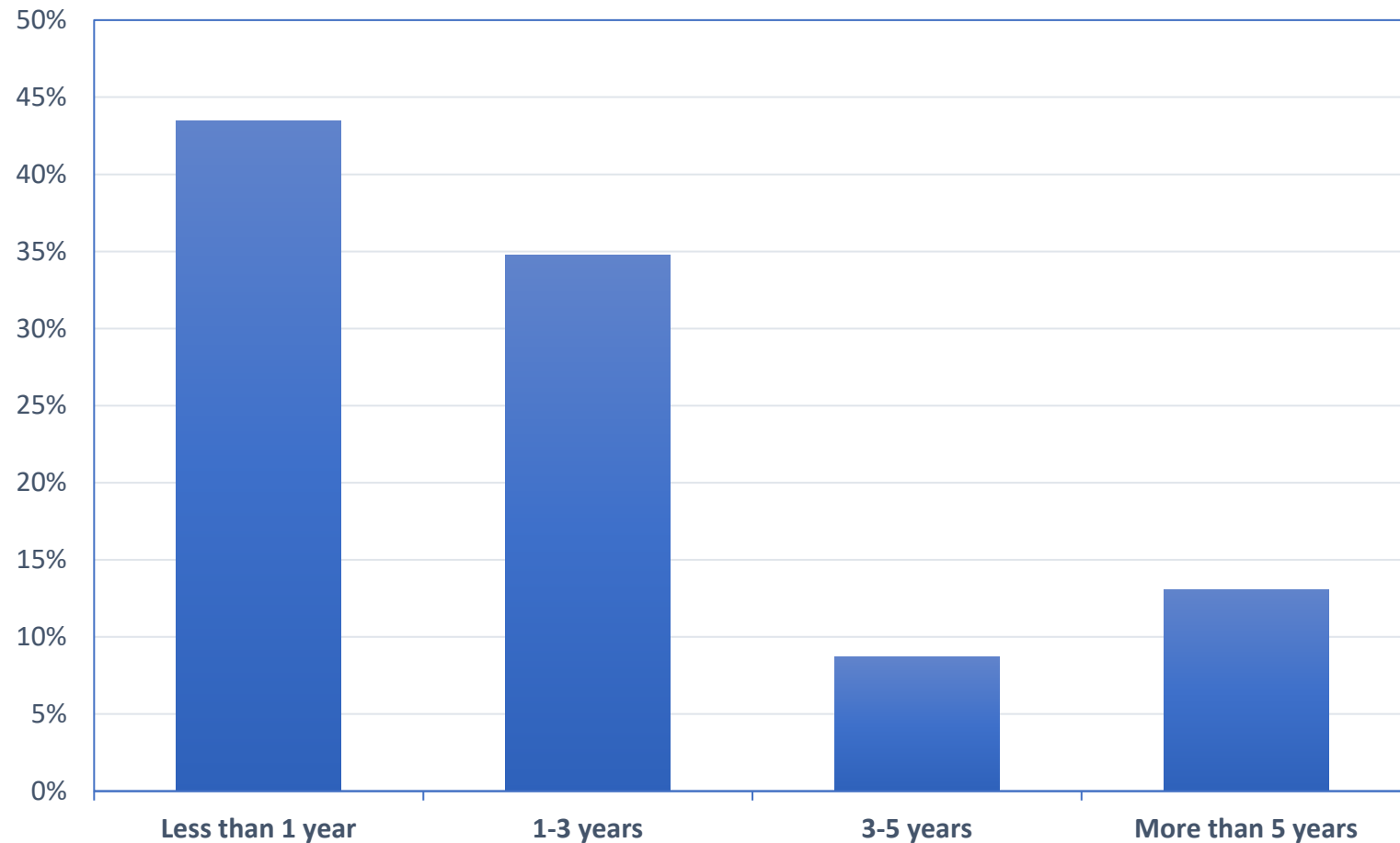
Experience and Challenges: In your experience as an HIV Peer Navigator, what are the most common challenges you face in your role? (Select all that apply)

Answer Choices	Responses	
Stigma and discrimination against people living with HIV	39.13%	9
Lack of resources and support services	65.22%	15
Lack of agency support/training/opportunity	21.74%	5
Limited access to healthcare and treatment options	17.39%	4
Communication barriers with clients	65.22%	15
Confidentiality concerns	26.09%	6
Maintaining healthy boundaries	26.09%	6
Other (please specify)	0.00%	0
	Answered	**23**
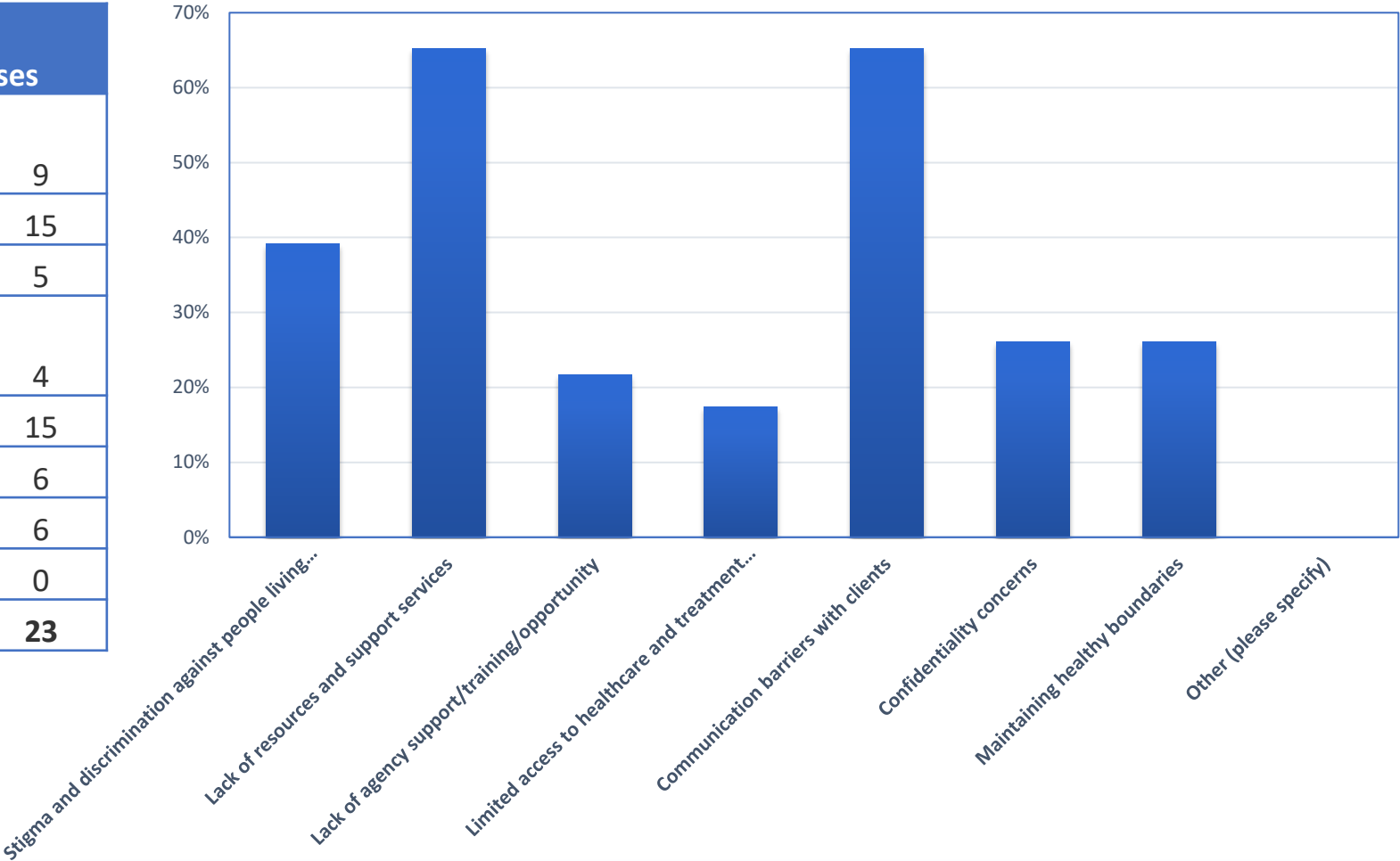
DEFINING THE ROLE OF A HIV PEER NAVIGATOR

Specialized form of support

Medication adherence counseling

Collaborate with multidisciplinary teams

Referrals to community resources

Share personal experiences

Ensure timely linkage to care

Provide emotional support

Change

Peer Navigator Pledge

Core Competencies

- Cultural Competency and Sensitivity
- Effective Communication and Active
- Listening
- Confidentiality and Privacy Practices
- Peer Support Techniques and
- Empowerment
- Knowledge of HIV Transmission,
- Prevention, and Treatment
- Understanding of U=U

- Assessment of Client Needs and Resources
- Crisis Intervention and De-escalation Skills
- Navigation of Healthcare Systems and Services
- Advocacy for Clients Rights and Needs
- Risk Assessment and Safety Planning
- Collaboration with Multidisciplinary Teams
- Self-Care and Professional Boundaries

Roles and Responsibilities

- Providing Emotional Support and Empowerment

- HIV Education and Information

- Linkage to Care and Support Services

- Medication Adherence Support

- Risk Reduction and Prevention Education

- Supporting Disclosure and Stigma Management

- Monitoring and Tracking Health Progress

- Facilitation Support Groups

- Community Resource Navigation

- Collaborating with Healthcare Providers and Social Workers

HIV Peer Navigator Code of Ethics

Preamble

The role of an HIV peer navigator carries profound responsibilities, acting as a bridge between clients and the multifaceted world of HIV care. Upholding the highest ethical standards ensures that we offer genuine, effective, and respectful support to those we serve. This Code of Ethics outlines the core principles guiding our profession.

HIV Peer Navigator Code of Ethics

Commitment to Client-Centered Care

Prioritize the well-being, rights, and needs of clients

Respect for Diversity and Cultural Sensitivity

Treat ever individual with dignity, respect and fairness

Maintain Professional Boundaries

Clearly define and communicate the scope of the Navigators role to clients

Ethical Decision Making

Prioritize the well-being and rights of the client as the primary guiding principle

HIV Navigator Pledge

As an HIV Navigator, I solemnly pledge to uphold the highest standards of professionalism, empathy, and ethical conduct in providing support to individuals living with or affected by HIV. In dedicating myself to this role, I commit to the following principles:

1 Client-Centered Care: I will prioritize the well-being and individual needs of my clients, fostering a safe and respectful environment that empowers them to make informed decisions about their health.

2 Compassionate Support: I will approach each interaction with empathy, active listening, and a non-judgmental attitude, offering emotional support and a caring presence to those I serve.

3 Cultural Sensitivity: I will respect and honor the diverse backgrounds, beliefs, and values of my clients, understanding how culture influences their healthcare experiences and decisions.

4 Confidentiality: I will maintain the strictest confidentiality, ensuring that all personal and health-related information shared with me remains private and secure.

5 Continuous Learning: I will actively seek opportunities for professional development, staying informed about the latest advancements in HIV care, treatment, and support services.

6 Ethical Conduct: I will navigate challenging situations with integrity and adhere to ethical guidelines, always placing the best interests of my clients at the forefront of my decisions.

HIV Navigator Pledge

7 Collaboration: I will work collaboratively with healthcare professionals, community organizations, and other stakeholders to ensure that my clients receive comprehensive and holistic care.

8 Stigma Reduction: I will actively combat HIV-related stigma and discrimination by promoting awareness, education, and understanding within the communities I serve.

9 Advocacy: I will advocate for the rights and preferences of my clients, ensuring that their voices are heard and respected in healthcare settings.

10 Documentation: I will maintain accurate and confidential records of interactions, referrals, and progress, contributing to the transparency and accountability of the peer navigation process.

11 Self-Care: I will recognize the importance of my own well-being and seek support when needed, acknowledging that my ability to help others is enhanced when I am emotionally and mentally well.

12 Impact and Empowerment: I understand that my role as an HIV Navigator can have a profound impact on the lives of individuals and communities. I pledge to empower my clients to lead healthy, informed, and fulfilling lives.

As an HIV Navigator, I solemnly pledge to uphold the highest standards of professionalism, empathy, and ethical conduct in providing support to individuals living with or affected by HIV. In dedicating myself to this role, I commit to the following principles.

Continuous Learning

Evaluation

Direct Observation

Performance Reviews

Self-Assessment

Case Studies

Knowledge Tests

Evaluation

Client Feedback

Skill-Specific Assessment

Chart Review

Peer Review

CQI Processes

Next Steps

- **Quarterly Meetings**
- **Skills Building**
- **Train the Trainer**
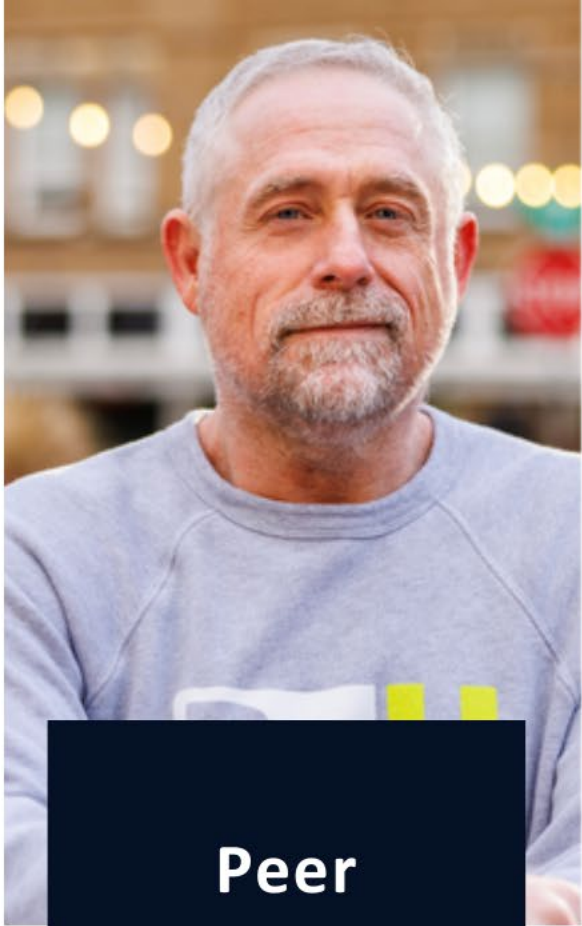- **Learning Managment System**
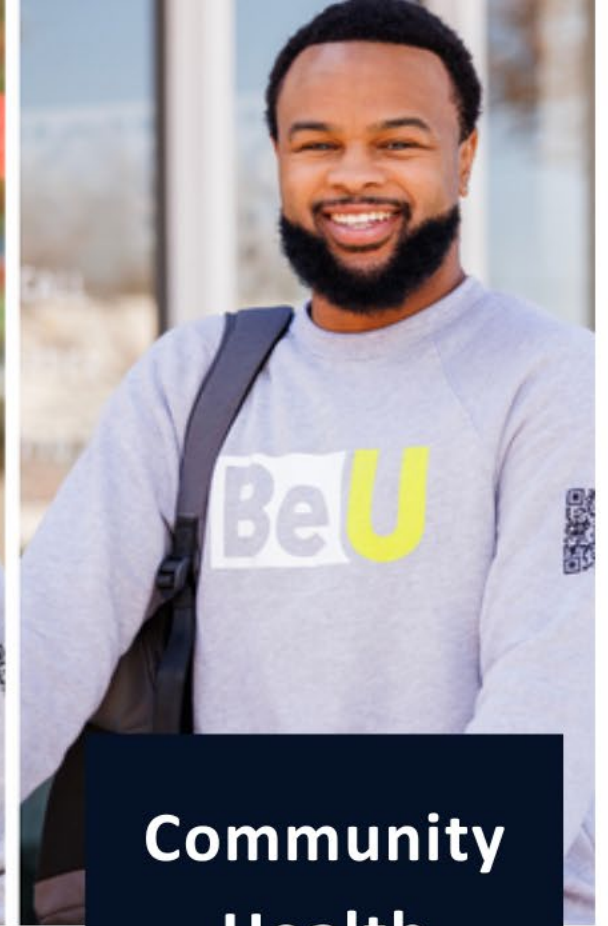- **Professional Development**

Peer Navigator

Patient Navigator

Patient Advocate

Community Health Worker

Many Roles | Same Goals

NATIONAL 2024
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT