

Peer Navigators: An Added Enhancement to Your Program

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Disclosures

- Lucellie Wells

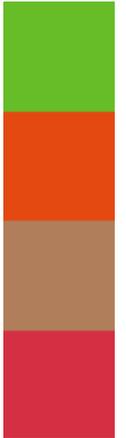
Has no financial interest or relationships to disclose.

- HRSA Education Committee Disclosures

HRSA Education Committee staff have no financial interest or relationships to disclose.

- CME Staff Disclosures

Professional Education Services Group staff have no financial interest or relationships to disclose.



Learning Objectives

By the end of this session participants will be able to:

- Explain 4 ways in which the Peer Navigators enhance the overall Ryan White Program.
- Understand how Boulevard Comprehensive Care Center incorporated the Peer Navigators into its strategic planning process to create a positive impact on other key indicators.
- Use Peers to facilitate and sustain successful Consumer Advisory Boards.

Boulevard Comprehensive Care Center

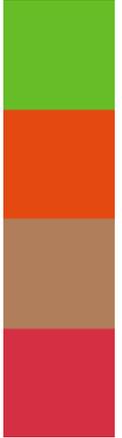
(Peers are integrated into all services)

- **Largest HIV/AIDS care and prevention provider in the Greater Jacksonville, Duval County area**
 - **Care Services**
 - Approximately 3000 patients
 - Full range of HIV/AIDS Primary Care
 - **Case Management**
 - **Behavioral Health**
 - **Financial Enrollment**
 - Over 4000 clients
 - **ADAP Services**
 - Over 600 clients
 - **Clinical Trials**
 - **Dental Services**
 - **4 Satellite Centers**

Who is a Peer?

- Persons living with HIV/AIDS
- Share key characteristics with target population
 - Community Member, gender, race/ethnicity
 - Disease status or risk factors
 - Salient experiences, e.g. former drug use, sex work, incarceration

Who is a Peer?

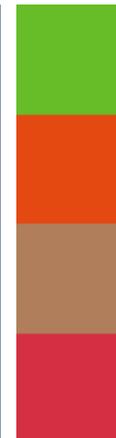


- Utilizes Shared experiences to act effectively as:
 - Trusted educator
 - Mentor for adopting health behavior
 - Role model
 - Emphatic source of social and emotional support

Hello Washington!!! 😊



From Florida!!! 😊



Contributions of HIV-positive peers

- Adherence to medical care (keeping appointments, responding to physician referrals, picking up medications)
- Linking to medical care and support services
- Self-management of disease
- Emotional Support/Reduced risk behaviors

Peer Navigator Program

- 2004: First Peer Navigator Team
 - Peers used for navigation through system
 - Outreach
 - Other functions
 - Funding from Ryan White

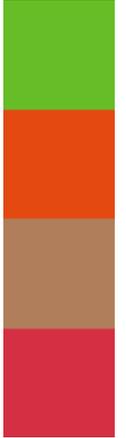
Qualifications for Being a Peer Navigator

- HIV-infected and adherent to antiretroviral therapy
- Duval County Resident
- Committed to helping others
- Good communication skills
- Not currently abusing drugs

Organizational Structure

- Initial training and orientation
- Clear job descriptions
- OPS Part time work 15-20 hrs/week
- Volunteer work
- Continuing education/staff development
- Member of interdisciplinary team
- Close supervision

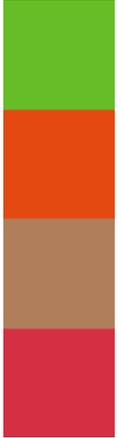
Peer Navigator Roles



- Pre/Post Test Counseling
- Patient Navigation and retention in care
- Support Group Facilitation
- Referrals for in-house services, community resources
- Adherence
- Chair Consumer Advisory Board

Consumer Advisory Board

- Facilitates Consumer Advisory Board
- Recruits Members
- New Patient Orientation
- Annual Festival (Education/Prevention)
- Annual Banquet (Celebration of a Queen Award)

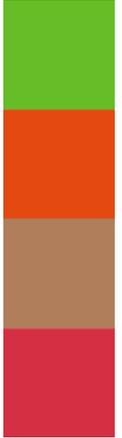


Recruitment

- Nominations by providers and current peer navigators
- Face to Face interview
- Required 3 day orientation

Peer Navigator Training

- Complete the HERR program manual
- Attend Conferences and Trainings
 - Ryan White Case Management
 - Ryan White Financial Eligibility
- On the job training
- Adherence Strategies
- Mental Health Issues
- Clinical Trials and Participant Rights
- Health Education/Risk Reduction
- HIV/AIDS 500/501 Series
 - HIV/AIDS Basics
 - Counseling/Testing
 - Linkage



Partnerships in the Community

- BCCC Peer Navigators work with clinics and other social service agencies to provide peer support to PLWHA
- Part of the Ryan White Network
 - Network of social service and clinics providing prevention care and support
 - Ryan White Network Part A funding
 - Peer Navigators are co-located at other organizations every week

Supervision and Support

- Weekly Case Review (Peers and Program Manager)
- Ongoing in-service trainings
- Provide administrative support
- Open door policy

Monitoring and Reporting

- Evaluation/Quality Management
 - Client Satisfaction Survey
 - Monthly Reports
 - Process Oriented
 - Outcome Oriented



Retention

- Support and Supervision
- Clear Expectations
- Valued as member of team
- Opportunities for growth
 - Training
 - Presentations at conferences and meetings
 - Promotions to full-time positions

Contributions to clients' quality of life

- Improved medication adherence
- Greater retention in care
- Greater clinic enrollment among people testing HIV positive
- Increased use of support services (substance abuse treatment, social services, etc.)

Results of Integrating the efforts of the Peer Navigator

BCCC No Show Rates

