

# Peer Services: Positive Impacts on Peers and Patients

*Janet Goldberg, MPH, Executive Director*

*Lisa Khaleque, Program Manager, Special Projects*

*Shaquana Simpson, Outreach Specialist*

*PATH Center, The Brooklyn Hospital Center, Brooklyn, New York*

# Outline of Topics to be Presented

- What is Peer Support?
- The Role of Peers at The Brooklyn Hospital Center's PATH Center
- Goals of Peer Intervention
- Peer Educators Bridging the Gap Between Patients & Providers
- Reciprocated Support System Between Patients & Peers
- Resources Developed from Peer Educators
- Lessons Learned
- Messages from Peers & Patients

# What is Peer Support?

- The effectiveness of Peer Workers is rooted in the fact that they have a common “shared experience” with clients.
- Peer Workers provide a distinctive service delivery through “shared experience” which is distinct from the roles and services delivered by other members of a multi-disciplinary care staff
- Peer support can be a source of comfort, information, and guidance. They experience the highs and lows together, where patients can relate to them and can develop a distinctive support system



# The Role of Peers at The Brooklyn Hospital Center's PATH Center

- HIV testing and counseling
- Facilitate support groups and Consumer Advisory Board meetings
- Mentor and advocate for patients
- Community outreach events
- HIV prevention education
- Accompany patients to medical appointments
- Provide extra guidance and information by collaborating with other healthcare providers
- Outreach to patients' homes
- Help new patients feel welcome and comfortable at the PATH Center
- Various efforts to keep patients in care

# Collaboration

The PATH Center Peer Program has been developed over the years with the support and innovation of:

- HRSA Ryan White Services (Part C, Part D, SPNS)
- New York State Department of Health AIDS Institute
- Boston University School of Public Health
- New York City Department of Health and Mental Hygiene



# Goals of Peer Intervention

- Outreach to various communities to educate people about prevention of HIV and the importance of being HIV tested
- Serve as a role model to patients by portraying how people living with HIV can make a difference in their community
- Advocate and help voice patients' thoughts and opinions when it comes to healthcare
- Link newly diagnosed to care and support patients' retention in care

# Peers: The Bridge Between Patients and Providers

- Peers help clients express their thoughts about various issues which providers might not be aware of
- Peer intervention assists providers to better understand the case scenario of certain patients
- The intervention creates a collaborative effort between providers and peers to help with retention in care for PLWH



# Reciprocated Support System Between Patient & Peers

## Positive Impact on Patients

- ✓ Strengthened support system & someone to confide in with similar shared experiences
- ✓ Increased chances of being engaged in care
- ✓ Confident in voicing their opinions about their healthcare
- ✓ Patient is well informed about their healthcare services and feels comfortable





# Reciprocated Support System Between Patient & Peers Continued

## Positive Impact on Peers

- ✓ Informing patients motivates them to educate others about HIV in their community
- ✓ Making a difference in a patient's healthcare experience also empowers peers to improve their own lives
- ✓ Observing the positive outcome of patients strengthens peers' confidence in the work they do
- ✓ Simply seeing patients happy gives them pride in the work they do

# Resources Developed from Peer Educators

Welcome to the PATH Center

*Where All Are Welcome!*



# Resources Developed from Peer Educators – Continued 1

Name	Title	Phone
<b>Peer/Outreach</b>		
Gregory Seward	Outreach Specialist	718-826-5626
Shaquana Simpson	Outreach Specialist	718-826-5640
Tomeka Thomas	Outreach Specialist	718-250-6552
Lance	Volunteer	718-250-6552
<b>Nursing</b>		
Angela Campbell	Nurse Clinician, RN	718-826-5618
Stephanie Green	LPN	718-250-6408
Wendy McKee	LPN	718-250-6536
Michael Williams	LPN	718-250-6406
<b>Adult Case Management</b>		
Carolyn Farhie	LCSW	718-250-8791
Adrienne Smith	LSW	718-250-XXXX
Jose Gomarro	Case Manager	718-250-6572
Ermin Marquis	Case Manager	718-250-6427
<b>Family Program</b>		
Emmett Phipps	Nurse Practitioner	718-250-6551
Frank Naso	LSW	718-250-5636
Eunice Cruz	LSW	718-250-8428
Carlene Vesprey	Medical Case Mgr	7-8-250-6437
<b>Nutrition</b>		
<b>For Appointments:</b>		
Downtown PATH Clinic		718-250-6559
East Flatbush PATH Clinic		718-826-5600



**Leonard Berkowitz, MD**

**Division Chief, Infectious Diseases**

The Brooklyn Hospital Center  
PATH Center

*Dear New or Returning Patient,*

I would like to take this opportunity to welcome you to the PATH Center. You are in the right place to become an active member of your health care team. Here at the PATH Center, we follow a patient centered approach to health care. Patients are encouraged to participate in creating their plan of care; this helps to develop treatments that are tailored to your specific needs.

We have Physicians, Nurse Practitioners and a Physician Assistant who are specialists in HIV care. Our psychosocial staff include a Psychiatrist, Licensed Social Workers and Medical Case Managers who can support you through various mental health and substance use needs and assist you with obtaining the appropriate entitlements. Our nursing staff consist of a Nurse Clinician, three LPNs and three Medical Office Assistants who will meet you at the beginning of each visit to assess your level of physical need. Our ultimate goal is to help you adhere to your HIV treatment, maintain a high quality of life, and stay healthy for many years to come. Upon entering the center, you are always greeted with a smile.

Please take a moment to familiarize yourself with the information inside this booklet and feel free to ask questions about the services that we offer. I thank you for choosing the PATH Center and we look forward to providing you with the highest level of service.

Sincerely,

# Resources Developed from Peer Educators – Continued 2



The Brooklyn Hospital Center

## Contracted Health Insurances for The Brooklyn Hospital Center

1199

Aetna

Affinity

Americhoice

Amerigroup

Anthem

Beech Street (Medichoice)

Blue Cross Blue Shield

Cigna

Connecticare

Consumer Health

Network

Devon Health Network

Emblem Health (EPO, PPO)

Empire BCBS

First Health Network

First Health Network

/Coventry Healthcare

GHI

Great West Healthcare

Healthcare Partners

Healthfirst

HealthNet

Fidelis

HealthPlus

HealthSouth

HIP

Hospice of New York

Magellan

MagnaCare

MVP

Medicaid

Medicare

Home Care Workers (ED Only)

Neighborhood Health

Providers

NYP Select Health

Oxford

Pacificare

PHCS

TUFTS Healthplan

United Healthcare

UMR – Aetna

UMR – United Healthcare

VNS Choice Select

Vytra Healthcare

Well Care

## **The PATH Center is the acclaimed HIV/AIDS center of The Brooklyn Hospital Center.**

PATH provides a one-stop location with state-of-the-art HIV medical and psychosocial care for adults, children, adolescents and families. The number one priority at the PATH Center is ensuring the highest quality of care for HIV positive patients in a welcoming and caring environment.

PATH medical and psychosocial staff members carefully assess each patient and develop an individualized care plan that matches the patient's medical, emotional and social needs.

The PATH Center has active Consumer Advisory Boards for both adults and adolescents that help to guide the development and delivery of services.

The New York State Department of Health awarded PATH the Leadership in Quality Award, and the New York City Department of Health and Mental Hygiene recently recognized PATH for its outstanding quality of HIV care.

Members of the PATH Center team have traveled to India annually since 2005 to provide medical care to HIV patients in resource poor areas.

### **Services Provided by the Brooklyn Hospital's PATH Center**

- HIV counseling and testing
- comprehensive HIV primary Care for adults, adolescents and children
- Hepatitis C Co-Infection Clinic
- OB/GYN services
- dental care
- medical case management
- social work
- nutritional guidance
- family program
- pharmacy consultation
- substance abuse counseling
- mental health services
- community education and outreach
- retention and reengagement programs
- support groups peer support services

# Resources Developed from Peer Educators – Continued 3

Regimen			Laboratory Results						
Medication	Dose	Date Started	Visit Date	VL	CD4	HDL	LDL	Triglycerides	Total Cholesterol
Example (Ambien)	10mg	3/23/11	1/29/15	<20	735	61	74	92	153

# Resources Developed from Peer Educators – Continued 4

## Your First Day at The PATH Center

### Step 1: Registration

When you first arrive here, please come to the front registration desk. Althea and/or George usually work the front desk at the main PATH Center location on DeKalb Avenue. Usually, Lidell works the front desk at 2222 Church Avenue location. If you are seeing Dr. Berkowitz and the Resident Team you will be given a number, and patients are seen on a first come first come basis. Other providers do not use numbers, and patients are seen according to their appointment time.

### Step 2: Weigh In

Before you see the doctor, the nursing staff will take your blood pressure, pulse and weight to determine the priority of patients'. Then you wait to see the doctor.

### Step 3: See Providers

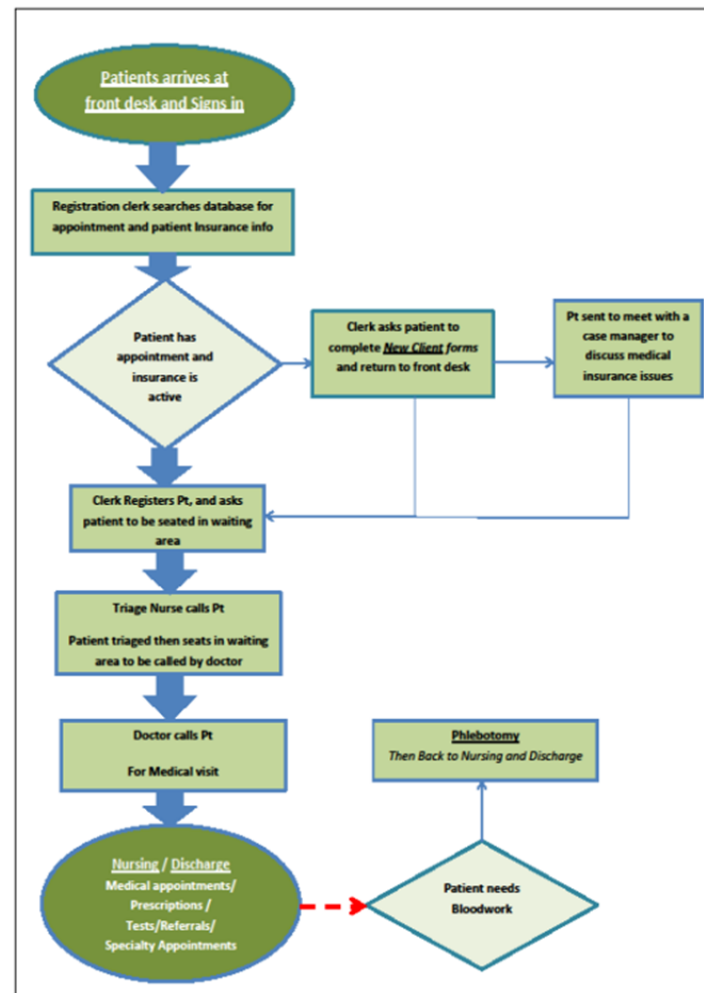
On your first day here you may meet several providers: Nutrition, case management, social work, Gyn. let the front desk know if you have any immediate need for a specific service. It may take a few appointments to see all of these providers, that is okay. If you have children younger than ... years of age, please ask to meet a member of the Family Program.

### Step 4: Check out

Once you meet with your provider, you will **give blood** for labwork if needed and check out at the nursing station. The nurse will take care of any **referrals** you need, **specialty medical appointments** that you need scheduled, and they will check your **prescriptions** and will give you your **next appointment**.

**When you are done, make sure to leave with your prescriptions and next appointment.**

\*Certain insurances provide Metro cards.



# Lessons Learned



- Peers raised more awareness of certain concerns surrounding patients which increased team coordination
- Consumers are well informed on how to navigate and be connected to medical case management, social workers, and other assistance
- Patients have an enriched healthcare experience at our PATH Center at The Brooklyn Hospital Center due to the dynamic support from peers and other staff and providers as well

# Messages From Our Peers & Patients!

“When I introduce myself to new patients, it has an immediate positive effect. They feel that they are a member of the PATH family.”

- *Peer*

“We here at the PATH Clinic believe that introducing the new client to services we provide makes a difference.”

- *Peer*

“I really appreciate, there are supportive peers who take the time out to show us around the clinic. It’s a really nice gesture.”

- *Patient*

“The friendly welcome from the peers made me feel like family and at home.”

- *Patient*



# Thank You!

**Janet Goldberg**  
Executive Director  
PATH Center  
The Brooklyn Hospital Center  
Phone: 718-826-5606  
Cell: 347-677-3089  
Email: [Jgoldberg@tbh.org](mailto:Jgoldberg@tbh.org)

**Lisa Khaleque**  
Program Manager, Special  
Projects  
PATH Center  
The Brooklyn Hospital Center  
Phone: 718-826-5643  
Email: [Lkhaleque@tbh.org](mailto:Lkhaleque@tbh.org)

**Shaquana Simpson**  
Outreach Specialist  
PATH Center  
The Brooklyn Hospital Center  
Phone: 718-250-6432  
Email: [Ssimpson@tbh.org](mailto:Ssimpson@tbh.org)

**PATH Center**  
The Brooklyn Hospital Center  
121 DeKalb Avenue  
Brooklyn, New York 11201

**PATH Center**  
The Brooklyn Hospital Center  
2222 Church Avenue  
Brooklyn, New York 11226