

# Each One, Teach One: Impact of Peer Navigation at the Ryan White Wellness Center

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# Hey Y'all!

- 3 Counties surrounding Charleston, SC
- Rural, coastal South Carolina
- Serve 700 – 750 patients annually
- HIV & Primary Care
- Mental Health
- Medical Case Management
- Hope Housing
- Peer Navigation
- Contracted specialty and supplemental services



# Program Highlights & Hurdles

## High Quality

- 95% Optimally Retained
- 87% Virally Suppressed
- 100% newly enrolled have been fully engaged in care for first year
- 40 PrEP patients since Jan 1

## Limited resources for peer support

- Young African American men most likely to be poorly retained and unsuppressed
- Stigma/fear of group settings
- Rural area, poor public transportation
- No PLWHA on staff





# Goals of Peer Navigation Program

- Reduce the number of clients lost to care by 50% by training program staff and peer counselors in motivational interviewing to help retain clients in care and master skills to address specific barriers to African American PLWHA in a 12-month period
- Re-engage 50% of those lost to care and reduce the number of clients lost to care by 50% by establishing a peer mentoring program to provide peer-level counseling and advocacy in a 12-month period



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**Part C Capacity  
Development  
Grant**

Sept 14 – Aug 15



# Policy Development

Policies and procedures were developed in a collaborative process including case managers, peers, and program administration.

- Primary Functions
- Expectations/Requirements
- Documentation
- Supervision
- Termination of peer services





**Facility:** Roper Hospital

**Division:** Medical Affairs

**SUBJECT: PEER NAVIGATORS**

**PURPOSE:**

To provide Ryan White staff, peer navigators, and enrolled clients a clear understanding of the roles and responsibilities of the peer navigators, and the purpose of the peer navigator program.

**POLICY:**

Peer Navigators are intended to provide a bridge between providers and clients that facilitates the medical & psychosocial care of the client.

Peer Navigators are intended to foster trust and understanding in a capacity that is distinct from the provider or case manager role.

Peer Navigators are to serve as a role model, providing reliable information and emotional and/or practical support to enrolled clients.

Peer Navigators are to encourage clients to remain in care and adhere to medications. Success of these interventions will be measured using In +Care Campaign measures.

**GUIDELINES:**

• **Primary Functions**

- Disseminate information on community resources, including services available via the Ryan White Wellness Center
- Empower clients to be active in their own healthcare, making use of skills such as motivational interviewing
- Provide outreach services limited to phone calls and letters
- Provide psychosocial support that is distinct from mental health counseling
- Advocate for clients' needs
- Identify and address barriers to care and supportive services

• **Other Expectations/Requirements**

- Attend ongoing training and educational opportunities provided by the Ryan White Wellness Center. Peer Navigators are encouraged to attend as many as they are able to
- Wear appropriate clothing – business casual, while on site during clinic hours
- Display professional conduct while representing the program
- Peer Navigators are to work/be available only during normal working hours. Please turn off cell phones at 5pm
- Peer Navigators must abide by all professional and ethical standards outlined RSFH contractor agreement and the RSFH standards of behavior

**Policy & Procedure**

Policy #: Ryan White Wellness Center, 04.06

Origination Date: February 2015

Latest Review/Revision: March 2015

Administrative Approval: Steve Shapiro, MD  
(Type name)

Administrative Title: VP, Medical Affairs

Originator: RWWC Administrative Staff



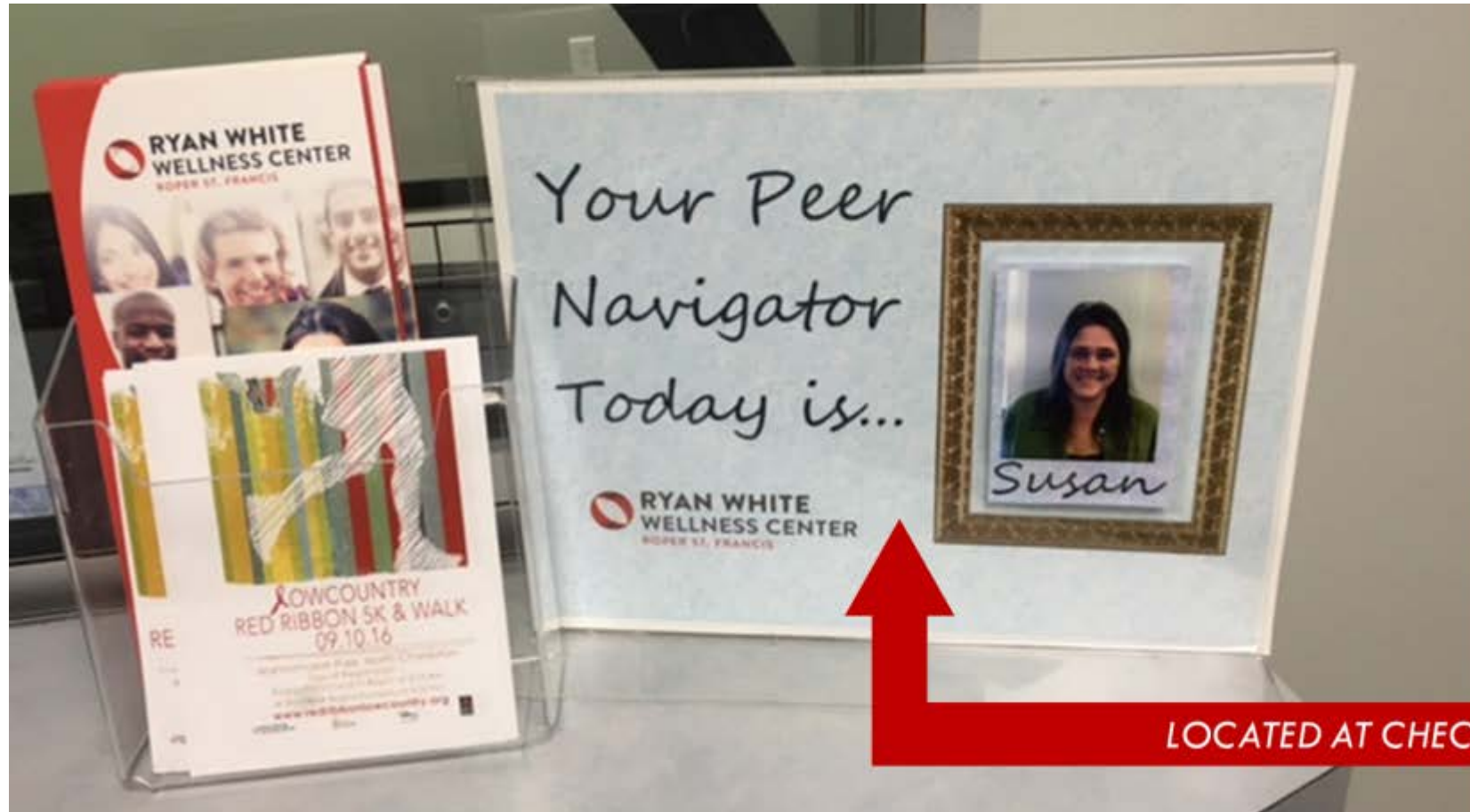
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**SUBJECT: PEER NAVIGATORS**

- Although the majority of client contact should occur at the Ryan White Wellness Center, Peer Navigators may meet clients at mutually agreed locations such as coffee shops and libraries. Peer and client safety should remain the top priority
- Peer Navigators should not borrow, lend, or exchange money, services, or goods with clients
- Peer Navigators should not transport clients in their personal vehicles
- **Referral Process**
  - All clients must be referred to the Peer Navigation program by their case manager
  - Clients will be matched to the most appropriate Peer Navigator if available
- **Documentation**
  - Peer Navigators must document encounters in a timely manner using CAREWare (within 72 hours of the encounter)
  - Case Managers have access to Peer Navigator notes and services for continuity of care
  - Peer Navigators have 'as needed' access to medical information or service histories of their clients
- **Supervision, Complaints and Grievances**
  - The primary point of contact for Peer Navigators is the case manager of the client they are working with
  - The case manager, case management supervisor, or the program manager may escalate complaints as appropriate
  - A Peer Navigator or a client may request to be switched or discontinue peer navigation services at any time
- **Termination of Peer Navigator Services**
  - A client may 'graduate' from peer navigation services if the client no longer requires, or is no longer benefitting from peer services. A joint decision will be made by the Peer Navigator and the Case Manager, with input from the client

# Primary Peer Navigator Duties





# 1 Year Program Outcomes (N=75)

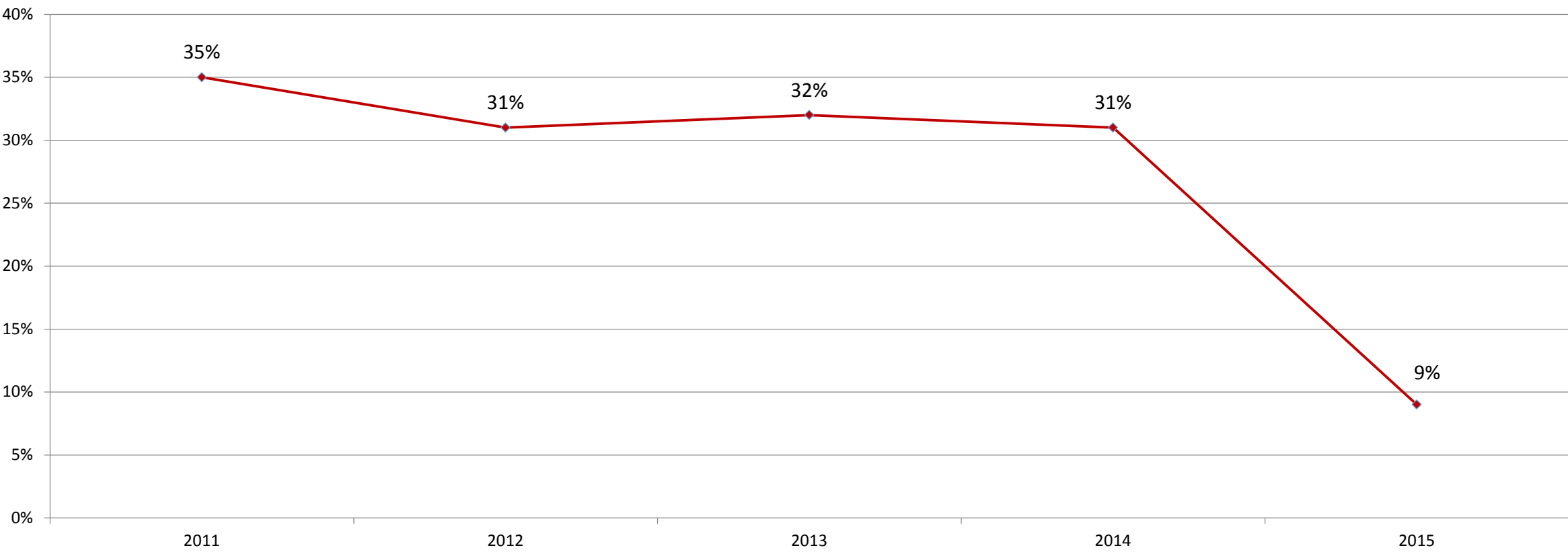
Year	Viral Suppression	Optimally Retained	Gap in Care
2015	50%	74%	17%
2016	68%	85%	4%





# ACA Enrollment Goals

Percentage of Uninsured RWWC Patients, 2011 – 2015



# Peer Program Successes

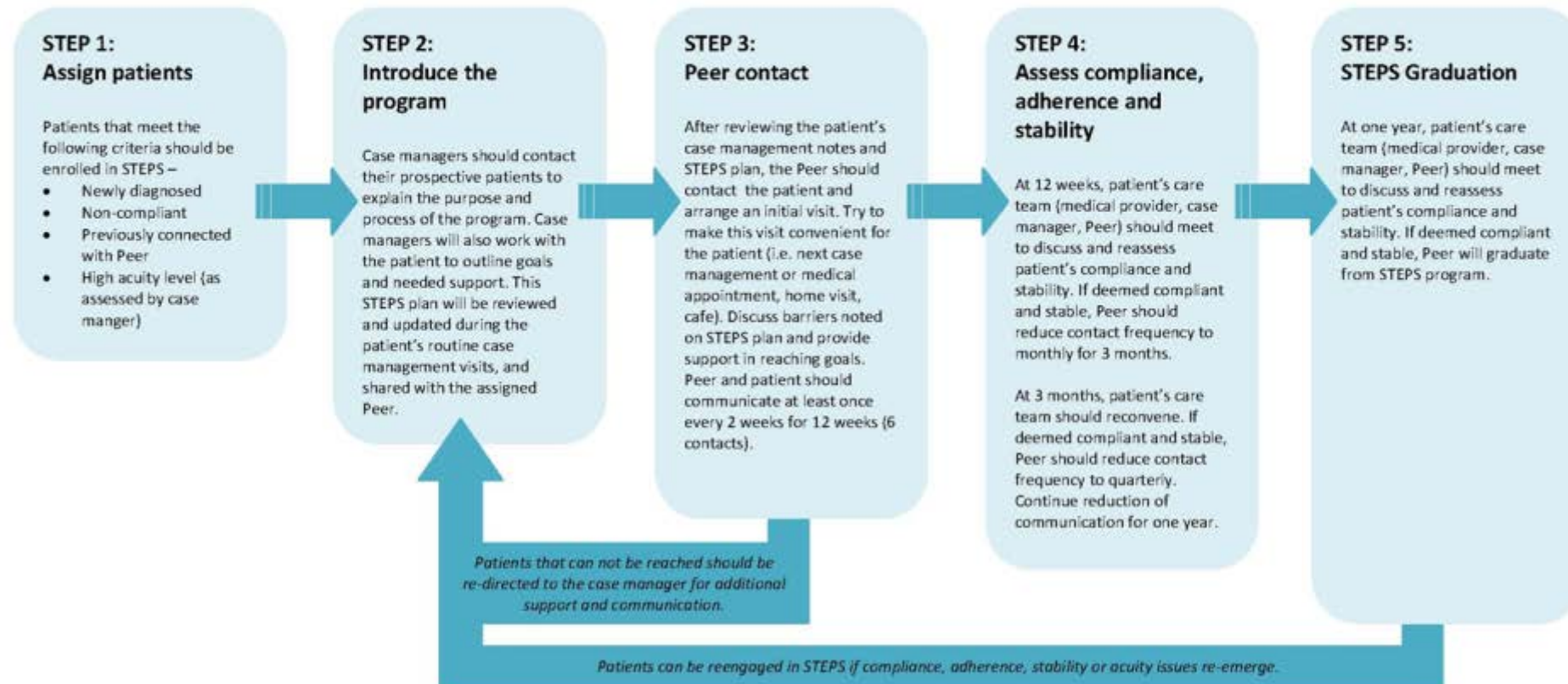
- Divulging information to peers
- Disclosure issues
- Isolation
- Peer Successes
  - *“I’m suppressed for the first time”*
  - *“This job means so much to me, you have no idea.”*



# STEPS to Care



## STEPS to Care Process and Procedures





# Lessons Learned

- Peer Recruitment
- Don't expect an instant peer program
- Referrals? What referrals?
- Go Team!
- Mental Health Services
- Start Low, Go Slow



# Contact Us



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