

Peer Support in Primary Care & Outpatient Settings

Two Successful Canadian Implementations



Mental
Wellness
Recovery

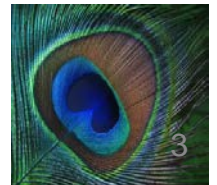
Learning objectives:

- How Mental Health Peer Support can be successfully added to an existing collaborative mental health care model
- Client outcomes in both primary care and outpatient settings.
- The cost of this model compared to others



Peer Support

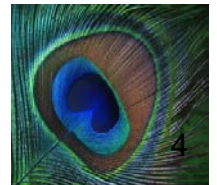
Those with
lived experience
of mental illness
recovery
helping others
recover from mental illness



Results of 7 Randomized Controlled Trials on the Effectiveness of Peer Support

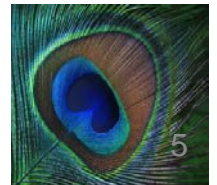
“... evidence showing that it translates into stronger social networks, increased self-confidence, lower readmission rates and longer community tenure. . . also is associated with a higher rate of employment.”

Pfeiffer, Heisler, et al. (2011). Efficacy of peer support interventions for depression: a meta-analysis. *General Hospital Psychiatry*, 33(1), P29-36.



Overview

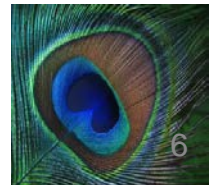
- Peer support - growing recovery-based model - proven benefits
- opportunity to expand non-acute support services - ----- at a lower cost.
- many unknowns when considering implementing
- Will learning about successful implementations increase opportunity for success?



Alberta Gap Report on Mental Health

“About 10,000 Alberta adults per
100,000 population
have
unmet service needs...
these individuals...are most in
need of counselling and
information”

pg191



Goal of Peer-Led Mental Wellness Recovery Groups

We provide information and facilitation
that enables participants to
understand and practice
methods that have been proven to
support resilient recovery, and
reduce likelihood and severity of relapse



Unique model for adding Peer Support

Primary Care:

- **South Calgary Primary Care Network (SCPCN)**
 - 170 physicians at 44 clinics

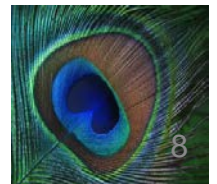
Outpatient:

- **The Carnat Centre**
 - day hospital for schizophrenia & psychosis

Peer Support provide by:

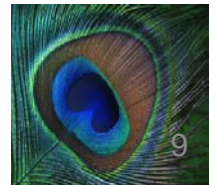
- **Mental Wellness Recovery Groups (MWRG)**

**To increase access and
achieve better client outcomes**



Mental Wellness Recovery Groups

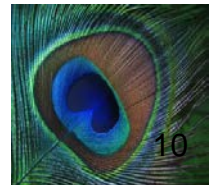
- 10-week interactive, recovery-based program
- 2 hrs/week x 10 weeks
- 8-12 participants diagnosed with mental illness
- Evidence-based methods taught and practiced
- facilitated by trained Certified Peer Workers



Syllabus

Mental Wellness Recovery Groups

- Group size 12 registered, 8-10 graduate
- Peer Facilitated 2 hrs/week x 10 weeks
- Compilation - best recovery-oriented modalities to:
 - Define recovery & track progress
 - Maximize the benefits of treatment
 - Practice self-care & address negative self-talk
 - Find hope & purpose
 - Exercise connection & control
 - Develop a personal action plan



Client Outcomes Overview

13 Groups

Outcomes from 13 groups in clinical and community settings:

121 registered, **97** grads, **80%** retention

Aged 20 to 60+ 69% women

Diagnoses: mood disorders & psychosis

On a scale of 1 to 10, what is your <u>overall rating</u> of the program?	9.2
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Would you <u>recommend</u> this program to other people who have mental illness?	100% YES
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Client Outcomes

6 Groups at SCPCN & Carnat

Outcomes from 6 groups facilitated:

60 registered, **46** grads, **77%** retention

Aged 20 to 60+ 70% women

Diagnoses: mood disorders & psychosis

On a scale of 1 to 10, what is your <u>overall rating</u> of the program?	9.2
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Would you <u>recommend</u> this program to other people who have mental illness?	100% YES
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Client Outcomes For Carnat and SCPCN

105% improvement and 40% increase
in ability to change unhelpful thinking and negative self-talk

88% improvement and 37% increase
in ability to plan for my personal wellness & recovery

83% improvement and 39% increase
in knowledge and understanding of recovery

67% improvement and 35% increase
in the understanding of the importance of self care

Participant Experience

“This program has forever changed my life in a positive way”

“most helpful thing I have ever done for my mental health”

“This program made me love myself again!”

“shows you how to grow and make necessary changes”

“I am more focused and content . . . working on recovery”

“Awesome group. Learned a lot”

“Inviting/accepting atmosphere.

Feeling of community nurtured”

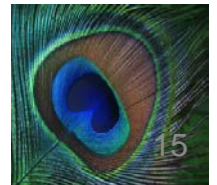


South Calgary Primary Care Network View of MWRG Peer Implementation

Penny Borghesan MD,
Mental Health Physician Champion, SCPCN:

“I would recommend this to my patients and fellow
physicians ... very valuable addition to our services. . .
impressed with the group dynamic . . . led them
through the recovery process together. . .

Very impressed.”



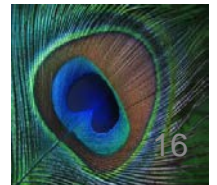
Carnat Centre View of MWRG Peer Implementation

Dr. Tim Ayas MD FRCPC CCFP MPH BSc

Consultant Psychiatrist - Carnet Centre
Clinical Medical Director

Claresholm Centre for Mental Health and Addictions

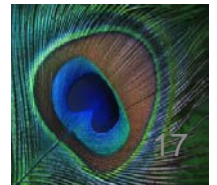
“... been extremely helpful to be able to refer to this program... I as their psychiatrist... and the case managers have noticed quite a benefit in patients' outcomes and in patient progress and quality of life.”



Carnat Centre View of MWRG Peer Implementation

Ellen Au-Mulder BSc (OT), Case Manager,
Occupational Therapist – Carnat Centre

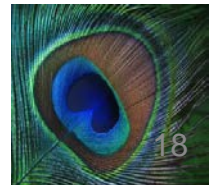
“Case managers have spoken very highly about the group and . . . Clients finding it very useful to speak to people with lived experience.”



South Calgary Primary Care Network View of MWRG Peer Implementation

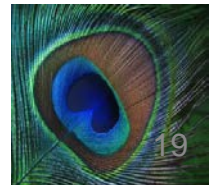
Sheena K. Clifford, MSW RSW
Program Manager, SCPCN:

“enables us to be truly patient-centred... Mental Wellness Recovery Group enabled us to offer this to our patients in a very quick way... Very smooth efficient collaborative process getting recovery groups up and running. A pleasure to work with.... Not only from the business side of things...also do things that are outcome-based and sustainable and patient- focussed. PCN took on the logistics... the peer facilitators did the rest”



What was unique about these Peer implementations?

- Contracted an established group of peer support workers: Mental Wellness Recovery Groups
- A proven developed 10 week program
- Trained Facilitators
- Collaboratively created groups
- Mental Wellness Recovery Groups delivered the program
- Outcomes were measured and monitored

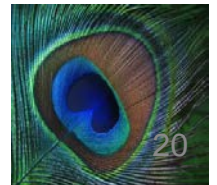


Mental Wellness Recovery Groups

Peer-Led Team

Strong group of Certified Peer Specialists (CPS) dedicated to helping address the gap in mental health services by providing peer-Led Mental Wellness Recovery Groups

Led by two successful women



Intro Sue Miller

- Former President of three \$1 Billion companies
- Leadership coach & trusted paid advisor to CEOs & Presidents, past member of 13 boards
- Certified Peer Specialist (CPS) Mental Health – Georgia Method
- CPS Mental Health Trainer – Georgia Method
- Applied Suicide Intervention Training

Founder & Developer

Peer-Led Mental Wellness Recovery Program

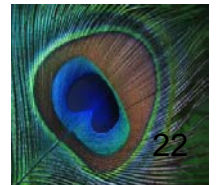


Intro Magda Czegledi

- Doctor of Medicine, 8 yrs family practice
- Co-managed after-hours service for 50 GPs
- Certified Peer Specialist Mental Health – Georgia Method

Partner, Mental Wellness Recovery Program

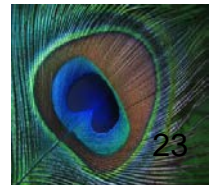
- Presentations on depression:
 - Women's Resource Centre
 - Conventions (CBE Staff Association, Central Alberta Teacher's Convention)
 - Corporations (Conoco-Philips, National Discovery Ltd.)



MWRG Peer Facilitators Have Lived Experience of Recovery **Plus**

Certified Peer Specialist (Georgia Method) training
provided in Alberta

- well- recognized in USA
 - Medicaid reimbursable in 30 States
 - In Georgia, no reimbursement without a Certified Peer Specialist
- Must pass certification exam



Facilitator Training Mental Wellness Recovery Groups

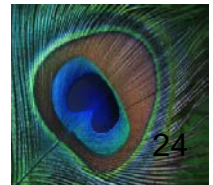
In addition to Certified Peer Specialist training & exam each MWRG facilitator must complete:

Practicum – 20 weeks

- Co-facilitation with experienced MWR facilitator

Learning Materials Support:

- Participant Guide – 125 pages
- Facilitator Manual – 112 pages



Quality Assurance

Session Statistics monitored

& reported to Partners (attendance, feedback, outcomes)

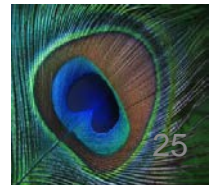
Session Observation by partners

Quality Monitoring by senior facilitators

2-3 sessions per group.

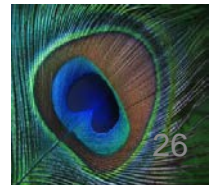
Backup Facilitator for every group

Facilitators supported & developed



Cost In Alberta as per Gap Report

	Avg Cost
Hospital Psychiatric	\$16,239
Hospital Outpatient	\$2,629
Community MH Services	\$3,961
Cost of Peer-Led Mental Wellness Group	\$430



Integration with Existing Services

Clinical Scenarios: Diagnosed & symptoms sufficiently managed to enable group participation

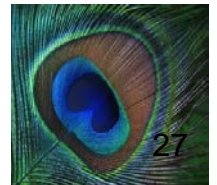
GP referral for anxiety & depression

After discharge from hospital

Follow-up after day hospital program

While wait-listed for other services

Added to outpatient services



Mental Wellness Recovery Groups: Built to Grow

Track record

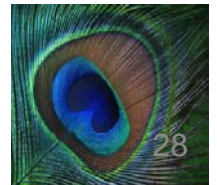
- 97 grads, 13 ten-week groups to-date

Capacity

- 5 Peer facilitators
- 45 groups/annum

Expansion

- Training program in place to expand as needed



Mental Wellness Recovery Groups

Increase peer support, information and services

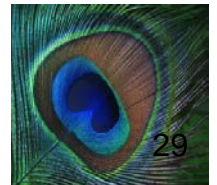
Proven outcomes in primary care, outpatient
& community settings.

Independently managed
and collaboratively delivered

Qualified Facilitators - hired, trained and managed

Provide budget flexibility without HR burden

Capacity available for rapid expansion



Questions? Comments?

