

The Digital Peer Support Specialists: How We Got Here and Where We're Going

Introductory Webinar

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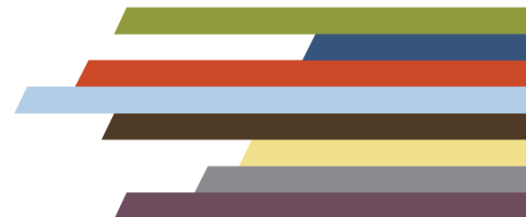
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At the time of this publication, Miriam E. Delphin-Rittmon, Ph.D, served as Assistant Secretary for Mental Health and Substance Use in the U.S. Department of Health and Human Services and the Administrator of the Substance Abuse and Mental Health Services Administration.

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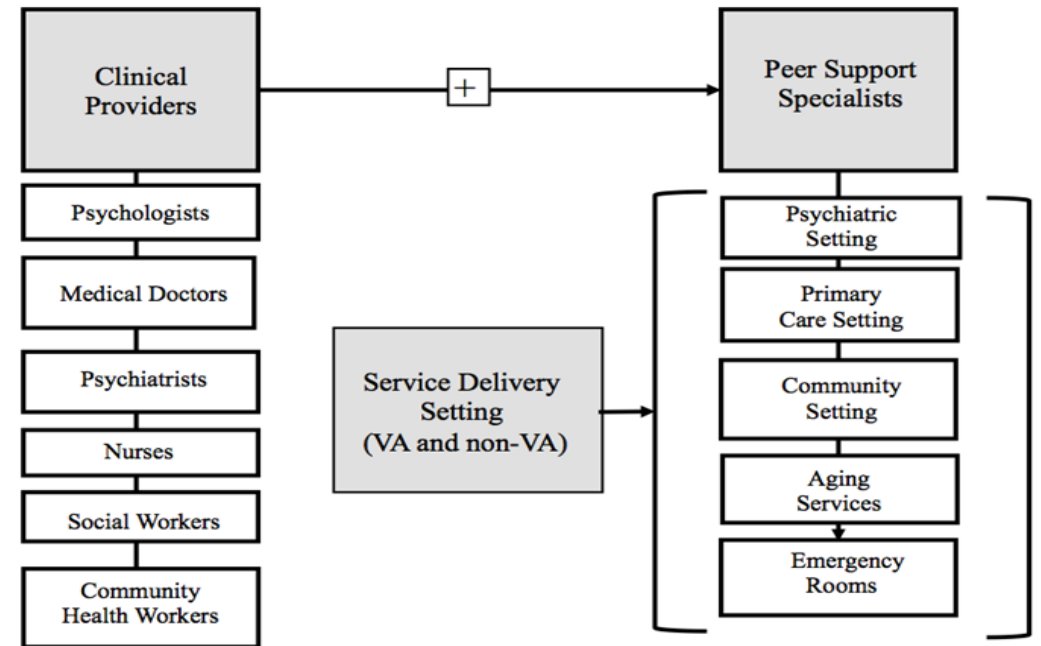
Presented 2021



The Origins of Peer Support

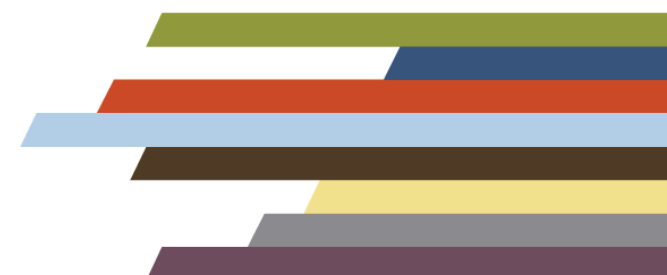


Bicêtre Hospital, Paris 1830



September 2020

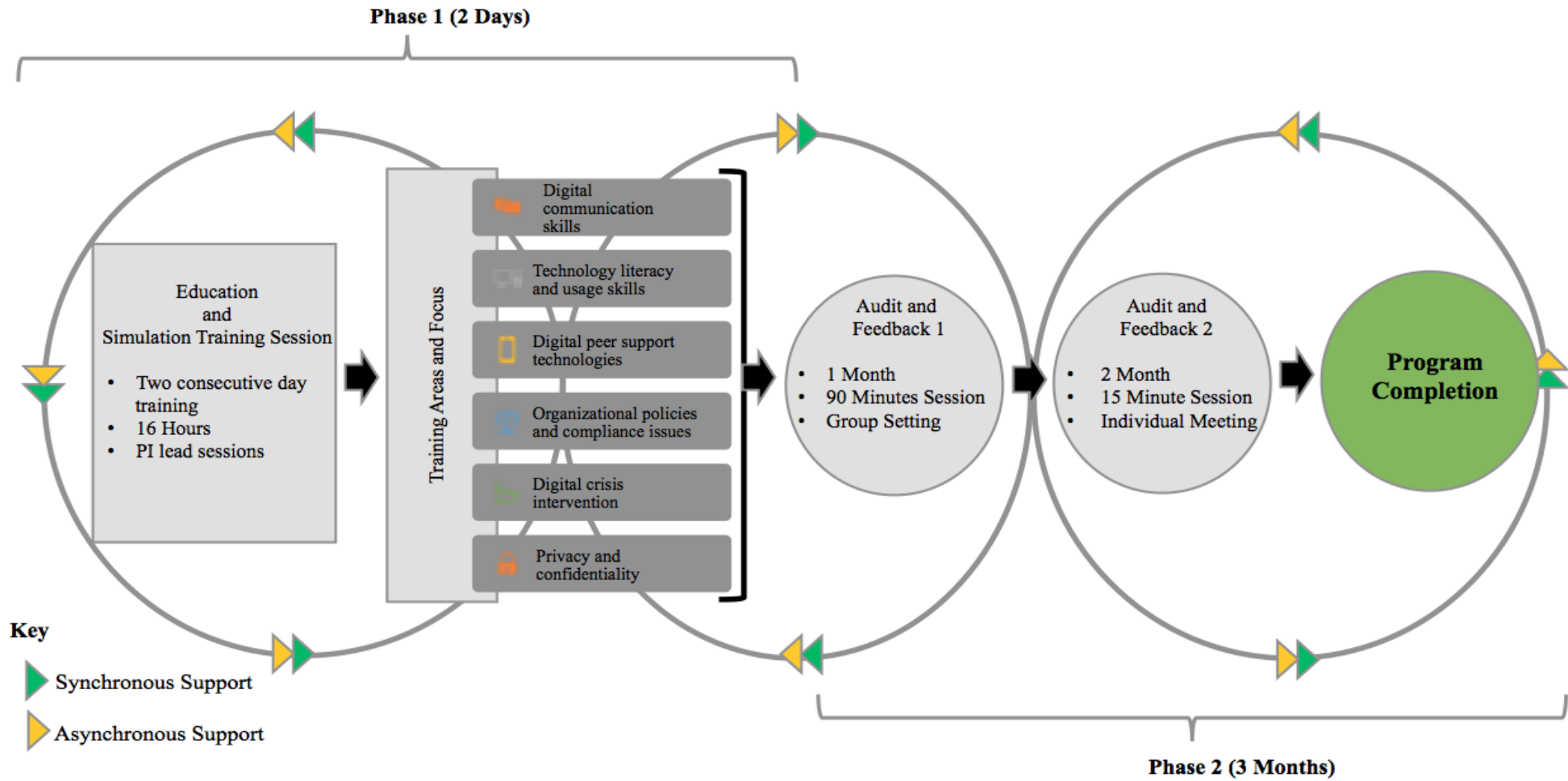
Davidson L, et al. (2012). Peer support among persons with severe mental illnesses: A review of evidence and experience. *World Psychiatry*, 11:123-128



Digital Peer Support Certification

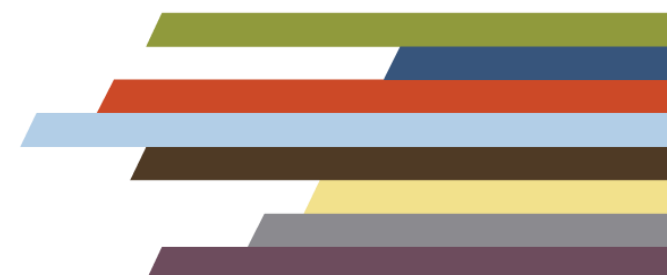
- What is Digital Peer Support?
- Digital Communication Skills
- Technology Literacy and Usage Skills
- Digital Peer Support Technologies
- Organizational Policies and Ethical Issues
 - Privacy and Confidentiality
 - Monitoring Digital Peer Support
 - How to Address A Digital Crisis
- How to Hire, Train, and Supervise Digital Peer Support Specialists

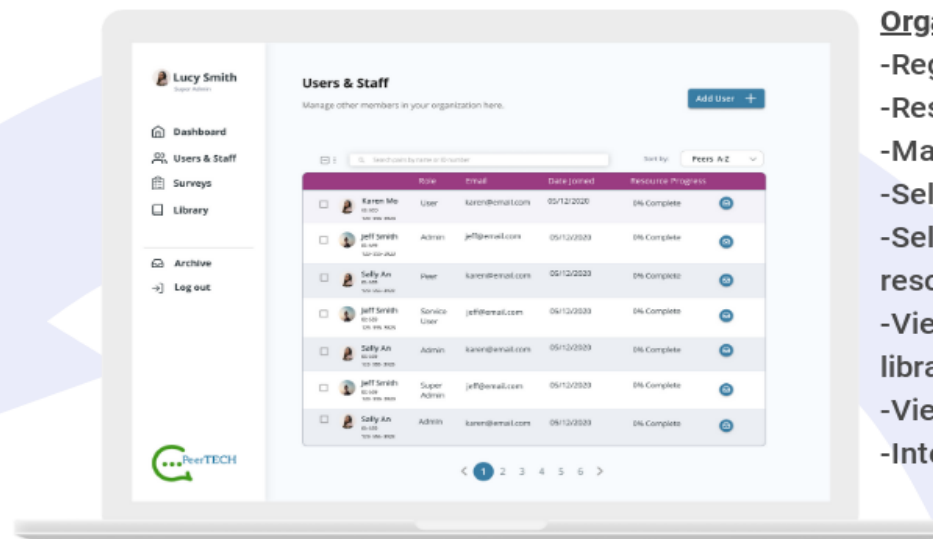
Figure 1. Digital Peer Support Certification Process





- Fortuna KL, Venegas M, Umucu E, Mois G, Walker R, & Brooks JM. (2019). The future of peer support in digital psychiatry: Promise, progress and opportunities. *Current Treatment Options in Psychiatry*, 1-11.



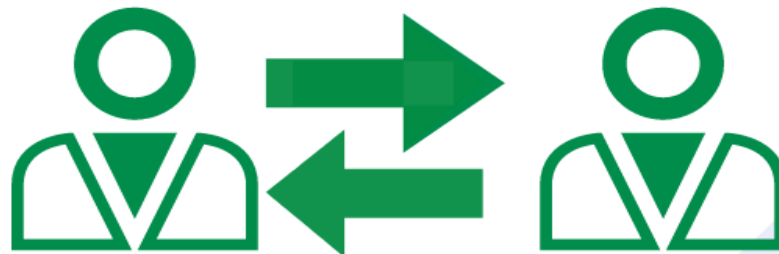


Organization Admin:

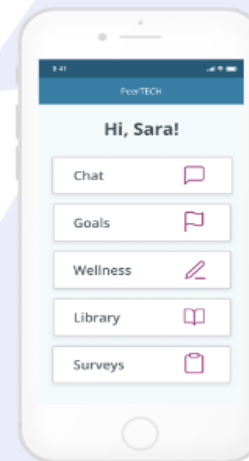
- Register peer support specialists and patients
- Reset peer support specialist and patient passwords
- Match patients with peer support specialists
- Select surveys to send out to patients
- Select intervention for patient's personalized resource library
- View patient progress through intervention resource library
- View patient survey results
- Integrate with electronic health record

Peer Support Specialist:

- HIPAA-compliant text and video chat with assigned patients
- Access to resource library
- Notifications to reach out to patients based on survey scores
- Schedule work hours



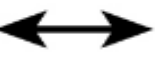
Two-way HIPAA-compliant text and video chat between peer support specialists and patients



Patient:

- HIPAA-compliant text and video chat with peer support specialist
- Personalized goal-setting
- Personalized wellness plan - Daily self-management task list
- Resource library
- Surveys (e.g., loneliness, distress)

ACADEMIC RESEARCHER



CO-PRODUCTION PARTNER

RESEARCH BENEFITS

- New knowledge
- Deeper/new partnerships
- Academic trainees
- New methods
- New tools
- New research questions

DISSEMINATION BENEFITS

- Publications
- Presentations at conferences
- Workshops
- Social media strategy
- Media release
- IP including patents

UPTAKE BENEFITS

- Validation of research
- Policy/practice trainees
- New research questions
- Contextualization of research
- Technology license
- Best practices established

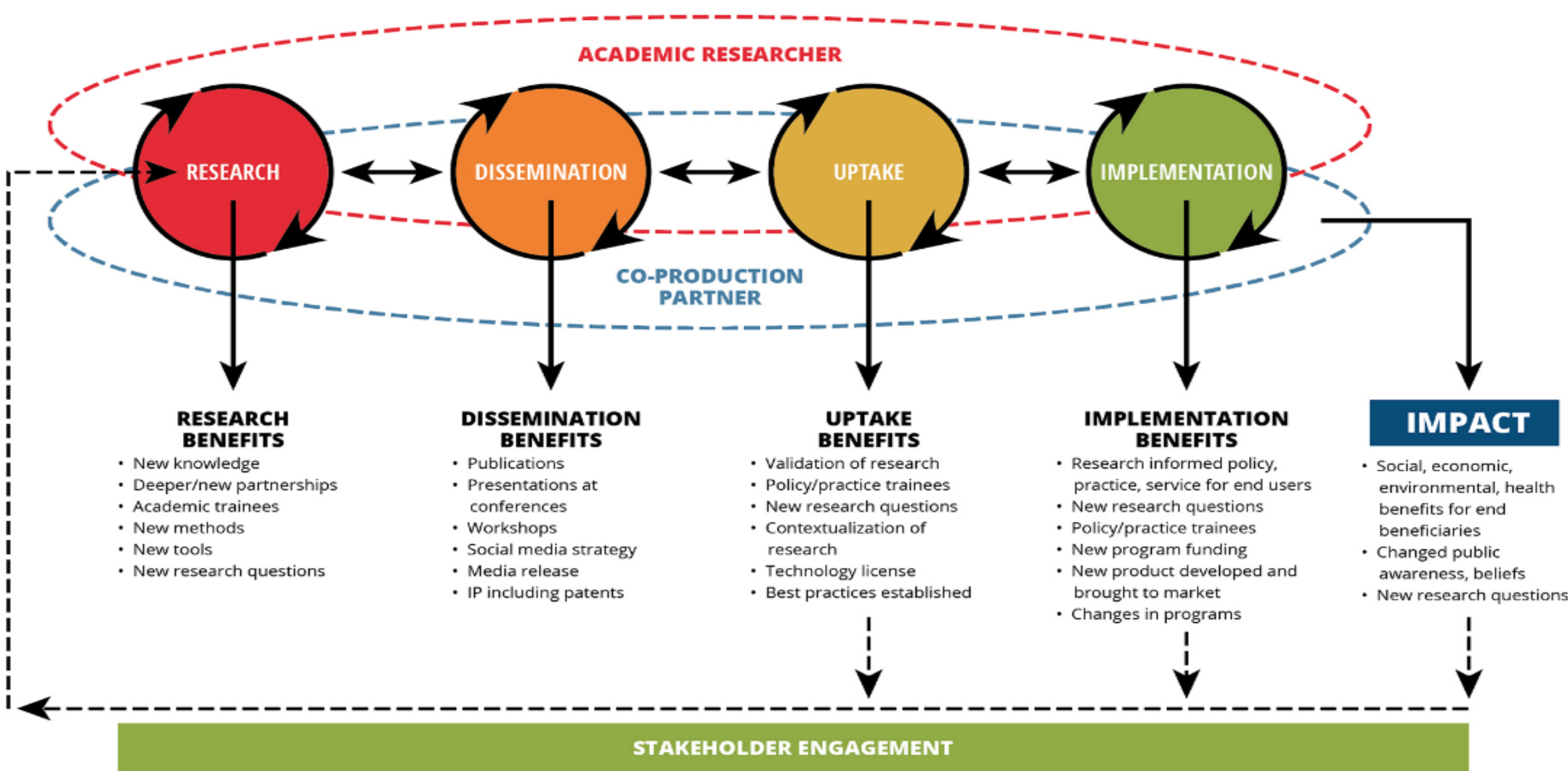
IMPLEMENTATION BENEFITS

- Research informed policy, practice, service for end users
- New research questions
- Policy/practice trainees
- New program funding
- New product developed and brought to market
- Changes in programs

IMPACT

- Social, economic, environmental, health benefits for end beneficiaries
- Changed public awareness, beliefs
- New research questions

STAKEHOLDER ENGAGEMENT



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- Normal aging & technology
- Resources to age in place
- Aging successfully
- Education on whole health
- Lived experience of aging with mental health and co-morbid physical health challenges
- Defining values & setting goals through life review
- Mindfulness & acceptance

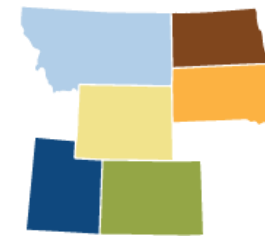
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Thank you!

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