

Presbyterian Healthcare Services  
Department of Community Health

# Peer Opioid Project

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# What is Peer Support?...*Go to Jamboard link:*

<https://jamboard.google.com/d/1Exn0LuOoD-Tsgyvr4b-3Qz3snH5RFA5DjtSGwUQPMGs/edit?usp=sharing>

Peer Support Workers/Specialists/Recovery Coaches:

“...are people who have been successful in the recovery process who help others experiencing similar situations. Through shared understanding, respect, and mutual empowerment, peer support workers help people become and stay engaged in the recovery process and reduce the likelihood of relapse.” (SAMHSA, <https://www.samhsa.gov/brss-tacs/recovery-support-tools/peers>)

# What do Peers do?

- Peers specialize in engagement
- Peers have skills
- Peers are bridge builders
- Peers know the resources in their communities
- A Peer can be seen as a Teacher, Mentor, Coach...
- Peers are living examples of *What is Possible*





# How does one become a Peer Support Specialist?

- You must have at least 2 years in recovery
- High School Graduate or GED
- Take the 40 hour Certification class and pass the test
- Be willing to share your story with another person

# What is the "POP?"

## The Peer Opioid Project

- Funded by the Department of Health
- We are in Year 2 of the three-year project
- Over 2,300 patients served in 2020



# Who Do We Serve?

## Where do We Provide Our Services?



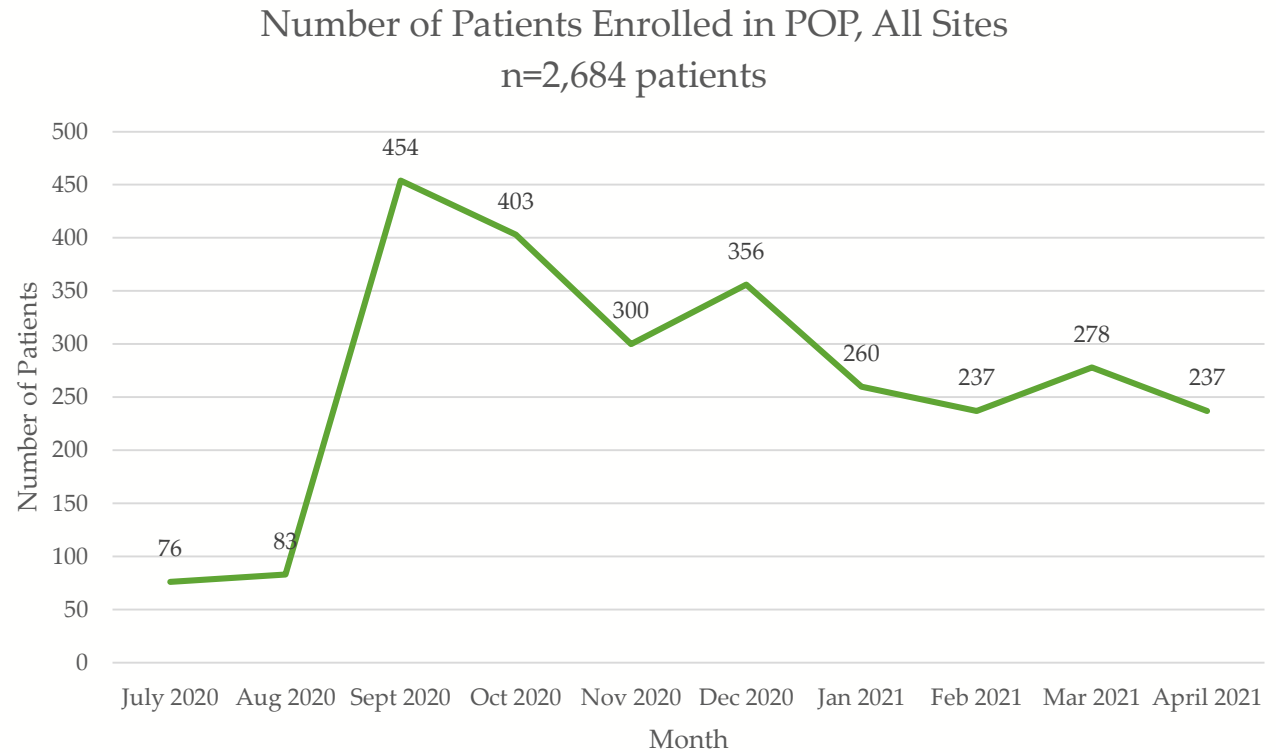
# How Does it Work?

Hear from Lead Peer, Eric Lemke

"I think that Peers (and CHWs) are the key to effective healthcare precisely because they are able to connect and communicate with patients in ways that are authentic and understandable. All too often I see providers speaking to patients quickly and using medical jargon that the patient does not understand, which does not empower patients or educate them. Peers have the ability to form a connection that is meaningful to the patient, in a way that leaves them feeling like they have an accessible advocate who talks to them like a normal person, and in a way that they can make sense out of. Peers offer a unique avenue for patient understanding and safety from judgment." - **Dr. Dan Duhigg**



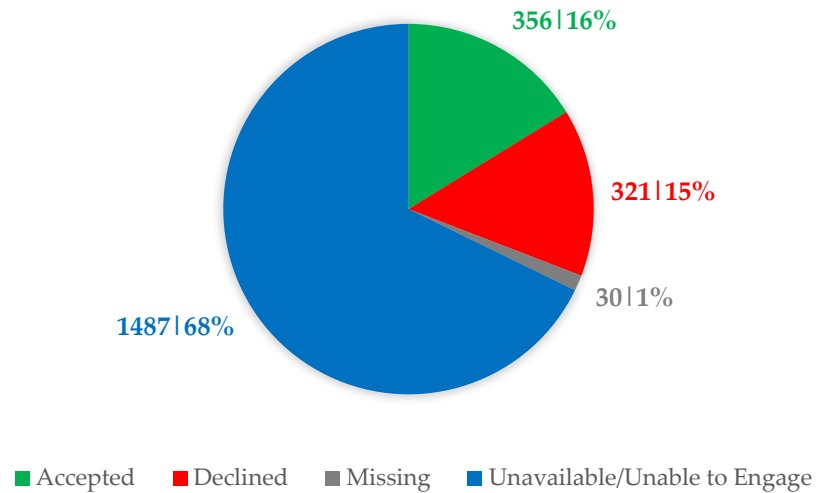
# POP By the Numbers





PEER SUPPORT ACCEPTANCE, ALL  
SITES

JULY 2020-APRIL 2021  
N=2,684 PATIENTS

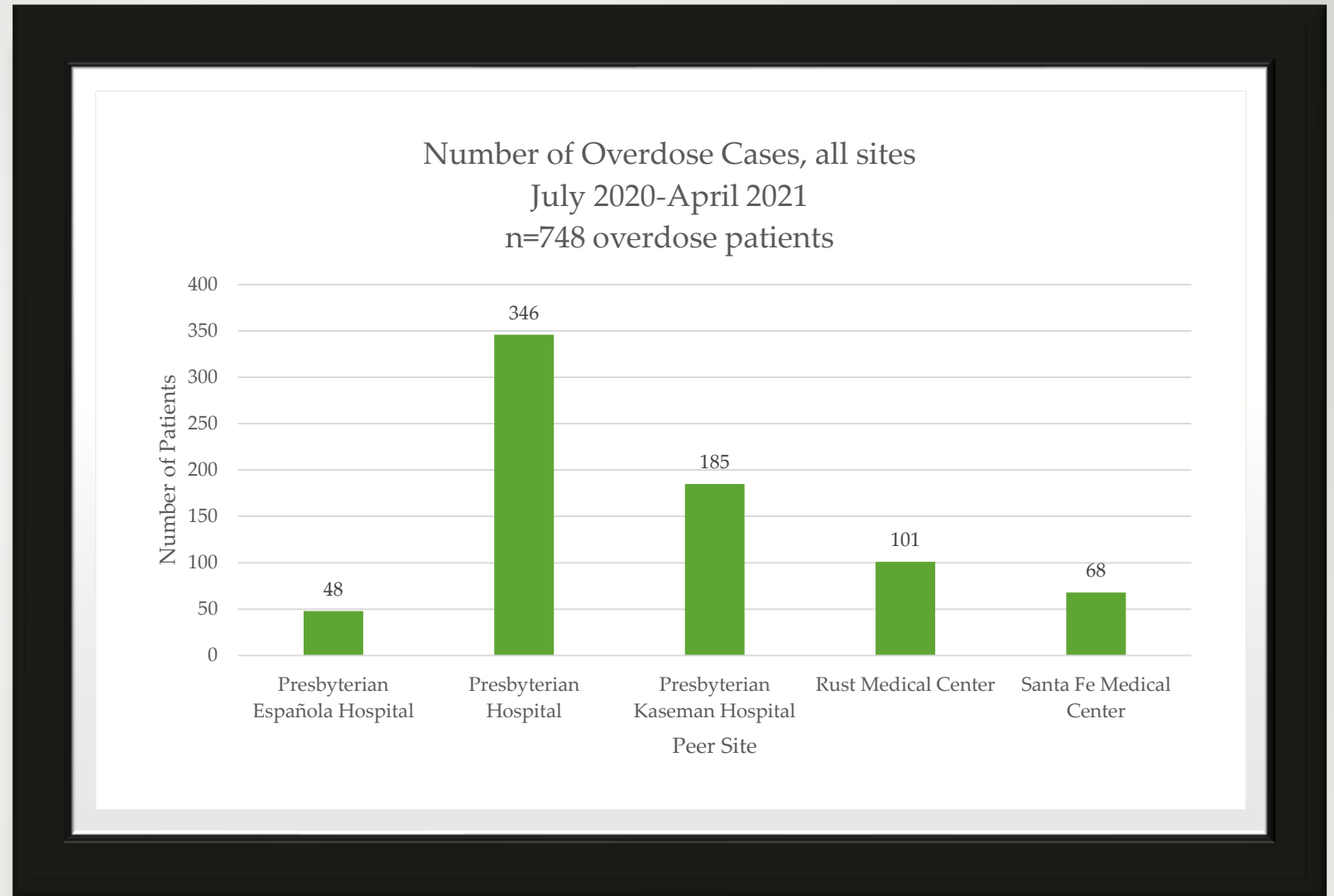


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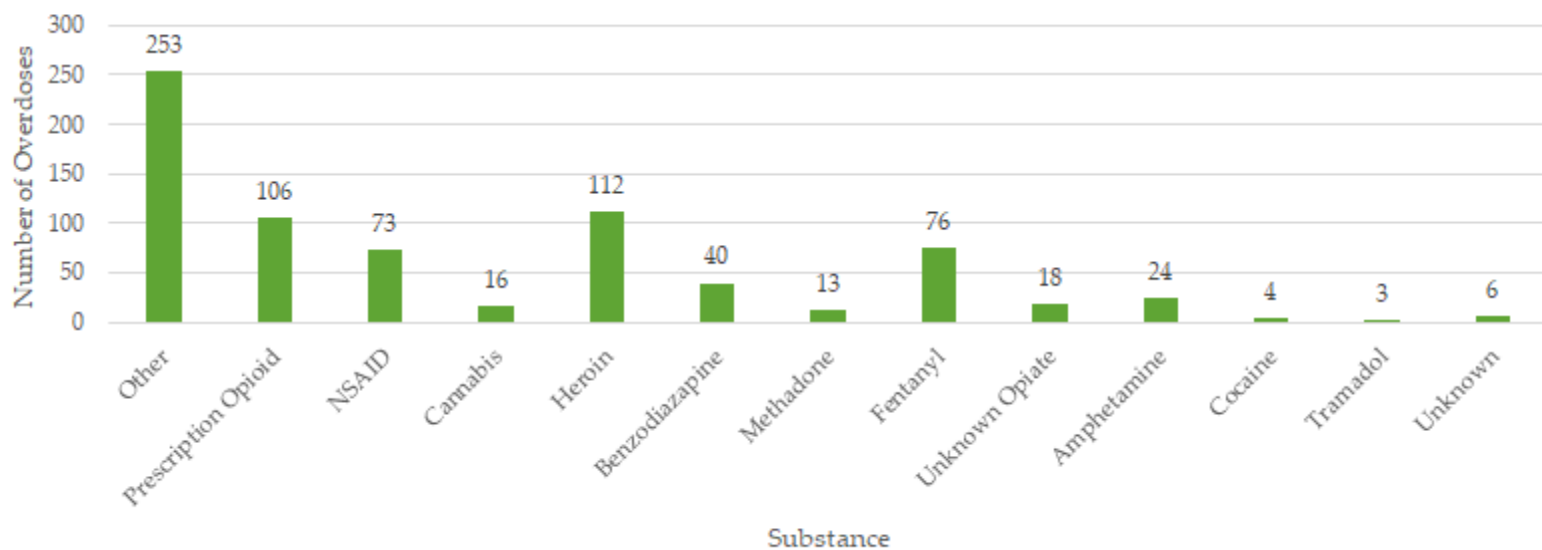
## Peer Support

**Acceptance =**  
Patient accepts Peer Support  
including Peer-led interventions  
and continued follow-up

# Overdoses



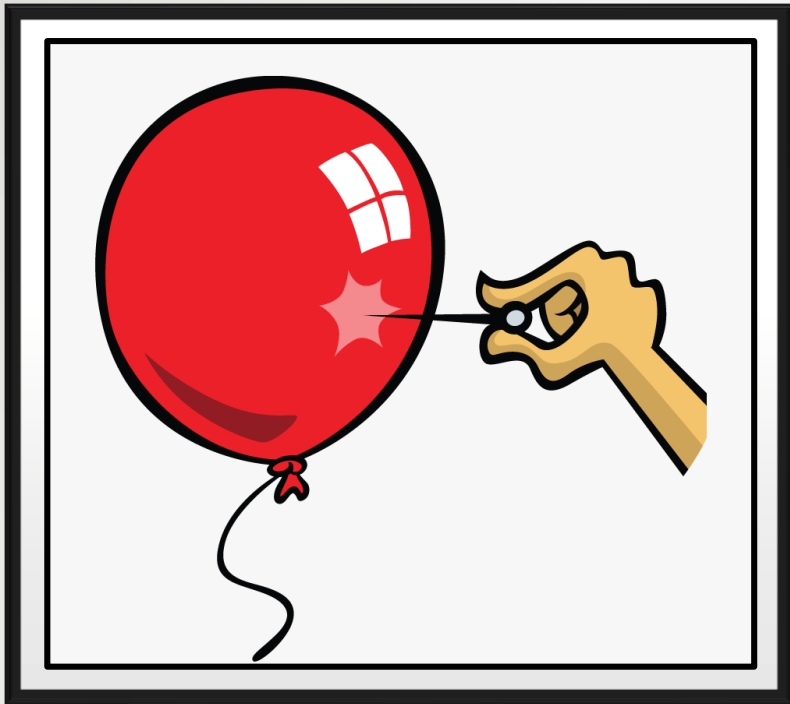
Substances Primarily Involved in Overdoses  
July 2020-April 2021  
n=748 overdose cases



# POP Overview

	Patients Enrolled in POP	Patients presenting with OD	Patients who accepted Peer Support
Presbyterian Española Hospital	244	48	136
Presbyterian Hospital	1034	346	77
Presbyterian Kaseman Hospital	680	185	88
Rust Medical Center	413	101	57
Santa Fe Medical Center	312	68	110
Total	2684	748	469


# POP's Challenges



- Hiring & Getting Buy-In
- Building the Plane as We Fly It
- COVID-19 Pandemic
- Naloxone Distribution
- Quantifying Outcomes

# POP's Successes


- Relationships, Partnerships and Champions
- Peer/CHW ED Model
- EPIC
- Positive Responses from Patients
- Peer Support Posters in Emergency Departments
- Virtual Peer Support Option in Española



**Need help with addiction  
to pain pills or heroin?**

We want to help you get off opioids.  
We can start you on medication that can help you *today*.

**Recovery is possible  
and it can start now.**

 **PRESBYTERIAN**

Ask your provider for more information.

# POP's Ingenuity



*“Since the COVID-19 Pandemic, we have had to find ways to adapt and persevere in order to do our jobs. I have been fortunate to utilize an iPad where, with the assistance of ED staff, I can dial-in and communicate with patients. This tool helps me to better assist and share my experience, all while working remotely from home. Since 11/16/2020 I have been able to engage with approximately 40 patients.*”

**--Ronnie Flores, Peer Support Specialist, Presbyterian Española**

# POP's Expansion Plans



- **Virtual Peer Support (VPS)**
- **Outside of Network**

"I went to the hospital about 7 months ago after being on a bad Alcohol binge, I was looking for a way out. I would try anything to stop, and I realized this would be the hardest thing I ever tried. I vaguely remember our conversation on that pink iPad, but I did remember Ronnie saying, "let me help you, I am you, I once was you". Ronnie called a few days later and my journey began." Thank you, AV (Patient, PEH)



# Thank You!

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