

Technology And Peer Support: Trends And Opportunities

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MHA
Mental Health America
B4Stage4

Presenters



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Peer Support Solutions



Dartmouth

CENTERS FOR HEALTH AND AGING

Radical Innovations in Digital Peer Support

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FOR HEALTH POLICY & CLINICAL PRACTICE

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Agenda

1. Service Delivery Benefits of Digital Peer Support for Mental Health and Substance Use Challenges
2. Effectiveness of Digital Peer Support for Mental Health and Substance Use Challenges
 1. Digital Peer Support Technologies Available
 1. Challenges of Digital Peer Support
 2. Peer and Academic Partnership
 1. Digital Peer Support Certification
 1. Peer Support Smartphone App Database

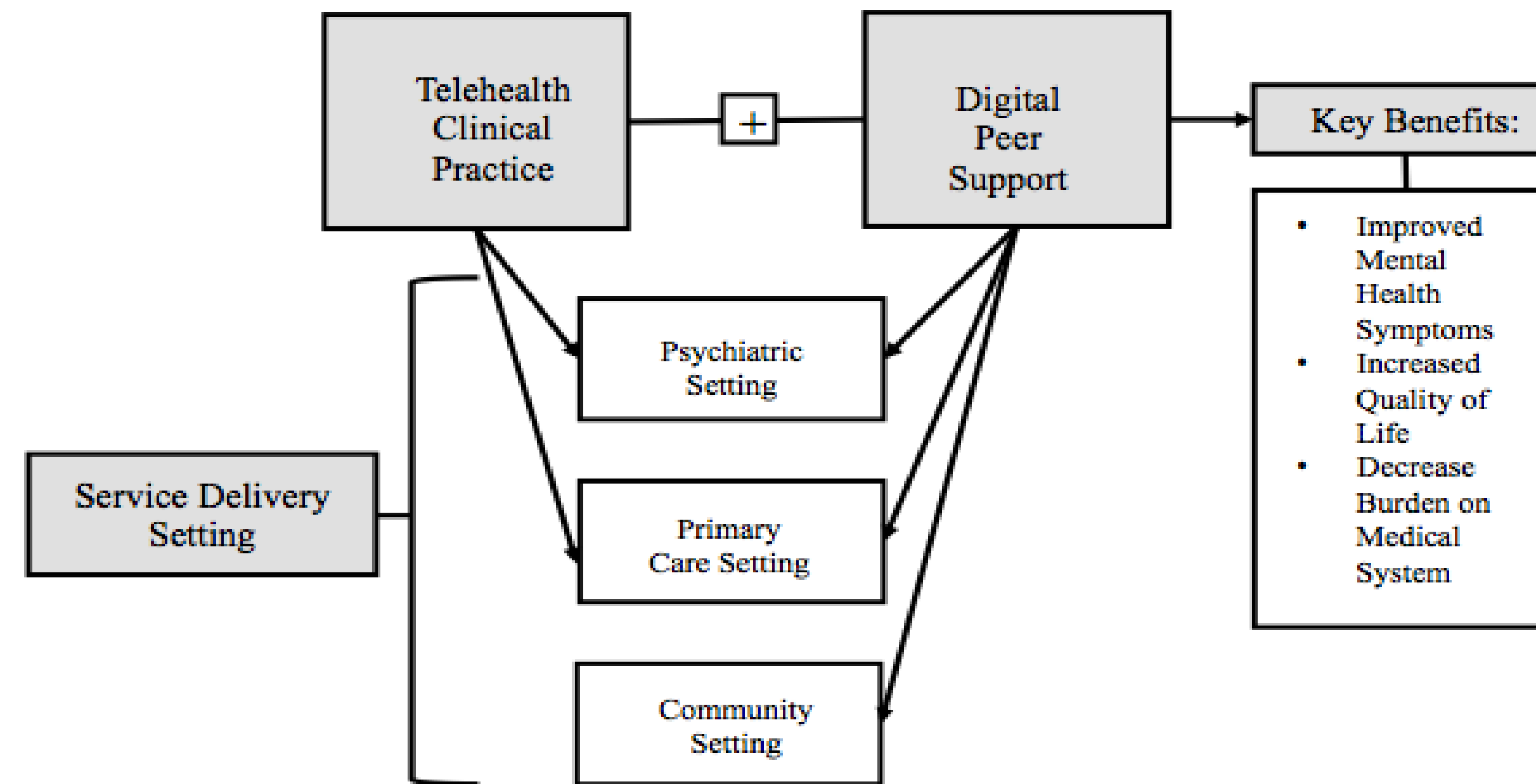
Benefits of Digital Peer Support

- Origins began in 2005 in the United States;
- No geographical limitations;
- No time limitations;
- Engages service users in digital mental health outside of clinical environments;
- Expands the reach of peer support services;
- Increases the impact of peer support without additional in-person sessions; and
- Can access hard-to-reach groups—rural residents, home-bound adults, etc.

Fortuna, KL, et al. (2020). Digital Peer Support Mental Health Interventions for People With a Lived Experience of a Serious Mental Illness: Systematic Review. *JMIR: Mental Health*, 7 (3), e16460

Benefits of Digital Peer Support

Augmentation of Tradition Clinical Practice through Digital Peer Support



Fortuna, KL, et al. (2020). Digital Peer Support Mental Health Interventions for People With a Lived Experience of a Serious Mental Illness: Systematic Review. *JMIR: Mental Health*, 7 (3), e16460

Is Digital Peer Support Effective?

Digital peer support studies have established support for the feasibility, acceptability, and preliminary effectiveness with regard to....

- Enhancing hope, quality of life, empowerment, social support, and recovery;
- Enhancing functioning;
- Reducing symptoms; and
- Improving engagement in services.

Fortuna, KL, et al. (2020). Digital Peer Support Mental Health Interventions for People With a Lived Experience of a Serious Mental Illness: Systematic Review. *JMIR: Mental Health*, 7 (3), e16460

Is Digital Peer Support Effective?

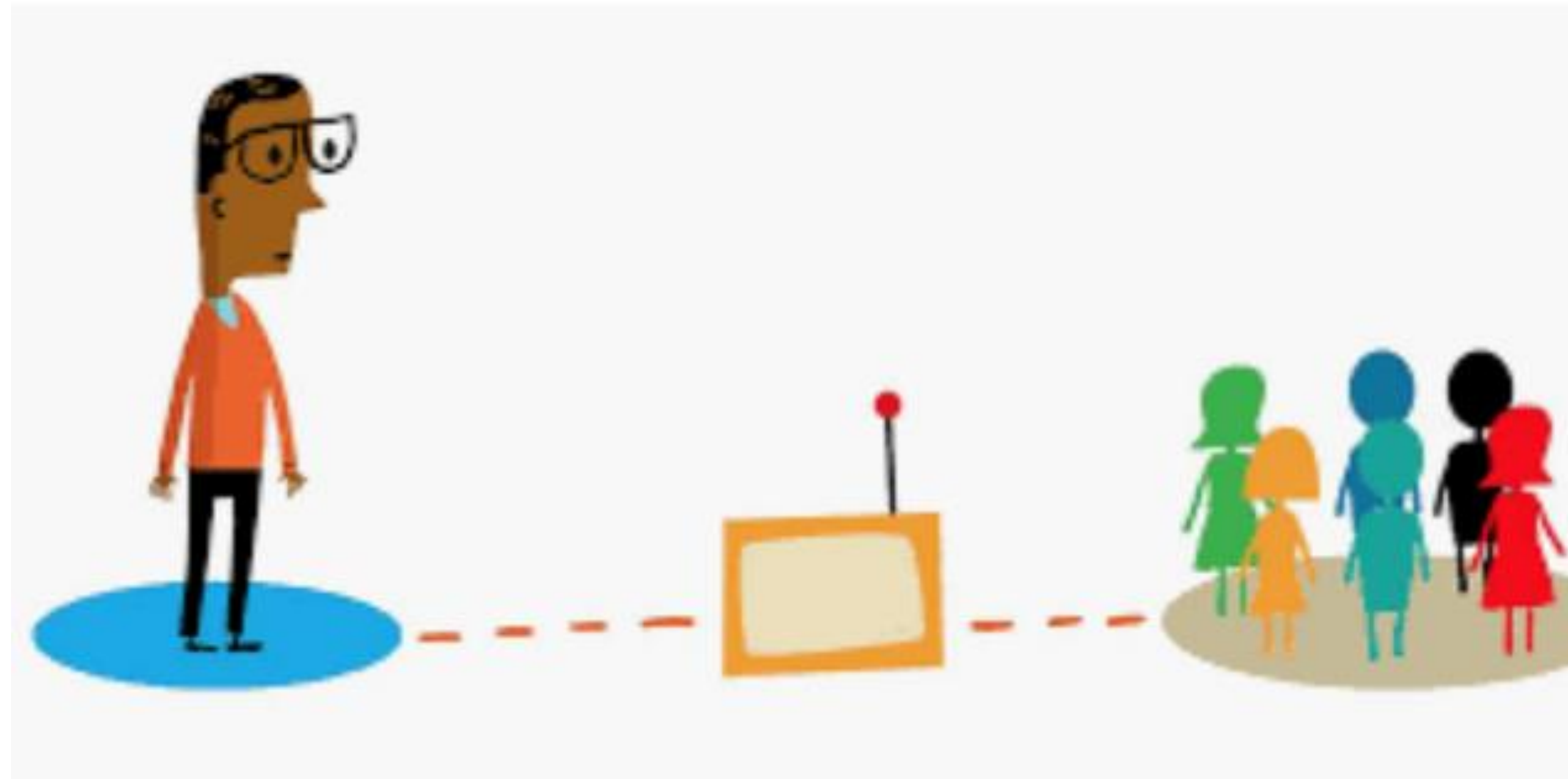
Digital peer support studies have established support for the feasibility, acceptability, and preliminary effectiveness with regard to....

Substance Use Challenges

- Reductions in risky substance use;
- High levels of satisfaction and perceived benefit;
- Engagement in services.

Ashford, RD, et al (2019). Systematic review: Digital recovery support services used to support substance use disorder recovery. *Human Behavior and Emerging Technologies*, 2 (1), 18-32

Technology is a Means for Human Connection



Fortuna, KL, et al. (2020). Digital Peer Support Mental Health Interventions for People With a Lived Experience of a Serious Mental Illness: Systematic Review. *JMIR: Mental Health*, 7 (3), e16460

The Role of Peer Support Specialists in the Digital Era

Enhancing Standards and Principles in Digital Mental Health With Recovery-Focused Guidelines for Mobile, Online, and Remote Monitoring Technologies

Karen L. Fortuna, Ph.D., M.S.W., Robert Walker, M.S., C.O.A.P.S., Daniel B. Fisher, M.D., Ph.D., George Mois, L.M.S.W., Stephanie Allan, M.A., Patricia E. Deegan, Ph.D.



Before the 1970s, the notion that people diagnosed as having a mental health condition could manage symptoms and return to work, school, and a full life in the community was not widespread. Through advocacy efforts by people with lived experience of a mental health condition, recovery-focused care has become a fundamental part of mental health service delivery across the globe (1) and is considered a complementary approach to traditional biomedical psychiatric care (2).

Digital mental health interventions should embrace multiple dimensions of health. People with lived experience of a mental health condition commonly present with other difficulties such as health conditions, substance use issues, and lack of social support—all of which affect overall health. Mental health recovery is not a singular task of monitoring and addressing psychiatric symptoms; rather, recovery involves addressing the complex interaction between an individual's biological, psychological, and sociocultural

Challenges of Digital Peer Support

Journal of Technology in Behavioral Science
<https://doi.org/10.1007/s41347-020-00138-7>

Certified Peer Specialists' Perspective of the Barriers and Facilitators to Mobile Health Engagement



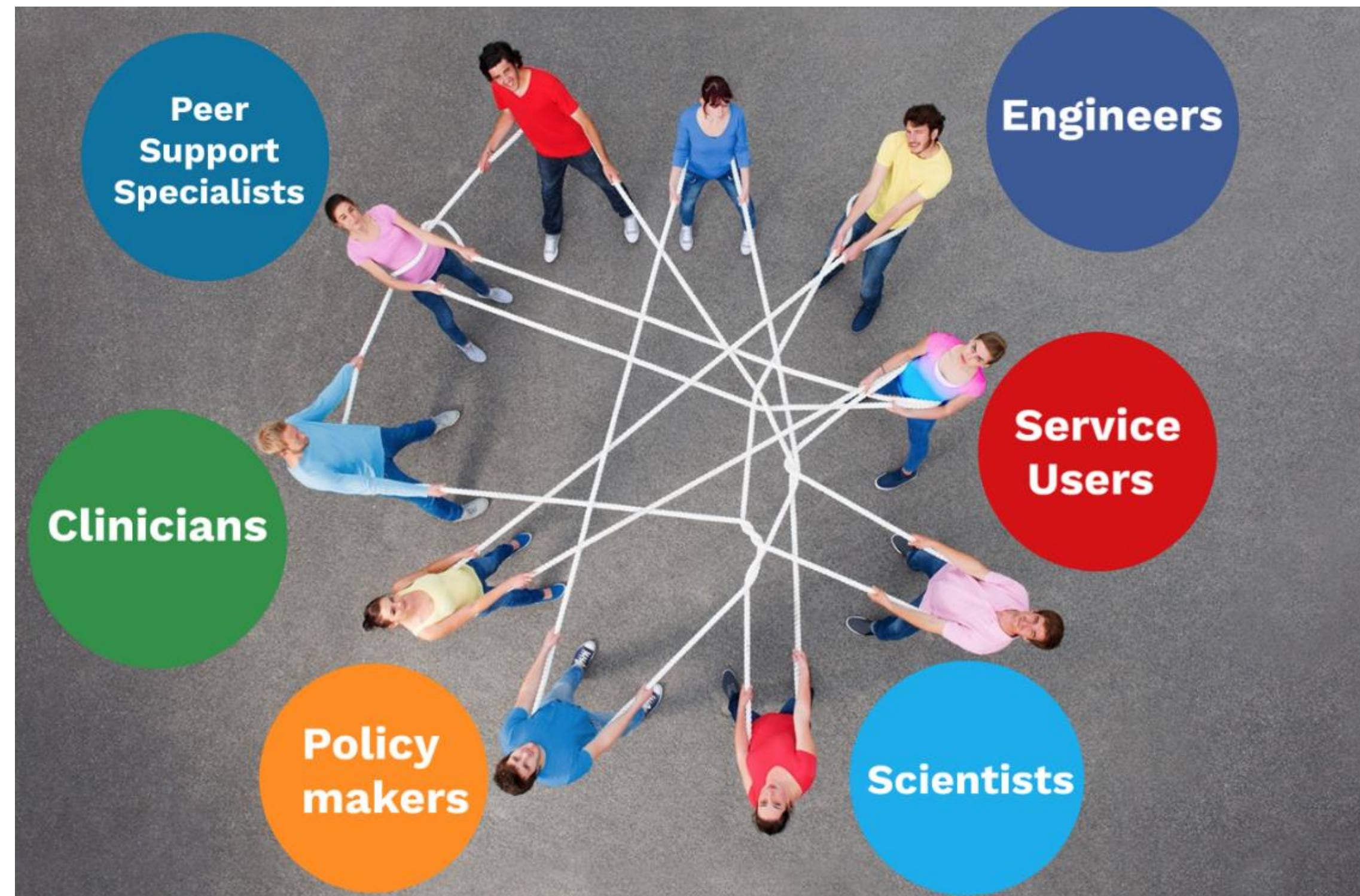
Karen L. Fortuna¹ · Anjana Muralidharan² · Carly M. Goldstein³ · Maria Venegas⁴ · Joseph E. Glass⁵ · Jessica M. Brooks⁶

Received: 13 November 2019 / Revised: 17 March 2020 / Accepted: 6 April 2020
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Abstract

This study examined certified peer specialists' perceptions of the barriers and facilitators to mobile health (mHealth) engagement. A total of 267 certified peer specialists from 38 states completed an online survey. Of this sample, 74 certified peer specialists completed open-ended questions. Data were analyzed from the 74 respondents who responded to open-ended questions. Certified peer specialists identified previously unidentified facilitators including the augmented use of certified peer specialists in combination with mHealth to improve engagement. One emerging theme identified was the belief that mHealth interventions may promote social isolation if not designed appropriately. Certified peer specialists appear to prefer using tablets instead of smartphones. Integrating certified peer specialists' perspectives of barriers and facilitators to mHealth engagement may promote initial and sustained mHealth engagement among consumers with serious mental illness. Future research using implementation science frameworks should examine these previously identified barriers and facilitators to mHealth engagement as correlates and/or predictors of engagement among service users.

Peer-Academic Partnership



Fortuna, K et al. Application of Community-Engaged Research to inform the Development and Implementation of a Peer-delivered Mobile Health Intervention for Adults with Serious Mental Illness. *JMIR: Journal of Participatory Medicine* 2019;11(1):e12380

Partnership is based on collaboration, engagement, shared decision-making, principles of reciprocal relationships, co-learning, partnership, trust, transparency, and honesty

Planning the Study

- Intervention development
- Developing research question
- Determining outcomes
- Implementation considerations

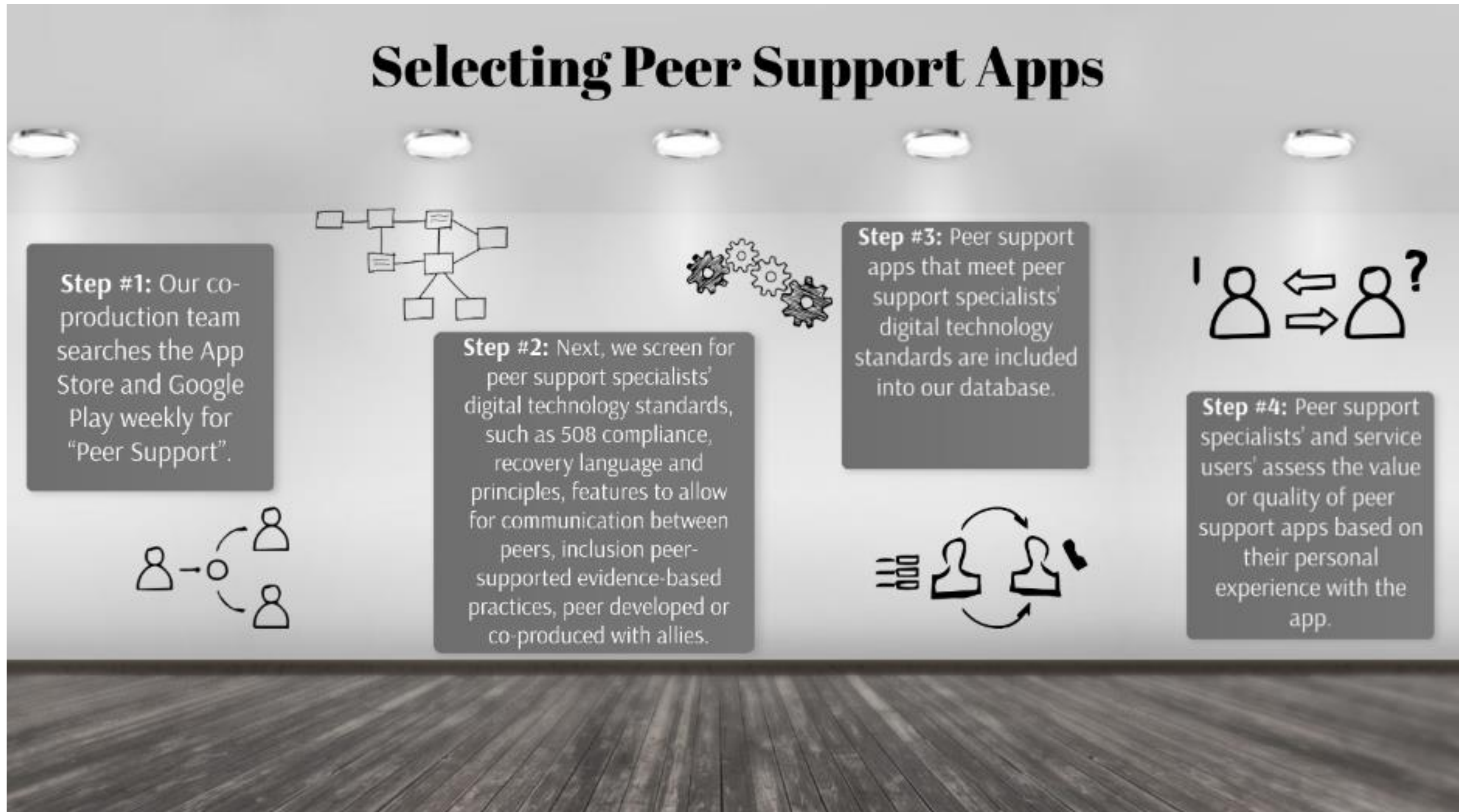
Conducting the Study

- Recruitment
- Retention
- Intervention delivery

Disseminating Results

- Social media, blogs, newsletters
- Presentations at local and national organization, provider and academic conferences

Selecting Peer Support Apps



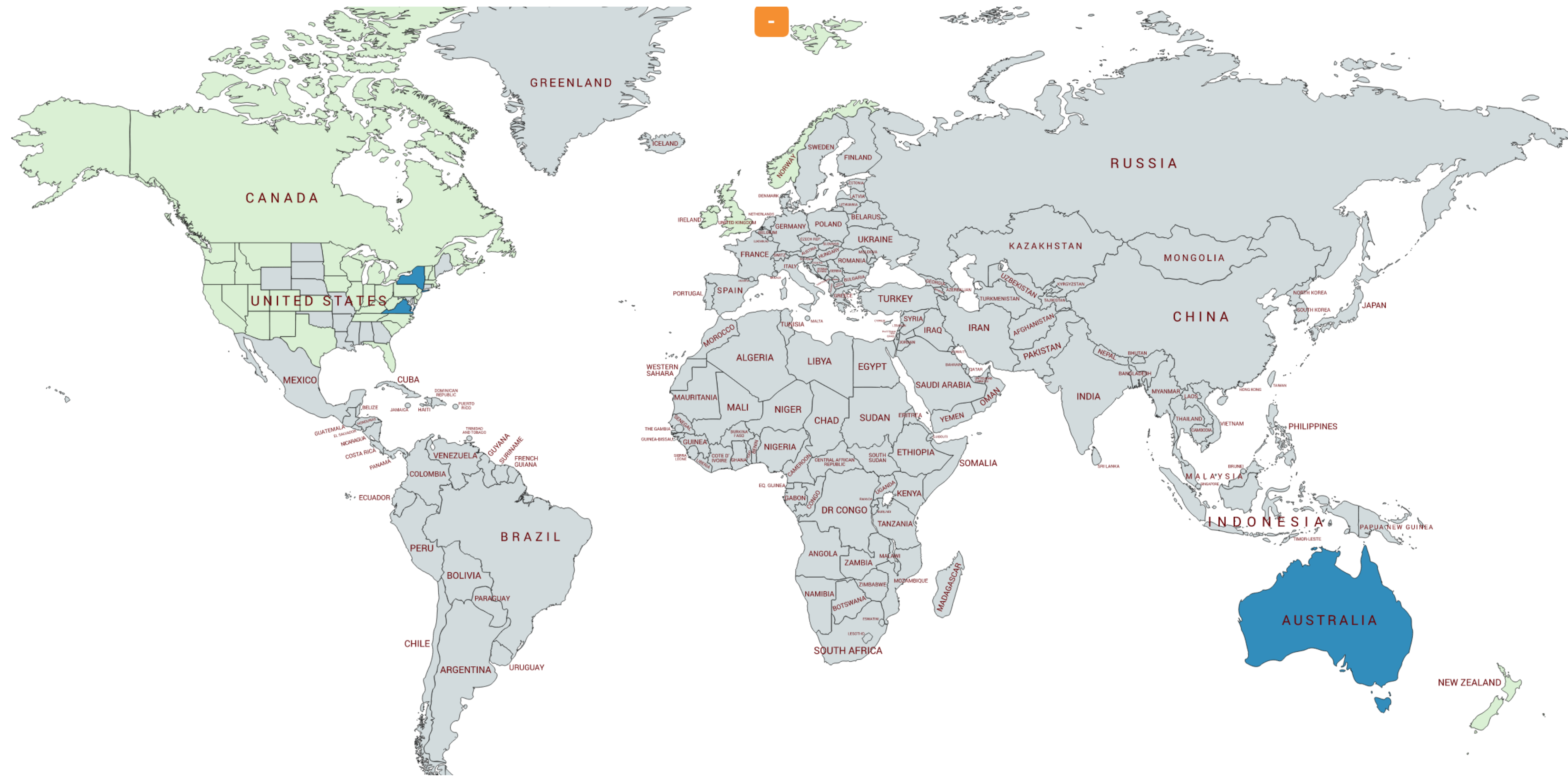
Digital Peer Support Certification

- 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

The Digital Peer Support Certification has been found to be an effective knowledge translation training that has shown to increase peer support specialists' knowledge, confidence, and capacity to use digital peer support in practice.

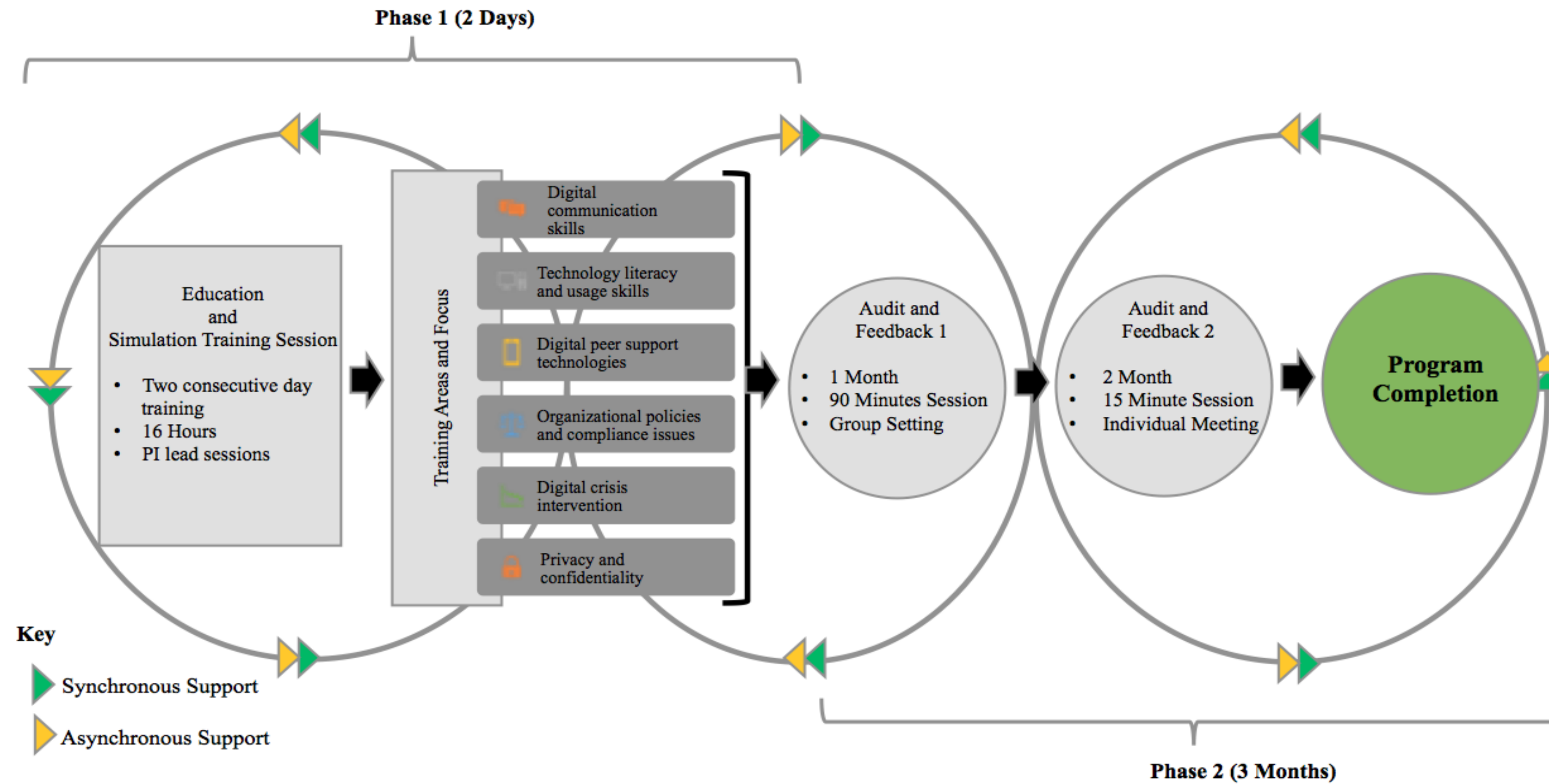
Fortuna, K et al. Strategies to Impact Peer Support Specialists' Capacity to Use Digital Peer Support Technology. (under review).

1,550 Peer Support Specialists Trained



<http://digitalpeersupport.org/certification/>

Figure 1. Digital Peer Support Certification Process



Fortuna, K et al. Strategies to Impact Peer Support Specialists' Capacity to Use Digital Peer Support Technology. (under review).

Iterative Intervention Co-Design




[Psychiatric Quarterly](#)

June 2018, Volume 89, [Issue 2](#), pp 293–305 | [Cite as](#)

Feasibility, Acceptability, and Preliminary Effectiveness of a Peer-Delivered and Technology Supported Self-Management Intervention for Older Adults with Serious Mental Illness

[Authors](#)

[Authors and affiliations](#)

Karen L. Fortuna , Peter R. DiMilia, Matthew C. Lohman, Martha L. Bruce, Cynthia D. Zubritsky, Mitch R. Halaby, Robert M. Walker, Jessica M. Brooks, Stephen J. Bartels

Smartphone app may help older adults manage serious mental illness and chronic health conditions

New study in The American Journal of Geriatric Psychiatry indicates that middle-aged and older adults have the potential to use tailored smartphone interventions to self-manage their illness

Share this:       

Philadelphia, PA, August 15, 2017

The use of new technologies in geriatric psychiatry shows promise for advancing personalized medicine and improving patient care. A new [study](#) in [The American Journal of Geriatric Psychiatry](#) describes the successful adaptation of an integrated medical and psychiatric self-management intervention to a smartphone application for middle-aged and older adults with serious mental illness.



Innovative Apps Connect Elderly to Psychiatric Care

Smartphone technology offers wide-ranging opportunities for delivering essential interventions directly to patients, making treatment more efficient and, in some cases, more effective.

MEDSCAPE.COM

<http://digitalpeersupport.org/app-development/>



Peer Support
SOLUTIONS

Virtual Delivery of Effective Peer Support Services

Mental Health America Webinar

Technology and Peer Support: Trends and Opportunities

May 26th, 2020

Vincent F. Caimano, Ph.D.

Co-Founder & CEO

Peer Support Solutions

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About Peer Support Solutions

Pioneering provider of video-based

- Peer support groups since 2009
- Peer coaching
- One-on-one peer connections
- Deidentified summary data analytics

Peer Support is at our core

- We help bring together people with common needs to help each other
- We have groups that help with Behavioral Health, Chronic Illnesses and Rare Diseases



What We Do

We assist individuals, non-profit organizations and healthcare providers to engage in or offer peer support

- Efficiently
- Confidentially and conveniently
- With measurable satisfaction and effectiveness

We help individuals in over 130 countries

- Tens of thousands participants
- 700+ monthly meetings

We do this via our purpose-built, video and text-based apps



Our 3rd Generation Technology

Convenient

- Accessible on desktop and mobile devices

Compliant

- HIPAA
- Section 508
- FDA compliant device
- **Process Patent Pending**
 - Predictive analytics
 - Unique approach of recording real-time health data
 - Patient and observer perspective
 - Easily available and understandable to clinicians
 - Measure changes in patient symptoms, effectiveness of medications, and adherence to treatment

Confidential

- Participants can be anonymous

Configurable

- Branded content, white label solution
- Any meeting format

Measurement-Oriented

- Many data capture options
- Outcome tracking and progress feedback
- Analysis and research functionality



The Growing Family of PSS Organizations and Services



Meeting Overview

1. **Meeting Start-up**
 1. Meeting Guidelines
 2. Check-in
2. **Today's Topic: Stress Management**
3. **Sharing / Supporting**
 1. Talk Time
 2. Self-Care Planning / Close



PSS Outcomes

2015 Survey of Depression Recovery Groups participants, N=142

Evaluation Criteria	Before	After	CHANGE
Moderately to severely depressed	73.2%	48.6%	↓ 34%
Urgent care for depression, bipolar or anxiety	24.6%	12.7%	↓ 48%
Emergency room for depression, etc.	28.2%	14.4%	↓ 49%
Hospitalized for depression, etc.	32.4%	9.9%	↓ 69%



Participant Satisfaction

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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The **group leader** seemed warm, supportive, and concerned.

38 (2%)	19 (1%)	44 (2%)	312 (16%)	1515 (79%)
------------	------------	------------	--------------	---------------

95%

I had an **opportunity to talk** about the problems that are bothering me.

42 (2%)	26 (1%)	123 (6%)	384 (20%)	1340 (70%)
------------	------------	-------------	--------------	---------------

90%

I **learned some new ways** to deal with my problems.

54 (3%)	55 (3%)	253 (13%)	570 (30%)	987 (51%)
------------	------------	--------------	--------------	--------------

81%

I believe **the meeting was helpful** to me.

42 (2%)	48 (3%)	104 (5%)	514 (27%)	1197 (63%)
------------	------------	-------------	--------------	---------------

90%

I intend to **use what I learned** in today's meeting.

38 (2%)	26 (1%)	202 (11%)	544 (28%)	1103 (58%)
------------	------------	--------------	--------------	---------------

86%

I **would recommend this service** to others

29 (2%)	12 (1%)	56 (3%)	319 (17%)	1456 (78%)
------------	------------	------------	--------------	---------------

95%



The Hey Peers! Platform

- PSS's 3rd generation platform
- Adds
 - Text-based confidential peer support
 - Progress tracking tools
- Flexible, easy to use
- High quality interactions
 - Certified / licensed peer supporters
 - Organization sponsored services
- Helps organizations to measure the impact of their services

Real Humans. Real Help. Real Time

Hey Peers is a video chat app that allows people to safely browse and join peer support conversations and meetings.

[Get Started](#)





NAMI Billings, a NAMI Affiliate founded in 1995 in Billings, Montana, is dedicated to helping and supporting volunteer grassroots leaders as they raise awareness about mental health conditions and provide local education, advocacy and support group programs for those living with mental challenges and the loved ones who care for them. NAMI Billings provides all services FREE OF CHARGE due to the generosity of the Billings community.

Have questions?

NAMI Billings

[Visit website](#)



[Group Leaders](#)

[Resource Library](#)

[Group_Guidelines.jpeg](#)

[Emotional Stages.jpeg](#)

[Principles of Support.jpeg](#)

List

Calendar

today back next

May 2020

month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26 NAMI Connection	27	28	29	30 NAMI Connection	01	02
03 NAMI Connection	04	05	06	07 NAMI Connection	08	09
10 NAMI Connection	11	12 NAMI Peer to Peer	13 NAMI Peer to Peer	14 NAMI Connection NAMI Connection NAMI Connection	15	16



Vincent

[Chats](#)[Groups](#)[Peer Supporters](#)[+ Chat](#)

CHATS

- Achmood 12:28 AM, 14th Apr
- Josh2239r 4:22 PM, 6th Feb
- Dana 10:34 PM, 3rd Apr
- Terry Ball 5:03 PM, 6th Apr
- Donna 12:57 AM, 5th Apr
- Sophie 12:50 AM, 22nd Mar
- Krshein 1:31 AM, 23rd Mar
- Laurarose 7:14 PM, 24th Mar
- RB Admin 8:04 PM, 5th May
- Rosemary Weaver 6:17 PM, 7th May
Hi Vince. Have you schedul...
- Anna 2:22 PM, 2nd May
Hello, I'm trying to figure...

SR **Supporting Mamas Chat Room**
[Supporting Mamas](#)
A safe space for women who wish to connect with other women in pregnancy and/or postpartum and discuss the emotional aspects of motherhood, including ...
Members: 8 [Join](#)

WP **WRAP - Wellness Recovery Action Plan**
[Rosemary Weaver](#)
Learn about WRAP and how it can be an effective tool to take your recovery to the next level.
Members: 19 [Join](#)

DB **depression and anxiety battles**
Members: 48 [Join](#)

AC **An Unquiet Mind - Bipolar Group Chat**
A place for those with bipolar disorder to discuss with and support each other.
Members: 34 [Join](#)

SM **Saving Me**
[Thomara](#)
This group chat is for parents who have a mental illness and have a child or children with special needs.
Members: 8 [Join](#)

BS **Brain Injury Support**
[Brain Injury Association of North Carolina](#)
This chat room is available for individuals to discuss challenges, changes, and triumphs after brain injury.
Members: 8 [Joined](#)

Track your journey

The Hey Peers! application allows you to easily enter and track information in realtime no matter where you are. Open the graphs anytime to see areas of progress and areas that may need additional attention.



Mood and Life Scale

Total Entries: 5
Avg Mood (0-6):
Last Entry: 04/10/2020



My Journal

Journal Entries: 1
Last Entry: 04/10/2020



Symptoms &...

Last Update: n



Custom Trac

Last Update: n

Mood Entry ✕

May 22 - 05 PM : 07

Mood
No sadness

Anxiety
Occasional feelings of edginess and ill-defined discomfort

Work Life
1

Social Life
2

Family Life
5

[Save](#)

My Streaks

53.3% / 30

0.0% / 200

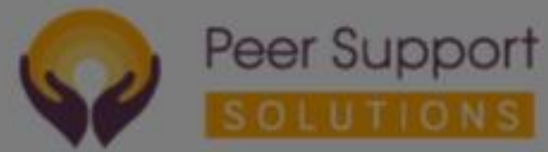
0% / 100

0.0% /

DECENT GOOD HERO



Manage Organization



Upload Image

Name

Peer Support So

Short description

Peer Support So

Description

Source

Styles

Peer Support

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List

Calendar

Schedule a Meeting

Meeting type

Depression

Conversation name

Depression Recovery

Support topic

CBT

Special focus

Cognitive Distortions

Select meeting duration

1

30

Price to join (\$)

Pricing type

free

Start time

05/26/2020 07:30 PM

Max attendees

12

Group Meeting

1 to 1 Meeting

Select group leader

Vincent

Private

Exclusive

Enter a Password

Meeting description

This meeting is for anyone who is dealing with Depression, Bipolar Disorder or Seasonal Affective Disorder

Comments

Comments

Documents

Add documents

Invite Contacts

+

Submit

Peer Support Solutions

Visit website



Connecting your members to Heypeers

We recommend copying these links to your website so your users can register and log on directly to your Hey Peers Account page.

For onboarding new members

https://heypeers.com/members/sign_up?org=Peer Copy

For members already joined heypeers

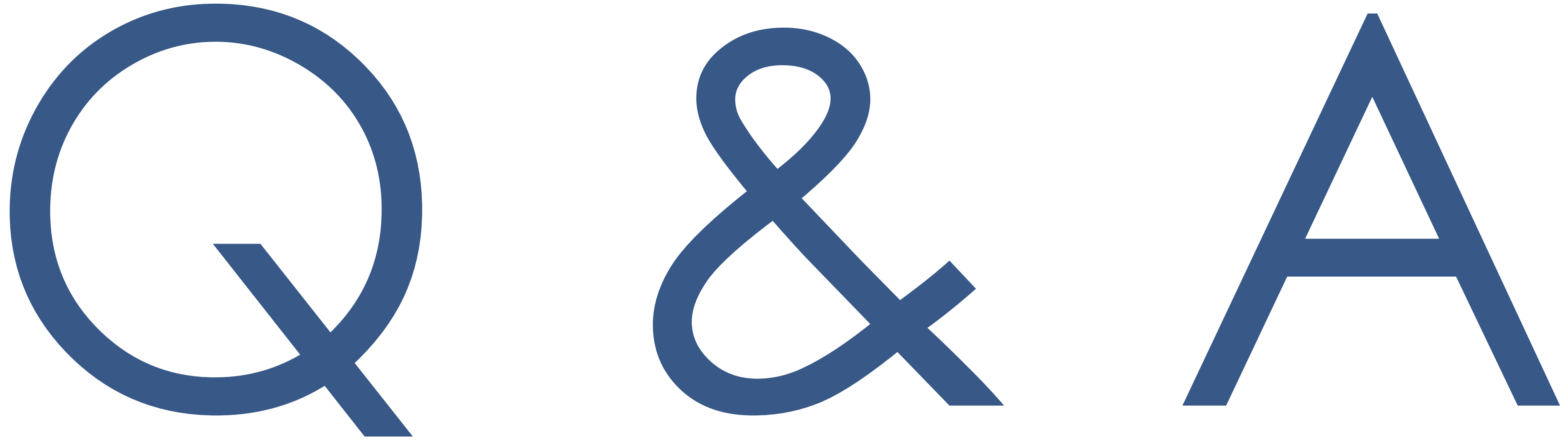
https://heypeers.com/users/sign_in?org=Peer Sup Copy



What Does the Future Hold?

1. Living through COVID-19 =
Living through The Great Depression or a Major War
2. We will be more
 - Cautious / careful about social interactions
 - Anxious / feel more vulnerable about the threat of a new pandemic
 - Comfortable with technology as a way to relate to others
3. Organizations will continue to virtual services





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