



Peer Mentoring Program Mentor Orientation

ESRD National Coordinating Center

Qsource ESRD Networks 10 & 12

Agenda

- Welcome
- Overview of ESRD National Coordinating Center (NCC)
- Program Overview
- Peer Mentoring Orientation
- Staying in touch with your End Stage Renal Disease (ESRD) Network
- Questions and answers



ESRD National Coordinating Center

- The ESRD National Coordinating Center (NCC) supports and coordinates national activities to support improvement within the ESRD Network Program in support of the 18 ESRD Networks.



Background of the NCC Peer Mentoring Program

- Conducted a literature review and environmental scan to identify current patient peer mentoring programs for chronic disease management, including kidney disease.
- Developed the ESRD Network Peer Mentoring Program from the framework established by the ESRD Network 5 Peer UP Program and IPRO Peer Mentor E-University Program
- Partnered with ESRD Networks and patient subject matter experts to review materials prior to pilot launch.
- Collaborated with ESRD Networks to recruit peer mentors and mentees to pilot the program and mitigate program barriers.
- Program was incorporated into ESRD Network contracts as a required patient engagement activity for facilities



What is the ESRD NCC Peer Mentoring Program?

- It is a patient peer mentoring program between dialysis facilities; patient peer mentees who are new to dialysis; patient peer mentors who have been on in-center dialysis, a home treatment option, or transplanted for over a year; and ESRD Networks.
- Offers facilities a proven way to engage patients in care and increases knowledge, confidence, and social support for those living with kidney disease.
- Relies on collaboration between facility staff, patients, and ESRD Networks.



Why Your Facility Will Benefit from Participation

Facilities may experience the below benefits:

- Enhance communication and understanding between staff and patients.
- Meet the Centers for Medicare & Medicaid Services Quality Incentive Program requirements.
- Improve patients' knowledge and empower patient self-efficacy.
- Increase patients' socialization with one another and their facility patient representatives.
- Reduce hospitalizations because of improved patient engagement and self-care.



Program Guidelines

- Peer mentors and mentees should be:
 - Over the age of 18.
 - Receiving in-center hemodialysis, or on a home treatment option, or transplanted for at least 6 months.
 - Must have a smart phone, computer access, and an active email address.**
 - Comprehend English without the aid of a support person; or is fluent or a native speaker of the mentor's native language.
- Attend the mentor and mentee orientation call.
- Complete the courses on the Kidney Learning Hub.
- Sign a confidentiality agreement.
- Review the peer mentoring video.



Peer Mentor and Mentee Orientation



Characteristics of a Peer Mentor

- Has a positive outlook in dealing with kidney disease.
- Likes to connect with others and can use that connection to engage and educate.
- Is comfortable helping a patient take an active role in his or her care plans and talking with his or her care team.
- Is open to learning about resources on treatment choices and sharing them with others.
- Achieves his or her treatment goals.
- Would like to take a leadership role in helping others.
- Willing to connect with mentee(s) virtually



Peer Mentor Role

- Share your personal experiences to help your peer see that he or she is not alone in facing the challenges of kidney disease.
- Present your peer with new ideas to deal with issues he or she faces as a kidney patient.
- Demonstrate positive behavior.
- Encourage your peer to stay active in his or her care.



Characteristics of a Peer Mentee

- Displays interest in connecting with others to learn.
- Asks questions about his or her care plans and talks with his or her care team.
- Is open to learning about resources on treatment choices.
- Willingness to connect with Mentor virtually



Behavior/Expectations

- Peer mentors should:
 - Demonstrate good communication skills by asking open ended questions.
 - Use active listening techniques, such as verbal comments—like “yes” and “okay.”
 - Not act as counselors—if a peer speaks to feeling depressed or anxious, mentors should refer his or her peer to their healthcare team.
- Peer mentors and mentees should keep an open mind with each others’ perspectives.



Benefits of Peer Mentoring from Patient Perspective



- Della Major
– Chicago, IL





Online Training

NCC Kidney Learning Hub

Introduction to the Kidney Learning Hub

- Time commitment for taking courses
- Registration process on the Kidney Learning Hub
 - You will receive an email to verify email address
- Mentoring Basics courses 1–3, and additional topic courses 4–6
- 3 Mentee courses - Mentees can register but are not required to do so.
- Kidney Learning Hub Technical Support, User's Guide, and Frequently Asked Questions
- Mentoring resources
- Kidney Learning Hub site feedback form



Course Descriptions

- Courses provide:
 - Information about the topic
 - Self-reflection learning examples about the information that you have learned
 - 2 formats—reading and audio
 - A quiz, which must be passed in 3 attempts
 - Quiz content is taken directly from the course.
 - There are no trick questions.
 - You must complete them all 100%
 - A Certificate of Completion for Mentors will be given for combined completion of courses 1–3 and an individual certificate for courses 4, 5, and 6. Mentors must attend the orientation as part of the requirement to receive the Certificate of Completion.



Mentor Courses

- Mentor Course Guidelines
 - 1 Welcome to Peer Mentoring
 - 2 Mentoring to Support Choices
 - 3 ESRD Overview
- Mentors are requested to take at least 1 of the following topic courses:
 - 4 Discussing Home Dialysis as an Option
 - 5 Discussing Transplant as an Option
 - 6 New to Dialysis

Mentoring Basics

1. Welcome to Peer Mentoring!

Being a peer mentor is an important role. This course will tell you what you need to know to be a peer mentor.

[Learn More](#)

2. Mentoring to Support Choices

This course provides practical tips on how to get started as a peer mentor. You will also learn how to support your peer as he or she makes important decisions about treatment choices.

[Learn More](#)

3. End Stage Renal Disease Overview

Understanding kidney disease can help empower patients to advocate for themselves. This course will build your knowledge about kidney disease.

[Learn More](#)

Topic Courses

4. Discussing Home Dialysis as an Option

In this course, you will learn about home dialysis. The course will prepare you to talk with your peers about home dialysis as a treatment choice.

[Learn More](#)

5. Discussing Transplant as an Option

This course will continue your training to become a peer mentor. The course will prepare you to talk with your peers about kidney transplant as a treatment choice.

[Learn More](#)

6. New to Dialysis

In this course, you will learn about what to expect from your dialysis treatment and how to be an active member of your care team.

[Learn More](#)



Mentee Courses

- Mentee Guidelines
 - What the Peer Mentee Should Know
- Additional Mentee Courses
 - ESRD Overview
 - New to Dialysis
- Mentees receive a certificate after mentorship.

Mentee Courses

What the Peer Mentee Should Know

- [What the Peer Mentee Should Know \(PDF\)](#)
- [What the Peer Mentee Should Know \(Audio\)](#)

End Stage Renal Disease Overview

- [End Stage Renal Disease Overview \(PDF\)](#)
- [End Stage Renal Disease Overview \(Audio\)](#) – Coming Soon

New to Dialysis

- [New to Dialysis \(PDF\)](#)
- [New to Dialysis \(Audio\)](#)

[Site Feedback](#) | [ESRD NCC](#) | [Privacy](#) | [Accessibility](#)

For information about the availability of auxiliary aids and services, please visit [Medicare.gov](#).



Mentor and Mentee Pairings

- The Peer Mentoring Program application will be used to help pair mentors and mentees.
- ESRD Networks and the peers' dialysis facility will collaborate with peers to help ensure successful pairings.
- Pairings are focused on mentee topic interests, hobbies, and gender preferences.
- Mentors and mentees may request a new pairing.
- Mentors should not be paired with more than 1 mentee and may have up to 2 pairings at any point in time.



Maintaining Confidentiality and Professional Boundaries

- Privacy and confidentiality are important for both mentors and mentees.
- All personal information shared in the mentoring session should be kept private.
 - Exception: If someone was to threaten harm to himself/herself or others, or discuss feelings of extreme sadness or depression, mentors should contact the healthcare team.
- All forms, logs, or notes are considered private and confidential.
- Mentors and mentees are encouraged to:
 - Center their mentoring session on the mentor and mentee course topics.
 - Establish boundaries such as:
 - Call frequency and times.
 - Caregiver relationships.



Sharing Experiences vs. Giving Medical Advice

- Peer mentors should:
 - Share their experiences with the mentees.
 - Recommend mentees seek answers to medically related questions with their care team.
- Peer mentors should not:
 - Recommend medications, diet options, or treatment options to their peers.
 - Provide medical advice of any kind.



Let's Practice Peer Mentoring Video

- This short video explains a conversation between a mentor and mentee about vascular access
- The video can be found on the Kidney Learning Hub in the Resource section:
 - <https://www.kidneylearninghub.com/resources/>.



Connecting With Your Peer Virtually

- Protecting your privacy
 - Do not share your personal cell or landline telephone numbers.
 - Share email addresses.
- Using Google Voice™
 - iOS and Android app or computer
- Creating a Zoom™ account
 - Zoom.com, sign up



Google Voice™

- iOS or Android app or computer
- Will need a Google account (email will work)
- U.S. phone number that will forward calls to Google Voice™ number after ringing
- Almost all Google Voice™ calls within the U.S. are free.



Creating a Google Gmail Account

- To set up a Google email account visit:
<https://support.google.com/mail/answer/56256?hl=en>.
- Follow the steps on the screen to set up your account.
- Use the account you created to sign into Gmail.
- Use mail.google.com to access your Gmail account, or if you have Google Chrome installed on your computer, click on the “M” icon to access your account.



Google Voice™ Continued

- What you can do with Google Voice™.
 - Text from your computer or cell phone.
 - Read your voicemail and search through it like email.
 - Personalize voicemail greetings for family and friends.
 - Get protected from spam calls, block unwanted callers, and screen calls before answering.
- To sign up and get your number, visit:
<https://support.google.com/voice/answer/115061?co=GENIE.Platform%3DDesktop&hl=en#>

Reference: <https://support.google.com/voice/answer/115061?co=GENIE.Platform%3DDesktop&hl=en>



- Creating your Zoom™ account
 - To sign up for your own free account, visit zoom.us/signup and enter your email address.
 - You will receive an email from Zoom (no-reply@zoom.us). In this email, click Activate Account.
- Signing on to your Zoom™ account
 - You can sign on to your Zoom™ account on the web at any time, at zoom.us/signin.
 - Once you are logged in, use the panel on the left side to navigate the Zoom™ web portal. You can update your profile, schedule a meeting, edit your settings, and more.
- For more information visit:
https://support.zoom.us/hc/en-us/articles/360034967471-Getting-started-guide-for-new-users#h_b0c98dfa-d90f-486d-9617-71ab7b41a273.



Time Commitment

- Mentors are encouraged to send logs to NW weekly
- Facility Champion are encouraged to meet with Mentor regularly to check-in and help when needed

Peer Mentoring Program: Mentor Log



Today's Date:

First Name:

Last Name:

End Stage Renal Disease (ESRD) Network Name or Number:

Answer the questions below:

1. How many times did you meet this week? Select the one best answer.

- a. 1 time
- b. 2 times
- c. More than 2 times
- d. We did not meet this week

If you answered **a, b, or c** go to question 3. If you answered **d** go to question 2 and then to question 7.

2. What prevented you from meeting with your mentee? Select the one best answer.

- a. Could not reach the mentee by Zoom or Google Voice
- b. Mentee was not available to meet
- c. Scheduling conflict between the mentor and mentee

3. How long was your meeting? Select the one best answer.

- a. 30 minutes or less
- b. 60 minutes or less
- c. More than one hour
- d. We did not meet this week

4. Did you meet via Zoom or Google voice? Select the one best answer.

- a. Zoom
- b. Google Voice
- c. Other



Staying in Touch With the ESRD Network

- Logging your mentoring session
 - Peer mentors are to complete the Mentorship Log Form.
 - Fax it to your ESRD Network.
- The ESRD Network is available:
 - For support with resources.
 - When your mentorship is completed.
 - If you would like a different mentor/mentee pairing.
- When you have questions about the Peer Mentoring Education Program email to kidneylearninghub@hsag.com.



Next Steps

Facility champion to complete Peer Mentor Application

Network will schedule a phone interview with the patient

Mentor completes online education modules from Kidney Learning Hub

Mentor signs confidentiality forms

Mentor is matched with Mentees





Questions and Answers



ESRD NCC

Contact Information

kidneylearninghub@hsag.com



Qsource ESRD Networks

(Illinois, Iowa, Kansas, Missouri, Nebraska)

Email: Qsource-Peers@qsource.org

This material was prepared by the End Stage Renal Disease National Coordinating Center (ESRD NCC) contractor under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy not imply endorsement by the U.S. Government. FL-ESRD NCC-7N5TD1-01142021-01