



INDIAN HEALTH SERVICE 2015 NATIONAL BEHAVIORAL HEALTH CONFERENCE

Behavioral Health Integration with Primary Care



Utilizing Peer Support in the Veteran Affairs

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UTILIZING PEER SUPPORT IN THE VA

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=QFICVVNIXTI](https://www.youtube.com/watch?v=QFICVVNIXTI)

OBJECTIVES

Learning Objective 1: *Peer support in the VA setting: including training - certification*

Learning Objective 2: *Understand tools and interventions Peer Specialists use*

Learning Objective 3: *Identify how peer Specialist are used in the VA system*



DEFINING PEER SUPPORT

Services intended to alleviate and/or reduce a wide range of psychiatric sx, improve Veterans sense of well-being and help them on the journey of recovery.

Such services shall be offered to Veterans with serious mental illness



DEFINING RECOVERY

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

SAMHSA (2011)



ELEMENTS OF RECOVERY



VA STAFF:

- Actively protect patient's rights
- Listen carefully to the patient's concerns
- Assist patients in communicating their needs and hopes
- Provide information to assist in decision making

VETERAN:

- Consider a new path for the future
- Be open to new ideas about therapy
- Develop a support network
- Be an active participant in your care plan

VA STAFF:

- Maintain a positive approach
- Focus on the person's abilities, not disabilities
- Create service options and support
- Believe in the goals of recovery

VETERAN:

- Talk about your success
- Open up to new possibilities
- Develop a fine-tuned plan to cope with stress
- Believe in the goals of recovery

VA STAFF:

- Pay attention to the patient's basic needs
- Share sources of support with patients and families
- Reach out to colleagues in the community to extend care plans

VETERAN:

- Join therapeutic sessions regularly
- Visit with NAMI representatives
- Involve at least one special person in your plans
- Volunteer to help others

VA STAFF:

- Encourage patients toward greater independence
- Provide models of coping skills and wellness plans
- Assist patients in locating community resources

VETERAN:

- Monitor your symptoms
- Ask for help when needed
- Create wellness and crisis plans
- Take care of good health matters: diet, exercise, sleep, fun

VA STAFF:

- Share information
- Answer questions clearly
- Provide choices and suggestions

VETERAN:

- Ask questions until you understand
- Think about the change you want to make
- Learn new ways to make decisions
- Learn about the resources in your hometown

VA STAFF:

- Recognize that the illness is only one facet of a patient
- Learn about each patient as a unique individual
- Learn what patients need most for recovery

VETERAN:

- Share information about yourself
- Think about the change you want to make
- Be open to new possibilities
- Review information about recovery

VA STAFF:

- Encourage individuals to share their experiences
- Search for social support in the community
- Organize group sessions
- Provide NAMI information

VETERAN:

- Listen respectfully to the views of others
- Offer ideas and understanding to each other
- Share your recovery story with others

VA STAFF:

- Use a pleasant, caring voice
- Provide personalized care to each patient and family
- Listen to ideas on how to improve our services
- Set aside labels and assumptions

VETERAN:

- Ask for the information you need
- Make your personal needs known
- Talk about what works for you and what doesn't
- Speak with a pleasant voice

VA STAFF:

- See a hospital stay as a recovery step, not a failure
- Respect the current situation of each patient
- Develop a partnership with patients, families and friends
- Share ideas for next steps

VETERAN:

- Think: "It's important to keep trying."
- Be open to reviewing and revising your care plan
- Learn a new coping skill and share it with a friend

VA STAFF:

- Ask about personal preferences, interests, and skills
- Include the patient's strengths and talents in their care plan
- Search for community connections to match patient's interests

VETERAN:

- Participate in a variety of therapies: art, music, recreation, etc.
- Look for chances to learn new skills
- Share your experiences and interests with others

Poster originally created by
Psychiatry Department,
University of Iowa
Health Care and adapted by
Mental Health Service Line,
Iowa City VA Medical Center.



PEER SUPPORT TRAINING

CARF/JOINT COMMISSION

- Roles and responsibilities
 - Communication skills
 - Methods to provide support for the client
 - Client advocacy
 - Methods for disengaging from the relationship
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PS TRAINING CONT'D

Methods for disengaging from the relationship

Crisis advocacy

Procedures for responding to a crisis (for client and self)



VA CERTIFICATE TRAINING

2 weeks intensive certification training

- Roles, Relationships, Boundaries and Responsibilities
 - Recovery and psychosocial rehabilitation
 - Understanding different mental illnesses and their impact
 - Substance disorders and co-occurring disorders
 - Stigma
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PS VA TRAINING CONT'D

Cultural competence

Communication skills

Group facilitation skills

Recovery tools (more on this later)

Managing Crisis and Emergency situations

Professional development and workplace skills



PEER SUPPORT INTERVENTION STRATEGIES

Recovery tools

- I Personal Recovery Story: empowerment not tragedy
- II Motivational Interviewing Skills
- III Problem solving
- IV Positive Self Talk
- V Self-Help Groups
- VI Other tools: SAMHSA, WRAP, Self-Directed Life Plan

DEFINING RECOVERY

MEDICAL MODEL

Allopathic

Linear a-b-c

Provider directed

Disease/ illness focus

Problem based

RECOVERY IN MENTAL HEALTH

Holistic

Non-linear b-c-a or all
at once

Self-directed

Individualized or
person centered

Strength based



PEER SUPPORT IN THE VA

Mental Health

- PCT (PTSD Clinical Team)
- Domiciliary
- MHICM (Mental Health Intensive Case mgt)
- CWT (Compensated Work Therapy)
- SUD (Substance Use Disorder)
- Inpatient psych
- HCHV (Health Care for Homeless Veterans)
 - HUD/VASH, Grant and Per Diem, Homeless Patient Aligned Care Team

PEER SUPPORT MH CONT'D

- RRTP (Residential Rehabilitation Treatment Program) SARRTP, Domiciliary etc
 - PCMHI (Primary Care MH Integration Team)
 - Veteran Justice Outreach
 - MST and LGBT services
 - Suicide Prevention
 - SUD
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PEER SUPPORT CONT'D

MEDICAL

- Women's Program
- Recreation Therapy
- PACT
- Inpatient Psych and medical
- Community Living Center
- And Specialty and Diagnostics
-Recreational Therapy

And

VITAL is Veterans Initiative for Academic Success

SUPPORT FROM THE TOP

President Obama agrees it's a good idea

Press Release 8/26/2014:

... **Improving Access and Quality of Mental Health Care at DoD and VA: VA will pilot the expansion of mental health peer support to veterans being treated in primary care settings. . .**



INNOVATIVE USES FOR PEER SUPPORT

Health Promotion and Disease Prevention

Health Behavior Change

Health Coaching

- Medical clinics: e. g. Cardiology, urology, oncology
- Peer Pain management grp (health for Life)

CLEVELAND CARE MODEL

Has fully implemented Peers into the Primary Care setting
and discovered

Promotes the Personalized Health Plans

*Promotes veterans to communicate and attend
appointments*

Provide Health Coaching

*Spending time with the veteran to understand
his/her situation*



CLEVELAND CONT'D

- *Promoting and encourage participation in programs:*
 - MOVE
 - Nutrition appointment
 - Diabetes SMA
 - Healthier Living with Chronic Conditions
 - PERC
 - Addiction Recovery

HOPE

<https://www.youtube.com/watch?v=qX9FSZJu448>

THANK YOU

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