

## Peer Support in Primary Care & Outpatient Settings

### Two Successful Canadian Implementations




## Faculty Disclosure

**Faculty:** Magda Czegledi and Susan Miller

**Relationships with commercial interests:**

- Grants/Research Support: None
- Speakers Bureau/Honoraria: None
- Consulting Fees: None
- Other: None

*Jump on the Bandwagon!* 

### Learning objectives:

- How Mental Health Peer Support can be successfully added to an existing collaborative mental health care model
- Client outcomes in both primary care and outpatient settings.
- The cost of this model compared to others



## Peer Support

Those with  
***lived experience***  
of mental illness  
***recovery***  
helping others  
recover from mental illness



### Results of 7 Randomized Controlled Trials on the Effectiveness of Peer Support

“... evidence showing that it translates into stronger social networks, increased self-confidence, lower readmission rates and longer community tenure. . . also is associated with a higher rate of employment.”

Pfeiffer, Heisler, et al. (2011). Efficacy of peer support interventions for depression: a meta-analysis. General Hospital Psychiatry, 33(1), P29-36.



### Overview

- Peer support - growing recovery-based model - proven benefits
- opportunity to expand non-acute support services - ----- at a lower cost.
- many unknowns when considering implementing
- Will learning about successful implementations increase opportunity for success?



### Alberta Gap Report on Mental Health

“About 10,000 Alberta adults per 100,000 population have unmet service needs... these individuals...are most in need of counselling and information”

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### Goal of Peer-Led Mental Wellness Recovery Groups

We provide information and facilitation that enables participants to understand and practice methods that have been proven to support resilient recovery, and reduce likelihood and severity of relapse



### Unique model for adding Peer Support

Primary Care:

- South Calgary Primary Care Network (SCPCN)
  - 170 physicians at 44 clinics

Outpatient:

- The Carnat Centre
  - day hospital for schizophrenia & psychosis

Peer Support provide by:

- Mental Wellness Recovery Groups (MWRG)

**To increase access and achieve better client outcomes**



### Mental Wellness Recovery Groups

- 10-week interactive, recovery-based program
- 2 hrs/week x 10 weeks
- 8-12 participants diagnosed with mental illness
- Evidence-based methods taught and practiced
- facilitated by trained Certified Peer Workers



### Syllabus Mental Wellness Recovery Groups

- Group size 12 registered, 8-10 graduate
- Peer Facilitated 2 hrs/week x 10 weeks
- Compilation - best recovery-oriented modalities to:
  - Define recovery & track progress
  - Maximize the benefits of treatment
  - Practice self-care & address negative self-talk
  - Find hope & purpose
  - Exercise connection & control
  - Develop a personal action plan



### Client Outcomes Overview 13 Groups

Outcomes from 13 groups in clinical and community settings:

121 registered, 97 grads, 80% retention  
Aged 20 to 60+ 69% women  
Diagnoses: mood disorders & psychosis

On a scale of 1 to 10, what is your <u>overall rating</u> of the program?	<b>9.2</b>
Would you <u>recommend</u> this program to other people who have mental illness?	<b>100% YES</b>

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### Client Outcomes 6 Groups at SCPCN & Carnat

Outcomes from 6 groups facilitated:  
 60 registered, 46 grads, 77% retention  
 Aged 20 to 60+ 70% women

Diagnoses: mood disorders & psychosis

On a scale of 1 to 10, what is your <u>overall rating</u> of the program?	<b>9.2</b>
Would you <u>recommend</u> this program to other people who have mental illness?	<b>100% YES</b>

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### Client Outcomes For Carnat and SCPCN

105% improvement and 40% increase  
 in ability to change unhelpful thinking and negative self-talk

88% improvement and 37% increase  
 in ability to plan for my personal wellness & recovery

83% improvement and 39% increase  
 in knowledge and understanding of recovery

67% improvement and 35% increase  
 in the understanding of the importance of self care

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### Participant Experience

“This program has forever changed my life in a positive way”  
 “most helpful thing I have ever done for my mental health”  
 “This program made me love myself again!”  
 “shows you how to grow and make necessary changes”  
 “I am more focused and content . . . working on recovery”  
 “Awesome group. Learned a lot”  
 “Inviting/accepting atmosphere.  
 Feeling of community nurtured”



### South Calgary Primary Care Network View of MWRG Peer Implementation

Penny Borghesan MD,  
 Mental Health Physician Champion, SCPCN:

“I would recommend this to my patients and fellow physicians ... very valuable addition to our services. . . impressed with the group dynamic . . . led them through the recovery process together. . .  
 Very impressed.”



### Carnat Centre View of MWRG Peer Implementation

Dr. Tim Ayas MD FRCPC CCFP MPH BSc  
 Consultant Psychiatrist - Carnat Centre  
 Clinical Medical Director  
 Claresholm Centre for Mental Health and Addictions

“. . . been extremely helpful to be able to refer to this program. . . I as their psychiatrist . . . and the case managers have noticed quite a benefit in patients' outcomes and in patient progress and quality of life.”



### Carnat Centre View of MWRG Peer Implementation

Ellen Au-Mulder BSc (OT), Case Manager,  
 Occupational Therapist – Carnat Centre

“Case managers have spoken very highly about the group and . . . Clients finding it very useful to speak to people with lived experience.”



### South Calgary Primary Care Network View of MWRG Peer Implementation

Sheena K. Clifford, MSW RSW  
Program Manager, SCPCN:

"enables us to be truly patient-centred... Mental Wellness Recovery Group enabled us to offer this to our patients in a very quick way... Very smooth efficient collaborative process getting recovery groups up and running. A pleasure to work with.... Not only from the business side of things...also do things that are outcome-based and sustainable and patient- focussed. PCN took on the logistics... the peer facilitators did the rest"



### What was unique about these Peer implementations?

- Contracted an established group of peer support workers: Mental Wellness Recovery Groups
- A proven developed 10 week program
- Trained Facilitators
- Collaboratively created groups
- Mental Wellness Recovery Groups delivered the program
- Outcomes were measured and monitored



### Mental Wellness Recovery Groups

Peer-Led Team

Strong group of Certified Peer Specialists (CPS) dedicated to helping address the gap in mental health services by providing peer-Led Mental Wellness Recovery Groups

Led by two successful women



### Intro Sue Miller

- Former President of three \$1 Billion companies
- Leadership coach & trusted paid advisor to CEOs & Presidents, past member of 13 boards
- Certified Peer Specialist (CPS) Mental Health – Georgia Method
- CPS Mental Health Trainer – Georgia Method
- Applied Suicide Intervention Training

**Founder & Developer  
Peer-Led Mental Wellness Recovery Program**



### Intro Magda Czegledi

- Doctor of Medicine, 8 yrs family practice
- Co-managed after-hours service for 50 GPs
- Certified Peer Specialist Mental Health – Georgia Method

**Partner, Mental Wellness Recovery Program**

- Presentations on depression:
  - Women's Resource Centre
  - Conventions (CBE Staff Association, Central Alberta Teacher's Convention)
  - Corporations (Conoco-Phillips, National Discovery Ltd.)



### MWRG Peer Facilitators Have Lived Experience of Recovery Plus

Certified Peer Specialist (Georgia Method) training provided in Alberta

- well- recognized in USA
  - Medicaid reimbursable in 30 States
  - In Georgia, no reimbursement without a Certified Peer Specialist
- Must pass certification exam



### Facilitator Training Mental Wellness Recovery Groups

In addition to Certified Peer Specialist training & exam each MWRG facilitator must complete:

Practicum – 20 weeks

- Co-facilitation with experienced MWR facilitator

Learning Materials Support:

- Participant Guide – 125 pages
- Facilitator Manual – 112 pages



### Quality Assurance

Session Statistics monitored  
& reported to Partners (attendance, feedback, outcomes)

Session Observation by partners

Quality Monitoring by senior facilitators  
2-3 sessions per group.

Backup Facilitator for every group

Facilitators supported & developed



### Cost In Alberta as per Gap Report

	Avg Cost
Hospital Psychiatric	\$16,239
Hospital Outpatient	\$2,629
Community MH Services	\$3,961
<b>Cost of Peer-Led Mental Wellness Group</b>	<b>\$430</b>



### Integration with Existing Services

**Clinical Scenarios:** Diagnosed & symptoms sufficiently managed to enable group participation

- GP referral for anxiety & depression
- After discharge from hospital
- Follow-up after day hospital program
- While wait-listed for other services
- Added to outpatient services



### Mental Wellness Recovery Groups: Built to Grow

Track record

- 97 grads, 13 ten-week groups to-date

Capacity

- 5 Peer facilitators
- 45 groups/annum

Expansion

- Training program in place to expand as needed



### Mental Wellness Recovery Groups

Increase peer support, information and services

Proven outcomes in primary care, outpatient & community settings.

Independently managed  
and collaboratively delivered

Qualified Facilitators - hired, trained and managed

Provide budget flexibility without HR burden

Capacity available for rapid expansion



Questions? Comments?

