



Central East (HHS Region 3)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

What Peer Support Specialists Need to Know About Telehealth in the Current Crisis – Part 1

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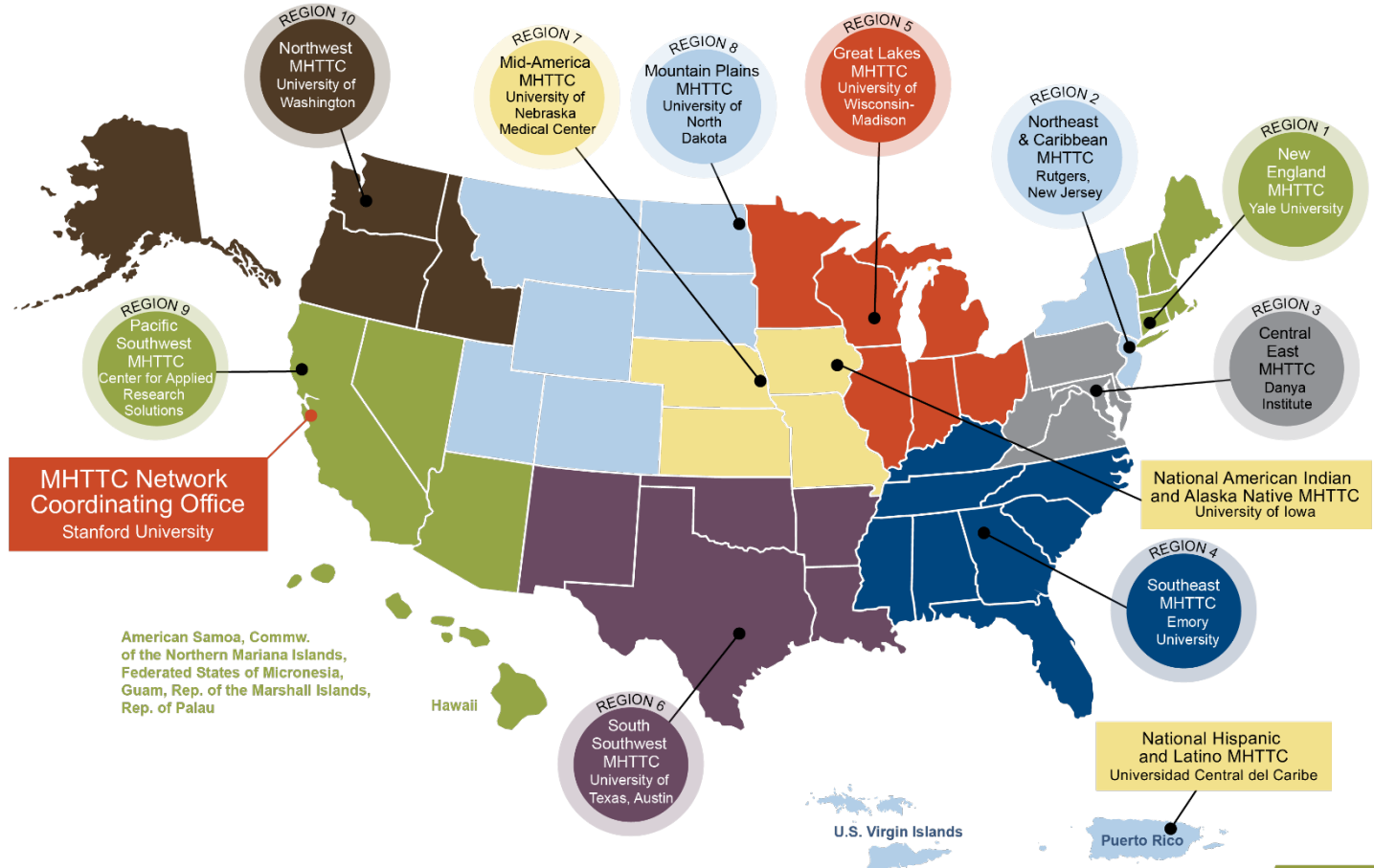
MHTTC Network



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Central East MHTTC Goals

Funded by SAMHSA to:

- **Accelerate** the adoption and implementation of mental health related evidence-based practices
- **Heighten** the awareness, knowledge, and skills of the behavioral health workforce
- **Foster** alliances among culturally diverse practitioners, researchers, policy makers, family members, and consumers
- **Ensure** the availability and delivery of publicly available, free of charge, training and technical assistance

Central East Region

HHS REGION 3

Delaware

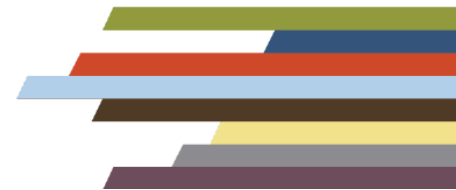
District of Columbia

Maryland

Pennsylvania

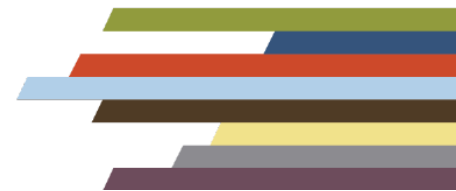
Virginia

West Virginia



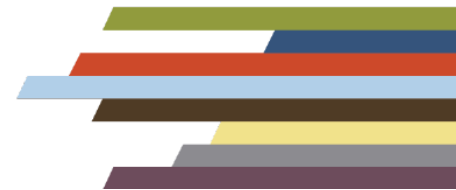
Grant Support

- Research support is provided by the National Institute of Mental Health (K01 MH117496), Patient-Centered Outcomes Research Institute (NCT03966872), the NARSAD Young Investigator Grant from the Brain and Behavior Foundation (#26800).



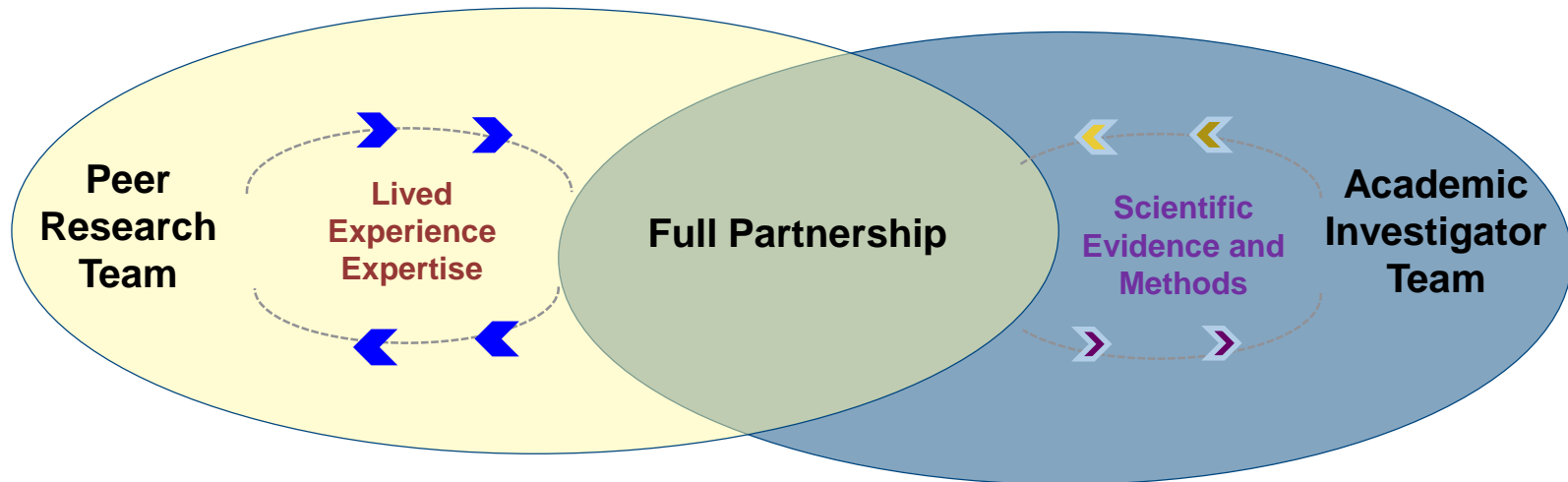
Agenda

1. Terms for Digital Literacy
2. Effectiveness of Digital Peer Support
3. What Technology Platform Should Peer Support Specialists' Use?
4. Bonding and Connection Through Digital Peer Support
5. Supporting Your Own Recovery Digitally



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

Digital Peer Support Certification

N=180 peer support specialists from 23 states completed the Digital Peer Support Certification

- 90% increased their confidence to offer digital peer support
- 95% increased their capacity to offer digital peer support

“Thank you very much for all of this great information. It is a game changer.”

“I really believe having this access to digital peer support will be effective in reaching people we serve in a more immediate response time and allowing the people feel more secure and safe.”

“Digital peer supports allows people we serve to enhance his/her skillset; adding confidence, courage, a sense of independence, and wanting to learn more.”

“Empowers peers to thrive and to become independent”



Important Terms

Digital peer support---live or automated peer support services delivered through technology media.



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



Important Terms

- **Telemental health**—remote services for many things such as mental health assessment, treatment, education, monitoring, collaboration, and peer support.
- **Telemedicine**—Remote service for one thing—clinical care
- **On-demand**—you can access it any time (e.g., Netflix)
- **Synchronous technology**-- Instant messaging and immediate feedback (e.g., telephone)
- **Asynchronous technology**—Non-time dependent messaging (e.g., email)

History of Digital Peer Support

- 2005** First peer-reviewed published article on digital support for mental health challenges (United States);
- 2008** First peer-reviewed published article for substance use challenges (Norway; United States);
- 2012** Digital peer support for mental health challenges expands to Australia;
- 2015** Digital peer support for substance use challenges expands to Australia;
- 2016** Digital peer support expands to Europe (Italy & Denmark [Mental Health], Russia [Substance Use]);
- 2017** Digital peer support expands to Asia (Japan);
- 2018** First older adult digital peer support program (PeerTECH);
- 2018** Digital peer support for substance use challenges expands to United Kingdom;
- 2020** Rapid use of digital peer support globally.

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

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

National Survey of Peer Support Specialists

N=267 from 38 states

Gender

Female 73%; n = 195

Age range

21-77 years (50.9 (SD = 12) years)

Race

Caucasian 79.8% (n = 213)

Peer Smartphone Ownership

94.8% (n = 253)



Fortuna, et al. (2018). Smartphone Ownership, Use, and Willingness to Use Smartphones to Provide Peer-Delivered Services: Results from a National Online Survey. *Psychiatric Quarterly*, 89(4):947-956.

Peer Run Organizations

N=195 from 10 peer run organizations

- Use the Internet 82%
- Use the Internet at peer run organization 64%
- Own a cell phone 81%
- Use text messaging 70%
- Own a smartphone 58%
- Use apps 61%
- Use social media 72%

Aschbrenner et al. (2018). A Survey of Online and Mobile Technology Use at Peer Support Agencies. *Psychiatr Q.* 2018 Sep;89(3):539-548.



Peer Support Specialists are Developing Technology!



Fortuna, K. (2019). Community engagement: a starter pack for scientists. Available at: <https://www.nature.com/articles/d41586-019-03229-5>

What We Know About Digital Peer Support

- No geographical or time limitations;
- Digital peer support technologies promote the highest level of engagement when developed with peer support specialists as partners;
- 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;
- Can access hard-to-reach groups—rural residents, home-bound adults, older adults, people with mobility issues or who are deaf or hard of hearing, people experiencing homelessness.

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....

Mental Health Challenges

- Enhancing hope, quality of life, empowerment, social support, and recovery;
- Enhancing functioning;
- Reductions mental health symptoms;
- Engagement in services.

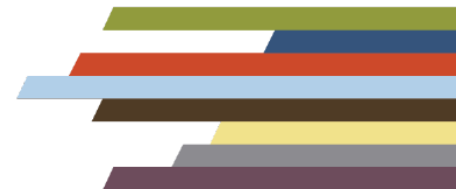
Is Digital Peer Support Effective?

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

Substance Use Challenges

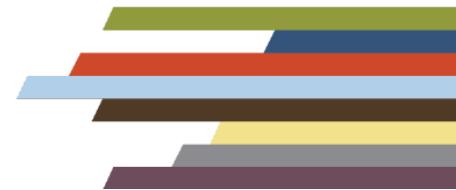
- Reductions in risky substance use;
- High levels of satisfaction and perceived benefit;
- Engagement in services.

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



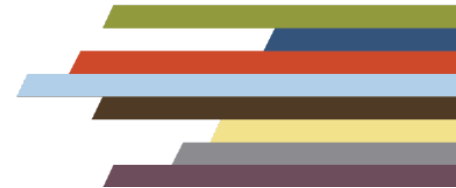
Different Ways to Deliver Digital Peer Support

- Peer-to-peer networks (i.e., informal groups like Facebook groups)
- Peer-delivered programs supported with technology (i.e., trained peer support specialists that use smartphone apps or videoconferences to offer peer support)
- Telephone or videos (i.e., synchronous technology and asynchronous technology)



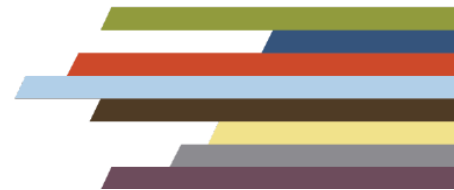
What's Required of Peer Support Specialists to Offer Digital Peer Support?

- Informed consent
- Privacy
- Access to technology



Need Technology to Offer Digital Peer Support?

- Contact your local health authority and organizations to request for free tools
- Free phones or smartphones
- Data plans and home Internet



What Technology Platform Should I Use?

Notification of Enforcement Discretion for Telehealth Remote Communications during this Nationwide Public Health Emergency

- A covered health care provider that wants to use audio or video communication technology to provide telehealth to individuals during this nationwide public health emergency can use any non-public facing remote communication product that is available to communicate with such individuals.
- Available on: digitalpeersupport.org/technology-resources



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3.17.19-COVID-19-CMS-Expands-Telehealth-Press-Release-Final

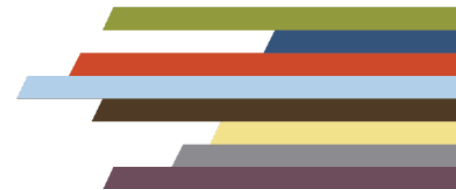
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What Technology Platform Should I Use?

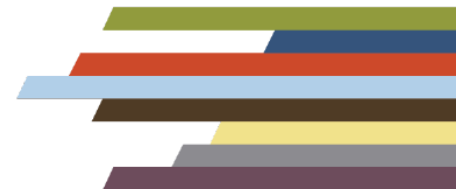
- Apple FaceTime
- Facebook Messenger video chat
- Google Hangouts video
- Skype
- Updox
- Vsee
- Zoom for Healthcare
- Google G Suite
- Hangouts Meet

NOTE: Many states have more generous policies, but when in doubt follow agency guidelines



What Technology Platform Should I Use?

- Under this Notice, however, Facebook Live, Twitch, TikTok, and similar video communication applications are public facing, and should **NOT** be used in the provision of telehealth by covered health care providers.

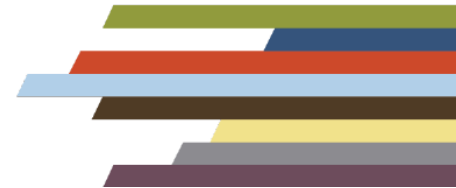


Telephonic Peer Support

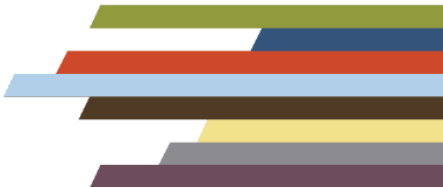
- Telephone calls and text messaging



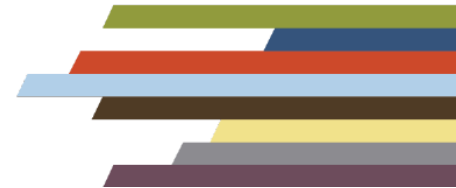
Fortuna, KL. (2019). Text message exchanges between older adults with serious mental illness and older certified peer specialists in a smartphone-supported self-management intervention. *Psychiatric Rehabilitation Journal*, 42(1):57-63.



Bonding and Connection through Technology



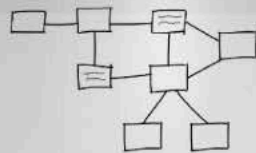
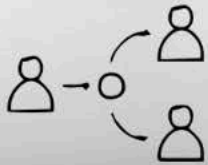
What Technology Can't Do



Support Between Meetings

Selecting Peer Support Apps

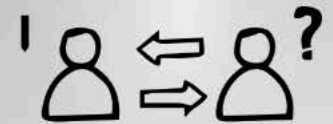
Step #1: Our co-production team searches the App Store and Google Play weekly for “Peer Support”.



Step #2: Next, we screen for peer support specialists' digital technology standards, such as 508 compliance, recovery language and principles, features to allow for communication between peers, inclusion peer-supported evidence-based practices, peer developed or co-produced with allies.



Step #3: Peer support apps that meet peer support specialists' digital technology standards are included into our database.



Step #4: Peer support specialists' and service users' assess the value or quality of peer support apps based on their personal experience with the app.

Addressing the Dual Role of Digital Peer Support Specialist

1. Maintain Your Normal Hours and Normal Location
2. Ensure Timely and Consistent Feedback and Manage Excessive Communications
3. Ensure a Private, Consistent, Professional, and Culturally Sensitive Setting
4. Model Appropriate Self-Boundaries
5. When in doubt, talk to your supervisor

Digital Peer Support Certification

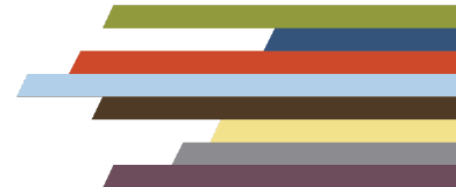
Digital Peer Support Certification

- *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*

Join us from 12pm -1pm EST on Fridays to Ask Questions

- Available Fridays from April 10th to May 1st 2020
 - Join us on Facebook:

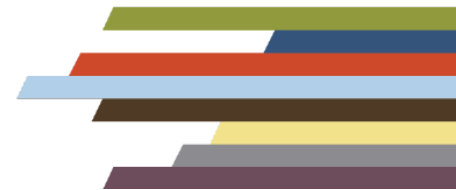
“Digital Peer Support”



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[Publications](#) | [Facebook](#) | [Twitter](#) | [Digital Peer Support Certification](#)



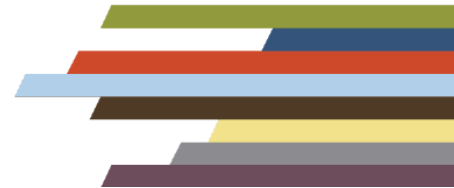
Questions



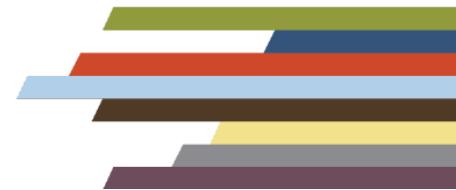
Evaluation

[Evaluation Link](#)

Once you complete the evaluation, you will be directed to the resource page and certificate request form.



Appreciation



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a program managed by

THE DANYA INSTITUTE

[Central East MHTTC website](#)

[Oscar Morgan](#), Project Director

[Danya Institute website](#)

[Email](#)

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