



**Foundation *for*
Opioid Response Efforts**

5/28/20

The Role of Peer Recovery Coaches and Navigators During the COVID-19 Pandemic

Foundation for Opioid Response Efforts (FORE)

Michigan State University

University of Maryland

Geisel School of Medicine at Dartmouth

Mosaic Group



Division of Public Health
College of Human Medicine
MICHIGAN STATE UNIVERSITY



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MEDICINE



Introduction



02

Karen A. Scott, MD, MPH

President

Foundation for Opioid Response Efforts



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<https://www.ForeFdn.org>

Agenda

1. Welcome and Webinar Logistics
2. Foundation for Opioid Response Efforts (FORE)
Karen A. Scott, MD, MPH
3. The Role of Peer Recovery Coaches and Navigators During the COVID-19 Pandemic
Julia Felton, PhD & Jessica Magidson, PhD
4. Radical Innovations in Digital Peer Support
Karen Fortuna, MSW, PhD
5. Panel Discussion on Peer Recovery During the COVID-19 Pandemic
Sadie M. Smith, MSW
Dwayne Dean, ICPR, CPRS, RPS
Kristen Senters-Young, MA
6. Question and Answer Session with: Julia Felton, PhD
Jessica Magidson, PhD
Karen Fortuna, MSW, PhD
Sadie M. Smith, MSW
Dwayne Dean, ICPR, CPRS, RPS
Kristen Senters-Young, MA

Webinar Logistics

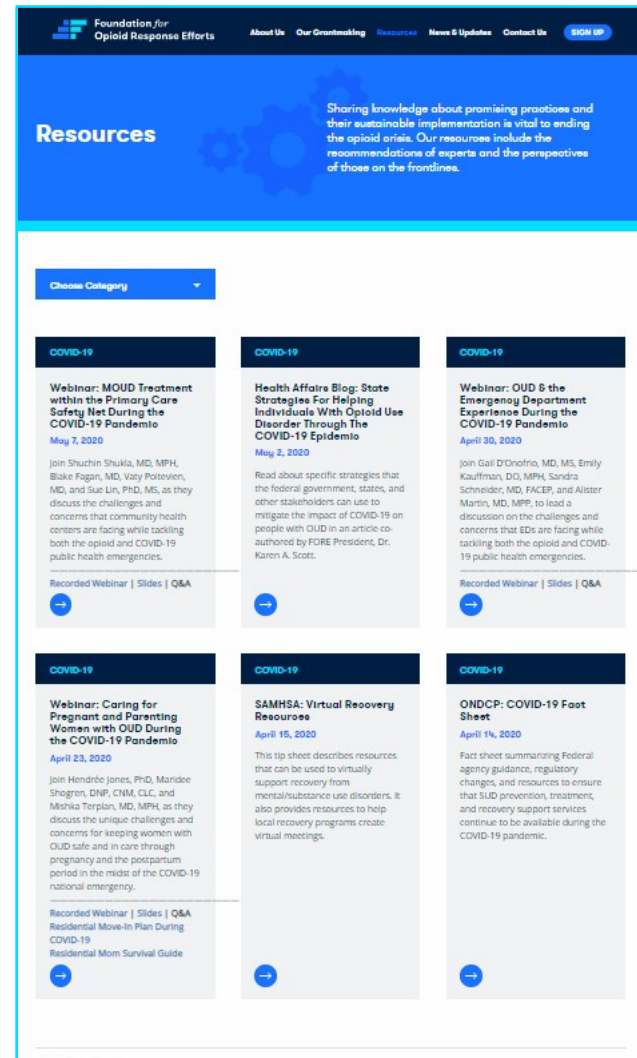
1. Webinar is being recorded and will be on www.ForeFdn.org shortly after the session ends.
2. Presentation slides will be made available for download on our website.
3. Please use the “Q&A” found at the bottom of your Zoom screen.
 - If you have a similar question, please upvote using the thumbs up button on the question.
 - We will read as many questions live as time permits.
4. An FAQ will be provided on our website based on the questions submitted during the Q&A session.
5. Any resources you would like to share with everyone please send to info@ForeFdn.org
6. There will be a brief survey immediately following the webinar. Please provide us with feedback!

FORE's COVID-19 National Emergency Response

- FORE is looking for ways to provide broad assistance during this time of uncertainty
- Up-to-date Resources
- Webinars:
 - Weekly series
 - Thursdays @3pm ET
- Facilitating connections with experts and technical assistance
- Submit your ideas

Follow updates on our website:

www.ForeFdn.org



05

Request for Proposal

Strengthening Access to Care for Opioid Use Disorder Patients During the COVID-19 National Public Health Emergency: Recovery Support Services

06

Request for Proposal

- Targets projects which can provide **recovery support services in the context of social distancing and infection control, including promotion of remote, digital, and virtual forms of recovery support to reach vulnerable and broader populations during the COVID-19 pandemic.**
- Applicants may apply for a small grant of **up to \$25,000**, or a larger grant of **up to \$75,000**.
- Applications will be accepted and reviewed, and grants will be awarded, on a **rolling-basis** (until July 31, 2020).
- For more information on this opportunity and eligibility, please visit **www.ForeFdn.org**.

Webinar Presenters



07



Julia Felton, PhD & Jessica Magidson, PhD

Assistant Professors

Michigan State University & University of Maryland



Karen Fortuna, MSW, PhD

Assistant Professor of Psychiatry

Geisel School of Medicine at Dartmouth



Sadie M. Smith, MSW

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Kristen Senters-Young, MA

Director, Women's Specialty and
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Flint Odyssey House (MI)

The Role of Peer Recovery Coaches and Navigators During the COVID-19 Pandemic



08

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Funding and Disclosures



09

- **Foundation for Opioid Response Efforts**
 - Pls: Felton and Magidson
- **National Institutes of Health**
 - R61AT010799; K23DA041901; PI: Magidson

No financial or other conflicts of interest to disclose

Overview



10

- **Role of Peer Recovery Coaches (PRC)**
- **Challenges for Peers During COVID-19**
 - Alternatives to in-person peer support
 - Digital platforms feasible for low-income patients
 - Reimbursement issues
 - Self-care/supervision of peers

Pre-COVID-19 Peer Recovery Coach Research



11

- Our team is focused on evaluating how peers can support the OUD care cascade
- **HEAL Together** – R61AT010799 (PI: Magidson)
 - *Peer-delivered behavioral intervention to improve methadone retention in Baltimore City*
- Opportunity to leverage existing studies to collect data now on innovations that could be sustained

Adapting Research Protocols for COVID-19



12

- How to incorporate telehealth?
 - *Feasible for low-income, minority individuals and sustainable*
- How can peers support adherence during changing MOUD regulations (e.g., increased take homes)?
- **Data collection now is important to allow for sustainability of any positive changes**

FORE Study: Training PRCs to Promote Adherence to MOUD



13

- Developing innovative models of **training and supervision** of PRCs to improve retention in MOUD
- Understand how **reimbursement models** could facilitate these goals
- Multi-site study in Detroit, MI and Baltimore, MD

Impact of COVID-19 on the PRC Community



14

- **Significant health disparities in impact of the pandemic**
- **Exacerbating longstanding difficulties in accessing services**
 - Pervasive poverty
 - Aging telecommunication infrastructure

Rapid Qualitative Study



15

- Conducted seven qualitative interviews with PRCs and agency leadership in Michigan
- Examining impact of COVID-19 on PRCs, PRC work, and patient recovery in urban areas
- Expanding recruitment to Baltimore and other urban areas

Qualitative Research: Preliminary Themes



16

- Changes to PRC work responsibilities/roles
- Barriers and facilitators to accessing treatment/continuing recovery during COVID-19
- Changes that may be valuable to sustain moving forward

Radical Innovations in Digital Peer Support



17

Karen Fortuna, MSW, PhD

Assistant Professor of Psychiatry
Geisel School of Medicine
Dartmouth College



Contact: Karen.L.Fortuna@dartmouth.edu
Website: digitalpeersupport.org

Outline



18

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



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.



National Survey of Peer Support

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)





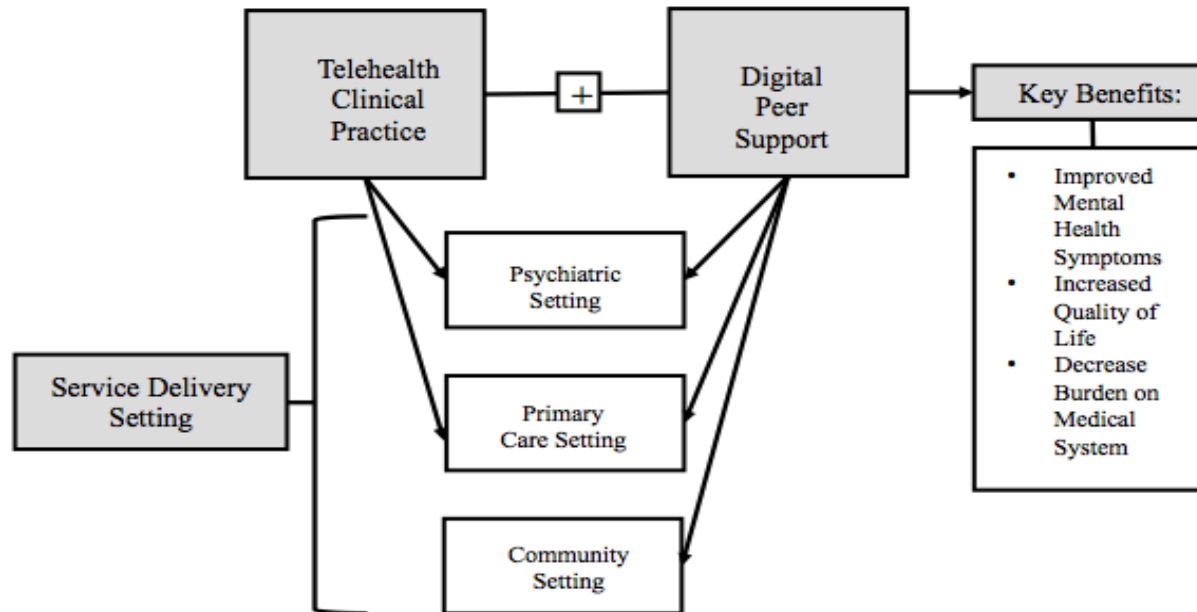
Benefits of Digital Peer Support

- 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, older adults, people experiencing homelessness.



Benefits of Digital Peer Support

Augmentation of Tradition Clinical Practice through Digital Peer Support





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.



Is Digital Peer Support Effective?

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

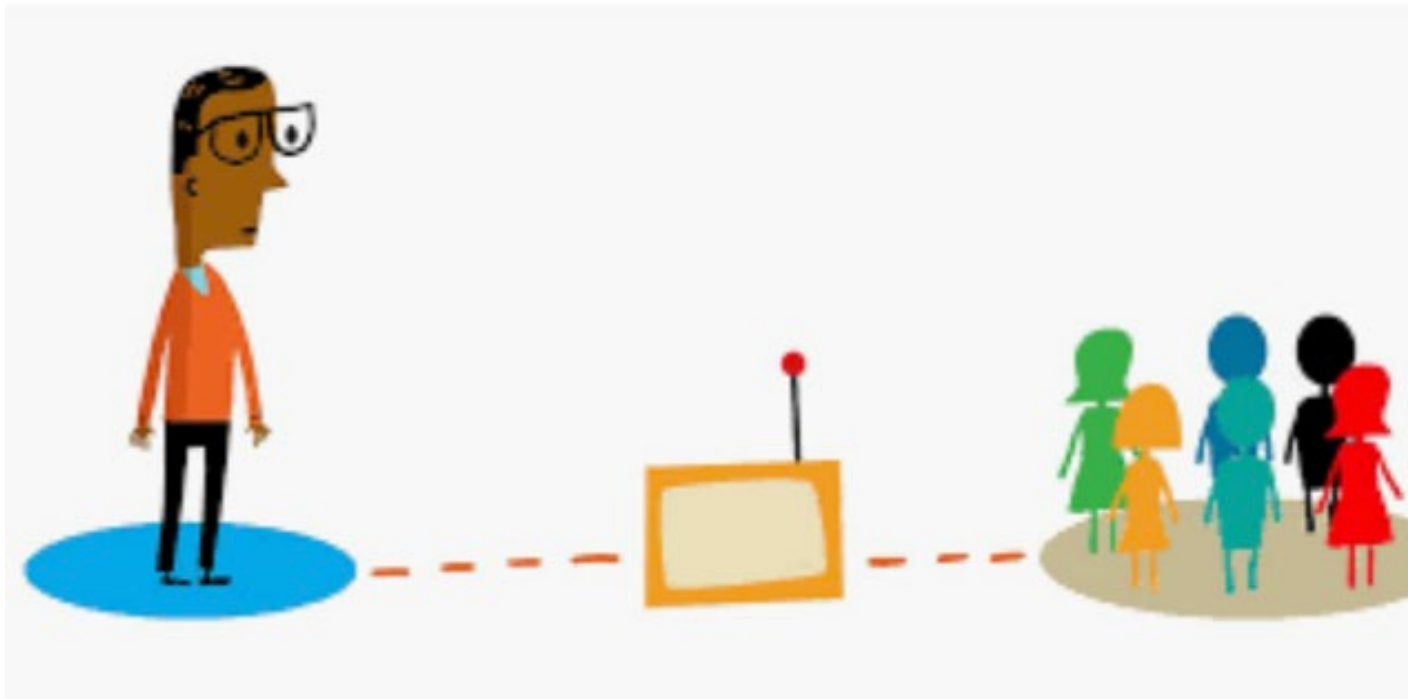
Substance Use Challenges

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

Technology is a Means for Human Connection



25



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



Types of 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)

The Role of Peer Support Specialists in the Digital Era



27

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>



28

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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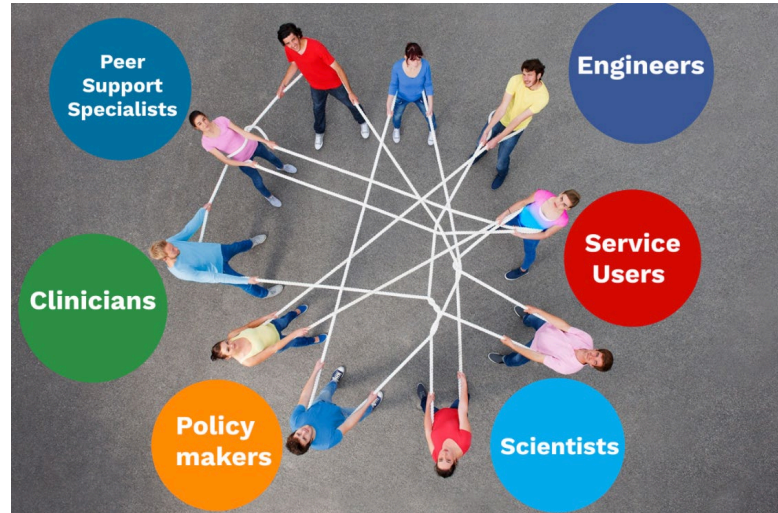
Abstract

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

29



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

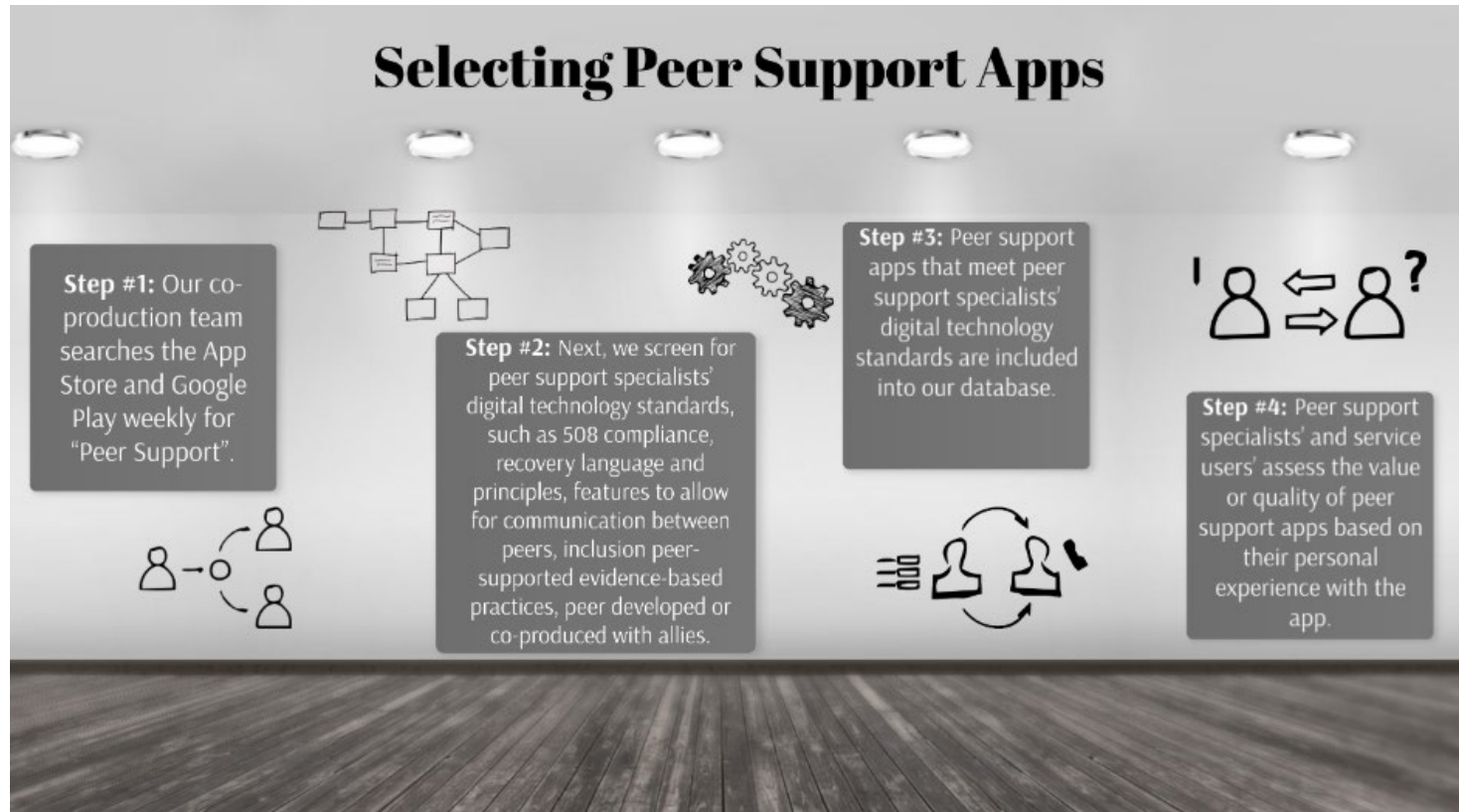
Disseminating Results

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



Selecting Peer Support Apps

30



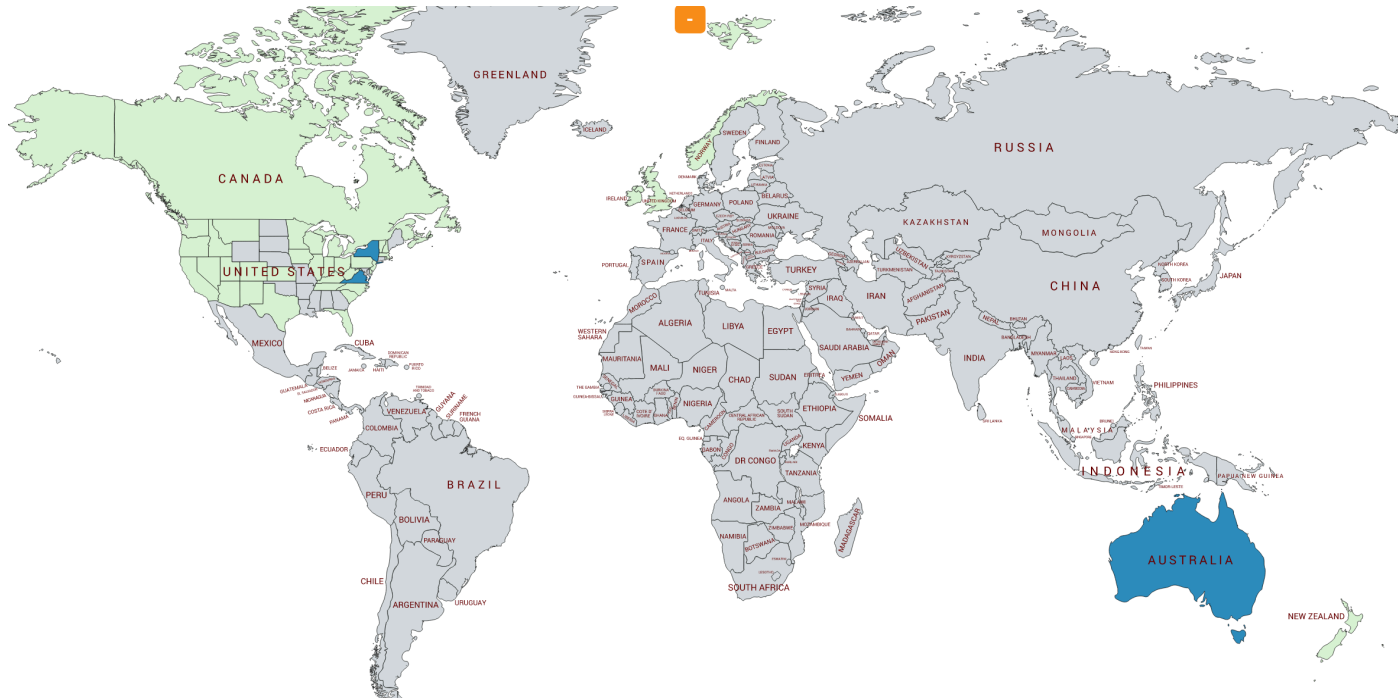


The **Digital Peer Support Certification** has been found to be an effective knowledge translation training that has shown to increase peer support specialists' knowledge, confidence, and capacity to use digital peer support in practice.

1,550 Peer Support Specialists Trained



32



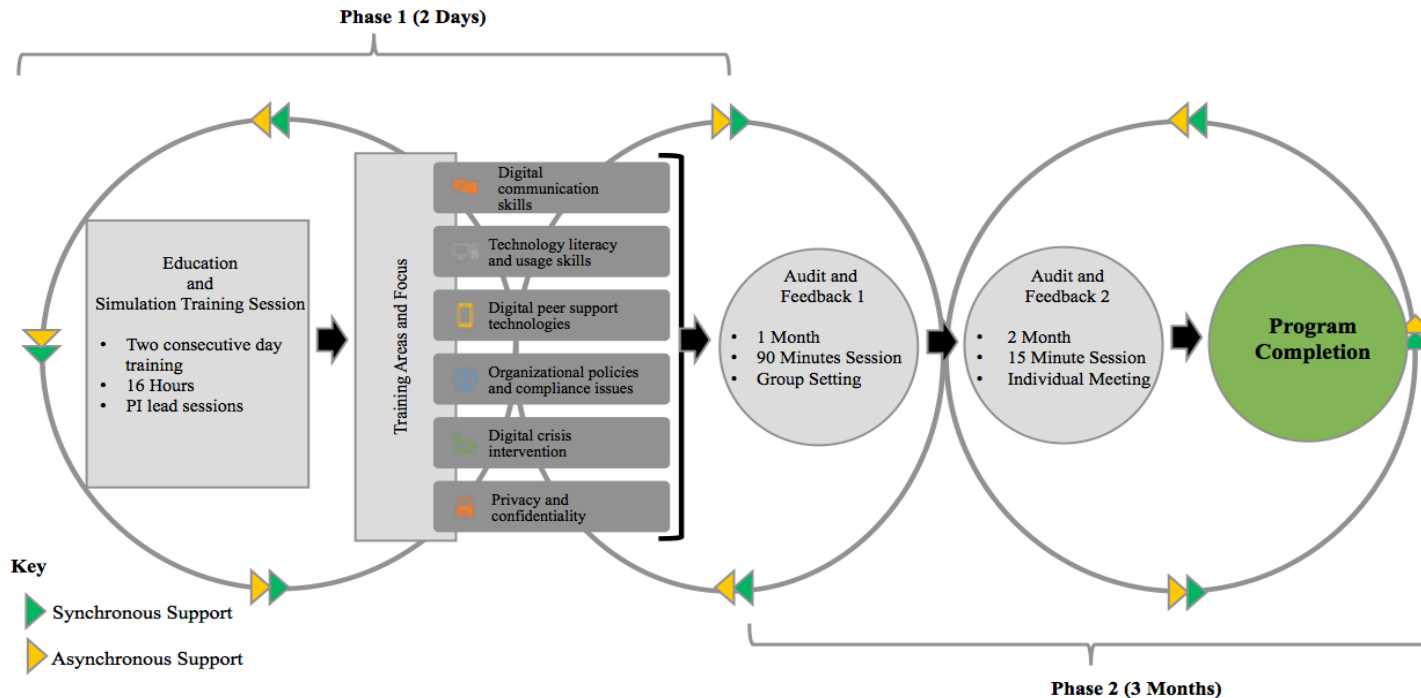
<http://digitalpeersupport.org/certification/>

Digital Peer Support Certification Process



33

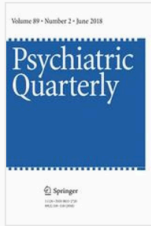
Figure 1. Digital Peer Support Certification Process





Iterative Intervention Co-Design

34




[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

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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/>


FORE

Panel Discussion on Peer Recovery During the COVID-19 Pandemic



35

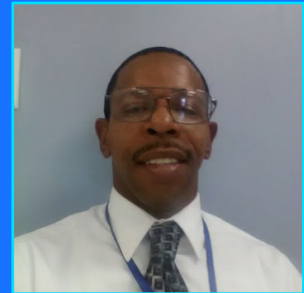
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Questions?



36



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Take Care of Yourself!
Thank You For Your Work!

Additional Resources



SAMHSA COVID-19 guidance and resources
<https://www.samhsa.gov/coronavirus>



Centers for Medicare & Medicaid Services guidance, including a compilation of state 1135 waivers
<https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>



American Society of Addiction Medicine compilation of guidance and resources, including links to state-level policy actions and waiver requests
<https://www.asam.org/Quality-Science/covid-19-coronavirus>



State Health & Value Strategies resources on state policy options and responses
<https://www.shvs.org/>



Manatt Health resources on federal and state strategies to respond to COVID-19
<https://www.manatt.com/COVID-19> and <https://healthinsights.manatt.com/>



National Academy for State Health Policy resources on state activity <https://nashp.org/>



About the Foundation for Opioid Response Efforts

The Foundation for Opioid Response Efforts (FORE) was founded in 2018 as a private 501(c)(3) national, grant-making foundation focused on addressing the nation's opioid crisis. FORE is committed to funding a diversity of projects contributing solutions to the crisis at national, state, and community levels. FORE's mission is to convene and support partners advancing patient-centered, innovative, evidence-based solutions impacting people experiencing opioid use disorder, their families, and their communities.

For more information on FORE, please visit www.ForeFdn.org.

About Michigan State University Division of Public Health

The MSU Division of Public Health focuses on population health from its home base – the College of Human Medicine’s Flint campus. Being embedded in the Flint community allows faculty and researchers to understand the assets and needs of the community while studying Flint’s most pressing public health issues. Spartans work side-by-side with community partners and healthcare providers in a community-identified and community-participatory public health focus model to:

- Encourage healthy behaviors, mitigate chronic diseases, identify environmental health risks, and examine social factors that influence community health
- Prepare graduate students to become competent public health professionals to meet the needs of communities across the globe
- Engage agencies, professional organizations, and community-based partners on collaborative projects to improve health care delivery that will lead to reductions in health disparities in the community, the state of Michigan, and beyond.

For more information, please visit <https://publichealth.msu.edu>.

About the University of Maryland

The University of Maryland is the state's flagship university and one of the nation's preeminent public research universities. A global leader in research, entrepreneurship and innovation, the university is home to more than 41,000 students, 14,000 faculty and staff, and 377,000 alumni all dedicated to the pursuit of Fearless Ideas. Located just outside Washington, D.C., they discover and share new knowledge every day through our renowned research enterprise and programs in academics, the arts and athletics. And they are committed to social entrepreneurship as the nation’s first “Do Good” campus.

For more information, please visit <https://umd.edu>.





About the Geisel School of Medicine at Dartmouth

The Audrey and Theodor Geisel School of Medicine at Dartmouth, founded in 1797, strives to improve the lives of the people it serves: students, patients, and local and global communities. The School builds healthier communities through innovations in research, education, and patient care. As one of America's top medical schools, the Geisel School of Medicine is committed to creating new generations of diverse leaders who will help solve our most vexing challenges in healthcare.

For more information, please visit <https://geiselmed.dartmouth.edu>.



About Mosaic Group

Mosaic Group is a nationally recognized management-consulting firm with expertise in community health and human-services strategies, program design, and evaluation across a breadth of content areas. We strengthen health and human service organizations by helping them develop plans and implement programs that meet their community's most challenging needs. Our ultimate goal is to work in partnership with our clients to innovate and solve problems while creating sustainable solutions that improve health, wellness and overall quality of life for individuals, families and communities. Mosaic Group consults for a range of clients, including health and human service organizations, philanthropic foundations, schools and universities, community organizations, and government agencies.

For more information, please visit <https://groupmosaic.com>.

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