

Context

We have recognized from the outset that clinical/medical models for governance, data collection, outcome measurements, work plans and project charters are not necessarily an ideal fit with the true organic nature, values base and intention of peer work. However, we need to be responsive to existing system needs.

Dynamic Balance Between Systems Data and Peer Support Data Needs

System-LHIN Perspective

Metrics with a systems impact; using metrics that HSP must report on through MIS reporting.

> Days waited for service initiation

Group sessions; Group participants; non-registered client attendance

Attendance face to face

Service discharge

Peer Support Perspective

Currently we are only looking at our first sphere of impact which is peers receiving peer supports

Service integrity

Recovery-oriented npacts/outcomes on peers receiving support

Peer satisfaction with peer support received (anonymized)

The Centre uses innovative processes and values emergence, introducing a respectful, persondirected, recovery-focused model of care with an emphasis on relationships, resiliency, empowerment, mentorship and non-judgemental Interaction

Transformation of the health care system is complex and dynamic

Development of Research Tool: Integrity, Quality and Impact of Peer Support

Presenters: Directors, Christina Jabalee & Betty-Lou Kristy **Centre for Innovation in Peer Support**

Scope of Practice-Centre

Engaging and supporting 11 Mississauga Halton LHIN funded & accredited Health Service Providers (HSPs) with over 40 peer support workers, 24 peer supervisors across 25 different programs in community, residential & hospital settings. Active engagement and support provided to many other HSPs & organizations; plus regional, provincial, national & international collaborations.

6 Spheres of Influence/Impact

Overall Health Care System Transformation Provincial and National Mental Health and Substance Use/Addiction Strategies, Initiatives, Policies, Engagements & Care Provision Mississauga Halton Local Health Integration Network (LHIN) Mental Health and Substance Use/Addiction System Health Service Providers (HSPs) Providing Peer Support **Peer Support Supervisors** Peer Support Workers

People Engaging in Services

Priority Setting

What has emerged rom the peer support orker survey suggests great complexity in what peer support workers are doing and how they are doing

How We Set a Specific Priority

Role clarity and role definition were identified as top priority for the peer support workers, the peer support supervisors, and the agencies employing the peer workers.

Each service provider had unique expectations about roles and responsibilities for "their" peer support positions.

"Such lack of clarity of purpose can act as the seed for all other implementation issues identified ... " Harrison & Read, Challenges Associated with the Implementation of Peer Staff Roles in Mainstream Mental Health and Addiction Agencies, May 2016.



We were selected to be coached by the **Excellence Through Quality** Improvement Programs (E-QIP) and learned all the QI diagnostic tools to create a problem statement







What was the root cause of that?

How We Figured That Out



Dépendances à santé mentale d'Ontario

Trust



Canadian Mental Health Association Ontario Mental health for all

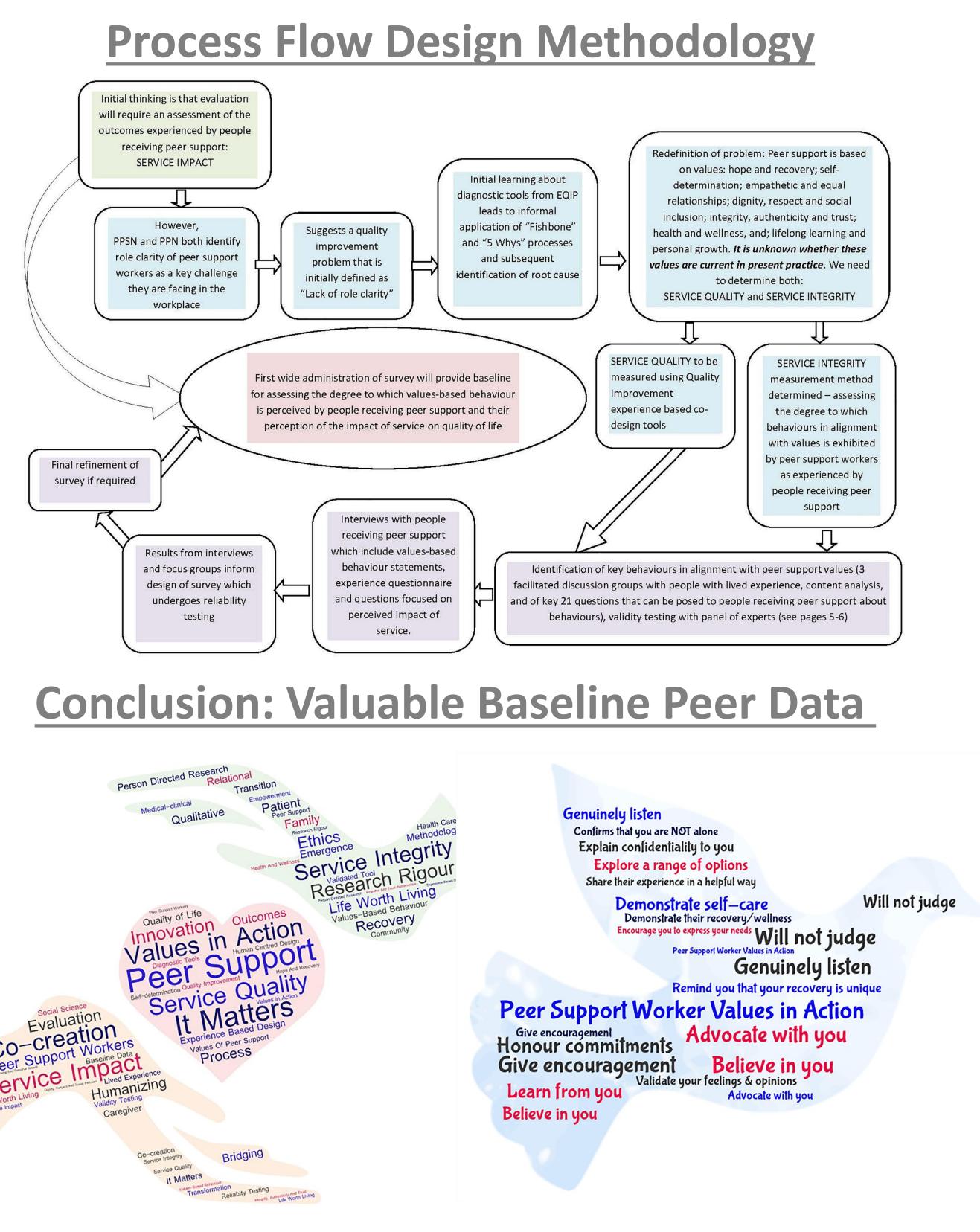
Peer Support is Based on Values

Recovery Hope Authenticity Lifelong Learning Hope Dignity Self-Determination Social Inclusion F Peer Support Values of Personal Growth Self-Determination recovery Respect Integrity P Respect Healt

We are using the peer support values identified by the Mental Heath Commission Canada

How do You Measure Values?

- present practice.
- receiving peer services.





1. It is unknown whether these values are current in

We need to determine the degree to which these values are present as perceived by people

We need to translate values in terms of concrete simple actions and behaviours!