Peer Support Pilot
Southern Arizona VA Health Care (SAVAHCS)
Women’s Health Clinic

March 29, 2018

Lori Kiefer, MS, CRSS
Goals and Objectives

The presentation aims to:

• Review timeline of events within the pilot.
• Identify key steps for success in the pilot.
• Identify benefits of a PSS within a Primary Care PACT.
SAVAHCS

• 6800 Unique Women Veterans enrolled.
• Main Campus with Primary Care Clinics and Women’s Health Clinic Level III.
• Seven CBOC’s in rural and urban locations.
• Level III Clinic
  • Highest designation for women’s health in VHA
  • Integrated mental health and other services within the clinic.
  • Embedded Transgender clinic.
• Selection of WH PACT for the Pilot.
Timeline

• Submitted application September, 2016.
• Accepted into program January, 2017
• Kick off meeting April, 2017.
• Planning meetings every two weeks until start.
• Peer Support Specialist began seeing patients June, 2017.
Creating the Structure

- Set up clinics with appointment times.
- Created note titles for documentation.
- Engaged the MSA’s in the process to help
- Created talking points
- Participated in team huddles
Raising Awareness of the Program

• What is a Peer Support?
• Presentation to WH Clinic Staff.
• Letter to patient from PACT Provider and PSS sent to every patient on the panel.
• Warm hand off at appointment times from Provider or Nurse of selected PACT.
Spreading the Word

• Engaged MSA’s in the process to talk about the program.
• Word got out of success. Clinic, booking appointments from referrals from other PACT teams, Patient Advocate’s office.
• Other PACT teams began asking for their own PSS.
Funds for Development

• Education for PSS and Supervisor (PACT Provider).
• Whole Health Coaching education series.
• Additional items for women Veterans.
Peer Support Specialist Key Roles

• Research and review benefits with Veteran.
• Identify community resources for support.
• Advocacy for women Veteran to navigate the system.
• Nutrition coaching (weight loss, diabetic control)
• Whole Health Model Coaching education.
• Create a welcoming, friendly environment for women Veterans to engage.
Key Steps for Success

• Consistent times available in the WH Clinic.
• Follow through and follow up with Veteran on questions (benefits, resources).
• Follow up appointments when necessary.
• Create a welcoming, friendly environment for women Veterans to engage.
• Documentation in CPRS.
Created the Foundation for New Programs and Partnerships

• Women Healthy Series
  • Partnership with HPDP
  • University of Arizona Garden Kitchen
  • Four part series focusing on healthy cooking on a budget, mindfulness, yoga, qi gong, virtual trip to the grocery store, couponing.
Foundation for New Programs and Partnerships (cont.)

- Women Veterans Support Group
- Women Veterans Health Committee
Lessons Learned

• Ask for what you need to be successful.
• Women Veterans like the WH Clinic where there are no men.
• Embedded PSS into Primary Care improved access for women Veterans.
• Women Veterans want to know someone is “listening.”
Veteran’s Story

• Background
• Summary of appointment
• Outcome
Questions?