

# Peers on the Move

## A survey of Peers' Training Needs

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**“Adventures of an evaluator: reflections on different methods for conducting  
process evaluations of peer interventions in substance use treatment”**

# Goal

- Identifying PRCs' and PRC Supervisors' perspectives on the type of training needed for PRCs to be successful in their jobs

## Key Questions to be addressed

- What additional training do PRCs need when they first begin working as a PRC?
- What are the current training needs of PRCs?
- What are the current training needs of PRC Supervisors?
- What suggestions do PRCs and PRC Supervisors have for future training?

# Collaboration with Stakeholders from the Beginning

- Behavioral Health System Baltimore, Inc (BHSB)



- Maryland Department of Health, Behavioral Health Administration (BHA)



- Mosaic Group



## Methods: *Participants & Site Selection*

- PRCs and PRC Supervisors working in 16 hospitals were chosen to participate in the project
- The hospitals identified by the stakeholders

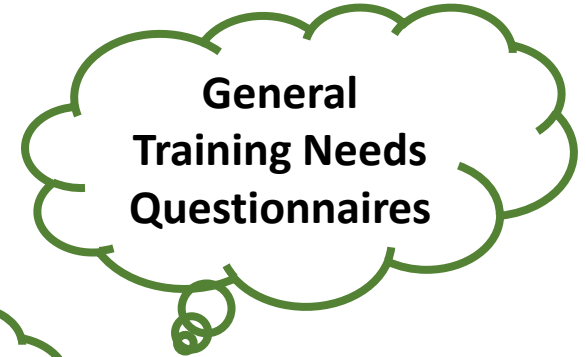
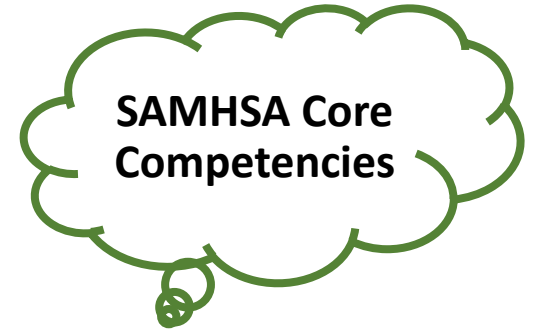
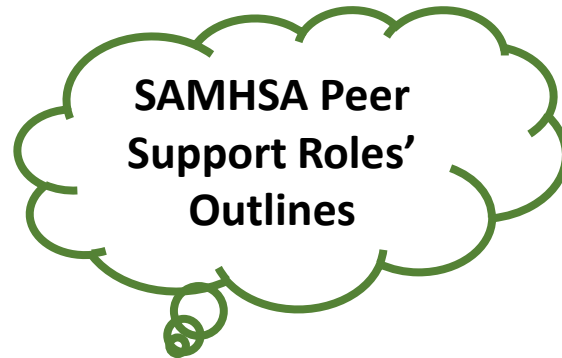




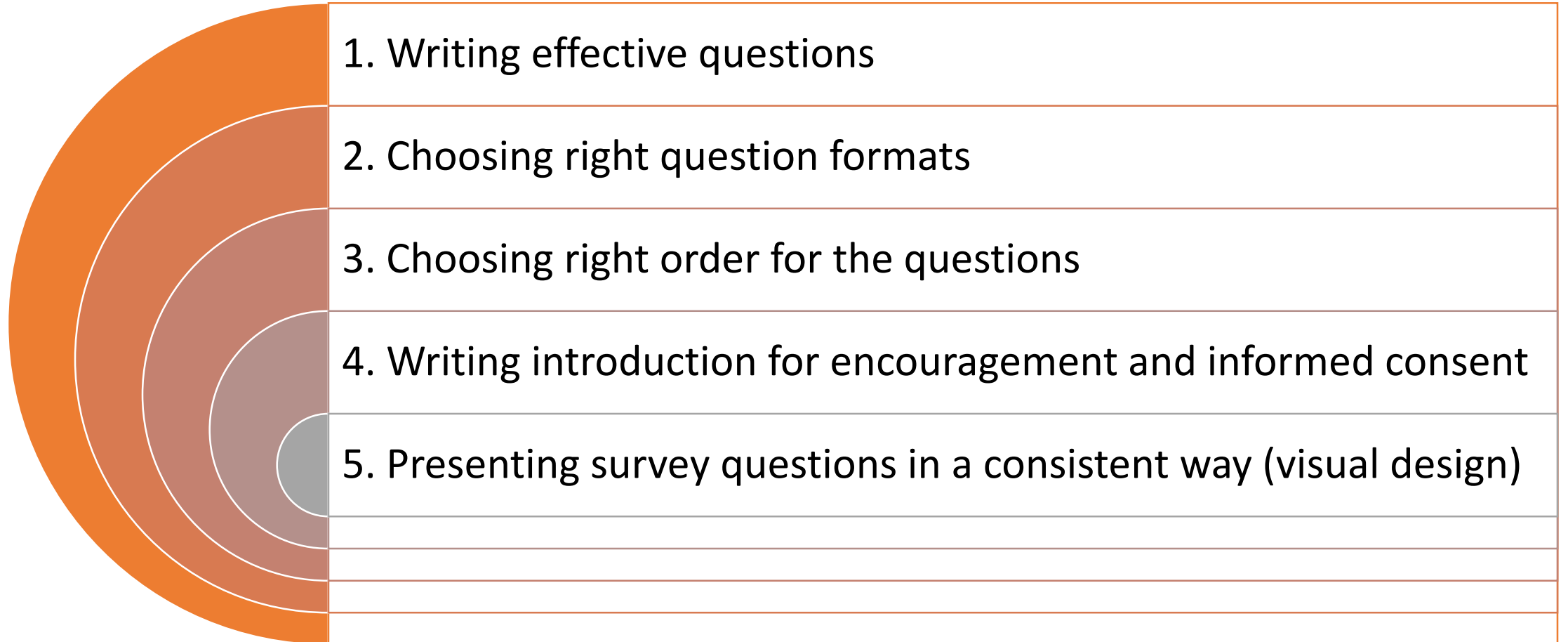
# Methods: Preliminary Planning

*Identifying topic areas*

*Resources for the Ideas*



## Methods: *Designing the survey questionnaires*




# Methods: *Questions and Questions' formats*

## Part 1

### Background Information

- Certified
- Length of work (as a peer/in general)
- Training received

Yes/No  
2 answer choices  
multiple choices



Collaboration  
with Stakeholders

## Part 2

### Initial Training Needs

- Administrative Skills
- Communication Skills
- Work-related Knowledge
- 3 most important initial training needs

5 point Likert scale  
5 point Likert scale  
5 point Likert scale  
Open-ended question

## Part 3

### Current Training Needs

- Administrative Skills
- Communication skills
- Work-related knowledge
- 3 most important current training needs
- PRC Supervisor's training needs
- Comments/Suggestions

5 point Likert scale  
5 point Likert scale  
5 point Likert scale  
Open-ended question  
Open-ended Question  
Open-ended question

## Methods: *Participant Recruitment and Data Collection*

- Introductory email sent by Mosaic
- Survey sent via SurveyMonkey
- Reminders sent via emails using weblink by SEC
- Reminder sent via email using Weblink by Mosaic
- Data collection lasted for six weeks





## Methods: *Analyzing the Data*

Filtering the results based on the goals

Cross-examine the data

Coding open-ended responses

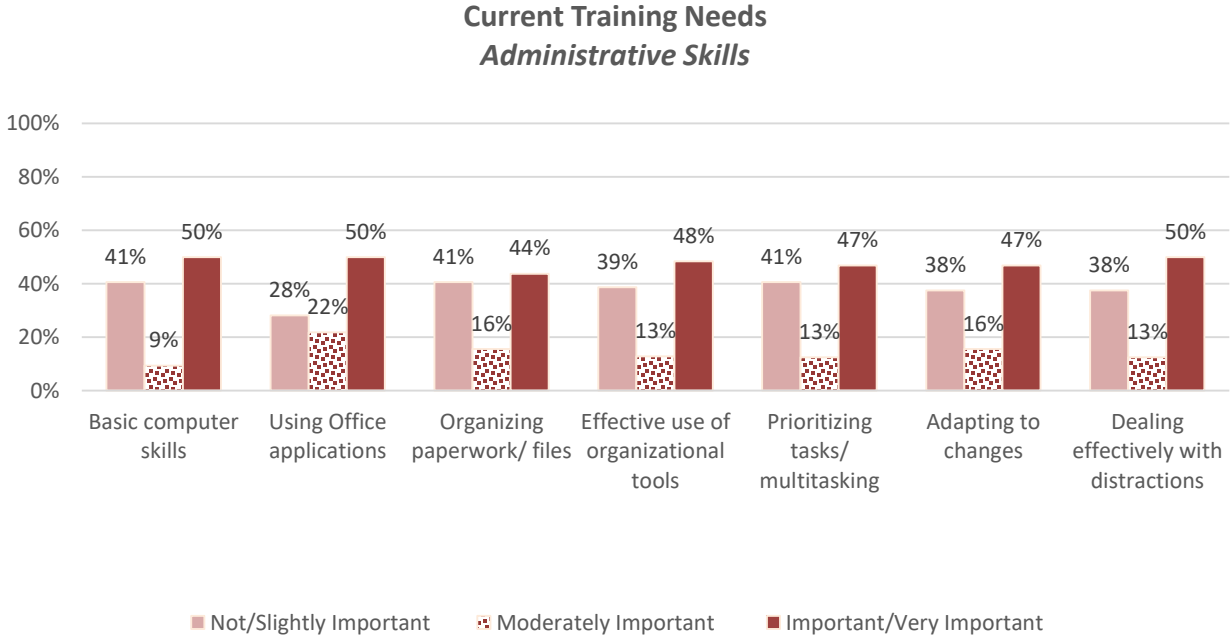
Draw conclusions

# Methods: Analyzing the data (Examples)

## Filtering the results based on the goals

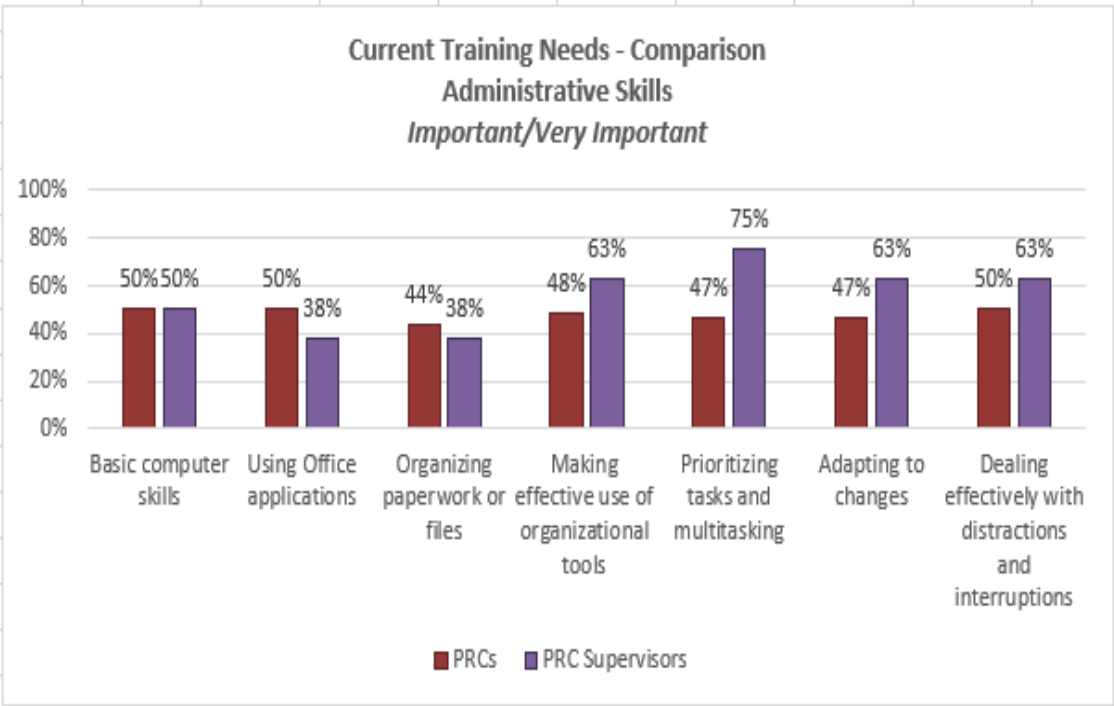
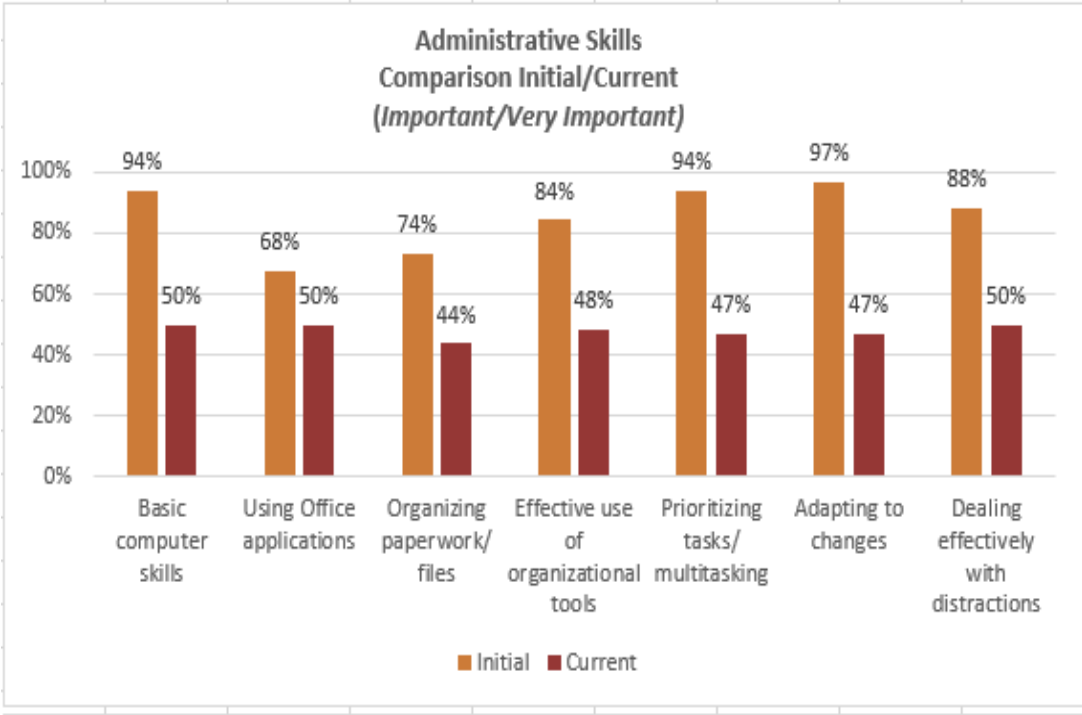
	% (n)
Recovery Coach Academy (Connecticut Community for Addiction Recovery (CCAR))	89% (33)
Mosaic Group: Certified Peer Specialist Training	73% (27)
Mental Health First Aid (MHFA)	27% (10)
Wellness Recovery Action Plan (WRAP) Basic Class	19% (7)
Domain Specific Trainings (Offered by the State of Maryland)	16% (6)

*Note: Total respondents = 37; The total exceeds 37 and the sum of the percentages is greater than 100% because respondents could endorse more than one training.*



# Methods: Analyzing the data (Examples)

Cross-examine the data



# Methods: Analyzing the data (an Example)

## Coding open-ended responses

Current 3 Most Important Training Needs		
Themes	New?	
Knowledge	new	mental health first-aid
Knowledge		Resources
Admin		Time Management
Knowledge		ETHICS
Knowledge	new	Learning how to be certified.
Knowledge		Trauma informed care
Knowledge		Effective cannabis treatment p
Knowledge		Resources
Knowledge	new	WRAP
Knowledge		Medical terminology
Knowledge		trauma informed cre
Admin		excel microsoft
Knowledge	new	Peer Certification
Knowledge		Trauma-informed care
?Know	new	How to approach someone wit
Admin		prioritizing
Admin		How to prioritize certain multi-
Knowledge		understanding Emergency dep
Knowledge		Knowledge of Community Trea
Knowledge		Resources
Knowledge		protocols and procedures
Communication		networking with community re

<b>Administrative Skills</b>	<ul style="list-style-type: none"> <li>Office applications, such as Excel (3)</li> <li>Prioritizing tasks/multitasking/time-management (3)</li> <li>Basic computer skills (1)</li> <li>Using organizational tools (1)</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>Networking with community resources (2)</li> <li>Oral communication skills (2)</li> </ul>
<b>Work-related Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of community treatment resources (13)</li> <li>Knowledge of trauma-informed care (10)</li> <li>Knowledge of medical and hospital terminology (8)</li> <li>Knowledge of medication assisted treatment (5)</li> <li>Knowledge of insurance &amp; relationship to treatment access (5)</li> <li>Self-care (3)</li> <li>Understanding boundaries and professional ethics (3)</li> <li>Understanding of ED protocols and procedures (2)</li> <li>Documentation in EMR (1)</li> <li>Coordinating care with other hospitals services and resources (1)</li> </ul>
<b>New Themes</b>	<ul style="list-style-type: none"> <li>Knowledge of mental health and Mental Health First Aid (6)</li> <li>Learning about peer certification and what happens after that (6)</li> <li>WRAP training (4)</li> <li>Understanding other team members including social workers' responsibilities (4)</li> <li>Current information regarding substances that are being used (1)</li> <li>Understanding how certain forms of care can affect patients (1)</li> <li>CEUs (1)</li> <li>CPR (1)</li> </ul>

## Methods: *Analyzing the data*

### Draw conclusions

- Sharing beyond percentages and data breakouts
- Shedding light on the comparisons
- Considering limitations

# Presenting Results & Writing Reports

## Main Report

- Background
- Results
- Summary & Discussion

## Technical Report

- Background
- Methods
- Results
- Appendices

## Executive Summary

- One page summary





- ✓ Utilizing all available means for increasing response rate, such as:
  - Simplifying the survey instrument
  - Sending frequent reminders
  - Involving different stakeholders in the outreach efforts more
- ✓ Adaptability
  - Staying calm when expectations shift suddenly
  - Being more flexible in changing course of the project
- ✓ Preview carefully before sending
  - Populating items on the survey platform cautiously, and check (and re-check!)