

Sample Peer Time

- ▶ ***Greetings and welcome***
Thank the mentee for making time to join you and caring about his or her health.
- ▶ ***Ask about self-care in past week***
 - Fluids
 - Diet
 - Medications
 - Attending all dialysis treatments
 - Staying for the full treatment time
- ▶ ***Point out and congratulate good self-care***
ASK: “What has gone well since we talked?”
- ▶ ***Check in about expectations***
ASK: “How can I help you?”
- ▶ ***Talk about one concern or challenge and how to address it***
ASK: “What makes it hard for you to do that?”



Share tips
from your
experience

Get Help

- ▶ ***Go to the charge nurse right away if your mentee:***
 - Has questions about lab tests, medications, or other medical issues
 - Seems unwell, sick, or unkempt
 - Has problems with his or her vascular access
 - Talks or acts in ways that make you feel unsafe (angry? threatening?)
 - Does not make sense or speaks in a way that you cannot understand

Contact the charge nurse with questions and concerns.



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GUIDE *for* MENTORS

Peer Up! Mentors

- Meet with mentees twice a month, or as often as asked by facility staff
- Listen and show support
- Share tips and experience

Be a Good Listener

- ▶ **Remember your body language**
 - Look at your mentee's face
 - Make eye contact
 - Nod your head when you can relate or feel you understand what they are saying
- ▶ **Ask open-ended questions**
- ▶ **Show you are listening**
 - Repeat
 - Rephrase in your own words
 - Ask for more details
- ▶ **If the conversation becomes difficult**
 - Point out feelings
 - Find the positive
 - Change the topic
 - Take a break and find another time to talk



Schedule a follow-up time to talk by phone or in person.

Motivate and Build Confidence

- ▶ **Discuss reasons for good self-care**
 - To feel better
 - For spouse or family
 - To enjoy hobbies or interests
 - For other things he or she cares about
- ▶ **Help the mentee pick something to work on**
 - Plan ahead for one change
 - Try one small step from diet or fluid plan
 - Repeat a past success
 - Talk with a supportive friend or relative
 - Review information on a topic of interest (offer your mentee material available at the facility)



Remind the mentee that small steps can make a big difference! Think of some together.

Stay Professional

- ▶ **DO**
 - Share your experiences with staying in treatment, managing fluids, eating certain foods, taking your medications, and asking for help
 - Talk about how you stay confident and motivated to take care of yourself
 - Offer support and encourage the mentee to check in with his or her health care team with questions
- ▶ **DON'T share or ask about**
 - Family or personal matters
 - Finances or employment
 - Religious or political views
- ▶ **DON'T give medical advice or wrong information**

If you are unsure, ask a charge nurse.
- ▶ **Keep discussions private**
 - Explain confidentiality to your mentee
 - **DON'T** talk about your mentee with other patients, friends, or relatives