Peer Services and Accreditation:
Improving Outcomes
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Tracy Collander, LCSW
Executive Director
Behavioral Health Accreditation

Megan Marx, MPA
Associate Director
Behavioral Health Accreditation

Zac Talbott, CMA
Counseling Solutions of Chatsworth LLC
Director, NAMA Recovery of Tennessee
National Alliance for Medication Assisted Recovery
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Note: Today’s presentation will be recorded and posted with slides for downloading at: www.jointcommission.org/BHCS
The Joint Commission’s Mission

To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel, in providing safe and effective care of the highest quality and value.
Peer Support Services

“Recovery-oriented practices are based on an appreciation of each person’s right to determine, to author, his or her own life and of the central role that choice plays in defining who and what we are ...”

Recovery To Practice Project Director
Larry Davidson, PhD
Peer Support Services

- A service wherein trained consumers support other consumers in recovery.
Peer Support Services

Substance Abuse Mental Health Services Administration

“Peer recovery support services are designed and delivered by people who have experienced both substance use disorder and recovery”.
http://store.samhsa.gov/shin/content/SMA09-4454/SMA09-4454.pdf

National Alliance on Mental Illness

“Peer support is getting help from someone who has been there. People with similar experiences may be able to listen, give hope and guidance toward recovery in a way that is different, and may be just as valuable, as professional services.” http://www.nami.org/
CTS 04.03.31 For organizations providing peer support: The plan for care, treatment, or services addresses the involvement of peer support when provided.

— The individual served determines the amount of information that can be accessed by, and the involvement of, peers providing support.

— Peers providing support assist in developing the plan for care, treatment, or services, when indicated by the individual served.

— The plan for care, treatment, or services reflects the inclusion of peer support, as determined by the individual served.
HRM.01.03.01 The organization provides orientation to staff.

For organizations that sponsor or offer peer support services:

The organization orients staff to working collaboratively with persons providing peer support.

The organization orients persons providing peer support services to the following:

— Their roles and responsibilities
The organization orients persons providing peer support services to the following:

- Communication techniques
- Methods to provide support for the individual served
- Consumer advocacy
- Methods for disengaging from their relationship with the individual with whom they are working
- Crisis recognition
- Procedures for responding to a crisis both for the individuals served and themselves
HRM.01.05.01 Staff participate in education and training to maintain or increase their competency. Staff participation is documented.

- For organizations that sponsor or offer peer support services: The organization has a process for persons who are providing peer support services to receive education and training that enhances their knowledge and skills.
Peer Support Services

What’s What & What Matters

Zac Talbott, CMA
Counseling Solutions of Chatsworth LLC
Director, NAMA Recovery of Tennessee
National Alliance for Medication Assisted Recovery
Recovery Community Organizations (RCOs)...

- have pioneered the development and delivery of peer recovery support services for people seeking to achieve long-term recovery from addiction to alcohol or other drugs.
Joe Powell, Executive Director, Association of Persons Affected by Addiction, said...  

- “Peer recovery coaches and recovery community organizations go where no other agencies go: in the streets, homeless shelters, jails and churches. They engage people who no one else would help.”
The Peer Coach

- Different RCOs/programs use different terms
- The term “Recovery Coach” often appears interchangeably in the field with “Peer Coach” and “Peer Support Specialist”
Peer Recovery Support Systems

- Are strength-based
- Build recovery-oriented systems
- Offer hope
- Are adaptable across the continuum of care
Identifies four types of recovery support services:

1. Emotional support
2. Informational Support
3. Instrumental Support
4. Companionship
The Peer Specialist is

- An Outreach Worker
- A Motivator and Cheerleader
- A Truth-teller
The Peer Specialist is also

- Planner
- Problem solver
- Resource broker
- Monitor
The Peer Specialist is

- A Tour Guide
- An Advocate
- An Educator
The Peer Specialist is

- A Community Organizer
- A Lifestyle Consultant/Guide
- A Friend
The Peer Specialist is NOT

- Sponsor
- Therapist/Counselor
- Nurse/Physician
- Priest/Rabbi/Clergy
Peer-based Recovery Support Systems

Recovery coaches, rather than being legitimized through traditionally acquired education credentials, draw their legitimacy from...

- Experiential knowledge and
- Experiential expertise
Resources

Substance Abuse Mental Health Services Administration (SAMHSA)
http://www.samhsa.gov/recovery/peer-support-social-inclusion

International Association of Peer Supporters (INAPS)
http://inaops.org/

Faces and Voices of Recovery
http://www.facesandvoicesofrecovery.org/issues/peer-recovery-support

National Alliance on Mental Illness (NAMI)
http://www.nami.org/
“Achieving Joint Commission accreditation has given us increased credibility and recognition among our patients, community, regulatory agencies and other health care providers. The standards have been revolutionary in their focus pertaining to patient safety, quality of care and best practices. And their partnership with us assists us in meeting, setting and raising the bar in our industry.”

*Stacey R. Harris, Director of Compliance/QA*
*BHG Recovery, Dallas TX*
The Joint Commission’s Gold Seal of Approval™ means your organization has reached for and achieved the highest level of performance recognition available in the behavioral health field.
Questions?
Learn more:

Complimentary Webinars:

September 9: Roadmap to Accreditation: The Path to Success

November 4: Strategies for a Successful Survey

December 2: New Standards in Opioid Treatment

Note: Register for upcoming webinars or find already conducted webinars posted at jointcommission.org/BHCS
Upcoming Events

Joint Commission Behavioral Health Care Annual Conference

October 15-16, 2015 • Rosemont, IL

An opportunity for a deep dive into behavioral health accreditation with our experts


Texas “Accreditation Experience” Workshop

November 20, 2015 • JW Marriott, Austin TX

Half day workshop for mental health and addiction treatment providers featuring high level educational sessions on the accreditation process for organizations considering accreditation

Behavioral Health Care Accreditation Team

**Tracy Griffin Collander, LCSW**
Executive Director  
tcollander@jointcommission.org  
630/792-5790

**Megan Marx, MA, MPA**  
Associate Director  
mmarx@jointcommission.org  
630/792-5131

**Peter Vance, LPCC, CP HQ**  
Field Director  
pvance@jointcommission.org  
630/792-5788

**Merlin Wessels, LCSW**  
Associate Director  
SIGInquires@jointcommission.org  
630-792-5900 Option #3.