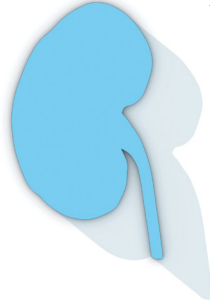


600,000
adults with ESRD



Kidney Transplant leads to:

1. **Longer survival**
2. **Improved quality of life**
3. **Decreased Hospitalizations**

Dialysis patients are interested in transplant but don't feel they have been given the adequate resources to explore this as a treatment option

Patients wants/needs:

- a sympathetic ear to listen to their dialysis specific problems
- a peer to help them consider the transplant process

Dialysis facility staff want what's best for their patients but already feel overburdened

Staff wants/needs:

- more free and easily accessible educational resources
- more follow-up with patients
- clear and simplified referral process

The Peer Mentor Program can help with both patient and staff wants/needs

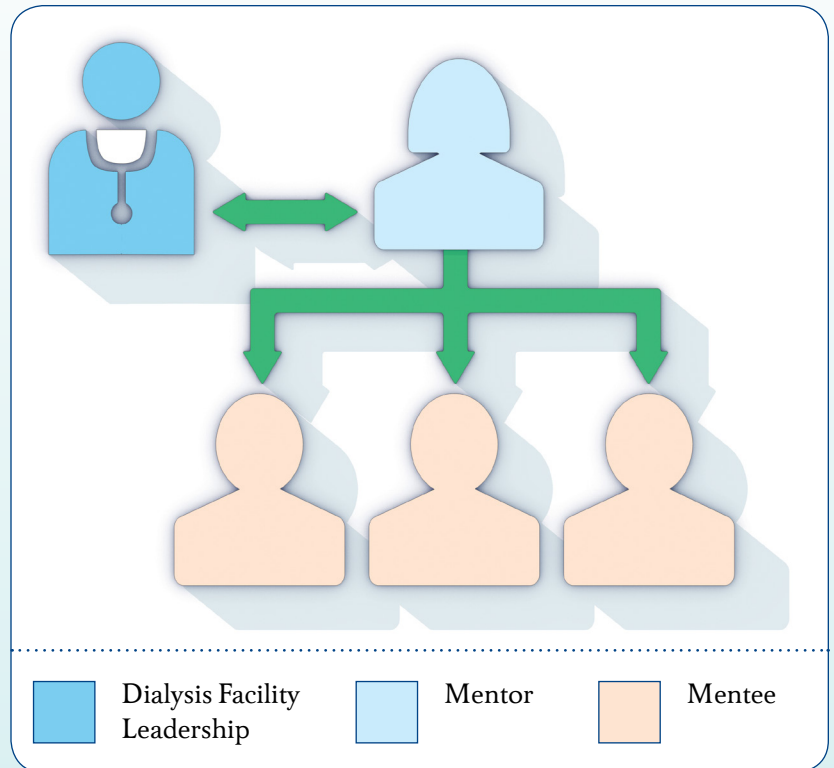
The **Toolkit** can help your dialysis facility implement your own Peer Mentor Program!



Who Will Use This Toolkit:

This toolkit is intended to assist in the creation of a Peer Mentor Program at dialysis facilities in Georgia, North Carolina, and South Carolina and is intended for use by:

- Dialysis facility leadership with their peer mentors
- Peer mentors with their respective peer mentees



Structure of the Toolkit:

The toolkit is divided into sections that help the facility staff and peer mentor navigate the material.

Chapters 1-3 are meant for the dialysis facility leadership. These chapters will **introduce** you to the Peer Mentor Program (Chapter 1) and provide strategies to **recruit** (Chapter 2) and **screen** (Chapter 3) peer mentors. Chapter 4 contains peer mentor **training material** and should be reviewed by both the facility leadership and peer mentor. The remaining chapters (Chapters 5 and 6) are to be used by the Peer Mentor to help them **plan and report** their activities as a peer mentor.

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Program Description



What Is the Peer Mentor Program?

Overview: The Mentor Program is a patient service program offered by the Southeastern Kidney Transplant Coalition in which facilities match dialysis patients that are interested in the transplant process to a mentor who is living successfully with a kidney transplant.

Mission/Purpose: To provide confidential, individualized, one-on-one support for people at all stages of transplantation through personal contact with a trained mentor. Program participants will share specialized knowledge gained from personal experience and provide information to potential kidney transplant patients to help them navigate the transplantation process.

Who are Peer Mentors: Transplant recipients who previously received in-center dialysis at facilities in Georgia, North Carolina, and South Carolina.

For dialysis patients, learning they need a transplant, going through the evaluation process, waiting for the call, having the surgery, recovering, and then adjusting to “chronic wellness” (life after transplant) can be a wonderful, yet emotional, and stressful time. Support from friends, family and the transplant facility team can certainly help, but talking to someone who has been in the same situation is often the best way to calm nerves and realize positive outcomes.

That’s where the **Peer Mentor Program** comes in. The program will create opportunities for transplant recipients (mentors) to be matched with people interested in transplant (mentees) at various dialysis facilities in Georgia, North Carolina, and South Carolina to form bonds and facilitate discussion.

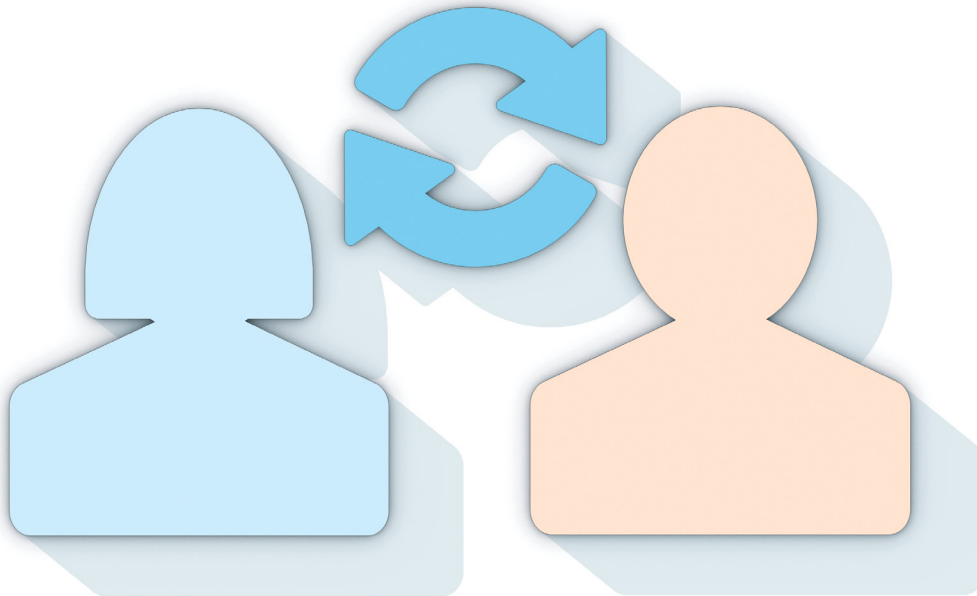


What do the Terms “Mentor” and “Mentee” Mean?

Introduction: Before initiating the Peer Mentor Program in your dialysis facility, it is important to understand the roles and responsibilities of a peer mentor. This section discusses the differences between mentors and mentees.

Definition of “Mentoring” in the Peer Mentor Program:

A relationship between two people in which one individual invests time, expertise, and effort in enhancing another person in the areas of growth, knowledge, and skill formation (mentor). The mentor will respond to the needs of the mentee in order to encourage his/her productivity in the future.



Definition of a “Mentor” in the Peer Mentor Program:

Someone who provides guidance to an intended kidney transplant recipient through support and information in various areas, including: knowledge, growth, and skill formation regarding the transplant process.

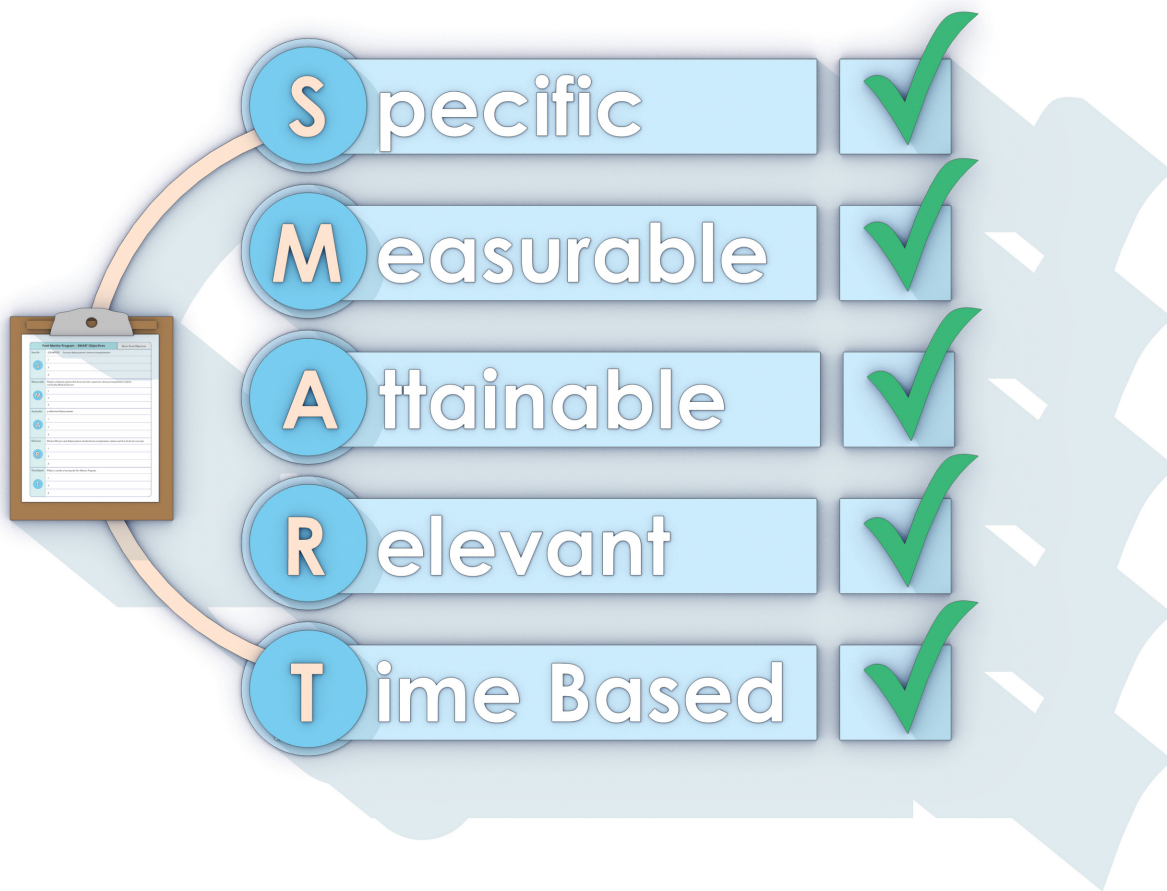
Definition of a “Mentee” in the Peer Mentor Program:

Someone who receives guidance from another person to advance their lives in the area of kidney transplant, from referral to post-transplant, including advice on transplant preparation.

What are the Peer Mentor Program's Short and Long-Term Objectives?

Introduction: This toolkit is designed to provide the patient and facility staff with a guide for developing a Peer Mentoring Program. Peer Mentoring has been shown to be a significant source of information on the transplantation process for the dialysis patient while also offering the dialysis patient enhanced social support. For the program to be successful in your facility, it is important to have clear and concise short- and long-term objectives for your Peer Mentor Program. This worksheet allows you to create objectives for your Peer Mentor Program and helps you discuss them with the peer mentor, as well as other facility leadership and staff.

Directions for Completing the Objectives Worksheet: You and your staff should develop 3 short-term objectives and 2 long-term objectives. Each objective should meet the SMART criteria (Specific, Measurable, Attainable, Relevant, Time based).



The “Peer Mentor Program - SMART Objectives Worksheet” is found on the next page.

Peer Mentor Program - SMART Objectives

Short-Term Objectives

<p>Specific</p> <p>S</p>	<p>~ Example ~ <i>Increase dialysis patients' interest in transplantation</i></p> <p>1</p> <p>2</p> <p>3</p>
<p>Measurable</p> <p>M</p>	<p><i>Number of dialysis patients that discuss (or have requested to discuss) transplantation options with facility Medical Director</i></p> <p>1</p> <p>2</p> <p>3</p>
<p>Attainable</p> <p>A</p>	<p><i>4 additional dialysis patients</i></p> <p>1</p> <p>2</p> <p>3</p>
<p>Relevant</p> <p>R</p>	<p><i>Medical Director and dialysis patients should discuss transplantation options and then decide the next steps</i></p> <p>1</p> <p>2</p> <p>3</p>
<p>Time Based</p> <p>T</p>	<p><i>Within 2 months of starting the Peer Mentor Program</i></p> <p>1</p> <p>2</p> <p>3</p>

Peer Mentor Program - SMART Objectives

Long-Term Objectives

<p>Specific</p> <p>S</p>	<p>~ Example ~ Increase the percentage of dialysis patients referred for kidney transplantation</p>
	<p>1</p>
	<p>2</p>
<p>Measurable</p> <p>M</p>	<p>Increase the percentage of patients referred for kidney transplantation by 15 % (ie: from 20% to 35%)</p>
	<p>1</p>
	<p>2</p>
<p>Attainable</p> <p>A</p>	<p>15 percentage point increase in referral (current: 20%, goal: 35%)</p>
	<p>1</p>
	<p>2</p>
<p>Relevant</p> <p>R</p>	<p>Referral is an early and necessary step in the transplantation process</p>
	<p>1</p>
	<p>2</p>
<p>Time Based</p> <p>T</p>	<p>Within 12 months of starting the Peer Mentor Program</p>
	<p>1</p>
	<p>2</p>

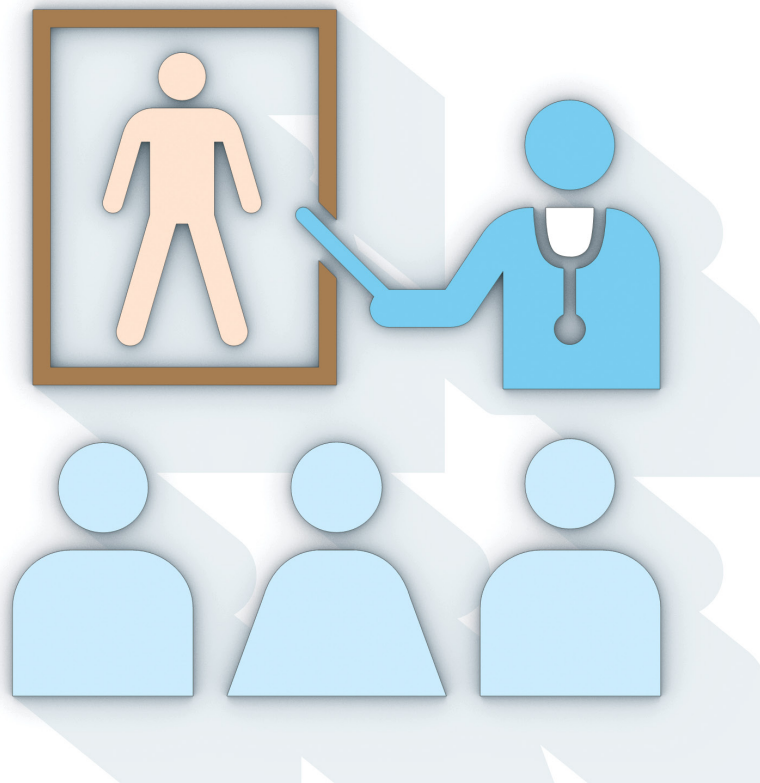
Recruitment of Peer Mentors



Recruitment Strategies

Introduction: This chapter of the Peer Mentor Toolkit is designed to assist dialysis facility leadership in the recruitment of peer mentors. Please review the following strategies and recruitment materials. The recruitment materials are just templates and may be altered to specifically relate to your dialysis facility.

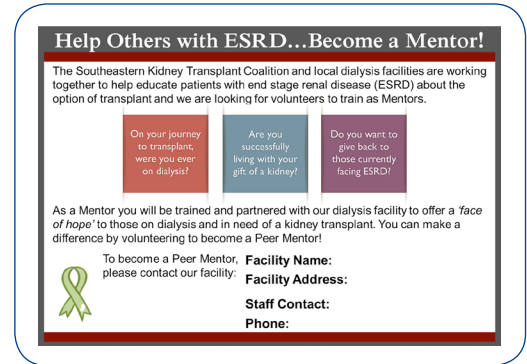
- Look back in to your records to see which of your patients have received a transplant. There is no time limit to this. As long as you know the individual is exemplifying a 'healthy transplant', you can recruit them to be a mentor.
- Ask your facility's Medical Director to determine which patients received a transplant and who they believe would serve as a great peer mentor.
- Reach out to your local community's nephrologists who are caring for transplant recipients. You might not be able to contact their patients directly, but you can send the nephrologist the recruitment flyer and let them reach out to their patients.
- Recruit multiple transplant recipients. Everyone has a busy schedule. If you recruit and train multiple peer mentors, you can ensure that more of your dialysis patients are meeting with and learning from the mentors.



Recruitment Materials

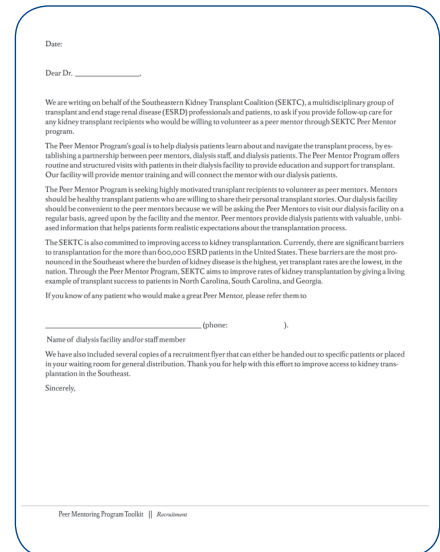
Page 10 is the **Peer Mentoring Recruitment flyer** that you can mail to the transplant recipient from your facility.

1. Print out as many flyers as you need!
2. Write in your facility's name and address in the space provided.
3. Be sure to include your contact name (so the mentor knows who to ask for) and the facility's phone number.



Page 11 is the **Mailer to Your Local Nephrologist** that you can mail to your community's physicians that are caring for transplant recipients.

1. Discuss with your facility's Medical Director which physicians to whom you should send the mailer.
2. Print out one letter for each provider.
3. Fill in the date and physician's last name at the top of the letter.
4. Be sure to include your name and contact information in the space provided.
5. Sign the bottom of the letter.
6. Mail the letter along with 15 copies of the Peer Mentoring Recruitment flyers.



Help Others with ESRD...Become a Mentor!

The Southeastern Kidney Transplant Coalition and local dialysis facilities are working together to help educate patients with end stage renal disease (ESRD) about the option of transplant and we are looking for volunteers to train as Mentors.

On your journey
to transplant,
were you ever
on dialysis?

Are you
successfully
living with your
gift of a kidney?

Do you want to
give back to
those currently
facing ESRD?

As a Mentor you will be trained and partnered with our dialysis facility to offer a 'face of hope' to those on dialysis and in need of a kidney transplant. You can make a difference by volunteering to become a Peer Mentor!

To become a Peer Mentor, **Facility Name:**
please contact our facility: **Facility Address:**

Staff Contact:
Phone:



Date:

Dear Dr. _____,

We are writing on behalf of the Southeastern Kidney Transplant Coalition (SEKTC), a multidisciplinary group of transplant and end stage renal disease (ESRD) professionals and patients, to ask if you provide follow-up care for any kidney transplant recipients who would be willing to volunteer as a peer mentor through the SEKTC Peer Mentor Program.

The Peer Mentor Program's goal is to help dialysis patients learn about and navigate the transplant process, by establishing a partnership between peer mentors, dialysis staff, and dialysis patients. The Peer Mentor Program offers routine and structured visits with patients in their dialysis facility to provide education and support for transplant. Our facility will provide mentor training and will connect the mentor with our dialysis patients.

The Peer Mentor Program is seeking highly motivated transplant recipients to volunteer as peer mentors. Mentors should be healthy transplant patients who are willing to share their personal transplant stories. Our dialysis facility should be convenient to the peer mentors because we will be asking the peer mentors to visit our dialysis facility on a regular basis, agreed upon by the facility and the mentor. Peer mentors provide dialysis patients with valuable, unbiased information that helps patients form realistic expectations about the transplantation process.

The SEKTC is also committed to improving access to kidney transplantation. Currently, there are significant barriers to transplantation for the more than 600,000 ESRD patients in the United States. These barriers are the most pronounced in the Southeast where the burden of kidney disease is the highest, yet transplant rates are the lowest, in the nation. Through the Peer Mentor Program, SEKTC aims to improve rates of kidney transplantation by giving a living example of transplant success to patients in North Carolina, South Carolina, and Georgia.

If you know of any patient who would make a great Peer Mentor, please refer them to

_____ (phone: _____).

Name of dialysis facility and/or staff member

We have also included several copies of a recruitment flyer that can either be handed out to specific patients or placed in your waiting room for general distribution. Thank you for your help in our effort to improve access to kidney transplantation in the Southeast.

Sincerely,

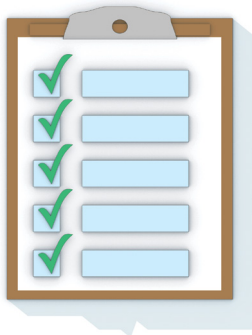
Screening of Peer Mentors



Screening Checklists

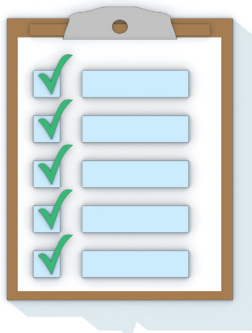
Introduction: Peer mentors play a major role in providing support to potential transplant candidates to help them with the transplant process. Given the mentor’s important role in the mentee’s transplant process, selecting potential peer mentors can seem like a daunting task; but, it does not have to be! The following criteria will help you select the most efficient mentors that can effectively contribute to the development of the program at your facility.

Checklist for Peer Mentor Requirements:



- The mentor underwent a successful transplant and is therefore an example of a “healthy transplant recipient”
- The mentor is familiar with the kidney transplant process, including the evaluation steps, donor options, and potential financial concerns
- The mentor is able to visit the dialysis facility on a regular basis, as determined by the facility and mentor
- The mentor is familiar with additional educational resources that may be helpful for the mentee
- The mentor possesses knowledge of potential barriers that dialysis patients may face during the transplant process and becoming listed for transplant
- The mentor reports dialysis/transplantation concerns and challenges to staff

Checklist for Personal Characteristics of a Good Peer Mentor:



- Interested in building a relationship with the mentee
- Willing and able to share information, personal experiences and struggles while undergoing transplantation (aka: the patient’s “Transplant Story”)
- Willing and able to provide others with constructive feedback
- Exhibits a positive working relationship with others (including staff and other patients)
- Sets and meets his/her own personal and professional goals
- Exhibits a generally positive outlook on the kidney transplant process but is also willing to dispel transplant myths and misunderstandings

Peer Mentor Monitoring: *The dialysis facility leadership should maintain a file/record of all recruited and screened peer mentors. The file for each peer mentor should contain their completed training material, planned activities, and monthly mentor log.*

Training of Peer Mentors



Peer Mentor Training Agenda

Introduction: The following agenda, materials, and activities serve as a guide for the dialysis facility leadership and the mentor. The purpose of the training is to define the objectives, roles and responsibilities of the mentor. **(Please allow 2 hours to complete the outlined training).**

Training Materials: All completed training materials should be kept in a peer mentor specific file.

Agenda and Activities

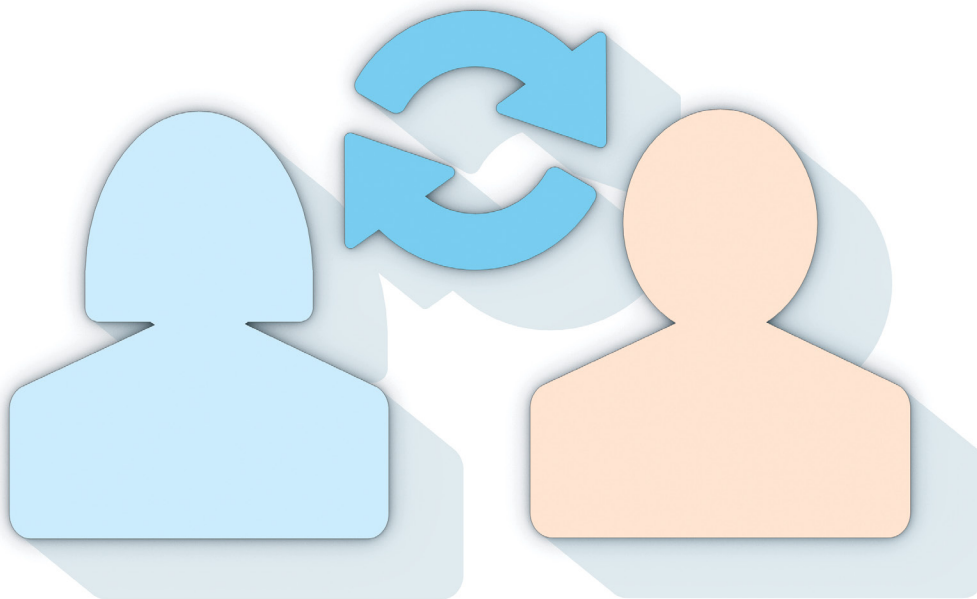
What Do the Terms “Mentor” and “Mentee” Mean?	5 minutes
Quick Tips for Effective Peer Mentoring	5 minutes
What are Your Short- and Long-term Objectives as a Peer Mentor?	30 minutes
Peer Mentoring Golden Rules and Red Flags	5 minutes
What are the Peer Mentor’s Roles, Responsibilities, and Expectations	20 minutes
Dialysis Facility Staff and Peer Mentor Communication	10 minutes
Dialysis Facility Staff and Peer Mentor Agreement	20 minutes
Planned Monthly Peer Mentoring Activities	25 minutes

What Do the Terms “Mentoring”, “Mentor”, and “Mentee” Mean?

Introduction: The dialysis facility leadership and peer mentor should discuss what it means to be a mentor and mentee. What are the differences between these roles?

Definition of “Mentoring”:

A relationship between two people in which one individual invests time, expertise, and effort in enhancing another person in the areas of growth, knowledge, and skill-formation. The mentor will respond to the needs of the mentee in order to encourage his/her productivity in the future.



Definition of a Mentor:

Someone who provides guidance to an intended kidney transplant recipient through support and information in various areas, including: knowledge, growth, and skill formation regarding the transplant process.

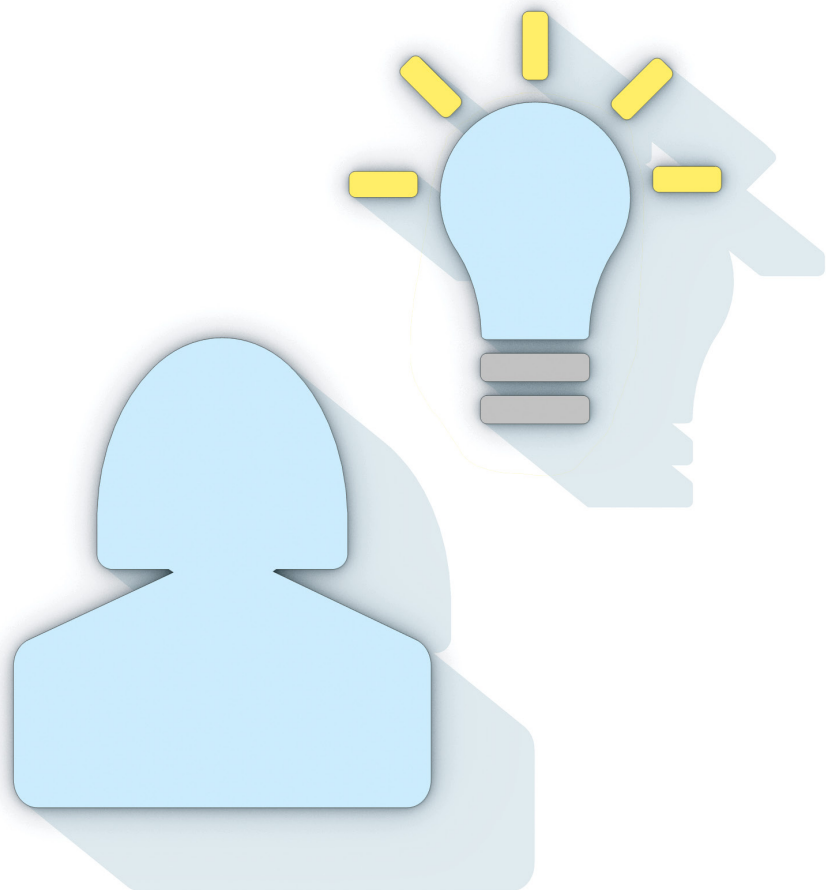
Definition of a Mentee:

Someone who receives guidance from another person to advance their lives in some way, including but not limited to, his/her professional career, extracurricular projects, and academic projects.

Quick Tips for Effective Peer Mentoring

Introduction: This list provides tips for the peer mentor to establish and maintain a positive relationship with their mentees.

1. **Positive attitude without judgement:** be enthusiastic and accepting of others
2. **Values:** analyze personal beliefs and ideals in an effort to establish values
3. **Open-mindedness:** be open to alternative ideas
4. **Effective communication:** be an attentive/active listener and pose questions
5. **Strengths:** recognize individual strengths and build on them
6. **Confidence:** encourage self-confidence/self-efficacy and growth
7. **Awareness:** be aware of your delivery (how you are “coming off” to others)
8. **Flexibility:** be flexible, empathetic, and adaptable with regard to attitudes and actions
9. **Commitment:** keep your commitment to your mentee and take the initiative to reach out to her/him on an agreed-upon routine basis
10. **Operate with Confidentiality In Mind:** adhere to appropriate boundaries for a mentoring relationship

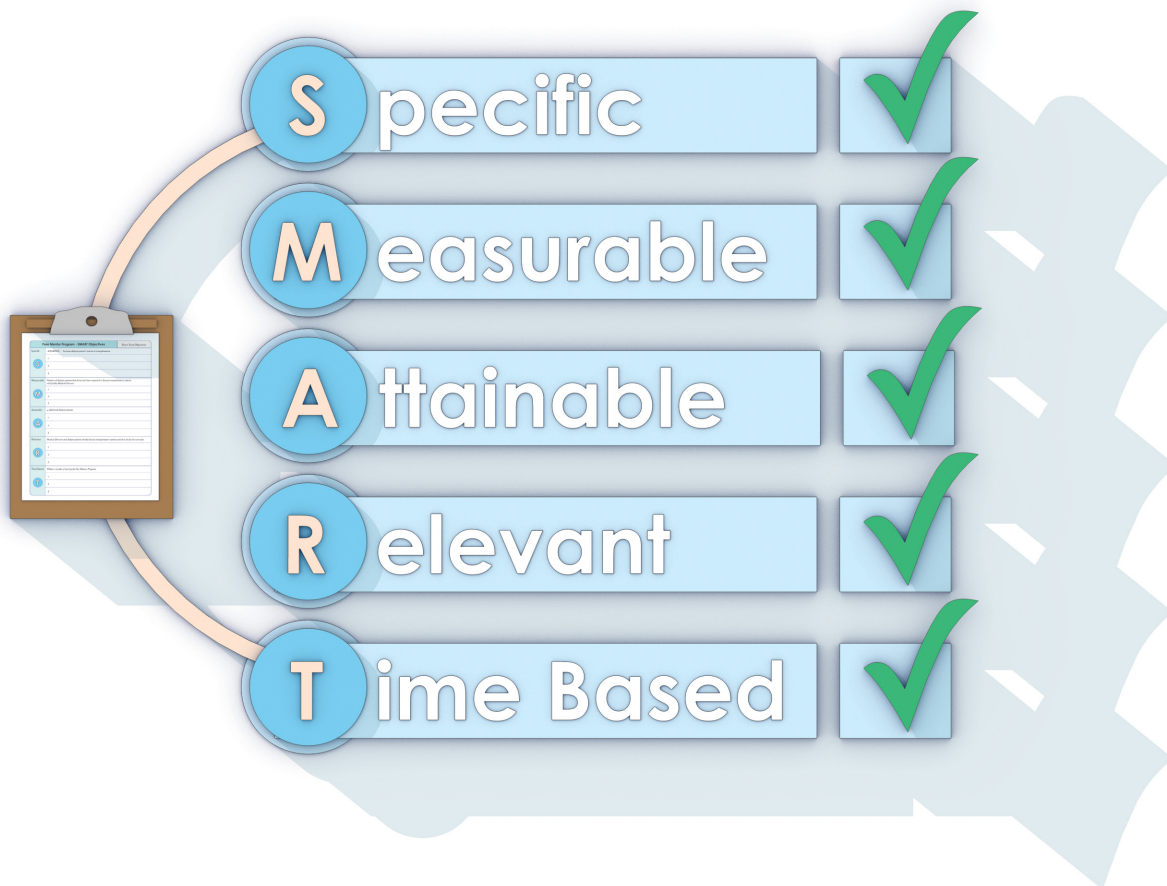


What Are Your Short and Long-Term Objectives as a Peer Mentor?

Introduction: The training materials are designed for dialysis facility leadership and the peer mentor to determine the activities for the Peer Mentor Program. Peer mentoring has been shown to be a significant source of information on the transplantation process while offering the dialysis patient enhanced social support. For the program to be successful, it is important for the staff and peer mentor to develop clear and concise short- and long-term objectives. This worksheet allows you to create these objectives so you can effectively communicate them with the peer mentor and other facility leadership and staff.

The peer mentor should be given a photocopy of their completed “Peer Mentor’s Short- and Long-Term SMART Objectives” for their records and monthly monitoring.






Directions for Completing the Objectives Worksheet: The Peer Mentor and facility staff should develop 3 short-term objectives and 2 long-term objectives. Each objective should meet the SMART criteria (Specific, Measurable, Attainable, Relevant, Time based).



**The “Peer Mentor - SMART Objectives Worksheet ”
is found on the next page.**

Peer Mentor - SMART Objectives

Short-Term Objectives

Specific 	~ Example ~ <i>Increase dialysis patients' awareness about the Peer Mentor Program</i>
	1
	2
	3
Measurable 	<i>Number of dialysis patients that I, the peer mentor, have met with each month</i>
	1
	2
	3
Attainable 	<i>Month 1: 2 patients; Month 2: 3 patients</i>
	1
	2
	3
Relevant 	<i>Peer Mentor Program is a new program that can provide potential transplant patients with useful information on transplantation</i>
	1
	2
	3
Time Based 	<i>Within the first 2 monthly visits</i>
	1
	2
	3

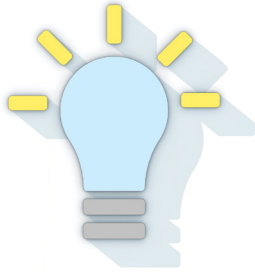
Peer Mentor - SMART Objectives

Long-Term Objectives

<p>Specific</p> <p>S</p>	<p>~ <i>Example</i> ~ <i>Have a dialysis patient actively waitlisted for transplant</i></p>
	<p>1</p>
	<p>2</p>
<p>Measurable</p> <p>M</p>	<p><i>Number of dialysis patients that are waitlisted for a deceased donor transplant</i></p>
	<p>1</p>
	<p>2</p>
<p>Attainable</p> <p>A</p>	<p><i>2 patients</i></p>
	<p>1</p>
	<p>2</p>
<p>Relevant</p> <p>R</p>	<p><i>Health risks increase as time on dialysis increases, so it is important to be waitlisted as soon as possible</i></p>
	<p>1</p>
	<p>2</p>
<p>Time Based</p> <p>T</p>	<p><i>Within 12 months of starting the Peer Mentor Program</i></p>
	<p>1</p>
	<p>2</p>

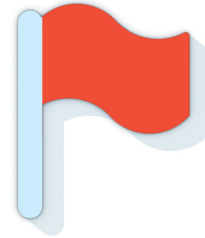
Peer Mentoring Golden Rules and Red Flags

Introduction: The Golden Rules and Red Flags are items the Peer Mentor should constantly consider each time they are interacting with a dialysis patient and potential mentee. (A copy of the Golden Rules and Red Flags is provided in *Chapter 5: Mentor Materials*).



Golden Rules for Mentors

1. Do not give medical advice.
2. Listen more than you speak.
3. Speak from your experiences.
4. Keep all information confidential.
5. Be open-minded.
6. Take care of yourself.
7. Be alert to Red Flags.
8. You do not have to become friends with your mentee.
9. You have the right to turn down an assignment for a new mentee.
10. The mentee has the right to refuse mentor services.



Red Flags for Mentors

Red Flags include anything that can interfere with the patient's health before or after transplant. It can be a medical, mental, emotional, or physical issue. Once a Red Flag is identified, it should be reported to the dialysis facility leadership and/or a staff member responsible for the Peer Mentor Program.

1. Missing medication doses.
2. Reports of feeling so good they are not going to follow medical advice.
3. Abusing alcohol or drugs.
4. Ignoring physical symptoms.
5. Family dynamics are negatively impacting decision-making capability.

What Are the Peer Mentor's Roles, Responsibilities, and Expectations?

Introduction: The purpose of this activity is to determine concise roles and responsibilities for the peer mentor and facility staff. The Peer Mentor Program emphasizes the partnership between dialysis facility staff and the peer mentor. Together, the facility staff and peer mentor should develop the roles and responsibilities of the peer mentor.

The staff and mentor should also determine the peer mentor's expectations for the Peer Mentor Program. These expectations should be for the following relationships:

1. Dialysis Facility Staff and Peer Mentor
2. Peer Mentor and Mentee (dialysis patient)

The completed form should be photocopied and provided to the Peer Mentor for their records.

Peer Mentor Role and Responsibilities:

Example: Call mentee every Wednesday at 12 pm to discuss preparation for transplant on July 7

Dialysis Facility Staff and Peer Mentor Expectations:

Example: Facility staff introduce peer mentor to dialysis patients interested in transplant for the first 4 months

Peer Mentor and Mentee Expectations:

Example: Peer mentor creates a welcoming environment for mentee to ask questions regarding the mentor's transplant experience

Dialysis Facility Staff and Peer Mentor Communication

Introduction: Effective communication is necessary to build and maintain a healthy peer mentoring relationship between participants. Oftentimes, many barriers can get in the way of effective listening for both parties, such as not actively listening. Consequently, these actions may impede on the speaker’s feelings that his/her concerns are being understood. In order to prevent this, it is important to practice active listening, or listening attentively, with your mentor/mentee.

What is Active Listening?

A way of communicating that involves the listener re-stating the information just given by the speaker to ensure that the speaker is aware that the listener received the information.

1. Peer Mentor, provide your one Active Listening RESPONSE to the scenario below in the space provided.
2. Dialysis Facility Staff, provide your one Active Listening RESPONSE to the scenario below in the space provided.

Dialysis Facility Staff	Peer Mentor
<i>~ Example ~</i>	
Speaker: <i>I would like you to visit the dialysis facility once a month.</i>	Response: <i>I understand that you would like me to visit one time per month and I am happy to do that. Let's discuss both of our schedules and availability to make that happen</i>
Speaker: I will not be able to constantly monitor your visits with patients each time.	Response:
Response:	Speaker: I am not sure of all the resources available to me to provide patients.

Dialysis Facility Staff and Peer Mentor Agreement

Introduction: Taking into consideration the previously completed materials, both the dialysis facility leadership and peer mentor should contribute to the development of an agreement. The dialysis facility staff and peer mentor agreement should include contributions from both parties to help clarify how each role will positively contribute to the success of the Peer Mentor Program. Each party should sign in the designated area once the agreement is complete.

Both parties should maintain a copy of the 'Dialysis Facility Staff and Peer Mentor Agreement'. The facility staff should photocopy the completed and signed agreement and provide a copy to the peer mentor for their records.

As the **dialysis facility leadership**, I will contribute to the success of the Peer Mentoring Program by:

1. _____
2. _____
3. _____

As the **peer mentor**, I will contribute to the success of the Peer Mentoring Program by:

1. _____
2. _____
3. _____

DIALYSIS FACILITY STAFF PRINTED NAME: _____

DIALYSIS FACILITY STAFF SIGNATURE: _____

PEER MENTOR PRINTED NAME: _____

PEER MENTOR SIGNATURE: _____

Planned Monthly Peer Mentoring Activities

Introduction: The dialysis facility staff and peer mentor should complete this activity together to ensure cohesion between activities and reduce scheduling conflicts. A copy of this schedule should be made and given to the Peer Mentor for their records.

	Month	Activity
	~ Example ~	Conduct a "lobby day" to determine how many patients are interested in hearing about my transplant process
I		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

Peer Mentor Materials

The materials in this chapter are intended for the Peer Mentor to receive their own copy and review. Some of the material will be duplicates of the Peer Mentor Training Material.

The material should be kept in a 3-ring binder in the order in which it is presented in the toolkit.

NOTE: There were several activities completed during the Peer Mentor Training that the Peer Mentor will need for their records to ensure they are meeting their set objectives and completing the agreed upon activities. **These materials should be included** directly after this introduction page. The materials include:

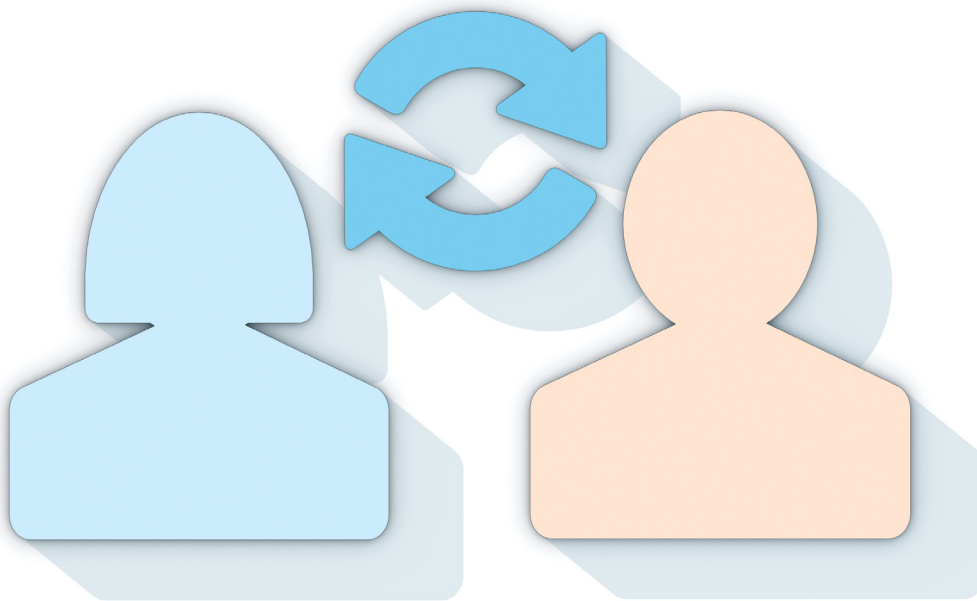
- Peer Mentor's Short- and Long-Term SMART Objectives
- Peer Mentor's Roles, Responsibilities, and Expectations
- Dialysis Facility Staff and Peer Mentor Agreement
- Planned Monthly Peer Mentoring Activities

What Are the Benefits of Being a Mentor or a Mentee?

Introduction: The dialysis facility leadership and peer mentor discussed the differences between these two roles during the mentor training. This page offers a more detailed definition for the peer mentor to review.

Definition of “Mentoring”:

A relationship between two people in which one individual invests time, expertise, and effort in enhancing another person in the areas of growth, knowledge, and skill-formation. The mentor will respond to the needs of the mentee in order to *encourage* his/her productivity in the future.



Benefits of being a “Mentor”:

As a peer mentor, you provide guidance and leadership to a patient that has little or no prior experience with dialysis and transplantation. You may be able to prevent another person from experiencing some of the hardships you struggled with regarding kidney transplant or dialysis.

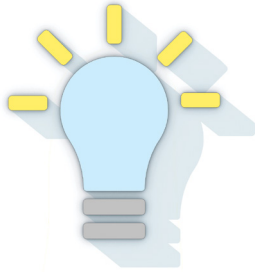
You can cultivate a new relationship that is intended to be beneficial for both people, while providing advice on experiences related to dialysis and kidney transplant.

Benefits of being a “Mentee”:

Mentees can receive guidance and leadership from another person to advance their lives in some way, including but not limited to, his/her professional career, extracurricular projects, and academic projects.

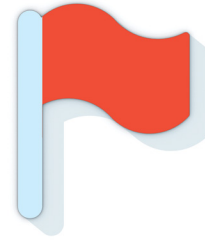
Peer Mentoring Golden Rules and Red Flags

Introduction: The Golden Rules and Red Flags are items you, as the Peer Mentor, should constantly consider each time they are interacting with a dialysis patient and potential mentee. (A copy of the Golden Rules and Red Flags was provided and discussed in *Chapter 4: Training Peer Mentors*).



Golden Rules for Mentors

1. Do not give medical advice.
2. Listen more than you speak.
3. Speak from your experiences.
4. Keep all information confidential.
5. Be open-minded.
6. Take care of yourself.
7. Be alert to Red Flags.
8. You do not have to become friends with your mentee.
9. You have the right to turn down an assignment for a new mentee.
10. The mentee has the right to refuse mentor services.



Red Flags for Mentors

Red Flags are anything that can interfere with the patient's health before or after transplant. It can be a medical, mental, emotional, or physical issue. Once a Red Flag is identified, it should be reported to the dialysis facility leadership and/or a staff member responsible for the Peer Mentor Program.

1. Missing medication doses.
2. Reports of feeling so good they are not going to follow medical advice.
3. Abusing alcohol or drugs.
4. Ignoring physical symptoms
5. Family dynamics are negatively impacting decisions being made.


Peer Mentor's Personal Presentation

Introduction: It is important to engage the dialysis patient and to create a positive relationship that can be developed over time. A constructive way to initiate conversation with dialysis patients is to create a very short story that reflects your own journey with dialysis and/or transplantation.

Peer Mentor Activity: Create a 30-second story that describes who you are, your experience with dialysis and kidney transplant, and your involvement in the Peer Mentor Program. Write down quick notes to yourself that will make presenting this information easier for you.

Hints for Peer Mentors creating their 30-second story:

- Introduce yourself as a volunteer with the Peer Mentor Program, including what you aim to achieve with your involvement in the program.
- Before launching into your story, pay attention to the mentee. Ask the mentee whether this is a good time to visit.
- Set a friendly tone to encourage conversation among other participants.
- Keep the information you are discussing at a high level (just general facts about yourself), and avoid diving into intimate details regarding specific life experiences—you can do this one-on-one with your mentee later.
- If you are making a phone call, it's a good idea to ask, "Is this a convenient time to talk?" Call back later if there is any doubt.
- Limit your talk to only the highlights. Let them ask for the details. This is MOST important. Remember: it's not about you; it's about THEM.
- Watch your body language...not too close...not too far...look them in the eyes. Be prepared to listen. Avoid touching the patient or bed, if visiting in person.
- Share your story in a way that allows your mentee to relate to your struggles, experiences, etc.



Hi, I'm _____, a volunteer with the Peer Mentor Program.

(Insert first name of dialysis facility leadership) said you might like to talk with someone who's had a transplant. After living with kidney disease for 10 years, I received my new kidney in 2002...

After you have shared your story, offer the mentee a copy of the Booklet "Your Life, Your Choice – Stories from Kidney Transplant Patients and Donors", found at the end of this Chapter.

Let them know this is a good resource to share with their family.

What Are the Peer Mentor's and Mentee's Roles, Responsibilities, and Expectations?

Introduction: The purpose of this activity is to determine concise roles and responsibilities for you, as the peer mentor, and mentee, together. The Peer Mentor Program emphasizes the partnership between the peer mentor and mentee. Together, you and mentee should develop shared roles, responsibilities, and expectations.

These characteristics may differ by individual. Therefore, the peer mentor should complete this form for EACH dialysis patient (mentee) they are mentoring. You, as the peer mentor, should periodically review this form with your respective mentee, update as needed, and ensure expectations are being met.

Peer Mentor		
Roles	Responsibilities	Expectations

Peer Mentee		
Roles	Responsibilities	Expectations

Peer Mentor's Activity Log

Introduction: You should complete the activity log at the conclusion of each visit to the dialysis facility. You should detail each visit, including the date/time, number of patients you spoke with, topics discussed, and successes/failures.

A photocopy of the Activity Log should be turned in to the dialysis facility leadership at the end of each visit.

	Date	Activity	Time
	<i>~ Example ~</i>		
1	November 14, 2015	<i>Today I spoke with 3 dialysis patients I have not met with before. I presented my '30-second story' and discussed with them my transplant experience and answered their questions about my transplant process. One patient was interested in being referred for transplant and I discussed this with the facility social worker before leaving.</i>	<i>1:30-3:00pm</i>
	<i>~ Example ~</i>		
2	December 19, 2015	<i>I met again with a patient that I talked with November. In November, he/she was not ready to be referred for the transplant process but did take home information on deceased and living donor transplant. Today we discussed my experience on the deceased donor waitlist and what the recovery was like. I also met with two new patients I did not meet with last month. They seemed interested to hear about my story and my improved quality of life! We said we would talk more after the Holidays.</i>	<i>10:00-11:00am</i>

The “Peer Mentor Activity Log” is found on the next page.

Peer Mentor Activity Log

	Date	Activity	Time
I			
2			
3			
4			
5			
6			
7			
8			
9			
IO			
II			
I2			



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