

# PEER RECOVERY SUPPORT SERVICES COMMUNITY OF PRACTICE

## Implementing Recovery Coaching in the Emergency Department: Considerations and Perspectives from Early Adopters

*January 23, 2019*



**WELCOME**

# Agenda

|               |   |
|---------------|---|
| 10:00 – 10:25 | Welcome and Introductions                                 |
| 10:25 – 10:40 | Overview of Recovery Coaching in the Emergency Department |
| 10:40 – 11:50 | Considerations and Perspectives from Early Adopters       |
| 11:50 – 12:25 | Small Group Discussion                                    |
| 12:25 – 12:30 | Next Steps  |

# What is a Community of Practice ?

- A Community of Practice (CoP) refers to a group of people who share a common interest, passion or a concern for something they do and who interact regularly to learn how to do it better. (*Wenger, 2006*)
- A CoP is a group that is created with the goal of gaining knowledge and sharing information and experiences related to a specific topic.

# Purpose of PRSS CoP

The purpose of this CoP is to connect those delivering peer recovery support services with the opportunity to gain knowledge and information and share experiences to develop quality PRSS services.



# PRSS CoP Resources

Resources to support PRSS can be accessed on the Center for Excellence website:

<http://nhcenterforexcellence.org/resources/community-of-practice-resources/>

The screenshot displays the website's navigation bar with the following menu items: Center Services, NH Training Institute, Resources, NH Governor's Commission, Continuum of Care, and Join a Community. The 'Resources' dropdown menu is open, listing: Best Practices, Community of Practice Resources, Data, Reports-Plans-Publications, and Workforce Development. A green arrow points to the 'Community of Practice Resources' option. The page header includes the logo for the Center for Excellence (Addressing Alcohol & Drug Misuse in NH), a search bar, and navigation links for Home, Contact Us, and About Us. The footer contains a 'QUICK LINKS' section with the link 'AnyoneAnytimeNH.org'.

# PRSS Google Group

To join discussions about PRSS across the state, email  
Melissa Schoemmell at [melissa\\_schoemmell@jsi.com](mailto:melissa_schoemmell@jsi.com)

To share resources and join discussions, email:  
[prsscop@googlegroups.com](mailto:prsscop@googlegroups.com).

# PRSS Technical Assistance

Submit requests to the Center for Excellence:

<http://nhcenterforexcellence.org/center-services/request-ta/>

The screenshot displays the website for the Center for Excellence, which focuses on addressing alcohol and drug misuse in New Hampshire. The navigation menu includes 'Center Services', 'NH Training Institute', 'Resources', 'NH Governor's Commission', 'Continuum of Care', and 'Join a Community'. A search bar is located in the top right corner. The 'Center Services' dropdown menu is open, with a green arrow pointing to the 'Request Technical Assistance' option. Below the navigation, there are three main content blocks: 'Request Technical Assistance' (with a green arrow pointing to it), 'Reports, Plans & Publications', and 'QUICK LINKS' which includes 'The Doorway', '2-1-1 NH', 'NHADACA/NH Training Institute on Addictive Disorders', and 'NH Treatment Locator'.

Home - Contact Us - About Us

Search...

Center Services - NH Training Institute - Resources - NH Governor's Commission - Continuum of Care - Join a Community

Center Services

Request Technical Assistance

Request Technical Assistance

Reports, Plans & Publications

QUICK LINKS

The Doorway

2-1-1 NH

NHADACA/NH Training Institute on Addictive Disorders

NH Treatment Locator



# INTRODUCTIONS

# Objectives

1. Identify the components of a comprehensive recovery coaching program in the emergency department setting.
2. List steps taken to implement recovery coaching in the emergency department.
3. Describe lessons learned and barriers experienced from early adopters.

# **IMPLEMENTING RECOVERY COACHING IN THE EMERGENCY DEPARTMENT**

Cheryle Pacapelli and Polly Morris  
Harbor Homes

# Recovery Coaches in the Emergency Department

Emergency Department Recovery Coaches are trained professionals who meet with people admitted to an Emergency Department as a result of an opioid overdose or other drug or alcohol related crisis.



# Recovery Coaches

Recovery Coaches work with individuals both during the hospital visit and after they've been discharged by helping them find the best treatment services and recovery support for their situation.



# PRSS in the Emergency Department

Leaders in NH...



# 24/7 ON-CALL SUPPORT AT LRGHEALTHCARE

**Marge Kerns**

Vice President of Clinical Services at LRGH

**Daisy Pierce**

Executive Director, Navigating Recovery

# Process & Implementation

- Grant from Foundation for Healthy Communities
- MOUs with Foundation and Navigating
- HR process at LRGHealthcare
- Policy for ED staff
- Staff education



# Relationship Building

- Need a champion at senior leadership level to open the doors, advocate for coaches, and break down barriers.
- Important for ED staff to see coaches as a resource, and not added work.

# Challenges & Lessons

- Immunization records
- Background checks
- Engaging staff and keeping them engaged
- Switching from nurse asking for patient consent to coaches introducing themselves

# Measuring Success

- How many patients present to ED with SUD, compared to how many times Navigating Recovery is called to go see them
- How many patients actually show up at Navigating Recovery
- How many patients get on the path of recovery utilizing our services



# LAUNCHING PEER RECOVERY SUPPORTS IN A HOSPITAL SETTING

**John Burns**

Director, SOS Recovery Community Organization

**Kellie Mueller**

Director of Behavioral Health Services, Wentworth-Douglass

# Introduction

## Mission

The mission of SOS Recovery Community Organization is to reduce stigma and harm associated with substance misuse by providing safe space and peer based supports to people in multiple pathways of recovery.



**How Can We Help  
With Your Recovery  
Today?**

# Initial Steps

How did we get started with initiating launch of a hospital Peer Recovery Coach program?

SOS Recovery Community Organization (SOS RCO) has a long partnership that includes funding from WDH



In Spring 2016 we identified the need for recovery coaching at hospital



SOS began collaborating with Kellie Mueller in Spring/Summer 2016 and started process



WENTWORTH-DOUGLASS  
HOSPITAL  
MASSACHUSETTS GENERAL HOSPITAL SUBSIDIARY

# Starting a Hospital Coaching Program

In response to the conversations with their Behavioral Health Director SOS RCO prepared a formal proposal to WDH in May of 2017.

Identified needs in both Emergency Department and Inpatient for opportunities to dispatch coaches.

# Challenges

Challenges for Wentworth-Douglass Hospital and getting program through compliance to launch





# Challenges & Barriers to Implement

- Securing funding for fee-for-service through the hospital
- Ability to identify a forecast for the number of dispatches that will take place to identify capacity and cost of the program
- Vetting process eliminated potential to utilize volunteer coaches
- Vetting of SOS as contractors to WDH

# Implementation

- Phase I - April to November 2018  
(9am – 5pm Monday-Saturday)
- 24/7 in November 2018
- Staff meetings for ED and Nursing

# Challenges and Successes

- Expected most dispatches to come from Emergency Department
- Did not expect level of engagement with Inpatient Unit
- Buy in from Social Work Department
- Ongoing engagement from individuals

# Recent Changes

- Brainstorming session held with:
  - WDH Nursing Manager
  - ED case Managers
  - Director of Physicians in ED
  - Social Workers in ED
- Determined to go back to basics with education
- Initially asking patients vs dispatching and they can refuse
- 12 calls in 14 days since that meeting

# Measuring Success

- Coaching Satisfaction Survey
- SOS follows up within 48 hours
- Implementing engagement scales at initial meeting, 30 days, 90 days and 6 months
- Recovery coaching and TRSS logs ongoing. Over 50% of all individuals we have coached remain engaged with SOS in last 90 days.
- Several individuals have maintained recovery since our initial coaching. A number took some time but have since found recovery.

# Small Group Discussion

1. *Have you considered starting, or have you started, a program for recovery coaching in the ED?*
2. *What have been your challenges in trying to start this program or in implementing the program?*
3. *What strategies have you used to overcome or address challenges/concerns.*

# QUESTIONS?



# CoP Meeting Schedule

NHADACA/NHTIAD

130 Pembroke Road, Suite 100, Concord

10:00am – 12:00pm

**April 24**

**July 31**

**October 23**



# Final Thoughts

- Reminder to utilize Google Group
- 2 CEUs available
- Please hand in your evaluation!

**Thank you for coming!**

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Addressing  
Alcohol & Drug  
Misuse in NH

