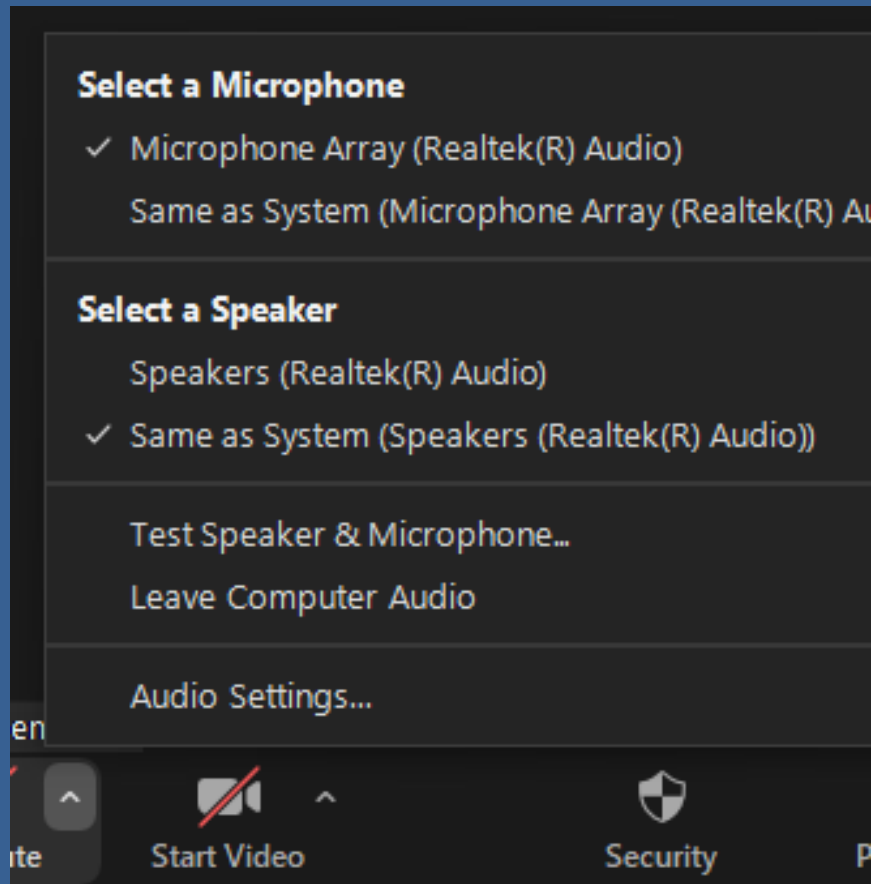


Peer Recovery Support in the Lakes Region: A Successful and Enduring Partnership

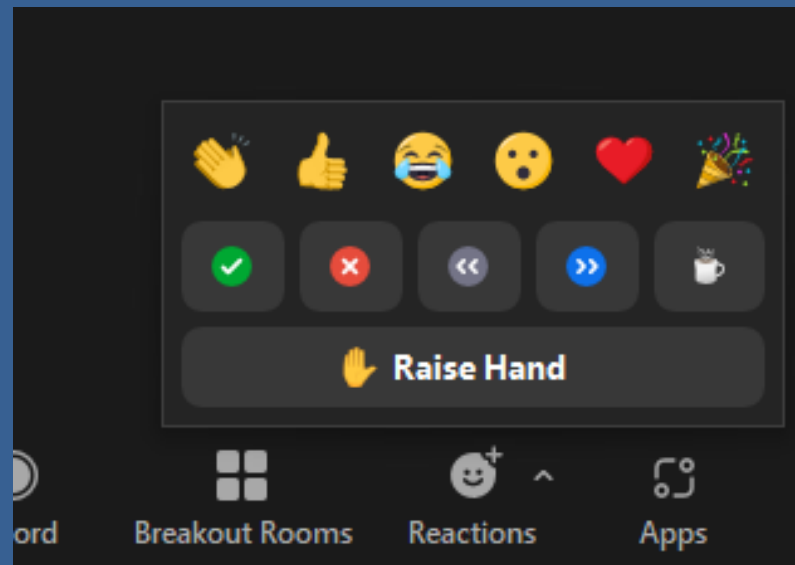
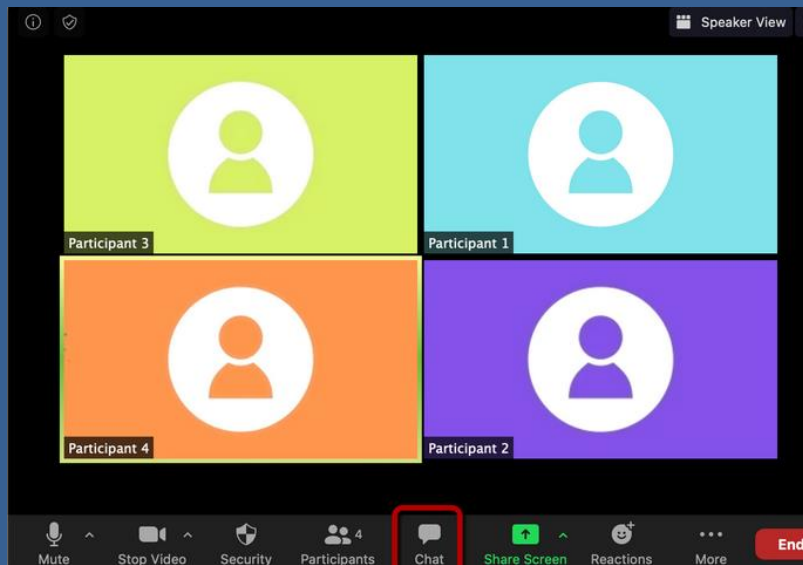
Hospital Systems Addiction Care Community of Practice

April 15, 2026 | 12:00-1:00 PM ET





Housekeeping



Zoom Engagement Tools

Peer Recovery Support in the Lakes Region: A Successful Partnership

Daisy Pierce, Ph.D.

Executive Director

Navigating Recovery

daisy@navigatingrecovery.org

Corey Gately, MLADC

Dir. Substance Use Services

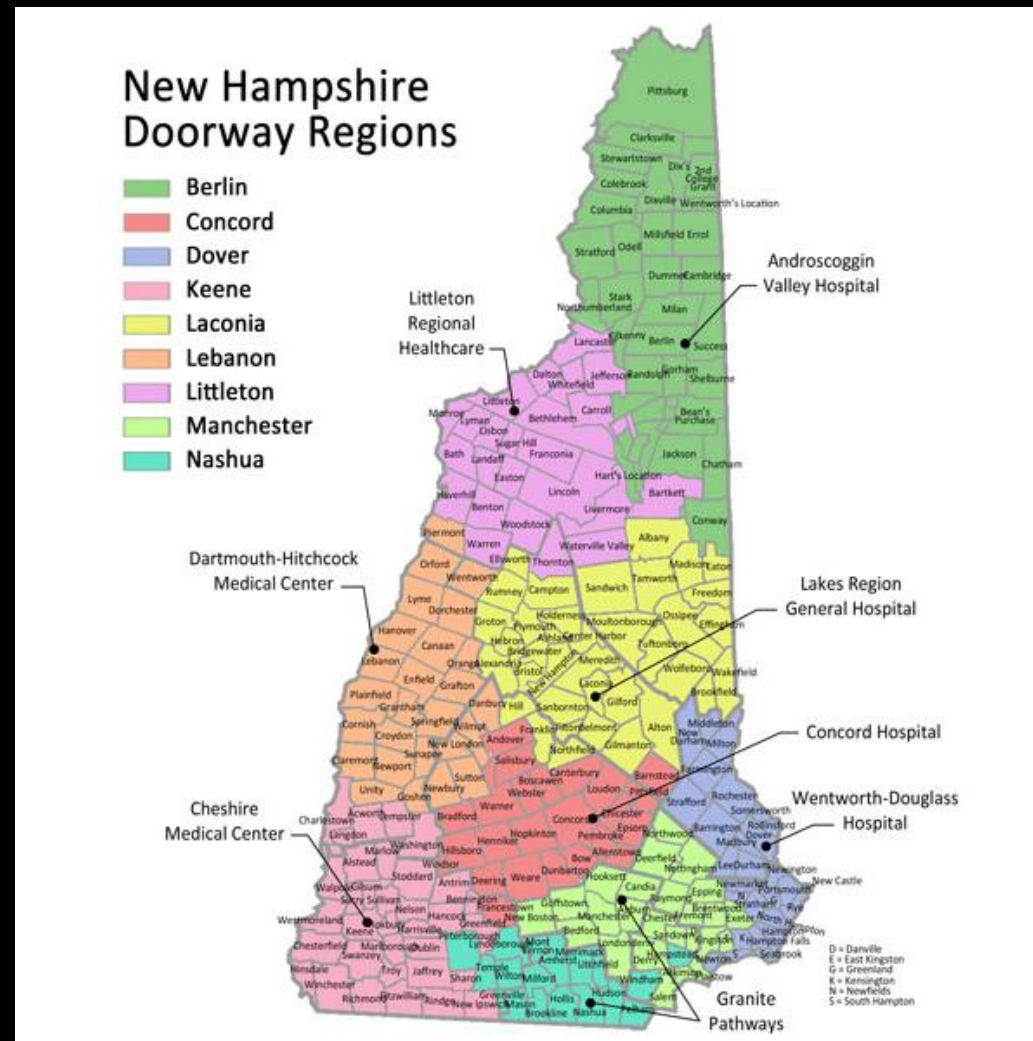
Concord Hospital - Laconia

cgately@lrgh.org



The Doorway at Concord Hospital – Laconia

- Located:
80 Highland St., Laconia &
79 Highland St., Plymouth
- Monday – Friday, 8am-5pm
- Patient navigator, CRSW, and
LADC all work together to help
someone access treatment
- Call (603) 934-8905
- Call 2-1-1 ANYTIME





- A place to start a recovery journey
- Host location for all types of recovery meetings
- FREE Peer-to-peer recovery support services
- Health & Wellness workshops
- Art therapy
- Meditation
- Resources for individuals and families seeking assistance as they navigate their journey of recovery
- A safe place for the recovery community to organize and support one another

Meeting Patients Where They're At



Studies show that when we engage people in treatment resources through the ED, we give them a much better chance at long term recovery.



Yale Study* – 78% still in recovery at 30 days after being connected through the ED.



Otherwise, we generally see that less than 37% of people will follow through.

*D'Onofrio, G., O'Connor, P. G., Pantalon, M. V., Chawarski, M. C., Busch, S. H., Owens, P. H., ... & Fiellin, D. A. (2015). Emergency department-initiated buprenorphine/naloxone treatment for opioid dependence: A randomized clinical trial. *JAMA*, 313(16), 1636–1644.

Why is this so hard in hospital settings?

Hospital staff (ED and inpatient) generally only ever see a “snippet” of the person’s life...which is generally when they are at their worst.

There is very little opportunity to see people get well, complete treatment, and heal their lives.

How is this different from other diseases? Is it?

We know that when we utilize our resources, provide positive reinforcement, and help people with kindness, that we increase their chances of getting well!

Our Partnership Since 2017

Foundation for Healthy Communities grant for a 10-month “Substance Use Disorder Emergency Department Project”

- Training and education needs of Emergency Department staff related to substance use disorders and implementation of education activities to address needs.
- Protocols to support patients in the Emergency Department with substance use disorders and assess the implementation of the protocols.
- Development of a longer term strategy with metrics for care to link the needs of patients with substance use disorders in the Laconia and Franklin Emergency Departments with other community resources to connect the patients with appropriate treatment.



Hospital Support Program in 2017

24/7 on-call support to both Laconia & Franklin campuses

For all target patients who voluntarily elected to participate in the Hospital Peer Support Program

Coaches link patients and/or their family members to treatment and recovery support resources

Follow-up phone call the day after discharge, as well as unlimited continued contact for additional recovery support

Required Education for Coaches

All Coaches assigned to the Hospital Peer Support Program shall have met all education prerequisites:

1. Connecticut Community for Addiction Recovery (CCAR) for Peer Recovery Coaching, or The Art & Science of Peer-Assisted Recovery, including forty-six (46) hours of education units in four domains specific to peer certification, and are in the process of completing 500 hours of supervised field work by a Licensed Alcohol and Drug Abuse Counselor
2. Six (6) hours of education units related to HIV
3. Six (6) hours of education units related to suicide prevention
4. A minimum of at least sixteen (16) hours of ethics

All Coaches assigned shall:

1. “Adhere to DNV standards and other applicable regulatory standards”
2. Meet Concord Hospital’s employee health standards, including a TB test, flu shot, and any other screenings and immunizations that may reasonably be required
3. Adhere to applicable federal and state laws and regulations

Importance of Training Hospital Staff



We realized that staff may have been lacking in their understanding of how to utilize the Recovery Coaches.



This also led to figuring out that the hospital staff were in need of education around appropriate language and how reducing stigma can increase a person's chance of connecting to services. IMPORTANT!



At the same time, we also knew that we needed to educate our staff about Medication-Assisted Treatment and why induction in the Emergency Department setting is particularly important.

Training Implementation



We built a 1-hour education that could be co-taught and included a PowerPoint presentation.



We allowed for about 10 minutes at the conclusion for questions.



We covered the topics of stigma reduction (specific to hospital settings), MAT, and Recovery Community Organizations. In addition, we taught staff about the pathways for connecting patients to treatment services.



We conducted a post survey at each event.



We provided numerous opportunities for staff to attend, including providing classes on different shifts.



We also brought in food whenever possible.

How we were received ... mostly positively!

- It's nice to have an Education Department to help set things up, do the invites, track attendance.
- Want to make it mandatory for certain people? Ask! We were pleasantly surprised at how easily some departments made this mandatory for their staff.
- If you say it will be an hour, keep it to an hour. We were strict about our time frames and people appreciated that.
- We learned that staff would like this kind of opportunity more often. Many people talked about how much it helped with compassion fatigue. They appreciated the opportunity to have their struggles acknowledged and to hear about tools they can use.

Hospital Support Program Today

24/7 on-call support to both Laconia & Franklin campuses – program survived the transition from LRGH to Concord Hospital

Any patient identified as having a substance use disorder / struggling with substances (no longer specific to the ED)

Coaches link patients and/or their family members to treatment and recovery support resources

The Doorway & respite beds have made a huge difference

Follow-up phone call the day after discharge, as well as unlimited continued contact for additional recovery support

Key Factor # 1 - Relationship Building



Need a champion at senior leadership level to open the doors, advocate for coaches, and break down barriers.

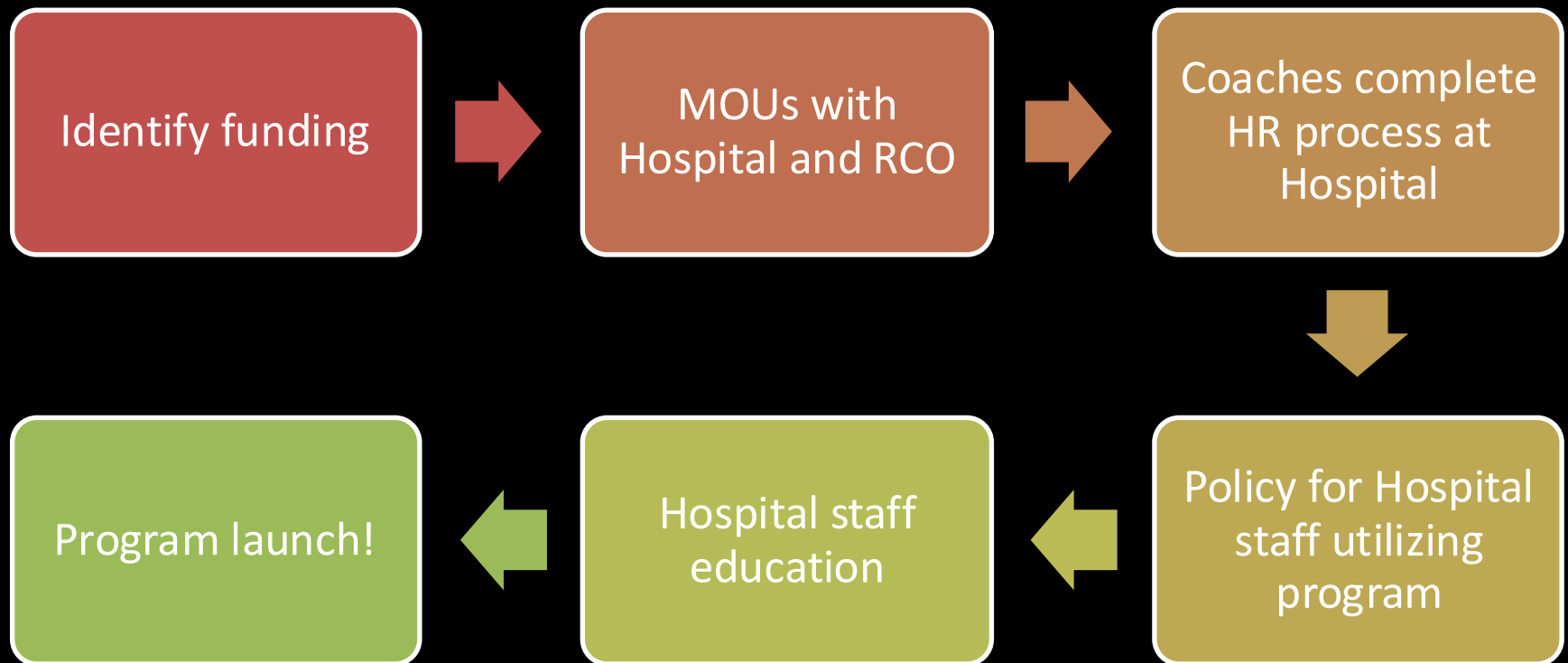


Need one staff member from each organization as point of contact (aka, a Corey and Daisy)



Important for hospital staff to see coaches as a resource, and not added work!

Successful Process & Implementation

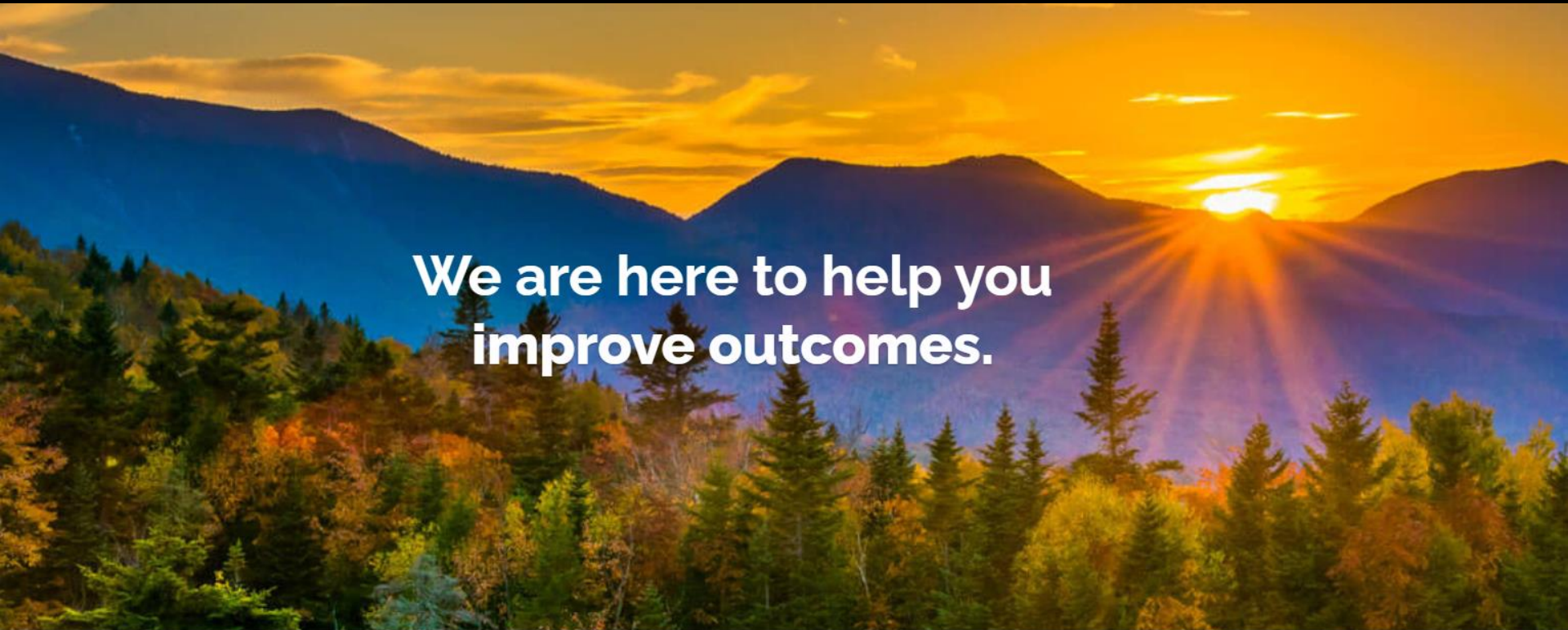


Questions?



Please email questions to
Daisy@navigatingrecovery.org or Cgately@crhc.org

Visit us at [NHTAC.org](https://nhtac.org)



**We are here to help you
improve outcomes.**

NHTAC provides technical assistance to practitioners, communities, policymakers, and other stakeholders that work across the alcohol and other drug continuum of care.

Thank You!

Please help us continue to improve your CoP experience by completing an evaluation at this link or by scanning the QR code:

<https://www.surveymonkey.com/r/HSACoP41626>



CoP Evaluation