

6.1 SUPERVISING PEERS: ADMINISTRATIVE SUPERVISION

Goal-setting framework for peer programs that reach out to and engage clients lost to medical care

READ MORE: GOAL SETTING #1

Goal setting is relevant, but should have a degree of flexibility in the way in which it is achieved. The basic framework of goal setting is outlined in this section to guide the discussion of how to formulate goals with clear expectations. Whether these are formally written or verbalized in a conversation and then written in another format with the needed information should be determined by the learning styles of both the peer worker and the supervisor.

The following example illustrates a dialogue between a peer and his or her supervisor. The peer is struggling with reaching clients who have not shown up for their medical appointments. In a supervisory session, the supervisor works with the peer to develop strategies to find clients.

Supervisor: How are things going with your clients?

Peer: Good. I actually made contact with a new client I am meeting later this week

Supervisor: That's great. What are some of the things you are hoping to work on with this client?

Peer: Well, I think they have had some trouble keeping their medical appointments so I am going to find out what's going on and see if I can help with that.

Supervisor: That sounds like a good plan. I have noticed that there are several clients who have missed appointments over the last 3 months and I would like to work with you to brainstorm some ways we can reach out to them. You have been so successful in working with our clients in helping them to keep their appointments; I thought this might be a good goal to work on over the next month. What do you think?

Peer: Thanks. I think it's important to reach out to the clients, because it took me a long time to accept all the things I have to do to stay healthy.

Supervisor: So, what ways have you tried to keep your clients coming back in for their medical appointments?

Peer: Let's see...I make phone calls; sometimes meet them at their church or I might mention something in the support group that I lead; sometimes, talk to the case manager and see what they've tried or if they have something planned like a social meeting, I might go to that and see if I see them.

Supervisor: All those sound like great strategies. If we look at our agency information on who has missed appointments over the last month, and identify 3 clients, do you think we can come up with a plan for each client depending upon what we know about them?

Peer: Yeah, definitely.

Supervisor: So, let me get the information and then let's come up with a plan for each client that

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uses the strategies you have already tried. We might think of additional strategies as we find out some details about the client.

Peer: Sounds good.

Supervisor: So, here is client #1-she is an African American female who was diagnosed only 6 months ago and has been sporadic in her health care visits. She does seem to attend support group regularly and is connected to some community services, according to her case manager. Her case manager hasn't been able to reach her, and it is unclear whether her phone has been disconnected.

Peer: Well, I am wondering if she can't pay the bills. I also think maybe she thinks that the medication will cost her money because she hasn't gone on meds, but that (going on meds) might have been the next step. I am glad she comes to support group. I know who she is and I think I'd like to try to connect with her this week if she comes. If not, I think I will try to go check out some of the community places and see if I can just talk to her.

Supervisor: You are approaching this by thinking about what she might be experiencing and then trying to understand all the possible reasons why it might be hard for her to keep her appointments and then trying to check it out with her. That sounds like a great plan. What are you hoping will happen?

Peer: I would be so happy if she tells me what is up with her and then comes to her next doctor's visit. I would be glad to go with her, and I'll tell her that. But, I also hope that I can reassure her about the medication not costing her and that it might be a good thing to talk with her doctor about trying it.

Supervisor: Great. Let me know how it goes. Should we look at taking this same approach for two other clients who have fallen out of care?

Peer: Yeah. That sounds good.

The dialogue between supervisor and peer worker continues until the goal of connecting with at least three clients who have fallen out of care has been detailed in a way that both supervisor and peer worker have an understanding of the work

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Based on the dialogue between the supervisor and peer, the following goals and framework were developed.

Goal #1: To reach out to and engage three clients who have not shown up to their medical appointments

Activity	Description	Time	Output	Outcome	Impact
<ul style="list-style-type: none"> • Locate client contact information • Review venues where client visits • Support group 	<ul style="list-style-type: none"> • Utilize agency resources to get most updated client contact information on 3 identified out of care clients • Determine through community contacts and any information on client the likelihood of locating client • Determine online connections • Utilize support group as mechanism to enlist engagement by raising medical appointments as an educational topic 	By x date	<ul style="list-style-type: none"> • Updated information for 3 clients • Venues where clients are likely to go • Educate support group clients on importance of medical appointments • Educate clients on navigating medical health care system 	<ul style="list-style-type: none"> • Access to 3 clients • Educating clients on medical health care system • Teaching advocacy 	<ul style="list-style-type: none"> • Engagement with 3 clients • Advocacy for and with clients

This “Read More” Section accompanies [Section 6.1 Supervising Peers: Administrative Supervision](#), part of the online toolkit, *Building Blocks to Peer Program Success*. For more information, visit http://www.hdwg.org/peer_center/program_dev.