

6.1 SUPERVISING PEERS: ADMINISTRATIVE SUPERVISION

READ MORE: GOAL SETTING #2

Goal-setting framework for peer programs working with medical providers to retain patients in care

Below is an example of a goal-setting framework for supervisors to work with peers who may be facing challenges with keeping patients in care. Based on a dialogue between the supervisor and peer, the following goals and framework were developed to help the peer work with providers in order to retain clients in care.

Program Goal #2: Develop engagement strategies with the medical providers to support clients keeping appointments.

- The supervisor will guide the peer in:
- Brainstorming engagement strategies
 - Connecting with medical providers
 - Understanding how medical providers relay appointment and medical follow up information to clients
 - Creating a process jointly with administrative supervisor to brainstorm with the medical providers to determine joint strategies to work through client barriers to appointment adherence

Goal #2: Develop engagement strategies with the medical providers to support clients keeping appointments.

Activity	Description	Time	Output	Outcome	Impact
<ul style="list-style-type: none"> • Connect with all medical providers working with these 3 clients • Conduct brainstorm session with medical providers • Create plan to address barriers to keeping medical appointments 	<ul style="list-style-type: none"> • Meet or reconnect with all medical providers • Work with administrative supervisor to arrange a meeting with medical providers to: <ol style="list-style-type: none"> 1. Better understand their medical appointment protocol 2. Brainstorm ways to collectively engage client in keeping medical appointments 3. Brainstorm/ create plan to address barriers 	By X date	<ul style="list-style-type: none"> • Engage medical providers in keeping clients in healthcare system • Peer learns how to navigate internal system • Peer learns facilitation skills by mentoring from administrative supervisor 	<ul style="list-style-type: none"> • Strategies that can be replicated are developed • Healthcare system is engaged as a whole 	<ul style="list-style-type: none"> • System is more comprehensive in supporting client retention • Peers develop skills to address client needs

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.