



Peer Health Navigation

The USC School of Social Work *in collaboration with* Pacific Clinics

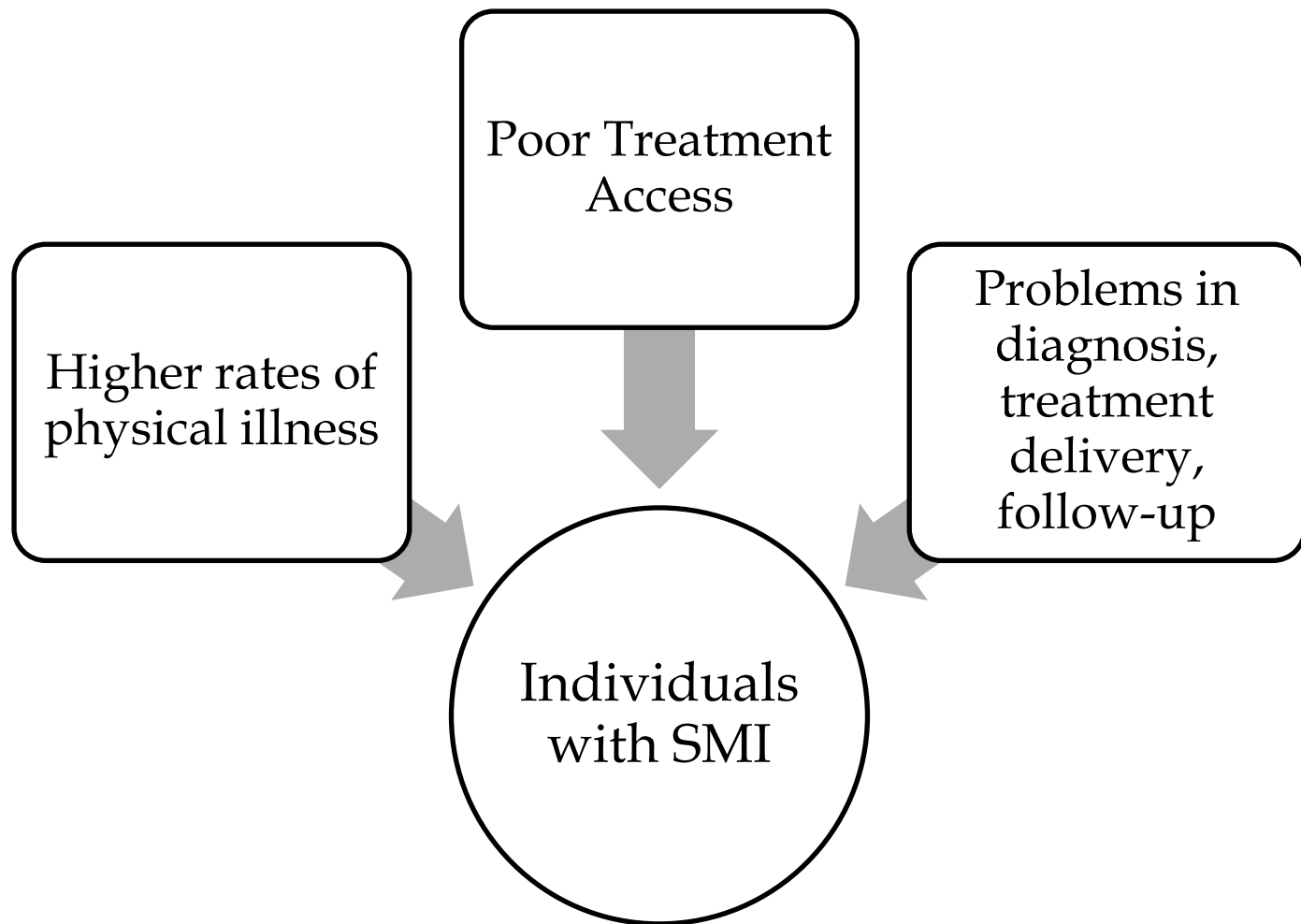
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Health Navigation: Project Bridge

Presentation Topics:

- 1) Why do we need Health Navigation?**
- 2) What is Health Navigation?**
- 3) What We Have Found from Our Research?**
- 4) Health Navigation Skill Development Certification**

Why Health Navigation?



Why Health Navigation?

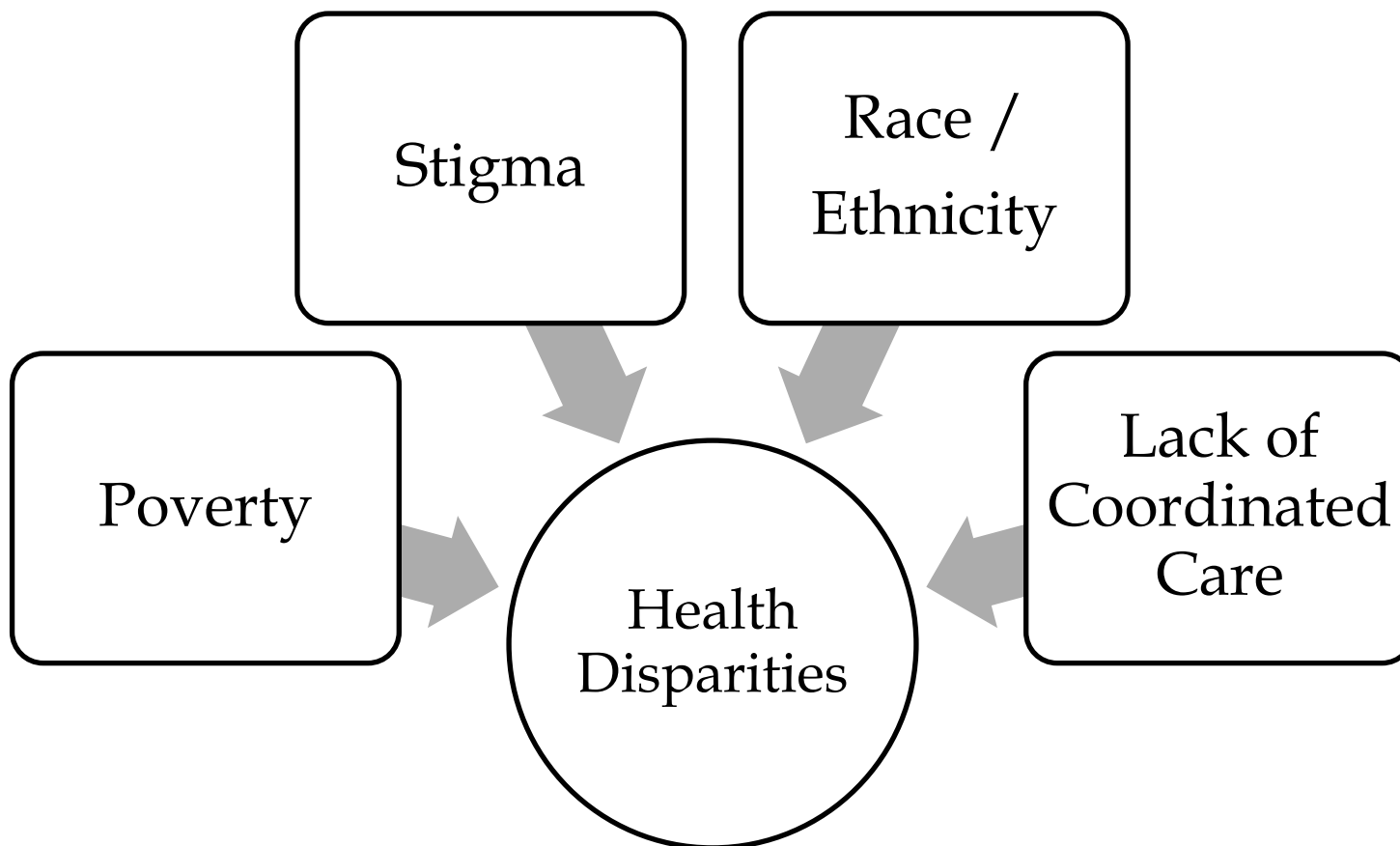
Individuals with mental illness experience **more adverse health outcomes** for every major health condition:

- Heart disease
- Diabetes
- Obesity
- Cancer
- Cholesterol
- Respiratory illnesses

Why Health Navigation?

People with severe mental illness have a life span that is **20-25 years shorter** than the general population in the US

Why Health Navigation?



What is the Health Navigation Intervention (“Project Bridge”)?

A **comprehensive** health care **engagement** and **self-management** intervention provided by individuals with lived experience (peers) to individuals with severe mental health challenges.

What is the Health Navigation Intervention (“Project Bridge”)?

Comprehensive

- Connect consumers to **mental health, primary care, substance use, and specialty health care** services

What is the Health Navigation Intervention (“Project Bridge”)?

Engagement

- Many of the SMI population were **unable to successfully engage a consistent primary health care provider (a healthcare home)**, or gave up trying to access and use outpatient primary care

What is the Health Navigation Intervention (“Project Bridge”)?

Self-Management

- **Train and empower consumers** to be assertive self-managers of their health care so that their interactions with care providers can be **more effective**

What is the Health Navigation Intervention (“Project Bridge”)?

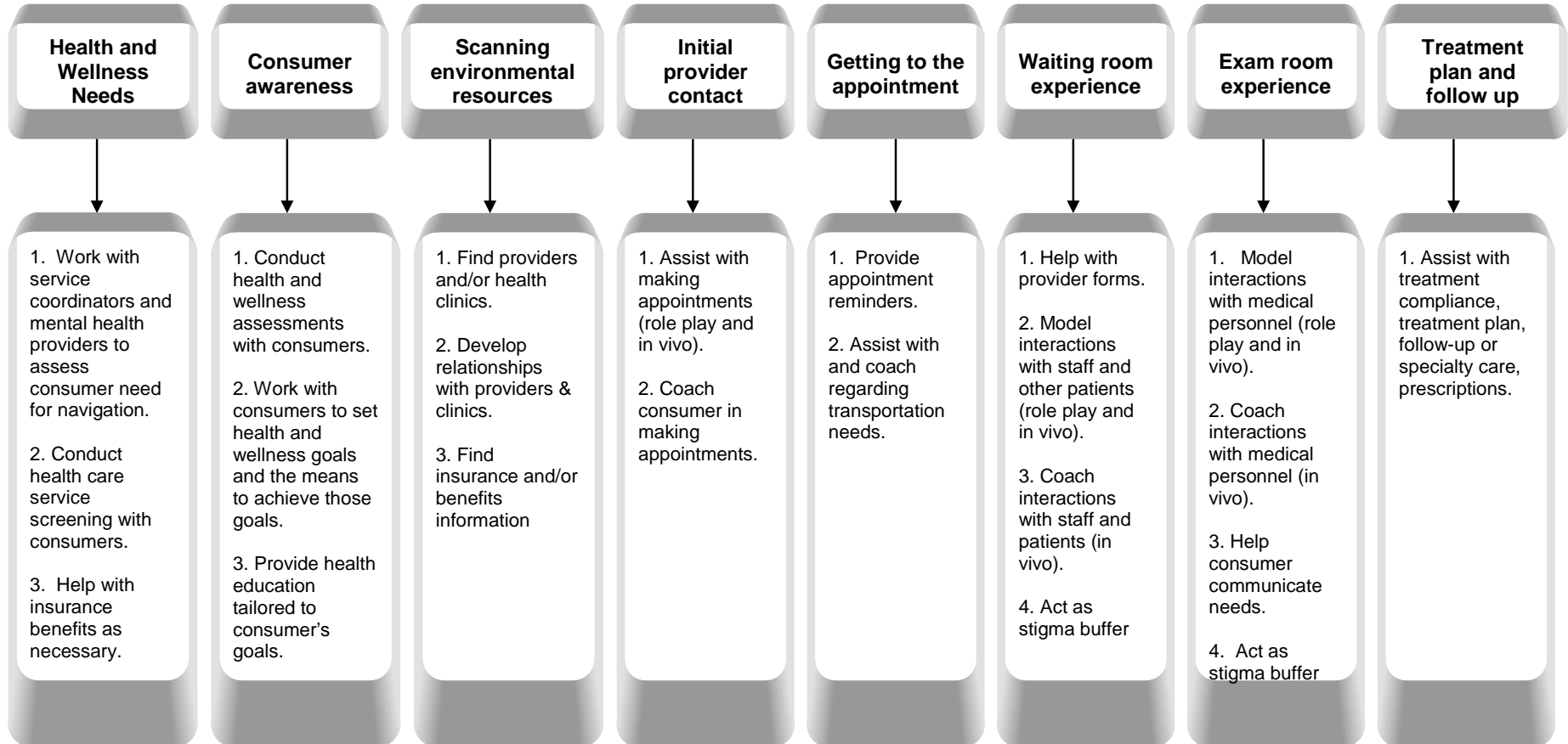
- *In vivo* approach
 - Develops self-management skills in **real world health care settings**

Critical Elements of Health Navigation

- Consumer Screening & Engagement
- Assessment
- Goal setting (Healthcare, Wellness/Lifestyle)
- Preparing for the Medical Appointment
- Navigating the Medical Appointment
- Reviewing the Appointment
- Follow up Care Plan

Health Navigation Intervention “Project Bridge”

Consumer Challenge Points to Successful Health Care Outcomes



Navigator Role

Intervention Mantra

For them (modeling)

Navigator performs task; **Consumer** observes

With them (coaching)

Consumer performs task; Navigator coaches

By them (fading)

Consumer self-manages healthcare; Navigator supports as needed

Why *Peer* Health Navigation

- Personal history of mental illness and similar life experiences can enhance Peer Health Navigators' **credibility** with the consumer
 - Allowing them to **model and reinforce effective coping skills**
- Peer-run programs have been shown to **enhance empowerment** and decrease symptoms
- Peer support has been associated with a **reduction in crisis events** and an **increase in social functioning and quality of life**

Health Navigation (Project Bridge) Randomized Controlled Trial Significant Impact on Health Status

After six months, **the total number of current health problems was reduced** for those receiving Health Navigation

Treated
Group

5.9 medical
problems

Untreated
Group

9.3 health
problems

Significant Impact on Health Status

Significant reduction in overall bodily pain and the degree to which pain interfered with daily life

Significant Impact on Health Status

Significant differences in **medications prescribed:**

Treated Group

2 physical health medications;
Symptoms **improved**

Untreated Group

4.7 physical health medications;
Symptoms **worsened**

Other Findings

- **Strong relationship** between the **amount of bodily pain** and the **number of health problems**
- Number of psychiatric medications:
 - **Treated group decreased by 0.25**
 - **Untreated group increased by 1.5**

Reduction in Choice of ER

Location selected by consumers for usual medical care:

	Before Health Navigation	After Health Navigation
ER	33%	0%
Urgent Care	17%	0%
Outpatient MD Office	44%	83%

Summary of Findings

The Health Navigation Intervention (“Project Bridge”) shows impact and promise for:

- Reducing **health problems**
- Reducing **bodily pain** related to health problems
- Impacting the **use of medications**
- Shifting the **locus of health care** from ER and UC to outpatient primary care

Health Navigator Interview Findings

- People who provide critical services receive benefits themselves (the “helper principle”)
 - Increased self-esteem
 - Newfound confidence
 - Increased sense of job satisfaction as a result of navigating consumers
- Health Navigators were more likely to obtain medical care for their own health care needs after navigating consumers

Health Navigation Skill Development Certification

- The Health Navigator Skill Development Certification Training is designed to train mental health peers, paraprofessionals and professionals to help consumers “navigate” the physical health care system.
- Participants must work directly with Transition Age Youth (TAY), Adult or Older Adult consumers. The ideal training candidate is in a peer level position or non licensed staff such as:
Peer Partner, Peer Advocate, Case Manager, Community Worker, Recovery Coach, Community Care Coordinator and Wellness Outreach Worker or similar position who has direct access to consumers and background clearance to work with mental health consumers.

Professional staff may also benefit from this training.

Health Navigation Skill Development Certification

After attending this training, participants will be able to:

- 1) Understand the barriers those with serious mental illness face when trying to access medical care;
- 2) Identify and screen appropriate clients for Health Navigation;
- 3) Engage a consumer using our Engagement script; and
- 4) Apply the “For Them, With Them, By Them” method to empower consumers to manage their health care needs

Training Format

- **Total of 48 Hours**
 - **41 Hours - Health Navigator Trainee (Participant)**
 - Trainee Manual and Forms
 - **7 Hours - Executive and Supervisor Team**
 - Supervisor Implementation Guide



www.HealthNavigation.org

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