

## Attachment B: Peer Roles (Diabetes Self Management Support)

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### Peer Roles for Key Elements of Self Management Support<sup>1</sup>

What Individuals Need (RSSM)*	Corresponding Roles for Peers
Regular safe, high-quality clinical care	Conduct outreach and case finding, make referrals, help patients navigate the health care system, serve as liaisons between patients and health care settings, coordinate care/ services (case management), provide translation, assist with applications and paperwork for insurance or other services/ programs
Individualized assessment and tailored management	Assess needs of patients; assess patients' readiness to change, level of literacy, other life influences on their ability to self manage; individualize education and support; provide services in non-traditional settings, e.g., home visits
Collaborative behavioral goal-setting and problem solving	Help patients set and reach specific behavioral goals; help problem solve to overcome barriers
Education and skills for managing diabetes	Conduct outreach and recruitment for educational services, lead (or assist with) culturally appropriate and accessible self-management training and education; teach/reinforce self management skills
On-going follow up and support	Provide non-judgmental follow-up, informal counseling, social support and encouragement; provide instrumental support
Linkage with community resources	Identify needed resources; develop relationships with community organizations; provide information and support to clients regarding available community resources; advocate for needed services; develop capacity within communities to support healthy behaviors

\*Resources and Supports for Self Management

<sup>1</sup> Brownson CA, Heisler, M. The Role of Peer Support in Disease Management Programs for Diabetes Mellitus. *The Patient: Patient-Centered Outcomes Research*. In press.