

“Building a Strong Peer Visitation Program: The Why and How of Training TSN Peer Visitors”

Presented By:

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Webinar Agenda

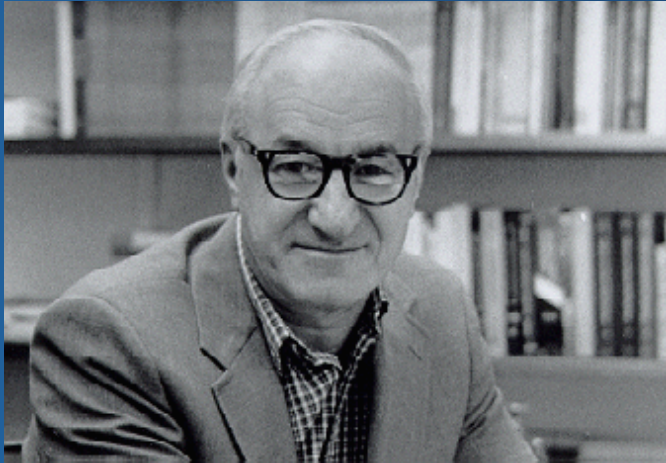
- Why is Peer to Peer Support so Important?
- How do I find Trauma Survivors who would become great TSN Peer Visitors?
- How do I Interview TSN Peer Visitors?
- How do I lead a TSN Peer Visitor Training in about 3 Hours?

Disclaimer

- This webinar is about taking first steps and to provide tools for building a successful TSN Peer Visitation Program.
- Due to time constraints, this webinar will cover a brief overview. Future Webinars will address TSN Peer Visitation as well.
- The goal of this webinar is to boost TSN Coordinator confidence that you can do this at your TSN site with as few as 3 or 4 TSN Peer Visitors.



Why is Peer to Peer Support so Important?



- **Albert Bandura (1925-)**
- **Social Learning Theory (1977)**
Social Cognitive Theory (1986)

Bandura emphasizes that self-efficacy is a person's belief in his or her own ability to succeed in a certain situation



Why is Peer to Peer Support so Important?

According to Social Cognitive Theory,
the Four Major Sources of Self-Efficacy:

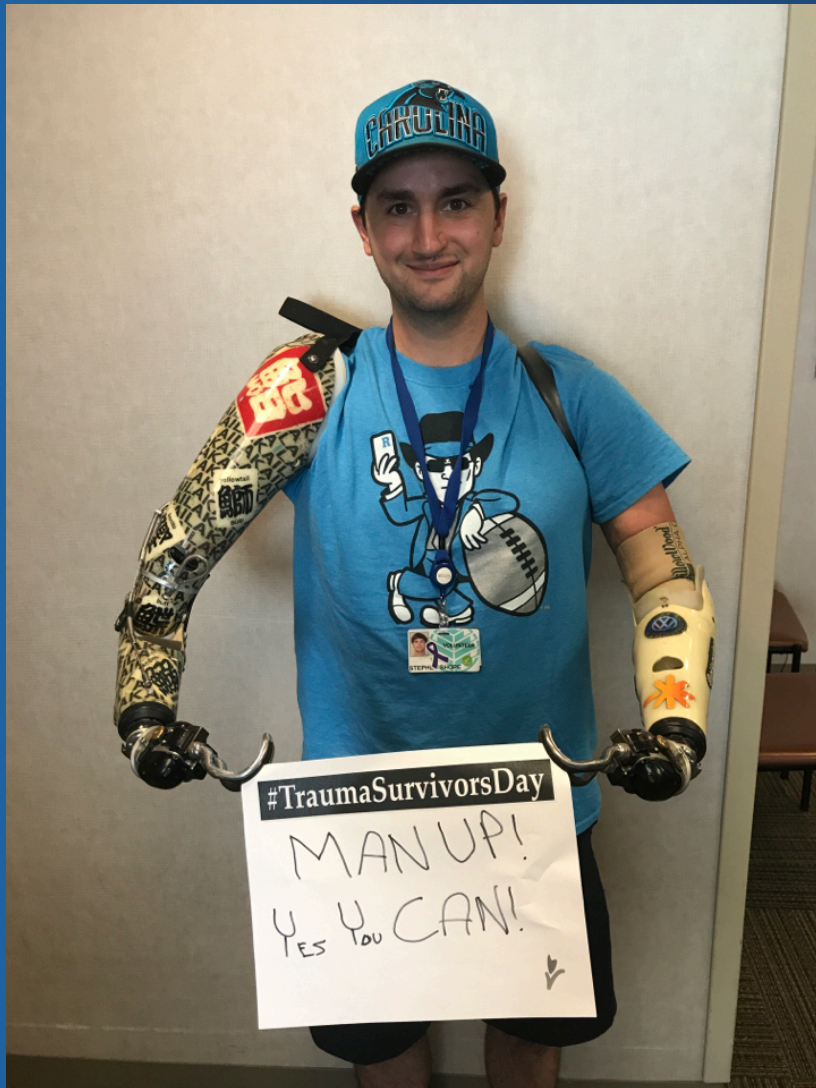
- **Mastery Experiences**
 - (completing a task successfully)
- **Social Modeling**
 - (watching a model complete a task successfully)
- **Social Persuasion**
 - (Encouragement from others)
- **Psychological Responses**
 - (How one interprets his or her own emotional reactions)



Survive. Connect. Rebuild.



Why is Peer to Peer Support so Important?



“People with high assurance in their capabilities approach difficult tasks as challenges to be mastered rather than as threats to be avoided.”
-Albert Bandura

How do I find Trauma Survivors who would become great TSN Peer Visitors?

- Referrals from Trauma Team and Outpatient clinics for patients AT LEAST ONE YEAR PAST INJURY DATE
- Survivors and Family Members who attend National Trauma Survivors Day events or support groups for survivors
- Existing volunteers from Rehab, Injury Prevention VIP speakers, Patient & Family Advisory Councils, AMPOWER, etc.
- Contact referrals through letters and follow up phone calls. Mention the Surgeon, Nurse, etc. who referred them.



How do I Interview TSN Peer Visitors?

- **Start with a phone call**
- **Set up an in-person interview**
- **Listen to his/her survivor story or story as a family member**
- **Ask open-ended questions**
- **Look for Red Flags**
- **Discuss Hospital Volunteer Requirements**
 - (Application, Background check, Health Clearance, References, Additional Hospital Volunteer Training, etc.)



How do I Interview TSN Peer Visitors?

1. What interested you about this volunteer position?

2. What motivates you to want to volunteer?

3. Have you volunteered in the past?

Yes: What have you enjoyed most about previous volunteer work?

4. What skills would you like to utilize as a volunteer?

5. Can you talk about your experiences at this trauma center as they relate to this position?

6. Do you have a specific story you would like to share with patients?

7. Most meaningful or impactful experience at this trauma center?

8. What would you say are three of your strengths?

9. What are your personal goals for this experience?

10. Do you have any concerns about what we expect of you?

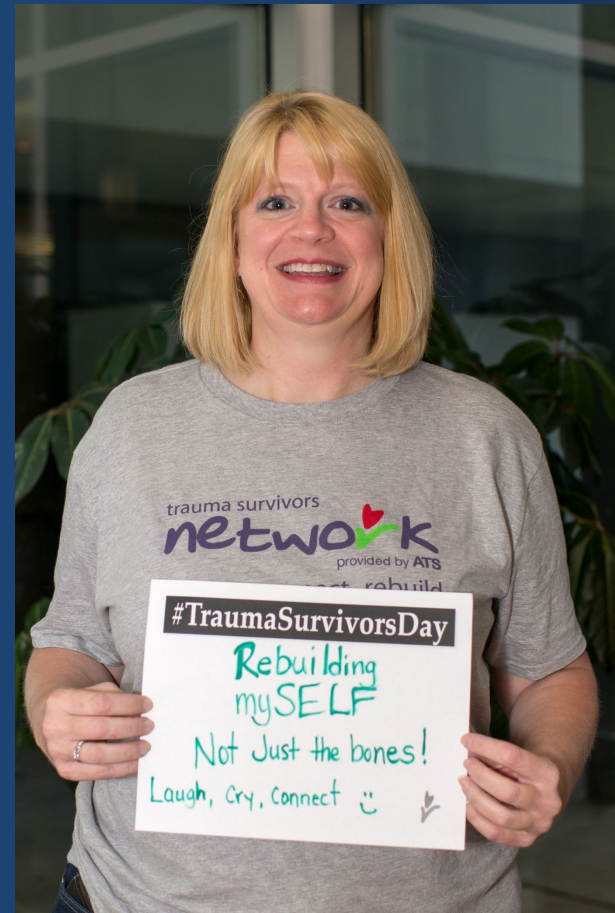
11. Time/Availability

12. Questions? Next Steps?



How do I lead a TSN Peer Visitor Training in about 3 Hours?

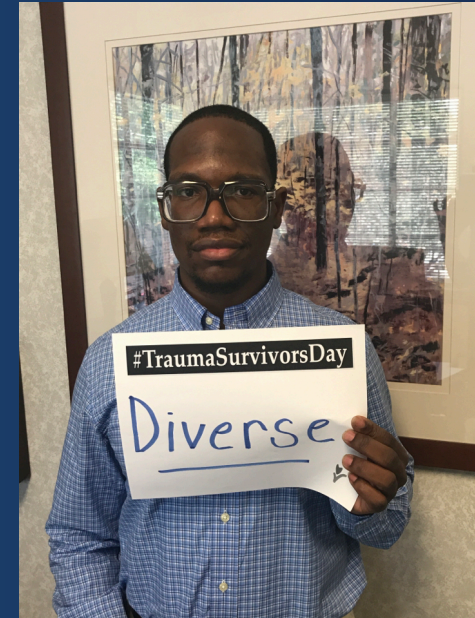
- **TSN Website, Coordinator Resources:**
- **TSN Peer Visitor Training Workbooks for Trainer and for Peer Visitors**
- Coordinate best **Location, Time, Parking, and Food** with new peer visitors at your site
- Ask another Team member or intern to **help you co-lead** training if possible
- Have Peer Visitors fill out TSN **Peer Visitor Profile** before coming to training
- Have a **Hospital Photo Release** ready for new peer visitors to sign



Survive. Connect. Rebuild. 

After the Training . . .

- Continue to help Peer Visitors complete the Hospital Volunteer Requirements. It's hard!
- Continue to model and teach good peer visitation skills after peer visitors begin peer visitation
- Have *more experienced* Peer Visitors partner with and model for *less experienced* Peer Visitors
- Treat your Peer Visitors like **Celebrities** and introduce them to the Surgeons and Trauma Team!
- Get to know them *personally*!



Survive. Connect. Rebuild.



After the Training . . .

Once they see
the value of
peer to peer support,
your trauma team,
your patients, and
your families
will love
TSN Peer Visitation!



Survive. Connect. Rebuild. 