Assessing Need for Peer Support

Part of my assessment is asking the question “who is your support system for your diabetes?” If self is the answer, I offer the suggestion of peer support. #JJDiabetesInst
(@diabetesevryday)

Important to also help patients find #peersupport for those who speak languages other than English. #JJDiabetesInst
(@lorenadrago)

People willing to really listen to others and offer support before advice. Diabetes is not a one-size-fits-all box of solutions, but an “I’m so sorry that happened” can go a long way. #JJDiabetesInst
(@MollyMacT1D)

There’s a need to “show-up”. You can lurk in #peersupport virtual or in-person groups, but you first need to be willing to get there. #JJDiabetesInst
(@DiabeticPsych)

I recently worked with a person diagnosed with T2 diabetes and she let me know she felt all alone. I referred her to @diabetessisters. She was very thankful. #JJDiabetesInst
(@diabetesevryday)

There are folks who are resistant, and therefore less willing to engage, including folks with T2 (b/c of guilt and shame) and some teens and young adults with T1. These groups of people could benefit, if they would be willing to engage. #JJDiabetesInst
(@DiabeticPsych)

I can’t think of anyone who doesn’t benefit from peer support. It’s finding a good fit. And there really is something for everyone out there! #JJDiabetesInst
(@JaneKDickinson)
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Collaboration among Peer Support Communities and HCPs

Encourage #PWD to engage with a #CDE when they are facing new challenges or when they change meds etc., or to learn about new #diabetes #technology #peersupport #JJDiabetesInst (@HopeWarshaw)

Provide more activities where there is open dialogue & conversations. Create a town hall virtual meeting & invite HCP to participate. Many PSC already extend invitations @JJDiabetesInst #JJDiabetesInst (@lorenadrago)

There needs to be a more positive connection between #peersupport communities and #diabetes HCPs. Leaders in #peersupport can be more vocal about the value of #diabetes HCPs and #diabetes HCPs can do more to promote #peersupport. Works both ways. #JJDiabetesInst (@JaneKDickinson)

I would really like to see us supporting each other’s missions more. Reality is today too few people see #diabetes educators and too few people know about #peersupport and related communities. Lots of potential win/win. #JJDiabetesInst (@HopeWarshaw)

We would love to see peer support communities sharing information about the value of diabetes educators/DSMES and how to access a diabetes educator using the Find a Diabetes Educator tool bit.ly/2HdhVO8 (@AADEdiabetes)

Regularly give resources for #peersupport as a referral to patients during appointments. #Peersupport can augment therapy and lend a hand or ear when you can’t. #JJDiabetesInst (@MollyMacT1D)

Keep talking about #peersupport and make it a key part of our assessment and treatment planning. Whenever I meet a new patient, I always ask if they know others with diabetes, and I always give them resources to access peer support - both in person and online #JJDiabetesInst (@DiabeticPsych)

And I think this is a 2-way street. We engage to learn the value of #peersupport and #peersupport learns the value of #HCP #JJDiabetesInst (@zsquaredmama)
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Growth of Online Peer Support in Diabetes Care

Many of us are familiar with in-person #diabetes support groups. Though in-person groups still go on, social media and networking has transformed these forums to offer support more widely to people with diabetes and their caregivers. #JJDiabetesInst (@HopeWarshaw)

Today we have #diabetes online communities, #peersupport communities that meet up online, in small in-person groups. There are people connecting and sharing across all social media venues, from Twitter to Pinterest, SnapChat, Instagram, Facebook. #JJDiabetesInst (@HopeWarshaw)

People with #diabetes are connecting across the globe. Then we meet up in person at meetings and experiences are even richer. Already on hugging basis. Very exciting and rewarding to observe! #JJDiabetesInst (@HopeWarshaw)

As a #diabetes educator I'm delighted that people with diabetes are, “finding their tribe.” They're able to give and get support, offer practical solutions to diabetes management challenges, share the upsides and downsides of having diabetes. #JJDiabetesInst (@HopeWarshaw)

One thing I like people with #diabetes and caregivers to know is that a significant number of #diabetes educators have diabetes. They have that “lived-experience” as well as being educators. #JJDiabetesInst (@HopeWarshaw)

Today there’s a thriving group for women with diabetes, @diabetessisters; a group for college students going thru the transition to young adulthood @CollegeDiabetes and more. #JJDiabetesInst (@HopeWarshaw)

HCPs in #diabetes care can be a link to encourage MANY more people to engage in #peersupport and benefit greatly from it. Let's all help accomplish this goal. #JJDiabetesInst (@HopeWarshaw)

AADE recently launched an area of their website focused on #peersupport: bit.ly/2EO3suK. Peer support is now emphasized in the National Standards for Diabetes Self-Management Education & Support: bit.ly/2H7FxY. AADE has begun to incorporate/emphasize it in our education/training. #JJDiabetesInst (@AADEdiabetes)

Visit us at www.jjdi.com → Follow us on Twitter @JJDiabetesInst to receive timely and important updates about diabetes!
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HCP Concerns, Hesitancies, and Barriers about Recommending Peer Support

Concerns about encouraging #peersupport relate to people or communities that go above and beyond support and into recommendations. I like to see recommendations be evidence-based from trusted orgs/entities. #JJDiabetesInst (@HopeWarshaw)

There is also a sentiment out there - in people who don’t join in - that “My blood glucose is not as well managed as theirs” or “My A1C is higher” etc. #JJDiabetesInst (@JaneKDickinson)

A lot of people I talk to are anxious about getting #peersupport. They worry they won’t fit in, they’ll be ‘different’ from others or they won’t be able to relate. I always remind them that engaging is an experiment, not a commitment. #JJDiabetesInst (@DiabeticPsych)

I find that some #peersupport groups on social media can become pretty negative, which is not productive. I always encourage folks to be wary of this, and if they don’t find it helpful, to leave. I also worry that these forums promote ‘bad’ medical advice. #JJDiabetesInst (@DiabeticPsych)

I worry about the commiserating and complaining that sometimes occurs. I warn people about it and encourage them to find #peersupport that fits their needs. But rarely do I see nagging or blaming, usually positive experiences for both parties #JJDiabetes Inst (@JaneKDickinson)

The participants in AADE’s peer support meeting last Oct. identified several barriers to participation by HCPs, many mentioned here. Read more about some here: bit.ly/2H7ILv0. AADE is committed to addressing these. #JJDiabetesInst (@AADEdiabetes)

Recap from Oct 2017 AADE and #PeerSupport gathering and collaboration captured in these two blogs: @DiabetesMine @AmyDBMine (read here: bit.ly/2HKX85M) and @diabetesdaily (read here: bit.ly/2He6euQ). #JJDiabetesInst (@AADEdiabetes)
Let’s Define Peer Support

Peer support is the ability to connect with another person with similar circumstances to obtain support and knowledge. This can be active or passive #JJDiabetesInst (@MichLitch)

How you define #peersupport. A group of friends/acquaintances can call themselves a peer support group, but a trained mental health professional would lead a “process group” aka “group therapy.” #JJDiabetesInst (@DrNBereolos)

The support I first found at diabetes camp … is now available all year long and in the comfort of our homes (or wherever we are)! #JJDiabetesInst (@JaneKDickinson)

I would argue that #peersupport is the probably the MOST important aspect of emotional support. #JJDiabetesInst (@DiabeticPsych)

You can get peer support anytime and from those that understand the challenges that you live with, regardless of condition, same goes for other chronic conditions, MS, migraines, lupus, etc. #JJDiabetesInst (@DrNBereolos)

Keep #healthcare human. #peersupport can be practical, engaging and constructive. @JJDiabetesInst #JJDiabetesInst (@susangweiner)

Online peer support removes the barrier of in-person access in my rural area. #JJDiabetesInst (@zsquaredmama)

Sharing skills, thoughts, emotions, solutions all gained through life’s day-to-day experience with #diabetes #JJDiabetesInst (@CharAHayes)

I also keep in mind that #peersupport looks different to different people, and there’s no ‘right’ way to get support. Some ppl get a lot from in person support, others from interactive online support. Still others from passive support, like reading blogs. #JJDiabetesInst (@DiabeticPsych)
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**Recommending Peer Support**

I’d benefit to hear, have **real-life case studies/scenarios** from people who have found engaging with a #peersupport community helpful in their #diabetes care and life in general. #JJDiabetesInst (@HopeWarshaw)

I **keep a list at my desk** with general resources, then ones that are specific to groups such as pregnancy, celiac, LADA, etc that I can hand-out for quick reference #JJDiabetesInst (@DrNBereolos)

The #dsma tweet chat, local private Facebook groups, the @DiabetesMixer, and the @UofUHealth One-Day Diabetes Education and Care Program (which includes group and individual support). #JJDiabetesInst (@MichLitch)

Speaking of lurking, the Wed eve 9pm EST #DSMA Twitter Chats are a great way to see people with #diabetes connect. #JJDiabetesInst @SweeterCherise (@HopeWarshaw)

Check out the peer support area of the AADE website for additional resources: bit.ly/2EO3suK #JJDiabetesInst (@AADEdiabetes)

Search different #blogs & FB to find groups to fit specific needs. #caregiver forums are avail too! #JJDiabetesInst (@susangweiner)

I’d like to get a better sense of the types of needs people with #diabetes and their caregivers have for #peersupport. What support, practical advice, and other information do people find helpful? #JJDiabetesInst (@HopeWarshaw)

I’d like to **know what #peersupport sites are moderated by HCP’s** so that if a question that needs medical advice is asked, the answer can be vetted and person can be referred to HCP. #JJDiabetesInst (@MollyMacT1D)

I am always looking for new resources and rely on recommendations from my colleagues and people with diabetes for resources they’ve found helpful #JJDiabetesInst (@DiabeticPsych)

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Tips to Engage People with Diabetes in Peer Support

I talk about benefits, I stress how helpful having a shared experience can be in dealing with difficult things in life. PWD often feel like they’re the ‘only one’ and I ask them what it would be like if they found out that they aren’t the only one? #JJDiabetesInst (@DiabeticPsych)

I’ll ask if they have ever met another person with their type of diabetes. This question also helps me assess any negative thoughts they might have about diabetes. #JJDiabetesInst (@MichLitch)

Peer Support Groups will give an extra level of personalized support that I, as a person without diabetes, can’t offer. #JJDiabetesInst (@MaureenSRN)

Encourage people to look for positive, encouraging, helpful communities and watch out for those where there is a lot of complaining (especially if they are brand new to diabetes!). Also be open minded – there are two sides to every story! #JJDiabetesInst (@JaneKDickinson)

Advise that it may take them a few tries to check out different communities to find their online community or social media venue that fits their needs & provides a comfortable environment. #JJDiabetesInst (@HopeWarshaw)

I talk about how even when you are feeling like your #diabetes has gotten the best of you, that there is someone out there who has been there and might just be the inspiration you need. #JJDiabetesInst (@zsquaredmama)

Connecting with others with #diabetes can help them stay up to date on the latest medications, technology and more. #JJDiabetesInst (@HopeWarshaw)

I want to see WAY MORE MILLIONS of people with type 2 #diabetes engage in #peersupport communities. I’d like to see us #diabetes educators and HCPs carry this message to more people #JJDiabetesInst (@HopeWarshaw)

Love this. Everyone’s journey is different but we can always learn from them. Key is to listen! #JJDiabetesInst #OzDOC Ashley Ng (@HangryPancreas)

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Transforming Diabetes Care

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Value of Peer Support in Diabetes Self-Care and Support

Check out this fantastic video on peer-to-peer health advice by @susannahfox bit.ly/2JXm0Ys #JJDiabetesInst #peerhealthadvice (@AADEdiabetes)

New perspective, novel approaches, out of the box thinking. Resilience through difficult times or during a period of diabetes distress, that perseverance can prevail. #JJDiabetesInst (@DrNBereolos)

When I watch people discuss diabetes with their peers I see camaraderie and relief. Also lots and lots of questions and answers! #JJDiabetesInst (@JaneKDickinson)

It’s always amazing to me that most PWD that I work with don’t know any other PWD. They feel so alone and like no one else can understand their experience. Connecting with others who ‘get it’ can take a big burden off. #JJDiabetesInst (@DiabeticPsych)

I met a young person with type1 diabetes from Colombia, South America who had never met anyone in his city who had diabetes and a #peersupport event allowed him the opportunity to meet others. Magical! #JJDiabetesInst (@lorenadrago)

We would love to hear your stories on the value of peer support so we can continue to shine a light on this amazing tool. Email us at communications@aadenet.org. #JJDiabetesInst (@AADEdiabetes)
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Ways to Assess Online Peer Support Resources

It helps for HCPs to engage #online as a #HCP so we know the value of the various #DOC #JJDiabetesInst (@DebGreenwood)

There are so many now that I am more likely to encourage people to do a search and some “lurking” and then make their own choices or check in with me if they have questions/concerns. #JJDiabetesInst (@JaneKDickinson)

I read their blogs, subscribe to their newsletter, attend and participate in their radio blogs & twitter chats. I also use AADE peer support resources tip sheet in English/Spanish bit.ly/2EO3suK #JJDiabetesInst (@lorenadrago)

I often recommend blogs of people that I know personally, trying to match the PWD to the blog that I believe they would benefit most, especially if new to peer support communities AKA #DOC #JJDiabetesInst (@DrNBereolos)

I personally check out #peersupport for myself, easier to do as a T1D, but dive in and see what the community is all about before you recommend to your patients. #JJDiabetesInst (@MollyMacT1D)

Some people feel that they don’t/won’t fit in, like it is a clique. They feel overwhelmed or it doesn’t fit their personality style, in particular someone with significant anxiety. Having a guide to walk them through or an easy way to get started might help. #JJDiabetesInst (@DrNBereolos)

Comfort is key. If a person is shy, suggest they start by “lurking” in a chat or on a peer support community #JJDiabetesInst (@susangweiner)

I ask the question: is the community one of the #peersupport communities listed on the @AADEdiabetes Learn-Connect-Engage handout: bit.ly/2EO3suK #JJDiabetesInst (@HopeWarshaw)
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**Who Benefits from Peer Support?**

People who have *particular interests and needs tend to be attracted to #peersupport communities.* For example, women who are pregnant with #diabetes, parents of young children or those going off to college #JJDiabetesInst (@HopeWarshaw)

Newly diagnosed or *no other support system*. People who are interested in wearing a pump or CGM. Peer support can be helpful to share experiences. #JJDiabetesInst (@diabetesevryday)

I find that *people who are newly diagnosed* are like a sponge and are eager to learn, often their families/friends too #JJDiabetesInst (@DrNBereolos)

I observe having a good sense of humor, *being willing to contribute ideas*, new perspectives and practical advice are valued. #JJDiabetesInst (@HopeWarshaw)

Nail on head - keeping healthcare human, I think the *#DOC has really opened my eyes as an HCP* to other patient’s experiences to remind me of the human side if I ever forget myself. #peersupport #JJDiabetesInst (@MollyMacT1D)

Over the years more people with type 1 #diabetes and their *caregivers* have engaged. And generally, more people with tech skills have engaged online within websites or on Twitter chats, sharing with Pinterest or other social networking venues. #JJDiabetesInst (@HopeWarshaw)

I’ve found that *most people benefit from #peersupport*, especially those who feel alone in their condition. Specific groups include people with T1 who are thinking of trying new therapy (e.g., pump or CGM) and folks diagnosed as adults #JJDiabetesInst (@DiabeticPsych)

There are the *people who want info about one thing* (i.e. tech or a med) and once they have that - they don’t engage anymore. Then there are *people who want/need more social interaction* related to #diabetes, they stay in for the long haul. #JJDiabetesInst (@MichLitch)