



## **PEER MENTOR GUIDANCE DOCUMENT**

### **Objectives for the Peer Mentor and the support you will provide**

- (a) Your role and responsibilities, which include the ethics, privacy, and confidentiality responsibilities related to dealing with mentee's medical information,
- (b) When to contact sleephealth.org team member if there is a problem- such as medical problem experienced by your mentee, an embarrassing or uncomfortable situation, or conflict during your interaction with your peer,
- (c) Do not give medical advice, we are not doctors. Speak from your own experiences in your sleep apnea journey
- (d) How to serve as a peer-mentor for newly referred patients for a sleep study and diagnosed patients with sleep apnea,
- (e) How to operate the phone system and make calls, so to keep your personal information private.

**Your role and responsibilities, which include the ethics, privacy, and confidentiality responsibilities related to dealing with mentees' medical information:**

It is ethical to:

**Promote others well-being:** Help someone cope with their condition for the sake of their better good,

**Do no harm,**

**Be fair** to them, and not place them at a disadvantage.  
There should be **no other motives for participation,**

Understand that **patients are free** to do what they want  
**Dignity.**

Take care not to place the subject in an embarrassing position.

**Be honest.**

Do not talk about the subject assigned to you or your interactions with anyone.  
**Keep it private.**

**Do not give medical advice.**

**When to contact sleephealth.org team member. If there is a problem (such as medical problem experienced by your mentee, an embarrassing or uncomfortable situation, or conflict during your interaction with your mentee); and,**

- feel threatened,
- feel that there is conflict
- face verbal abuse from mentee,
- individual is too demanding,
- frequent calls or late-night calls (Do not give your phone number or address to the subject)

Call Ms. Valerie Mead at 507-629-6147

Call the main number 888-293-3650 and select Peer Mentor Program ext. 4

**How to serve as a peer-mentor for newly referred mentee into the AWAKE Program:**

1. Make your mentee **CONFIDENT** and **CAPABLE** of being able to **MANAGE** their sleep apnea
2. Share **POSITIVE EXPERIENCES** of yours and the **BENEFITS OF CPAP** treatment
3. Make mentee **AWARE OF RISKS** associated with not getting treated
4. Help mentee **PREPARE** for upcoming appointments and treatments

## Common Vocabulary Terms and Definitions

**Obstructive Sleep Apnea (OSA):** A disorder in which a person frequently stops breathing during his or her sleep, resulting from an obstruction of the upper airway during sleep that occurs because of decreased motor tone of the tongue and/or airway dilator muscles. Ongoing respiratory efforts are observed.

**Sleep apnea (AP-ne-ah):** A common disorder in which you have one or more pauses in breathing or shallow breaths while you sleep. Breathing pauses can last from a few seconds to minutes. They may occur 30 times or more an hour. Typically, normal breathing then starts again, sometimes with a loud snort or choking sound.

**Auto-titrating Positive Airway Pressure (APAP):** This PAP type circulates air in a range of set pressures, adjusting automatically on a breath-by-breath basis providing the minimum amount of pressure needed to keep airway open. This PAP type uses algorithms that sense subtle changes in breathing and is based on a minimum and maximum pressure level, which are physician prescribed.

**Bilevel Positive Airway Pressure (BiPAP):** Blows air in two levels, one for inhalation (IPAP) and one for exhalation (EPAP). These two pressure levels are physician prescribed. This PAP type is used in situations where marked difficulty breathing is present.

**Continuous Positive Airway Pressure (CPAP):** Machines that provide unobstructed breathing by delivering a constant stream of air through a hose connected to a nasal mask, nasal pillow or full-face mask. This PAP type is using a single (or “fixed”) pressure level, which is physician prescribed.

**Positive Airway Pressure (PAP):** A generic term applied to all sleep apnea treatments that use a stream of compressed air during sleep. PAP machines work by gently blowing pressurized air through the airway to keep the throat open.

**Pressure Relief (Exhalation Relief):** The ability of a CPAP or BiPAP machine to reduce the inspiratory pressure during exhalation, making it easier to breathe out against the pressure.

**Invisible Air Splint (Pneumatic Splint)** pressure acts in keeping the tissue in the back of the throat (upper airway) out of the way so the airway is no longer obstructed.

**Durable Medical Equipment (DME):** Is intended to withstand repeated use by non-professionals or the patient and is appropriate for use in the home.

**Home Medical Equipment (HME)** is a category of devices used for patients whose care is being managed from a home or other private facility managed by a nonprofessional caregiver or family member.

**Full Face Mask:** This mask types covers the nose and the entire mouth, making it ideal for mouth breathers.

**Nasal PAP Mask:** This mask type is generally triangular, and fits over the nose, covering the areas from the bridge of the nose down to the upper lip.

**Nasal Pillows Mask:** This mask type covers only the nares and are a popular mask style due to the fact they are effective while using the least possible coverage or “facial footprint.”

Included below are suggested voicemail options when leaving a returning a call to your assigned patient.

**Initial Message, didn't speak yet:**

Hi, this is Alice your mentor with the AWAKE Peer Mentor Program. I look forward to speaking with you and finding out how I can best help you. I remember how hard it was when I first started to use my CPAP machine. I would have loved to have someone there to help walk me through some of my struggles. I know it can be overwhelming, but I'm here to help. Call me back at 888-293-3650 ext. xxx Talk soon!

Hello (patient name), this is Alice your mentor with the AWAKE Peer Mentor Program. I was hoping to be able to connect with you today. I look forward to hearing your thoughts on what you would like to get out of our calls. I remember feeling a bit overwhelmed with all the information and wasn't sure of what questions to even ask. My hope is that I can help make this new journey easier for you. Give me a call back at 888-293-3650 ext. xxx. I look forward to hearing from you.

**Message for after you speak, getting feedback:**

Good Afternoon (patient name). This is Alice with the AWAKE Peer Mentor Program. I hope this call finds you well! I can't wait to hear how your week has gone with your sleep therapy. I hope you remembered to write down your questions throughout the week. I am here to help!! Phone # is 888-293-3650 ext. xxx

**Retuning a message from patient:**

Good Afternoon (patient name). This is Alice with the AWAKE Peer Mentor Program. Thanks for calling me back. I am sorry to hear you are having some challenges using your CPAP machine. I would like to understand a little more what is specifically causing the difficulty. [Would it work for us to have a phone conversation this afternoon?](#) I am available all afternoon. Phone # is 888-293-3650 ext. xxx

**Example Phone Call: Getting a Sleep Study**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to HAVE a sleep study

- Will you have a home sleep study or an in-lab sleep study?
- Do you know when your sleep study is being done?
- Do you have any questions about the sleep study?

**GOAL #2:** Share POSITIVE EXPERIENCES with you of the BENEFITS of getting a sleep study

If you have a sleep study, you can experience the following benefits...

In my case...I experienced....it took me a while, but I stuck with it.

If you do not get your sleep apnea identified and treated, the following are health consequences of sleep apnea:

- Poor sleep for you and your bed partner

- Less energy and unable to do work,
  - volunteer,
  - hobbies,
  - take care of financial affairs,
  - lead an active social life and enjoy relationships,
  - be in a better mood.
- Poor concentration
- Sleepy and tired during the day -- while driving short and long distances
- Medically
  - High blood pressure persists despite medications
  - Suffer from heart failure, heart attacks, and arrhythmias
  - More likely to have strokes
  - More likely to die
  - More likely to have car accidents
  - More headaches
  - Worsening diabetes

### **Example Phone Call: New to PAP Therapy**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to MANAGE their sleep apnea

How confident are you that you can use the CPAP and the accessories?

- CPAP machine – buttons (on/off, ramp, humidifier, window)
- Humidifier – distilled water, cleaning
- Mask – mirror, mannequin, cleaning
- Hose – cleaning
- How is it going? Any problems?
- Did you wear the mask last night? How do you feel this morning?

**GOAL #2:** Share POSITIVE EXPERIENCES with mentee of the BENEFITS OF CPAP treatment

If you use your CPAP regularly you can experience the following benefits

In my case...I experienced....it took me a while, but I stuck with it....

- Better sleep for you and your bed partner
- More energy to – work
  - volunteer,
  - hobbies,
  - take care of financial affairs,
  - lead an active social life and enjoy relationships,
  - be in a better mood.
- Concentrate better
- More vigilant -- while driving short and long distances
- Medically
  - High blood pressure may improve
  - Protect from heart failure, heart attacks, and arrhythmias

Less likely to have strokes  
Less likely to die  
Less likely to have car accidents  
Improve mental health  
Decrease headaches  
Better diabetes control

### **Example Phone Call: Issues with PAP Therapy**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to MANAGE their sleep apnea

How IS IT GOING? Did you wear the mask last week? If not, why not?

- Any problems?
- Do you know how to remove the SD card? If flash card removed the machine will still work
- Do you have Home care company's contact information...?
- Do we need to go over the machine and stuff?
- My tips and tricks about the CPAP machine and stuff..
  - CPAP machine – buttons (on/off, ramp, humidifier, window)
  - Humidifier – distilled water, cleaning
  - Mask – mirror, mannequin, cleaning
  - Hose – cleaning
- Did you wear the mask last night? How do you feel this morning?

**GOAL #2:** Make you AWARE OF RISKS associated with not getting treated

If you DO NOT use your CPAP regularly you MAY experience the following consequences of untreated sleep apnea:

- Poor sleep for you and your bed partner
- Less energy and unable to work, focus, be with family.
- Poor concentration
- Sleepy and tired during the day
- Medically
  - High blood pressure persists despite medications
  - Suffer from heart failure, heart attacks, and arrhythmias
  - More likely to have strokes
  - More likely to die
  - More likely to have car accidents
  - More headaches
  - Worsening diabetes

### **Example Phone Call: Cleaning your PAP machine and accessories**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to MANAGE their sleep apnea

My cleaning tips and tricks, cumbersome but important.....

Daily Cleaning: mask, tube, empty water chamber

Weekly Cleaning: water chamber descales, wipe outside of machine,

When to replace masks, parts and accessories

**GOAL #2:** HELP mentee understand the importance of cleaning equipment.

Helps parts last longer

Daily masks wipe downs will help ensure full life span

Cleaning skin and mask reduces skin irritation

Natural oils on facial skin can spur breakdowns of the mask material.

Best practice: wash the face just prior to putting on the mask for the night. Do not use lotions or creams.

### **Example Phone Call: Helping with the Mask**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to MANAGE their sleep apnea

DESENSITIZATION...wear the mask during the day while sitting in a chair and do 'abdominal breathing'

**GOAL #2:** HELP mentee know where and when to ask for professional support

### **Example Phone Call: Helping with the Energy Level and Functioning**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to MANAGE their sleep apnea

How is your ENERGY level?

SOCIAL FUNCTIONING?

Medically how are you faring?

**GOAL #2:** HELP mentee know where and when to ask for professional support

### **Example Phone Call: Naps and Travel with PAP machine**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to MANAGE their sleep apnea

I use CPAP during the day when I nap during the day, do you?

I take the machine with me when I travel or spend the night elsewhere,

- a. Do you?
- b. Will you remember to? Make it part of your packing routine, set out machine bag the night before.
- c. Machine in the bag can go as hand luggage, do not place in checked luggage



## **Example Phone Call: Preparing for Upcoming Appointment**

**GOAL #1:** Help PREPARE you for upcoming appointments and treatments

Remember to bring your machine, hose, mask, and humidifier in the bag for your next appointment with your equipment provider or your doctor.

How can you prepare before you meet your doctor or medical provider?

- a. Make a list
- b. Take equipment, especially faulty or troublesome equipment, with you
- c. What to expect from visit
- d. Do you need to stop by DME company office or reach them? Do you know when they are available and where they are located?
- e. Do you need to order new CPAP accessories and material, or have spare ones?

## **Example Phone Call: Wrapping Up and Additional Resources**

**GOAL #1:** Make mentee CONFIDENT and CAPABLE of being able to MANAGE their sleep apnea

How CAPABLE do you feel with respect to managing your sleep apnea?

Can I help direct you towards the doctor or towards any other information?