



## Peer Navigator Support Work Flow Process



**Hasbro Children's Hospital**  
The Pediatric Division of Rhode Island Hospital  
*A Lifespan Partner*

*All for one.*

Name:

1.  Referral review
  - a. Appropriate Y or N
  - b. If No send to appropriate program
  - c. If Yes go to step 2
2.  Add to Case Status Excel sheet
3.  Search Data Base for previous support
  - a. If previous support provided copy ref #
  - b. If no previous support – create/add new contact
  - c. Copy Ref #
4.  Add DB ref # to Case Status Excel
5.  Create yellow folder (include :)
  - a. Care plan intake summary
  - b. Referral hardcopy
6.  Create virtual folder for support / current families/referrals
7.  Contact family
  - a. Explain Peer support
  - b. Review/Fill-in Care plan intake summary
  - c. Create goals
  - d. Create expectations of support ( mutually agreed upon)
8.  Put together Comprehensive Support Team (CST) as needed
9.  Update Case Status Excel
10.  Continue with DB entries and updates
11.  Complete goals and discuss outcomes
12.  Exit family
  - a. Exit letter sent to family
  - b. Update all CST
  - c. Update Case Status Excel