



American Stroke Association®  
A division of the American Heart Association.

Together to End Stroke®



# STROKE SURVIVOR 2 SURVIVOR (SS2S) SUPPORT PROGRAM MANUAL





# 03

---

## THE SS2S PROGRAM

About ASA

About SSEEO

About The Stroke Survivor 2 Survivor (SS2S)

Support Program

- *Goals / Objectives*
- *Participation Requirements*
- *Program Process*
- *Roles & Responsibilities*
- *Timeline*

# 07

---

## SS2S JOB DESCRIPTIONS

SS2S Volunteer Job Description

On-Site Coordinator Job Description

# 10

---

## SS2S TRAINING RESOURCES

SS2S Training Agenda

SS2S Training Presentation

# 22

---

## SS2S PATIENT PROCEDURE

Patient Procedure

Patient Enrollment Form

Patient Phone Call Summary Form

SS2S Program Promotional Flyer

# 27

---

## SS2S CALL PROCEDURE

Call Procedure

Call Sign-in Sheet For Survivor Liaison

Call Script

Monthly Summary Form

# 32

---

## SS2S PATIENT MAILINGS (MAIL OR EMAIL)

Patient Follow-up Note

Stroke Support Resources

# 36

---

## ASA AND SSEEO RESOURCES FOR SURVIVORS & CAREGIVERS

Stroke Prevention

Stroke Treatment

Stroke Recovery

Advocacy

Support

Education



American Stroke Association®  
A division of the American Heart Association.

Together to End Stroke®



# THE STROKE SURVIVOR 2 SURVIVOR (SS2S) PROGRAM





The American Stroke Association (ASA) and Stroke Survivors Empowering Each Other (SSEEO) share a common desire to improve the health and quality of life of the more than seven million Americans who are stroke survivors. We recognize that the stroke experience can feel traumatic and lonely and want to ensure that survivors and caregivers know they are not alone. We're here to help every step of the way. That's why our organizations are working together to make the Stroke Survivor 2 Survivor program more widely available through the development of this manual.

---

## ABOUT ASA

### About the American Heart Association / American Stroke Association:

- The AHA/ASA is the nation's oldest and largest voluntary organization dedicated to fighting heart disease and stroke. Founded by six cardiologists in 1924, our organization now includes more than 30 million volunteers and supporters.
  - The American Stroke Association was created in 1998 as a division of the American Heart Association.
  - Stroke is the second leading cause of death globally and is a leading cause of severe disability. To fight stroke, we fund innovative research, advocate for stronger public health policies, and provide critical tools and information to save and improve lives.
- 

## ABOUT SSEEO

Founded in 2004, SSEEO strives to improve the quality of life for stroke survivors, caregivers and their families. SSEEO and its volunteers do this by:

- Connecting survivors and families to support communities that understand survivor challenges.
  - Providing education, support and resources to help stroke survivors acclimate to the changes caused by their stroke.
  - Promoting public policy to raise awareness on stroke prevention and the impact of stroke.
  - Providing a voice in state and national government to promote stroke legislation.
-





# WHAT IS THE STROKE SURVIVOR 2 SURVIVOR (SS2S) PROGRAM?

SS2S is a telephone peer support program, developed by SSEEO, for stroke survivors and their caregivers. It is run by stroke survivor or stroke caregiver volunteers with special training, and overseen by a local hospital on-site coordinator.

When implemented, the SS2S program offers many positive benefits. With the tools provided in the SS2S program, the health care facility and volunteers can make a difference by encouraging stroke survivors to self-manage their own care while offering support, guidance and resources beneficial to their stroke recovery.

## Goals:

- Increase adherence to follow-up appointments
- Educate stroke survivors on need for treatment compliance to reduce risk of stroke recurrence
- Provide SS2S volunteers the opportunity to give-back as part of their stroke journey
- Improve access to healthcare
- Improve access to resources, social support and self management skills
- Reinforce stroke education and core measures

## Program Participation Requirements:

- Stroke survivors or caregivers participate on a voluntary basis
- SS2S volunteers commit to at least 2 years of service unless otherwise dismissed from the program, (i.e. abusive or otherwise inappropriate behavior)
- SS2S volunteers will agree to participate in a training session prior to becoming an active volunteer
- SS2S volunteers will agree to participate in the hospital volunteer orientation

## The Program Process:

- Educate hospital staff prior to program implementation
- Prior to discharge from the hospital or rehabilitation, stroke survivors are asked to participate in the program by stroke coordinator, health care professional or peer visits
- Stroke survivors will be offered the SS2S program flyer and form for enrollment in the program
- Participants will be called monthly and sent relevant stroke recovery resources
- Based on the need, the stroke survivor calls will be discontinued after two follow-up calls
- SS2S volunteer will run through a scripted checklist during each call and ask about any new needs
- SS2S volunteers will record notes about their conversations in a secure call log
- The SS2S volunteer will seek referral guidance from the hospital staff when survivor needs are identified, and an appropriate advisory member will make return phone calls if needed
- The stroke survivors will be encouraged to take control of managing their own care
- The SS2S volunteers will meet to discuss effectiveness of program, changes or challenges (either in person or conference call)



## Roles and Responsibilities:

### LOCAL PROGRAM SPONSOR:

- Identify appropriate volunteers (stroke survivors and caregivers) for the program
- Train at least 2-4 stroke survivors and/or caregivers for the SS2S call-backs at each hospital location
- Serve as liaison for the hospitals and SS2S program; assist hospital and volunteers
- Provide training to both the volunteers and hospital staff about the program and implementation
- Provide all initial necessary materials (e.g. binders, call logs, copies, etc.)
- Monitor program volunteers as needed after initial training
- Report on annual progress of program
- Identify appropriate health care staff for program implementation (e.g. stroke coordinators or physical therapists)
- Recruit health care staff to act as resource for SS2S volunteers

- Educate nursing, therapists and other staff about the program
- Attend SS2S training

### SS2S VOLUNTEERS:

- Complete required SS2S training class and hospital volunteer trainings/orientation
- Provide encouragement, support and guidance to stroke survivors and caregivers
- Attend SS2S meetings (75% attendance rate required – conference calls available)
- Participate in hospital stroke support group meetings (as needed)
- Monthly follow-up calls to stroke survivors and/or their caregivers (as needed)
- Send monthly summary form to on-site coordinator

## SS2S Timeline:

### MONTHS (1ST YEAR)

01	02	03	04	05	06	07	08	09	10	11	12
<b>Months 1 - 6:</b> Establish the SS2S core team (health care and volunteers). Recruit volunteers through support groups, volunteer services and past patients.											
						<b>Months 6 - 12:</b> Training, planning and preparations for program.					
			<b>Months 4 - 12:</b> Start SS2S calls (TBD based on progress to date).								
										Update conference call and program evaluation.	