



**Peer to Peer Program**  
Standard Operating Protocol

**I. Program Overview**

The Arizona Coalition for Healthcare Emergency Response – Central Region (AzCHER-C) established the Peer to Peer Program to provide support and serve as a resource to healthcare organizations seeking to enhance their emergency preparedness capabilities. The program is for current members of AzCHER-C with a signed participation agreement on file and in good standing, and pairs experienced emergency management professionals (Peer Leads) with staff from member organizations (Peer Learner) seeking to elevate their individual and collective ability to respond to a large-scale community emergency. The Peer Lead provides education and experience to the Peer Learner so that the recipient organizations are able to strengthen their emergency management plans.

**II. Application: Peer Learner**

A Peer Learner may submit an application to the Training and Exercise Coordinator at any time. The application will be reviewed for completeness, appropriate content, and current membership status. Upon approval, the application will be provided to the Operations Committee for review and matching with an appropriate Peer Lead.

**III. Application: Peer Lead**

A Peer Lead may submit an application to the Training and Exercise Coordinator at any time. The application will be reviewed for completeness, appropriate content, and current membership status. The Training and Exercise Coordinator will maintain applications and provide to Operations Committee for matching with an appropriate Peer Learner as requests are received. Additionally, the Training and Exercise Coordinator may query AzCHER-C Membership for Peer Leads as needed to match with Peer Learners.

**IV. Peer to Peer Program Matching**

The Operations Committee will review applications for Peer Learners and Peer Leads, and suggest matches based on experience, topic, facility type, and other considerations. The Peer Learners and Peer Leads will be introduced by the



Training and Exercise Coordinator. The Training and Exercise Coordinator will periodically check in with the Peer Lead and Peer Learner to ensure the objectives are being met. At the end of the Peer to Peer agreement, the Training and Exercise Coordinator will be responsible for collecting Feedback from the Peer Lead and the Peer Learner.

#### **V. Dissolution of Peer to Peer agreement**

The agreement between the Peer Lead and Peer Learner is completely voluntary and may be dissolved at any time. The Training and Exercise Coordinator should be notified if either party deems necessary. If there were no observed or documented issues, the Training and Exercise Coordinator may find another Peer Lead if necessary.

#### **VI. Completion Peer to Peer agreement**

Upon completion of the agreed upon timeline and/or deliverables, the agreement between the Peer Lead and Peer Learner shall be deemed completed. Upon the completion of the agreement:

1. Each party shall complete a Feedback Form via SurveyMonkey within 30 days.
2. Each party will receive a certificate of completion.
3. Peer Learners will be asked to provide a brief oral or written overview of lessons learned to General Body.
4. Peer Leads may serve in this role again.
5. Peer Learners may also apply for future Learner or Lead roles; priority will be given to first-time Peer Learner applications received.

Additional questions may be directed to the AzCHER-Central Training and Exercise Coordinator: Eliza Coll, [ecoll@willdan.com](mailto:ecoll@willdan.com)