Unveiling TandemStride Connect:
A New Era of Peer Support for TSN Sites

August 2024

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Poll Question

Does your trauma center have an established peer support program?

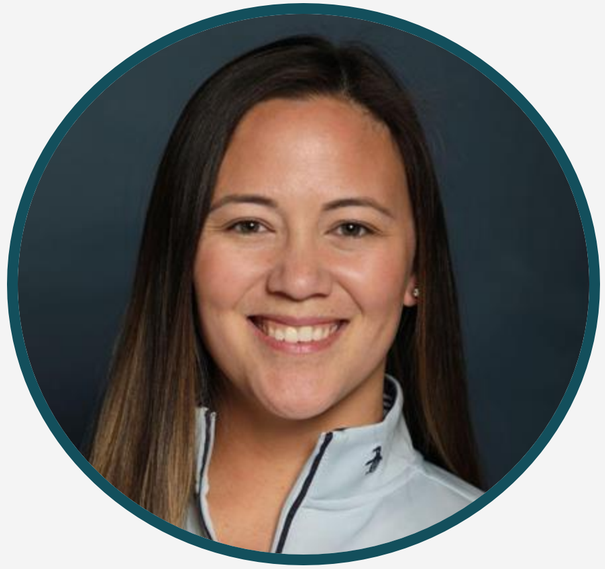
- Yes
- No
- In the process of starting one

Today’s Presenters

Matt Kalina

CEO, Founder

10+ years as a Healthcare Technology Leader and Traumatic Injury Support Non-Profit Founder



Katherine Joseph, MPH

Executive Director, ATS

National Trauma Survivors Network Coordinator for the American Trauma Society, focused on supporting TSN coordinators as they implement and strengthen the TSN at their local trauma centers.

Thomas Stephenson

Chief of Staff

Trauma Survivor with 10 years experience deploying healthcare technology across Health Systems, Provider Practices and Health Plans

Today’s Agenda

01 **Key Learnings Overview**

02 **What is TandemStride?**

03 **How we connect survivors and mentors**

04 **How we partner with trauma teams**

05 **TSN Site Onboarding**

Key Learnings & Objectives

01

TSN/TandemStride Partnership

You will learn about the benefits of the partnership between TSN & TandemStride

02

Impact of Peer Support

You will learn about the importance and impact of peer support programs for trauma survivors and trauma programs

03

Using technology to improve peer support

You will learn about the benefits of using new technology to enhance a trauma survivor peer support program

04

How to implement virtual peer support

You will learn about how to operationalize a virtual peer support program for your trauma center, and how to set it up for success

Creating Connections.
Transforming Trauma Recovery.

What Survivors Are Saying

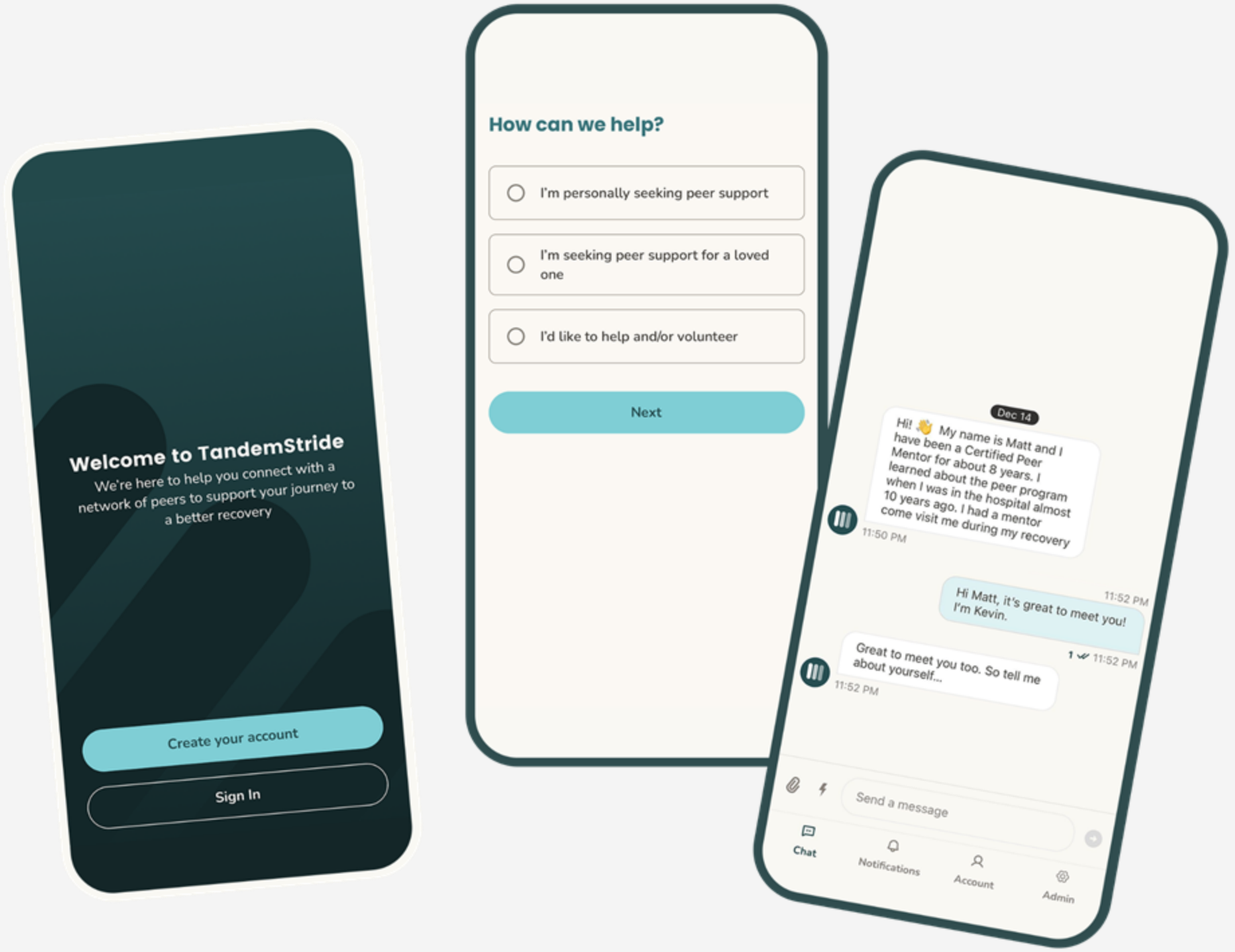
“Seeing a mentor that looked like me... an amputee. That was the first time I saw the possibility of actually having a life ahead of me.”

“Having people around to occupy my time helped to distract me. When I was alone, that's when the darkness closed in.”

“And even though everyone tries to relate, they have no clue what you are going through.”

“I lost my job and I am normally a helper but being a burden was a mental battle too.”

What is TandemStride?



TandemStride is a technology-enabled platform that enables *app-based* peer support & assistance for Trauma Survivors and their Families

How We Connect Survivors & Mentors

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We partner with Trauma Centers to Activate Programs & Increase Access to Peer Support Services

Our platform enhances existing

programs and can support a new

survivor program at your Trauma Center

PEER NETWORK PARTNERS

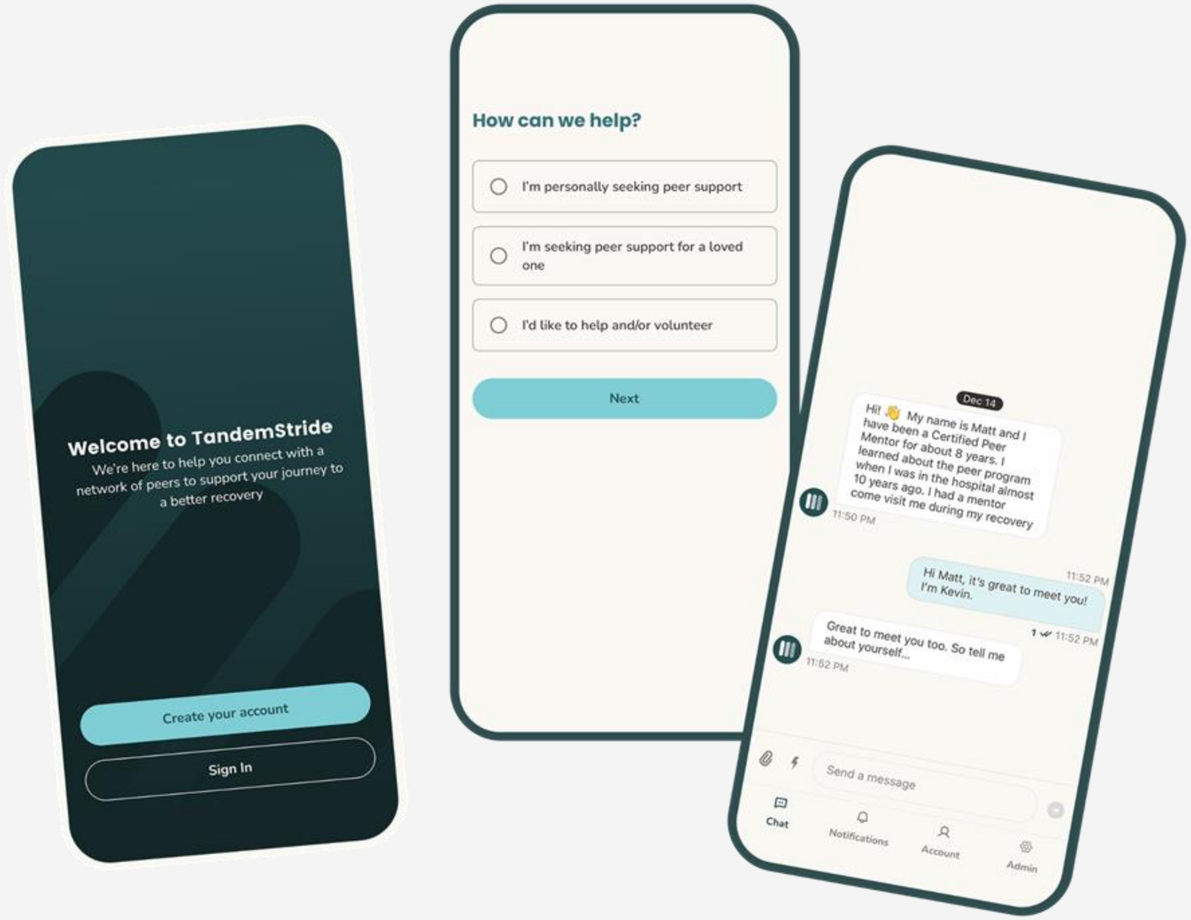
Christopher & Dana Reeve Foundation
TODAY'S CARE. TOMORROW'S CURE.

amputee coalition

ATS
American Trauma Society

trauma survivors network
provided by ATS

United Spinal Association



ANDROID APP ON Google play

Download on the App Store

Survivor & Mentor Experience

Survivor

Survivor or loved one downloads TandemStride App and creates a profile

Survivor is immediately engaged by a TandemStride Assistant to begin their journey

Mentor

Mentor is TSN trained and certified

Mentor is approved by Trauma Center for TandemStride program

Survivor & Mentor are matched by Trauma Center

Survivors & Mentors have great conversations through TandemStride

How We Partner with Trauma Teams

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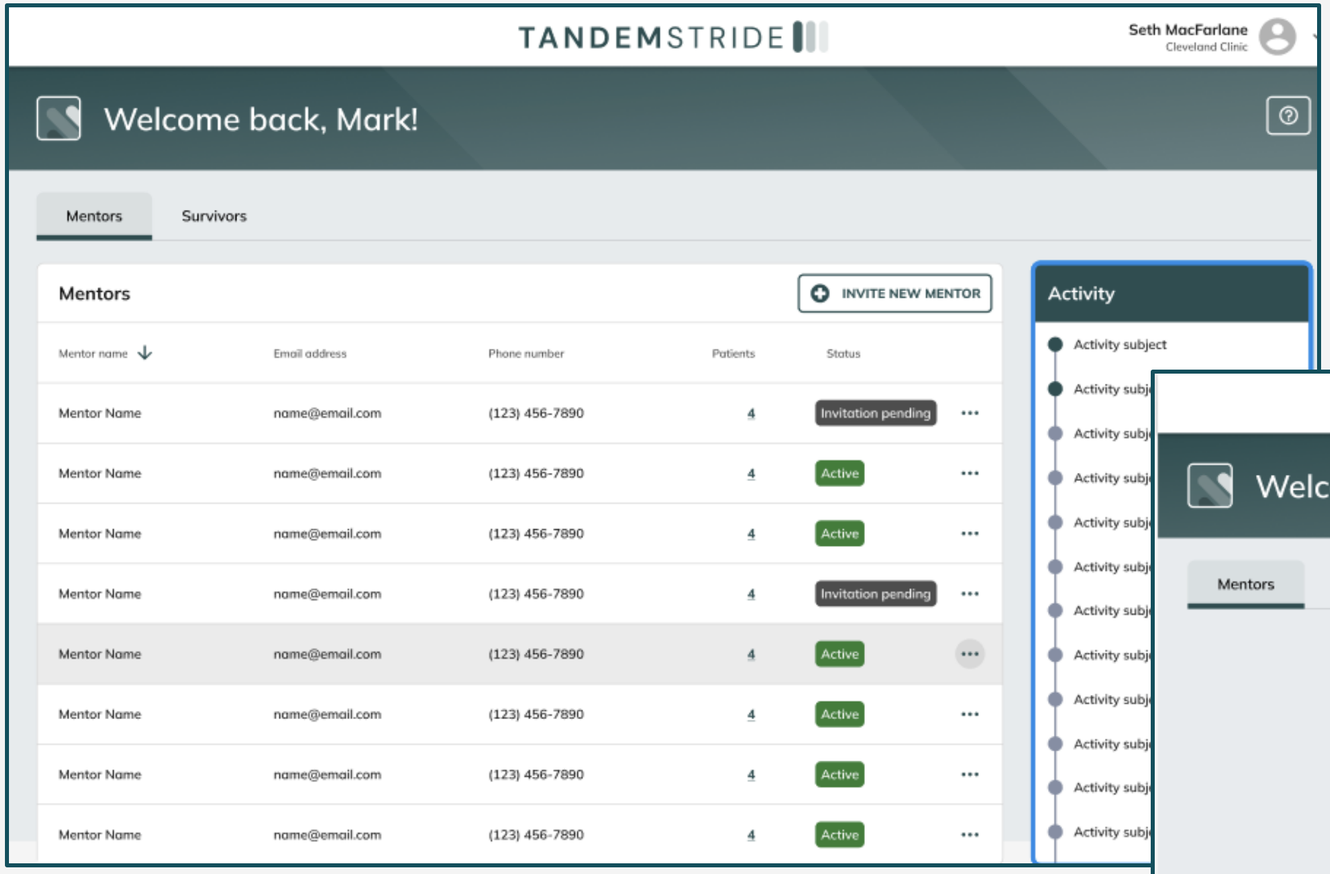
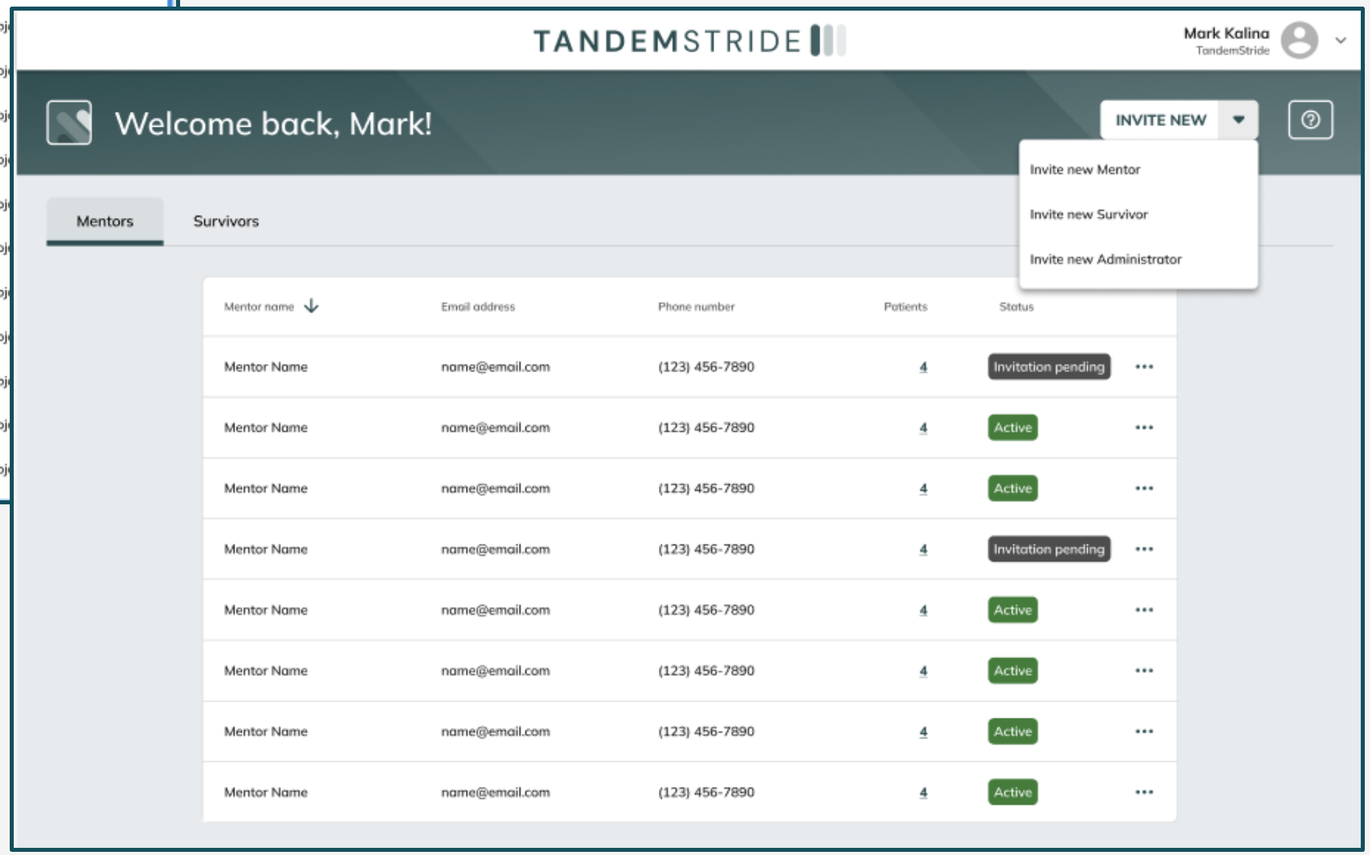
TANDEMSTRIDE CONNECT

Centralized Dashboard to Manage & Administer a Trauma Mentor Program



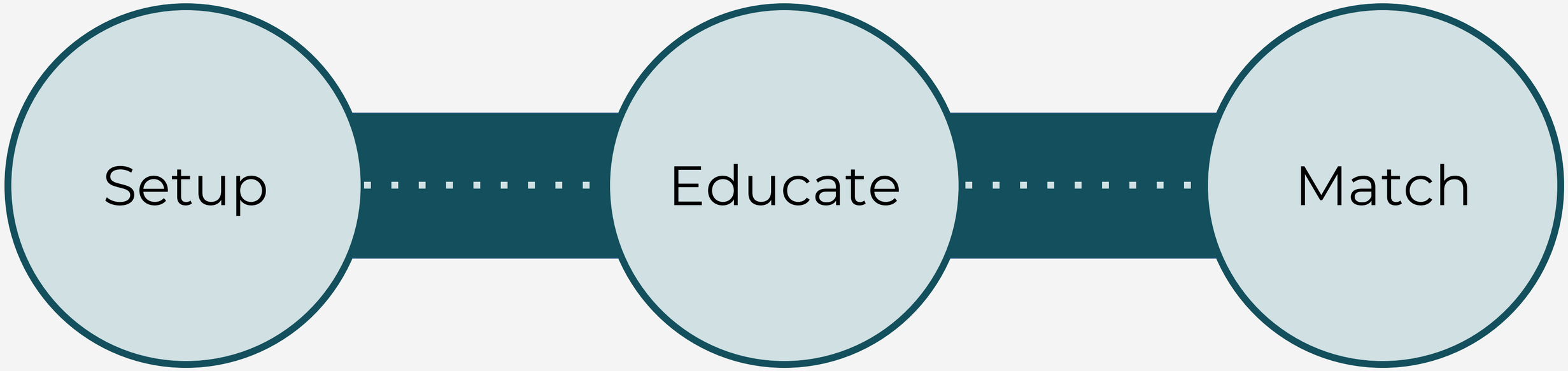


Poll Question

How are you managing data for your peer support program today?

- Spreadsheets
- Paper
- Other software system. If so, which one?

What Does the Trauma Team Do?



Add your mentors to TandemStride Connect

Inform survivors and family members about TandemStride app

Match survivors and mentors through TandemStride Connect

ATS Member Onboarding

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Cohort Rollout

In an effort to manage resources ensure successful implementations, we will be onboarding trauma centers through separate cohorts over the next 12 months.

Size and timing of cohorts will be based on demand and interest from the trauma center community.

1 Register Your Trauma Center

- Through the TandemStride link, you can register your trauma center to be included on the list for implementation
- Once registered, the TandemStride team will reach out to confirm your registration, provide additional information, and answer any questions

2 Cohort Assignment

- Upon completion of the first registration window, TandemStride will determine your cohort assignment
- TandemStride will reach out to inform you on which cohort you have been assigned to, with information on group training and onboarding.

3 IT/Security & Partner Agreement Review Process

- After cohort assignment, TandemStride will provide preliminary vendor information, legal documentation, and security information to begin your internal vendor review processes
- TandemStride will work with you and your internal contracting teams to align everything necessary to ensure a timely and successful vendor approval process

4 Group Onboarding Training & Deployment

- Once registered, TandemStride will communicate your group onboarding dates and times to educate and train your team

Poll Question

How does your trauma center view peer support programs for patients with traumatic injury today?

- Absolutely critical
- Somewhat critical
- Nice to have
- Not necessary

Open Q&A

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