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An APA and SAMHSA Initiative



Welcome to your quarterly update from SMI Adviser. We continue to advance evidence-based care for individuals who have serious mental illness (SMI).

While there are many exciting developments to share, we want to highlight a few in particular.

- ✔ SMI Adviser created a series of live and on-demand webinars to aid mental health clinicians during the COVID-19 pandemic. COVID-19 presents a unique risk for those who have SMI. Our education focuses on evolving issues in telepsychiatry, community psychiatry, and more.
- ✔ In April we launched a new mobile app called My Mental Health Crisis Plan. It is now live in the Apple App Store and Google Play Store. Individuals who have SMI can use this app to create a personal Psychiatric Advance Directive (PAD), which identifies their treatment preferences in the event of a mental health crisis.
- ✔ We are also advancing utilization of the PHQ-9 for routine assessment of depressive symptoms as part of an emphasis on measurement based care. Using data from a national mental health registry, our aim is to identify sites that are not routinely using the PHQ-9 and support its increased use.

Thank you for being an important part of this initiative. Visit our [Partner Action Toolkit](#) to find all of our materials and help us raise awareness.

For questions about SMI Adviser, please contact us at SMIAdviser@psych.org. Our team is here to help you.

A BETTER TOMORROW

Find answers that help people with serious mental illness live their best lives.



**Clinicians
& Providers**



**Individuals
& Families**

GRANT STATEMENT

Funding for this initiative was made possible (in part) by Grant No. 1H79SM080818-01 from SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.



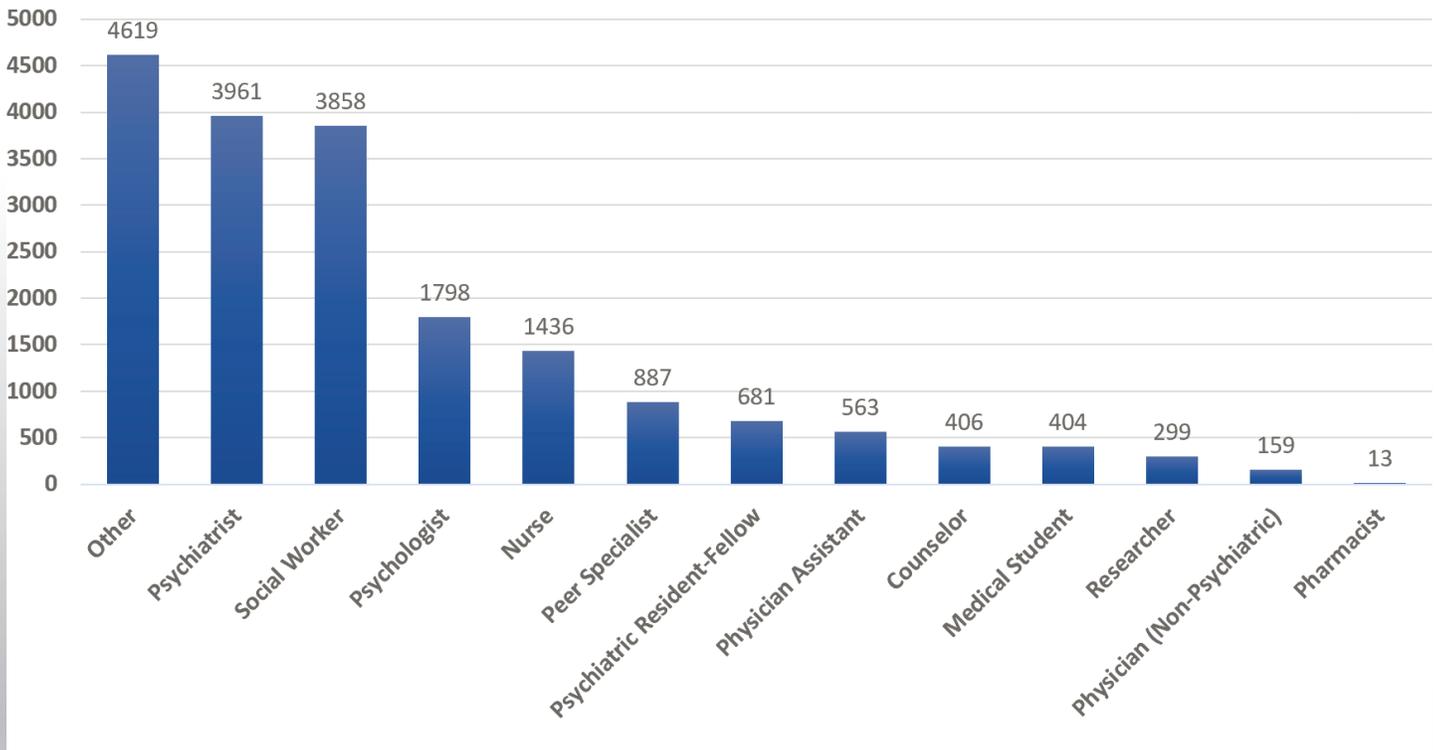
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Participation in Our Education

SMI Adviser creates unique education on topics specific to serious mental illness (SMI). Our approach is informed by our team of national clinical experts and needs assessment data from practitioners across the country. Here is a look at our participation metrics to date.



40,154
total registrations

19,089
total learners

2.1
average activities
per learner



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Most Popular Education Courses – Launched Year 1

 <p>Jun 28, 2019 - Jun 28, 2020 Psychiatric Advance Directives: A Compelling Tool to Support Crisis Care</p> <p>Introduces the concept of Psychiatric Advance Directives (PADS) and presents information on their potential use as well as resources to aid in implementation.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE / 1.0 CNE-NCPD</p> <p>VIEW DETAILS</p>	 <p>Sep 26, 2019 - Sep 26, 2022 Zero Suicide: Taking a Systems Approach to Suicide Prevention in Health...</p> <p>An overview of the Zero Suicide framework and its core elements, including key clinical, organizational, and continuous quality improvement components.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME</p> <p>VIEW DETAILS</p>	 <p>May 31, 2019 - May 31, 2020 Chronic Physical Health Management for Individuals with Serious Mental...</p> <p>Examines health disparities among individuals with serious mental illnesses and factors that influence wellness, physical health management, and health literacy.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE / 1.0 CNE-NCPD</p> <p>VIEW DETAILS</p>	 <p>Jun 20, 2019 - Jun 20, 2020 Understanding Comorbid Substance Use Disorders and Severe Mental Illness</p> <p>Hear an overview of the diagnostic criteria for substance use disorders and risky alcohol use. Medication management and other treatment strategies for providers from psychiatric specialties and primary care will also be...</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE / 1.0 CNE-NCPD</p> <p>VIEW DETAILS</p>	 <p>Jun 14, 2019 - Jun 14, 2020 Burnout and Beyond in Mental Healthcare Professionals</p> <p>Reviews studies about burnout in different mental healthcare settings, identifies tools to evaluate burnout and workplace satisfaction and reviews the research on organizational and individual strategies and collaborative...</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE / 1.0 CNE-NCPD</p> <p>VIEW DETAILS</p>
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Most Popular Education Courses – Year 2 To Date

 <p>Sep 26, 2019 - Sep 26, 2022 Zero Suicide: Taking a Systems Approach to Suicide Prevention in Health...</p> <p>An overview of the Zero Suicide framework and its core elements, including key clinical, organizational, and continuous quality improvement components.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME</p> <p>VIEW DETAILS</p>	 <p>Oct 18, 2019 - Oct 18, 2020 Introduction to the Interface between Serious Mental Illness and the...</p> <p>Examine elements of the criminal justice system and reform strategies to decrease the incarceration of individuals with SMI.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE / 1.0 CNE-NCPD</p> <p>VIEW DETAILS</p>	 <p>Sep 12, 2019 - Mar 1, 2021 How Do We Know What Works? Understanding Evidence-Based Practice and...</p> <p>We will demystify the terms evidence-based practice, evidence-based medicine, and look under the hood to see how psychiatric rehabilitation services are declared evidence-based.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE</p> <p>VIEW DETAILS</p>	 <p>Aug 22, 2019 - Aug 22, 2020 Engaging the Individual and the Family in Treatment Planning</p> <p>Discusses the importance of including the patient in all levels of the assessment and treatment process as well as suggestions on how to incorporate this approach into practice.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE / 1.0 CNE-NCPD</p> <p>VIEW DETAILS</p>	 <p>Nov 7, 2019 - Mar 1, 2021 Modeling Mood and Emotional Patterns from Speech in Bipolar Disorder</p> <p>Explores the utility of passive speech monitoring over extended periods of time in individuals with bipolar disorder through presentation of a research analysis.</p> <p>Activity Type:  OnDemand</p> <p>1.0 CME / 1.0 CE</p> <p>VIEW DETAILS</p>
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[SEE ALL OUR EDUCATION](#)



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Our online Knowledge Base includes hundreds of evidence-based answers to questions about SMI. It also contains fact sheets, guidelines, and other evidence-based resources. All content is vetted by our team of national clinical experts.

Most Popular Answers from the Clinicians Knowledge Base

- 1 What is alogia, anhedonia, avolition, and affective flattening?
- 2 How do I interpret clozapine or norclozapine blood, serum or plasma levels, what do these mean?
- 3 Is weight gain a problem with clozapine, and what can be done?
- 4 What is Cognitive-Behavioral Therapy for Psychosis (CBTp)?
- 5 What is Benign Ethnic Neutropenia and does it relate to low clozapine white counts?



Most Popular Answers from the Individuals and Families Knowledge Base

- 1 What are available practice guidelines for depression/major depressive disorder?
- 2 What is Shared Decision Making and what are its benefits?
- 3 What are available practice guidelines for schizophrenia and early course psychosis?
- 4 What is alogia, anhedonia, avolition, and affective flattening?
- 5 What is the “peer bridger” model of peer support?



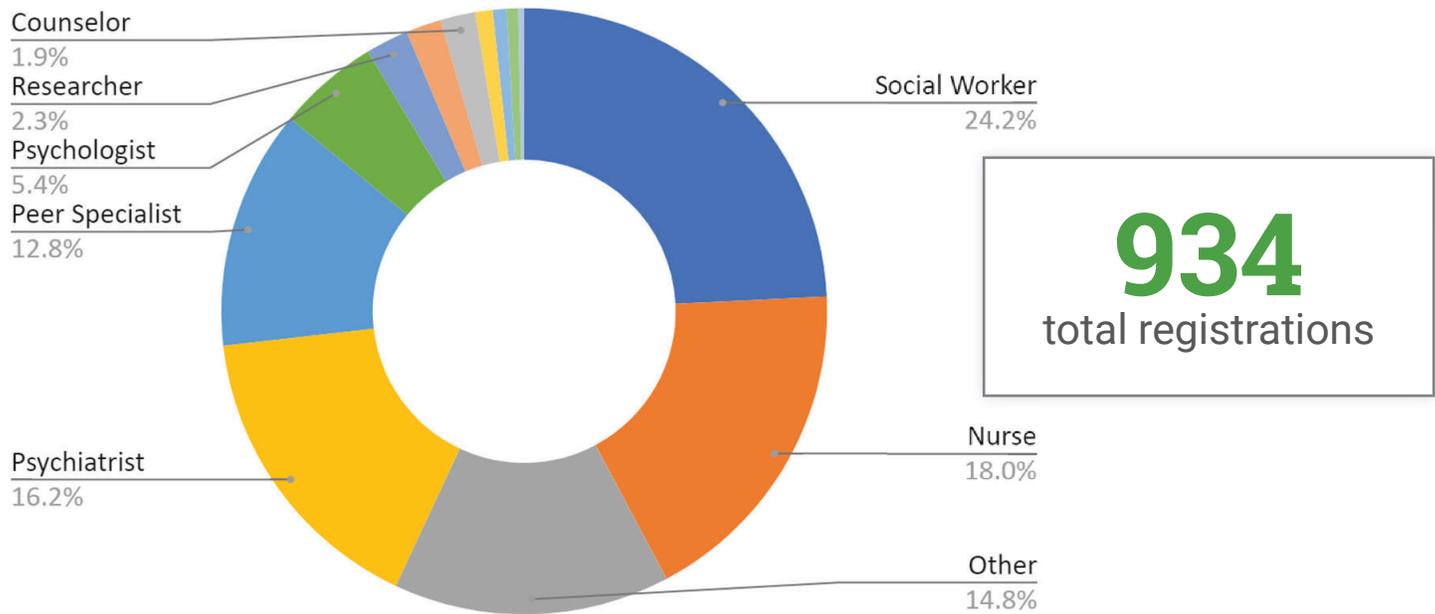
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Virtual Learning Collaboratives – Learning in Action

Want to see an interprofessional cohort work together to improve care for SMI? That is exactly what happens in our Virtual Learning Collaboratives. Over 12 weeks, participants focus on how to improve clinical practice around specific topics, guided by members of our Clinical Expert Team.



Each collaborative builds skills and products that participants can use in the field immediately to impact care. Here are two examples.



Mar 30, 2020 - Jun 21, 2020
NEW! Learning Collaborative: Getting Started With Telemental Health for SMI
 This 12-week interactive course is designed to give you knowledge and skills to feel confident and ready to begin offering virtual care for SMI patients.

Activity Type:
 OnDemandPlus

12.0 CME

[VIEW DETAILS](#)

Products for participants include:

- ✔ Telepsychiatry readiness checklist
- ✔ App evaluation guidelines
- ✔ Local app libraries for patients
- ✔ Implementation plan for use of apps



Mar 23, 2020 - Jun 14, 2020
NEW! Learning Collaborative: Treating the Whole Patient: Addressing the...
 This 12-week interactive course will help you learn the best evidence-based care models to improve physical health outcomes in individuals with SMI.

Activity Type:
 OnDemandPlus

12.0 CME

[VIEW DETAILS](#)

Products for participants include:

- ✔ Social determinates of health screener
- ✔ Excel registry to track patients' cardiometabolic problems
- ✔ Action planning form to facilitate self-management of medical conditions

[VIEW MORE ON LEARNING COLLABORATIVES](#)



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SMI Adviser Response to COVID-19 Crisis

Recent publications in *Psychiatric News* and *JAMA Psychiatry* point to the devastating impact that pandemics like COVID-19 can inflict on individuals who have SMI. That is why SMI Adviser pivoted quickly as the crisis unfolded. Our goal is to provide education that helps mental health clinicians adjust to new guidelines and standards of care.

Make Informed Decisions Related to COVID-19 and Mental Health

To help support the mental health community during the COVID-19 crisis, SMI Adviser provides timely and authoritative resources, education, consultation, tools and more. Let SMI Adviser help you navigate this evolving situation. This page offers guidance on how to support your patients and practice.

We plan to maintain and update this page frequently as new information is available.

Resources on COVID-19 and Serious Mental Illness

SMI Adviser compiled a list of resources for clinicians who serve individuals with serious mental illness (SMI). During this crisis, refer to the evidence-based resources below for specific guidance around COVID-19. If you have specific questions on recent changes in telepsychiatry, prescribing clozapine, or any other topic, you may request a consultation from one of our national experts.

8,900+
total registrations for COVID-related webinars

Special focus on the intersection of
COVID-19
and SMI

Managing the Mental Health Effects of COVID-19

Telepsychiatry in the Era of COVID-19

Serious Mental Illness and COVID-19: Tailoring ACT...

COVID-19 Resources

Browse trending questions, clinician resources, and patient handouts on COVID-19.

- TRENDING COVID-19 QUESTIONS +
- COVID-19 GUIDELINES AND TOOLS +
- PATIENT HANDOUTS ON COVID-19 +
- CDC INFORMATION ON COVID-19 +

SEE OUR COVID-19 RESOURCES

www.SMIadviser.org/covid



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SMI Adviser developed an infographic to help individuals prepare for telehealth appointments. It is available in both English and Spanish. Share this resource with your colleagues and with individuals in your care.

How to Prepare for a Video Appointment with Your Mental Health Clinician

Many mental health clinicians now offer appointments via video. A video session allows you to access care even if you cannot visit your provider in person.

Before the Day of Your Appointment

- Identify a private location for your appointment**

This should be a place where you can be alone and not interrupted for the duration of your video session. Ideally, find a place with good lighting so your clinician can see you. This might be a room in your home or could even be in your car.
- Check your technology**

Consider what technology you will use for the video session. This might be your computer, an iPad, or your mobile phone. Be sure you know how to work the camera and the volume. Check to ensure that the location for your video session has a strong internet connection. Ask your clinician or their office staff if you need to install any apps on your device in advance. Ask how you will receive a link to the visit and if they can do a test with you to ensure it works.
- Organize Billing Details**

Check with the office staff about billing in advance of your appointment. Have your insurance information ready and ask about any co-pays.
- Prepare your thoughts**

Think about what you want to discuss with your provider. Make notes if that helps you.

On the Day of Your Appointment

Get ready for your video session

On the morning of your appointment, make sure that your device is charged. Check that you have the login link you need to access your video session. About 15 minutes in advance, have your technology ready and make sure your space is quiet and without distractions.

Make sure you have any notes about what you want to discuss during the appointment. Also have a pen and paper in case you need to take notes. Bring reading glasses if you need them to see things on the screen, such as rating scales. Have the phone number for your clinician's office in case you need technical support.

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Do not forget...

Start Your Appointment

- Sign in and get started**

About 3 minutes before your appointment, sign into the video session. Make sure the camera is at about eye level. Your clinician will join and usually start by asking your name, address where you are currently located, and other basic details. The video session should last the same amount of time as an office visit. Make sure you ask any questions you have before you sign off.

Have other questions about telehealth? Visit SMIadviser.org/answers

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DOWNLOAD ENGLISH VERSION

Cómo usted se puede preparar para un encuentro en video con su médico clínico de salud mental

Muchos médicos clínicos de salud mental están ofreciendo encuentros por video. Encuentros en video dejan que usted pueda tener acceso a cuidado y tratamiento sin visitar a su médico clínico en persona.

El día previo al encuentro

- Busque un lugar donde pueda estar en privado al momento de su encuentro**

Debería ser un lugar donde pueda estar solo y sin interrupción durante el encuentro. Idealmente sería un ambiente bien iluminado para la calidad del video. Puede ser una habitación en su casa o inclusive, en su auto.
- Chequee sus dispositivos electrónicos**

Debería considerar cual dispositivo va a usar para el encuentro. Puede ser una computadora, un iPad, o un celular. Asegúrese de que sabe cómo funciona la cámara, el volumen y que el lugar elegido tenga buena conexión a internet. Pregúntele a su médico clínico si hay alguna aplicación para descargar que pueda usar para el encuentro y si puede ayudarlo para chequear si funciona.
- Organice los detalles de la facturación**

Chequee con la oficina sobre la facturación antes del encuentro. Tenga su información de seguro médico listo y Pregúntale sobre cargos del encuentro.
- Prepare sus pensamientos**

Debería pensar en qué va a hablar con su médico clínico. Tener notas preparadas es una buena estrategia, si le ayud.

El día del encuentro

Prepárese para su encuentro

En la mañana de su encuentro, fíjese que la batería de cualquier dispositivo elegido esté bien cargado. Chequee que le ha mandado el link necesario para entrar al encuentro. 15 minutos antes del encuentro, asegúrese que el dispositivo esté listo, el lugar en su casa esté cómodo y sin distracciones.

Debería tener un lapicero y papel para tomar notas durante el encuentro. Si ya hubiera hecho notas, no olvide de traerlas. Traiga lentes para ver cosas en la pantalla y tenga el número de su médico clínico listo en el caso que necesita ayuda técnica.

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No olvide...

Comience su encuentro

- Inicie sesión y comience**

Tres minutos antes del encuentro, inicie sesión. Asegúrese que la cámara esté al nivel de sus ojos. Su médico clínico entrará al encuentro y lo más probable es que comience preguntándole su nombre, su dirección y otros detalles para confirmar su identidad.

¿Todavía tiene preguntas sobre la tele-medicina? Visite a SMIadviser.org/answers

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DOWNLOAD SPANISH VERSION

Have questions about COVID-19 and SMI?

Submit them through our free consultation service and receive a personal response from one of our clinical experts within one business day. This saves you time and delivers the best possible answers you can find.

SUBMIT A QUESTION



www.SMIadviser.org

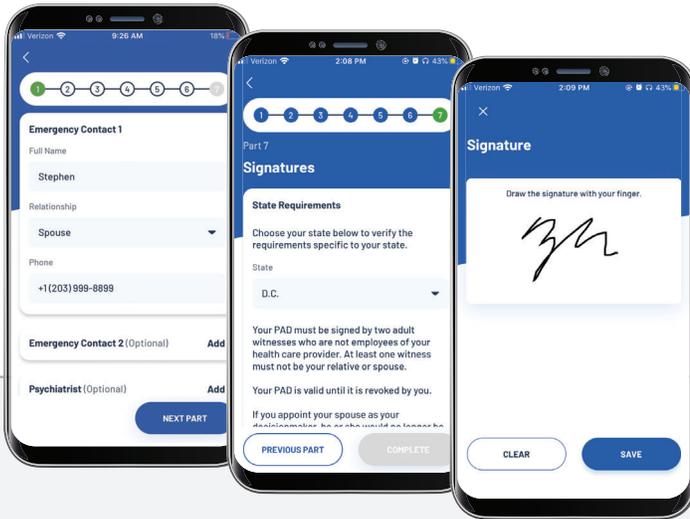
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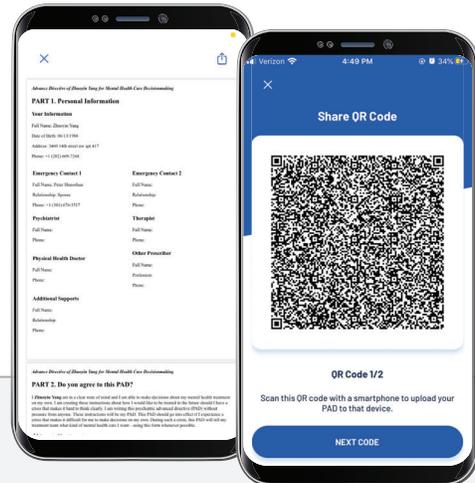
New Mobile App: My Mental Health Crisis Plan

SMI Adviser is proud to announce the launch of its new mobile app called My Mental Health Crisis Plan. Individuals who have SMI can use this app to develop a personal Psychiatric Advance Directive (PAD) which identifies their treatment preferences in the event of a mental health crisis. It is now live in the Apple App Store and Google Play Store.

The app was designed in coordination with subject matter experts and app developers in order to meet the specific needs of individuals with SMI. Development was funded through a Supplemental Award that SMI Adviser received in Fall 2019 from the Substance Abuse and Mental Health Services Administration (SAMHSA).

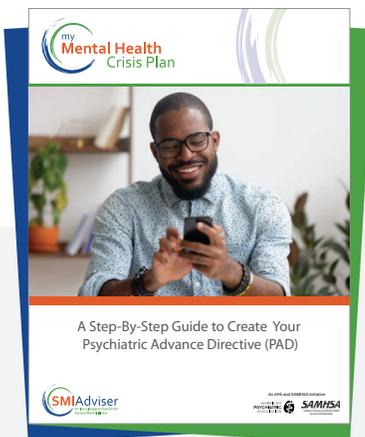


Individuals can designate trusted contacts to act on their behalf, check state requirements where they live, and sign their PAD to make it a legal document.



Individuals can easily share their PAD via PDF or transfer via QR code.

DOWNLOAD THE APP RIGHT NOW



SMI Adviser is creating digital and printed workbooks to support use of the app.



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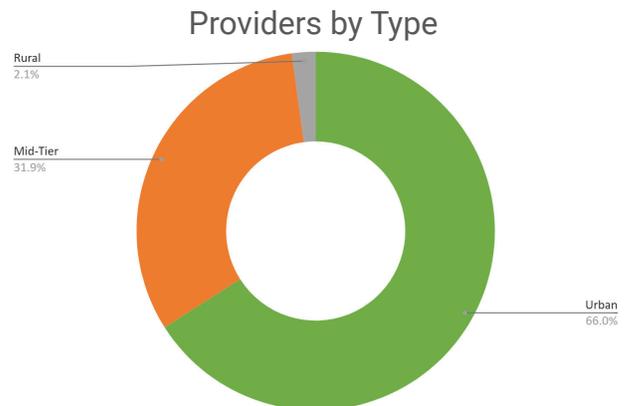
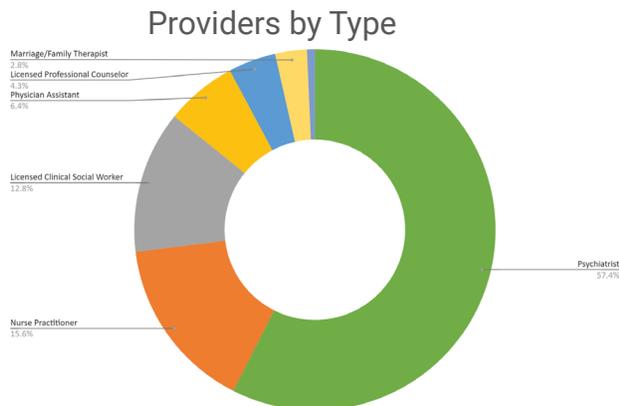
Working to Measure and Improve Quality Care



In 2019, SMI Adviser began an exciting project using data from PsychPRO, the American Psychiatric Association’s national mental health registry, to identify gaps in care. PsychPRO tracks four specific quality measures around serious mental illness (SMI). One quality measure is the use of the PHQ-9 with individuals with major depression or dysthymia. As you can see below, the CMS average for meeting this quality measure is low (13.9%) and the majority of providers in PsychPRO (95.7%) are below the CMS average. SMI Adviser wants to support improvement in this area.



Our work promises to have an impact across professions and across geographic regions.





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Working to Measure and Improve Quality Care (continued)

SMI Adviser plans to ask sites that participate in PsychPRO about their use of the PHQ-9 in order to understand barriers and facilitators and address utilization in usual care settings. We will ask the following questions:

- 1 What strategies are in place in order to complete the PHQ-9 routinely with adults with depression or dysthymia?

- 2 Describe ways in which you leverage technology (e.g., EHR prompts, pre-appointment administration of rating scales) to support this measure?

- 3 What changes in the clinic flow would allow improvement in routine completion of the PHQ-9?

- 4 How are you provided feedback on how you or your clinic is meeting benchmarks on this quality measure?



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New Resources for Individuals and Families

Recently we collaborated with our colleagues at the National Alliance on Mental Illness (NAMI) to develop two new resources for individuals and families.

When It Comes To Serious Mental Illness... Words Matter

A guide to person-first language that decreases stigma and supports the pursuit of healing, progress, and goals.

SEE THIS RESOURCE

What to Know About a New Diagnosis of Bipolar Disorder, Major Depression, or Schizophrenia

Guidance to support individuals and family members who are impacted by a new diagnosis of a serious mental illness.

SEE THIS RESOURCE

Free Upcoming Webinars

On SMIAdviser.org, our Education Catalog features dozens of free on-demand courses. Yet we also offer several live webinars each month. This provides the opportunity to ask questions and receive direct feedback. Join us for these upcoming webinars.

Webinar

Peer Specialists within OnTrackNY: A Unique and Dynamic Role

April 30, 2020 | 1:00 – 2:00 EST

Presented in collaboration with the Psychosis-Risk and Early Psychosis Program Network (PEPPNET)

REGISTER NOW

Webinar

Implementation of Digital Mental Health for SMI: Opportunities and Barriers

May 7, 2020 | 3:00 – 4:00 EST

REGISTER NOW



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Access SMI Adviser Materials in Our Partner Action Toolkit

Use our Partner Action Toolkit to share information about SMI Adviser with your staff and colleagues. It contains logos, flyers, text for social media posts, text for listservs, and more. Simply download the files you need.

Join our Mission for Better – help us raise awareness and promote the use of evidence-based care for individuals who have SMI. Post something on social media today and use our hashtag #MissionForBetter.



SEE THE TOOLKIT

SAMHSA Partner Spotlight: Addiction Technology Transfer Center (ATTC)

This section highlights other programs and resources from the Substance Abuse and Mental Health Services Administration (SAMHSA)

The purpose of the ATTC Network is to accelerate the adoption and implementation of evidence-based and promising addiction treatment and recovery-oriented practices and services. This collaborative network helps raise awareness, knowledge, and skills of the workforce addressing the needs of people who have substance use or other behavioral health disorders. The ATTC Network team also fosters regional and national alliances among culturally diverse practitioners, researchers, policy makers, funders, and the recovery community.

LEARN MORE ABOUT THE ATTC

