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.
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.

© 2020 American Psychiatric Association. All rights reserved.
Most Popular Education Courses – Launched Year 1

**Psychiatric Advance Directives: A Compelling Tool to Support Crisis Care**
Jan 28, 2019 - Jan 28, 2020
Introduces the concept of Psychiatric Advance Directives (PADs) and presents information on their potential use as well as resources to aid in implementation.

**Zero Suicide: Taking a Systems Approach to Suicide Prevention in Health...**
Sep 26, 2019 - Sep 26, 2022
An overview of the Zero Suicide framework and its core elements, including key clinical, organizational, and continuous quality improvement components.

**Chronic Physical Health Management for Individuals with Serious Mental...**
May 31, 2019 - May 31, 2020
Examines health disparities among individuals with serious mental illnesses and factors that influence wellness, physical health management, and health literacy.

**Understanding Comorbid Substance Use Disorders and Severe Mental Illness**
Jan 20, 2019 - Jan 20, 2020
Heer 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.

**Burnout and Beyond in Mental Healthcare Professionals**
Jan 14, 2019 - Jan 14, 2020
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...

Most Popular Education Courses – Year 2 To Date

**Introduction to the Interface between Serious Mental Illness and the...**
Sep 26, 2019 - Sep 26, 2022
Examines elements of the criminal justice system and reform strategies to decrease the incarceration of individuals with SMI.

**How Do We Know What Works? Understanding Evidence-Based Practice...**
Oct 18, 2019 - Oct 18, 2020
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.

**Engaging the Individual and the Family in Treatment Planning**
Aug 22, 2019 - Aug 22, 2020
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.

**Modeling Mood and Emotional Patterns from Speech in Bipolar Disorder**
Nov 7, 2019 - Mar 1, 2021
Explores the utility of passive speech monitoring over extended periods of time in individuals with bipolar disorder through presentation of a research analysis.

© 2020 American Psychiatric Association. All rights reserved.
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?
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.

Products for participants include:
- Telepsychiatry readiness checklist
- App evaluation guidelines
- Local app libraries for patients
- Implementation plan for use of apps

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

© 2020 American Psychiatric Association. All rights reserved.
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.

8,900+ total registrations for COVID-related webinars

Special focus on the intersection of COVID-19 and SMI

See our COVID-19 resources

www.SMIadviser.org/covid
How to Prepare for a Video Appointment with Your Mental Health Clinician

Many mental health clinicians now offer appointments via video.

Before the Day of Your Appointment

1. Identify a private location for your appointment
   This should be a place where you can be alone and uninterrupted for the duration of your video session.

2. Check your technology
   Consider what technology you will use for the video session. This might be your computer, an iPad, or your mobile phone. If you have an iPad, you will need an Apple Pencil and a cover that is compatible with the iPad. You may also need to install any apps on your device in advance. Ask your clinician or their office staff to help you.

3. Organize Billing Details
   Check with the office staff about billing in advance of your appointment. Have your insurance information ready and ask if they are accepting your insurance.

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

Start Your Appointment

1. Sign in and get started
   About 15 minutes before your appointment, sign into the video session. Make sure the camera is at about eye level. Your clinician will join you 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.

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

SMI Adviser Partner Update – April 2020

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.

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.

© 2020 American Psychiatric Association. All rights reserved.
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.

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

**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.

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.

**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)

**Implementation of Digital Mental Health for SMI: Opportunities and Barriers**
May 7, 2020 | 3:00 – 4:00 EST
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.

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.