

## Provider Education – Key Messages and Talking Points

### About Provider Education

The NAMI Provider Education Program is a free 5-week course that presents a penetrating, subjective view of family and consumer experiences with serious mental illness to line staff at public agencies who work directly with people experiencing severe and persistent mental illnesses.

The course helps providers realize the challenges that families and consumers face and appreciate the courage and persistence it takes to live with and recover from mental illness.

### How is the Provider Education course unique?

- Emphasizes the involvement of consumers and family members as teachers in provider-staff training course.
- Teacher teams include:
  - Two family members of people with a mental health condition
  - Two consumers who are knowledgeable about their own mental illness, have a supportive relationship with their families, and are dedicated to the process of recovery
  - A mental health professional who is also a family member or consumer
- Few other teaching programs employ consumers in this kind of sustained training effort in which they are paid to participate on a teaching team as they present a 5-week course.
- The course reflects a new knowledge base -- the “lived experiences” of people coping with a mental illness or caring for someone who lives with a mental illness.
- Including this deeply personal perspective creates an appreciable difference in the program’s content.
- It adds a means of teaching the emotional aspects and practical consequences of these illnesses to the academic medical information in the course.
- NAMI Provider is a series of short lectures, followed by time for elaboration of the teaching points in group discussion and group exercises

### Benefits of Provider Education

- Promotes stigma reduction in the workplace through education and lived experiences
- Offers employment opportunities for mental health consumers
- Individuals gain confidence in sharing their own story of recovery
- Educates and trains mental health providers from a unique perspective
- Promotes collaboration and new networks between Consumers, Families, and Mental Health Professionals

### Who Benefits from the Provider Education Program:

- County Behavioral Health Staff
- Parents and family members
- Mental Health Consumers
- Public Safety/Law Enforcement

Funded by counties through the voter approved Mental Health Services Act (Prop. 63)

The California Mental Health Services Authority (CalMHSA) is an organization of county governments working to improve mental health outcomes for individuals, families and communities. Prevention and Early Intervention programs implemented by CalMHSA are funded by counties through the voter-approved Mental Health Services Act (Prop 63). Prop. 63 provides the funding and framework needed to expand mental health services to previously underserved populations and all of California’s diverse communities.

- Medical Staff
- Social Services Providers and Staff
- Educators, School Staff
- Community Organization Frontline Staff
- Human Resource Professionals
- Faith Community Leaders

## What does the Provider Education Class include?

The Provider Education class includes the following topics:

- Introduction to **key principles** guiding the course
- Basic principles of **secondary prevention/intervention** in psychiatry
- **Clinical strategies** for responding to psychological trauma
- Secondary prevention stage models of **family/individual emotional adaptation** to mental illness
- **Responding effectively** to individuals and families;
- Understanding the cascade of **secondary traumas** associated with living with mental illness
- Stages of **adherence to medication, co-occurring disorders** and the **trauma of incarceration and self-harm**
- Gaining **empathy and understanding** of what it is like to contend with the psychological impact of brain disorders from the individual and the family's perspective
- Working toward recovery; **how to work collaboratively as a treatment team** with the individual and the family at the table

## What are people saying about NAMI's Provider Education Program?

- *"The depth of your team's experience as consumers, family and support people, and provider is impressive, and your candidness in sharing your personal experiences is, at times, both humbling and awe-inspiring."*
- *"Speaking for myself and my staff, in one word-- the training is excellent."*
- *"I feel that I am now a better clinician--I am certainly more sensitive."*
- *"I really didn't know what to expect coming in – I quickly found this course to be completely captivating & compelling. Really excellent."*
- *"I believe all providers take this class – it should be mandatory for licensure in California. Wow!! What an eye opener & new perspective I gained."*