

Digital Opportunities for Outcomes in Recovery Services

Group Facilitator Manual
LEVEL 1

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THE DIVISION
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PSYCHIATRY

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HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

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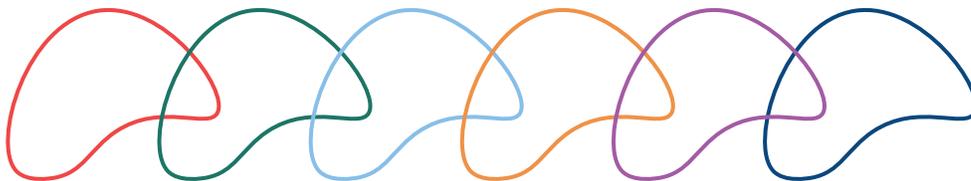
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GROUP FACILITATOR MANUAL

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BACKGROUND

Increasing access to high quality and evidence-based mental health services remains both a challenge and priority for healthcare. Whether measured in personal suffering, lost productivity, premature mortality, or increased healthcare spending, it is clear that there is a need for innovative solutions to meet the demand for mental health services. Given the rapid expansion of mobile technology, especially smartphones, it is logical that these digital tools may offer a potential solution. Data has repeatedly shown that those with mental health conditions, including serious mental illnesses such as bipolar disorder and schizophrenia, have high rates of access to smartphones and interest in digital mental health offerings [1,2]. In the simplest terms, access to smartphones offers access to novel means and portals of care. The myriad of apps available today promise to help those with mental health conditions monitor symptoms, connect with care, self-manage symptoms, and even predict relapse. The potential of on-demand mental health services only a fingertip away has fueled unprecedented interest manifested by over 10,000 related apps available today for immediate download [3]. Increased access, however, has revealed a digital divide. [4].

This digital divide is not focused on material access to digital tools such as smartphones or apps but rather the knowledge, skills, and confidence necessary to fully utilize these novel tools. While less immediately tangible than the first digital divide of access, this new digital divide of design, usability, and opportunity is clearly evident in the majority of apps today [5]. Most mental health apps that are downloaded are never opened, and of those that are, many are accessed for a single session before being abandoned [6,7].

It is possible, however, to increase the usefulness of mental health apps with hands-on training and functional education. We can offer skills that help patients meaningfully engage with technology towards recovery. The Digital Opportunities for Outcomes in Recovery Services (DOORS) program represents an evidence-based effort to deliver on the potential of digital mental health. In DOORS, mental health recovery extends beyond symptom reduction and is grounded in SAMHSA's (Substance Abuse and Mental Health Services Administration) 8 Dimensions of Wellness [8] a framework that can guide impactful and relevant use of digital health tools. Developed in diverse clinical settings including a first episode psychosis program, a mental health clubhouse program, and a busy state sponsored outpatient clinic, DOORS has evolved as a collaboration between those with lived experiences, social workers, and psychiatrists.

Today, DOORS represents a program of pragmatic and interactive lessons designed to develop functional skills for accessing and utilizing the promise of digital health. Tomorrow, we hope it represents a progressive mindset towards digital mental health. Towards a vision of accessible and personalized mental health care, we are pleased to share this manual.

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For more info, please visit: www.digitalpsych.org

GOALS & OBJECTIVES

Equip participants with the digital health knowledge, skills, and resources for:

- Gaining insight into their lived experiences
- Setting technology-supported health and wellness goals
- Managing mental health symptoms
- Preventing illness relapse
- Supporting healthy lifestyle change
- Making informed decisions around digital health
- Accessing new healthcare resources
- Gaining new skills useful for daily living

After completing this training participants will be able to:

- Make informed decisions when downloading apps
- Better understand their personal patterns related to exercise and mood
- Identify personal data streams most relevant and important to their well-being
- Generate technology-supported health and wellness goals
- Use mindfulness apps to improve their wellness
- Monitor progress and address barriers to achieving wellness goals
- Identify smartphone resources that may support recovery

Apps mentioned in this manual:

Apps mentioned in this manual offer useful examples but are not endorsed or recommended. Digital tools constantly evolve and therefore the content and accessibility of the referenced apps may change over time.

Content delivery:

Depending on group size and engagement levels, the session content for one week may need to extend into the next. The activities themselves can be adapted to meet the needs or interests of a particular group as long as the core objectives for the course are ultimately met. In adjusting the group content, it is important to balance introducing new digital health tools with supporting participants in developing their individual technical skills and wellness goals.

Supplemental materials:

All of the weekly handouts for the participant workbook are included in the appendix. Please visit our website at www.digitalpsych.org for a PDF version of the weekly presentation slides that are referenced throughout the manual.

OUTLINES

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SESSION 3

Using smartphones to capture physical activity

To start off this session, participants will share their experience taking photos of people, places, and things that are connected to their personal wellness and will also check in on their progress towards their wellness goals. Through small group and large group discussions, participants will explore the challenges and successes they encountered during the week as well as how they used their smartphones to support them in making progress towards their goals. Participants will then reflect on prior experiences tracking their physical activity and will learn how to use the step count feature on their phone to capture their daily steps. At the end of the session, participants will have the opportunity to continue developing their digital skills in small groups. For the weekly challenge, participants will be encouraged to carry their smartphone with them every day in order to track their steps and will share their learnings during the following week.

TIME: 1 HOUR

SKILL OF THE WEEK: Using smartphones to measure physical activity

SESSION OUTLINE:

1. Photo activity check-in
2. Tracking step count
3. Wellness goal check-in
4. Small group digital skills learning
5. Summary/weekly challenge

FACILITATOR PRE-SESSION PREPARATION:

- Confirm Wi-Fi access or bring hotspot device if Wi-Fi is limited in the building
- Confirm access to large screen (e.g. TV screen, projector, monitor)

MATERIALS NEEDED:

- Large screen and/or projector
- Name tags
- Participant workbooks (see Appendix for Session 3 handouts)

1 PHOTO ACTIVITY CHECK-IN

"Last week we talked about the ways in which our smartphone cameras can support our wellness. We're going to check in about how that went, check in about the goals we set, and then learn how to use our phones to measure our physical activity."

DISCUSSION PROMPTS:

- Who can remember the 8 Dimensions of Wellness we discussed?
- Did you use your camera to capture things that bring you joy or are meaningful in some way?
- When you look back on these photos do you notice a change in how you feel?
- Did you use your camera in practical ways as well?

Photo Challenge Check-in

What did you take pictures of?

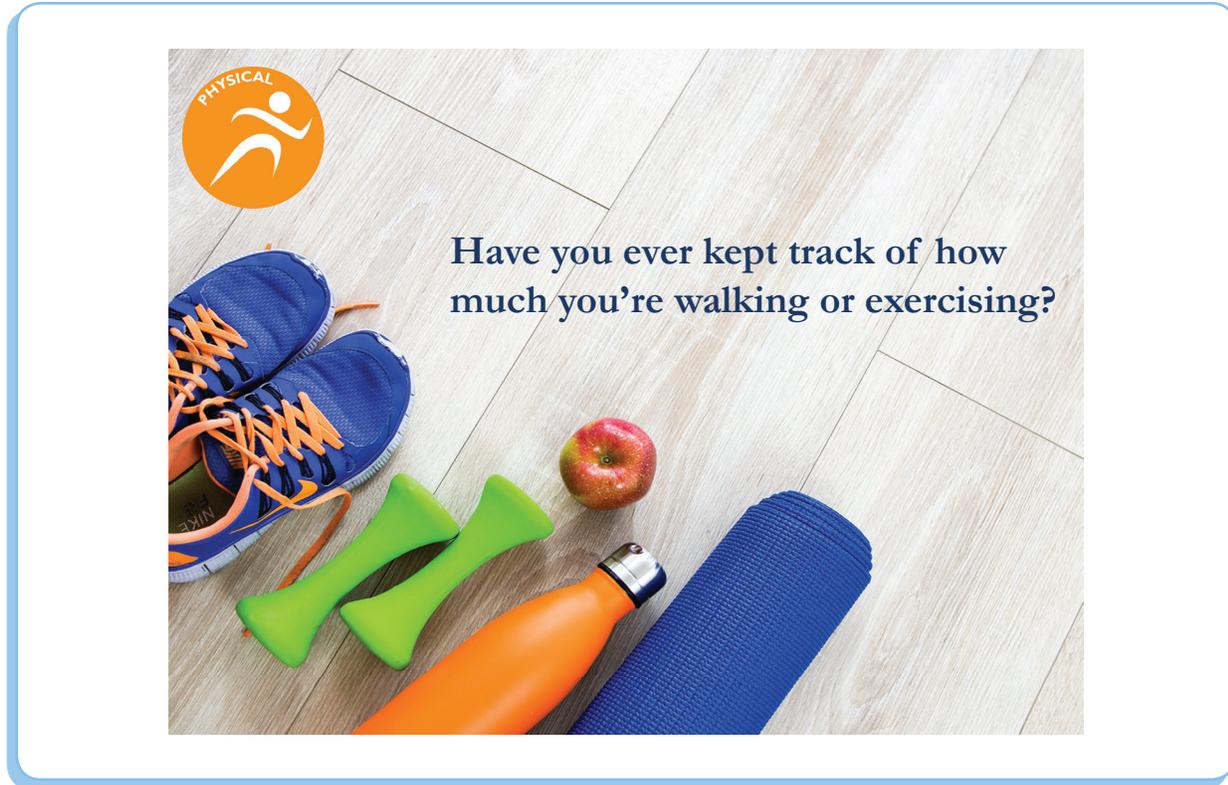
What dimension of wellness do they relate to?



Participants can feel free to share their pictures with the group, but this should not be a requirement to participate in the conversation. Discussing the experience of taking the photos and what participants learned about their own personal wellness should be the focus of the conversation.

2 TRACKING STEP COUNT

"During today's group, we're going to think about how we can use our phones to keep track of our physical activity. Who has already used their smartphone, a computer, or paper to keep track of their exercise?"



DISCUSSION PROMPTS:

Why did you decide to do this?

How did you track your exercise?

What did you learn?

In what ways was it helpful to keep track of your exercise?

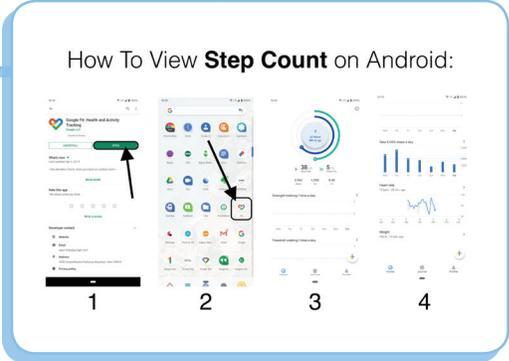
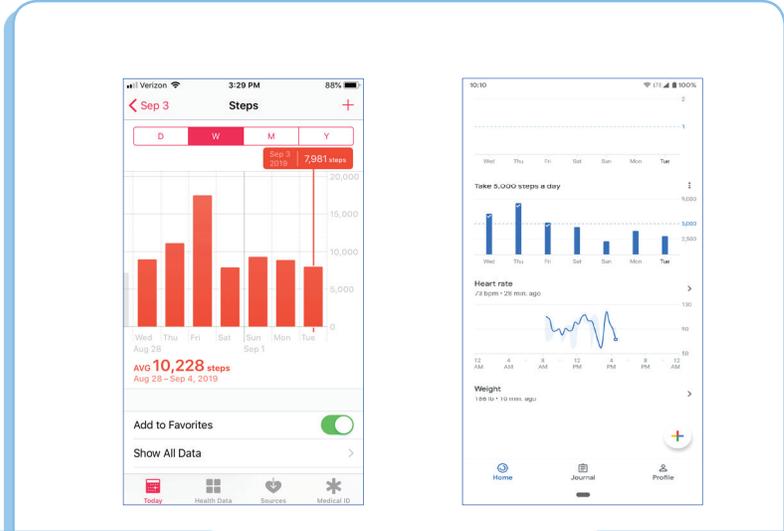


"One neat way that our smartphones can help us to learn about our activity level is through the "step count" feature. Have any of you tried it before?"



Some of you may already have this feature on your phone, but many of you might not. We're going to take a moment to help everyone get access to this feature. If you have an iPhone you should look for Apple's HealthKit icon which has a heart and for Android you should look for the Google Fit icon. We'll come around and help you find the right one."

> Refer participants to workbook instructions and assist group members with locating step count feature



“Now that we all have access to our step count feature, let’s take some guesses at how many steps an average person takes in a day:”

DISCUSSION PROMPTS:

- Does anyone have a guess?
- How many steps would you want to take in a day?
- How could keeping track of your steps be helpful?

i For participants who have never used the step count feature, it could be helpful to provide them with examples of approximately how many steps it takes to walk across the room or to walk to a local store that the group is already familiar with.

3 WELLNESS GOAL CHECK-IN

“Last week, we discussed what wellness can mean to each one of us and also set some goals related to the 8 Dimensions of Wellness. We’re going to take a moment now to check-in about our progress towards reaching our wellness goals.”

DISCUSSION PROMPTS:

- Does anyone want to share any progress you've made in working towards your goal?
- What went well this week and what do you want to change for next week?
- Did you use your phone to help you? Were there any challenges?
- How can the group support you in reaching your goals?

Wellness check-in



Did you make any progress towards your wellness goal?

What action did you take?

How could you use your smartphone to help you?



In some instances, having a large or small group discussion might be more productive than filling out the individual work sheets.

"Sometimes it can be helpful to make our goals as specific and measurable as possible. Using the broad goals you set last week, let's do some action planning that will help you make improvements within the dimensions of wellness that are most important to you. Here's an example of what a more concrete goal might look like:"

My short-term wellness goal:

Walk 5,000 steps per day

- What:** Walking
- Where:** Along the Charles River
- When:** Saturday and Sunday morning
- How often:** Two times per week



How could you use your smartphone to help?
Check my step count feature to see if I'm walking 5,000 steps



My short-term wellness goal:

- What:**
- Where:**
- When:**
- How often:**
- How could you use your smartphone to help?**



4 SMALL GROUP DIGITAL SKILL LEARNING

 During week 2, participants generated some initial goals related to wellness. Through this activity, staff can help participants make these goals even more concrete and measurable. Staff can also provide guidance around strategies for using smartphones to assist participants in reaching their goals and/or measuring their progress.

"For the last segment of our group session, we're going to have you break into small groups again to focus on developing the digital skills that are important to you. The first group will focus mainly on learning how to do some important things like check voicemail, send text messages, access internet browsing and the second group will focus on learning about apps that can help us listen to music, get more healthy, and complete tasks during our day like taking medication or riding the bus."

5 SUMMARY/WEEKLY CHALLENGE

Smartphone Skills

smartphone basics



voicemail/texting



downloading apps & web browsing



Exploring Apps

music



mental & physical health



daily living



 Some participants may choose to stay in the same group as week 1 while others may choose to work on a different skill or learn about a different type of app. Depending on staffing, the groups may need to be combined.

“As we wrap up, what are some new things you learned today? For those of you with goals related to physical wellness, how could you use the step count feature to help you work towards your goals?”

The weekly challenge for this week is to bring your smartphone with you every day so that you can keep track of how many steps you’re taking. Next week, we’ll come back together and look at our results.”

WEEKLY CHALLENGE!

Walk around with your phone to track your steps.



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MANUAL DESIGN BY LEEANN SUEN