

Improving lives

NAMI presents the NAMI Provider education course, a 15-hour course in mental illness education designed and written by Joyce Burland, Ph.D., a family member, clinical psychologist and author of the NAMI Family-to-Family education program.

Driven by managed care innovations, particularly those related to customer satisfaction and treatment outcomes, the practice of involving family caregivers in the process of hospitalization, discharge, treatment planning, follow up and monitoring is fast becoming the benchmark of effective primary patient care.

"It is my privilege to speak to the quality and benefit of NAMI Provider training. In this time when each training effort has to be cost-effective, it is clear that our leadership has a strong appreciation of the benefit of this experience. We have shared with the consumer and family instructors some of the most personal experiences of their lives. The sessions are powerful. They teach us and move us to tears. We become humble as they challenge us to reexamine our constructs of psychiatric illness and treatment. We walk in their shoes. We are moved, embarrassed, challenged. I envy you the opportunity to embark on this journey with new eyes, an open heart and mind. You will be changed."

Susan Hardesty, M.D., medical director,
Institute of Psychiatry
Medical University of South Carolina

For more information, please visit
www.nami.org/ProviderEducation or
email info@nami.org.



www.nami.org

 **NAMI** Provider Education
National Alliance on Mental Illness



NAMI Provider Education Course

A five-session course for
mental health professionals
and providers

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Education and Support for Families

Session 1

Introduction

Three principles guide the course

- Medical family therapy/family consultation and the biopsychosocial model of treatment
- Radical issues of status realignment in the collaborative model
- Group exercise in building mutual protection

Session 2

Clinical Bases

Principles of secondary prevention/intervention in community psychiatry

- Secondary intervention clinical strategies for families
- Secondary prevention stage models of family and consumer emotional adaptation to mental illness
- Group exercise: experiencing a thought disorder

Session 3

Responding effectively to families

- The cascade of secondary traumas when families cope alone
- Handling issues of confidentiality with families and individuals living with the illnesses
- Case study on how to work collaboratively with family caregivers and clients

Session 4

Inside mental illness

- Gaining empathy and understanding of what it is like to live with a mental illness
- Understanding “defensive coping strategies” which protect against social stigma and loss of self esteem
- Group exercise: What’s wrong with this case conference? What’s right with this one?

Session 5

Resolving client rights of confidentiality in a collaborative model of care

- Distinction between “illness information” and “privileged information”
- Helping a client and family move forward to stage 3
- The cornerstone of emotional recovery in Stage III; conscious choice and action
- CEU Certification

NAMI Provider Education Program

NAMI Provider Education Program

As NAMI's Family-to-Family program made its way across the country, mental health professionals requested similar training for provider staff. This course, which contains five sessions based on material taken directly from the Family-to-Family Program as well as material developed specifically for mental health providers, is NAMI's answer to those requests.

The Provider Education program is a 15-hour program designed to be taught by a five-person teaching team made up of two family members of individuals living with mental illness; two individual living with mental illness and one mental health professional who is also either a family member or an individual living with a mental illness.

