SELF-MANAGEMENT TOOL POLICY

POLICY

It is the policy of Detroit Wayne Mental Health Authority (DWMHA) to provide evidence-based self-management tools. myStrength™, which is available to our provider network helps members and staff manage their health, stay healthy and reduce risk.

PURPOSE

The purpose of this policy is to describe the standards for self-management, give direction to the network and to encourage the use of self-management tools.

APPLICATION

This policy applies to the DWMHA, the MCPNs and their contracted or subcontracted behavioral health providers who are all involved in providing services to individuals – adults and children/youth. These individuals are typically served in the following programs: adults with severe mental illness (SMI), children/youth with severe emotional disturbance (SED), individuals with intellectual and developmental disabilities (I/DD), and those with substance use disorders (SUD). This services also applies to persons involved in our prevention, faith-based and coalitions that are funded by DWMHA. These individuals are usually covered under the Medicaid and/or Medicare benefit, SED waiver, MI Health Link, SUD, Autism waiver, block grant, general fund, P-3 and/or the benefit for juvenile justice services.

KEYWORDS

1. Self-management
2. Cognitive Behavioral Therapy (CBT)
3. Behavioral Activation (BA)
4. Motivational interviewing (MI)
5. Solution Focused Therapy
6. Acceptance and Commitment Therapy (ACT)
7. Mindfulness
STANDARDS

1. DWMHA shall offer self-management tools, derived from available evidence, that provide members/staff with information on wellness and health promotion.

   a. Information is provided on wellness and health promotion in the following areas:
      1. Healthy weight (BMI) maintenance,
      2. Smoking and tobacco use cessation,
      3. Encouraging physical activity,
      4. Healthy eating,
      5. Managing Depression,
      6. Controlling Anxiety,
      7. Reducing Stress
      8. Avoiding at risk drinking,
      9. Identifying psychiatric symptoms through self-assessment,
      10. Recovery and resiliency,
      11. Treatment monitoring and
      12. Managing Chronic Pain.

   b. The Self-management tools help members/staff determine risk factors, provide guidance on health issues, recommend ways to improve health or support reducing risk or maintaining low risk. They are interactive resources that allow members/staff to enter specific personal information and provide immediate, individual results based on the information. myStrength™ addresses self-management tools that members/staff can access directly from myStrength.com, DWMHA's Web site or through other methods (e.g., printed materials, Case Managers/Care Coordinators, Peer Support Specialists, and health coaches).

   c. The Self-management tool adopted shall provide a robust, holistic solution empowering consumers to learn, practice, and implement a range of evidence-based psychological interventions. Clinicians should be able to draw from a wide base of evidenced based practices, these practices include: Cognitive Behavioral Therapy (CBT), Behavioral Activation (BA), motivational interviewing, Solution Focused Therapy, Acceptance and Commitment Therapy (ACT) and Mindfulness. (See the attachment myStrength Evidence Based Tools.)

   d. The Self-management tools available through myStrength shall include:
      1. Interactive quizzes,
      2. Worksheets that can be personalized,
      3. Online logs of physical activity,
      4. Caloric intake diary,
      5. Mood log,
      6. Recovery and resiliency tools,
      7. Webinar recordings,
8. Videos,
9. Toolkits,
10. Links to other Internet resources that offer learning opportunities to help members/staff understand the fundamentals of recovery and resiliency,
11. Treatment monitoring tools,
12. Downloadable applications for smartphones and other devices aimed at helping members/staff improve well-being through tracking behavior patterns and moods, identifying depression triggers, managing eating disorders tracking migraines and migraine triggers;
13. The following formats for each of the ten health areas:
   i. In print or by telephone - Materials are available in printed format or by telephone.
   ii. Digital services - Digital services include online, Internet-based access and downloadable applications for smartphones and other devices.
   e. The myStrength tool allows for customization to allow DWMHA to tailor assessment questions that will personalize content that is relevant to each individual.

2. MCPNs and providers are expected to support the use of self-management tools of all eligible persons. Persons eligible for myStrength include:
   a. Persons involved with our prevention, faith-based and community coalition community programming;
   b. Caregivers of person receiving service;
   c. Parents of youth of all ages and
   d. All persons receiving supports and services that are 13 years of age and older.

3. Review and Update Process
   a. The Self-management tools shall have completed usability testing for all ten required health and wellness areas.
      1. DWMHA ensures that myStrength evaluates its self-management tools for usefulness to our members/staff at least every 24 months, with consideration to ensure language is easy to understand, and members/staff special needs are addressed, including vision and hearing.
         i. The usability testing shall at a minimum include: Compliance with WCAG 2.0 accessibility standards, Contrast Ratio, Closed Captioning, Keyboard Enabled Controls, Alternate Text on, Controls are labeled, Text only version of flash modules, Reading Levels, (The Depression and Anxiety modules read at a 7-8 grade level and work is in progress to revise the content bringing those reading levels closer to a 5-6 grade level. The SUD program reads at a 4th grade reading level.)
         ii. The testing plans for all new releases include test cases aligned with these standards. In addition, periodic full site evaluations are conducted to identify potential areas for improvement and address issues. (see attachment myStrength Usability Testing).
   b. DWMHA ensures that MyStrength reviews its self-management tools of all applicable health areas and updates them at least every two years or more frequently if new evidence is available.

QUALITY ASSURANCE/IMPROVEMENT
DWMHA shall review and monitor contractor adherence to this policy as one element in its network
management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of MCPNs, their subcontractors, and direct contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

Detailed Partner Scorecards shall be provided by My Strength to authorized DWMHA staff. This data will be used for quality improvement purposes.

**COMPLIANCE WITH ALL APPLICABLE LAWS**

DWMHA staff, MCPNs, contractors, and subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended.

**LEGAL AUTHORITY**

National Committee for Quality Assurance (NCQA) QI 8: Self-Management Tools.

**RELATED POLICIES**

None

**RELATED DEPARTMENTS**

1. Administration
2. Children’s Services
3. Claims Management
4. Clinical Practice Improvement
5. Compliance
6. Customer Service
7. Information Technology
8. Integrated Health Care
9. Legal
10. Managed Care Operations
11. Management & Budget
12. Purchasing
13. Quality Improvement
14. Recipient Rights
15. Substance Use Disorders

**CLINICAL POLICY**

YES
### Approval Signatures

<table>
<thead>
<tr>
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<th>Date</th>
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<tbody>
<tr>
<td>Ronald Hocking: Chief Operating Officer</td>
<td>04/2017</td>
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<tr>
<td>Dana Lasenby: Deputy Chief Operating Officer</td>
<td>03/2017</td>
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<td>Allison Smith: Project Manager, PMP</td>
<td>03/2017</td>
</tr>
<tr>
<td>Lorraine Taylor-Muhammad: Director, Managed Care Operations</td>
<td>03/2017</td>
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<td>Bessie Tetteh: CIO</td>
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<td>Kip Kliber: Director, Recipient Rights</td>
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<td>Julia Kyle: Director of Integrated Care</td>
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<td>Jody Connally: Director, Human Resources</td>
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<td>Crystal Palmer: Director, Children's Initiatives</td>
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<td>Muddasar Tawakkul: Director of Compliance/Purchasing [AS]</td>
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<td>Stacie Durant: CFO Management &amp; Budget [AS]</td>
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<td>Michele Vasconcellos: Director, Customer Service</td>
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<td>Maha Sulaiman</td>
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<td>tracey Lee: Director Claims Management</td>
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<td>Sarah Sharp: Consultant</td>
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<td>Diana Hallifield: Consultant</td>
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<tr>
<td>Allison Smith: Project Manager, PMP</td>
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<tr>
<td>Mary Allix [AS]</td>
<td>03/2017</td>
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Evidence-based, self-help resources offering healthcare providers the ability to meet consumer demand, extend access, improve outcomes and lower cost of care.
Extending evidence-based resources

**Evidence Based Content**
- Exclusive relationship with New Harbinger Publishing, largest publisher of proven, evidence-based self-help workbooks
- Grounded in Cognitive Behavioral Therapy (CBT), the most researched and acclaimed evidenced-based treatment for depression and anxiety

**Online Learning Expertise**
- myStrength™ extensive online consumer and learning expertise transforms clinically proven self-help workbooks into interactive Web-based tools

**Innovative Consumer Engagement**
- Interactive eLearning modules
- Individualized, tailored health and wellness information
- Next-generation Web technology to drive user engagement/stickiness lacking in most behavioral health resources
Motivation and myStrength

Help people succeed in the most desirable healthy behavior that matches their current motivation

E-LEARNING
COMMUNITY
INSPIRATION
myStrength Now
COPING TOOLS

B. J. Fogg

B.J. Fogg was the first scientist to articulate the concept of “captology,” a word he coined to describe the overlap between persuasion and computers. Fogg was named in article on Fortune Magazine “10 new gurus you should know.” Wikipedia
WCAG 2.0 Accessibility

The new myStrength web experience has been designed with accessibility in mind. We’ve worked to ensure that every page is accessible using a keyboard or alternative-input device, and we’ve made an effort to improve the experience for non-visual users by providing additional instructions and cues when necessary.

myStrength is currently being evaluated and audited by a 3rd party for WCAG 2.0 accessibility compliance. Outcomes of this review can be shared when the process is complete.

Accessibility solutions:

- Semantic HTML and document structure
- Sufficient color contrast ratio on all text and form elements
- ARIA landmarks
- Alt-text for images
- Text alternatives for video media elements including closed captioning and collated text documents
- Supports mouse, touch, and keyboard navigation
- Labels for all form inputs
- Omitting non-essential elements that only provide visual flourish from screen readers

Tools used for validation:

- Tota11y: https://khan.github.io/tota11y/
- aXe accessibility developer tools

Screen reader validation tools:

- JAWS for Windows
- VoiceOver for iOS and macOS
- TalkBack for Android

Reading Level

myStrength ensures a 5th grade reading level for all core program content and interactive activities. Wellness articles and inspirational images/quotes are not supported at a 5th grade reading level but can be excluded if necessary.

myStrength uses the Flesch-Kincaid readability test to indicate how difficult a reading passage is to understand. The measure of readability indicates the number of years of education that a person needs to be able to understand the text easily on the first reading. Lower scores are given when simpler diction and shorter sentences are used. myStrength considers anything
that scores 5.9 or below on the Flesch-Kincaid scale as appropriate for a 5th grade reading level.

Feel free to let me know if you have any additional questions,
I hope you have a great day,
Warmly,

Julie Knudsen-Dorsey  LPC
Director Account Services  myStrength, Inc.
jdorsey@mystrength.com
720.810.7480 mobile
1875 Lawrence Street, Suite 550
Denver, CO 80202
Follow us on Twitter @myStrengthbh
CC 4. Technology to Improve Care Coordination

- E-enrollment in case management or wellness programs

QI 8: Self-Management Tools...derived from available evidence, that provide members with information in at least the following wellness and health promotion areas:
  - Healthy weight (BMI) maintenance
  - Smoking cessation
  - Encouraging physical activity
  - Healthy eating
  - Managing stress
  - Avoiding at-risk drinking
  - Identifying psychiatric symptoms through self-assessment.
  - Recovery and resiliency
  - Treatment monitoring

....the organization evaluates its self-management tools for usefulness to members:
  - Language is easy to understand.
  - Member special needs, including vision and hearing

....self-management tools are offered in the following formats for each of the nine required health areas in the scope of review:
  - Digital services.
  - In print or by telephone

QI 9: Complex Case Management

....procedures
  - Facilitation of member referrals to resources and follow-up process to determine whether members act on referrals.
  - Development and communication of member self-management plans
Self-Management Tool Procedure

PROCEDURE PURPOSE

DWMHA makes an evidence-based self-management tool available to help individuals manage their health and reduce risk. The current self-management tool is myStrength a web-based evidence-based wellness and health promotion interactive application.

These procedures provide guidelines for the implementation of the approved Detroit Wayne Mental Health Authority (DWMHA) evidence based self-management tool, myStrength.

EXPECTED OUTCOME

The DWMHA staff, MCPNs, contracted providers and members or those in prevention programs are able to access and utilize the myStrength tools via web-based as well as printed materials.

PROCEDURE

1. How to access the myStrength and the features of the tool:
   a. Step-by-Step instructions are available by reviewing the attached PowerPoint called Detroit Wayne - myStrength Training Deck - Feb 2017.
   b. Treatment providing staff should review the attached myStrength Best Practices Referral Work Flow Examples
   c. Register yourself using the appropriate access code based on your role. The following are the options that are available:
      1. To refer DWMHA members at Wellplace, use: DWMHAwellplace
      2. To refer DWMHA clients of Network Providers, use: DWMHAc
      3. To refer DWMHA Prevention clients, use: DWMHAp
      4. To refer DWMHA Network/Provider staff, use: DWMHAstaff
      5. For Family Alliance for Change / to refer caregivers, use: DWMHAcare
      6. For DWMHA staff at 707 W. Milwaukee Street, use: DWMHAwellness
      7. For Treatment Providing Staff (can be a clinician, peer support specialist, case manager, nurse, etc.), use: DWMHAprofessional
8. For Emergency Responders (Police/Fire/EMT), use: DWMHA911

2. DWMHA implementation of self-management:
   a. DWMHA will disseminate information about the availability of the free self-management tool by:
      1. Hosting information on www.DWMHA.com;
      2. Share the myStrength link on the DWMHA Intranet site for DWMHA Staff;
      3. Sharing information and training with providers through Committee Meetings (i.e., Quality Operations Technical Assistance, MI Health Link Provider Meetings, etc.);
      4. Providing Train the Trainer sessions for providers’ staff system-wide; and
      5. Presentations to provider, individual and care-giver audiences by DWMHA and Provider staff. Attached in the exhibits is the list of sign-in/access codes that are to be utilized based on the role of the individual signing up. Please see the Exhibit: myStrength Access Codes for DWMHA
   6. Annually set penetration rates goals for usage of DWMHA staff, network staff, members, and other stakeholders.

7. Ensure the vendor myStrength completes the usability testing at least every 24 months.

3. MCPNs/Provider network implementation of self-management:
   a. All members shall be introduced to the use of the self-management tool. The expectation is myStrength will be presented in a variety of settings or treatment modalities as a course of engagement or treatment.
   b. If an individual is not interested in registering for myStrength, he can choose to opt out of participating.
   c. Usage in various points of engagement with individuals include:
      1. Access Center:
         i. All potential individuals who contact the access center – Wellplace – will be sent printed introductory information about the self-management tool. See Exhibits: Detroit Wayne How to Use the Online Referral Form and the Detroit Wayne Wellplace Referral myStrength flyer.
      2. Individual treatment:
         i. Following an assessment of the individual’s strengths and needs, the clinician works with the individual to address any gaps. One possible tool to assist the individual in goal attainment is the self-management tool. The self-management tool support engages individuals as active and informed participants in their own care.
         ii. Self-management support may be provided by professional staff (e.g., a nurse, social worker, medical assistant), lay workers such as a trained peer (i.e., people who have chronic diseases themselves), community health worker, or behavioral health navigator.
         iii. To ensure access, provider may choose to provide printed handouts from the myStrength tool.
         iv. To refer DWMHA clients of Network Providers, the Access Code is : DWMHAc
      3. Group interventions:
i. Various aspects of the self-management tool can be utilized to facilitate group therapy:
   a. Workbooks and handouts,
   b. Tracking diary, and
   c. Videos.

ii. The individuals living with different chronic conditions who participate together in self-management groups like Personal Action Toward Health (PATH), Wellness Recovery Action Plan (WRAP), Whole Health Action Management (WHAM), that cover topics such as exercise, nutrition, dealing with fatigue and pain, appropriate use of medications, effective communication with loved ones and health professionals, and evaluating new treatment options can be reinforced by the use of the self-management tool.

iii. To ensure access, provider may choose to provide printed handouts from the myStrength tool.

4. Prevention and Brief interventions

i. Screening, Brief Intervention, and Referral to Treatment (SBIRT), in which people who screen positive for problem alcohol or other drug use are provided with a brief intervention designed to educate them about their risky behavior and increase their motivation to change, can be enhanced and extended by the individual’s continued use of the free and private self-management tool.

ii. The offer of the self-management tool as a part of prevention efforts strengthens personal care and may help in motivating individuals toward treatment.
   a. To ensure access, provider may choose to provide printed handouts from the myStrength tool. These tools can be accessed under the Provider Connect Tab.
   b. The sign-up code to be used for the Prevention programs is DWMHAp.

5. Coordination of care

i. Behavioral health providers partnering with medical care providers may find it useful to encourage individuals to share their self-management recordings and tracking logs.

6. Case Management

i. Self-management support is often delivered as part of care management. There are advantages to having trained peers, community health workers, or health navigators serve in this role, given their increased ability to connect with individuals because of shared experience and/or background.

ii. During the case management assessment, staff can explain myStrength online support system. During subsequent visits, staff will inquire whether individuals have registered or have used myStrength and document this in their progress notes.

iii. To ensure access, provider may choose to provide printed handouts from the myStrength tool. See Exhibits: Detroit Wayne How to Use the Online Referral Form

7. SUD Recovery

i. Residential Programs
   a. In the last phase of treatment or prior to discharge, staff can register individuals for myStrength.
i. Play the myStrength minute-and-a-half overview video (myStrength video) which explains the myStrength online support program.

ii. Go to the myStrength website (www.mytrength.com) to register the individual.

iii. Assist individual with registration process, including the initial myStrength assessment.

iv. Include information on how to access and use myStrength in discharge plan.

v. To ensure access, provider may choose to provide printed handouts from the myStrength tool.

ii. Detox

a. Prior to discharge, staff will explain myStrength online support program to individuals.

b. Staff will provide a myStrength referral flyer that instructs individuals how to register for myStrength online support program.

c. Ensure the information on how to access and use myStrength is included in their discharge plan.

iii. Psychiatry

a. Medication Management Programs Self-management support may be provided by professional staff (e.g., a nurse)

   i. Play myStrength video in lobby to give tips and suggestions on how to deal with depression / anxiety.

   ii. Display myStrength posters in CSR area, sharing information about the program.

   iii. Nursing (LPN / RN) staff will provide a flyer on how to register for myStrength during the intake process.

   iv. During subsequent visits, staff will inquire whether individuals have registered or have used the myStrength online support program. Nursing staff will document the answer in individual file / EHR record.

8. Family / Support System

i. Staff will provide a referral card that will allow their family individuals to register for a myStrength account. The sign-up code or Family Alliance for Change / to refer caregivers is: DWMHAcare

ii. Family Education Program will also provide information to family individuals on how to register for their own myStrength account when they attend a Family Education program session.

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PROcedure Monitoring & Steps

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<th>Starlit Smith / Performance Monitoring Administrator</th>
</tr>
</thead>
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<tr>
<td>Department:</td>
<td>Quality Management</td>
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<tr>
<td>Frequency of monitoring:</td>
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Reporting provided to: QISC

Comments:

Attachments:

- Detroit Wayne How to Use the Online Referral Form.pdf
- Detroit Wayne Wellplace Referral myStrength flyer.pdf
- Detroit-Wayne Training Deck- Feb 2017.pptx
- myStrength Access Codes for DWMHA.docx
- myStrength Best Practices Referal Workflow Examples.pptx
- myStrength Provider Connect.pdf

Approval Signatures

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<thead>
<tr>
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<tbody>
<tr>
<td>Jean Alce: Interim Medical Director [AS]</td>
<td>12/2017</td>
</tr>
<tr>
<td>Julia Kyle: Director of Integrated Care [AS]</td>
<td>12/2017</td>
</tr>
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</table>
How to Use the myStrength Online Referral Form

With the myStrength Online Referral Form, you can quickly and easily refer DWMHA members to myStrength—just fill in their info and yours!

How it works
1. Complete the contact information in the form and click Submit.
2. myStrength immediately sends a referral email providing instructions and a direct link to activate their myStrength account.
3. If they cannot sign up right away, we will send a series of friendly referral reminder emails, including additional information about all that myStrength has to offer.

Completing Your Online Referral
It is easy to complete the online myStrength referral form; simply follow the instructions below:

STEP 1
Click or copy the Referral Form URL below into your internet browser address bar, and press Enter. https://mystrength.com/referral/dwmhawellplace

STEP 2
To complete the referral form, please enter the name and email of the person you’re referring, enter your name and email. Then click Submit.

SAMPLE SCRIPT—HOW TO INTRODUCE MYSTRENGTH
To get started, please feel free to use the script below as you talk with your clients about myStrength:

“I’d like to tell you about another benefit you have access to—it’s called myStrength. myStrength is a private and secure online resource that is provided at no cost to you, and is available 24 hours a day, from the privacy of your home or mobile device. myStrength offers mood tracking, inspirational quotes, and eLearning on stress, depression, anxiety, and substance use. I can have more information about myStrength emailed to you, so you can begin using this resource right away. There is no commitment, and you can take a look at your convenience.”
Personal Support for You!

Detroit Wayne Mental Health Authority introduces **myStrength**

We all struggle with our moods at times. Anxious or depressive thoughts can weigh us down. Some of us may struggle with drugs or alcohol. Seeking help and focusing on your mental health is important.

Now you can use web and mobile tools to help you get better and stay mentally strong.

myStrength is safe and secure—just for you. It offers personalized resources to improve your mood. Learning to use myStrength’s tools can help overcome the challenges of drug and alcohol abuse.

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**myStrength’s proven web and mobile resources can help strengthen your mind, body and spirit.**

---

**SIGN UP TODAY**

2. On the myStrength.com home page, click on “Sign Up.”
3. Enter the following Access Code: DWMHAWellplace
4. Complete the myStrength sign-up process with a brief Wellness Assessment and personal profile.
5. Go Mobile! Using the access code above, get the myStrength app for iOS and Android devices at [www.mystrength.com/mobile](http://www.mystrength.com/mobile)

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**What myStrength users are saying**

It’s nice to have self-guided help that is so accessible.

I love how personal myStrength is for me.

myStrength gives back some of the ‘light’ I had lost.

The mood tracker is fantastic!

I love that myStrength is available 24 hours a day.

It gives me hope and inspiration for my recovery.
**myStrength Access Codes**

It's EASY to share myStrength! Just provide them with a referral sharing the appropriate code from the list below. Then they can sign up in three quick steps.

**Choose the Code based on**

**Client Sign-up Process**
1. Go to www.mystrength.com, and click the **Sign-up** button.
2. When asked for an Access Code, enter the appropriate code.
3. Complete the sign-up process with a brief Wellness Assessment and personal profile.

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<thead>
<tr>
<th>Type of Referral</th>
<th>Access Code</th>
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<tr>
<td>1 To refer DWMHA members at Wellplace</td>
<td>DWMHAwellplace</td>
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<tr>
<td>2 To refer DWMHA clients of Network Providers</td>
<td>DWMHAc</td>
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<td>6 For DWMHA Staff at 707 W. Milwaukee Street</td>
<td>DWMHAwellness</td>
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<tr>
<td>7 For Treatment Providing Staff (can be a clinician, peer support specialist, case manager, nurse, etc.)</td>
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myStrength: evidence-based, self-help resources offering providers the ability to meet consumer demand, extend access, improve outcomes and lower cost of care.
How does myStrength help?

- Evidence-based
- Multi-condition and holistic
- Web-responsive mobile tool for your toolbox
- Demonstrated results
- Personal and relevant
- Interactive, available 24/7/365
- Safe & Secure
- Hopeful and helpful
Extending evidence-based resources

Evidence Based Content
- Exclusive relationship with New Harbinger Publishing, largest publisher of proven, evidence-based self-help workbooks
- Grounded in Cognitive Behavioral Therapy (CBT), the most researched and acclaimed evidenced-based treatment for depression and anxiety

Online Learning Expertise
- myStrength™ extensive online consumer and learning expertise transforms clinically proven self-help workbooks into interactive Web-based tools

Innovative Consumer Engagement
- Interactive eLearning modules
- Individualized, tailored health and wellness information
- Next-generation Web technology to drive user engagement/stickiness lacking in most behavioral health resources

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How should I use myStrength in my practice?

Preparing for the First Session
Get client registered with myStrength to start self-examination process during wait times

Initial Assessment
Discuss baseline wellness assessment results and treatment goals

Individual Treatment Session
Share appropriate myStrength condition-specific handouts

Skill-Building & Homework
Assign eLearning modules, tools, and resources to align with treatment plan

Group Session
Use videos to start a group discussion or work through an eLearning module together

Client Self-Management after Discharge
Reinforce myStrength as a resource clients can use to continue self-management skills
Let’s look at how myStrength can help the people you serve.

- What scenario(s) would you like to walk through?
  - Guided programs:
    - Managing Depression
    - Controlling Anxiety
    - Drug or Alcohol Recovery
    - Managing Chronic Pain
    - Reducing Stress
  - Searching for evidence-based content
  - Other:
    - Saving favorites
    - Inspirations
    - Trackers
  - Resources tools just for Clinicians (ProviderConnect)
  - Recommending myStrength to your consumers
    - myStrength preview video
    - Sending an invitation
    - Client registration process
Let’s look at how myStrength can help the people you serve.
Healthcare payers and providers integrate myStrength to extend access to evidence-based resources to help consumers better manage depression, anxiety, and substance use disorders while improving overall well-being.

myStrength is pioneering the delivery of digital self-care technologies that complement current forms of treatment, lessen obstacles to access and extend effective behavioral healthcare at scale.

Learn More
Registration Experience
To set up your professional account: Access code DWMHAprofessional

To set up your own personal wellness: account: DWMHAstaff
Wellness Assessment

New and improved responsive format
Creating your Personal Home Page

Create Your Home Page

This is the last step. To finish, choose what you want to see on your myStrength home page. You can pick as many as you like.

RELATIONSHIP STATUS
Articles and insights specific to your relationship status
- Single
- Partnership
- Separated
- Married
- Divorced
- Widowed

PARENTING
Tools and inspiration to help you parent or grandparent
- Infants
- Teens
- Grandchildren
- Young children
- Adults

PHYSICAL WELLNESS
Advice and information to help keep your body healthy
- Managing weight
- Staying physically fit
- Stopping smoking
- Eating well
- Getting active
- Managing stress

MENTAL HEALTH
Tips to help you stay strong through life's ups and downs
- Getting inspired
- Stopping worry
- Laughing
- Setting goals
- Overcoming depression
- Managing chronic Pain
- Overall mental health wellness
- Caring for an aging parent
- Illness or injury
- Getting divorced or separated
- Calming down
- Being positive
- Connecting with others
- Being assertive
- Handling anxiety
- Dealing with addiction
- Losing a loved one
- Job transition or loss
- Moving

SPIRITUALITY
For some people spiritual beliefs are inspirational. Spiritual tips to inspire you – but only if you want them.
- Yes, I want content about Spirituality
- No, I don’t want content about Spirituality
- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Other religion
- Spiritual but non-religious

Create Homepage
myStrength Referral Work Flow - Best Practice – Option 1

Treatment providing staff introduces myStrength to client by playing intro video: https://www.mystrength.com/solutions

Treatment providing staff assists new client in registering myStrength account: https://mystrength.com/signup/

Treatment providing staff follows up with client regarding myStrength during every session: https://mystrength.com/login
myStrength Referral Work Flow – Option 2

1. Treatment providing staff introduces new client to myStrength by playing intro video: [https://www.mystrength.com/solutions](https://www.mystrength.com/solutions)

2. Treatment providing staff refers client to myStrength using flyer

3. Client follows the sign up instructions on the flyer to register their account

4. Treatment providing staff follows up with client regarding myStrength during every session: [https://mystrength.com/login](https://mystrength.com/login)
myStrength Referral Work Flow Option 1  □ Best Practice □

Complete Registration Together

- Treatment providing staff introduces myStrength to client by playing intro video: https://www.mystrength.com/solutions
- Staff assists new client in registering myStrength account: https://mystrength.com/signup/
- Staff follows up with client regarding myStrength during every session: https://mystrength.com/login
myStrength Referral Work Flow Option 2
Give Client a Sign-up Flyer or Card

Treatment providing staff introduces client to myStrength by playing intro video: [https://www.mystrength.com/solutions](https://www.mystrength.com/solutions)

Staff refers client to myStrength using referral flyer or card

Client follows the sign-up instructions to register their account

Treatment providing staff follows up with client regarding myStrength during every session: [https://mystrength.com/login](https://mystrength.com/login)
myStrength Referral Work Flow Option 3

Have myStrength Send Client an Email Referral

Provider introduces new client to myStrength by playing intro video: https://www.mystrength.com/solutions

Provider completes the Online Referral Form https://mystrength.com/referral/behavioral-partner to refer client to myStrength

Client receives an email from myStrength with instructions on how to register their account

Ongoing treatment providing staff follows up with client regarding myStrength during next session: https://mystrength.com/login
Online referral form – How to Use the Online Referral Form

How it works
1. Complete the contact information in the form and click Submit.
2. myStrength.com immediately sends your client a referral email providing instructions and a direct link to activate their myStrength account.
3. If your client cannot sign up right away, we will send a series of friendly referral reminder emails, including additional information about all that myStrength has to offer.

Completing Your Online Referral
It is easy to complete the online myStrength referral form; simply follow the instructions below:

STEP 1
Click or copy the Referral Form URL below into your internet browser address bar. Press Enter. https://mystrength.com/referral/behavioral-partner

STEP 2
To complete the referral form, please enter your client’s first name, email, and payer code as well as your name, email, and organization. Then click Submit. Congratulations! You completed your first myStrength referral!

Sample Script—How to Introduce myStrength
To get started, please feel free to use the script below as you talk with your clients about myStrength:

“Before we end our time today, I’d like to tell you about a new online resource called myStrength, the health club for your mind. I would like to reinforce the work you’re doing with me by offering you this FREE, customized website and mobile app resource that you can access 24 hours a day. myStrength offers mood tracking, inspirational quotes, and eLearning on stress, depression and anxiety. I can send you more information about myStrength via email so that you can begin using this resource right away. There is no commitment, and you can take a look at your convenience.”
Online referral form – https://mystrength.com/referral/behavioral-partner

REFERRAL FORM - BEHAVIORAL HEALTH

Thank you for sharing myStrength with your clients!

Please use this form when you are on the phone or in a session with a client and would like to help them get started with myStrength.

After you fill in the information and hit Submit, myStrength will:
1) Immediately e-mail your client to help them finish the registration process, and
2) Continue to send them reminders to complete their registration and help them get going with myStrength.

(All fields are required)
Client's First Name

Client's Email

Access Code Enter the correct access code for your client.

Referring Clinician (your first and last name)

Referring Clinician Email (your email address)

Your Organization (TIP: Please type in the first letter of your agency to find your organization quickly.)

Please select your organization

Submit

Form not submitting? Please verify that all fields above are complete and email addresses are formatted correctly. Thank you!
myStrength sends a customized email to the person referred and provides an easy sign-up link.
Welcome to ProviderConnect™
Tools for succeeding with myStrength

Recent Announcements

80% of People Facing Opioid Use Disorders Go Untreated
NOV 16, 2017
This week’s ProviderConnect newsletter features opioid epidemic statistics and solutions, details on myStrength’s latest depression outcomes study, and tools to let go of stress and tension. Check it out here!

New & Updated Case Planning Tools
NOV 8, 2017
We’re excited to share our expanded handout library, which now includes topics on sleep, coping with loss, and more! We’ve also updated existing handouts. You can find them in ProviderConnect in the Case Planning Tools tab, under the Library section.

The Latest ProviderConnect Newsletter is Available
NOV 1, 2017
myStrength’s current ProviderConnect newsletter features tools to create balance in life, as well as an insightful article that highlights the role of technology in distinguishing between behavioral and physical health warning signs. Read the newsletter here!

All Announcements

TRAINING

myStrength Access Codes for DWMHA.pdf
Detroit Wayne Intake Flyer-SP.pdf
Detroit Wayne Intake Flyer.pdf
Detroit Wayne Professional myStrength flyer.pdf
Detroit-Wayne Training Deck- Feb 2017.pptx
Detroit Wayne How to Use the Online Referral Form.pdf