

A blue diagonal band runs from the top-left to the bottom-right of the slide. Several colorful triangles are scattered around: a large orange triangle on the left, a yellow triangle above it, a purple triangle on the blue band, a pink triangle on the blue band, and a light blue triangle on the right.

Hype or hip? Exploring digital health technology for recovery

KERIS JÄN MYRICK, MBA, MS, CPMC
DIRECTOR, THE JED FOUNDATION
CO-DIRECTOR, MENTAL HEALTH STRATEGIC IMPACT INITIATIVE

OCTOBER 27, 2021

DISCLOSURES



The following SLIDES do not represent or endorse the views of any organization, group, product or entity.

Some of the following SLIDES are based on the use of technology from the lived experience of Keris

Myrick
(@KerisWithaK)

This webinar is for educational purposes only and not a substitute for speaking with your doctor. Find Magellan contact information here:

<https://www.magellanhealthcare.com/contact/>.

If you are in an emergency situation, you should do one of the following:

1. Call 911
2. Go directly to an emergency room
3. Call your doctor or therapist for help

Agenda

1

Describe the digital mental health landscape (pre- and post-COVID).

2

Describe and use the app evaluation tool.

3

Highlight health disparities/inequities that impact communities of color and access to/use of technology.

4

Describe the process to develop and implement the peer led Digital Health Literacy Curriculum.

5

Define policy areas that impact use, access and advancing the use of technology.

Learning objectives

1

Define digital technology and digital health literacy.

2

Utilize tools to facilitate app evaluation.

3

Identify health disparities in technology access and use.

4

Understand how Peer Support Specialists increase access to technology and support those they serve.

Mental Health and Wellbeing in the Digital Age



Cellphones have become "such a pervasive and insistent part of daily life that the proverbial visitor from Mars might conclude they were an important feature of human anatomy."
- Chief Justice Roberts, 2014



**KEEP
CALM
IT'S
POLL
TIME**

How many digital devices do you use?

- ☐ 1-3
- ☐ 4-6
- ☐ More than 6

How many digital devices do you use for your emotional wellbeing/mental health?

- ☐ 1-3
- ☐ 4-6
- ☐ More than 6

WHAT IS DIGITAL HEALTH TECHNOLOGY?

The broad scope of digital health includes categories such as mobile health (mHealth), health information technology (IT), wearable devices, telehealth and telemedicine, and personalized medicine

<https://www.fda.gov/medical-devices/digital-health-center-excellence/what-digital-health>



Source: <http://hitconsultant.net>

“I WANT A JOB, A HOUSE AND A SOCIAL LIFE”



Four integrated tools in one app

"Packed with tools to improve your well-being." – CNET

MoodKit™

Mood Improvement Tools

- MoodKit Activities**
Engage in, customize, and share mood improvement activities.
- Thought Checker**
Identify and change thoughts that negatively impact mood.
- Mood Tracker**
Rate daily mood, attach notes, and chart ratings across time.
- Journal**
Use custom templates or access and share notes from other tools.
- Extras**
Set a PIN with Touch ID, create custom reminders, and more.

Enter MoodKit

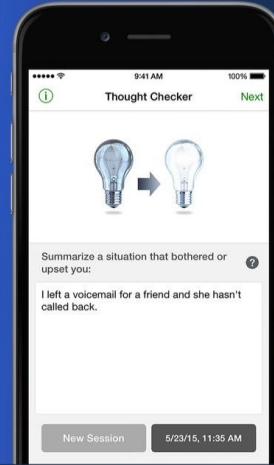
Developed by Clinical Psychologists

Take action to improve your life



200+ Mood Improvement Activities

Feel better by changing how you think



Scientifically-supported CBT techniques

Rate and chart your daily mood to monitor progress



Exportable charts and mood notes

Mobile App: PTSD Coach

PTSD Coach has now been downloaded over 10,000 times in 74 countries around the world.

PTSD Coach app can help you learn about and manage symptoms that often occur after trauma.

Reliable information on PTSD and treatments that work

Tools for screening and tracking your symptoms

Invenient, easy-to-use tools to help you manage stress symptoms

Direct links to support and help resources with you when you need it



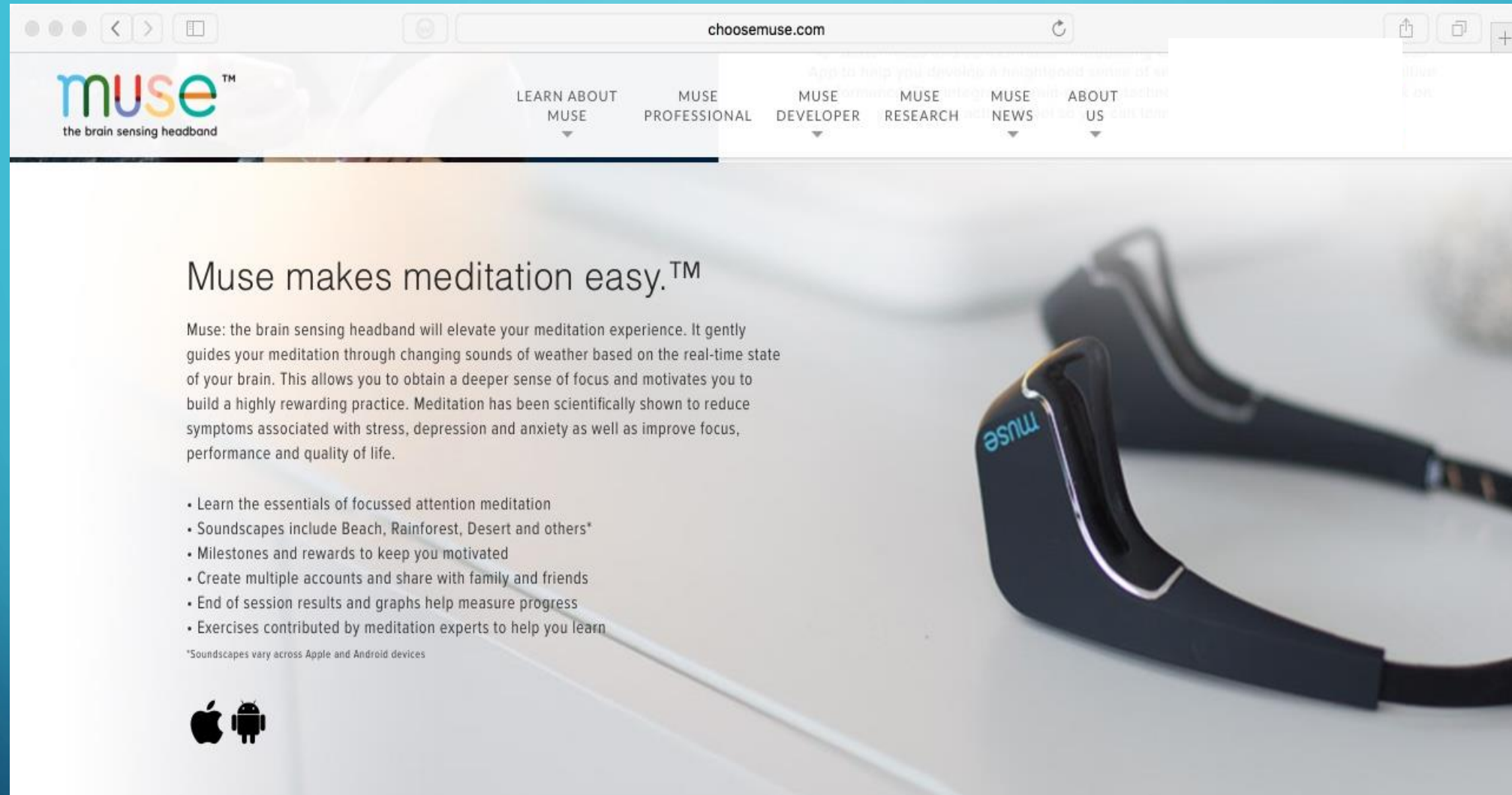
Providing you with facts and self-help skills based on research.

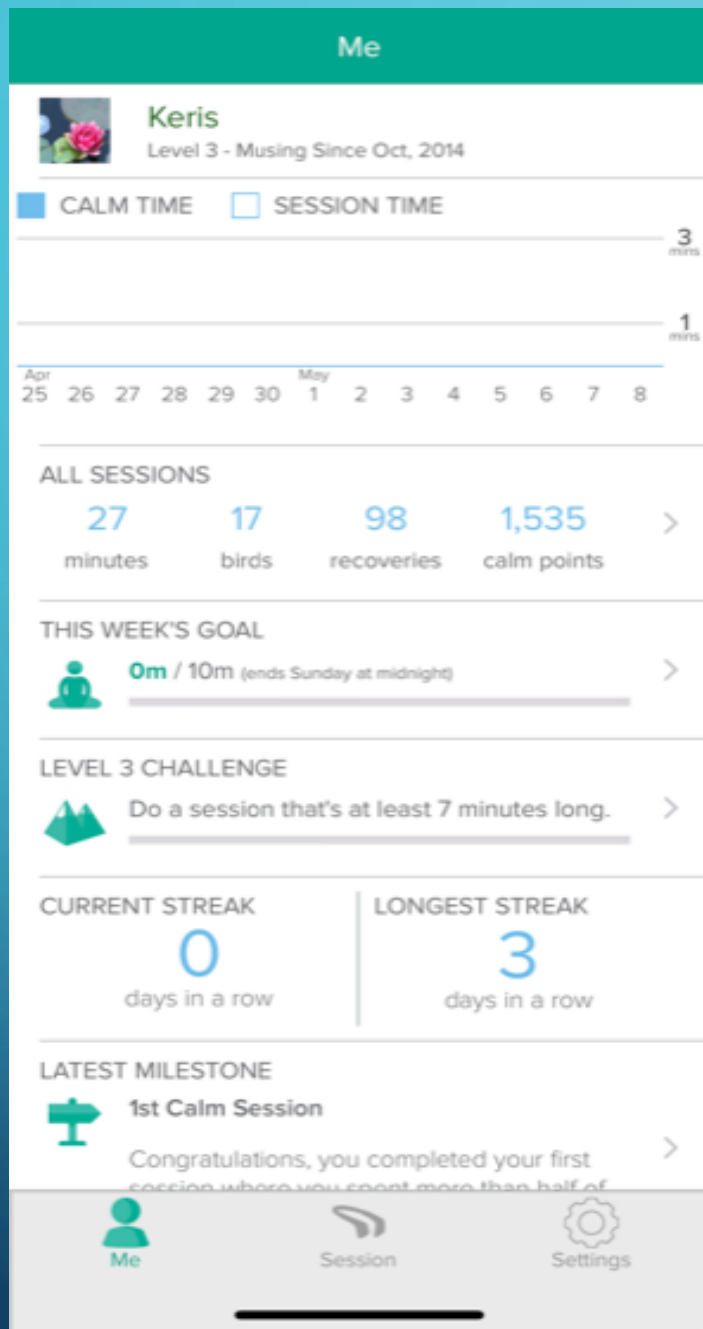
Download the mobile app

Free PTSD Coach download from: iTunes (iOS) and Google Play (Android)

Now available for Canada (in French) and other versions on iTunes. Also see PTSD Coach ONLINE for desktop use: choose from 17 tools.



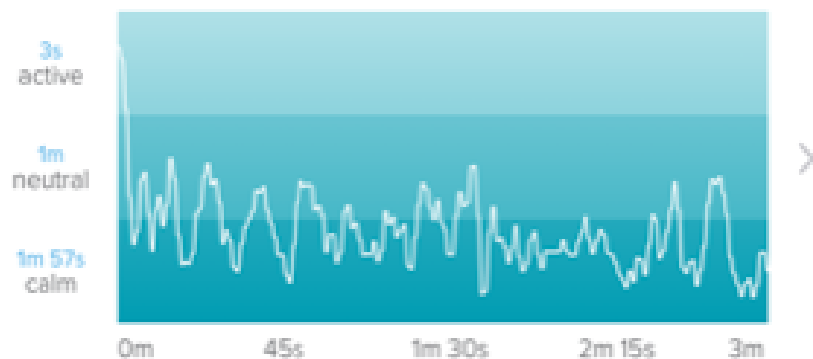




< Back

Sun. Night Session

January 17, 2016 - 11:12 PM - 3m



RESULTS

411
calm points

1
recoveries

14
birds

AWARDS



Share this Session

< Me

Challenges

3

Do a session that's at least 7 minutes long.

Princeton University researchers recently showed that feedback from brain-sensing technology can improve attention.

Sound familiar? Muse's weather feedback alerts you to your distractions and helps you build the skill of focused attention, but it takes time.

Are you comfortable with longer sessions yet? Your next challenge is to complete a session at least seven minutes in length.

COMPLETED CHALLENGES

2

✓ Get 1000 points.

1

✓ Do 4 sessions in 1 week.

FOCUS ON APPS

Smartphone Itself

- Reminders
- Goal Tracking
- Social Connections and Support
- Hope Box
- Emergency Support
- Find Resources

Apps

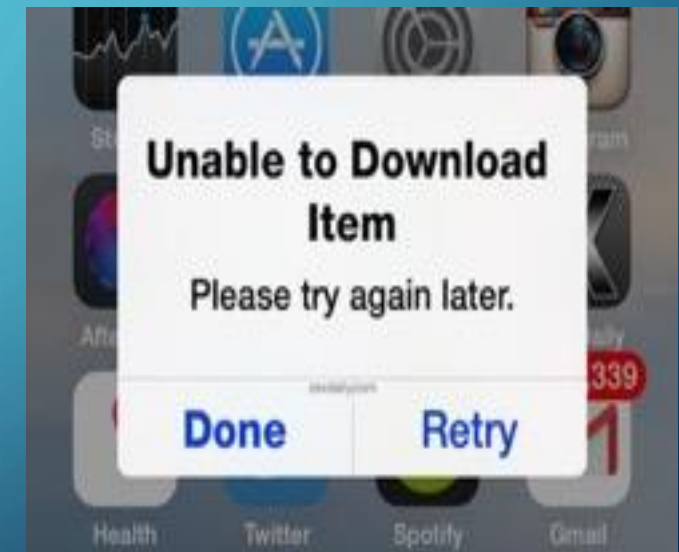
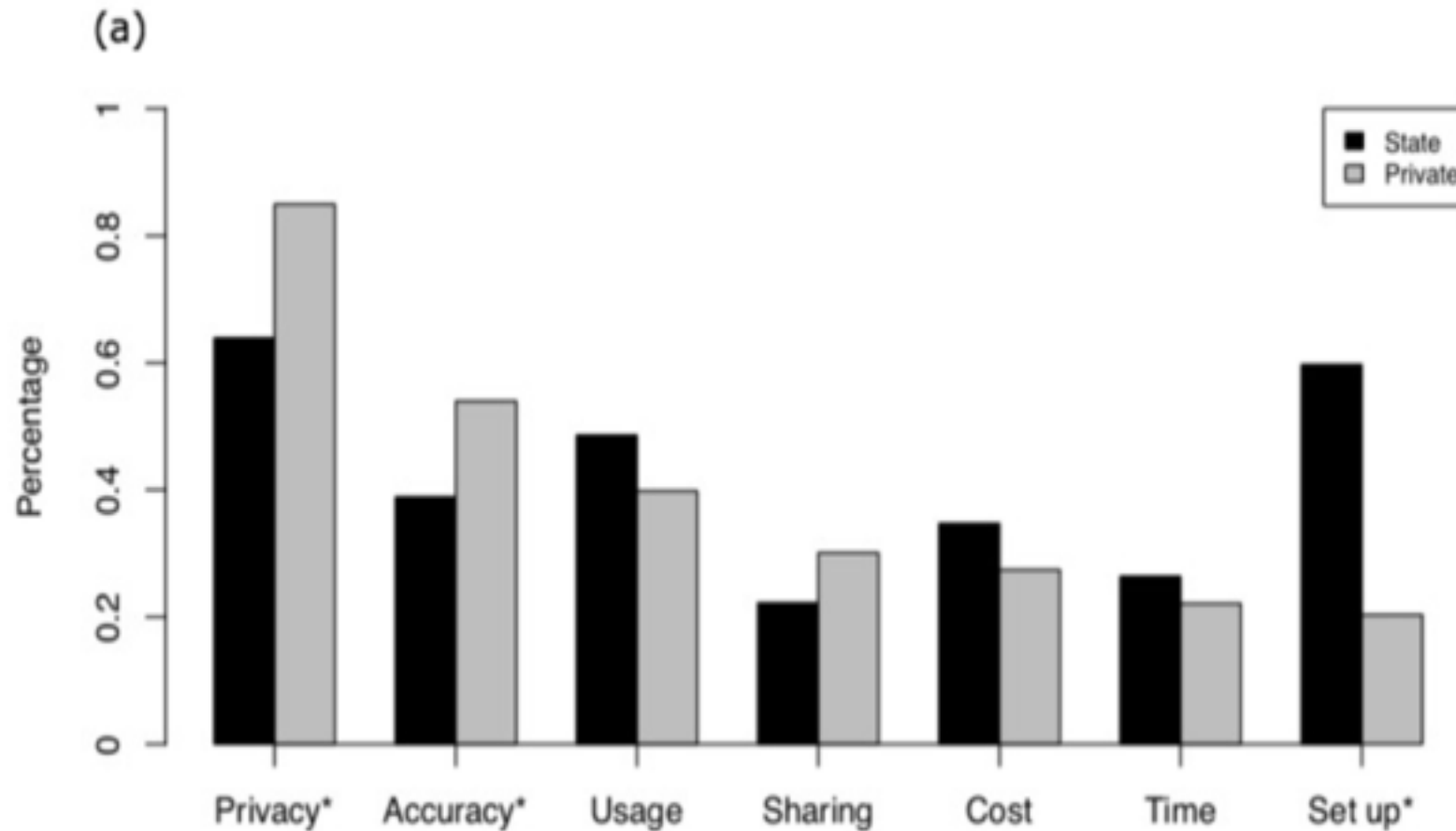
- Learn and Practice Skills
- On Demand Mindfulness
- CBT Tools and Suites
- Track Experiences
- Connect to Clinical Teams
- 1000s of others!!



Photography



IN THE PALM OF YOUR HAND?

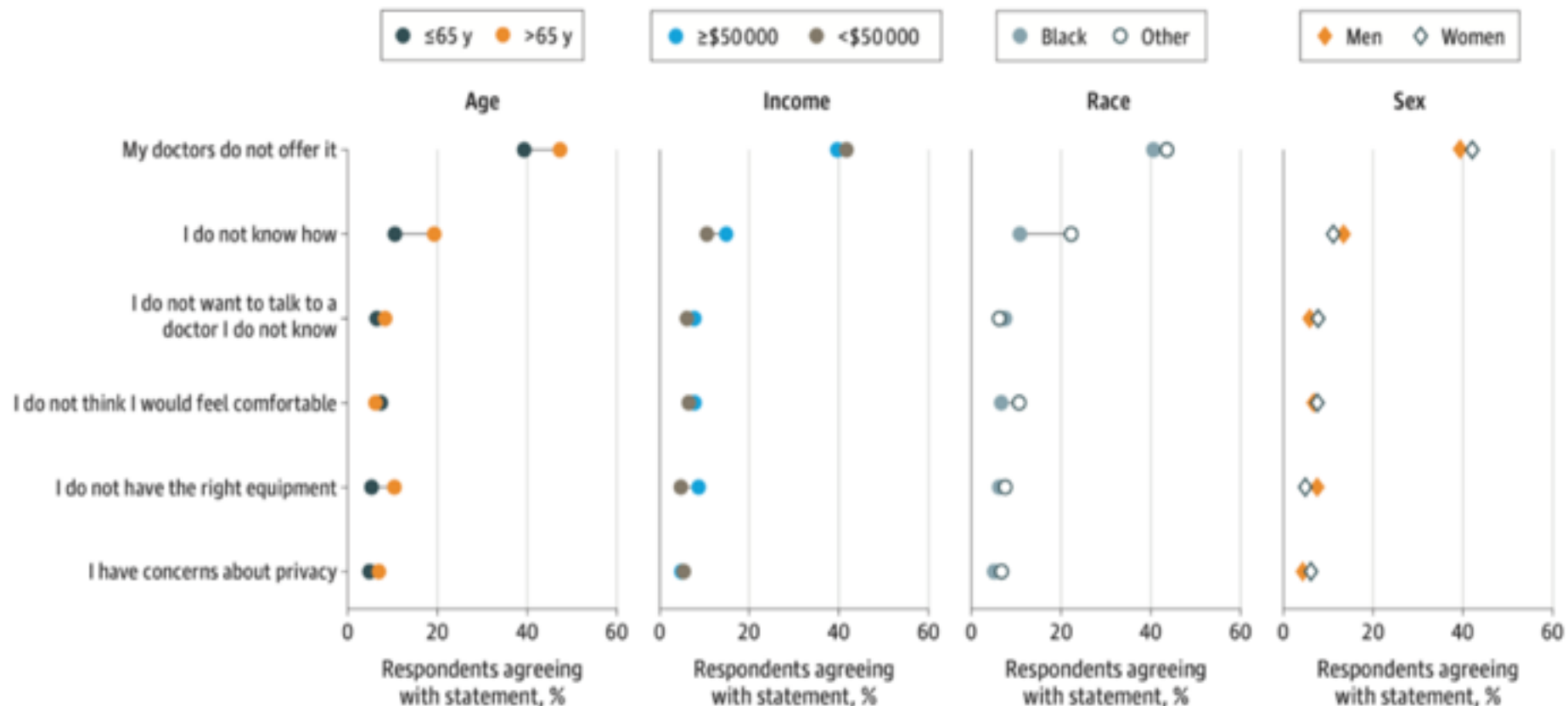


Torous J, Wisniewski H, Liu G, Keshavan M. Mental health mobile phone app usage, concerns, and benefits among psychiatric outpatients: comparative survey study. JMIR mental health. 2018;5(4):e11715.

ON YOUR SCREEN?

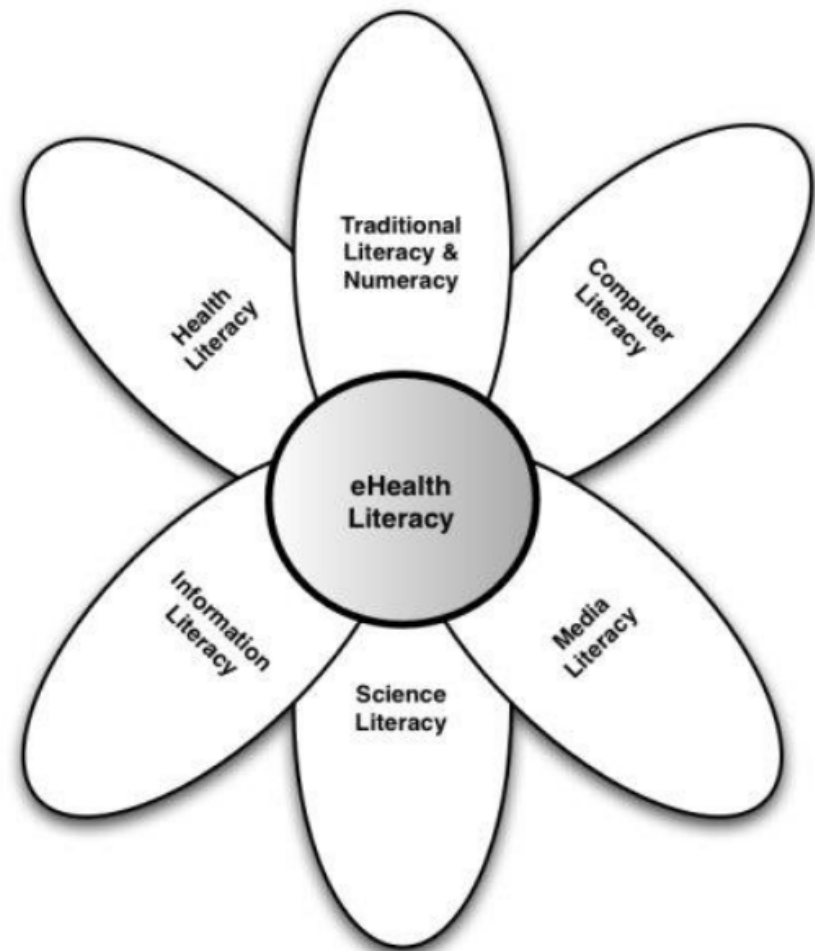
#1 Barrier is now...

Figure 3. Reasons for Not Using Videoconferencing by Demographic Group



Digital Health Literacy

- Digital health literacy (or eHealth literacy) is the ability to seek, find, understand, and appraise health information from electronic sources and apply the knowledge gained to addressing or solving a health problem.



Variables influencing Digital Health Literacy
Age
Health status
Educational background
Digital literacy skills
Motivation for seeking information
...



When things were very bad his soul
just crawled behind his heart and
curled up and went to sleep

— *Maya Angelou* —

AZ QUOTES

Siri I'm depressed

Tap to Edit >

**I'm very sorry, Keris.
Maybe it would help
to talk to someone
about it.**

Who should I talk to
you

Tap to Edit >

Who, me?

Siri I want to end my
life

Tap to Edit >

**If you are thinking
about suicide, you
may want to speak
with someone at the
National Suicide
Prevention Lifeline.**

**They're at 1 800 273
8255. Shall I call
them for you?**

No

Yes

?



OK



COOL!



◆ WSJ NEWS EXCLUSIVE | TECH

Apple Is Working on iPhone Features to Help Detect Depression, Cognitive Decline

Company is working with UCLA, Biogen to see if sensitive data like facial expressions, typing metrics could signal mental-health concerns

By [Rolf Winkler](#)

Updated Sept. 21, 2021 1:07 pm ET



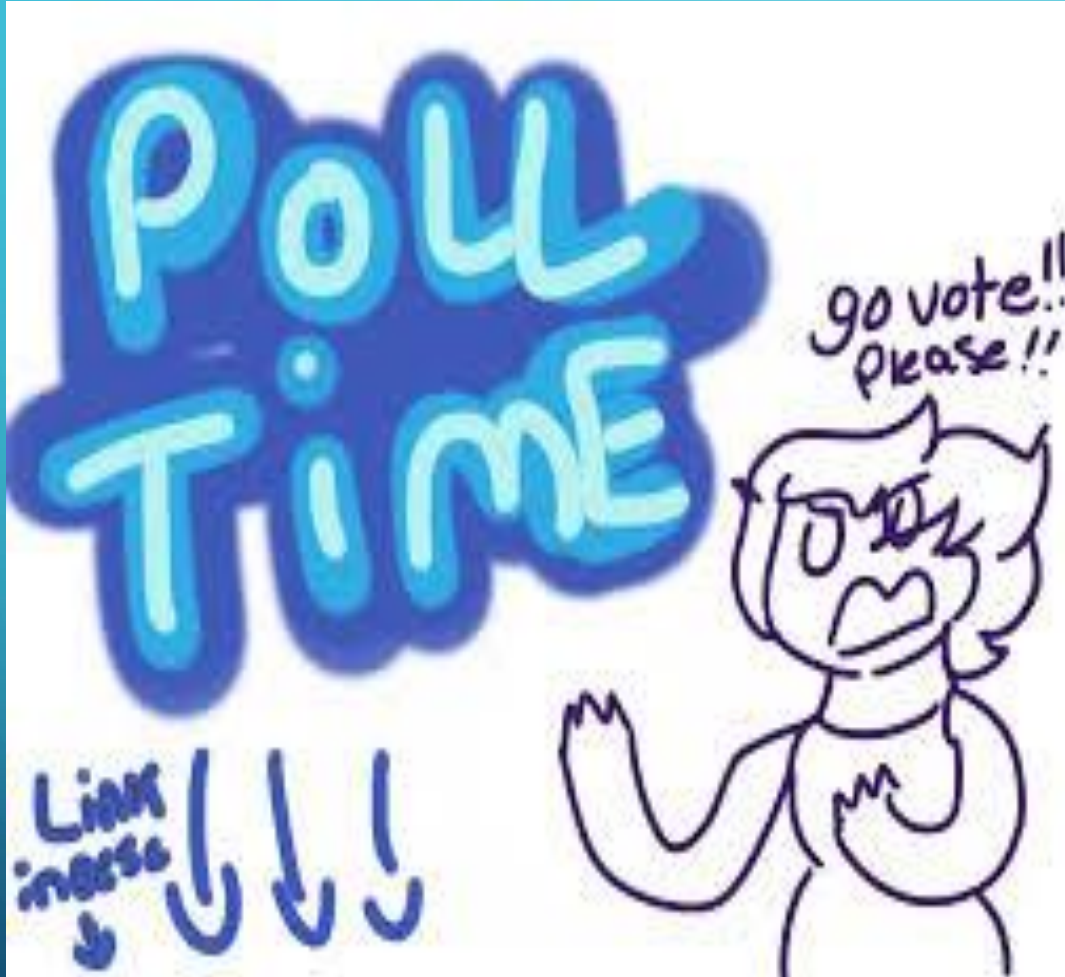
Listen to article (2 minutes)

Apple Inc. is working on technology to help diagnose depression and cognitive decline, aiming for tools that could expand the scope of its burgeoning health portfolio, according to people familiar with the matter and documents reviewed by The Wall Street Journal.



DATA

memegenerator.net



How many mental health apps were there pre-COVID?

- ☐ 5,000
- ☐ 7,000
- ☐ 10,000+

How many mental health apps are there now?



20,000+ apps = too many!

Lack of regulation

Rapid development,
lagging research

 **The Washington Post** 
Democracy Dies in Darkness

Education

Colleges want freshmen to use mental health apps. But are they risking students' privacy?



(iStock)

“Last year, the Institute for Science, Law and Technology analyzed the privacy policies and permissions of hundreds of mobile medical apps. It found that only 38 percent had privacy policies pre-download, so consumers couldn’t determine what was going to happen with their information. The available policies were often difficult to locate and challenging to understand.”

<https://www.washingtonpost.com/technology/2019/12/27/colleges-want-freshmen-use-mental-health-apps-are-they-risking-students-privacy/>

“Consult not your fears but your hopes and your dreams.

Think not about your frustrations, but about your unfulfilled potential.

Concern yourself not with what you tried and failed in but what is still possible for you to do.”

-Pope John XXIII



DEEP DIVE INTO APP EVAL

Teaching How to Match a Person to the Right App



Technology in Mental Health

No Access

Mental Health App Evaluation: Updating the American Psychiatric Association's Framework Through a Stakeholder-Engaged Workshop

Sarah Lagan, B.S., Margaret R. Emerson, D.N.P., A.P.R.N., Darlene King, M.D., Sonia Matwin, Ph.D., Steven R. Chan, M.D., M.B.A., Stephon Proctor, Ph.D., Julia Tartaglia, M.D., Karen L. Fortuna, Ph.D., L.C.S.W., Patrick Aquino, M.D., Robert Walker, M.S., C.O.A.P.S., Michelle Dirst, ... [See all authors](#)

Published Online: 22 Apr 2021 | <https://doi.org/10.1176/appi.ps.202000663>

Not a Score but a Journey

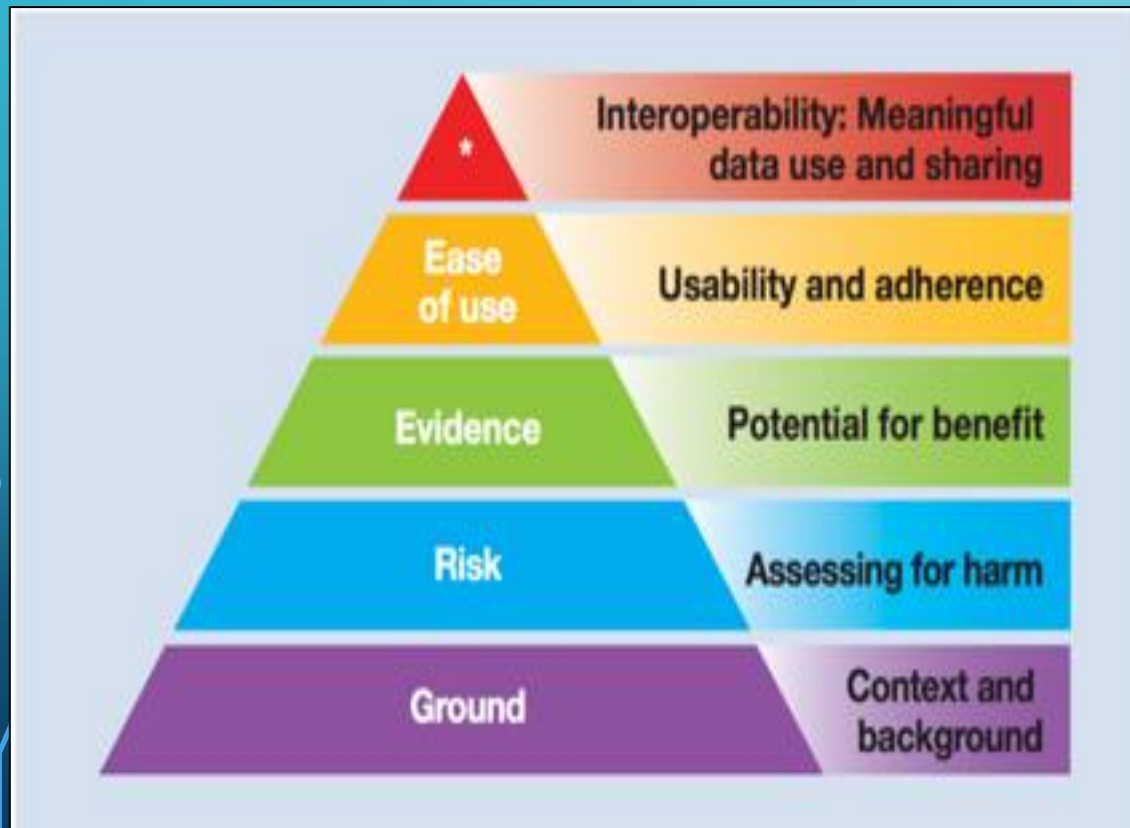


GUIDING PRINCIPLES

- **Individual preferences and value** guide app choice, making subjective metrics less standardized.
- What is a set of **objective** and **replicable** questions about an app?
- What does “Ease of Use” even mean? Whose value judgements are being imposed. What cultural assumptions are being made?

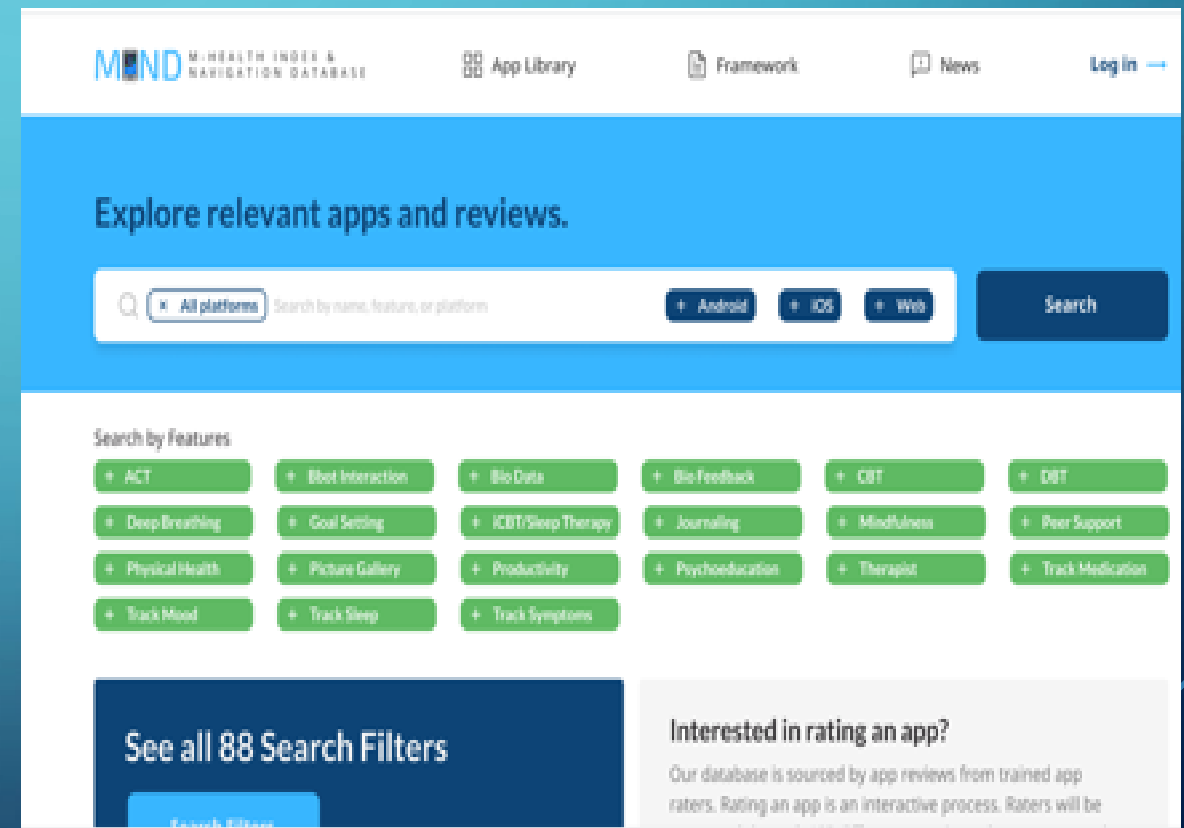
APP EVAL RESOURCES

APA App Eval



<https://www.psychiatry.org/psychiatrists/practice/mental-health-apps/the-app-evaluation-model>








MindApps.org



EXAMPLE LEVEL

Privacy Risks Are Common

Mental Health Apps: Evaluation of Privacy Practices

							
Is it clear who your data is shared with in the privacy policy?	×	×	●	●	×	●	×
Does the app share data ONLY with companies named in the privacy policy?	●	×	●	×	×	●	×
Does the policy define a right to delete your data?	×	×	●	×	×	●	●
Can you easily delete your data through the app?	×	●	●	●	×	×	●
Does the app ask permission before using your data for research?	×	?	×	×	×	×	●
Can you opt out of research?	×	?	×	?	×	?	●

● yes × no ? unclear

Is Your App Sharing YOUR data?

- FROM 400 apps -> 30 apps

Privacy

- ☐ Has Privacy Policy
- ☐ Data Stored on Device
- ☐ Data Stored on Server
- ☐ Can Delete Data
- ☐ App Declares Data Use and Purpose
- ☐ App Reports Security Measures in Place
- ☐ Is PHI Shared
- ☐ Is De-Identified Data Shared
- ☐ Is Anonymized/Aggregate Data Shared
- ☐ Can Opt Out of Data Collection
- ☐ Meets HIPAA
- ☐ Has Crisis Management Feature



Privacy

- ☒ Has Privacy Policy
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Aug 13, 2020, 03:10pm EDT | 2,535 views

Coronavirus Might Worsen The College Mental Health Crisis: Can Apps Help?

Jessica Gold Contributor ⓘ

Healthcare

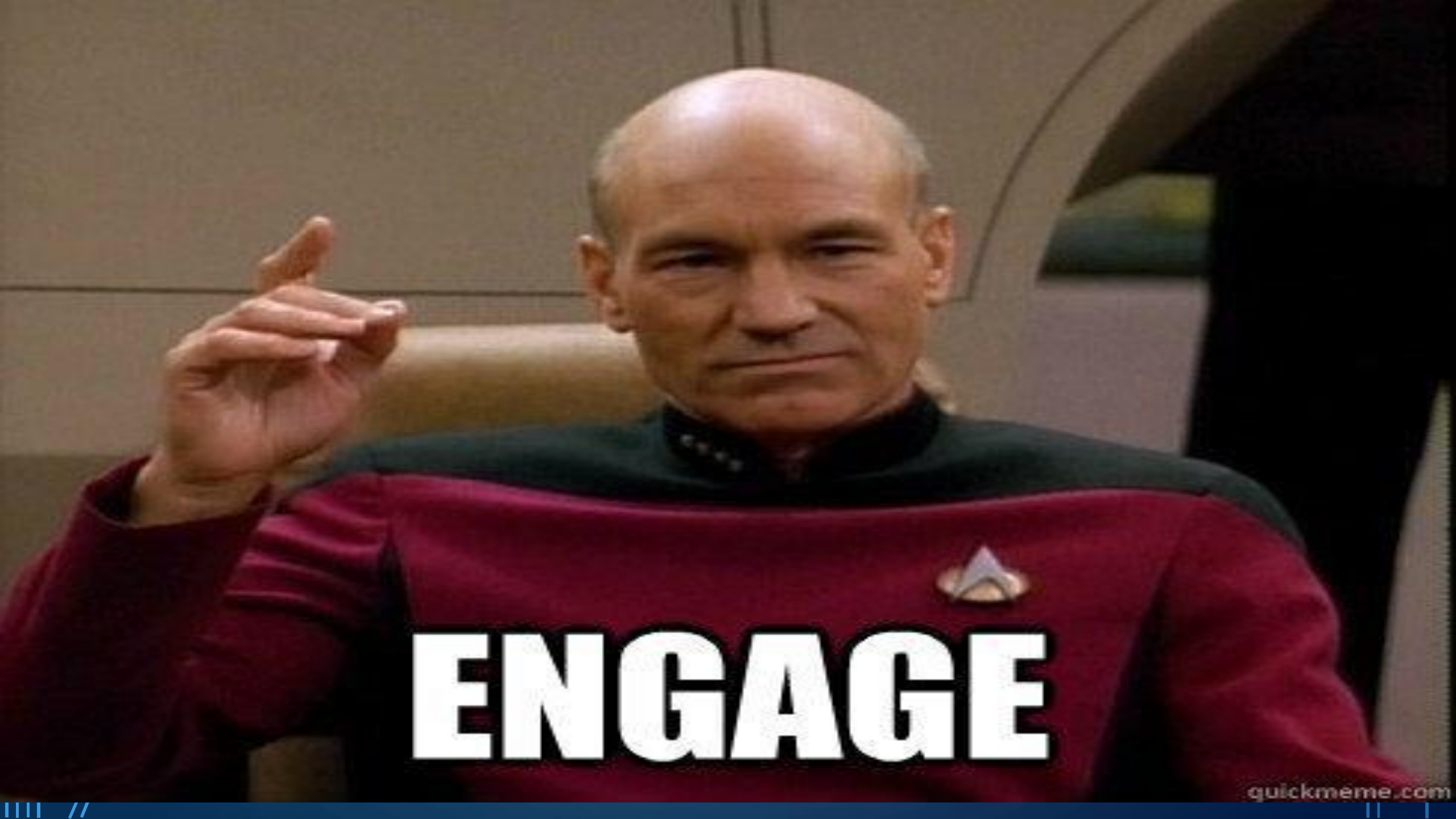
I write about mental health, the media, and everything in between.



With colleges already experiencing a mental health... [+]
GETTY

1. There is no best app
2. Technology matters
3. The evidence base is important to know
4. Privacy is key
5. Apps are a supplement to therapy not a replacement

<https://www.forbes.com/sites/jessicagold/2020/08/13/coronavirus-might-worsen-the-college-mental-health-crisis-can-apps-help/>



ENGAGE



KEEP CALM IT'S POLL TIME

1. How many apps do you use for your emotional wellbeing/Mental Health?

- ☐ 1-3
- ☐ 4-6
- ☐ More than 6

2. How long do you use most of those apps?

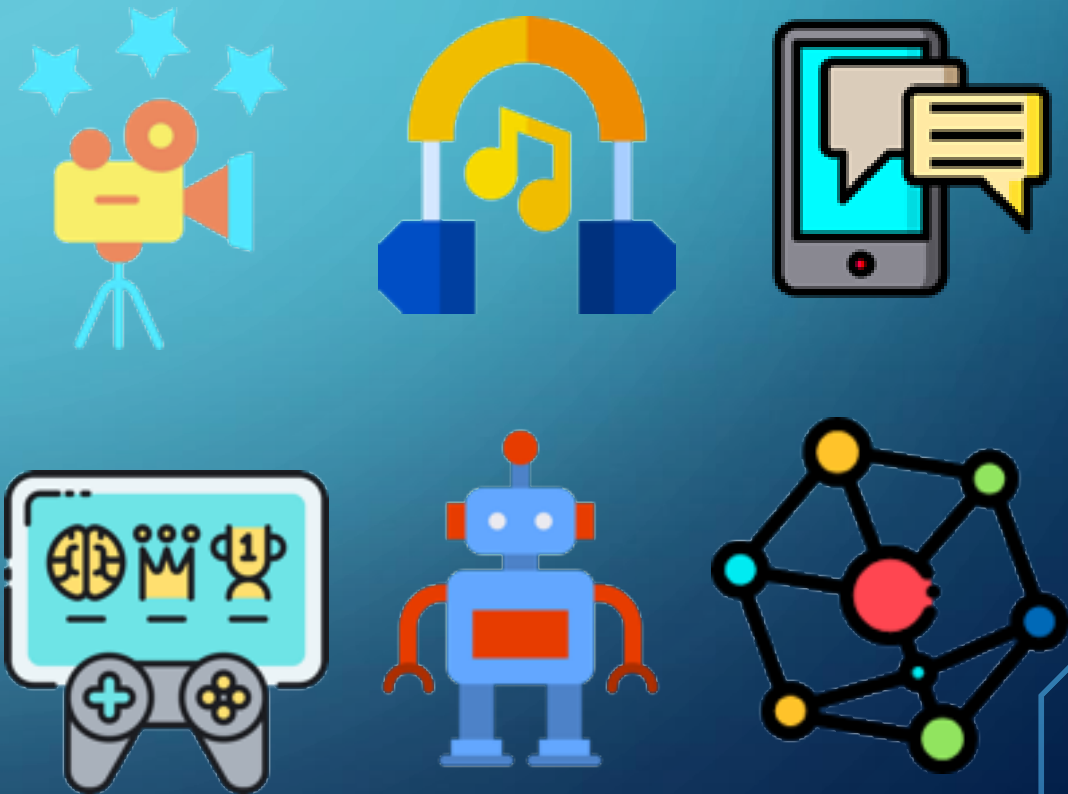
- ☐ once
- ☐ One month
- ☐ 30 – 90 days
- ☐ More than 3 months

EXAMPLE LEVEL

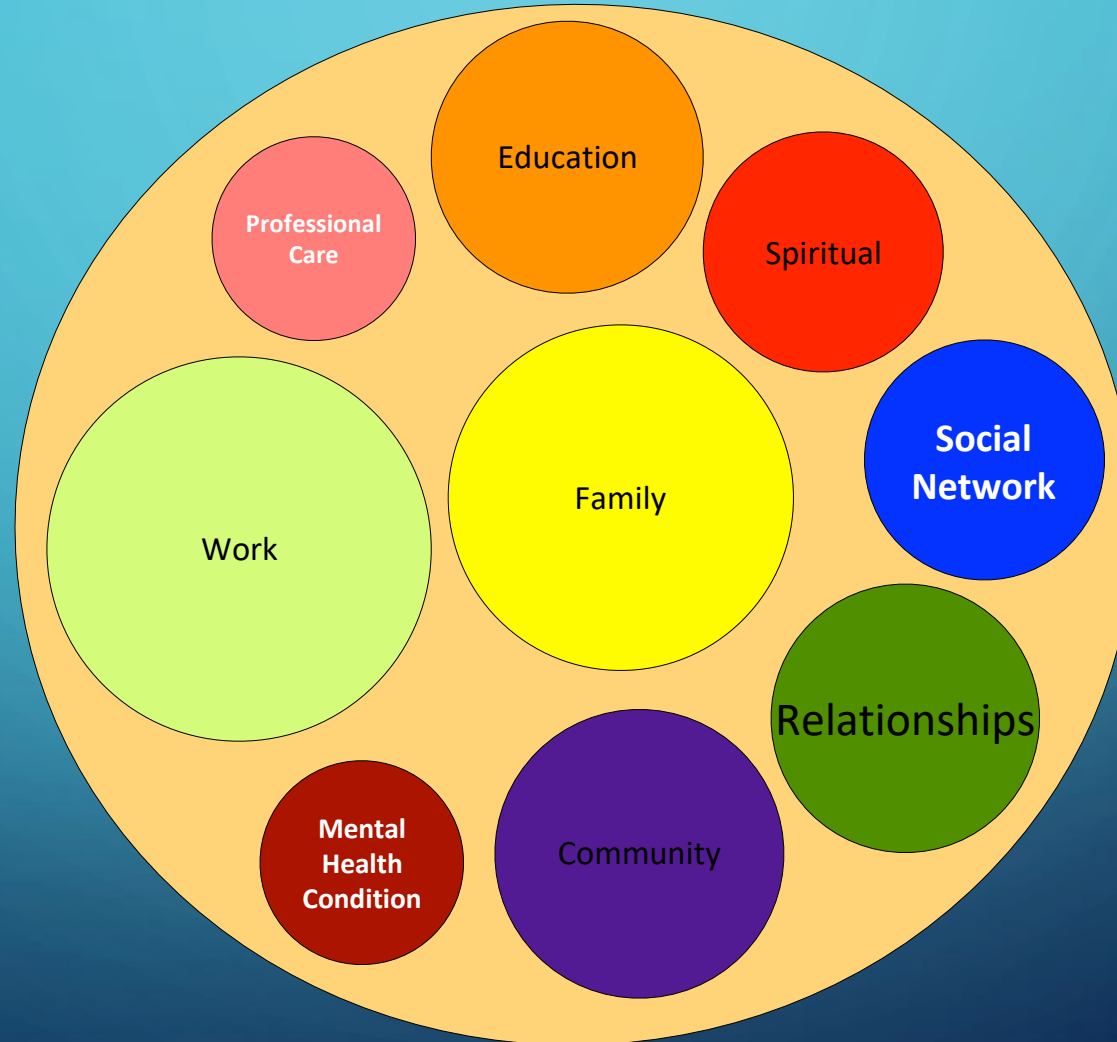
Engagement?



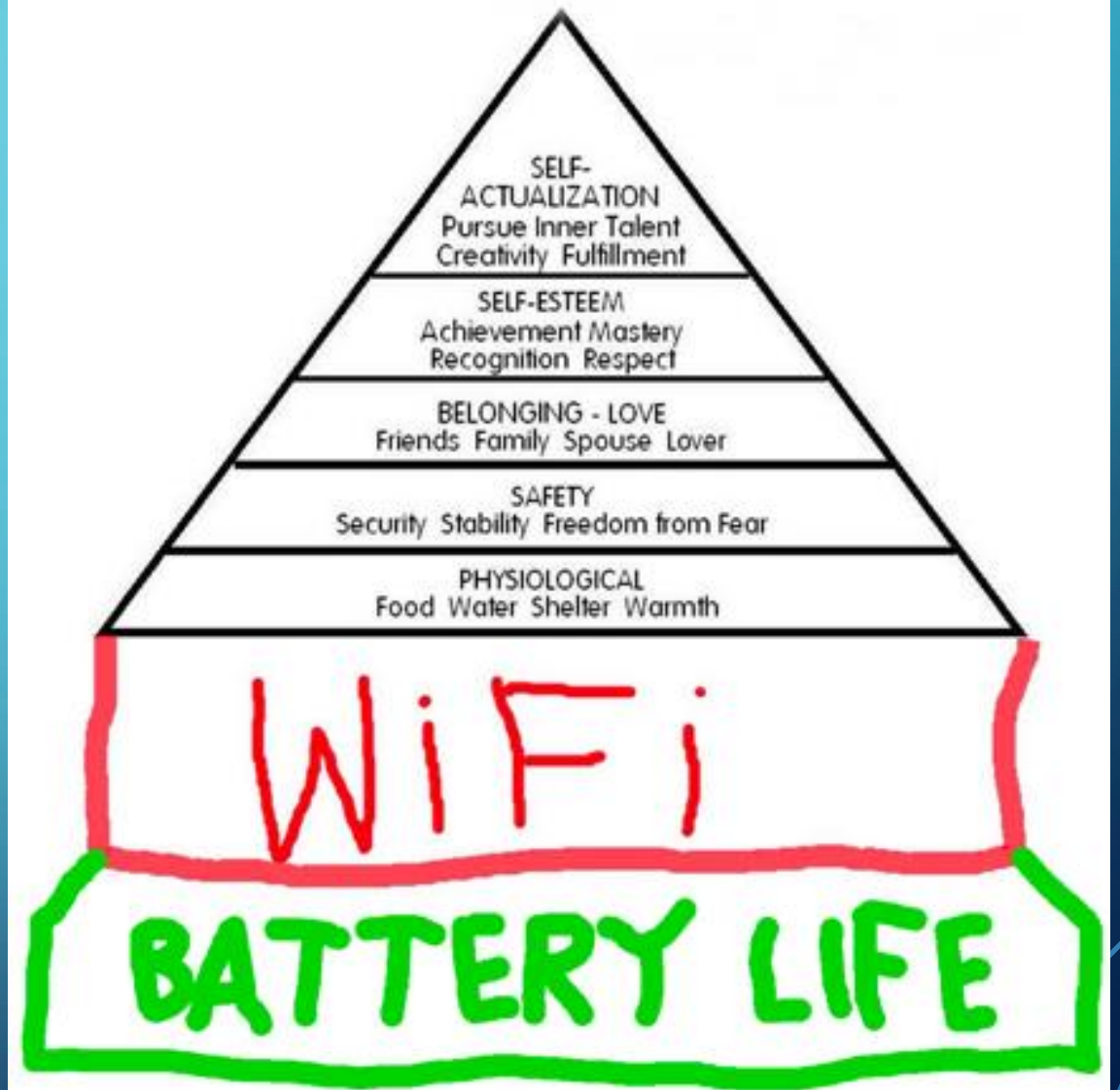
Engagement Features



“I WANT A JOB, A HOUSE AND A SOCIAL LIFE”



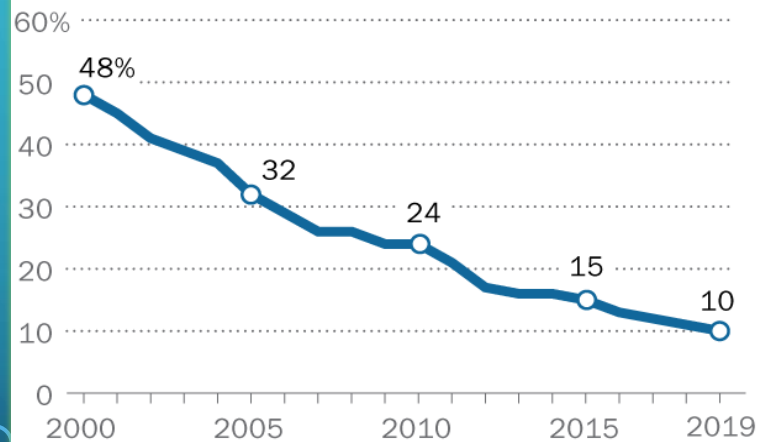
Social Determinants of Health



ANOTHER VIEW: ACCESS, DISPARITIES, AND TECHNOLOGY

Offline population has declined substantially since 2000

% of U.S. adults who say they do not use the internet



Source: Survey conducted Jan. 8-Feb. 7, 2019. Trend data from previous Pew Research Center surveys.

PEW RESEARCH CENTER

Who's not online in 2019?

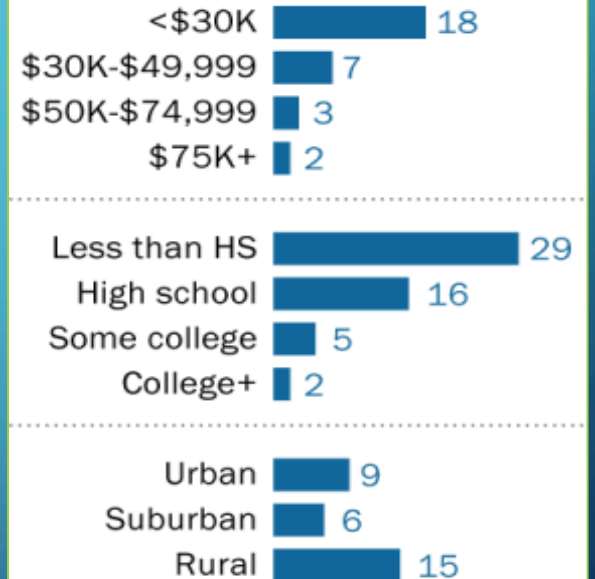
% of U.S. adults who say they do not use the internet

U.S. adults 10%

Men 10
Women 9

White 8
Black 15
Hispanic 14

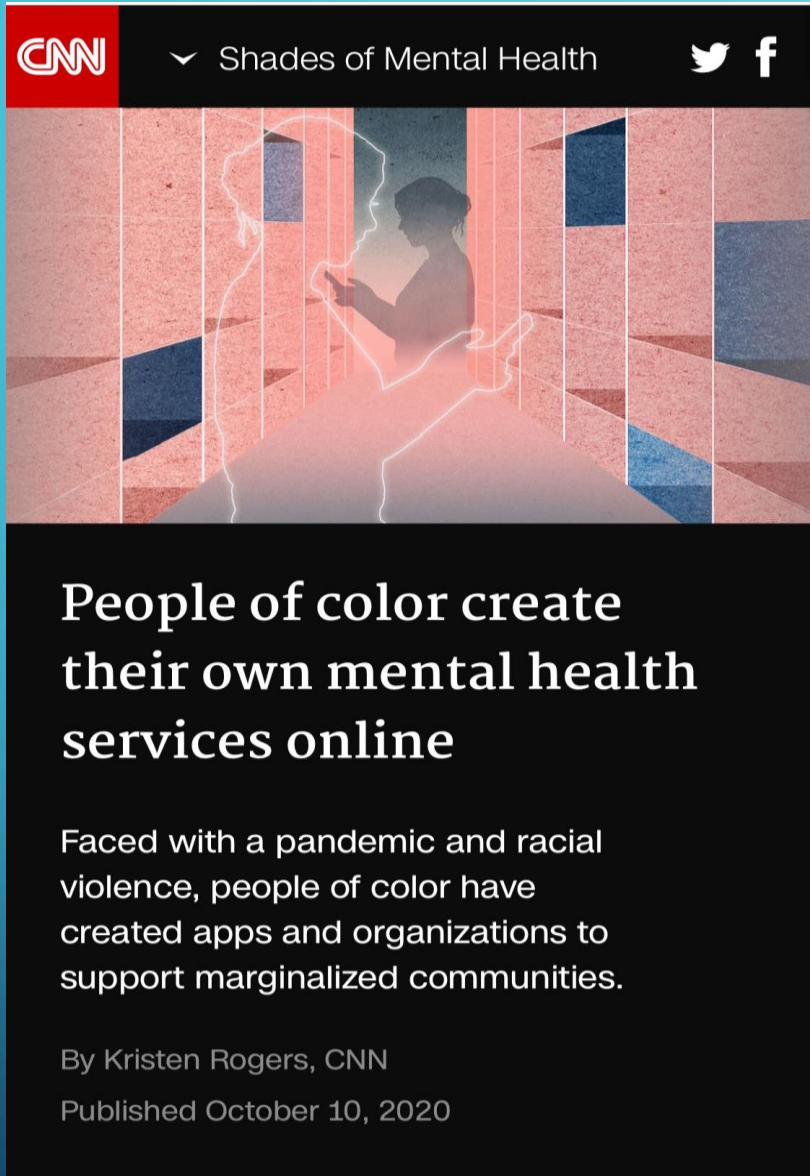
Ages 18-29 0
30-49 3
50-64 12
65+ 27



Note: Whites and blacks include only non-Hispanics. Hispanics are of any race.

Source: Survey conducted Jan. 8-Feb. 7, 2019.

PEW RESEARCH CENTER



Examples of Apps developed by and for people of color:

“....—Stay in, Check-in— hosts Instagram Live sessions with therapists who equip Asian Americans with the tools to cope with stress, linguistic and solution-focused strategies for talking with Asian American families about mental health, and advice for dealing with anti-Asian racism during the COVID-19 pandemic.”

<https://www.cnn.com/interactive/2020/10/health/people-of-color-mental-health-apps-wellness/>

SKILLS BUILDING FOR DIGITAL HEALTH LITERACY



Session 1



Establishing Core Smartphone Skills

- Connecting to Wifi
- Checking the Weather

Session 2



Building Wellness Habits

- Tracking Step Count
- Using a guided meditation app

Session 3



Managing Responsibilities

- Adding Calendar Events
- Getting directions on a maps app

Session 4



Staying Connected

- Sending a text message
- Finding a job opportunity on LinkedIn

Session 5



Keeping Informed

- Finding today's news headlines

Session 6



Expanding Your Knowledge

- Watching a Youtube video to learn a new skill
- Translating a sentence from one language to another

Session 7



Navigating Safely

- Finding an app's privacy policy
- Reading app reviews and ratings

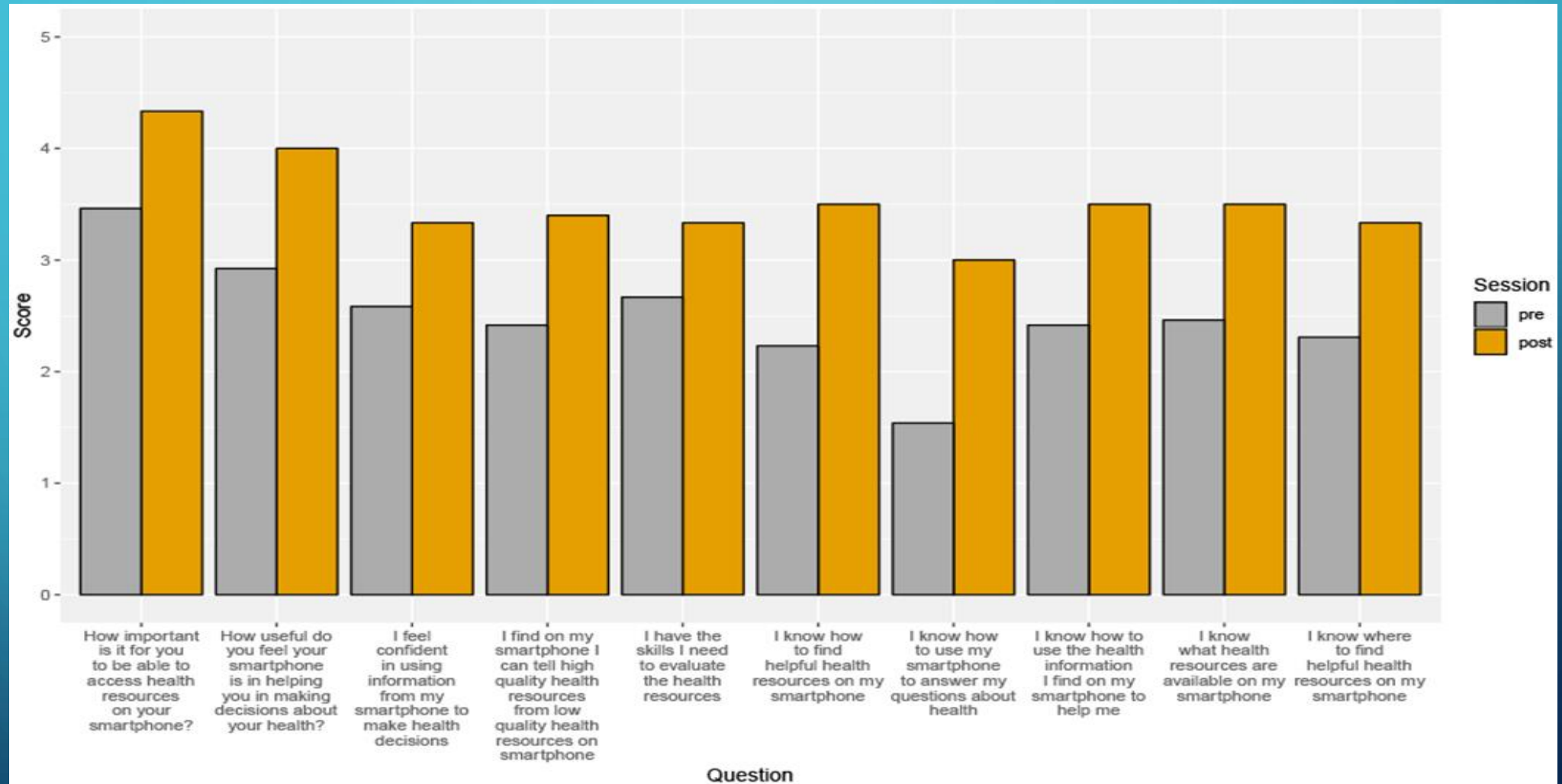
Session 8



Enjoying Downtime

- Creating an account on music streaming platform
- Downloading a game

Pre and post scores on the eHEALS e Health Literacy Scale



Hoffman LI, Wisniewski HA, Hays RY, Henson PH, Vaidyam AD, Hendel VI, Keshavan MA, Torous JO. Digital Opportunities for Outcomes in Recovery Services (DOORS): A Pragmatic Hands-On Group Approach Toward Increasing Digital Health and Smartphone Competencies, Autonomy, Relatedness, and Alliance for Those With Serious Mental Illness. *Journal of psychiatric practice*. 2020 Mar;26(2):80.

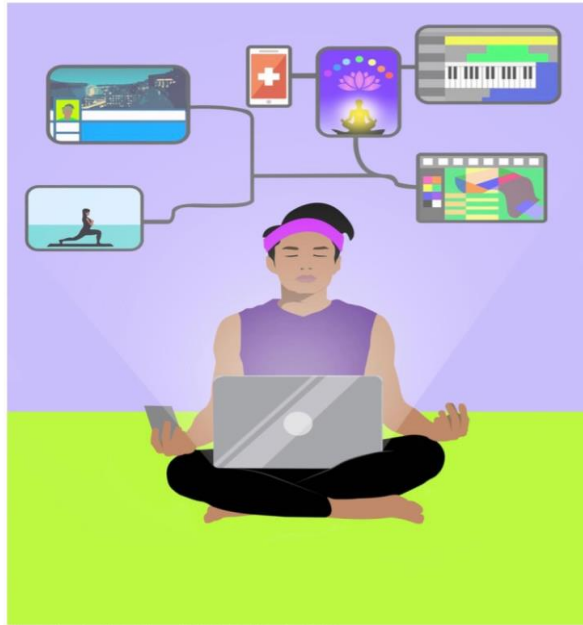


Illustration by Kate Alkarni. © Painted Brain, 2020

Digital Health Literacy Curriculum

Module 2



LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

Peer developed Digital Health Literacy curriculum:

- ☐ Training Curriculum for Peer Supporters to provide peer to peer education and support on the use of digital tools.
- ☐ Curriculum developed based on needs of community members served by community mental health and other community-based services
- ☐ With work alongside directors of the LACDMH Telehealth Clinic – Peer staff and psychiatrists developed tailored section related to use of telehealth

<https://paintedbrain.org/>

START WITH LISTENING





App Usage Survey

Creating community-based solutions to mental health challenges and the impact of social injustice through arts, advocacy, tech, and employment.

Survey provided by Painted Brain, Inc.

Purpose: All questions related to this survey will be used to gain knowledge and understanding of participants willingness to utilize technology, specifically apps for mental health support. No personal information will be requested and/or used for the purpose of this survey.

Instructions: Please check all that apply.

1. Do you use any of the following apps?

Check all that apply.

- ☐ Facebook
- ☐ Instagram
- ☐ Twitter
- ☐ Snapchat
- ☐ Reddit
- ☐ Other

3. Would you consider talking about your mental wellness using any of the following?

Check all that apply.

- ☐ Text Message
- ☐ App Chat
- ☐ Phone Chat/Hotline

5. Are you a mental health consumer?

Check only one box.

- ☐ Yes
- ☐ No
- ☐ Decline to answer

7. How old are you?

Check only one box.

- ☐ 0-15
- ☐ 16-25
- ☐ 26-59
- ☐ Ages 60+
- ☐ Decline to answer

8. What is your race?

Check all that apply.

- ☐ American Indian or Alaska Native
- ☐ Hispanic/Latino
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or other Pacific Islander
- ☐ White (Caucasian)
- ☐ Decline to answer

10. What is your zip code? (Optional)

2. How frequently do you use apps?

Check only one box.

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Never

4. Would you consider trying apps that:

Check all that apply.

- ☐ a. focus on mindfulness and wellness.
- ☐ b. track your mood and give you feedback.
- ☐ c. track your activity and give you feedback.
- ☐ d. offer online anonymous community chatting for support.
- ☐ e. connect you to a peer (not face to face).
- ☐ f. connect you to a coach, care manager, or healthcare provider (not face to face).
- ☐ g. allow you to share information collected on your mobile phone with family, friends, or a healthcare provider.
- ☐ h. navigate you to the right treatment options.
- ☐ i. connect you with an artificially intelligent chatbot (ex. Siri, Alexa) to support your mental wellbeing.

6. What is your occupation?

Check all that apply.

- ☐ Student
- ☐ Employed
- ☐ Health Care Provider
- ☐ Educator
- ☐ Caregiver
- ☐ Parent
- ☐ Retiree
- ☐ Other

9. How do you identify yourself?

Check only one box.

- ☐ Male
- ☐ Female
- ☐ X (Binary, Gender Non-conforming, Gender fluid, Intersex)
- ☐ Decline to Answer
- ☐ Other

11. Further comments?

Outreach + Engagement Approach

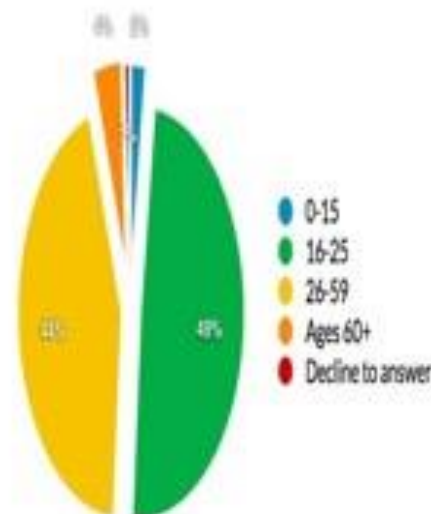
550 individuals surveyed
Between the ages 16 - 60:

- Transitioning-Age-Youth (TAY)
- Mental Health Consumers
- Professionals
- College Students

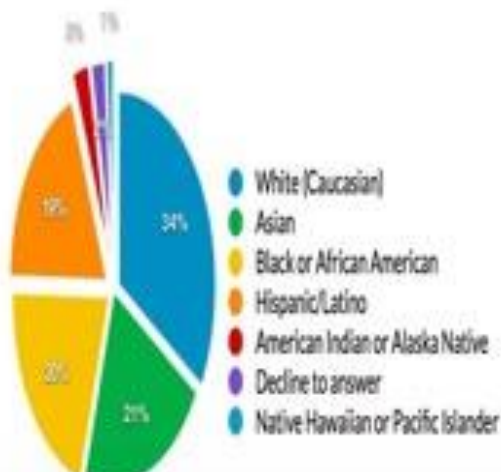
Locations include:

- Mental Health Facilities
- Colleges in LA County (SPA 1-8)
- Drew League basketball games
- Community/Comedy Festivals
- Painted Brain Community events

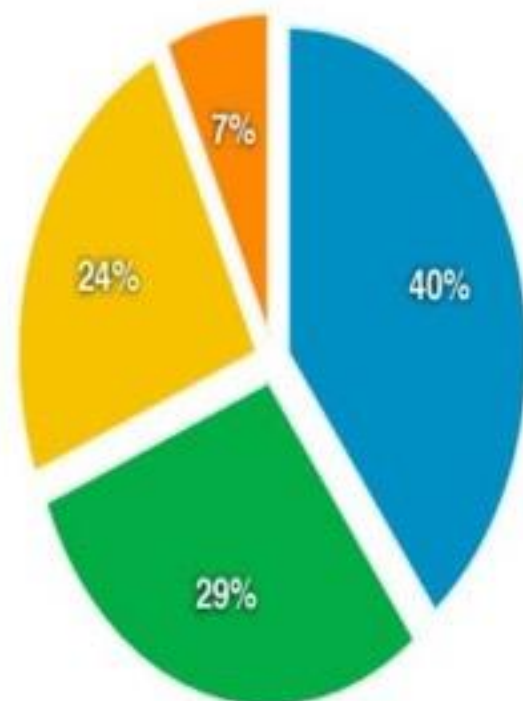
Age of respondents



Race of respondents

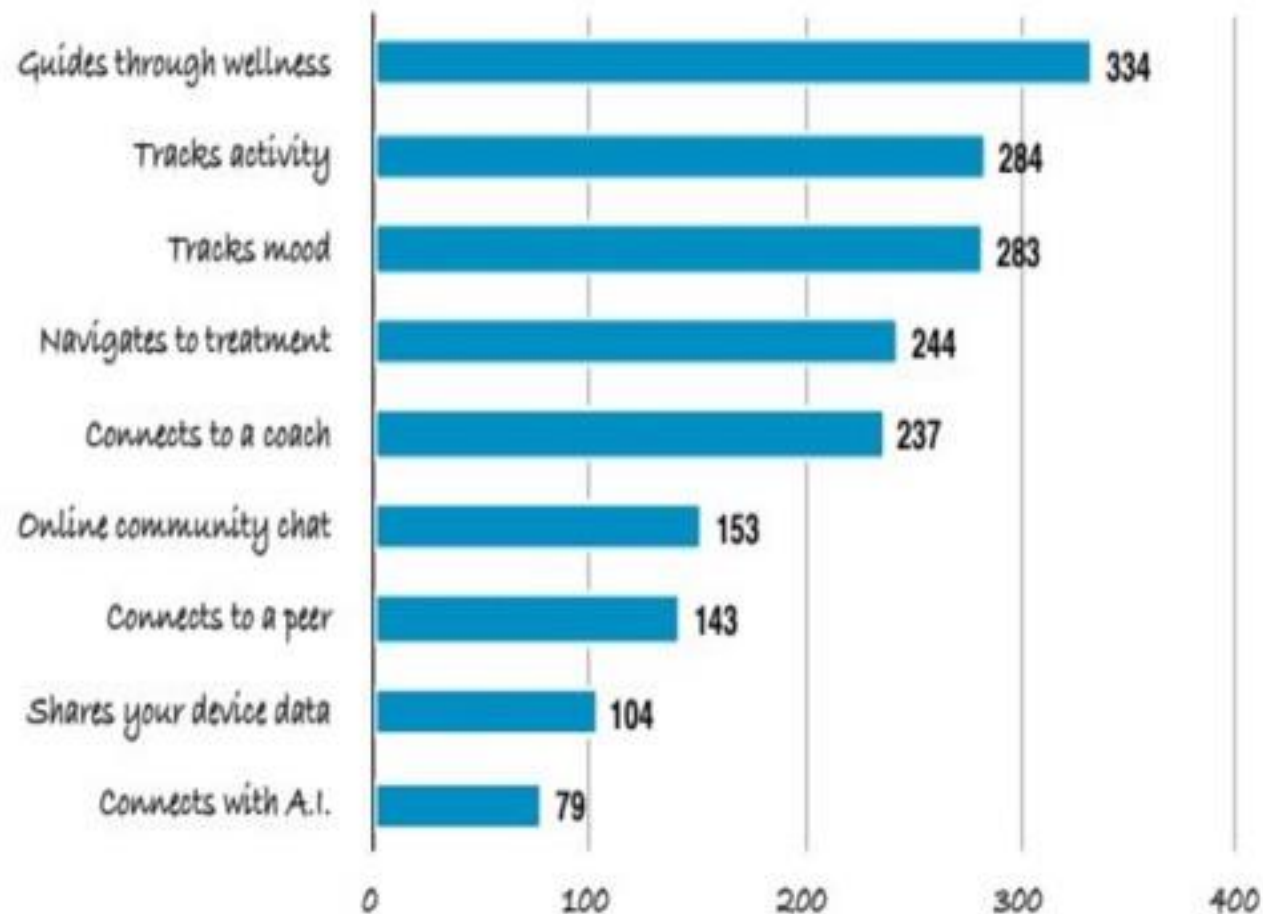


Talking about Mental Health



- Text Message
- Phone Chat/Hotline
- App Chat
- n/a

Types of Apps



APP Brochure Matrix

	Multi-Platform	Mobile Device	Personalized Content	Primary Mechanism	User Interface	Cost	Personalized	Strong Evidence	Apple App Store Rating	Google Play Store Rating	Comments
Physical											
Fooducate	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.7	4.5	Great community based app, provides healthier food alternatives when user scans a food item. You can join a community of other individuals working towards a healthier lifestyles. You can access recipes and track your calorie intake.
7 Minute Workout	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.7	4.6	Works best with virtual guided instruction. Guided instruction provides education on appropriate body form. Individuals can select their level of activity.
Headspace	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.9	3.8	Headspace is a good app, a good way to do guided meditation. Good for individuals who have challenges falling asleep at night. County may want to consider that the majority of the features requires payment.
Emotional											
Virtual HopeBox	Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	4	3.9	Virtual HopeBox is an app that provides many games, inspirational quotes, coping skills and an activity planner. Bugs within Virtual HopeBox need to be fixed to include how volume on the guided meditation. Games could be a bit too hard to play.
Happify	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5	3.7	Happify is a great app, own little word of happiness. Compared to Headspace, Happify provides a wider variety of free activities however in order to unlock the full range of activities payment is required.
CBT Coach	No	Yes	Yes	Yes	Yes	Yes	N/A	No	3.6	4	This app is clear that it is not a replacement for therapy and should be used as an adjunct to therapy. Does not provide immediate support, provides psychoeducation on sleep and sleep habits. Graphics are boring.
MindShift	Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	4.3	4.2	A great professional and anxiety tracking app. Graphics are simple. Provides a variety of features to include goal setting, thought journal and coping cards. PE team felt that this was the strongest app out of the 4 apps as it provides mood/anxiety tracking as well as psychoeducation on anxiety and various coping strategies.
Fooducate	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.7	4.5	Great community based app, provides healthier food alternatives when user scans a food item. You can join a community of other individuals working towards a healthier lifestyles. You can access recipes and track your calorie intake.
7 Minute Workout	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.7	4.6	Works best with virtual-guided instruction. Guided instruction provides education on appropriate body form. Individuals can select their level of activity.
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Emotional											
Virtual HopeBox	Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	4	3.9	Virtual HopeBox is an app that provides many games, inspirational quotes, coping skills and an activity planner. Bugs within Virtual HopeBox need to be fixed to include how volume on the guided meditation. Games could be a bit too hard to play.
Happify	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	4.5	3.7	Happify is a great app, own little word of happiness. Compared to Headspace, Happify provides a wider variety of free activities however in order to unlock the full range of activities payment is required.
CBT Coach	No	Yes	Yes	Yes	Yes	Yes	N/A	No	3.6	4	This app is clear that it is not a replacement for therapy and should be used as an adjunct to therapy. Does not provide immediate support, provides psychoeducation on sleep and sleep habits. Graphics are boring.
MindShift	Yes	Yes	Yes	Yes	Yes	Yes	N/A	Yes	4.3	4.2	A great professional and anxiety tracking app. Graphics are simple. Provides a variety of features to include goal setting, thought journal and coping cards. PE team felt that this was the strongest app out of the 4 apps as it provides mood/anxiety tracking as well as psychoeducation on anxiety and various coping strategies.
SAM	No	Yes	Yes	Yes	Yes	Yes	N/A	Yes	4	4	Great at providing psychoeducation and self help tools on anxiety. SAM is difficult to navigate and lacks direct states that measure anxiety.

Facilitator Agenda: Focus Group/ Learning Collaborative -

February 28, 2020

Peer Resource Center

minutes)

the guide and demo the following apps:

- Headspace
- Happify
- Hoopla

• 8 minutes of feedback for each apps asking the following questions:

1. Are there any apps you would consider downloading? Why or why not?
2. Which one of these would you download?
3. Which had you heard of?
4. Which had you not heard of?
5. Are there any apps that are not included on the brochure, that should be included? If so which domain and why?
6. How are you currently using technology for your self-care?



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Module 2



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Module 5



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Module 2



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Module 2: Email Set-Up and Maintenance: Computer and Mobile Device Table of Content

Introduction.....	3
Objectives.....	4
Group Rules.....	5
Topic 1: The Importance of Creating an Email.....	6
Topic 2: What an Email Service Provider Is.....	7
Topic 3: How to Create an Email Account.....	11
Topic 4: Setting Up an Email on a Mobile Device.....	14
Topic 5: Composing and Sending Emails.....	20
Topic 6: Email Maintenance.....	27
Summary.....	29



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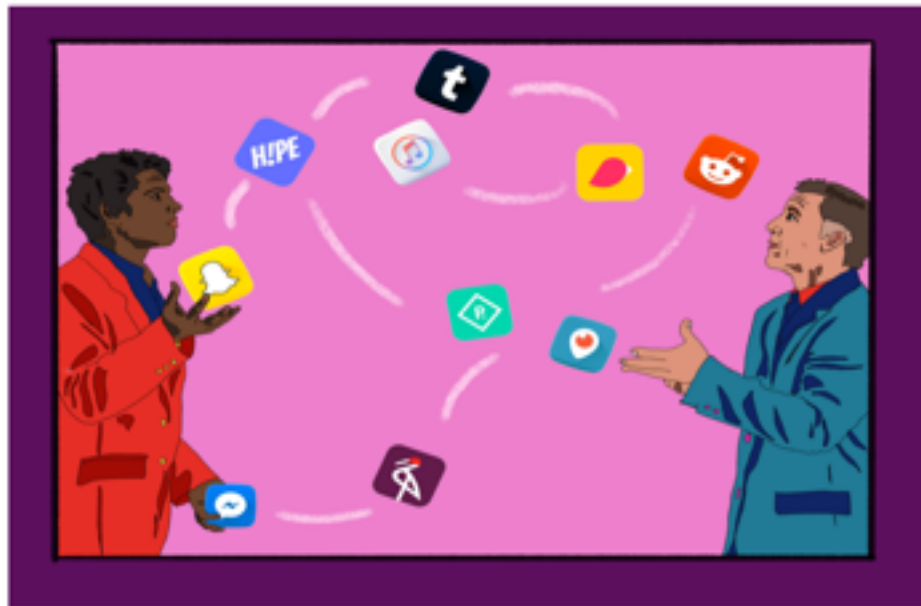


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Module 5



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Module 5: How to Download and Use Apps (Applications)

Introduction.....	3
Objectives.....	4
Group Rules.....	5
Topic 1: What an App (Application) is.....	6
Topic 2: App Basics.....	8
Topic 3: Importance of Reviewing Apps.....	12
Summary.....	13





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Module 7



Module 7: Online Safety and Privacy

Introduction.....	3
Objectives.....	4
Group Rules.....	5
Topic 1: Digital Security.....	6
Topic 2: Digital Identity and Digital Footprints.....	7
Topic 3: Securing Digital Accounts.....	9
Summary.....	12



Considerations for Downloading an App

6 HELPFUL TIPS

1

Check to make sure your mobile device is up-to-date with the latest software. Your mobile device is best protected and safe when it has the latest software.

2

Make sure you are downloading from a trusted source, for example the Apple App Store or the Google Play Store.

3

Look at the App reviews.

4

Look at the date the App was last updated.

5

Check the App's Permission and Privacy Policy. This will inform you of the kind of information the App wants from you and will tell you how your information will be used, stored and deleted.

6

Read the App's Terms and Conditions. This helps you understand your rights, guidelines you must follow, and what is expected when using this App. It also explain things such as payment terms and how to reach customer support.



MANAGING YOUR DIGITAL IDENTITY

Digital Identity is made up of one's digital footprints, which includes **active** and **passive** footprints.

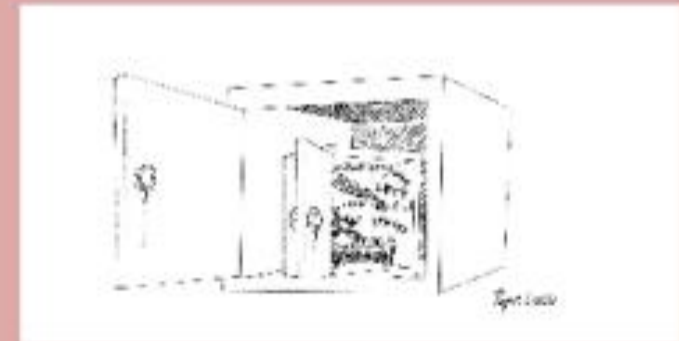
KNOWING YOUR ACTIVE AND PASSIVE FOOTPRINTS WILL HELP YOU TO MANAGE YOUR DIGITAL IDENTITY:

Active Digital Footprints are composed of information we've chosen to share, they include things such as:

- Online forums and forms
- Profiles of different types
- Likes
- Comments
- Uploading photos/videos
- Sending emails

Passive Digital Footprints include things most of us might not be aware of and are left on:

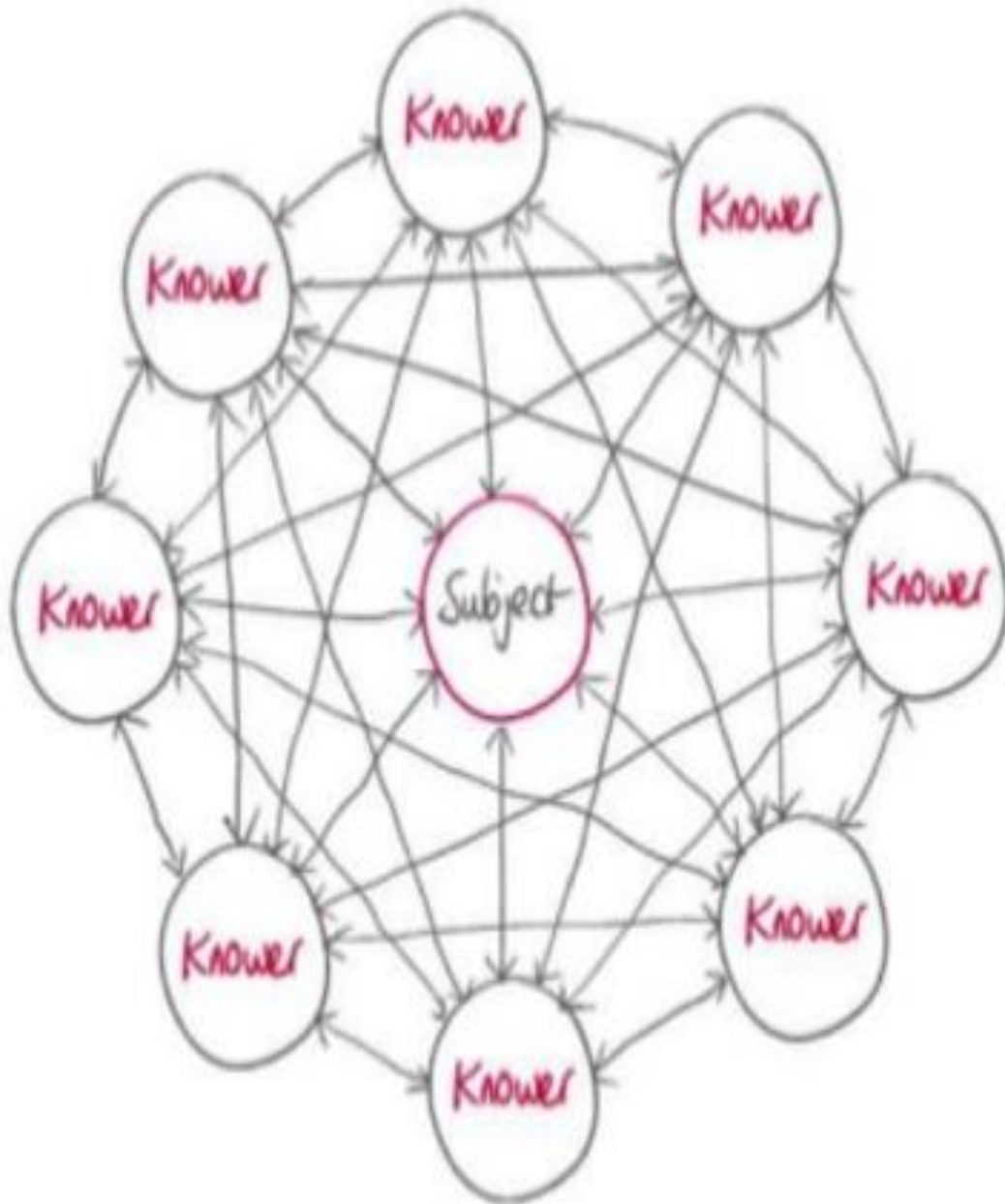
- Websites we visit
- Search queries we enter
- Being tagged on social media
- Purchases and spending trends
- Online or mobile location tracking





- Important Terms
- Safer Web Browsing
- Phishing
- Scam Malware
- Downloading Anti-Virus and Anti Malware Software
- Creating and Managing Passwords
- Using Public Wi-Fi
- Adjusting Browser Settings (explorer, safari, chrome)

<https://helpathandca.org>



What do the providers and users know about technology?

Create ways to gather information

Develop opportunities to learn together

Create opportunities to create together

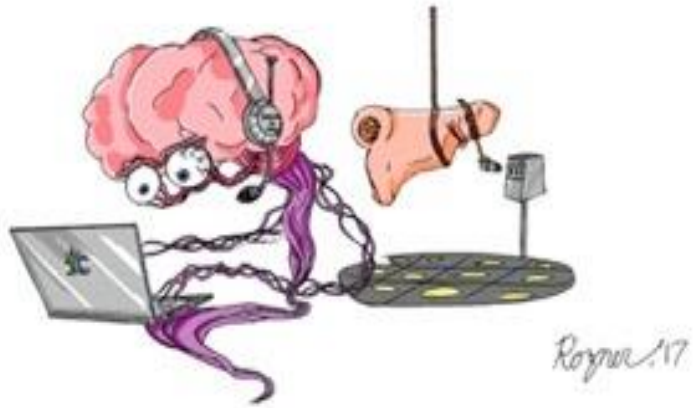


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Digital Health Literacy Curriculum

Module 9



TOPIC 5: Telehealth Etiquette - VSee Tips and Guidelines

Telehealth sessions are just as important as in person sessions when it comes to guidelines to have the best experience possible.

Here are some best practices to make the most of your telehealth experience:

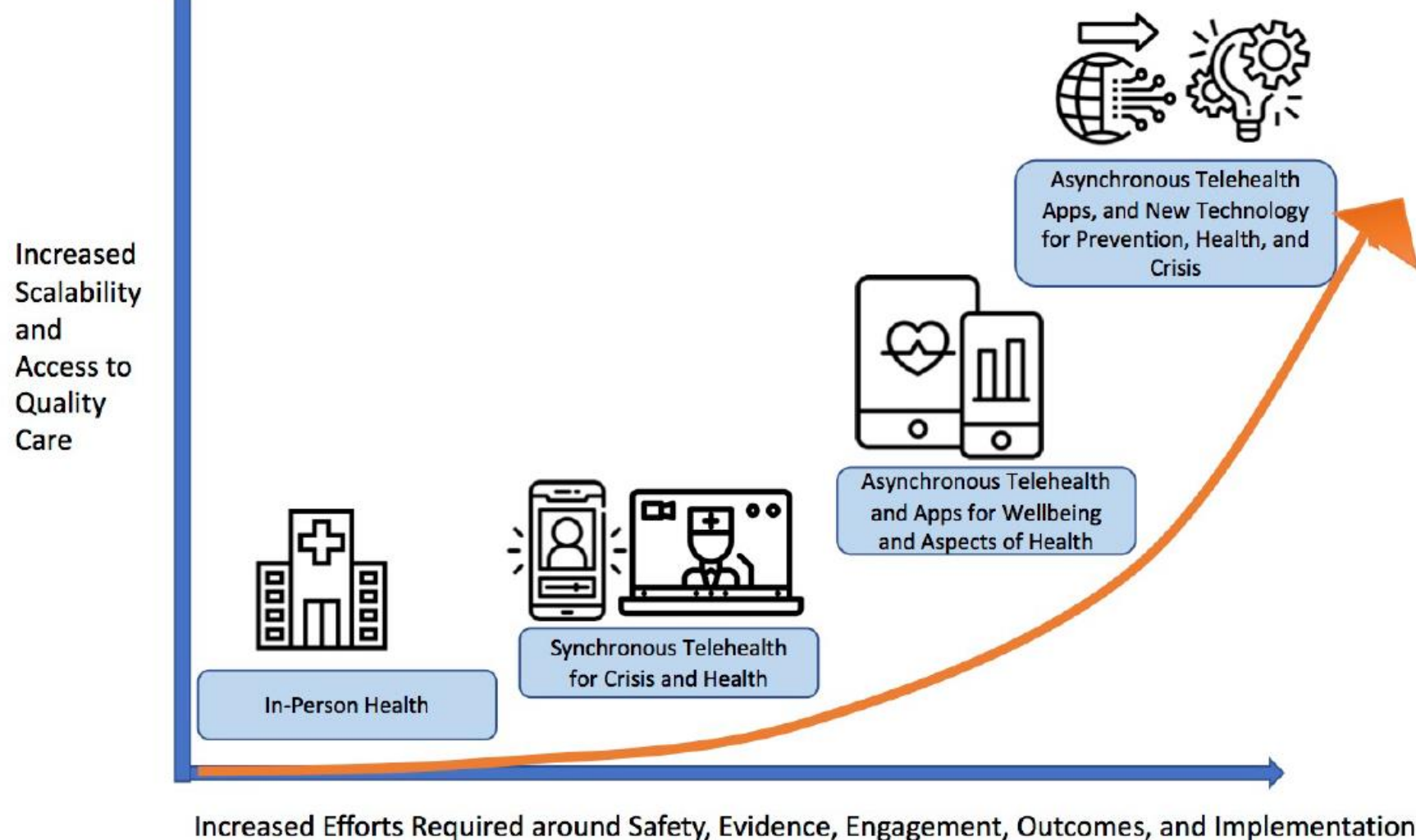
- Be sure you are in a private location, so your conversation will not be overheard
- Please refrain from driving or engaging in other activities that require your full attention
- After typing in the **Room Code**, be sure to tap the **Enter Waiting Room** button to get started
- If your environment is loud and you'd like to mute yourself, click the **microphone** icon. You can also show yourself on camera by clicking the camera icon or flip the view by clicking the **flip** icon
- Once you've finished your session be sure to end the video call by clicking the **hang-up phone** icon on the very right.
- You can share files with your provider by dragging and dropping into the chat window or by clicking the **plus** button to choose the file to send

Group Facilitator will provide participants with the *VSee Telehealth Solutions Tip Sheet*.

BUILD IT AND THEY WILL COME...IF...

1. Build trust with relationship (be transparent)
2. Integrate/partner with a co-design process (one size does not fit all)
 - Communicate bidirectional expectations and hopes
 - Inquire about needs and provide support
 - Model collaborative approaches
3. Rinse and Repeat





Bending the curve further on access and scalability of care will require increased efforts around safety, evidence, engagement, outcomes, and implementation. But this increased effort will yield greater returns at each step. The COVID-19 crisis has (at least temporarily) removed implementation barriers to synchronous telehealth through regulatory changes and the evidence, safety, and engagement were already in place before. The next steps to use apps towards asynchronous telehealth will require more effort but yield even greater increases in access to care.

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Thank you !



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Thank you!

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About the presenter



Keris Jän Myrick, MBA, MS, CPMC, is a director at the Jed Foundation and co-director of The Mental Health Strategic Impact Initiative (S2i), which aims to advance the transformation of mental health by catalyzing cross-sectional reforms, strengthening collaborations and bridging gaps. Ms. Myrick serves on the Board of the National Association of Peer Specialists (N.A.P.S.) and is a Certified Personal Medicine Coach.

Ms. Myrick previously held positions of chief of Peer and Allied Health Professions for the Los Angeles County Department of Mental Health, director of the Office of Consumer Affairs for the Center for Mental Health Services (CMHS) of the United States Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA), president and CEO of Project Return Peer Support Network, a Los Angeles-based, peer-run nonprofit, and board president of the National Alliance on Mental Illness (NAMI).

Ms. Myrick is a leading mental health advocate and executive known for her innovative and inclusive approach to mental health reform and the public disclosure of her personal story. Ms. Myrick has over 15 years of experience in mental health services innovations, transformation and peer workforce development. As an early adopter and self-identified “geek” with an interest in leveraging technology to aid in mental health recovery and wellbeing, Ms. Myrick serves on the American Psychiatric Association's App Advisor Panel, is clinical advisor to the BIDMC Harvard Medical School's Digital Psychiatry Program and recently received her certificate in Geek Culture Competency. In June 2021, Ms. Myrick was the recipient of Mental Health America's highest honor, the Clifford W. Beers Award.

Ms. Myrick's personal story was featured in the New York Times series: Lives Restored, which told the personal narratives of several professionals living with mental health issues. Ms. Myrick is an in-demand national trainer and keynote speaker and authored several peer reviewed journal articles and book chapters. She is known for her collaborative style and innovative “whole person” approach to mental healthcare and is podcast creator and host of “Unapologetically Black Unicorns”. Ms. Myrick has a Master of Science degree in organizational psychology from the California School of Professional Psychology of Alliant International University. Her Master of Business Administration degree is from Case Western University's Weatherhead School of Management.



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