



Digital Opportunities for Outcomes in Recovery Services

Group Facilitator's Guide

Level: Introduction

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Preface

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 expanding demand for mental health services. Given the rapid expansion of mobile technology, especially smartphones, it is logical that these digital tools may offer one potential solution. Data has repeatedly shown that those with mental health conditions, including serious mental illness like 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 to 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 the over 10,000 related apps available today for immediate download [3]. But the closing of this first digital divide has revealed a second [4].

The increasing access of smartphones and availability of digital mental apps has not yet transformed the field or patient trajectories. Rather the initial excitement of a panacea has transformed into an understanding that realizing the potential of digital mental health requires not only developing new apps but also developing new skills for people using these technologies [4]. This second digital divide is no longer focused on material access to digital tools like smartphones or apps but rather the knowledge, skills, and confidence required to actually utilize these novel tools towards improving mental health. While less immediately tangible than the first digital divide of access, even a brief clinical experience around actual use of fitness trackers to smartphone apps, virtual reality to smart home devices immediately reveals the extend of this new digital divide [5]. Most mental health apps that are downloaded are never opened and the minority that are actually opened are often accessed for a single session before being abandoned [6,7].

But it is possible to bridge this second digital divide. Interest in digital mental health must and can now be met with hands-on training and functional education that offers people the skills to meaningfully engage with technology towards their recovery. The Digital Opportunities for Outcomes in Recovery Services (DOORS) program presented here represents an evidence-based effort to formally bridge this new digital divide and deliver on the potential of digital mental health. 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 new functional skills for accessing and utilizing the promise of digital health. Tomorrow, we hope it represents a progressive mindset towards digital mental health where what we now label digital tools become instead personalized resources. Towards this vision of accessible and personalized mental health, we are pleased to share this manual.

References

1. 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 Oct;5(4).
2. Torous J, Chan SR, Tan SY, Behrens J, Mathew I, Conrad EJ, Hinton L, Yellowlees P, Keshavan M. Patient smartphone ownership and interest in mobile apps to monitor symptoms of mental health conditions: a survey in four geographically distinct psychiatric clinics. *JMIR Mental Health*. 2014 Jul;1(1).
3. Torous J, Roberts LW. Needed innovation in digital health and smartphone applications for mental health: transparency and trust. *JAMA psychiatry*. 2017 May 1;74(5):437-8.
4. Torous J, Rodriguez J, Powell A. The new digital divide for digital biomarkers. *Digital biomarkers*. 2017;1(1):87-91.
5. Hoffman L, Benedetto E, Huang H, Grossman E, Kaluma D, Mann Z, Torous J. Augmenting Mental Health in Primary Care: A One-Year Study of Deploying Smartphone Apps in a Multi-Site Primary Care/Behavioral Health Integration Program. *Frontiers in psychiatry*. 2019;10:94.
6. Torous J, Staples P, Slaters L, Adams J, Sandoval L, Onnela JP, Keshavan M. Characterizing smartphone engagement for schizophrenia: results of a naturalist mobile health study. *Clinical schizophrenia & related psychoses*. 2017 Aug 4.
7. Owen JE, Jaworski BK, Kuhn E, Makin-Byrd KN, Ramsey KM, Hoffman JE. mHealth in the wild: using novel data to examine the reach, use, and impact of PTSD coach. *JMIR mental health*. 2015 Jan;2(1).

For more info, please visit: <https://www.digitalpsych.org/>

Goals & Objectives

Equip patients with digital health knowledge, skills, and resources for:

- Gaining insight into their lived experiences
- Managing mental health symptoms
- Preventing illness relapse
- Supporting healthy lifestyle change
- Making informed decisions around digital health
- Advocating for safe, effective, and usable digital health tools
- Accessing new healthcare resources
- Gaining new skills useful towards daily living

After completing this training patients will be able to:

- Make informed decisions when downloading apps
- Better understand their personal patterns related to sleep, exercise, mood, etc.
- Identify personal data streams most relevant and important to their well-being
- Generate technology-supported wellness goals
- 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. Apps frequently change and update; and those mentioned here may be different at the time you access this manual.

Overview

Session 1: Digital health technology usage and opportunities

Digital health technology can capture elements of our lived experiences (e.g. behavior, symptoms, mood), inform health-related goal-setting, encourage self-management strategies, and provide support in managing day-to-day tasks. An important component of this first session is to explore participants' understanding of digital and smartphone technology and to determine how group members are already using technology and wearables as part of their daily lives. While the majority of group members may own smartphones, their level of comfort and confidence in using this digital technology may differ significantly from person to person. Having participants assess their current digital skills, identify areas for improvement, and indicate what knowledge they hope to acquire by the end of the six weeks will shape the group content for the following sessions.

Outline:

- Explore group participants' knowledge of smartphone technology and digital health tools
- Assess group member digital technology literacy and smartphone ownership
- Solicit feedback and suggestions from participants to guide content/structure of future group sessions
- Address group members' initial technology related questions and identify specific knowledge gaps
- Practice connecting to WiFi

Skill of the week: Connecting to WiFi

Recommended readings:

1. Hoffman L, Benedetto E, Huang H, Grossman E, Kaluma D, Mann Z, Torous J. Augmenting Mental Health in Primary Care: A One-Year Study of Deploying Smartphone Apps in a Multi-Site Primary Care/Behavioral Health Integration Program. *Frontiers in Psychiatry*. 2009;10, 94.
2. Torous J, Chan S. Mental health apps: What to tell patients. *Current Psychiatry*. 2018 Mar;17 (3): 21.
3. Wisniewski H, Liu G, Henson P, Vaidyam A, Hajratalli NK, Onnela JP, Torous J. Understanding the quality, effectiveness and attributes of top-rated smartphone health apps. *Evidence-based mental health*. 2019 Feb 1; 22(1):4-9.

Session 2: Developing technology-supported wellness goals

In order for participants to derive full value from the DOORS curriculum, it is essential they are able to apply their new digital skills and knowledge towards their personal wellness and recovery. The term "wellness" can mean different things to different people and can encompass more than just mental and physical health. In helping participants to explore what wellness means to them and providing support in creating actionable wellness goals, participants can establish a foundation to apply their smartphone skills/knowledge. Using the SMART goal framework (Specific, Measurable, Actionable, Realistic, Timebound), participants will establish initial goals related to one of the eight dimensions of wellness and will begin brainstorming how smart phone technology might support them with their goals. Over the six weeks, participants will lend support to one another as they work to improve their wellness and will acquire more skills/knowledge as to the ways in which technology can serve as a helpful tool throughout their journey.

Outline:

- Explore group members' conception of wellness and introduce SAMHSA's "8 dimensions of wellness" model
- Review emotional, physical, and social domains of wellness and goals that might fall under each category
- Help participants pick one area of wellness that they would like to focus on over the course of the group
- In small groups discuss participants' goals related to emotional, physical, and social wellness
- Using the SMART goal-setting model, assist participants in setting short-term actionable goals and begin considering how smartphone technology might support them in reaching their goal and/or monitoring their progress

Skill of the week: Setting wellness goals

Recommended readings:

1. <https://store.samhsa.gov/product/Creating-a-Healthier-Life-/SMA16-4958>
2. Mueser, K. T., Bartels, S. J., Santos, M., Pratt, S. I., Almeida, M., Bishop-Horton, S., ... Wolfe, R. (2012). Integrated Illness Management and Recovery: A Program for Integrating Physical and Psychiatric Illness Self-Management in Older Persons with Severe Mental Illness. *American Journal of Psychiatric Rehabilitation*, 15, 131–156. <https://doi.org/10.1080/15487768.2012.679558>

Session 3: Capturing physical activity

Collecting personal data is useful when it helps participants better understand their lived experiences, identify areas for improvement, and take action in setting or reaching health-related goals. While we often believe that we can remember how we felt, how much we exercised, or how much we slept on any given day, accurately recalling this information can be challenging without the assistance of self-monitoring technology. The step count exercise in this session illustrates this point by comparing the accuracy of participants' perception of how many steps they took the previous day and the actual number captured by their smartphone. This activity can also spark a conversation around participants' goals related to exercise and how they might increase their activity level.

Outline:

- Discuss participants' progress toward wellness goals set during previous week including barriers to implementation
- Explore group members' prior experience tracking their mood and behaviors such as sleep and physical exercise
- Assist participants in locating "step count" feature on smartphones
- Engage group members in activity predicting daily steps for the following week
- Break into small groups to focus on advancing participants' digital technology skills

Skill of the week: Using smartphones to measure physical activity

Recommended readings:

1. <https://www.elsevier.com/books/exercise-based-interventions-for-mental-illness/stubbs/978-0-12-812605-9>
2. Firth J, Stubbs B, Rosenbaum S, Vancampfort D, Malchow B, Schuch F, et al. (2016a). Aerobic exercise improves cognitive functioning in people with schizophrenia: a systematic review and meta-analysis. *Schizophrenia Bulletin*, doi: 10.1093/schbul/sbw115.
3. Stubbs B, Williams J, Gaughran F, Craig T. How sedentary are people with psychosis? A systematic review and meta-analysis. *Schizophrenia Research*. 2016 Mar 1;171(1-3):103-9.

Session 4: Capturing emotional experience

Cultivating insight into one's lived experience can help illuminate the connection between behaviors, mood, and symptoms and guide health-related goal setting. Using smartphone and digital technology can play a useful role in helping participants to monitor important aspects of their daily lives. Before introducing group members to an app that can assist with this process, participants will reflect on activities/behaviors that help to improve their mood as well as strategies they have used to keep track of their behaviors (e.g. exercise), symptoms (e.g. hearing voices), or mood (e.g. anxiety). Activating participants' prior knowledge and demonstrating how the LAMP app (Learn, Assess, Manage, Prevent) can further help them with keeping track of their experience will help group members to more meaningfully engage with the app in the coming weeks.

Participants will require one-on-one support from staff in setting up the LAMP app, identifying relevant surveys, navigating to various features, and discussing how to use LAMP as part of their daily lives. Group members are often more likely to use LAMP if they understand its purpose and can identify how it may be valuable to them on a personal level. Helping participants reflect on why certain symptoms, mood, and behaviors are important for them to monitor will increase engagement with the digital tool and make the resulting data more meaningful and useful.

Outline:

- Discuss participants' progress toward wellness goals including barriers to implementation
- Review step count data collected over the past week and discuss participant insights
- Explore group members' knowledge of the connection between behaviors, symptoms and mood
- Assist participants in downloading a tracking app (LAMP) to use over the course of two weeks
- Discuss aspects of their own lived experiences that they are most interested in monitoring over the next week and identify why this is important to them

Skill of the week: Downloading apps

Recommended readings:

1. Torous J, Wisniewski H, Carpenter E, et al (in press). The development of a smartphone app designed to improve clinical care based on patient, clinician, and researcher needs. *Journal of Technology in Behavioral Science*. 2019. <https://link.springer.com/article/10.1007/s41347-019-00095-w>
2. Torous J, Kiang M, Lorme J, Onnela JP. New Tools for New Research in Psychiatry: A Scalable and Customizable Platform to Empower Data Driven Smartphone Research. *Journal of Medical Internet Research: Mental Health*. 2016;3(2):e16.

Session 5: Using personal data for behavior change and self-management

In order for participants to derive meaning from the personal data collected through the LAMP app, the graphs displaying passive (e.g. steps) and active data (e.g. surveys) must be simple, easy to understand, and relevant to that participant. For instance, if a participant took multiple surveys throughout the week to track their psychosis, anxiety, and sleep it would likely be overwhelming to show all three data streams simultaneously in a single graph. Highlighting each data stream one-by-one and then eventually looking for connections between the three might prove to be the most effective way to review the information with participants. When discussing personal data with a participant, it is essential that the staff member adopt a collaborative stance, soliciting participants' interpretations and ideas first before providing any insights. This will allow participants to discover their own personal trends, to identify unique data points, and to ask clarifying questions if the data visualizations are unclear.

Once participants demonstrate an understanding of their data results, staff can use motivational interviewing techniques to help group members consider whether they would like to make any lifestyle changes based on the data they have collected. Using the SMART goals framework, staff can work with participants to establish small, actionable goals for the following week and to discuss how they could use the LAMP app to measure their progress over time.

Stop, Breathe & Think is an engaging and easy-to-use mindfulness app that enables users to identify how they are feeling physically and emotionally, and to practice a mindfulness meditation that matches their current needs. Participants often enjoy the experience of taking a moment to check in with themselves and to receive support from the app in identifying what mindfulness intervention might be most relevant/helpful to them in that moment.

Outline:

- Provide participants with personalized reports on LAMP survey data related to symptoms, behavior, and mood collected over the previous week
- Solicit participants' interpretations of the data visualizations including what insights they may have gained from tracking these elements of their lived experience
- Using LAMP survey data from the past week, help participants consider whether changing their behavior may be connected to other aspects of their lived experience
- Discuss participants' progress toward health goals set during previous week and consider new goals in light of personal data
- Consider ways in which smartphone technology can help with coping with emotions and symptoms
- Practice using "Stop, Breathe, and Think" app to learn skill of slowing down to check in on personal experience and to use a digital tool for self-management

Skill of the week: Using apps for coping

Recommended readings:

1. Ledesma A, Nieminen H, Valve P, Ermes M, Jimison H, Pavel M. The shape of health: A comparison of five alternative ways of visualizing personal health and wellbeing. 2015 37th Annual International Conference of the IEEE Engineering in Medicine and Biology Society (EMBC). 2015.
2. <http://www.storytellingwithdata.com/>

Session 6: Making informed decisions about apps

Using their most recent LAMP data, participants will reflect on their progress towards the personal health goal set during the previous week. Staff will share new data visualizations with participants and will solicit their opinions as to whether their health-related behavior change may be connected to any shifts in symptoms, mood, or sleep. If participants were unable to reach their goal, staff can assist participants in identifying any barriers or concerns that may have impeded their progress and problem-solve around ways to overcome these challenges.

The second part of the session will focus on helping patients make informed decisions when downloading mobile apps. At present, many health apps are not supported by a strong evidence-base and fall outside the scope of the FDA regulation. Given this lack of regulatory oversight, many apps fail to safeguard users' personal health information and protect users' data. When deciding whether to download an app, people often consider star ratings, user reviews, and the app icon's visual design, but do not take into account other important considerations related to privacy and security. This session's app evaluation activity will help participants learn the importance of reviewing an app's privacy policy, determining whether the source is trustworthy, checking when the app was last updated, and considering input from friends/family/health care professionals around the app's general quality and usefulness.

During the final wrap-up, group participants will consolidate knowledge by reflecting on what they learned during the 4-week course, what they're curious to learn more about, and how they might continue using digital health technology to develop self-management strategies and improve their overall health and well-being.

Outline:

- Discuss participants progress toward health goals set during previous week and review new LAMP data
- Explore participants decision-making process when reviewing app descriptions prior to downloading; identify top evaluation criteria
- Introduce new criteria for participants to consider as part of their app evaluation process (e.g. privacy/security, app developer, recommended by trustworthy person, updated within the past 6 months)
- Evaluate two apps using group criteria and determine whether they are high quality enough to download and use
- Reflect on experience using apps to support wellness
- Identify digital skills acquired over 6 weeks and resources for continued learning

Skill of the week: Evaluating apps

Recommended readings:

1. Henson P, David G, Albright K, Torous J . Deriving a Practical Framework for Mental Health App Evaluation. *Lancet Psychiatry*. 2019.
2. Torous J, Andersson G, Bertagnoli A, et al. Towards a Consensus for Smartphone Apps and Digital Mental Health. *World Psychiatry*. 2019 Feb;18(1):97-98.
3. Ernsting C, Dombrowski SU, Oedekoven M, O'Sullivan JL, Kanzler M, Kuhlmeier A, Gellert P. Using Smartphones and Health Apps to Change and Manage Health Behaviors: A Population-Based Survey. *J Med Internet Res*. 2017;19(4):e101.
4. <https://ebmh.bmj.com/content/21/3/116>

Session Outlines

Session 1: Digital Health Technology Usage and Opportunities

The purpose of this session is to provide an introduction to digital and smartphone technology in terms of its function and use within everyday life. To help make the 6-week course as useful and relevant for every group member, participants will fill out a digital skills assessment to identify what they would like to learn over the coming weeks. Through group discussion, participants will have the opportunity to share about their experience using smartphone technology and their reasons for attending this group. Participants will all learn how to connect to WiFi and will break into small groups at the end to focus on smartphone fundamentals or apps for health and wellbeing, based on preference.

Time: 1 hour

Skill of the week: Connecting to WiFi

Session outline:

1. Introductions
2. Group rules
3. What is a smartphone?
4. Smartphone skills assessment
5. Group planning
6. Connecting to WiFi
7. Small group digital skill building
8. Summary

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, loaner phones, folders, handouts (see Appendix)

1) Introductions

“Over the next six weeks we are going to be learning about how smartphones can help you better understand your own experiences and work towards your specific wellness goals that we’re going to talk about next week. We’re hoping that by the end of the six weeks you will have gained more skills in using your smartphone and more tools to help you with managing your health.

Before we dive in, perhaps we could all go around the room and say who we are and why we’re interested in this group?”

- ① Group facilitators and staff should introduce themselves and state why they are interested in digital health or why they’re excited to be participating in the group. This may encourage participants to share more about why they are attending the group and what they hope to get out of it.

2) Group rules

- Establish group rules in terms of respecting each other, being supportive, and respecting privacy.

3) What is a smartphone?

“Before I go any further, though, we wanted to talk a little bit about what we mean when we use the word “smartphone” to make sure that we’re all on the same page. If you could take a guess, which phones on here would qualify as a smartphone?”



“What makes smartphones different than flip phones or landlines? What are some of the ways you like to use your phone? Have you ever used your smartphone to do any of these things?”

What can a smartphone do?

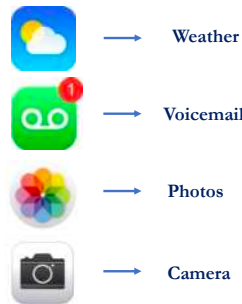


“It sounds like you all like to use your smartphones for different reasons. It’s amazing all of the things that smartphones can help us with in our daily lives.

Who here knows what a smartphone app is? Have you ever used an app before? I have some pictures of apps here and I’m wondering if you could guess at what the app can help you with based on the image?”



What are apps?



“And finally, does anyone have an idea of what WiFi is or how to use it? Have some of you connected to the WiFi in this building? Here are some of the differences. It’s generally best to use WiFi if you can because it’s free. Later on today, we’ll help you connect to WiFi.”

What’s the difference between Wifi and Data?



Wifi

- Free
- Can’t access everywhere
- Available at the library, Starbucks, Dunkin’ Donuts, etc.



Data

- Costs money
- Can have pre-paid plans or contracts
- Usually need data to make calls

- ① The content in this section can be presented in any order as long as participants gain an understanding of what smartphones are, what they can do, what apps are, and the differences between WiFi and data.

4) Smartphone skills assessment

“We would like to make this group as useful as possible for each one of you. And to do this we’d like for you to give us a better sense of what skills you’d like to develop and what type of apps would be most useful. Please fill out the following sheet and then we’ll collect them from you.”

→ Pass around checklist sheet and assist participants with filling in their answers

What do you want to learn?

Over the next 6 weeks, I’m interested in learning how to...

<input type="checkbox"/> Turn phone on/off	<input type="checkbox"/> Use the smartphone camera
<input type="checkbox"/> Use the touchscreen	<input type="checkbox"/> Download music
<input type="checkbox"/> Change the phone volume	<input type="checkbox"/> Set reminders/alarm clock
<input type="checkbox"/> Make phone calls	<input type="checkbox"/> Use the calendar
<input type="checkbox"/> Check voicemail and record greeting	<input type="checkbox"/> Check the weather
<input type="checkbox"/> Connect to Wifi	<input type="checkbox"/> Use the navigation (map) features
<input type="checkbox"/> Send text messages	<input type="checkbox"/> Write reminder notes
<input type="checkbox"/> Access and browse the internet	<input type="checkbox"/> Other
<input type="checkbox"/> Download apps	



Over the next 6 weeks, I want to learn about apps that can help me...

<input type="checkbox"/> Get more physically active	<input type="checkbox"/> Develop strategies for managing my symptoms
<input type="checkbox"/> Relax	<input type="checkbox"/> Connect with friends/family
<input type="checkbox"/> Get better sleep	<input type="checkbox"/> Get connected to information about health conditions and resources
<input type="checkbox"/> Learn mindfulness skills	<input type="checkbox"/> Access real-time public transportation info
<input type="checkbox"/> Monitor my symptoms	
<input type="checkbox"/> Track my eating habits	
<input type="checkbox"/> Set medication reminders	

5) Group planning

“Can people share some of the skills they’re interested in developing or some of the apps they’d like to learn about? Have any of you ever used apps to help with the things mentioned in the green box?”

I wanted to share with you an outline we made for some of the things we were thinking you might be interested in to get your feedback. We’re planning on doing some large group activities to learn specific skills, but will also meet together in smaller groups to focus on the skills you’re most interested in learning.”

Smartphone Group



Week #1
What are smartphones? How can we use them?



Week #4
Using smartphones to measure mood and symptoms



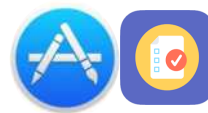
Week #2
Setting wellness goals supported by technology



Week #5
Exploring personal data and using smartphones for coping



Week #3
Using smartphones to measure physical activity



Week #6
How to choose high quality apps

① Depending on group engagement and functioning, you might choose not to share this outline if you think it might be overwhelming. Participants will likely be able to generate their own ideas following the digital skills assessment exercise.

6) Connecting to WiFi

“In a moment we’re going to break into small groups based on your interests and needs, but first we’d like to make sure you’re all connected to WiFi. Can anyone tell us how to connect to WiFi? Who knows the password?”

→ Staff members assist participants with connecting to WiFi

7) Small group digital skill building

“Now that we’re all connected to WiFi, we want to break you into small groups based on the skills you’d like to work on. 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 your day like taking medication or riding the bus.”

① Ideally, participants will be able to split into sub-groups within the two groups, but this will depend on staff numbers.

Smartphone Skills

smartphone basics



voicemail/texting



downloading apps & web browsing



Exploring Apps

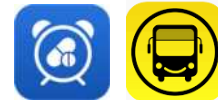
music



mental & physical health



daily living



8) Summary

“As we come back together, does anyone want to share one thing they learned today? How are you planning to use this new skill over the next week?”

We’d like all of you to place your smartphones sheet in the folders we’re handing out. We will keep your folders for you and bring them back every week. Next week we’re going to set some wellness goals and start thinking about how your smartphones might help you in reaching your goals”

→ Collect digital skill assessment sheets and group member folders

Session Outlines

Session 2: Developing Technology Supported Wellness Goals

In addition to supporting participants in expanding their digital skills and knowledge, this session will help group members focus on one area of wellness that is most relevant and important to them. As group members are exposed to various health-related smartphone features/apps during feature sessions, they will consider ways in which this technology could help them to reach their goals or track their progress. This session will start with a discussion and review of what the term “wellness” means and SAMHSA’s 8 dimensions of wellness (physical, mental, emotional, social, environment, financial, spiritual, and vocational). Group members will then have the opportunity to pick one aspect of wellness to focus on during the coming weeks (physical, social, or emotional) and will establish one SMART goal. At the end of the session, participants will begin brainstorming what smartphone features and/or apps might support them in reaching their goal.

Time: 1 hour

Skill of the week: Setting wellness goals

Session outline:

1. What is wellness?
2. Physical, emotional, and social wellness
3. Goal-setting
4. Summary

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, folders, handouts (see Appendix)

1) What is wellness?

→ Pass out group members' folders

“Welcome to our second week! Before we talk about wellness goals, does anyone have questions from last week? Did any of you practice some of the skills you learned? Did any of you try out new apps or other smartphone tools?”

① If participants are having difficulty recalling the content from last week, it may be helpful to pull up the smartphone skills group visual from Session 1.

“The purpose of this group is to help you develop smartphone skills and knowledge that can also be used to improve your overall wellbeing. Technology can be fun to use and can sometimes help us work towards our wellness and recovery. Last week, we defined what smartphones are and this week I was thinking we could also figure out what the term “wellness” means to us.”

Discussion prompts:

- Does anyone have some initial ideas that they'd like to share?
- Is wellness just about not being sick or is there more to it?
- How do we work towards wellness?
- How do we know when we're feeling well? What's happening in our lives?

“Do you think this definition of wellness makes sense? Why or why not?”

“Wellness is an active process of becoming aware of and making choices toward a healthy and fulfilling life. Wellness is more than being free from illness, it is a dynamic process of change and growth.”

– UC Davis Student Health <https://shcs.ucdavis.edu/wellness/what-is-wellness>

“What's interesting about the concept of wellness is that it can actually mean a number of different things to different people. What helps me to feel well, might be different than what helps you to feel well. I found this image that shows 8 dimensions of wellness.

Discussion prompts:

- Is there anything surprising on here?
- Which dimension makes sense to you personally?”



2) Physical, emotional, and social wellness

“As we transition into doing some wellness-related goal setting, we’re going to focus on three of these 8 dimensions for the time being and discuss them in more detail.”

Discussion prompts:

- What do we mean exactly when we say emotional, physical and social wellness?
- What are some ways we can move towards wellness in each one of these categories?
- What progress have you made in some of these areas? What are you already doing?
- Have you ever used your smartphone to help with your emotional, physical, and social wellness?

Emotional wellness



Coping effectively with life and creating satisfying relationships

- ✓ Managing my **symptoms**
- ✓ Understanding and expressing my **emotions**
- ✓ Coping with **stress**
- ✓ Improving my **self-esteem**
- ✓ Developing **relaxation** and/or **mindfulness** skills
- ✓ Seeing my **therapist or doctor** on a regular basis

Physical wellness



Recognizing the need for physical activity, diet, sleep, and nutrition

- ✓ Getting more **sleep**
- ✓ Eating **healthy foods** (veggies, fruit)
- ✓ Being more **physically active** (walking, dancing)
- ✓ Drinking more **water**
- ✓ Taking my **medications** regularly
- ✓ Keeping my **doctors'** appointments

Social wellness



Developing a sense of connection, belonging, a well-developed support system

- ✓ Doing **social activities**
- ✓ Staying more **connected to friends/family**
- ✓ Building a stronger **support system**
- ✓ Getting involved in **community service**
- ✓ Becoming a **good communicator**

3) Goal-setting

“We’ve talked about the different areas that help us feel well and now we want to focus in on three of these areas. We’re going to pass around some cards that have ideas for specific ways to improve physical, emotional, and social wellness. Sometimes it can be overwhelming to set too many goals at once so we’d like you to focus on just one area of wellness. Who here would like to focus on emotional wellness? Physical wellness? Social wellness?”

→ Staff members give one wellness card to each participant

“Now that you all have your wellness cards, let’s break into three different groups based on the area you picked and start thinking about more specific goals we’d like to set.”

→ Separate group members into three groups depending on the type of wellness they’d like to focus on (physical, emotional, social)

→ In small groups, help each participant to fill out the goals section on their wellness card



Goal:

- ❖ What is your short-term goal?
- ❖ Why is this goal important to you?
- ❖ How will reaching this goal make a difference in your life?
- ❖ When will you do it?
- ❖ How often?
- ❖ Who will help you?
- ❖ How could you use your smartphone to help you reach your goal?

① If participants are interested in having more than one wellness card or setting more than one goal, they should feel free to do so. However, setting too many goals may prove to be overwhelming and hinder progress. If possible, explain to participants the rationale behind setting small, actionable, short-term goals.

“Let’s come back together as a group now and share some of our goals”

Discussion prompts:

- What is your short-term goal?
- How will making progress in this area help you?
- What are some challenges that might get in the way?
- Any ideas about how our smartphones might help us to reach our goals? Or at least track our progress?
- How can we support one another over the next 4 weeks?

① If the digital health knowledge of the group is low, it might be challenging for them to identify existing smartphone resources that could be useful. Provide some initial examples (e.g. using the step count feature to track exercise or sending text messages/emails to connect with friends and family)

4) Summary

“Over the next 4 weeks, we’re going to keep track of how we’re doing in making progress towards our goals and help support each other along the way. Also, if at any point you’d like to change your goal or work to a different area of wellness that is fine too.”

As we wrap up, I’d like all of you to write down on a piece of paper one thing you learned today or one lingering question you have that we can address next week. We will also be collecting your folders and will bring them back for you to use next week.”

Session Outlines

Session 3: Capturing Physical Activity

To start off this session, participants will check-in on their progress towards their wellness goals. Through small group and large group discussions, participants will discuss 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 their experience tracking various elements of their lived experience (sleep, mood, diet, symptoms, exercise etc.) and through the experiential step count exercise will learn how smartphones can passively collect data to provide a more accurate picture of activity level. At the end of the session, participants will have the opportunity to continue developing their digital skills in small groups.

Time: 1 hour

Skill of the week: Using smartphones to measure physical activity

Session outline:

1. Wellness goal check-in
2. Tracking mood and behaviors
3. Predicting step count
4. Small group digital skill learning
5. Summary

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, folders, handouts (see Appendix)

1) Wellness goal check-in

“Last week, we discussed what wellness can mean to each one of us and also set some goals related to our physical, mental, and social wellness. Does anyone want to share about any progress you’ve made in working towards your goal? Did you use your phone to help you? Were there any challenges?”

Now, we’re going to break into our small groups (physical, emotional, social wellness) to check in more about our goals and think about what changes we might want to make for next week”

- Separate group members into the three wellness groups (physical, emotional, social)
- In small groups, help each participant to fill out the “Week #3 Wellness Check-in” worksheet

Wellness check-in

Did you make any progress towards your wellness goal?


Yes No

What action did you take? Did you use your smartphone to help you?

Did you face any barriers?

<input type="checkbox"/> Not enough time	<input type="checkbox"/> Forgot	<input type="checkbox"/> Not feeling motivated
<input type="checkbox"/> Too hard	<input type="checkbox"/> Not sure how to reach goal	<input type="checkbox"/> Not sure if this is helpful
<input type="checkbox"/> Need a new goal		<input type="checkbox"/> Other _____

What could you improve/change for next week?



“What went well this week and what do you want to change for next week? How can the group support you in reaching your goal? What smartphone skills or features could help you?”

2) Tracking mood and behaviors

“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 one of these things?”

- Hand out paper surveys

Have you ever tried to keep track of your:

- Sleep
- Mood
- Symptoms
- Anxiety
- Eating
- Alcohol intake
- Steps
- Exercise
- Social activity

Discussion prompts:

- Why did you decide to do this?
- How did you track _____?
- What did you learn?
- In what ways was it helpful to keep track of your _____?
- How might your smartphone help you with tracking _____?

3) Predicting step count



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



“We’re going to help you find the step count feature on your phone, but first let’s guess how many steps we took yesterday and then we’ll look at our phones to see what the real number is.”

“For those of you who haven’t tracked your steps in the past, let me give you a sense how many steps you might take when walking to different locations nearby.”

Walking to the front door is _____ steps and walking to _____ is _____ steps. This is just meant to help you guess at how many steps you might have walked yesterday.

How many of you think you walked 1,000 steps or more? How many think they took 2,000 steps or more? 3,000, 4,000, 5,000...?”

“Now we’re going to use our phones to show us exactly how many steps we took yesterday. 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.”

→ Hand out instructions and assist group members to locate step count feature



“Let’s come back together now and talk about what we discovered.”

Discussion prompts:

- Who guessed the exact number of steps?
- Who guessed more or less?
- Were you surprised by the difference?
- How many steps would you want to take in a day?
- How could you reach your step count goal?
- For those of you who had a high step count yesterday, how did you get that many steps?
- Do you feel different on days when you walk more?

“To wrap up this activity, we’d like you to try and predict how many steps you think you’ll take every day over the course of this next week. Just to give you a sense the average person walks about 5,000-7,000 steps a day, but often it’s recommended that people walk up to 10,000. Don’t worry if that number sounds high as the right number for you will vary. Here’s an example of one person’s predicted steps. We’d like you to think about the next seven days and try to predict how many steps you might take on each one of those days. Next week, we’ll use our smartphones to see if the number of steps we actually took lines up with the daily step count we predicted today.”

→ Hand out blank graphs and assist group members entering daily step count estimates



Tip: To help participants estimate their daily steps, encourage them to think about where they’ll be and what they’ll be doing on each day of the week. Remind them that the point is not to get an exact number, but to have an estimate to compare to the actual number of steps

4) Small group digital skill learning

“Now that we’re all connected to WiFi, we want to break you into small groups based on the skills you’d like to work on. 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.”

“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.”

Smartphone Skills

smartphone basics



voicemail/texting



downloading apps & web browsing



Exploring Apps

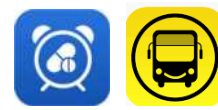
music



mental & physical health



daily living



① 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.

5) Summary

“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?”

Session Outlines

Session 4: Capturing Emotional Experience

In this session, group members will further explore the ways in which smartphone technology can be used to illuminate connections between behaviors, symptoms, and mood. After doing their weekly wellness goal check-in, participants will review their step count smartphone data from the previous week and compare these results to their predictions during the previous session. Participants will consider how capturing their lived experience can help them understand their own patterns and make health-related goals based on the insights they derive from their personal data. Staff members will help group members download the LAMP app and demonstrate how to use the survey function to track various elements of participants' lived experience (e.g. mood, anxiety, psychosis, sleep, medication). During the session wrap-up, participants will discuss what aspect of their lived experience they would like to monitor over the next week and what they hope to learn from using this digital tool.

Time: 1 hour

Skill of the week: Downloading apps

Session outline:

1. Wellness goal check-in
2. Review step count data
3. Connections – behavior, symptoms, mood
4. Download the LAMP app
5. Monitoring lived experience
6. Summary

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)
- Confirm ability to connect staff smartphone to monitor for LAMP demo
- Download LAMP onto multiple iPads for use during group session (optional)
- Practice using LAMP prior to group session to increase comfort in assisting participants in navigating through the app
- Create LAMP study ID's for group participants

Materials needed: 5-7 iPads, large screen and/or projector, folders, handouts (see Appendix)

1) Wellness goal check-in

“Before we check in about your step count numbers for this past week, we’re going to take a moment to think about the progress we’ve made towards our wellness goals. We will pass out your folders that contain your ‘Week #4 Wellness Check-in’ worksheet for you to fill out. Staff will walk around and check-in with you to see how you’ve been doing.”

→ Staff pass out folders with the Week #4 sheet and assist group members with filling them out

“Does anyone want to share any progress you’ve made in working towards your goal? Did you use your phone to help you? Any challenges?”

① If a participant wishes to change their goal or area of wellness, staff or the group should help them create a new short-term goal and discuss barriers that might arise.

2) Review step count data

“Can someone remind us about the activity we did last week involving our steps? How do you think you did this week? Let’s take a look at the graph on your smartphone and see if it matches up with what you predicted from last week”

→ Hand out participant folders with step count predictions from previous week

Discussion prompts:

- What do you notice?
- Does this information surprise you?
- What were you doing on days when you got a lot of steps?
- Based on this information, would you want to walk more, less, the same?

3) Connections – behaviors, symptoms, mood

“We’re going to shift gears now to talk about whether there can be connections between what we do and how we feel. Sometimes when we’re feeling down or anxious doing things like exercising, talking with friends/family, or getting more sleep can make us feel better. We have another survey for you to complete and once everyone has finished, we’ll talk through the results.”

→ Hand out paper surveys

When you're having a hard time, what helps you to feel better?

- Getting more exercise
- Getting more sleep
- Eating healthier foods
- Playing games
- Writing in my journal
- Listening to music
- Watching TV/YouTube
- Talking with friends and family
- Seeing my doctor and/or therapist and / or social worker
- Taking my medication
- Doing relaxation exercises

Post-survey discussion prompts:

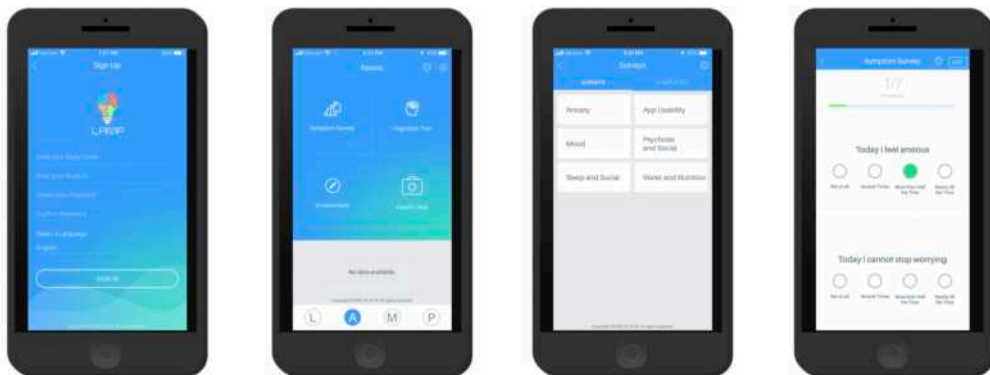
- Many of you answered that you like to _____ to help you feel better; can someone tell me more about this?
- Why do you think it's helpful?
- What do you notice changes when you do _____?
- How do you feel before and then how do you feel after?

“It seems as if many of you have a good sense of the things that often help you to improve your mood. Many of you said that getting more exercise, seeing friends, and eating well have an effect on how you're feeling.

4) Download LAMP

“It looks like some of you have already tried keeping track of _____ on your own and maybe learned some things about yourself through that process. Today, we wanted to introduce you to a mobile app called LAMP that makes it easier for you to monitor your symptoms, step count, sleep, medication, and mood and then helps you to see how they're connected. With this app, you can take surveys to record how you're doing every day and then at the end of the week look at a graph that shows how you've been doing for the whole week. Today, we've discovered that many of you already have a pretty good sense of some of these connections, but sometimes we can learn some surprising new things when we look at our personal data over time just like we did when we reviewed our step count data.”

LAMP Screenshots



Now we'll split into small groups and help each one of you to download the app.”

- Provide each patient with a study ID (please see Appendix for further instructions) and assist them with the download process
- Record participant name and study ID

5) Monitoring lived experience

“Now that all of you have downloaded the app, we want to think about what you’re most interested in keeping track of throughout the week. Through LAMP you can track sleep, step count, psychosis symptoms, anxiety, and depression.”

Discussion prompts:

- What surveys are you thinking of taking?
- What do you want to learn about yourself?
- How might this info be helpful for you?

“Next week, we’re going to bring in graphs that will show you how you’ve been doing each day of the week.”

- ① The group facilitator can show an example graph directly from LAMP or create another data visualization that captures the weekly results from one survey (e.g. sleep, psychosis, anxiety, etc.).

6) Summary

“The more surveys you do the more accurate your graph will be, so please try to take some surveys every day if you can. Any questions? Any challenges you might face in using LAMP?”

Session Outlines

Session 5: Using Personal Data for Behavior Change and Self-Management

This week will build upon concepts covered during the previous week's session related to using digital technology to capture lived experience and exploring the connections between symptoms, behavior, and mood. As a large group and individually, group participants will review and interpret their LAMP app survey results. Using this information, participants will consider the connections between their results and potentially use these findings to alter their wellness goal. For the second half of the session, participants will begin learning about apps to help with self-management of stress, low mood, and sleep and will practice using a mindfulness app, "Stop, Breathe & Think."

Time: 1 hour

Skill of the week: Using apps for self-management

Session outline:

1. Review and discuss LAMP data
2. Using data to inform behavior change
3. Wellness goal check-in
4. Technology for self-management
5. Mindfulness app – Stop, Breathe & Think
6. Summary

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 to share LAMP results (e.g. TV screen, projector, monitor)
- Download "Stop, Breathe and Think" app onto multiple iPads for use during the group session
- Practice using "Stop, Breathe and Think" prior to group session to increase comfort in assisting participants in navigating through the app

Materials needed: 5-7 iPads, large screen and/or projector, printout of LAMP graphs, folders, handouts (see Appendix)

1) Review and discuss LAMP data

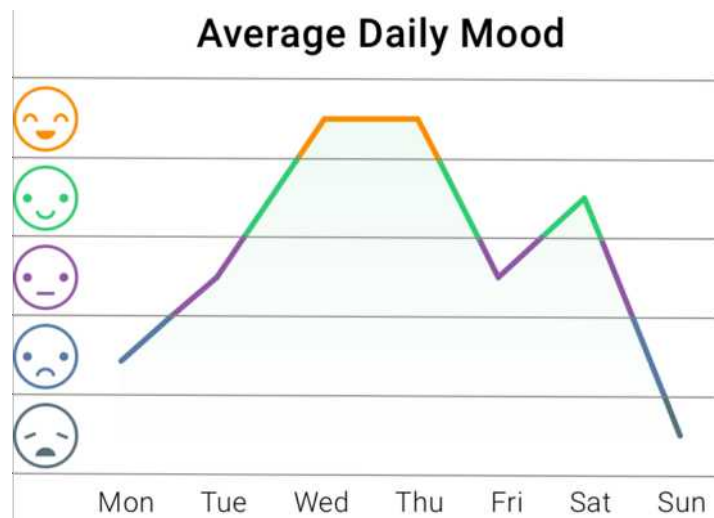
“Today we’re going to review our LAMP data both our individual results and our overall group results as well.”

Discussion prompts:

- How many of you were able to try out LAMP?
- What was it like for you to take the surveys?
- Did you encounter any glitches or challenges?
- What did you learn?

“Before we share your individual data with each one of you, we wanted to show the group’s average mood, sleep, and symptoms for the past week.”

→ Project graphs onto large screen



- ① See Appendix for examples of different data visualizations that can be used for presenting data. Staff may choose to show separate graphs for each survey (e.g. sleep, depression, anxiety, psychosis, step count) or a single graph that includes multiple data streams.

Discussion prompts:

- Overall, what was the group's mood on Wednesday compared to Saturday?
- Do you notice any connections between sleep, symptoms, and mood?
- In your own life, do you notice that your mood can be tied to some other things going on in your life like how much sleep you're getting, how many voices you're hearing, how much exercise you're getting, etc.?

① The discussion questions should be adapted depending on the group's data. For some groups, it may make sense to target results from just one survey and for others it may be feasible to discuss how some of the data streams may be connected to one another (e.g. sleep and mood)

“We'd like to share your personal results with you so you can see how you did over this past week. We'll show you the results from your surveys as well as your daily step count and sleep.”

→ Share results with each group member

Discussion prompts:

- Is this surprising to you or does it line up with your experience from the past week?
- What do you notice? What do you make of that?
- Are there any connections between the results for your _____ and _____?
- Is it helpful to know this information?

2) Using data to inform behavior change

“We're going to come back together now to talk about what we learned and whether we want to make any changes in the coming week.”

Discussion prompts:

- What did you learn that was interesting to you? Anything surprising?
- Based on what you learned today are there any changes you want to make to improve your physical, emotional or social wellness?
- How do you plan to use LAMP to help you measure progress towards your goal?

3) Wellness goal check-in

“As we check in on our wellness goals, let's think about tools like LAMP or other smartphone features and apps could support us.”

Wellness check-in

Did you make any progress towards your wellness goal?

Yes No

What action did you take? Did you use your smartphone to help you?

Did you face any barriers?

Not enough time Forgot Not feeling motivated
 Too hard Not sure how to reach goal Not sure if this is helpful
 Need a new goal Other _____

What could you improve/change for next week?



① Given that LAMP is only one app of many available today, staff should encourage participants to think about additional digital tools they may support them in reaching their wellness goals.

4) Technology for self-management

“For the second half of this group, we’re going to think about we might use smartphones to help us when we’re having a hard time and learn how to manage our emotions and symptoms. Are there specific smartphone tools that you use to help you relax, manage your emotions and symptoms, or get better sleep?”

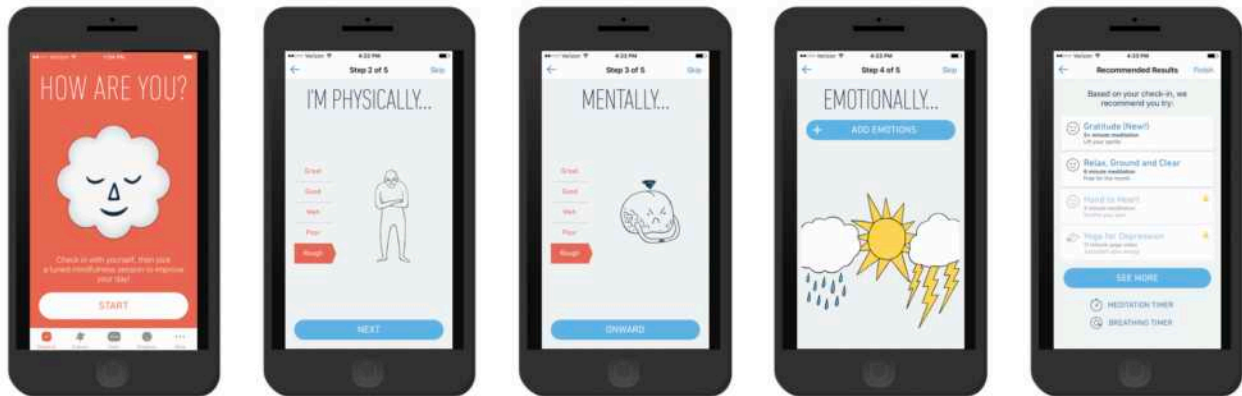
5) Mindfulness app – Stop, Breathe & Think

“Today we’re going to practice using “Stop, Breathe, and Think” which is a mindfulness app that contains a number of different guided mindfulness meditations. You can pick a short, audio exercise and track your progress over time. We’d like you to break into pairs and we’ll hand out iPads as well as instructions for this exercise. Staff member will work with you to learn how to navigate to key parts of the app.”

- Provide handout for small group exercise
- Distribute iPads that display the “How Are You?” feature from “Stop, Breathe, and Think”
- Demonstrate using the “How Are You” feature and ask questions to help patients reflect on their experience

① If iPads are not available or if group members would like to download “Stop, Breathe & Think” onto their smartphones, staff can assist with this process.

Stop, Breathe & Think “How Are You?” Screenshots



- ① If group facilitators have access to a screen, the “How Are You?” demonstration can be done for the entire group before breaking into the small group exercise.

Post-activity discussion prompts:

- What exercises did the app recommend?
- What can you measure over time?
- How could an app like this be helpful in your own life?
- What was good about this app?

Engaging Your Senses

“Now, we’d like to come back together and try one of the exercises from the app. We’re going to try the “Engaging Your Senses” guided mindfulness exercise. Can everyone find it on their iPad or smartphone? Once we’ve all found it, I’ll press play and then we can listen together. If at any point you are feeling uncomfortable or need to take a break that’s completely fine”



- Play the “Engaging Your Senses” exercise

Post-activity discussion prompts:

- What was it like for you doing this exercise?
- What did you notice about how you felt before and how you felt afterwards?
- What did you learn or like about doing the “How Are You” exercise?
- How is this app similar to the apps you’re already using?
- How could you use this app to help with things like managing your symptoms, getting better sleep, and relaxing?
- When could you use it and where?

① For those interested in trying “Stop, Breathe, & Think” on their own, staff can assist them with downloading the app onto their own phones and enhance motivation through action planning

- What part of this app would you like to try between now and next week?
- When do you plan to use it and where?
- What might get in the way?

① If group members are reluctant to download the app, staff members may consider exploring with group members their reasons why (e.g. not enough data on phone, unsure how app could be useful, concerns about privacy/security) and help participants address any barriers.

6) Summary

“As we wrap up, I wanted us to reflect on some of the things we learned today and what you want to take away from this experience.”

Session Outlines

Session 6: Making Informed Decisions About Apps

In this final group session, participants will report on their progress towards reaching the personal health goal they set during the previous week. In addition to reflecting on their experience, participants will again review their personalized LAMP survey data and consider whether their change in behavior may be connected to other aspects of their lived experience. The second part of the group will focus on teaching participants helpful criteria to help them make informed decisions when downloading apps. Participants will review app descriptions in the app store and will consider an app's privacy/security, trustworthiness of the app developer, recommendation from friend/family/medical professional, and when the app was last updated. At the end of the session, participants will reflect on what they learned throughout the four-week group and will consider how they will continue using smartphone technology to make progress towards their health goals.

Time: 1 hour

Skill of the week: Evaluating apps

Session outline:

1. Wellness goal and LAMP check-in
2. Evaluating apps
3. New considerations for app evaluation
4. Informed decision-making
5. Reflection and assessment of smartphone skills
6. Committing to action

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, LAMP results, folders, handouts (see Appendix)

1) Wellness goal and LAMP check-in

“Last week we reviewed our personal survey data from the LAMP app. We looked at a variety of things including step count, sleep, mood, and psychosis to see if there might be any connections between them. Based on that information, we thought about adapting our wellness goal and using LAMP to see whether this change may have impacted other elements of our experience like sleep, mood, or symptoms.

Before we give you your graphs to look at, would anyone like to share about whether you made any changes over the past week and how you think it went?

We’re going to hand out your individual graphs from the past week and then talked about what we’ve learned in small groups.”

→ Share results with each group member

Discussion prompts:

- “Is this surprising to you or does it line up with your experience from the past week?”
- “What do you notice? What do you make of that?”
- “Do you think there is any connection between the change you made and what you’re seeing here?”
- “If yes, why or how do you think this happened?”
- “If no, what change do you think you would need to make in order to see a change?”

“We’re also going to do one final check-in on our wellness goal.”

→ Pass around participant folders with wellness check-in sheet

Wellness check-in



Did you make any progress towards your wellness goal?

Yes No

What action did you take? Did you use your smartphone to help you?

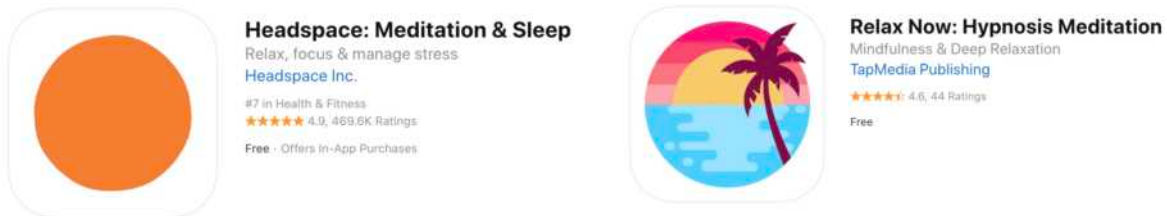
Did you face any barriers?

<input type="checkbox"/> Not enough time	<input type="checkbox"/> Forgot	<input type="checkbox"/> Not feeling motivated
<input type="checkbox"/> Too hard	<input type="checkbox"/> Not sure how to reach goal	<input type="checkbox"/> Not sure if this is helpful
<input type="checkbox"/> Need a new goal		<input type="checkbox"/> Other _____

What could you improve/change for next week?

2) Evaluating apps

“I know some of you have mentioned wanting to find more apps related to _____ and we wanted to shift gears now to talk about how to pick apps from the thousands that are in the apps store. We’re going to have you look up two app descriptions in the app store and then we’ll vote about whether you would want to download them or not. If you look on the big screen, you’ll see the two apps that we’d like you to find in the apps store.



- Break participants into small groups
- Assist group members in locating app descriptions in the app store

① Given that the digital landscape is constantly evolving, it may be necessary to select different apps for this exercise if the apps listed above no longer exist. One app should meet these criteria: strong privacy policy, trustworthy source, recommendation from a known health professional, and updated within the past 6 months. The other app should not meet these criteria but should be comparable to the other app in terms of quality of icon design, star rating, and user reviews. For further details visit the American Psychiatric Association’s app evaluation website which you can find through using a search engine.

“We’re going to come back together as a group and vote on whether or not you would download these two apps. Who here would download Headspace and who would download Relax Now? We’re also going to hand out a survey to find out more about what guides your decision-making when you’re thinking of downloading an app.”

- Hand out paper surveys

What helps you decide whether to download an app?



- Low cost
- Number of times app has been downloaded
- Number of stars out of five
- Positive reviews from users
- One of the first apps listed in your search
- Recommendation from apps review website
- Visual design is pleasing
- Seems fun to use
- Seems easy to use
- Data is protected by app
- Recommended by your doctor
- Recommended by a family member
- Recommended by a peer
- Developed by a trusted source
- Other

Post-survey discussion prompts:

- “What were your reasons for voting ‘yes’ or ‘no’ for ‘Headspace’ and ‘Relax Now?’”
- “What did you look for in the app description? What criteria was important for you to consider?”

3) New considerations for app evaluation

“Based on this discussion, it sounds like many of you use the user reviews, star ratings and icon images to help you decide whether you want to download an app. We wanted to introduce you to some other things you might think about when reading the app store description. In pairs, we’d like you to re-read the app store description and answer the questions in the handout”

 <p>Relax Now: Hypnosis Meditation Mindfulness & Deep Relaxation TapMedia Publishing ★★★★☆ 4.5, 44 Ratings Free</p>	 <p>Headspace: Meditation & Sleep Relax, focus & manage stress Headspace Inc. #1 in Health & Fitness ★★★★☆ 4.8, 499-98 Ratings Free - Offers In-App Purchases</p>				
Can you easily find a privacy statement?	Yes	No	Can you easily find a privacy statement?	Yes	No
Do you trust the person who made it?	Yes	No	Do you trust the person who made it?	Yes	No
Was the app updated within the past 6 months?	Yes	No	Was the app updated within the past 6 months?	Yes	No
Is the app recommended by your doctor?	Yes	No	Is the app recommended by your doctor?	Yes	No
Is the app recommended by a friend or family member?	Yes	No	Is the app recommended by a friend or family member?	Yes	No

- Break participants into small groups/pairs
- Pass out handout and help participants to answer the questions

4) Informed decision-making

“Now, we’re going to come back together and vote again on whether or not we would download the apps. Who would download Headspace and who would download Relax Now?”

Post-survey discussion prompts:

- “Did your reasons for voting “yes” or “no” for “Headspace” and “Relax Now” change?”
- “What did you learn from looking more closely at the app descriptions?”
- “Was there anything concerning about either app?”

① Ideally, patients will take the new evaluation criteria (privacy/security, app developer, recommended by trustworthy person, updated within the past 6 months) into consideration during the second round of voting. This exercise will spark a conversation around the importance of taking a closer look at an app before downloading it.

5) Reflection and personal assessment of smartphone skills

“As you all know, this is our last week together and I wanted to take some time to talk about what you may have learned along the way. We’ve talked about a lot of different things related to how you can use smartphones to get a better understanding of yourself and to set goals related to your health. Before we wrap up, I wanted to go around the room and hear from people about their experience and also have you fill out this checklist to see what new skills you’ve learned.”

→ Hand out smartphone skills checklist

① See appendix for reflection worksheet with additional discussion prompts.

What did you learn over the past 6 weeks?

I learned how to...

- | | |
|--------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Turn phone on/off | <input type="checkbox"/> Use the smartphone camera |
| <input type="checkbox"/> Use the touchscreen | <input type="checkbox"/> Download music |
| <input type="checkbox"/> Change the phone volume | <input type="checkbox"/> Set reminders/alarm clock |
| <input type="checkbox"/> Make phone calls | <input type="checkbox"/> Use the calendar |
| <input type="checkbox"/> Check voicemail and record greeting | <input type="checkbox"/> Check the weather |
| <input type="checkbox"/> Connect to Wifi | <input type="checkbox"/> Use the navigation (map) features |
| <input type="checkbox"/> Send text messages | <input type="checkbox"/> Write reminder notes |
| <input type="checkbox"/> Access and browse the internet | <input type="checkbox"/> Other |
| <input type="checkbox"/> Download apps | |



I learned about apps that could help me...

- | | |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Get more physically active | <input type="checkbox"/> Develop strategies for managing my symptoms |
| <input type="checkbox"/> Relax | <input type="checkbox"/> Connect with friends/family |
| <input type="checkbox"/> Get better sleep | <input type="checkbox"/> Get connected to information about health conditions and resources |
| <input type="checkbox"/> Learn mindfulness skills | <input type="checkbox"/> Access real-time public transportation info |
| <input type="checkbox"/> Monitor my symptoms | |
| <input type="checkbox"/> Track my eating habits | |
| <input type="checkbox"/> Set medication reminders | |
| <input type="checkbox"/> Connect to my doctors' office | |

Discussion prompts:

- “What is one new thing you learned by participating in this group?”
- “What was surprising?”
- “What are you wanting to learn more about?”

6) Committing to action

“You all have set some great health goals and I’m wondering how you are planning to continue using your smartphones to support your wellness? And how might you support one another in this process?”

It’s been such a pleasure getting to know all of you over the past six weeks. Thank you!”

Appendix

Session 1: Digital health technology usage and opportunities

Session 2: Developing technology-supported wellness goals

Session 3: Capturing physical activity

Session 4: Capturing emotional experience

Session 5: Using personal data for behavior change and self-management

Session 6: Making informed decisions about apps

Session 1

Digital Health Technology Usage and Opportunities

Skill of the week: Connecting to Wifi

Smartphone Group



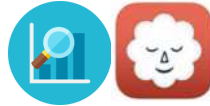
Week #1
What are smartphones? How can we use them?



Week #4
Using smartphones to measure mood and symptoms



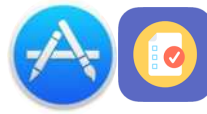
Week #2
Setting wellness goals supported by technology



Week #5
Exploring personal data and using smartphones for coping



Week #3
Using smartphones to measure physical activity



Week #6
How to choose high quality apps





What can a smartphone do?





What are apps?



Weather



Voicemail



Photos



Camera

What's the difference between Wifi and Data?



Wifi

- Free
- Can't access everywhere
- Available at the library, Starbucks, Dunkin' Donuts, etc.



Data

- Costs money
- Can have pre-paid plans or contracts
- Usually need data to make calls

What do you want to learn?

Over the next 6 weeks, I'm interested in learning how to...

- Turn phone on/off
- Use the touchscreen
- Change the phone volume
- Make phone calls
- Check voicemail and record greeting
- Connect to Wifi
- Send text messages
- Access and browse the internet
- Download apps
- Use the smartphone camera
- Download music
- Set reminders/alarm clock
- Use the calendar
- Check the weather
- Use the navigation (map) features
- Write reminder notes
- Other



Over the next 6 weeks, I want to learn about apps that can help me...

- Get more physically active
- Relax
- Get better sleep
- Learn mindfulness skills
- Monitor my symptoms
- Track my eating habits
- Set medication reminders
- Connect to my doctors' office
- Develop strategies for managing my symptoms
- Connect with friends/family
- Get connected to information about health conditions and resources
- Access real-time public transportation info

Smartphone Skills

smartphone basics



voicemail/texting

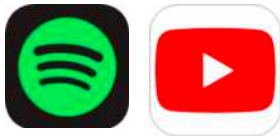


downloading apps & web browsing



Exploring Apps

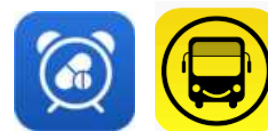
music

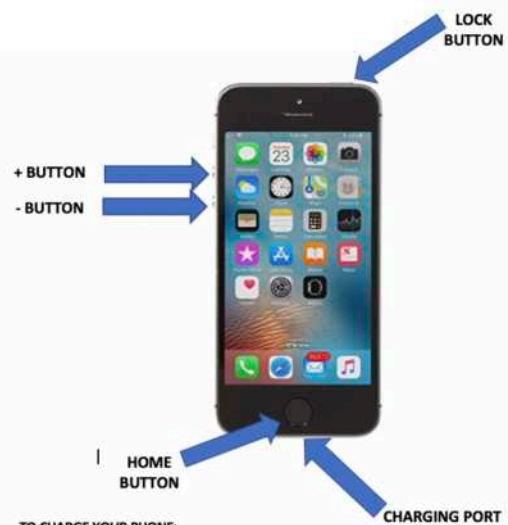


mental & physical health



daily living





TO CHARGE YOUR PHONE:

1. Plug the cable into the **CHARGING PORT**

TO UNLOCK YOUR PHONE:

1. Press the **Home Button**
2. Slide your finger from the left side of the screen to the right side

TO LOCK YOUR PHONE:

1. Press the **Lock Button**

TO MAKE YOUR PHONE LOUDER

1. Press and hold the **+ Button** until you reach the desired volume

TO MAKE YOUR PHONE SOFTER

1. Press and hold the **- Button** until you reach the desired volume

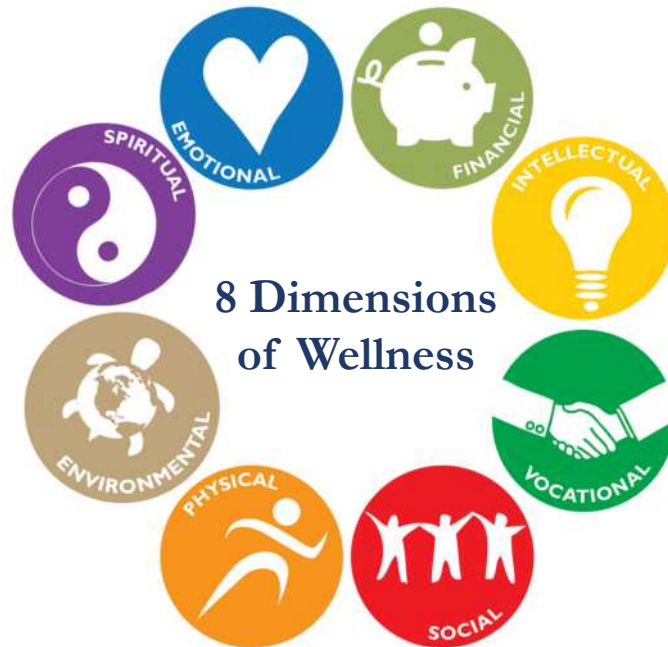
WHEN IN DOUBT, PRESS THE HOME BUTTON

Session 2

Developing Technology-supported Wellness Goals

Skill of the week: Setting wellness goals

“Wellness is an active process of becoming aware of and making choices toward a healthy and fulfilling life. Wellness is more than being free from illness, it is a dynamic process of change and growth.”



Emotional wellness

Coping effectively with life
and creating satisfying
relationships



- ✓ Managing my **symptoms**
- ✓ Understanding and expressing my **emotions**
- ✓ Coping with **stress**
- ✓ Improving my **self-esteem**
- ✓ Developing **relaxation** and/or **mindfulness** skills
- ✓ Seeing my **therapist or doctor** on a regular basis

Physical wellness

Recognizing the need for physical activity, diet, sleep, and nutrition



- ✓ Getting more **sleep**
- ✓ Eating **healthy foods** (veggies, fruit)
- ✓ Being more **physically active** (walking, dancing)
- ✓ Drinking more **water**
- ✓ Taking my **medications** regularly
- ✓ Keeping my **doctors** appointments

Social wellness

Developing a sense of connection, belonging, a well-developed support system



- ✓ Doing **social activities**
- ✓ Staying more **connected to friends/family**
- ✓ Building a stronger **support system**
- ✓ Getting involved in **community service**
- ✓ Becoming a **good communicator**

Picking a wellness focus:



Social

Developing a sense of connection, belonging, a well-developed support system



Emotional

Coping effectively with life and creating satisfying relationships



Physical

Recognizing the need for physical activity, diet, sleep, and nutrition



*Coping effectively with life and
creating satisfying relationships*

I'm interested in...

- Better managing my **symptoms**
- Understanding and expressing my **emotions**
- Coping with **stress**
- Improving my **self-esteem**
- Developing **relaxation** and/or **mindfulness** skills
- Seeing my **therapist or doctor** on a regular basis
- Other: _____

Goal:

What is your short-term goal?

Why is this goal important to you? How will reaching this goal make a difference in your life?

When will you do it?
How often?
Who will help you?

How could you use your smartphone to help you reach your goal?



Recognizing the need for physical activity, diet, sleep, and nutrition

Goal:

What is your short-term goal?

I'm interested in...

- Being more **physically active**
- Getting more **sleep**
- Eating **healthy foods**
- Drinking more **water**
- Taking my **medications** regularly
- Visiting my **healthcare providers** on a regular basis
- Other _____

Why is this goal important to you? How will reaching this goal make a difference in your life?

When will you do it?
How often?
Who will help you?

How could you use your smartphone to help you reach your goal?



Developing a sense of connection, belonging, a well-developed support system

I'm interested in...

- Doing **social activities**
- Staying more **connected to friends/family**
- Building a stronger **support system**
- Getting involved in **community service**
- Becoming a **good communicator**
- Other** _____

Goal:

What is your short-term goal?

Why is this goal important to you? How will reaching this goal make a difference in your life?

When will you do it?
How often?
Who will help you?

How could you use your smartphone to help you reach your goal?

Session 3

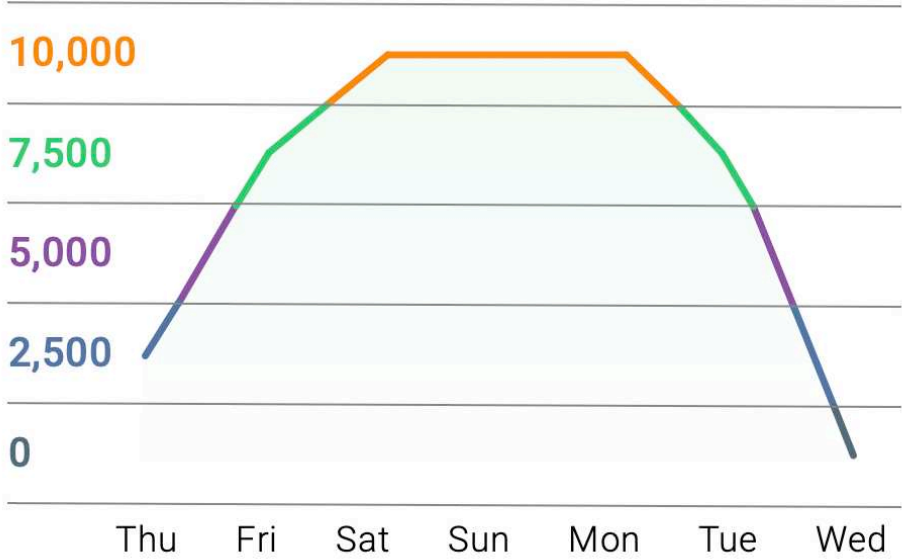
Capturing physical activity

Skill of the week: Using smartphones to measure physical activity

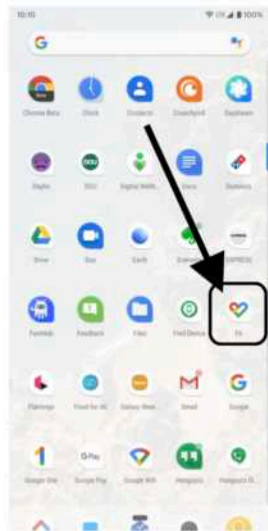
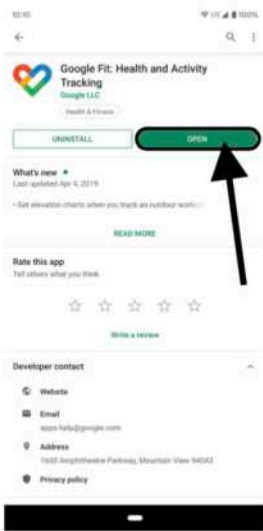
Have you ever tried to keep track of your...

- Sleep
- Mood
- Psychosis symptoms
- Anxiety
- Eating
- Alcohol intake
- Steps
- Exercise
- Social activity

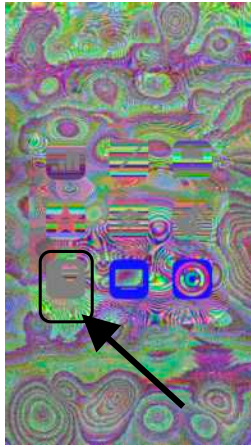
Average Daily Steps



How To View **Step Count** on Android:



How To View **Step Count** on iPhone:



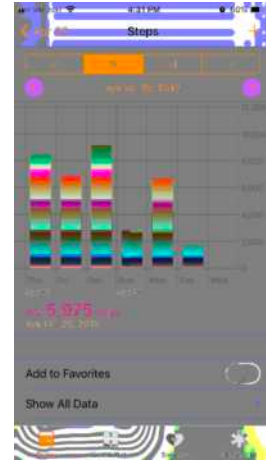
1



2



3



4

Average Daily Steps

10,000

7,500

5,000

2,500

0

Thu

Fri

Sat

Sun

Mon

Tue

Wed

Wellness check-in



Did you make any progress towards your wellness goal?

- Yes No

What action did you take? Did you use your smartphone to help you?

Did you face any barriers?

- | | | |
|------------------------------------------|-----------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Not enough time | <input type="checkbox"/> Forgot | <input type="checkbox"/> Not feeling motivated |
| <input type="checkbox"/> Too hard | <input type="checkbox"/> Not sure how to reach goal | <input type="checkbox"/> Not sure if this is helpful |
| <input type="checkbox"/> Need a new goal | | <input type="checkbox"/> Other _____ |

What could you improve/change for next week?

Smartphone Skills

smartphone basics



voicemail/texting

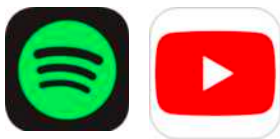


downloading apps & web browsing



Exploring Apps

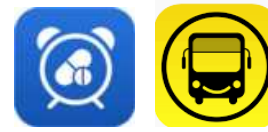
music



mental & physical health



daily living

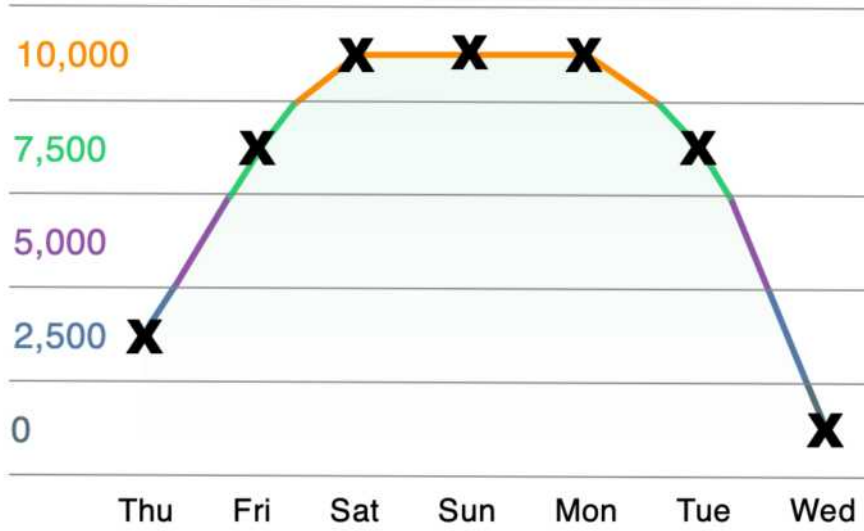


Session 4

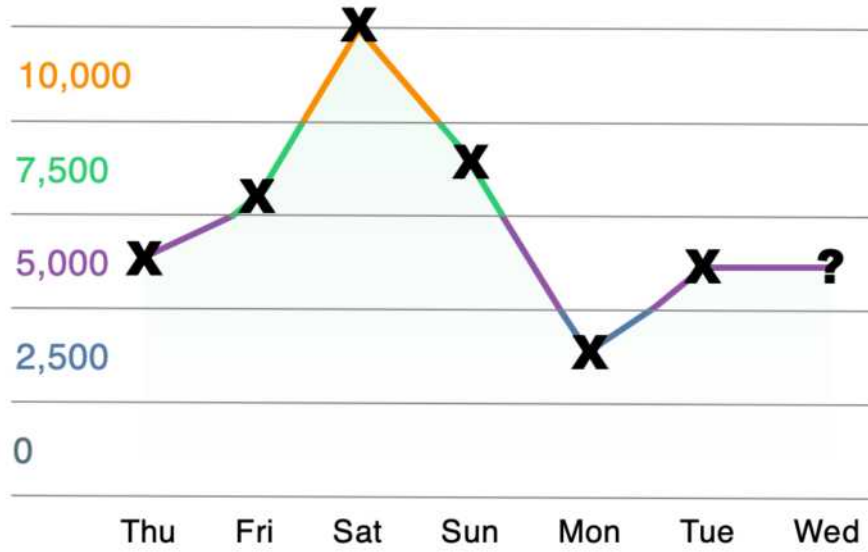
Capturing Emotional Experience

Skill of the week: downloading an app

Ryan's Guess for Steps



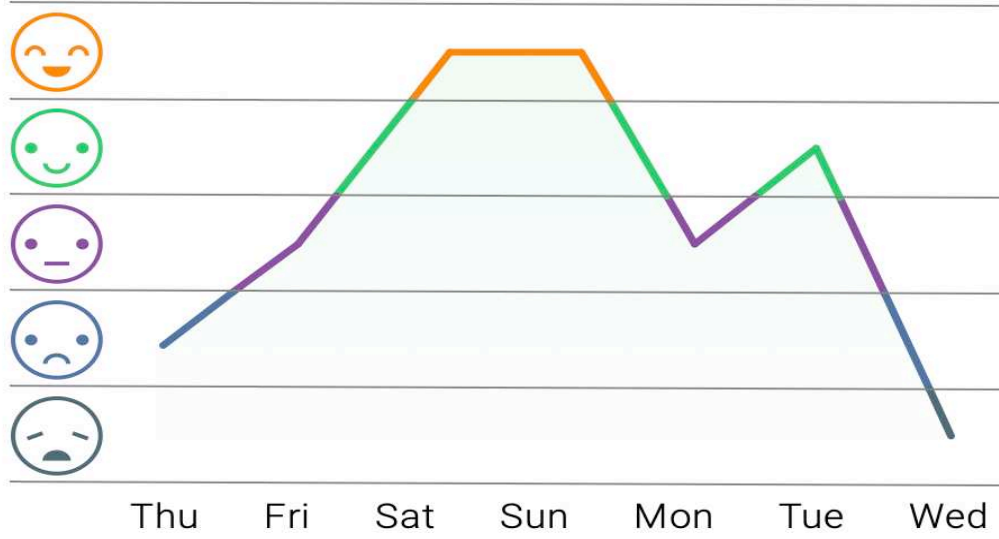
Ryan's Actual Steps



When you're having hard time, what helps you to feel better?

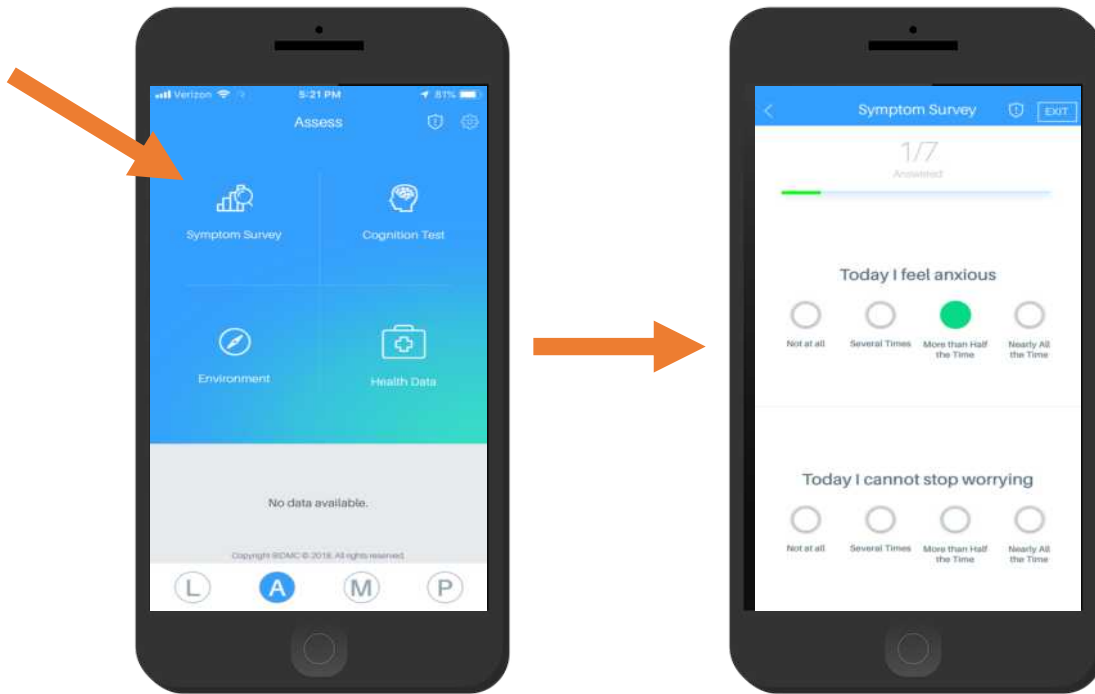
- Getting more exercise
- Getting more sleep
- Eating healthier foods
- Playing games
- Writing in my journal
- Listening to music
- Talking with friends and family
- Seeing my doctor and/or therapist
- Taking my medication
- Doing relaxation exercises
- Watching TV/YouTube

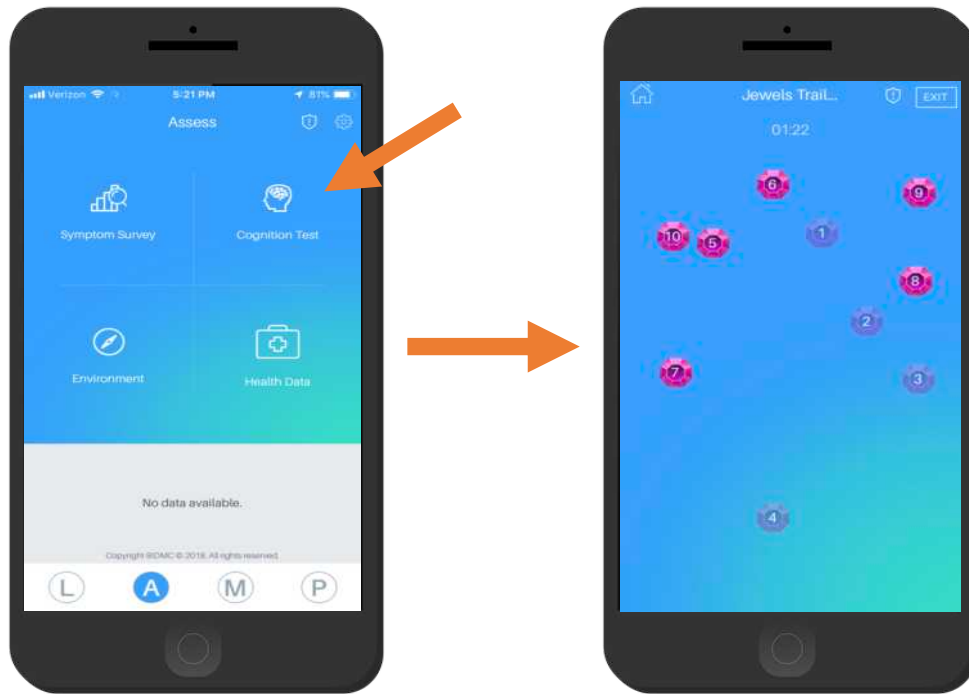
Average Daily Mood



Instructions: How to download an app

FIX ME
We need updated slides on
downloading and using LAMP!





Average Daily Mood



Thu Fri Sat Sun Mon Tue Wed

Wellness check-in



Did you make any progress towards your wellness goal?

- Yes No

What action did you take? Did you use your smartphone to help you?

Did you face any barriers?

- | | | |
|------------------------------------------|-----------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Not enough time | <input type="checkbox"/> Forgot | <input type="checkbox"/> Not feeling motivated |
| <input type="checkbox"/> Too hard | <input type="checkbox"/> Not sure how to reach goal | <input type="checkbox"/> Not sure if this is helpful |
| <input type="checkbox"/> Need a new goal | | <input type="checkbox"/> Other _____ |

What could you improve/change for next week?

Smartphone Skills

smartphone basics



voicemail/texting

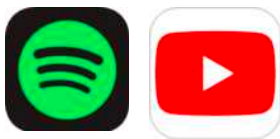


downloading apps & web browsing



Exploring Apps

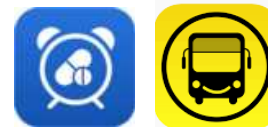
music



mental & physical health



daily living



Week #5

Using personal data for behavior change and self-management

Skill of the week: using apps for coping

Wellness check-in



Did you make any progress towards your wellness goal?

- Yes No

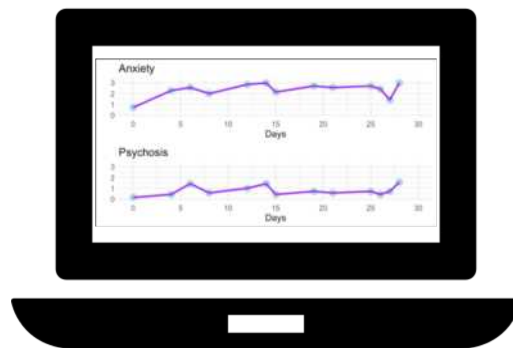
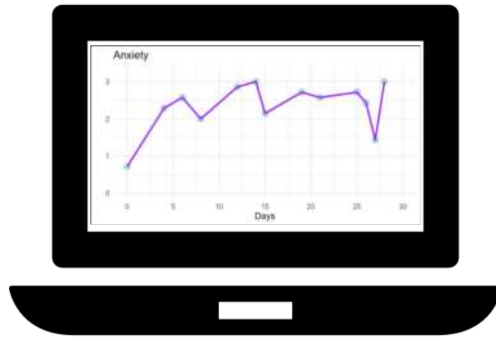
What action did you take? Did you use your smartphone to help you?

Did you face any barriers?

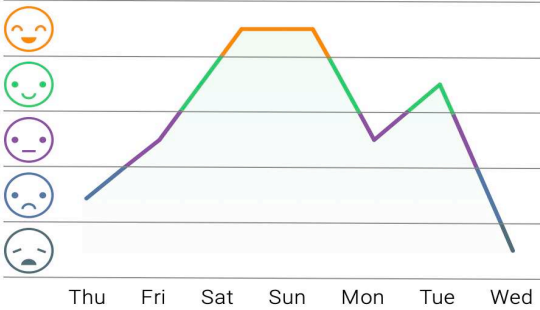
- | | | |
|------------------------------------------|-----------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Not enough time | <input type="checkbox"/> Forgot | <input type="checkbox"/> Not feeling motivated |
| <input type="checkbox"/> Too hard | <input type="checkbox"/> Not sure how to reach goal | <input type="checkbox"/> Not sure if this is helpful |
| <input type="checkbox"/> Need a new goal | | <input type="checkbox"/> Other _____ |

What could you improve/change for next week?

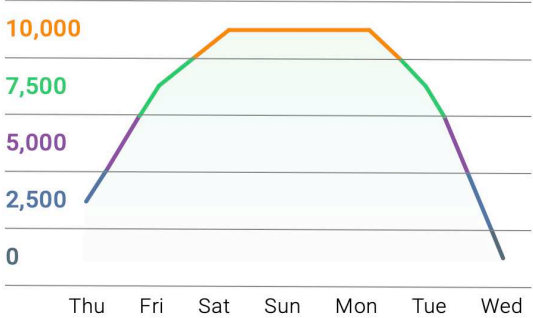
Data Visualizations

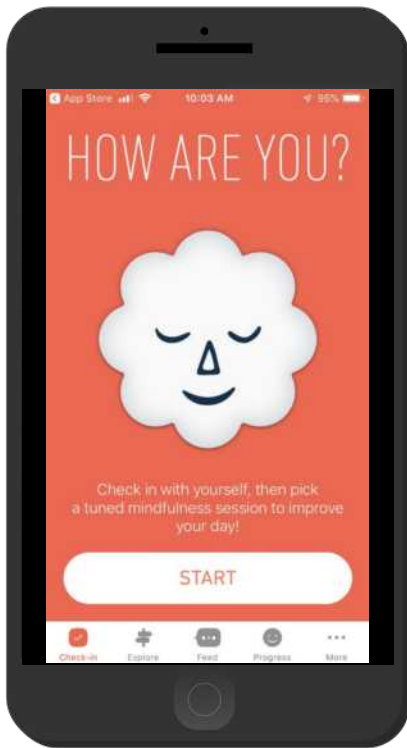


Average Daily Mood



Average Daily Steps





Stop, Breathe & Think

1) Complete the “**How are you?**” exercise

What exercises did the app recommend?

2) Try out the “**Progress**” feature at the bottom of your screen

What can you measure over time?

Reflection:

What did you like or dislike about this app?

What might you want to improve?

How could an app like this be helpful in your own life?

Session 6

Making informed decisions about apps

Skill of the week: evaluating apps

Wellness check-in



Did you make any progress towards your wellness goal?

- Yes No

What action did you take? Did you use your smartphone to help you?

Did you face any barriers?

- | | | |
|------------------------------------------|-----------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Not enough time | <input type="checkbox"/> Forgot | <input type="checkbox"/> Not feeling motivated |
| <input type="checkbox"/> Too hard | <input type="checkbox"/> Not sure how to reach goal | <input type="checkbox"/> Not sure if this is helpful |
| <input type="checkbox"/> Need a new goal | | <input type="checkbox"/> Other _____ |

What could you improve/change for next week?

Skill of the week: evaluating apps



Relax Now: Hypnosis Meditation

Mindfulness & Deep Relaxation

TapMedia Publishing

★★★★☆: 4.6, 44 Ratings

Free

- 1) Look for “Relax Now: Hypnosis Meditation” in the app store
- 2) Read description
- 3) Would you download this app?

Skill of the week: evaluating apps



Headspace: Meditation & Sleep

Relax, focus & manage stress

[Headspace Inc.](#)

#7 in Health & Fitness

★★★★★ 4.9, 469.6K Ratings

Free - Offers In-App Purchases

- 1) Look for “Headspace: Meditation & Sleep” in the app store
- 2) Read description
- 3) Would you download this app?

What helps you decide whether to download an app?

- Low cost
- Number of times app has been downloaded
- Number of stars out of five
- Positive reviews from users
- Visual design is pleasing
- Seems fun to use
- Seems easy to use
- Data is protected by app
- Recommended by your doctor
- Recommended by a family member
- Recommended by a peer
- Developed by a trusted source
- One of the first apps listed in your search
- Recommendation from apps review website
- Other



Relax Now: Hypnosis Meditation

Mindfulness & Deep Relaxation
TapMedia Publishing

★★★★★ 4.8, 44 Ratings
Free



Headspace: Meditation & Sleep

Relax, focus & manage stress
Headspace Inc.

#7 in Health & Fitness
★★★★★ 4.9, 469.6K Ratings
Free - Offers In-App Purchases

Can you easily find a privacy statement?	Yes	No
Do you trust the person who made it?	Yes	No
Was the app updated within the past 6 months?	Yes	No
Is the app recommended by someone you trust (doctor, family, friend)?	Yes	No

Can you easily find a privacy statement?	Yes	No
Do you trust the person who made it?	Yes	No
Was the app updated within the past 6 months?	Yes	No
Is the app recommended by someone you trust (doctor, family, friend)?	Yes	No



Reflection

- 1) What is one thing you learned by participating in this group?
- 2) What apps or features on your smartphone do you hope to continue using?
- 3) What areas of wellness do you want to focus on moving forward? How will you use your phone to support you?
- 4) What would you want to learn more about?

What did you learn over the past 6 weeks?

I learned how to...

- Turn phone on/off
- Use the touchscreen
- Change the phone volume
- Make phone calls
- Check voicemail and record greeting
- Connect to Wifi
- Send text messages
- Access and browse the internet
- Download apps
- Use the smartphone camera
- Download music
- Set reminders/alarm clock
- Use the calendar
- Check the weather
- Use the navigation (map) features
- Write reminder notes
- Other



I learned about apps that could help me...

- Get more physically active
- Relax
- Get better sleep
- Learn mindfulness skills
- Monitor my symptoms
- Track my eating habits
- Set medication reminders
- Connect to my doctors' office
- Develop strategies for managing my symptoms
- Connect with friends/family
- Get connected to information about health conditions and resources
- Access real-time public transportation info



Want to improve your smartphone skills?
Interested in using technology for your well-being?
Need support in using your Assurance phone?

In this 6 week group, you will learn how to:

- Find apps to support your wellness
- Use helpful features on your smartphone
- Download safe, fun apps



Mondays @ 11AM
July 1, 8, 15, 22, 29, and
August 5



* If you do not own a smartphone, we will lend you one for the 6 week group