

Program Introduction

NAMI Provider is a staff development program for health care organizations working directly with people affected by mental illness. This evidence-based experience equips health care staff with a deeper understanding of mental illness and the confidence to serve people and families in a collaborative manner.

The program's three instructors have direct experience with mental illness:



An person living well in mental illness recovery

1



A family member of someone with mental illness

2



A mental health professional with personal experience with mental illness



Why it Matters

- Mental illness touches almost everyone's life in some way.
- More than one in five U.S. adults live with a mental illness.*
- 43.8 million adults experience mental illness in a given year.
- People living with mental illness have historically been negatively affected by stigma and bias in the health care system in the U.S. For many of those people, interactions with health care providers can be a negative — or even traumatic — experience.*
- Provider bias, both conscious and unconscious, and a lack of empathy can result in misdiagnosis and inadequate treatment.* This can lead to mistrust of health care professionals and ultimately result in people choosing to forego accessing care altogether.*
- As the family unit plays a critical role for people with mental illness, it is important for health care providers to positively engage with not only the person with mental illness but also their family in various ways.*
- Providers' interactions with people can either exacerbate or alleviate existing internalized stigma.*

What Makes NAMI Provider Unique?

- Lived experience of mental illness paired with an evidence-based curriculum
- A combination of the recovery and medical models for empathetic, compassionate mental illness treatment
- Deeper insights into person and family perspectives
- A challenge for participants to reexamine how they think about mental illness

Participant Perspectives

- Improved attitudes, beliefs and behavior toward working with people and families experiencing mental illness*
- Less anxiety and increased confidence

Implement NAMI Provider at Your Organization

- (A) This NAMI program is implemented by people who live and work locally in your community. The time commitment is intentionally robust to cover a lot of material in two formats**:
 - I. 15 hours spread over five sessions
 - II. Four-hour condensed seminar
- (B) Available for all professionals working in health care settings:
 - I. Health care providers
 - II. Administrative staff
 - III. Operational staff
- (C) Available for students in medical school and other health care training programs
- (D) Continuing education credits may be offered in some locations

Connect with Your Local NAMI

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About NAMI

NAMI is the National Alliance on Mental Illness, the nation's largest grassroots mental health organization. NAMI provides advocacy, education, support and public awareness so that all people and families affected by mental illness can build better lives. NAMI [Affiliate Name] is an affiliate of NAMI [State]. NAMI [Affiliate Name] and dedicated volunteers work to raise awareness and provide essential education, advocacy and support group programs for people and families in our community who are affected by mental health conditions.

[NAMI.org/Provider](https://www.nami.org/Provider)

*References available at www.nami.org/Provider

**Flexibility to tailor the program's cadence to the attendees' needs is possible in some circumstances.

