

# Addressing Substance Use Disorders and Serious Mental Illness

*Solutions for community health providers*



## The Challenge

Substance use disorders (SUDs) and serious mental illness are prevalent issues in the U.S. Unfortunately, many people who experience either, or the co-existence of both, do not seek or receive the necessary treatment, even if they are being seen by a health professional. Therefore, it is critical for community health providers to have the appropriate knowledge and skills to effectively identify and evaluate SUDs, serious mental illness or the co-occurrence of both.

The high turnover of clinical staff is another challenge healthcare organizations face and can hinder the ability for individuals to receive consistent care during recovery. In turn, this can negatively affect patient outcomes. In their 2016 workforce report, the National Association of Community Health Centers (NACHC) indicates that with 95% of health centers reporting at least one open position, [two million](#) more patients could be seen if every vacancy was filled. Having the right solutions in place to reduce turnover is an important step in optimizing the care provided to those in recovery.

## The Solution

To address these challenges and improve care delivery for those with SUDs and serious mental illness, Relias offers two solutions to help you identify and develop skills for your community health staff: Relias Assessments and Relias Learning.

Relias Assessments give you the power of data to improve your hiring and placement decisions. You can send candidates a pre-hire assessment to identify their current job readiness, and beyond the hiring process, you can use assessment results to inform and individualize new hire training plans. Assessments can also be used to regularly evaluate and develop the knowledge and skills of your existing clinical staff.

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### Hire the Right Staff

Relias Assessments predicts a candidate's likelihood of success in a specific role, by evaluating three areas that contribute to success:

- **Clinical Competence:** specialty-specific job knowledge and key skills needed for practice.
- **Situational Competence:** interpersonal skills and response in challenging clinical scenarios
- **Behavioral Characteristics:** individual personality attributes, general reasoning, attitude and engagement



### Personalize Onboarding

Once hired, assessment data can inform the onboarding and new hire training process by providing valuable data on a new hire's strengths and opportunities for improvement.

Managers and supervisors can better use their time training on what is needed instead of requiring the same orientation training of all staff.



### Evaluate Competency

Relias Assessments continually measure competency for quality measures. The clinical assessments can be professional development plans.



### Develop Leaders

Improve internal promotion process by using assessments to help identify leadership potential. Paired with Relias Learning leadership training, newly promoted staff have the skills and tools to succeed.

Relias Learning helps you address any identified knowledge gaps with high-quality course content, developed in-house and kept up-to-date by healthcare experts. The training you assign can be easily tracked and reported on within the Relias learning management system.

**Some examples of course topics include:**

Overview of Substance Use Disorders

Evidence-Based Practices in Treatment of Substance Use Disorders

Overview of Serious Mental Illness for Paraprofessionals

Co-Occurring Disorders:  
An Overview for Paraprofessionals

SBIRT: Screening and Interventions for Individuals with Substance Use Issues

Supporting Individuals in Early Recovery

Biopsychosocial Model of Addiction

Treatment Strategies for Relapse Prevention

When you use Relias Assessments in conjunction with Relias Learning, you have the unique opportunity to assign online courses specific to the topics your staff needs based on the assessment results—all within one platform. Together, these solutions create a holistic approach to address your challenges of building a competent, engaged staff who can provide excellent and effective care to those with SUDs and serious mental illness.

Relias equips your community health providers with education that incorporates the latest research on substance use disorders, serious mental illness, and tools and techniques to better identify and treat both.

**Ready to improve the way your community health providers deliver care to those living with substance use disorders, serious mental illness or the co-occurrence of both?**

**GET A DEMO**

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