

Evidence Based Practice for Telehealth & Blended Environments: Common Elements for Durable Client Contact Moments

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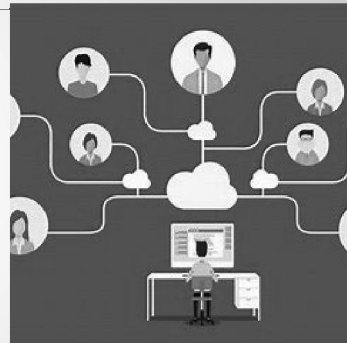
Outcomes

- To optimize performance and keep your staff and clients motivated to keep working at what's important for success!

CHAT BOX:

1. Agency

2. Professional Role/Title?



Intuitive Practice

Use of instinct that comes from life experiences and knowledge

May be effective if used and developed

Practitioner may just want to give advice without concern for impact as long as they feel right

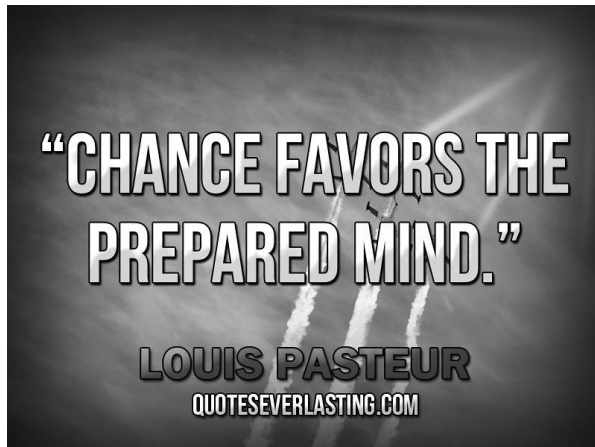
Practitioners who respond to recipient's reactions and adjust their approach are responding to information

Responding to information and adjusting practice moves from intuitive practice to "practice based evidence."

Evidence Based Practitioner

Evidence Based Practitioner

- Evidence Based Intervention (EBI): When there is information about its contextual application in actual practice that demonstrates it's efficacy
- Evidence Based Practitioner (EBP): Makes use of EBI intentionally rather than intuitively
- Provide EBI with high degree of integrity or fidelity to the application specified as effective in the research
- Seeks or follows ongoing evidence as methods evolve in order to maintain a high degree of skill



Technology will have disruptions

Restart/refresh

"Game plan" upfront

Always have a "Plan B"

Stay calm!

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Intuitive Practice

- This is what's wrong – Deficit Based
- This is what they need to know - Prescriptive
- This is what they need to do - Authority
 - Ordering
 - Mandating
 - Catching
 - Confronting
 - Selling

Formal Education

Formal Education

- Course Work
- Internship
- Certification
- Licensing
- Maintaining Credentials
- Specialty
 - Research
 - Self Study
 - Mentoring

Effects of Intuitive Practice

- May or may not be effective
- Uses common knowledge and experience
- Teaches over what is already known
- Creates dissonance
- Creates errors of premature focus
- May decrease readiness
- Practitioner rates outcomes selectively

-
- Focus' on stopping aberrant behavior
 - Practitioner takes the active role
 - Recipient takes passive role
 - Tries to fix
 - Limits communication
 - Fosters resistance
 - Decreases participation

Advanced Application

Common Elements

- Recipient is expert and has absolute worth
- Tool for Change is the Assistive/Collaborative Relationship
- Recipient is in the Active Role
- Practitioner is the assistive/collaborative partner
- Focus on engagement
 - Readiness
 - Good agreement on recovery goal
 - Good agreement on behaviors to start
 - Uses partnership to guide and negotiate change

Advanced Application

Common Elements - Continued

- Evidence Based Practice
- Evidence Based Treatment
- Evidence Based Programs
- Practice Based Evidence (correct use of Intuitive)
 - Self Evaluation
 - Mentoring
 - Supervision
 - Self Study

Advanced Practice

What is your level of knowledge on Evidence Based Practice?

Choose which answers are common elements of all EBP:

- Diagnosis
- Making sense out of resistance
- Decreasing symptoms
- Monitoring Medication Compliance
- Validating Ambivalence
- Emphasizing Choice and control
- Facilitation

“Many substance use disorder treatment provider offices are closed, or patients are not able to present for treatment services in person. Therefore, there has been an increased need for telehealth services, and in some areas without adequate telehealth technology, providers are offering telephonic consultations to patients”.

Source: Samsha.gov



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Guidelines for this On-Line Learning Experience

Be PRESENT

Do not navigate away from this webinar

All questions are GREAT QUESTIONS

Please use the self-mute option

Participation in live chats GREATLY APPRECIATED

Utilize the RESOURCES



Self-care = healthy things that bring you joy, fun, and/or relaxation



What are some of your favorite self-care activities?

Self-care changes due to being at home?

Trauma Happens Virtually Too: Managing Vicarious Trauma

Check in EVERYTIME

Individualize

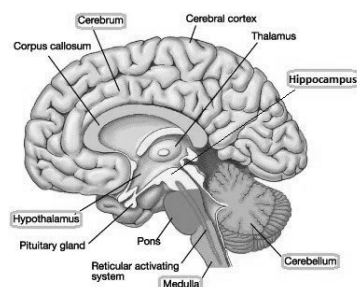
As needed, ask probing questions & use motivational interviewing

Be available...with boundaries!

sending virtual hug



Equipment - YOU!



Trust yourself!

Maintain professional skills

➤ notes/documentation

Accept new identity (virtual role)

Process any grief or loss

Continuing education

Stay calm and grounded!

Effective Leadership

Research on emotional intelligence and emotional contagion tells us that employees look to their managers for cues about how to react to sudden changes or crisis situations. If a manager communicates stress and helplessness, this will have what Daniel Goleman calls a "trickle-down" effect on employees

Effective leaders take a two-pronged approach, both acknowledging the stress and anxiety that employees may be feeling in difficult circumstances, but also providing affirmation of their confidence in their teams, using phrases such as "we've got this," or "this is tough, but I know we can handle it," or "let's look for ways to use our strengths during this time."

Source: <https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers>

Strengths-based



Strengths-based approaches value the capacity, skills, knowledge, connections and potential in individuals and communities



Focusing on strengths does not mean ignoring challenges



Practitioners working in this way must work in collaboration - helping people to do things for themselves

Source: <https://www.iriss.org.uk/resources/insights/strengths-based-approaches-working-individuals>

Live chat

- What current engagement or strength-based practices do you use virtually?
- What is working well?
- What strengths have you already used as part of your remote engagement?

Video Review: Challenges of Working Remotely

Unique challenges
Time management
Benefits
Boundaries
Designated work area/workspace
Internet/tech
Regular communication is key!
Cultural & diversity considerations



Source: https://www.youtube.com/watch?v=EVI39iu8_IY



Preparing for a Virtual Interaction

- ✓ Breathe and believe with confidence!
 - Mini breaks (you and them)
 - Supplies
 - Self-checks
- ✓ Equipment/tech
- ✓ Confidentiality & HIPPA
- ✓ Structure/"game plan"
- ✓ Have an agenda (provided ahead of time?)
- ✓ Follow your guidelines and boundaries





Environment

Lighting

White noise machine/app/low music outside your door

Sound - wired microphone or headphones?

Privacy for both parties

Mind pets/household noises

Visible background checks often

Professional attire (at least from the waste up)

Set Contact Expectations

Do not drive during virtual time

Do not eat during virtual time (appropriate beverages OK)

Process self-reactions of other's setting

Mind eye contact and facial expressions/body language

Cell phones on silent (do not respond to texts/alerts)

Maintain focus and stay present with other(s)

As possible, avoid using a smartphone

Quiet locations where can speak freely

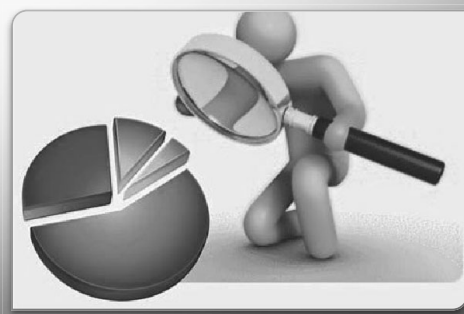
Strong and clear cancellation policies



Examining the Whole Person

Critical check-in's:

- ☐ Eating
- ☐ Sleeping
- ☐ Moving
- ☐ Connecting
- ☐ Boundaries
- ☐ Equipment/software
- ☐ Delivery of Services

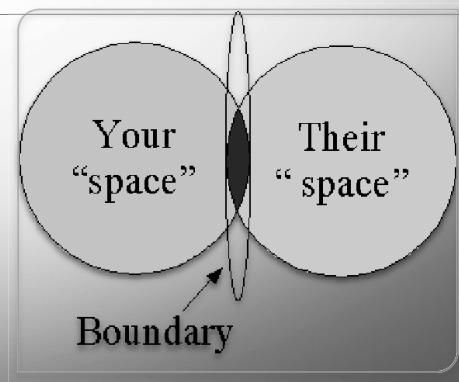




Don'ts of virtual practice

Poor boundaries

- Dual relationships
- Available "any time" policies
- Getting too personal
- Over-sharing about home environment
- Too much time talking about self
- Accepting poor behaviors
- Using personal social media



Not knowing your limits

- Caseload sizes
- # of sessions/contacts per day/week
- Need for breaks!
- Trying to do it all (alone)
- Pushing when fatigued
- Lack of personal self-care



Emergency Response Plan:

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Pros: We
Can DO
THIS!



Increased opportunities for employers to attract and retain talent



Reduced work-related expenses for employees



The ability to work remotely in another city/place



Reduced stress for employees



SAFETY considerations and factors (i.e. current global virus situation)

Cons: Be
Proactive
and
Aware!



Employee isolation



The suspicion of non-productivity



The risk of distraction



Unnecessary risks (HIPPA and confidentiality considerations)



Lack of professional boundaries



CHAT BOX: Other reasons/challenges of remote work?

POLL & Live chat Remote Team Collaboration

Which of the following is **NOT** a key component of remote collaboration?

- A. Stick to norms and guidelines
- B. Clarify and provide extra communication as needed
- C. “You can call when whenever you need” policy
- D. Consider their space and experience
- E. Limit the digital volume

Telemental Health Tips: Don'ts and Do's



Video link: <https://www.youtube.com/watch?v=K4unpA1Se5I>

Remote Group Supervision



Make sure everyone has a clear role and scope of tasks



Have a well-defined process from task assignment to submitting the output



Commit to regular communication, not just during emergencies, to continuously gauge team morale



Create a virtual water cooler where team members can casually share best practices, ideas or simply contact each other – there is an APP for that!



Have 1:1 relationship with each member on top of group engagement

Common Challenges of Remote work



There are specific, research-based steps that we can take:

Lack of face-to-face supervision - some feel that remote managers are out of touch with their needs

Lack of access to information - beyond task-related work to interpersonal challenges that can emerge (clear and regular communications)

Social isolation

Distractions at home - expect these distractions to be greater during this unplanned work-from-home transition

Source: <https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers>

How Leaders Can Support other's Virtually



Establish structured daily or regular check-ins



Provide several different communication technology options (email alone is not enough)



Establish "rules of engagement"



Provide opportunities for remote social interaction



Offer encouragement and emotional support



HIPAA

Health Insurance Portability and Accountability Act

HIPPA Compliance and Confidentiality

Virtual Platform Do's and Don'ts



Check local and state regulations (as may not have waived BAA)



Best practice – try to use a HIPPA compliant platform



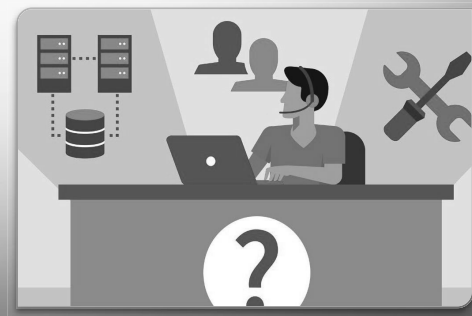
Best Practice – use platforms that are not storing any information



Never record without explicit consent and pre-determined ethical need

MUST Consult IT & Legal Resources

- **STATE REGULATIONS**
- **ETHICS CODES & GUIDELINES**



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IMPORTANT
Guides, Protocols,
Regulations and Laws
are currently Changing

How are you
getting
updates

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HIPPA Compliant PLATFORMS



Doxy.me
Simple Practice
Theranest
Thera-link
Vsee

CHAT:

➤ What are you currently using?

Resources

<https://www.guidancett.com/blog/transition-to-online-therapy-how-to-start-legal-and-ethical-concerns-products-and-documentation-2020?fbclid=IwAR26oJpd3EjInVQGarvAMm0i4SkcYZNA67LinKqclHPqRVCAPQxCWxHFaqc>

<https://www.clinicalsocialworkassociation.org/>

<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html>

<https://www.acesconnection.com/blog/a-guide-to-providing-telehealth-during-the-covid-19-crisis>

<https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers>