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

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 Intervention (EBI): When there is information about its contextual application in actual practice that demonstrates its 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

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

Technology will have disruptions
Restart/refresh
“Game plan” upfront
Always have a “Plan B”
Stay calm!

“CHANCE FAVORS THE PREPARED MIND.”
LOUIS PASTEUR
QOTSEVERLASTING.COM

Always be prepared!
Technology will have disruptions
Restart/refresh
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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
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!

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](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](https://www.iriss.org.uk/resources/insights/strengths-based-approaches-working-individuals)

Live chat

- What current engagement or strengths-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

Do’s of virtual practice

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

Source: https://www.youtube.com/watch?v=EVl39iu8_YV
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:

MUST create, have in place and/or know an emergency or crisis response plan. Your client must be educated on what to do if they are in an emergency or crisis. Must also have a regular safety plan that they can rely on when you are not accessible or if a glitch prevents access to the person remotely (Plan B).

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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)

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**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?

Source: https://www.jobboom.com/career/pros-cons-working-remotely/
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

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**Telemental Health Tips: Don'ts and Do's**

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

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- 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

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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

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

IMPORTANT
Guides, Protocols, Regulations and Laws are currently Changing

How are you getting updates
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=IwAR26oJpd3EjInVQGarvAMm0i4SkcYZNA67L
  inKqciHPqRVCAPQxCWxHFaqC
- https://www.clinicalsocialworkassociation.org/
- https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/index.html
- https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers