Roundtable with MTM Experts:

Implementing Rapid Change in the COVID Era

Tuesday, May 12 - *Part 1 of 2*

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FOR BEHAVIORAL HEALTH
Healthy Minds. Strong Communities.

Implementing Rapid Change in the COVID Era

Roundtable with MTM Experts

- **Charlie Grantham** – setting up your telehealth home office and maintaining HIPAA compliance
- **Michael Flora -** introducing consumers to collaborative documentation in a telehealth environment
- **David Swann -** creating an optimal telehealth environment and effectively addressing challenges, including a crisis

Telehealth in the Home Office

Telehealth Tips for Professional, Productive, and Technologically Transparent Provider Performance

Charlie Grantham

IT and Process Optimization Consultant

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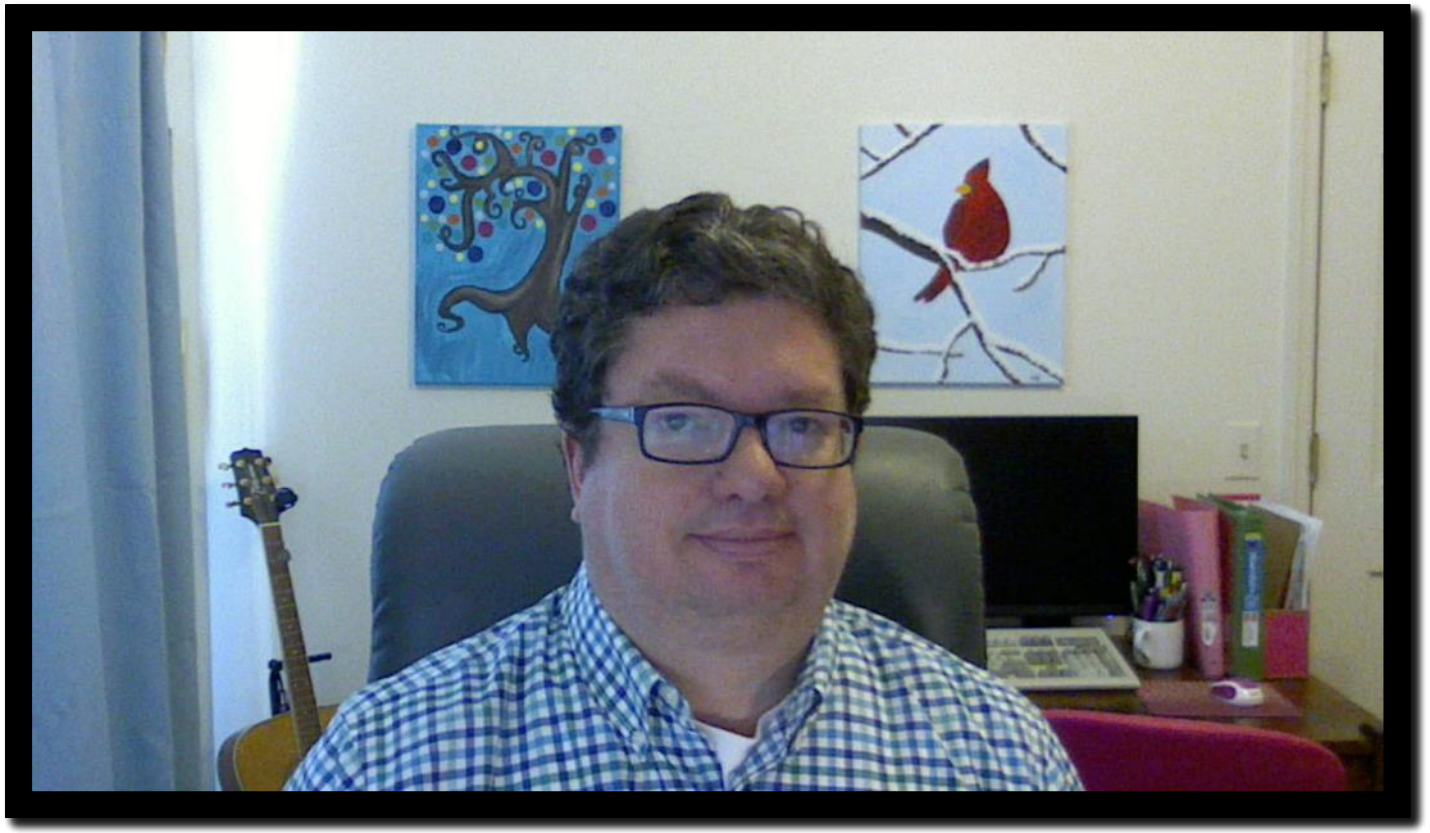
Setting the Scene is Critical

Camera Position and Lighting

- Camera Position
  - Optimal position is directly in front of face to slightly elevated
  - Avoid low camera angles
  - Landscape!
- Lighting
  - Optimal lighting is multiple diffused light sources
  - Watch out for reflections
  - Avoid bright backlighting



What's that behind me?

The Camera's Eye

- Background
  - Be mindful of what is behind you
  - Also, who is behind you
  - Virtual Backgrounds can be distracting
  - Using Virtual Backgrounds in a positive way

Can you hear me now?

Hearing and Being Heard

- The importance of audio
  - Audio is either 50% or 100% of telehealth
  - Whatever technology you choose, make sure it is comfortable
  - Have a Backup!
- Keeping Conversations Private
  - Speak in low tones, close the door
  - Avoid the use of speakerphone mode

Making it work.

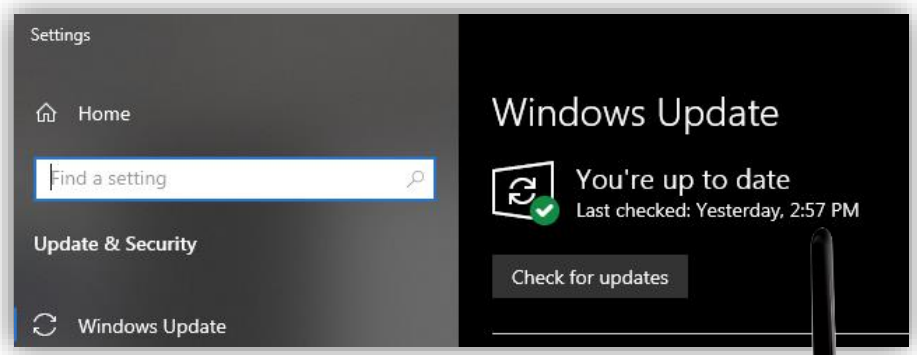
Tips for Staff and Clients alike

- Video Tips
  - No one likes “Shaky Cam”
  - Consider inexpensive tripods or phone mounts for phones
- Audio Tips
  - Audio problems will happen, be ready for them
  - Sound Transmission
  - Notification reduction methods

What are other Technology Related considerations?

A dispersed workforce can increase risk.

- Keep devices up to date
- Change default passwords
- Reboot equipment regularly
- Additional security measures
- Have a backup plan

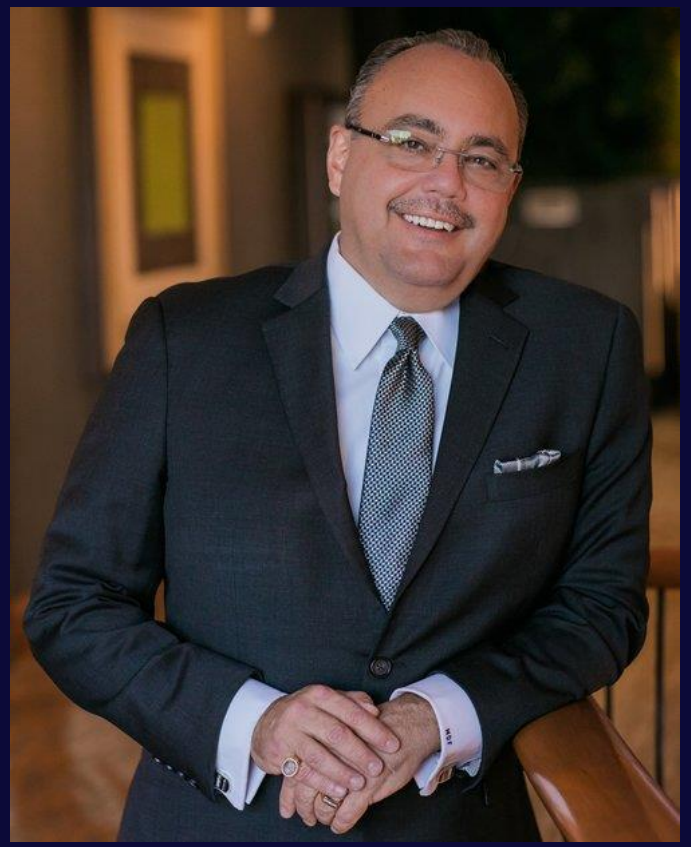


NordVPN®

ExpressVPN

Norton Secure VPN

Conducting Your Session Using Collaborative Documentation: In a Telehealth Environment-



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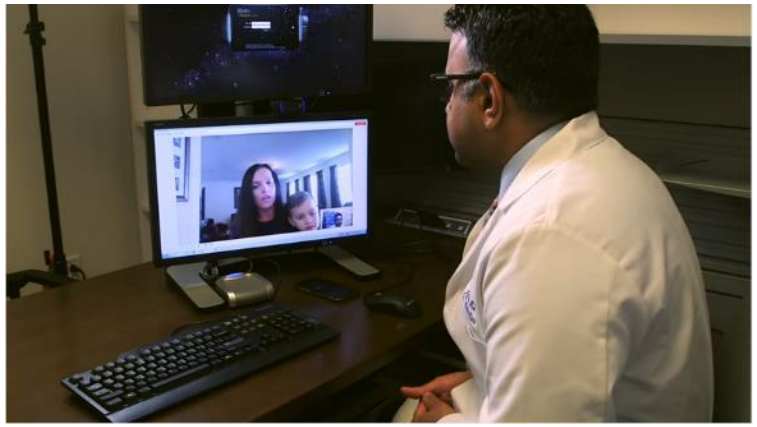
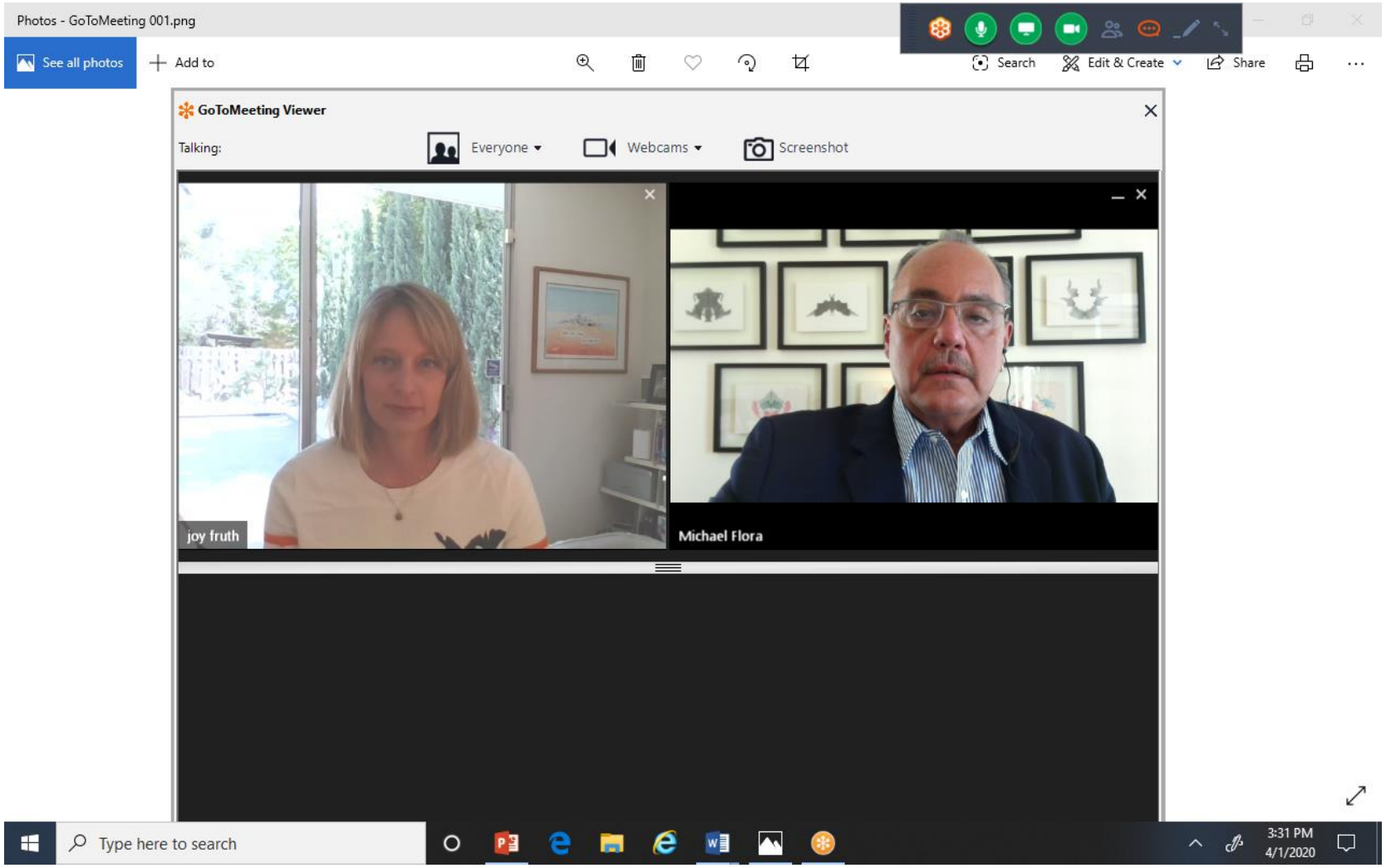
Tips for Collaborative Documentation in a Remote or Telehealth Environment

The Set up

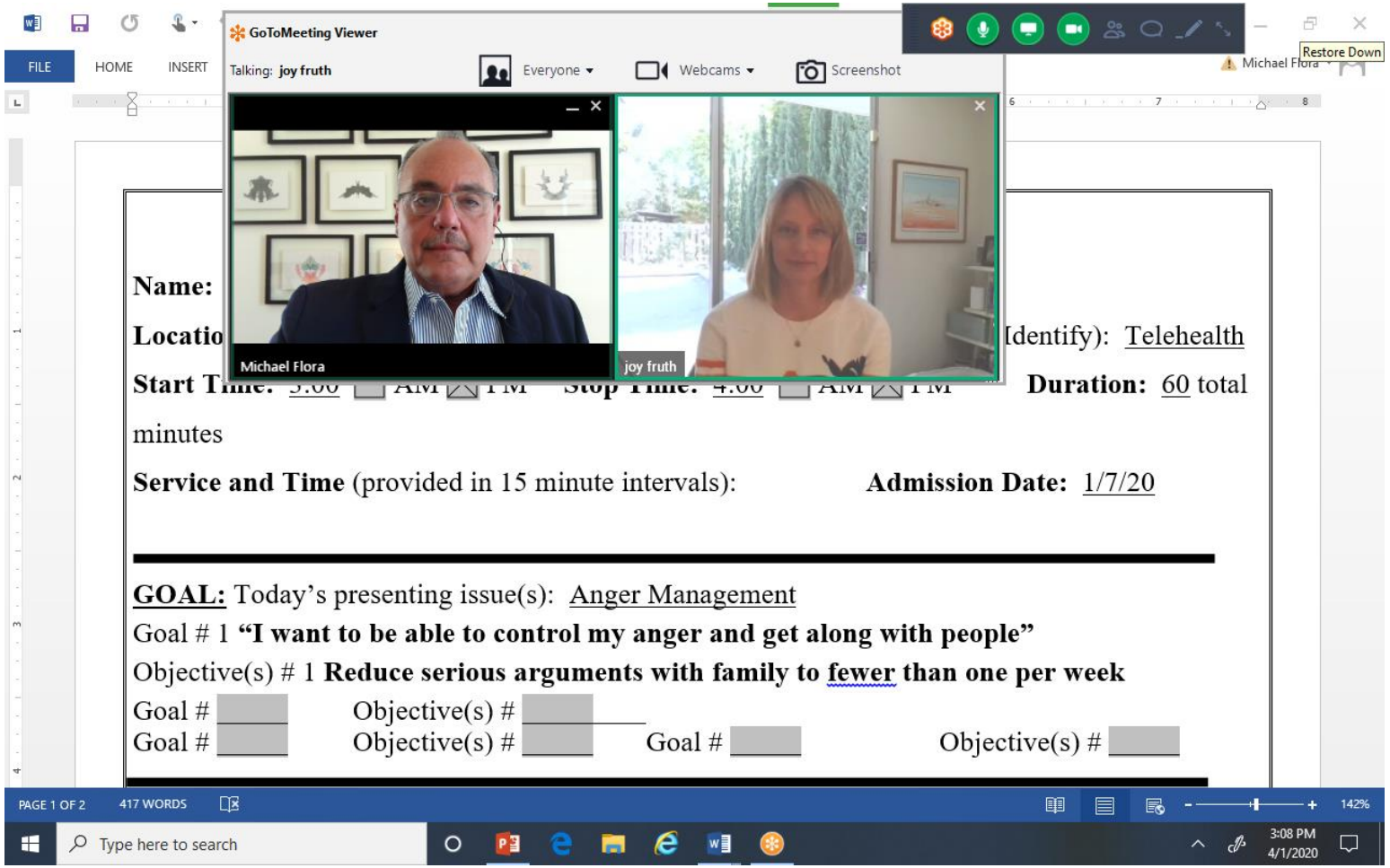
- Review the goals and objectives for todays session
  - “ Golden Thread”
- Know your equipment
- Practice in supervision or with a peer
- Develop your scripts on how you will introduce the new session format
- Introduce the client format of the session, telephonic, video
- Then….



Conduct your session like you normally would



Pull up your note at the end of the session



Collaborative Documentation

Remember….

- **Technology –** Technology is great when it works but you must always have a back-up plan.
- **Do as much as you can -** Completing a portion of the note in session as you are starting out is okay; simply move to do more each time.
- **Clinical Judgment -** Collaborative documentation will not work with every client in every situation.

Preparing for Crisis Events and Other Unique Circumstances When Using Telehealth

Quality, Safety, Standards of Care and Effectiveness

David R. Swann, MA, LCAS, CCS, LPC, NCC

Senior Healthcare Integration Consultant

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Setting Telehealth Expectations

Screening and Preparation Help Reduce Avoidable Circumstances

- Client's new to Telehealth will follow your lead and model your behavior. We need to be helpful!
- Inquire if the client has had a previous experience with Telehealth either in primary care or behavioral health care. Use any experiences to helpful and engaging.
- The safety, quality, client protections and standards of care expected from Telehealth are no different that what is expected from in-person care.
- Begin setting Norms early on to avoid challenges. Appearance, use of the technology, confidentiality, privacy at location, language, threats should be considered.
- Engagement, Motivational Interviewing and CBT techniques are frequently found through research to be successful via Telehealth.

As Best You Can – Prevent

A negative experience with one client in the group can have an impact on the other members of the group

This risk is multiplied by the number of group members

Orientation can help prevent problems

Group Norms for Telehealth Groups

Anticipate and Get Ahead of Problems By Setting Norms and Rules

Privacy and Confidentiality for Patient

- Strongly encourage (mandate) patients to arrange for a private space to attend the group via Telehealth.
- Inform others in the (home, location) to avoid disturbing the group member during the group.
- Do not disturb sign on door.

Clothing and Appearance

Attendance and Participation Norms

Practice with Technology at least once

Norm Plan for Technology Failure

Unique Circumstances

Pre-arranged Emergency Contact May Be A Solution

- Think ahead through the treatment to plan the Telehealth service and plan for unique circumstances.
- In the unusual circumstance that an escalation in behavior occurs to where the patient needs someone with them, and they are in their home alone, a pre-arranged contact would be helpful that you already have secured permission to contact.
- Another intervention may be to have a “hosted” Telehealth service with a peer support or case manager/coordinator with the patient observing all CDC guidelines.

Questions and Answers

Contact Us for Additional Information

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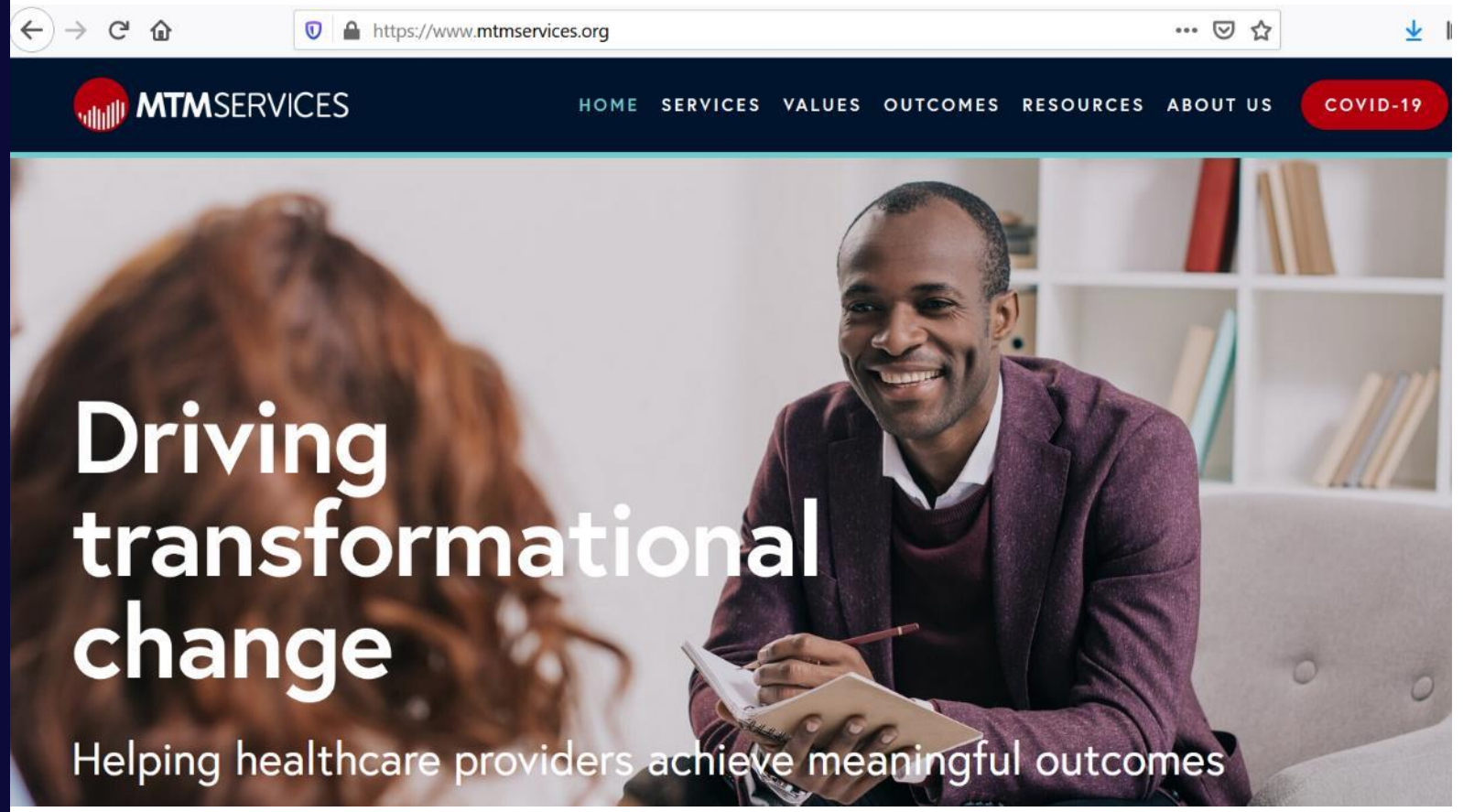
- **Watch our free Telehealth resources on our COVID-19 Information Page: https://mtmservices.org/covid**