



Clinical Best Practices for Telehealth

Presented by:

Community Behavioral Health

Makiese N. Devose Ed.M, CPRP, LSW

Provider Training and Development



City of
Philadelphia

June 18, 2020



- **DBHIDS Vision:** We envision a Philadelphia where every individual can achieve health, well-being, and self-determination.
- **DBHIDS Mission:** The mission of the Department of Behavioral Health and Intellectual disAbility Services is to educate, strengthen, and serve individual and communities so that all Philadelphians can thrive.

Philadelphia Behavioral Health System

City of Philadelphia



DEPARTMENT of BEHAVIORAL HEALTH
and INTELLECTUAL disABILITY SERVICES



Community Behavioral Health

- Single payer system operated by the City
- \$1B Service system for children, adults & families
- Substance Use and Mental Health
- Range of services from hospitals to outpatient programs
- Recovery and resilience system transformation

Main Functions of CBH Provider Training and Development



Training

Conduct needs and resource assessments to determine training essentials. Facilitate clinical processes, clinical supervision and specialty topic population trainings/webinars



Technical Assistance

Work collaboratively with provider to create and implement a tailored action plan to meet their identified needs

Provide implementation support both during and after the execution of the plan



Welcome!



Video? No video?
Totally up to you!


Please feel free to
engage as much as you
would like! We want
this to be interactive!

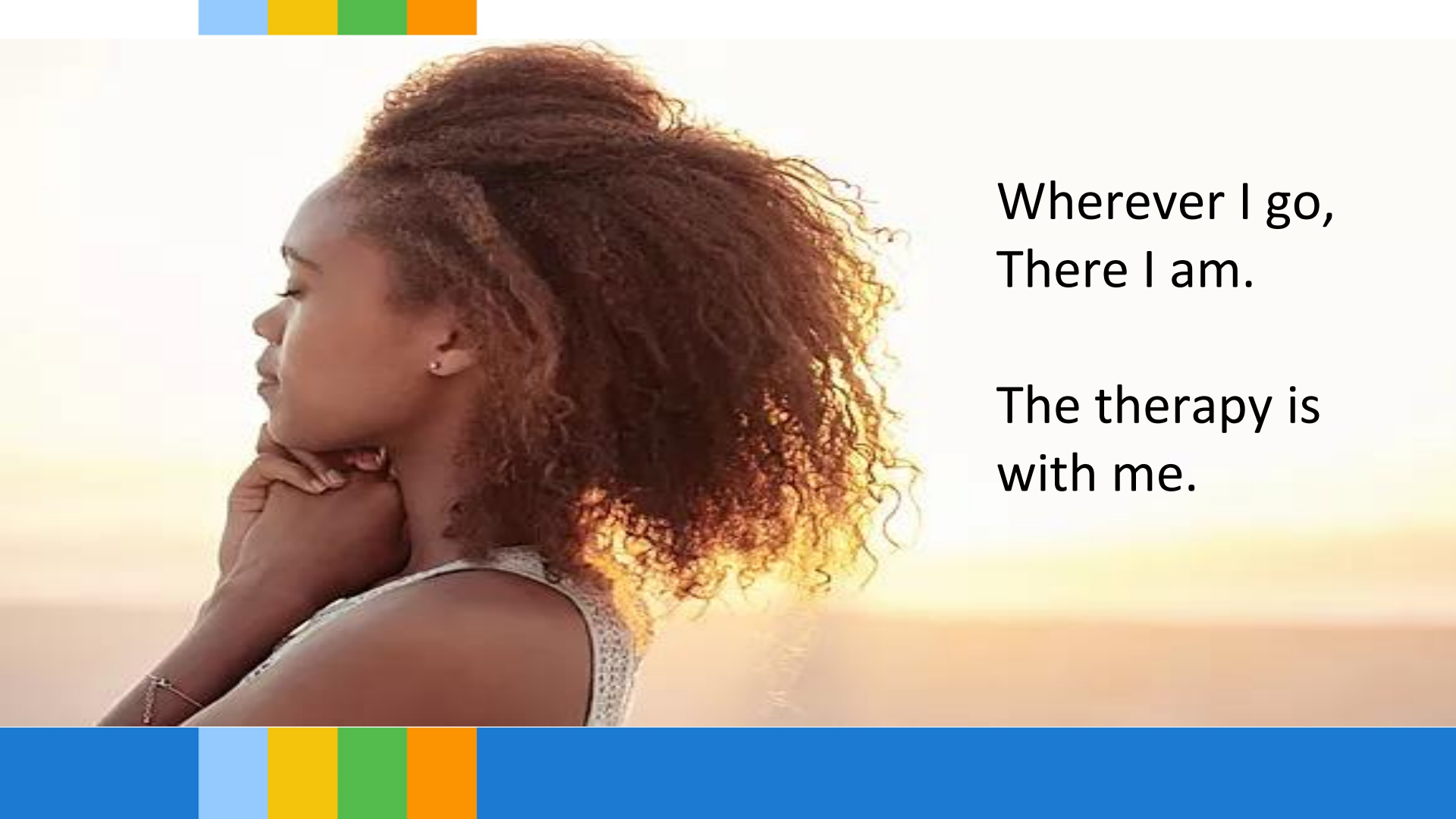
Polls/ Chatbot/ Raise hand





Learning Objectives

- ❑ Explore the therapeutic experience, structuring sessions and documentation as key clinical components of telehealth service delivery.
 - ❑ Identify the ingredients necessary for creating a therapeutic experience via telehealth.
 - ❑ Understand the benefits of structuring telehealth sessions.
 - ❑ Practice converting existing treatment goals to ensure that they are relevant to current environmental challenges clients may be facing.
- 



Wherever I go,
There I am.

The therapy is
with me.

Setting It Up: Technical Considerations

- ✓ Can you hear me?
- ✓ Can you see me?
- ✓ Are devices updated?
- ✓ Change default passwords
- ✓ Reboot equipment regularly




What are the necessary
“ingredients” for a good
therapeutic experience?






Creating The Therapeutic Experience In Telehealth

- Consider the therapeutic “ingredients” discussed.
 - Facilitation of privacy lends to emotional safety.
 - Review the goals and objectives within a structured session.
 - Maintain the golden thread throughout treatment.
- 




Privacy: Between Me and You!

- Keep conversations (and video) private- Maintain HIPPA compliance
 - Speak in low tones/be mindful of sightlines
 - Reduce excess noise- If you can, close the door.
 - Avoid the use of speaker phone
 - Be mindful of who and what is in your background
- 

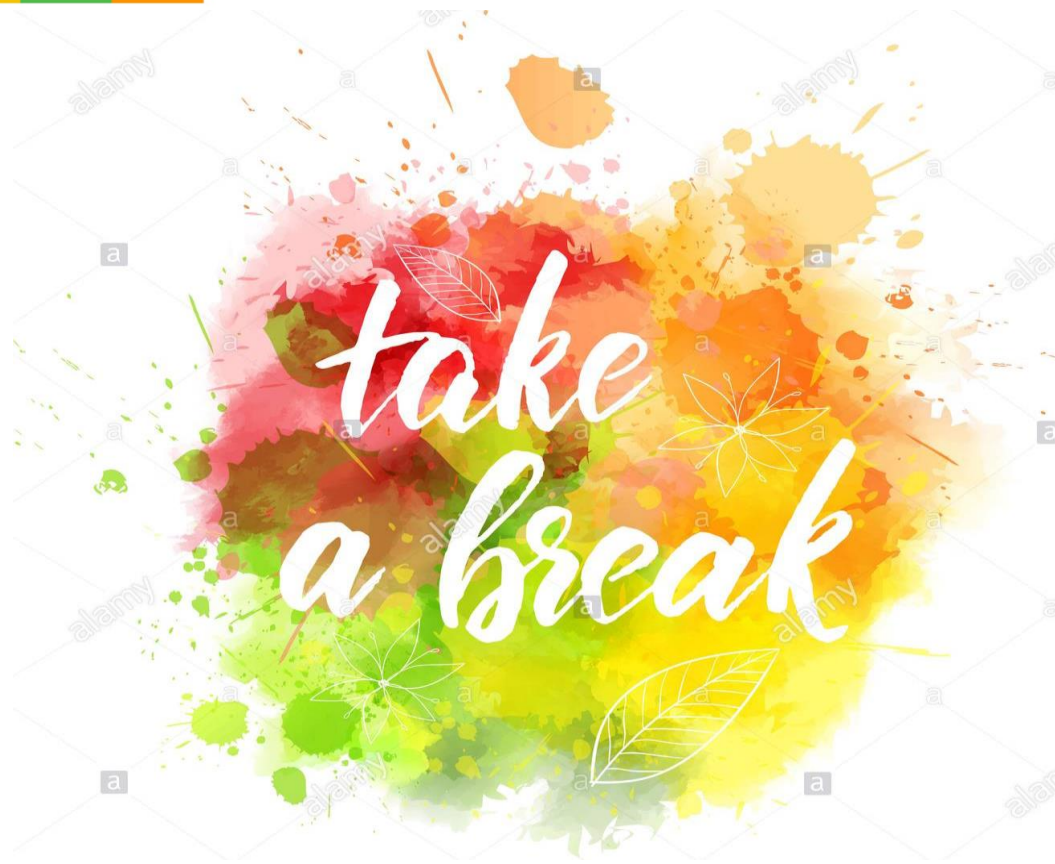


Structuring the Session

- Discuss what you will be working on for the day
 - Beginning- Middle - End
 - Bring up the note in the session
 - Share the screen if possible
 - Do as much of the documentation as possible; aim for more each session
- 

Let's Practice

John, a 35 year old African-American man has a treatment goal to address his ability to tolerate frustration. He has often had a difficult time managing his anger and often lashes out and has been unable to maintain employment. How could you revise the focus of his goals to address current challenges he is facing due to Covid-19 and civil unrest.






Evidence Based Practices

What are some of the Evidence Based Practices are you have already begun to integrate into your telehealth work?






What About Evidence Based Practice?

- ❑ Does Telehealth mean we let go of all the work we have put into CBT, DBT, PCIT and other Evidence Based Practices?
 - ❑ How can we continue to use the models that we have been working in Telehealth environment?
 - ❑ Use the inherent structure of Evidence Based Practices to support session structure.
- 




Documentation

- ❑ Complete your clinical notes as soon after the session as possible.
 - ❑ Consider jotting down a few words and phrases to remind you of the content of the session later on.
 - ❑ Collaborative note writing with your participant.
 - Ask them what they gained from the session to help inform the notes
 - Write the note with them and check that what you are writing is what they experienced in the session.
- 



A Word on Wellness Checks...

- ❑ Wellness checks are a great addition between sessions for clients who might be really having challenges and need more support.
 - ❑ Wellness checks can be incorporated into the structure of an efficient clinical session.
 - ❑ Wellness checks, while important, are not enough to sustain treatment.
- 

Group Work

- ❑ Group Norms for Telehealth Groups-
Anticipate and get ahead of problems by setting norms and rules
- ❑ Explain that although the location changed, expectations have not.
- ❑ Consider additional security measures and have a back up plan.



Additional Clinical Consideration

Working with
Children and
Families



Expect the Unexpected

- ❑ Think ahead to manage unique challenges and circumstances
- ❑ Escalation in behavior
- ❑ Working with clients in crisis
- ❑ Technology issues




Questions?





Summary

- ❑ Today's session explored the therapeutic experience, structuring sessions and documentation as key clinical issues in telehealth service delivery.
 - ❑ You should be able to identify the ingredients necessary for creating a therapeutic experience via telehealth.
 - ❑ We identified the benefits of structuring telehealth sessions.
 - ❑ We practiced converting existing treatment goals to ensure that they are relevant to current environmental challenges clients may be facing.
- 




Resources

- <https://www.samhsa.gov/coronavirus>
 - <https://www.mtmservices.org/covid>
 - [https://www.thenationalcouncil.org/wp-content/uploads/2020/03/Telehealth Best Practices.pdf?daf=375ateTbd56](https://www.thenationalcouncil.org/wp-content/uploads/2020/03/Telehealth_Best_Practices.pdf?daf=375ateTbd56)
- 



DBHIDS/CBH Contacts

<p>Provider Training & Development Training and Technical Assistance cbh.ndtechnicalassistance@phila.gov</p> <p>The Evidence-based Practice and Innovation Center (EPIC) https://dbhids.org/epic/</p>	<p>CBH Website https://cbhphilly.org/</p> <p>DBHIDS Website http://dbhids.org/</p>
<p>Provider Hotline 215-413-7660</p>	<p>NIAC Regina Adams, Operations Specialist: Regina.Adams@phila.gov</p>
<p>Claims Hotline 215-413-7125</p>	<p>Member Services 888-545-2600</p>
<p>Fraud, Waste, and Abuse Hotline CBH.ComplianceHotline@phila.gov</p>	<p>General Compliance Questions CBH.ComplianceContact@phila.gov</p>





Community Behavioral Health
801 Market Street 7th Floor Philadelphia, PA 19107
www.cbhphilly.org • 215-413-3100
Member Services 1-888-545-2600