Delivering Telemental Health

1. Telemental Health & Engagement
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[Logos of HRSA and Aberdeen Area Community Foundation]
Telemental Health and Engagement

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Evaluation and follow up

At the end of this session, you will be asked to complete a brief evaluation.

Because this event is federally funded, we are required to ask about participants’ satisfaction with our services.

To maintain our funding, we are required to get 80% follow-up.

We greatly value your feedback and participation in the survey!!
What is the Mid-America MHTTC?

- Funded by the Substance Abuse and Mental Health Services Administration
- Five-year grant of $5.2 million
- Awarded to Dr. Joseph Evans at the University of Nebraska Medical Center
- Serves to align mental health systems and professional competencies with evidence-based practices
- Operates in Missouri, Iowa, Nebraska and Kansas
- Provides free/low cost training and technical assistance on a variety of topics germane to effective mental health practice

10 Regional Centers
- National Hispanic & Latino Center
- National American Indian and Alaska Native Center
- Network Coordinating Office

Visit the MHTTC website at https://mhttcnetwork.org/
Mid-America MHTTC

The Mid-America MHTTC serves the four states of Nebraska, Iowa, Kansas and Missouri (HHS Region 7) with a focus on integrated behavioral health and primary care, schools and mental health training programs. Our overall goal is to assist mental health programs and providers to establish evidence-based programs that are locally supported and sustainable over time. The Center is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and is housed at the University of Nebraska Medical Center.

If you are interested in our services, please visit our Contact Us page for ways to get in touch.

Sign up for our email list!

Newsletter Archive
MHTTC Services

Training Levels

• Universal: Conference presentations, newsletters, brief consultation
• Targeted: Online courses, webinar series, focused knowledge-sharing, short-term training, replication guides
• Intensive: Ongoing relationship between the TTC program and agency receiving services

Outcomes

• Universal: Increased reach of information and tools about evidence-based practice
• Targeted: Increased motivation to use and apply specific interventions
• Intensive: Policy and program changes with implementation of interventions by users
Specialized Training Topics

- Integrated behavioral health in primary care
- School mental health
- Serious mental illness
- Behavioral health workforce development
Integrated Behavioral Health in Primary Care

MHTTC staff have 20+ years of experience integrating behavioral health into primary care in 40+ rural, suburban, and urban sites
Training and TA in Integrated Care

- Quality Indicators of Integrated Behavioral Health in Primary Care
- Evidence-Based Behavioral Health Interventions for Children and Adults Applied in Integrated Care Settings
- Technical Assistance on Implementation of Integrated Care
- Online Courses Focused on Integrated Care and Special Topics in Pediatric and Adult Services (In Development)
20% of U.S. population resides in a rural area

Most of the U.S. population including behavioral health providers were basically considered rural beginning mid-March 2020

Telehealth was used in the 1950’s

Older adults are satisfied with telehealth (they give it a 3.4 out of 4!)

Telehealth has a lot of research support pre-COVID-19
What is Telehealth?
Telehealth: What is It?

• Telehealth is health (American Telemedicine Association, 2020)

• “…the use of technology to provide health care when providers are geographically distant from patients.” (Backhaus et al., 2012)

• “…the transmission of images, voice, and data between two health units via technology to provide educational, clinical, training, administrative, and consultation services.” (Perle & Nierenberg, 2013)

• Broad term that applies to health care delivered using telecommunications technology or technology-enabled health (ATA, 2020)
Telemental Health

- The use of telehealth as it relates to
  - Psychology
  - Counseling
  - Behavioral Health
  - Mental Health
Telehealth: Differences in Definitions

Four Differentiations

1) Direct patient service v Other health activities
2) Synchronous v Asynchronous (Live v Store and Forward)
3) Clinic/Hospital Based v Direct to patient
4) Billable v Unbillable

Telehealth Resource Center
Telehealth: Key Questions

1) Who is providing the service and who is receiving the service?
2) Is it a clinical service? A professional consultation? Education/training?
3) In what context are you providing the service? Hospital? Clinic? Home?
4) How is the service funded?
5) What type of technology is being used? Audio and video? Audio only?
6) How does your service align with your state laws and regulations?

Telehealth Resource Center
Services Provided via Telehealth

• Live videoconferencing/telephone (synchronous)
  • Provider to patient
    • Family therapy, individual therapy, SUD treatment
  • Provider to provider

• Store and forward (asynchronous)
• Remote Patient Monitoring
• Mobile Health
Why Telehealth?

• Efficient way to deliver health care
• Effective in meeting patient goals
• Patient Satisfaction is high
• Meets the Quadruple Aim goals
Improve Patient Experience
Better Health Outcomes
Reduces Medical Costs
Improved Clinician Experience

Quadruple Aim
Benefits of Telehealth

• Increased Access to Quality Health Care
• Cost Efficiencies
• Research Supported Outcomes and Satisfaction
• Consumer Demand
• Technology/Platforms easy to use
• It has allowed us to continue care during a pandemic

American Telemedicine Association
https://www.americantelemed.org/resource/why-telemedicine/
Why Telehealth?

• The Better Question is:

Why Not Provide Telehealth?
Steps to Utilizing Telehealth

• Clinical Considerations

• Technical Considerations

• Licensure, Legal and Administrative Considerations

American Telemedicine Association
Practice Guidelines for Video-Based Online Mental Health Services, May 2013
https://www.integration.samhsa.gov/operations-administration/practice-guidelines-for-video-based-online-
mental-healthservices_ata_5_29_13.pdf
Telehealth: Clinical Considerations

- Professional and Patient Identity Information
- Patient Appropriateness of Telehealth Services
- Informed Consent
- Physical Environment
- Communication and Collaboration with Treatment Team
- Emergency Management
- Medical Issues
- Referral Resources
Telehealth: Technical Considerations

• Videoconferencing Applications
• Device Characteristics
• Connectivity
• Privacy
Telehealth: Legal and Administrative Considerations

- Qualifications and Training of Providers
- Licensure Laws in Your Organization and State
- Scheduling and Emailing
- Documentation and Record Keeping
- Payment and Billing
Telehealth and State Licensure Laws

• Consult Licensure Laws in your State

• Changes with Covid-19:
  • Many states have relaxed practice regulations
    • Within state
    • Between states
    • Place of service (patient and provider)
  • Center for Connected Health Policy: The National Telehealth Policy Resources Center
    https://www.cchpca.org/
    • Go to “Resources” from the main page to:
      • Covid-19 Telehealth Coverage Policies
      • Covid-19 Related State Actions
Telemental Health Engagement
Considerations in your “web-side manner”
Telehealth Engagement

Considerations:

• Before the Session
• During the Session
• Telehealth Etiquette
• Age of Patient
Testing, testing, one, two….

Plan Ahead!
Potential Disasters and Real Life Stories

• Video but no audio
• Audio but no video
• Patient driving during session
• You cannot “see” the patient
• Your dog starts barking during the session
• Uninvited “guests” walking through the background at the patient’s home.
Setting the Stage: Introduce Telehealth

When Scheduling the Appointment

• Explain to families what telehealth is and how it works
  • Equipment needed
  • Apps needed to attend session (e.g., Zoom)

• Consider a FAQ page/checklist
  • How a patient will receive their session link

• Develop a Plan if Disconnected
  • Gather contact information
Setting the Stage: Know Your Equipment

Prior to the Appointment

• Testing, testing, one, two…

• Become familiar with the equipment
  • How it works
  • Functions that may be useful for you
    • Share screen
    • Apps to increase interaction

• Set up test sessions with colleagues and friends
Setting the Stage: Know Your Equipment

Example Platform: Zoom

• Most platforms have excellent support information
  • Video How-To’s
  • Zoom Video Training: Joining a Meeting- https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-
  • Zoom Video Training: Scheduling a Zoom Meeting- https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings-
  • Zoom Video Training: Host Controls in a Meeting- https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls-
Video Presence Checklist

- Clothing (neutral or solid)
- Camera position (eye level)
- Camera stability
- Lighting (lighting in front of you not behind you)
- Noise (close doors)
- Clutter (avoid)
- Gestures (use these)
- Look into camera not your reflection
Audio Presence Checklist

✓ Speak in a normal voice
✓ Reduce noise
  ✓ Turn off notifications on email, phone
✓ Keep paper and objects away from microphone
✓ Confirm audio with patient
Session Checklist

✓ Greet patient
✓ Confirm patient’s location
✓ Confirm contact information if disconnected
✓ Review individuals involved in the session
✓ Discuss additional plans/considerations during the session
✓ Discuss a code word if the session will need to end
✓ Ensure you close the link at the end of the session
Age of the Patient

• Evidence for telehealth for mental and behavioral health concerns spans the age range

• Considerations in telehealth may change based on the age of the patient
Telehealth with Children

- Children and families may prefer less formal sessions
- Need space to move
- Shorter sessions
- A plan for misbehavior
- May require more interactive tools
  - Whiteboard
- May require more enthusiasm and exaggerated expressions
- Provide adolescent/teen with a private space with access to parent at the beginning/end of session
That's a wrap! Watch the webinar recordings, download the slides, and access more resources below.

**Telehealth Learning and Consultation (TLC) Tuesdays** is an online series for providers who are unfamiliar with telehealth. Our Technology Transfer Center (TTC) Network specialists devote the first segment of each hour-long session to a specific topic, then address questions submitted by TLC Tuesday registrants. Recordings of the presentations as well as additional resources are posted on this page.

**TOPICS**

- Telehealth Basics (Week 1)
- Telehealth Billing (Week 2)
- Telehealth Tools (Week 3)
- Telehealth with Children and Adolescents (Week 4)
- Telehealth Troubleshooting (Week 5)

**Resources and Webinar Archive**
Responding to COVID-19

Public health emergencies such as COVID-19 have a significant impact on people with mental illness, their families, and caregivers; the mental health workforce; and the mental health treatment system. They also cause stress and anxiety across the population.

Here we highlight MHTTC products and resources that can be useful when coping with the effects of widespread public health crises. A compilation of resources from other reputable organizations is also available below.

If you are interested in other resources related to COVID-19, please also see the following pages for these topics:

Responding to COVID-19 | Grief, Loss, and Bereavement
Responding to COVID-19 | Intimate Partner Violence (IPV) and Child Abuse
Responding to COVID-19 | Mental Health Disparities
Responding to COVID-19 | School Mental Health
Responding to COVID-19 | Telehealth

MHTTC Upcoming Events:
Racial Equity and Cultural Diversity

This webpage includes a compilation of products and resources on cultural responsiveness, racial equity and cultural diversity for the mental health workforce, curated by the MHTTC Cultural Responsiveness Working Group (CRWG). The CRWG provides guidance and identifies, adapts and develops resources to support all MHTTCs in enhancing their awareness, knowledge, and expertise to address cultural and linguistic capacity to achieve equity.

This is an ever-evolving webpage that is updated periodically. If you are aware of a resource that you’d like us to consider highlighting on this webpage, please feel free to contact Jessica Gonzalez, MHTTC CRWG Logistics Coordinator at jegonzalez@stanford.edu.

MHTTC Resources and Products
Products such as briefs and other resources from the 10 regional MHTTCs as well as the National American Indian and Alaska Native and National Hispanic and Latino MHTTCs.

General Resources
A listing of non-MHTTC resources and other organizations that are doing work related to racial equity and cultural diversity.

Toolkits
Toolkits produced by a variety of organizations in order to give minority groups and their allies tools to deal with various problems they may face.

Webinars and Videos
A collection of videos designed for both providers and the general public that contains a wide range of presenters and topics.
Q & A with Dr. Roberts

Please put your questions in the chat feature
Telehealth Resources

America’s Health Insurance Plan

● Information on Insurance Company Response to Covid-19 A-Z
  https://www.ahip.org/health-insurance-providers-respond-to-coronavirus-covid-19/

American Medical Association

● Main website: www.ama-assn.org/ama

American Society of Addiction Medicine

● ASAM Confidentiality (42 CFR Part 2)
  ○ https://www.asam.org/advocacy/advocacy-principles/standardizeit/confidentiality-(42-cfr-part-2)-new
  ○ http://www.telehealthresourcecenter.org/toolbox-module/cross-statelicensure
  ○ https://www.healthit.gov/providers-professionals/faqs/are-there-state-licensing-issues-related-telehealth
Telehealth Resources

American Telemedicine Association:

● Main website: www.americantelemed.org

● Telehealth Basics https://www.americantelemed.org/resource/why-telemedicine/

● Practice Guidelines for Video-Based Online Mental Health Services, May 2013
Telehealth Resources

Center for Connected Health Policy: The National Telehealth Policy Resources Center:

- Main website: [https://www.cchpca.org/](https://www.cchpca.org/)


Telehealth Resources

Centers for Medicare and Medicaid Services

● Main website: www.cms.gov


Telehealth Resources

Federation of State Medical Boards

● Main website: www.fsmb.org

● Telemedicine Policies by State http://www.fsmb.org/siteassets/advocacy/key-issues/telemedicine_policies_by_state.pdf

Great Plains Telehealth Resource & Assistance Center

● Main website: www.gptrac.org

● Getting started with Telehealth https://gptrac.org/getting-started/plan-ahead/

Telehealth Resources

Health and Human Services (HHS) Resources:

- Main website: hhs.gov


Telehealth Resources

International Society for Mental Health Online
● Main website: www.ISMHO.org

Internet Healthcare Coalition
● Main website: www.ihealthcoalition.org

National Frontier & Rural ATTC
● Main website: www.nfarattc.org
  ○ Technology-Based Clinic Supervision Guidelines
  ○ Telehealth Capacity Assessment Tool TCAT-Is your Agency ready for Telehealth?
Telehealth Resources

SAMHSA:


● SAMHSA Substance Abuse Confidentiality Regulations [samhsa.gov/about-us/who-we-are/lawsregulations/confidentiality-regulations-faqs]
Telehealth Resources

Telebehavioral Health Institute
● Main website: https://telehealth.org/ethical-statements/

Telehealth Resource Center:
● Main website: https://www.telehealthresourcecenter.org/
● Telehealth Resources: https://www.telehealthresourcecenter.org/resources/
Telehealth Resources

U.S. Department of Education and U.S. Department of Health and Human Services:

- Joint Guidance on the Application of the *Family Educational Rights and Privacy Act (FERPA)* And the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)* To Student Health Records
  
Telehealth Resources

Telehealth Checklists:

- Behavioral Telehealth Session Checklist
  https://mhttcnetwork.org/sites/default/files/2020-03/PAR_checklist.pdf

- Best Practices for Patient Engagement with Telehealth
  https://leanforward.hms.harvard.edu/2020/06/04/best-practices-for-patient-engagement-with-telehealth/

- COVID-19 Tips: Building Rapport with Youth via Telehealth
  https://www.apa.org/topics/covid-19/telehealth-children

- Telehealth Etiquette Checklist
Evaluation

https://ttc-gpra.org/P?s=635237
Join our mailing list!
SCAN OR TEXT

Contact Us:
Email: midamerica@mhttcnetwork.org
Phone: 402-552-7697
https://mhttcnetwork.org/centers/mid-america-mhttc/home

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TEXT: MIDAMERICAMHTTC to 22828 to get started
*Message and data rates may apply