

Minimizing Disruptions in Care

Behavioral Telehealth (Video and Phone): Skill Development Webinar Series



Ensuring Success in Telehealth: What Staff Need to Know
WEBINAR 1 - April 29, 2020

Participant Questions and Presenters Answers

Presenters: Elizabeth Morrison, LCSW, MAC and Eric Haram, LADC

Webinar

Access information about the webinar, including presenter's information, handouts, resources, and a recording of the event:
<https://www.cibhs.org/post/ensuring-success-telehealth-what-staff-need-know>

Innovations/Comments from Ensuring Success in Telehealth Webinar Series

- Santa Clara Behavioral Health: we have set up consistent Zoom or Skype for business meeting check ins and reflective practice groups. We have also committed, as frontline staff, to communicating resources with each other.
- I provide mental health services to children and Zoom share screen has helped boost their engagement. Amazon cloud reader has many available books for free and can be used to read books with clients.
- I worked tech support for 5 years before being a therapist. Normalizing confusion and anxiety about tech go a long way and offering to walk them through it (all the way back to just turning on the device) helps a lot!
- <https://www.intherooms.com/home/> This is an excellent means of engaging in remote recovery support for individuals who struggle with variety of disorders.
- I think there are different layers and challenges to provide services when they are not centralized (i.e., community work, outreach work, etc.). It has been useful for us to collaborate with community partners and centralized points such as schools and resource centers. It has been inevitable to see inequity in terms of access to tech (beyond people's willingness to connect).
- I do behavioral telehealth working with children and families. I have found that it is beneficial to prepare activities in advance and email to caregivers so that they may have worksheets printed or toys/paper/crayons/etc. available when the video session starts.
- As a client and provider, I have found that creating a WRAP plan helps to support me during this COVID19 pandemic. This has been something that I have managed to do before this huge time of isolation. Finding different areas of support helps. I believe in the term "It takes a village"!
- To add some humor and fun to Zoom staff meetings, we have a theme each meeting. For example, one week...wear a crazy/fun/silly hat; another week was Disney themed. It makes it fun, especially when you see your CEO/President in a silly hat.
- I found it helpful to offer two separate sessions for completing mental health annual assessment updates and POC's. They are long, and 2 times I found that it was difficult for clients to stay engaged, even if I can complete it the same week. It feels fragmented for me, but I am also honoring the client's process.
- I just want to comment that some of my teenage clients, mostly boys, state that they prefer to be off screen. I send them a worksheet through text and then we can discuss on phone call. I understand that what I used to fear as "lack of engagement", has turned into "lack of judgement" for these teenagers. Conversations have been smooth.
- For initial medication support intake/session, we ask our med support assistant to contact family and walk them through downloading video platform and helping them navigate/use the platform prior to initial session with doctors.
- I have found closing my eyes and concentrating on my visual memory of my client sitting in the office with me extremely helpful to focus, listen and be present with my client on the phone.
- The commonality of our experiences given the pandemic, is just such a significant factor to focus on and experience to better connect with our clients.
- Some of our challenges include helping clients set their phones up to access telehealth - giving them a step-by-step clear flyer that illustrates it explicitly. Unfortunately, some of our clients carry "Obama" phones that are provided for free and are limited with their tech.