Native Youth Telehealth Initiative

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At the end of the presentation, we will announce:

An opportunity to participate in our Native Youth Telehealth Initiative - a Collaborative Learning Community to provide American Indian and Alaska Native communities an opportunity to expand the use of telehealth services and collaborate with the National American Indian and Alaska Native MHTTC.
Introduction

Dr. George Baston, BSW, MHRD, Ed.D CTE

Dr. Baston has worked in the health and human services field for 35 years starting out with Boys & Girls Clubs of America and eventually co-founding Solutions of Substance. Dr. Baston subsequently spent 20 years utilizing technology to deliver education, training, and interventions, including telehealth, to a variety of workforces and clients such as: community-based organizations, charter vocational schools (primary in rural communities); jails and other criminal justice settings; state addiction services provider associations; Addiction Technology Transfer Centers (ATTCs); certification boards; and telehealth implementations in schools and community based organizations. Dr. Baston has over 18 years experience as a Principal Investigator (PI) for Rural Utilities Distant Learning and Telehealth Grantees; Drug Free Communities Grantees (DFC), Housing Opportunities for Persons with HIV/AIDS (HOPWA), Prevention and Partnership Grants (PPG) and a wide variety of SAMSHA program evaluations. Other experience includes Continuous Quality Improvement (CQI) implementation to utilize data for program improvement, primarily through facilitation of Plan Do Study Act (PDSA) cycles.
Learning Objectives

• *Discuss potential uses of Telehealth in Native communities.*
• *Discuss the basic functions of a HIPAA Compliant telehealth platform.*
• *Discuss the Native Youth Telehealth Initiative and the importance of workforce development before service delivery.*
Telehealth in Native Communities
Potential areas telehealth could have a positive impact in Native communities:

• Increase access to behavioral health care for tribal members.
• Facilitate workforce development to increase the availability of Native healers to provide services to Native populations.
• Provide a way to reconnect children, parents and schools during the COVID-19 crisis.
• Connecting tribal members to explore uses of telehealth for facilitating, language and cultural preservation, care coordination, economic development, tribal governance and criminal justice reform to name a few.
Examples of Telehealth Use Since COVID-19
Total Child Therapy Sessions 10/1 – 4/30
Child Therapy Session Minutes 10/5 – 4/30

Total Number of Child Therapy Minutes by Reporting Period

- OCTOBER 5, 2019: 356
- OCTOBER 25, 2019: 200
- NOVEMBER 22, 2019: 656
- DECEMBER 6, 2019: 43
- DECEMBER 20, 2019: 623
- JANUARY 17, 2020: 1,589
- JANUARY 31, 2020: 1,312
- FEBRUARY 14, 2020: 1,879
- FEBRUARY 28, 2020: 2,257
- MARCH 13, 2020: 1,864
- MARCH 20 - MARCH 26: 3,328
- MARCH 27 - APRIL 2: 6,603
- APRIL 3 - APRIL 9: 9,093
- APRIL 10 - APRIL 16: 10,030
- APRIL 17 - APRIL 23: 10,494
- APRIL 24 - 30: 11,296

- Total Child Therapy Minutes by Reporting Period
General Telehealth Info

- How to use “Let’s Talk Interactive” Platform
Devices Needed for Telehealth Sessions

**Meeting Host**
- Laptop
- Desktop (will require an external camera and microphone or headset)

**Student/Parent/Client**
- Smartphone
- Laptop
- Desktop (will require an external camera and microphone or headset)
Physical Location Telebehavioral Space

• The room **should** be large enough for at least one to two adults to attend and be included on screen.

• Both the distant site and originating site **should** announce all parties who are present in their respective rooms, regardless of who is on camera.

• The room **should** allow the child to move around, both for the child’s comfort and to allow an appropriate examination of his/her skill, particularly for younger children whose motor skills and exploratory abilities may be compromised.

• The choice of room **should** also be accessible to youth with mobility challenges.

• Room choice **should** consider the presence and placement of windows, generally giving preference to rooms without windows and with horizontal lighting.

• Lighting **should** allow full appreciation of the youth’s facial features or expressions.
Functionality of HIPAA Compliant Telehealth – Example: “Let’s Talk Interactive”

How does it work?

• Navigating the dashboard
• Scheduling Sessions
• Screen Sharing
• E- Documents
• Secure Chats and File Transfers
• SOAP Notes
Creating Contacts

1. Click on the profile icon in the upper right-hand corner, and select "My Contacts" from the drop-down menu.

2. Use the "Create New Contact" button in the lower left-hand corner of the page.

3. Add the name you will use to refer to this contact by (12 character minimum) and the e-mail address you will use to reach them, if applicable.

You can also enter a mobile number with which to send text message invitations and reminders. We recommend only sending texts to smartphone users.

You can also set the contact's time zone.

Use the "Save" button when finished.
Managing Contacts

Details

When adding a participant, once you begin typing a name that matches a contact you already have, they’ll appear in the autofill for you to select.
Troubleshooting Audio & Video Issues in Zoom

As the host of the meeting always test your speakers and microphone prior to the meeting starting by clicking the up arrow next to mute.
Navigating Your Dashboard

Dashboard with no meetings scheduled

Dashboard with meetings scheduled
Scheduling a Session

- **New Session Now:** Immediate Session
- **New Scheduled Session:** Scheduled for future date/time
Choose how you would like the student/client to receive the meeting invitation here. Make sure to select the correct service type.
Session Invite Types

Email Invite

Text Message Invite

Demo Company Session with Iam Demo - Mon, 8/1 at 11:00 AM (PT)
- TO JOIN CLICK https://demo.securevideo.com/Pass/Join/906257344 - (RSVP reply Y or N)

You have Confirmed your Session with Iam Demo for Mon, 8/1 at 11:00 AM (PT). Thank you.
Clients Connecting with Smartphone

Prompts on an iPhone

Prompts on an Android

To hear others please join audio

Call using Internet Audio
Dial in
Cancel
Installing Zoom

Download and Install Zoom

To videoconference, you must install a small app called Zoom.

After you install, the first time you try to connect to a videoconference, please click the button to Open Meetings.

IMPORTANT: After you install, do not create a Zoom account, and do not attempt to log into the Zoom app. We will always do that for you automatically.

Click for detailed instructions, or give us a call at (888) 540-2829.

Installing Zoom on a computer

Installing Zoom on a smart phone
Entering the Waiting Room for Clients

This is the screen that clients will see when they click on the link to join the meeting.
Screen Sharing

When sharing your screen, clients will be able to see everything that you see.

You can choose to only show them certain items by just click on which item you want to be displayed.
Creating E-Documents

Create a New Document

1. Click on the "Features" tab and select "E-Documents" from the drop-down menu.

2. On the next page, use the "New Template" button in the lower left-hand corner.

   - If you have already received E-Documents before, click on the "Edit Templates" button in the lower left-hand corner first, and then the "New Template" button on the next page.

3. When you have filled out the document fields and entered your content, use the "Save and Preview" button in the lower left-hand corner to save your changes and create your document. Check the preview for any design errors.
Types of Fillable Fields

- **Textbox**: single-line text answer
- **Text Area**: multi-line text answer
- **Radio Buttons**: multiple choice, all choices visible, only one answer
- **Checkbox**: multiple choice, multiple answers possible
- **Date**: checks for a valid date
- **Dropdown**: multiple choice, only one choice visible, only one answer (useful to place in-line with other text)
Two Options for Signature

Require Clients to Draw their Signature with a mouse or finger
This field determines what type of signature field your participant will see.

- **No:** A normal electronic signature field will appear where your participant can type in their name.

  ![Electronically Signed By](Your Name)

- **Yes:** A box appears where the participant can use their mouse (or if they are on a device with a touch screen, their finger) to create an image signature. (Your participant will still have to enter their name in the normal electronic signature field, like a “print signature” section on a physical document.)

  - Note: The drawn signature option is only presented to the original signer. Additional signatures will be typed.
  - **Clear Drawn Signature:** Gives the participant the option to clear what they’ve drawn and re-do.
  - **Drawn Signature Not Working:** If the field is not working with their touch screen device, they can dismiss the drawn image field and type their name into the regular signature box.

  ![Electronically Signed By](Your Name)

  ![Signature](Mouse or Finger)
Starting a HIPAA Compliant Chat

Start a chat as a host or admin: from video meeting

1. If you would like to create a chat group with the same participants as a current or upcoming video meeting, click on the "Start Chat" button on the session panel.

2. This will immediately create a group for you to enter a new message into. Type into the text box at the bottom of the page and click "Send".
Session Notes / SOAP Notes

Create a Session Note: about a session and participants

1. Once you have scheduled a session, a "Session Notes" will appear on the new session panel. Click on it.

2. You will be taken to a separate page where you can start typing your note.

Session Note

Note Tags • From Session #54557 • Steve Rogers • ADD TAG •

Session Note •

Save
Native Youth Telehealth Initiative
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Applications due May 31st
Online application submission, followed by video interview
6 locations will be chosen

What we’re offering:
• Intense technical assistance for three months
  • Learning collaborative opportunities (video conferencing sessions)
  • National certification in telebehavioral health
• Access to learning management system
  • A collaborative learning community with the other sites
• Funding for “Let’s Talk Interactive” for one year
  • TA to determine sustainable funding options

Tentative schedule:
• Intense TA for three months (June – Aug 2020)
• Funding until Aug 2021

Applications can be found at: www.mhttcnetwork.org/native

Any questions?
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Workforce Development

Core Competencies
- Client Care in a Virtual Environment
- Legal and Regulatory Issues in a Virtual Environment
- Technology and Telepresence

Virtual Learning Community
- Telepresence Best Practices
- Continuous Quality Improvement (CQI)
- Organizational Readiness, Capacity and Motivation
Can we answer your questions?

Our contact info:

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Our website: www.mhttcnetwork.org/native