

TTC

Technology Transfer Centers

Funded by Substance Abuse and Mental Health Services Administration



Building Telehealth
CAPACITY

TELEHEALTH LEARNING AND CONSULTATION (TLC) TUESDAYS

April 28: Telehealth Troubleshooting

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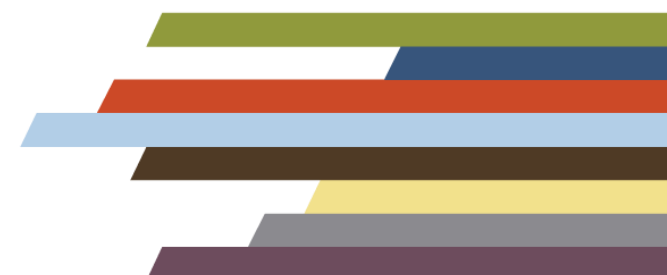
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Presenters



Carl Nassar, Ph.D., LPC, CIIPTS

Carl took the long road to a counseling career, beginning as a professor of Engineering at Colorado State University, where he built a million-dollar research laboratory; won awards from IBM, the State of Colorado, and the University; and taught nationally and internationally, all on his way to earning tenure. Carl then left the engineering field, earned new degrees in counseling psychology, and ran a very successful private practice for a decade, winning Counselor of the Year Awards from the Colorado Counseling Association. Most recently, he spent the last seven years starting and then building what's become the state's largest outpatient behavioral health organization, employing hundreds of individuals.



JK Costello, MD, MPH

JK Costello is a physician/consultant who develops population health models for substance use disorder. He works with publicly-funded health care and public health systems to improve addiction prevention, treatment and recovery. He helps expand medication-assisted treatment (MAT) in Colorado jails, develops value-based payments for MAT for Medicaid health plans, and, improves recovery options in rural Colorado. He is an expert on the payment and regulatory landscape for substance use disorder treatment.



Presenters



Leora Wolf-Prusan, EdD

Leora Wolf-Prusan is the Director of Partnerships & Learning at the Center for Applied Research Solutions (CARS) where she supports the agency's teaching and learning portfolio, serves as the Region 9 School Mental Health field director for the Mental Health Technology Transfer Center (MHTTC), in addition to many other facilitation projects. Previous roles include a national field director of a SAMHSA initiative (ReCAST), technical assistance for the Student Mental Health Program for California's Community Colleges, CalWorks and more. Other prior work includes serving as an educator coach and consultant in a variety of education settings primarily focusing on college and career-going culture and student support systems.



Why did COVID-19 – NOT – Netflix cause us to switch to telehealth?

Reasons for Transitioning to Tele-Therapy (Pre COVID-19)

- Usually a simple reason
 - e.g. clients move and want to maintain a therapeutic connection
- Many benefits for unique groups
 - Rural individuals, isolated individuals, and busy individuals
- The scientific case
 - Hundreds of studies and meta-studies say it is as effective as in-person therapy

BUT... Slow Growth (Pre COVID-19)

- Even with all these good reasons, and a lack of access in rural areas, still only 2% to 5% of our sessions were telehealth

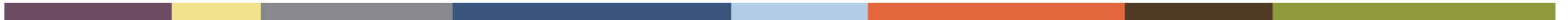


What is going to be the New Normal?

Will we see people coming to therapy wearing a mask?



Will people prefer to continue telehealth?



The switch with COVID-19 and beyond

Physical distancing and Government Regulations forced the sudden move to 100% tele-health

Post COVID-19 we are anticipating 20% of clients will choose to continue using telehealth

- Once you try it, and like it, you keep it.
- Clients will tell their friends



Do you hire differently if you want therapists to do tele-therapy?



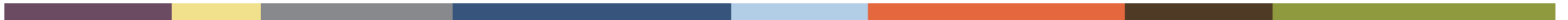
No.

The research is conclusive: The most important thing in the therapy session is the quality of relationship with the provider

- This is more important than technique or delivery method

We hire people who have the relational skills to be a strong clinician.

- We haven't seen the use of telehealth diminish the quality of the therapeutic connection



One Key Skill Does Matter

A key relational skill that matters is how individuals manage anxiety

When providing telehealth sessions it matters how you manage **technology anxiety**



How can you manage technology anxiety?

Be transparent and don't fall into shame

Maintain your kindness and gentleness towards your client and yourself

As best as you can set yourself up for success:

- Practice with family and friends using different technologies and connections
- Troubleshoot with people you can be vulnerable around

When a problem happens:

- Keep the focus on the client but acknowledge what is happening
- If it is a major issue - let it be an issue - and address it

How can you set yourself up for success in session one?

Telehealth requires three things:

- a device
- an internet connection
- and a private space

Hold an introductory session with your client before your first therapeutic session

- This can be 10 minutes and can be done by yourself or support staff

An introductory session requires a time investment on your part

- You might lose a little money in the short term but this will save headache and lost revenue in the long-run



How can you use waiting rooms to support clients?

Waiting rooms are great until client anxiety sets in because you are running behind

- Keep your clients informed of changes

Texting clients is a great way to communicate unexpected delays

- Some examples:
 - “We’ll begin at 10:10 instead of 10:00. Apologies.”
 - “Running a few minutes late for our 10am session. Will text you as soon as I’m available and can login. Sorry.”



How can you ensure safety during sessions?

- Have the session you can have
 - Don't focus on what you can't control and be flexible

- Know where the client is
 - Ask to see the room the client is in
 - Ask if the room is private
 - Ask them to tell you if those things change

Flexibility



More Safety Considerations

Discuss things with clients ahead of time when things are safe

- Discuss use of safe words and how you should respond
- Show clients how to use the messaging feature in the platform you are using
- Slow things down if they feel unsafe



Consent forms-- content

- Tons of sample consent forms for telehealth can be found online
- Common aspects:
 - Normal demographics (client name, provider name) **plus client location**
 - Description of telehealth services
 - Benefits and risks
 - **Witness signature for verbal online consent**

FIT Fashion Institute of Technology

Medical Consent Form

This form is required for students under the age of 18. It must be completed in full by student's parent or guardian.

Student Information

Last First Middle
Student ID# Birth date Gender Female Male Other
Address
City State Zip
Phone number
Email

Emergency Contact Information

Name Relationship to student
Address
Cell phone Home phone Work phone
Email

Health Care Authorization and Release

I give my permission to FIT Health Services to provide medical treatment (diagnostic and therapeutic procedures) as may be necessary for my child as requested, and as needed in the event of an emergency.

Name Relationship to student
Cell phone Home phone Work phone
Email

Signature Date

To avoid jeopardizing enrollment, complete this medical consent form and return it to Health Services promptly.

Ways to submit the medical consent form

- Scan and upload to the FIT Health Portal at fit.studenthealthportal.com.
- Mail to FIT Health Services at 227 W 27th St. Room 2020 New York, NY 10001-5992.
- Fax to FIT Health Services at 212.217.4190.

Form/ Medical Consent form 2014 1216.docx Updated 10/16/14

Consent forms-- completion

- Ways to sign online
 - Online document signing
 - Fax
 - Snail Mail
 - Verbal with witness

A handwritten signature in black ink, appearing to be 'H. Smith', written in a cursive style. The signature is positioned on the right side of the slide, below the list of signing methods.

How can you effectively run groups on Zoom?

Webinar, meeting, or standing meeting?

- Webinar better for didactics, meeting better for interaction between group members; standing meetings have less customizability

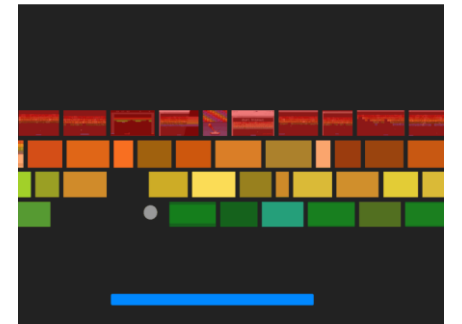
Waiting Rooms

- Universally available
- Definitely use for group therapy



Breakout Rooms

- Not available on some healthcare-specific platforms
- Can pre-set subgroups before meeting
- Can jump between groups or have multiple co-hosts jump



How can you increase joining and therapeutic alliance?

The internet doesn't limit your ability to feel your client or your client's ability to feel you

- Empathy is internet proof

If you care your client will feel it and will want to share their story



How can you increase your capacity to handle ambiguity?

Remember – The art of therapy is being able to hold space with kindness and empathy

Your client will follow your lead – when you are uneasy so is your client

- Manage your anxiety

Plan and practice as much as you can but...

Don't worry so much about getting it exactly right

- People come to therapy not because you are perfect, but because you care

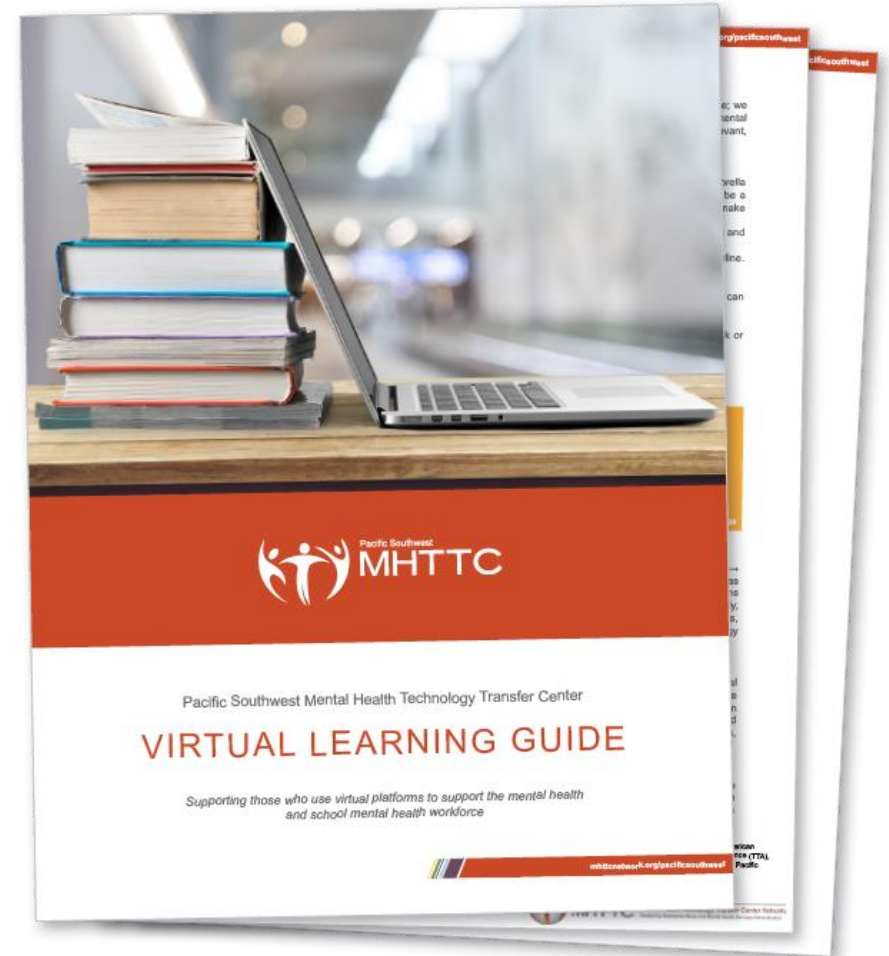


Pacific Southwest MHTTC's Virtual Learning Guide

A free resource guide to assist with all the basics of telehealth

Download the guide

<https://mhttcnetwork.org/centers/pacific-southwest-mhttc/product/virtual-learning-guide>



Welcome! A guide to the Guide

5 Sections

1. Technology Guidance
2. Virtual Facilitation Strategies
3. Content Guidance for Content Creators
4. Facilitation Guidance
5. Learner Guidance

Resources & References

3 Main Points

- Delivery & Design: Both Matter; Equally
- Virtual & In Person: Both Matter; Equitably
- We Are Also Learners!



Section 1: Technology Guidance

Tech learning tips

Physical set up

Tech set up

Selecting platforms



Top 5 Virtual Learning Technology Tips

1. *Create guides with visuals to the platforms you use. They'll come in handy when you send out an invitation, start a virtual learning experience, and will help codify the "how tos."*
2. *Don't assume anything: make everything explicit, even the small stuff.*
3. *Technology can make even the most confident feel incompetent, and/or frustrated. Be ready to navigate these feelings in yourself and others.*
4. *Age doesn't mean anything: someone being "young" or "old" doesn't have anything to do with participant capacity in leading or absorbing learning via a virtual platform.*
5. *Digital equity is foundational: don't assume everyone has wifi, hotspots, or a safe and quiet place to learn or teach. Differentiate access to learning as much as possible by determining and mitigating limitations that individual participants may have, and structure the learning to maximize and leverage the skills and contributions each participant brings to the virtual learning space.*

Platforms for Peer Learning - A Checklist

Physical Set Up - A Checklist

Technology Set up - A Checklist



Top Tips!

Physical Setup

- Beware of your surroundings...behind you, in front of you, and outside of your immediate area.
- Have your talking points, notes, and a hardcopy of the presentation in front of you.

LIGHTING

- Good quality lighting makes a difference and
- Set up at least two light sources pointing at your face.
- Avoid being backlit. If there are windows behind you, close the blinds.

CAMERA ANGLE

- Correct camera framing and angle help participants feel like you are speaking directly to them.
- Position the webcam at eye level.
- Position the webcam at a distance that will show your head and shoulders. You don't want your wrists nor do you want to be so far that you cannot be seen clearly.

BACKGROUND

Don't forget the space behind you.

- Consider a background that helps with "legitimacy" and is not distracting.
- Set up a wall with simple art or sit in a space with a bookshelf behind you.
- Some platforms (e.g., Zoom) offer virtual backgrounds that can help.

FOREGROUND

Don't forget the space in front of you.

- What might distract you as a presenter?
- What might you need in front of you to encourage you, keep you regulated and energized?
- Do you need to have a closed door?
- Let others in your shared space know that you cannot be disturbed for a period of time.

ATTIRE

- Your presentation and attire influence nonverbal communication.
- Dress professionally, but be comfortable.
- Avoid busy patterns, such as stripes or polka dots.

MEMORY AIDS

- Have your notes readily accessible.
- Place your talking points near your webcam, on a bookstand, or have your notes on a sticky note rather than looking down at notes.

Top Tips!

Tech Setup

- Test your technology... speakers, microphones, internet connection, and access to the platform
- Turn off other programs and apps
- Be acquainted with the features of the platform you are using...audio (muting), display name, chat feature, polling, sharing
- Know the audience and the purpose

Test your internal microphone prior to the call.

Choose the audio connection that provides the most consistent audio. Computer audio is not stable or your internet connection may have background noise and prevents an echo. Use a headset if you have one.

Prioritize using a headset mic. The quality of your computer audio is not stable or your internet connection may have background noise and prevents an echo. Use a headset if you have one.

- Make sure to have a stable internet connection. A slow connection may cause inconsistent audio, or, even worse, a dropped connection.
- If using a laptop, use a LAN cable to ensure a stable connection.
- If you have to rely on wifi and/or the connection is bad, consider temporarily turning off other programs that might make communication challenging. Turning off the video should improve consistency.
- Turn off other programs requiring access to the internet if your internal connection banner appears on your computer. There is nothing worse than sharing your screen and having a personal text alert pop up.

Be acquainted with the various tools and features of the platform (hint: check out the help page).

- Sound. Learn how to mute and unmute the microphone. Some platforms have a mute button before joining (particularly for Zoom). This gives you time to ensure you are ready to join a meeting, and sets the default as "mute." To set this up, see [How to set up your Zoom account](#).
- Display name on screen. If the organization uses a general account name for all participants, you can change your display name before joining a meeting.
- Chat feature. The chat feature is a useful way to share messages with other participants. Most platforms offer polling as a way to gather collective feedback. There are other options such as Poll Everywhere, + 1 Polling, Google Forms, etc.

Be intentional about what is on the screen. (i.e., your screen should be focused on what you are sharing (e.g., powerpoint, image, document, etc.) sharing your screen if the information is not necessary for the discussion.

Prepare for potential hackers, aka "Zoombombing." (i.e., your screen is hijacked by someone who is not intended to be there.) This is a Zoom learning experience called "Zoombombing," when a Zoom learning experience is hijacked by someone who is not intended to be there. To help prevent Zoombombing from happening, see [Zoom's security page](#) and [Zoom's help page](#) by Michelle Pacansky-Brooks.

Reflection Question

» Knowing that many mental health and school mental health professionals may be new to virtual learning, what technology navigation tips are essential to both the presenter and learner's success?

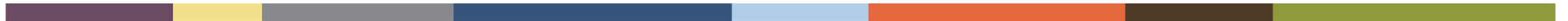


Section 2: Virtual Facilitation Strategies

Part 1: Setting up facilitator for success

Part 2: Ensuring accessibility

Part 3: Purpose Drives Platform - Matching Your Learning Outcomes to The Learning Modality and the Technology



Part 1: Setting the Facilitator Up for Success

Part 2: Ensuring Accessibility

Reflection Questions

- » *What presenter tips require practice for you?*
- » *For which presenter tips do you need more information or skill support?*



FACILITATION

Participants are usually part of an affinity group (a grant, a work position, an identity position) and the facilitator's job is to:

- a. Open the session (welcome, purpose, outcomes, introductions, connector, norms)
- b. Provide guiding questions to bridge and build discourse between and across participants or between participants and a presenter
- c. Close with summary and organization of the conversation, next steps, thank yous, and close out

Note that as a facilitator, your voice should be the least heard except for the opening and closing. Your job is to set participants up for engagement.



KEYNOTES/PRESENTATION

Participants are usually joining to gain knowledge and information and the presenter's job is to provide content and direct instruction. These usually take the form of a webinar. See [Designing Interactive Webinars](#) for more tips about webinar engagement.



COACHING & CONSULTING

Participant(s) are joining to receive individualized, intensive support on a practice, skill, dilemma, or inquiry. This could also include collaboration, in which the coach/consultant works on a document (e.g. a school's trauma-informed policy), or with a team or individual.

- a. Coaching implies that the participant is engaged in thought-partnership; the coach assumes that the participant has the solution to their own challenge and the coach provides reflective guidance. See Costa & Garmston (2002)'s guidance for coaching questions. This model is suitable for on-going interactions.
- b. Consulting implies that the participant is seeking concrete advice, solutions, or an answer to a particular question. Consulting is usually a one-time, short-term interaction.



WORKSHOPS

While workshops are recommended for in-person, virtual workshops (usually recommended for 60-90 minutes) can be effective, though this is the most difficult form of virtual learning. We recommend that you lead a virtual workshop with a co-trainer.

For other ideas of how workshops flourish online and other platforms that support success, see: [Remote workshops: collaboration done virtually](#) or [Running a Virtual Workshop - Ashley Crutcher](#)

Part 3: Purpose Drives Platform — Matching Your Learning Outcomes to The Learning Modality and the Technology

Reflection Questions

- » *Which platforms does your organization have access to? What's missing? What should you keep?*
- » *How might you make this chart reflective of your own organization's usage and availability?*
- » *When putting the chart together, how might you do so with input from both presenters, participants, and technology staff?*
- » *How might you integrate social media platforms in the chart? What platforms do your populations of focus use?*
- » *What other tips do colleagues need in selecting their modality?*

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Q&A With Presenters



**Carl Nassar, Ph.D.
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**JK Costello, MD,
MPH**



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Thank you for joining us for TLC Tuesday

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