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Technology Transfer Centers

Funded by Substance Abuse and Mental Health Services Administration

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- All attendees are muted
- Today's session will be recorded

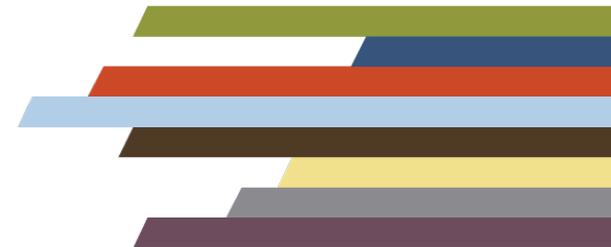
Get to know the Zoom Webinar interface

The screenshot shows a Zoom Webinar interface with the following elements and annotations:

- Header:** "Zoom Webinar" title bar, "You are viewing David Terry's screen", and "View Options" dropdown.
- Main Content:** TTC logo and "Thank you for joining us today! You will not be on video during today's session".
- Q&A Window:** A "Question and Answer" window is open, showing a question "This is a test question!" and a text input field "Type your question here...". Annotations explain that users can switch between "All questions (1)" and "My questions (1)", and that the Q&A feature allows asking questions of the host and presenters.
- Chat Window:** A "Zoom Webinar Chat" window is open on the right. Annotations explain that the chat feature allows talking with other people and that the "To:" field indicates who will receive the message (e.g., "All panelists").
- Bottom Bar:** Includes "Audio Settings" (with a callout "Click Here to adjust your audio settings"), "Chat", "Raise Hand", "Q&A", "Click here to leave the session", and a "Leave" button.
- Speaker Selection:** A "Select a Speaker" menu is visible, showing "Speakers (Realtek(R) Audio)" selected.

Providing Culturally Relevant Telehealth Services for Latino Populations During a Pandemic

Michelle Evans, DSW, LCSW, CADDC
Tuesday, June 2, 2020



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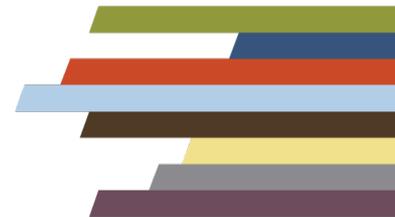
Role of the National Hispanic and Latino MHTTC

Serve as a key subject matter expert and resource for health workforce across the United States and its territories to ensure:

- High-quality services;
- Effective mental health treatment;
- Recovery support services; and
- Implementation of evidence-based and promising practices.



Help reduce health disparities among Hispanic and Latino experiencing mental disorders



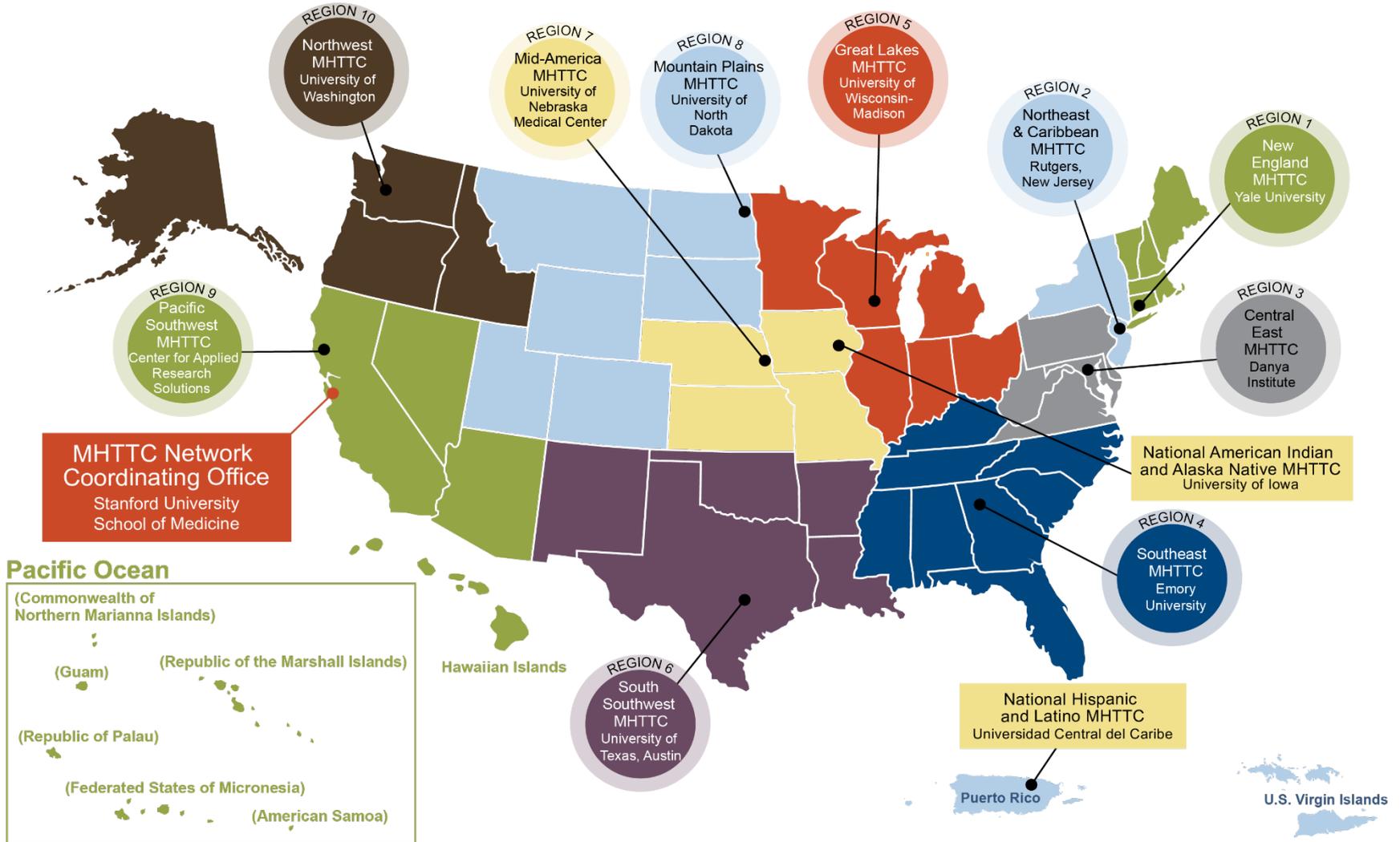
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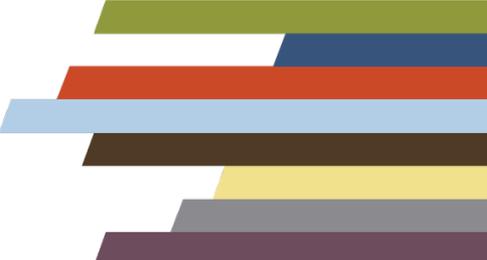
MHTTC Network



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At the time of this presentation, Elinore F. McCance-Katz served as SAMHSA Assistant Secretary. The opinions expressed herein are the views of Michelle Evans, DSW, LCSW, CADC and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

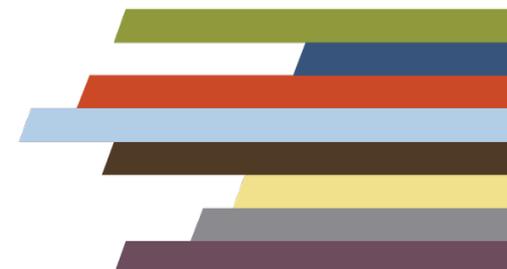


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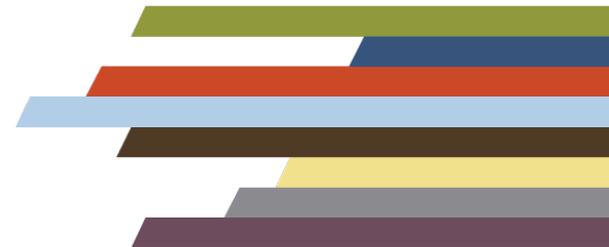
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Survey:
<https://bit.ly/telehealth3-survey>



Providing Culturally Relevant Telehealth Services for Latino Populations During a Pandemic

Michelle Evans, DSW, LCSW, CADDC
Tuesday, June 2, 2020



Learning Objectives

By participating in this webinar, participants will be able to:

- Describe how cultural factors impact the experience of receiving services for the Latino population;
- Describe the benefits and challenges of telehealth;
- Identify cultural ways of expressing distress;
- Apply effective communication techniques while using telehealth modalities.

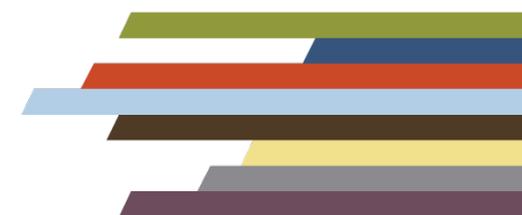


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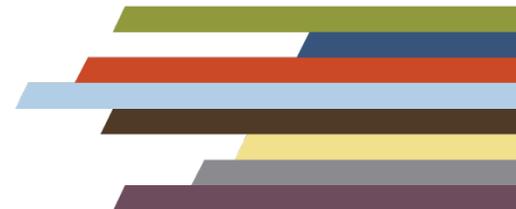
How Cultural Factors Impact the Experience of Receiving Services for the Latino Population



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Impact of a Crisis

The impact of a health crisis may include:

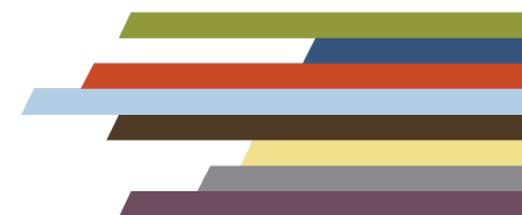
- Home or environmental stressors
- School or work stressors
- Social or emotional stressors
- Isolation and loneliness
- Mood dysregulation
- Reduction in the ability to use coping skills or self-soothe successfully
- Exacerbation of factors of oppression and discrimination



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Stressors of a Pandemic

Stressors of a pandemic and the psychological effects:

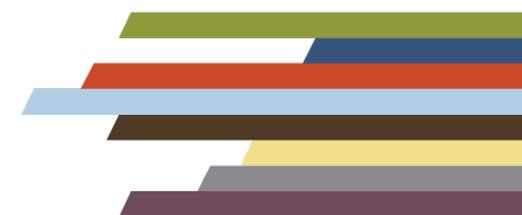
- Frustration, boredom, or anxiety related to isolation or change in one's usual routine
- Inadequate supplies and access to regular medical care, food, clothes, masks and medication
- Fears about becoming infected or infecting others
- Financial loss
- Stigma from others



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Disparate Impact of COVID-19

Latinos are more likely to suffer from the following disadvantages that are exacerbated by COVID-19:

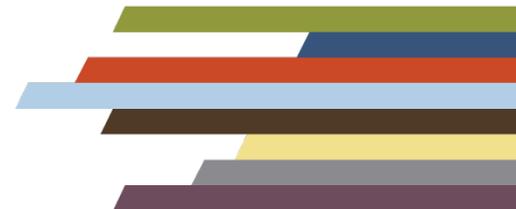
- Lower socio-economic status
- Less access to sufficient healthcare
- More likely to work in the gig economy or rely on a job that does not pay for benefits or healthcare
- More likely to live in urban communities with less ability for social distancing
- Have a higher incidence of diabetes, heart disease, and lung disease



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The Need for Ongoing Services

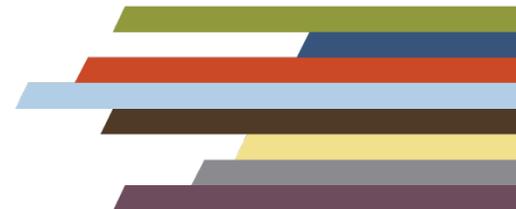
- Due to the pandemic, people have additional concerns about seeking in-person services;
- Many individuals have never participated in services using telehealth, and many providers have never provided telehealth;
- People experience telehealth differently;
- Trust in leadership's ability to keep people safe is low.



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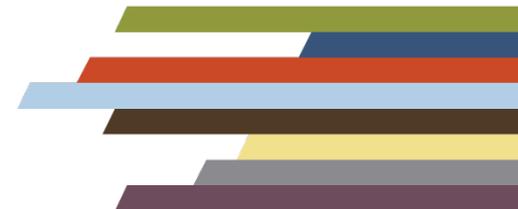




Cultural Norms of Coping During a Crisis

During a crisis, most individuals seek control and connection.

Many individuals within the Latino population tend to value interdependence and community, and many use community supports to meet needs and find connection.



Responding to Crisis

Psychological First Aid principles are Evidence Based and provide a basis for response. The Core Actions of Psychological First Aid are:

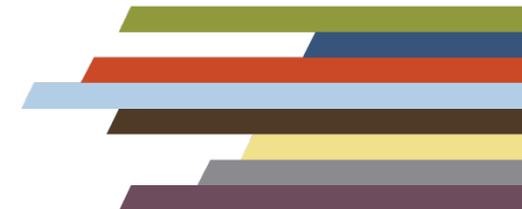
- **Contact and Engagement: Safety and Comfort**
- **Stabilization (if needed)**
- **Information Gathering on Current Needs and Concerns**
- **Practical Assistance**
- **Connection with Social Supports.**
- **Information on Coping**
- **Linkage with Collaborative Services**

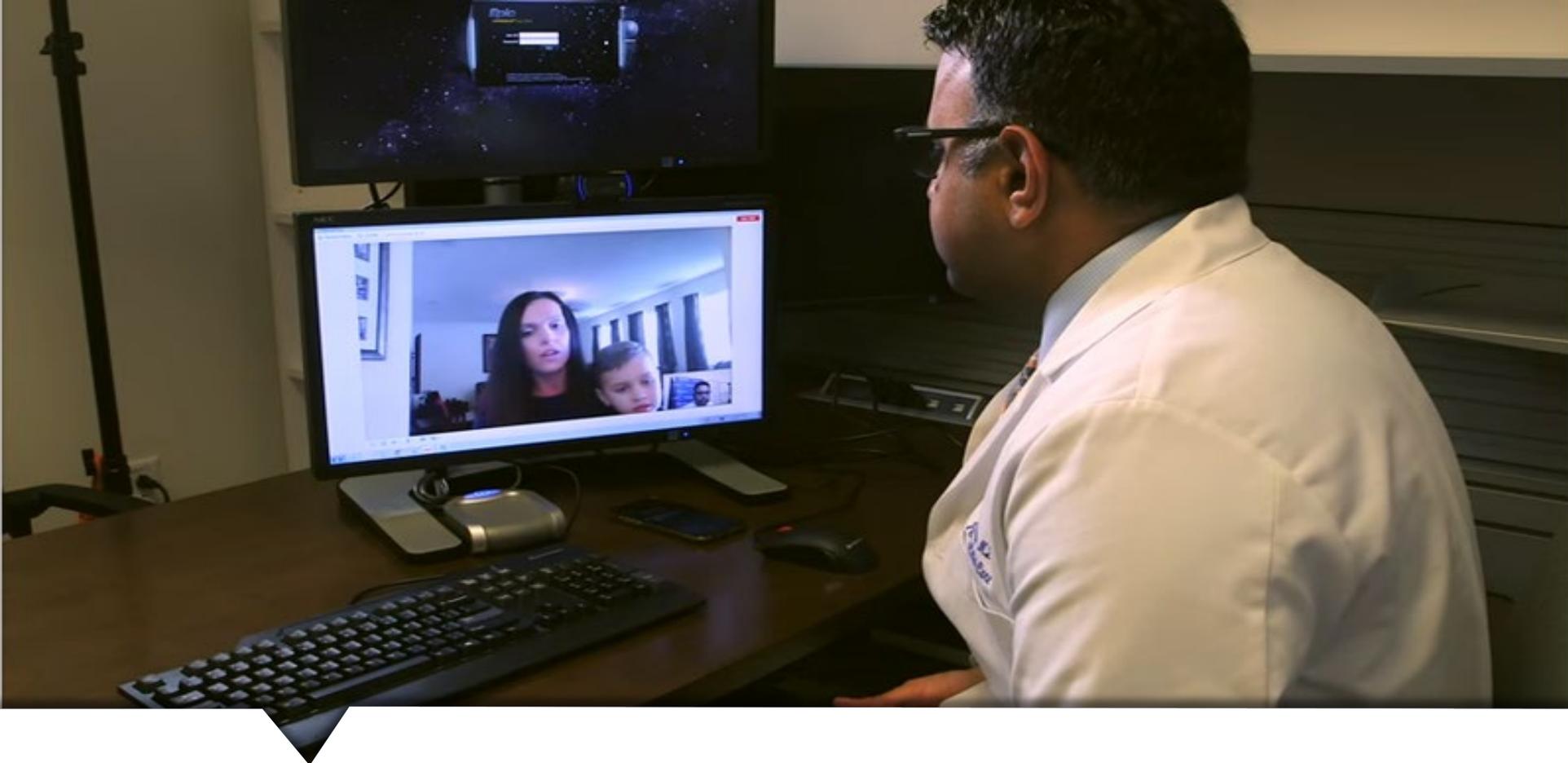


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Providing Services Via Telehealth



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Consider.....

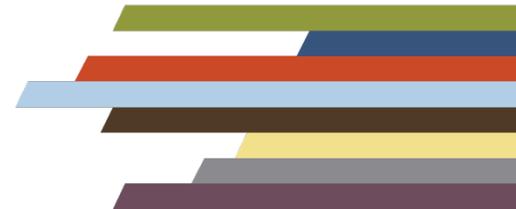
How do you like to communicate?



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Uses of Telehealth During A Crisis

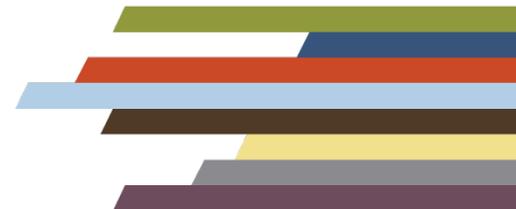
- Inpatient
- Outpatient
- Crisis
- Maintenance



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Cultural Factors Impacting Services

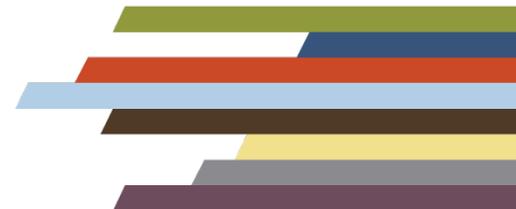
- Latinos may be primarily connected to resources through schools and churches that no longer can connect traditionally, and so they may be connecting to their communities in a variety of ways;
- The Latino population is a younger population, and therefore may have more experience with technology from school;
- However, service providers may struggle to connect and maintain contact with clients due to lack of access or mistrust of technology.



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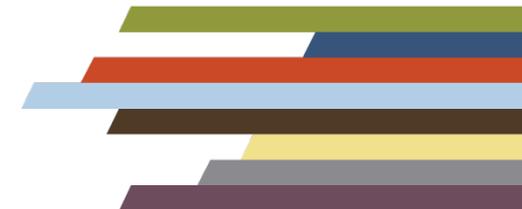
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Clinical Guidelines for offering Telehealth

To date, no studies have found any patient subgroup that does not benefit from, or is harmed by, mental health care provided through remote videoconferencing.
(American Telemedicine Association, 2013.)

Providers should consider the patients' expectations and level of comfort to determine appropriateness.



Clinical Guidelines

- Provider and patient identity verification
- Provider and patient location documentation
- Contact information verification
- Verification of expectations regarding contact between sessions

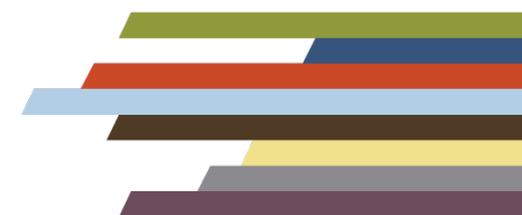


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Considerations for Telehealth

Providers should also consider:

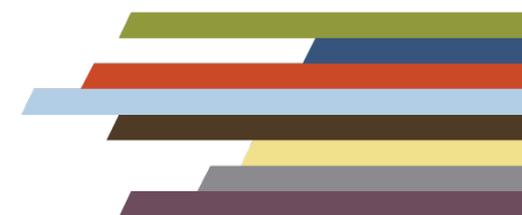
- Patient's cognitive capacity;
- History regarding cooperativeness with treatment;
- Current and past difficulties with substance abuse;
- History of violence or self injurious behavior;
- Ability to gain appropriate informed consent;
- Potential for technical failure;
- Ability to ensure safety and support.



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Informed Consent

The consent should happen with the patient in real-time. Topics of consent should include:

- Confidentiality and limits within an electronic format;
- An agreed upon emergency plan;
- An understanding of how patient information will be documented;
- The potential for technical failure;
- Procedures for coordination of care with other professionals;
- A protocol for contact between sessions;
- Conditions under which tele-mental health services may be terminated.

Physical Environment

Clarify with clients their ability to ensure:

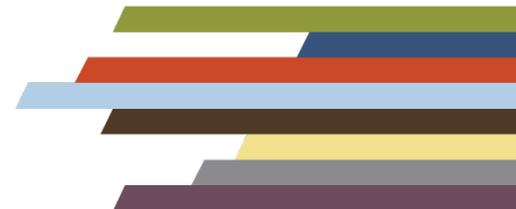
- Privacy
- Comfort
- Technological connection
- Expectations for the use of webcams/audio
- Expectations regarding recording



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Considerations in using Telehealth

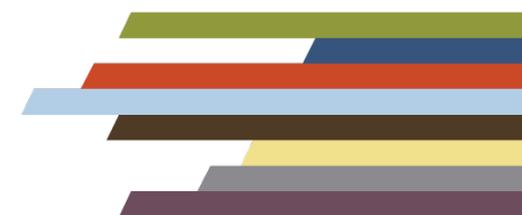
- If therapeutic rapport has not been developed, appropriate assessment of physical and mental health symptoms may be difficult if the client's entire body is not visible;
- The treatment provider's comfort level with technology can impact the success of the interaction as much as the client's comfort.



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Considerations in using Telehealth in Cross Cultural Communication

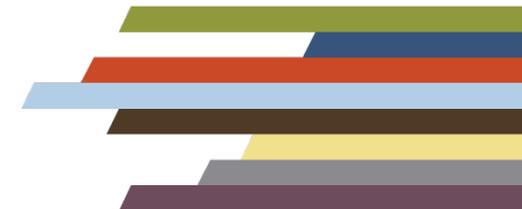
- Treatment provider should consider the client's language capacity and the ability to communicate verbally and non-verbally using telehealth;
- A consideration of the client's ethnicity, race, age, gender, sexual orientation, geographical location, and socioeconomic and cultural background should also be considered, especially regarding to that culture's use of technology and communication;
- Vulnerable populations may not have the technological capabilities to connect or may be using the technology of a friend or family.



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Cultural Idioms of Distress of Latinos



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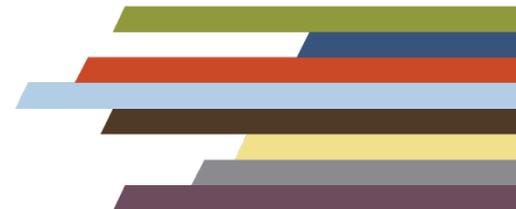
How do you express pain?



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The Concept of Distress

Cultural concepts around the expression of distress may be related to acculturation, discrimination, oppression, and the stigma related to physical and mental illness. This can change the presentation and expression of suffering during a crisis.



Assessing Cultural Idioms of the Expression of Distress

Cultural Idioms – Individuals from different cultures may use expressions that are consistent with the culture-bound syndromes that they experience, or they may express somatized symptoms.

For example, some individuals may report body sensations and feelings rather than mental health symptoms.

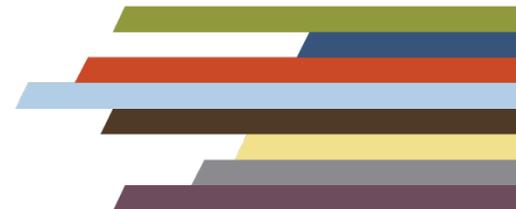
When assessing, meaning and intention should be explored within the constellation of symptoms that are presented.



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Challenges of Assessment of Distress

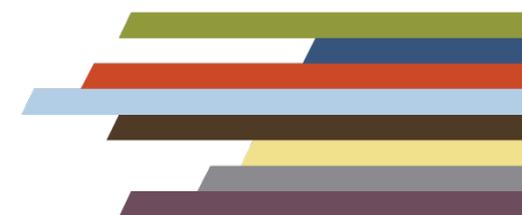
- COVID-19 may impact the individual in multiple areas of their life.
- Many mental health symptoms that are present within the body may also be attributed to COVID-19.
- The ongoing crisis may cause individuals to experience multiple varied symptoms that come and go.
- Individuals with different levels of acculturation may have multiple models of distress and help seeking. Each individual must be evaluated based on their individual, communal, and national culture (Durá-Vilá & Hodes, 2012).



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Challenges in Assessment within Telehealth

- In addition to the assessment of culture-bound syndromes and cultural idioms, the DSM 5 (APA, 2013) encourages an assessment of cultural factors affecting self-coping and past help seeking behavior.
- Many cultural idioms are expressed through physical symptoms. It may be difficult to assess these through telehealth (Rivera-Ramos & Buki, 2011).

Challenges in Assessment within Telehealth

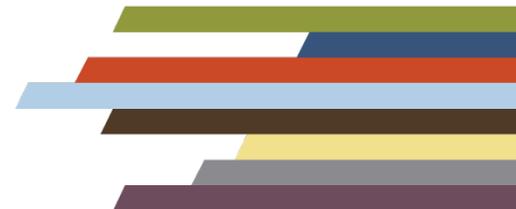
- Clients that are unfamiliar with telehealth may not be as open with symptoms.
- Many vulnerable populations only go to the doctor when something is unbearable which may reduce preventative care, especially when it is difficult to access.
- Many clients expect to include family members in their relationship with the provider, which may be a challenge with telehealth.



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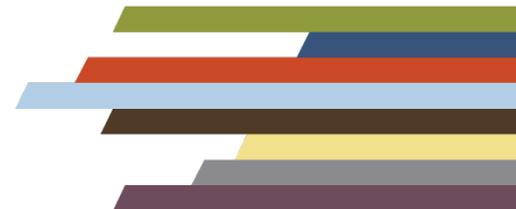
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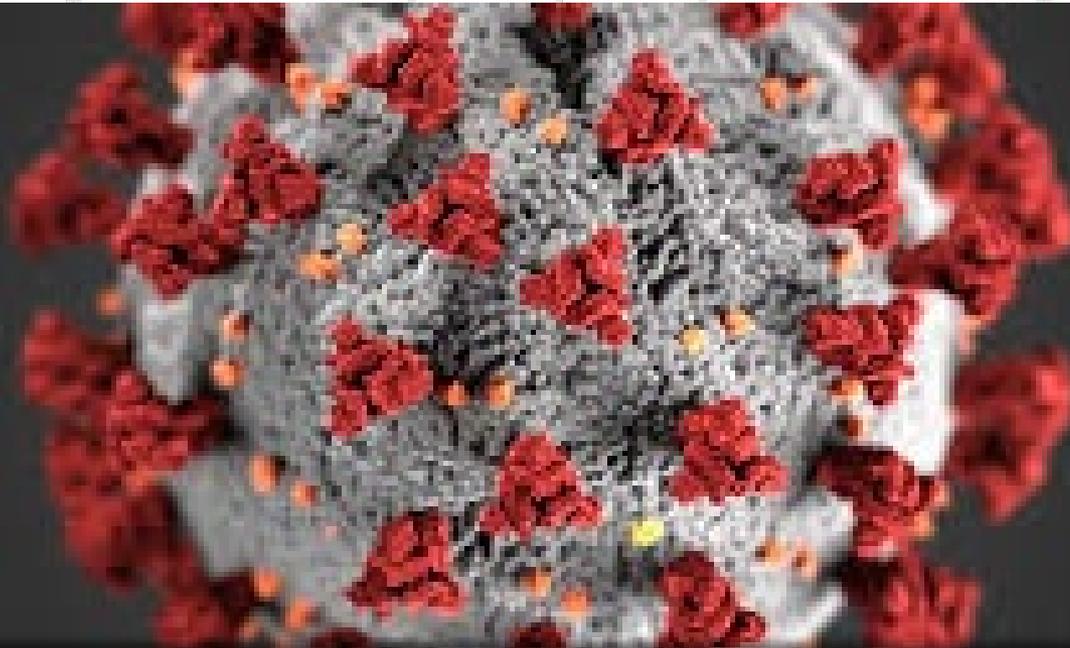
Recognizing Retraumatization



- COVID-19 may retraumatize individuals that previously experienced food insecurity, lack of safety, and separation from family members.
- Assessment of trauma as it impacts the individual requires empathy and understanding of the narrative.
- The experience of COVID-19 may change as the crisis changes.



Effectively Communicating While Using Telehealth Modalities



Considerations in High Context Cultures using Telehealth

The Latino population tends to be higher context communicators than individuals from a White culture in the United States. Therefore:

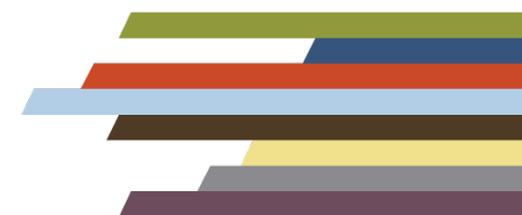
- Nonverbal elements such as voice, tone, gestures, facial expression, and eye movement are significant.
- Verbal messages are indirect, and nonverbal communication often expresses conflict.
- People tend to stand closer to each other and share the same space.
- Time is a process.
- Learning often occurs by observing others as they model or demonstrate. Groups are preferred, and multiple sources of information are used. (Halverson, 2008).



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Using Telehealth Modalities Effectively

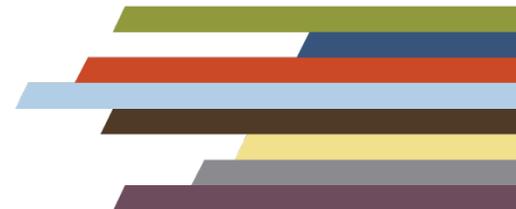
- Telehealth can be used to provide ongoing support and community;
- The clinician should role model positive boundaries and effective use of the technology as a therapeutic modality.



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Designing Effective Interventions

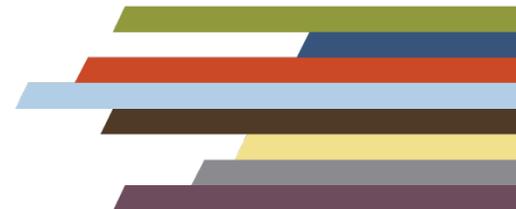
- Meet the client where they are and maximize the benefit of the modality.
- Eliminate the major barriers – (time, complexity of material, divided attention and focus, and beliefs) to increase effectiveness of intervention;
- Enhance self-reflection of experience to increase effectiveness;
- Use an interactive communication loop.



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Using Telehealth Effectively

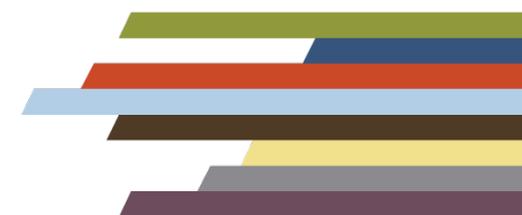
- Allow clients choice in making decisions regarding their use of technology and help them problem solve challenges to increase the effectiveness of the modality.
- Identify and address implicit bias that could hinder patient-provider interactions and communication. Make sure to clarify.
- Discuss previous experiences with therapy and technology that have been effective and help clients problem solve safe ways to connect.
- Consider individual and environmental factors that may impact telehealth services.



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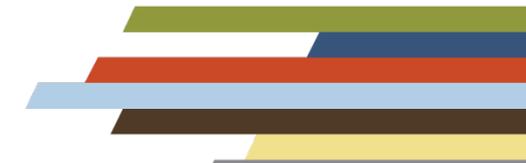
Evaluating Telehealth Services

- Maintain ongoing communication with the client about expectations of the service;
- Focus on the client's desired outcome;
- Process feelings, which may include reluctance to change and feelings of loss;
- Increase empowerment through providing choice.

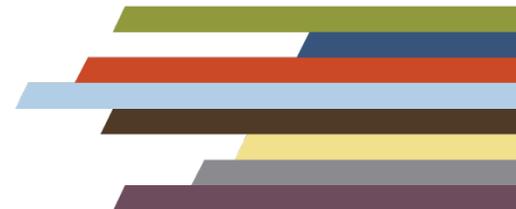




Summary



Q&A with Presenters



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Thank you!



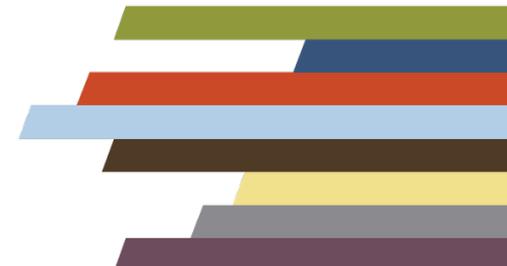
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drmichelleevans115@gmail.com

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CLINICAL INNOVATIONS IN TELEHEALTH LEARNING SERIES



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▶ 4 SESSIONS

▶ STARTING TUESDAY, MAY 19

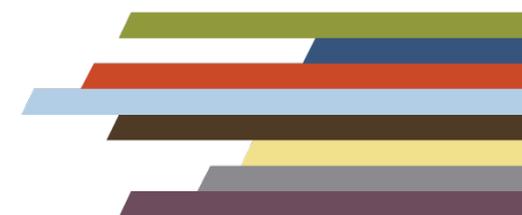
▶ EVERY TUESDAY, 10-11am PT / 1-2pm ET

▶ REGISTER AT <https://bit.ly/mhttc-telehealth>

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Services Administration



Building Telehealth
CAPACITY





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