

Behavioral Health Institute (BHI)
Training, Workforce and Policy Innovation Center
TeleBehavioral Health 101 Training Series

Behavioral Health Telehealth Resource

Visit our [website](#)

Email: melmckee@uw.edu

Behavioral Health Institute (BHI)

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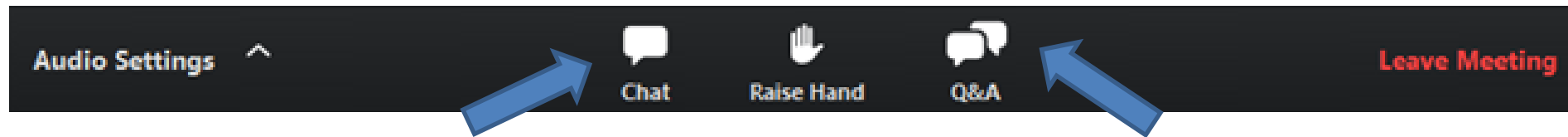
The Behavioral Health Institute (BHI) Is a Center of Excellence where innovation, research and clinical practice come together to improve mental health and addiction treatment. The BHI established initial priority programs which include:

- Improving care for youth and young adults with early psychosis
- Behavioral Health Urgent Care Walk in Clinic
- Expanded Digital and Telehealth Services
- Behavioral Health Training, Workforce and Policy Innovation Center

WEBINAR LOGISTICS

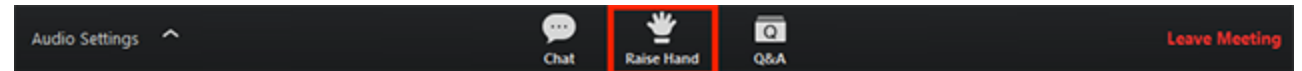
CHAT

Q & A

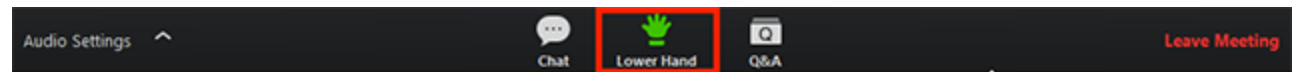


- Type into chat box
- Logistics or technical issues
- NOT for content-related questions

- Type into Q&A box
- Content questions
- Raise hand



- Can lower hand



TeleBehavioral Health 101 Series

TeleBehavioral Health 101 is a 6-module online series as follows:

- Session 1: TeleBehavioral Health Overview and Policy*
- Session 2: Getting Started: TeleBehavioral Health Myths, Facts, Security, & Privacy
- Session 3: Getting Started: Do's & Don't's, Workflows, and Safety Planning
- Session 4: Billing & Reimbursement for TeleBehavioral Health
- Session 5: Clinical Engagement over Telehealth
- Session 6: Clinical Supervision in Telehealth

*Please note that Session 1 meets Washington State SB6061 training requirements (effective Jan. 1, 2021) for clinicians providing telehealth services.

DISCLAIMER

- Speakers have no relevant conflicts of interest to disclose.
- Any information provided in today's talk is not to be regarded as legal advice. Today's talk is purely for informational purposes.
- Federal and state policies change frequently.
- Always consult with legal counsel.

DISCLOSURE

Planner Disclosures:

The following series planner have no relevant conflicts of interest to disclose:

- Melody McKee SUDP MS
- Cara Towle MSN RN MA
- Kimbo Smith MA Med
- Bradford Felker MD

Speaker Disclosures:

- No speakers in this series have any reported conflicts to disclose.

We gratefully acknowledge the support from



and



TODAY'S SPEAKER: Sara Smucker Barnwell PhD

- Career telepsychologist
- Partner, Seattle Psychology PLLC
- Program design and implementation in hospital, independent practice, and corporate settings
- Research and policy contributions (APA Guidelines for Telepsychology)


**BUILDING TELEHEALTH CAPACITY
for BEHAVIORAL HEALTH:
TeleBehavioral Health 101**

**CLINICAL ENGAGEMENT OVER
TELEHEALTH**

Sara Smucker Barnwell, PhD

BEHAVIORAL HEALTH INSTITUTE

**HARBORVIEW
MEDICAL CENTER**

UW Medicine  King County



Learning objectives

- Identify 3 factors that improve clinical engagement
- Identify environmental factors that improve engagement
- Identify behavioral factors that enhance engagement

Behavioral Health Institute (BHI)

Training, Workforce and Policy Innovation Center

BEHAVIORAL HEALTH TELEHEALTH RESOURCE

For more information including upcoming training
& additional resources:

Visit us online:

<https://bhi-telehealthresource.uwmedicine.org/>

Email us:

melmckee@uw.edu

Slides & resources will be posted after the session

<https://bhi-telehealthresource.uwmedicine.org/>



Clinical engagement in telehealth

Sara Smucker Barnwell, PhD
Behavioral Health Institute

BEHAVIORAL HEALTH INSTITUTE

HARBORVIEW
MEDICAL CENTER

UW Medicine  King County

Agenda: Clinical engagement

Section 1: Introduction

Section 2: Engagement

Section 3: Environmental factors

Section 4: Behavioral factors



Section 1: Definitions and examples

Operational definitions

Telemental Health (TMH):

The provision of any mental health service using telecommunication technologies

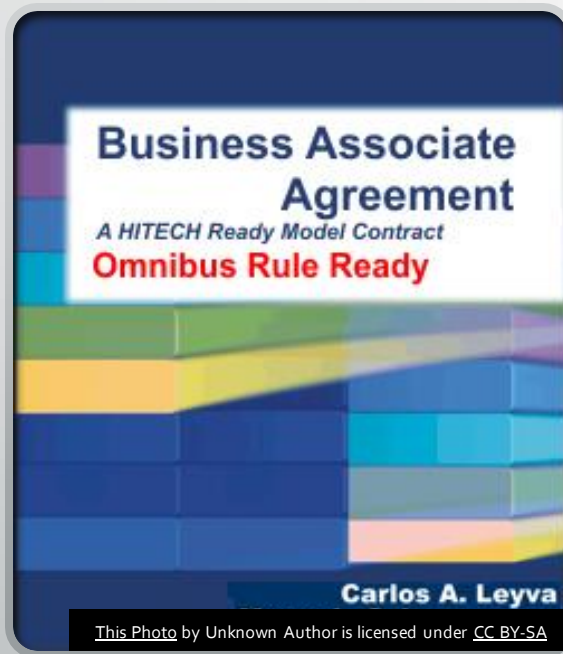
...videoconferencing

Access is at the heart of this mission


Protected Health Information (PHI)/ ePHI

- Names
- Full-face photographic images
- Geographical subdivisions smaller than state
- All dates (birth, death, discharge)
- Phone/fax numbers
- Electronic mail addresses
- Social Security numbers
- Medical record numbers
- Health plan beneficiary numbers
- Account Numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers, including license plate numbers
- Device/ serial numbers
- Web Universal Resource Locators (URLs)
- Internet Protocol (IP) address
- Biometric identifiers, including finger and voice prints
- Any other unique ID numbers, code, or characteristic

Business Associates Agreement (BAA)



Contract between HIPAA covered entity and HIPAA Business Associate (BA) that is used to protect personal health information (PHI) in accordance with HIPAA guidelines.



Section 2: Clinical engagement



Clinical engagement

Enhancing rapport and therapeutic alliance

Impacts outcomes

Across demographic groups, diagnosis, treatments

Clinical engagement

Predicts symptom improvement session to session

Predicts reduced treatment attrition

Predicts outcomes measure performance

Clinical engagement

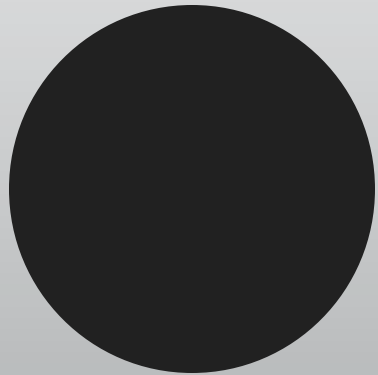
Willingness to disclose difficult information

Medication adherence

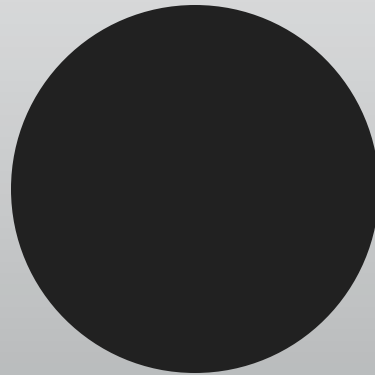
Treatment adherence

Candor with non-adherence

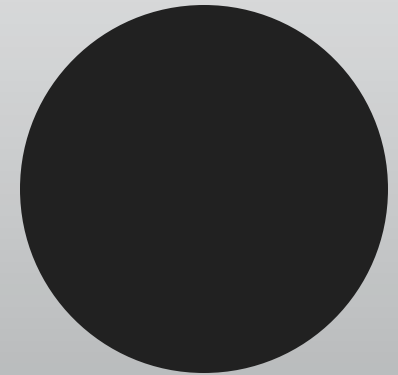
Methods to promote engagement



EYE CONTACT



EMPATHY



OPEN DISCOURSE



Methods to promote engagement

Active listening

Mirror affect

Physical mirroring



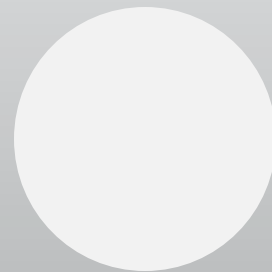
Methods to promote engagement



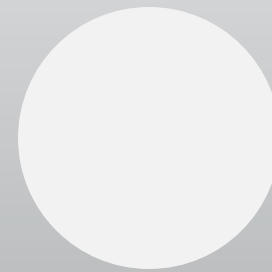
RESPONSIVE



RELIABLE



PROFESSIONAL



CONFIDENTIALITY



Challenges in clinical engagement in Telemental Health

Eye contact

Body posture

Less clarity on
emotional expression

Challenges

Technology lags, interruptions
Reliability of technology
Questions about confidentiality
Professionalism



Recourse

Invest in advance (assessments)

Test calls

Pace



Section 3: Clinical environment



Your 3 offices



YOUR
ENVIRONMENT



CLIENT
ENVIRONMENT



TECHNOLOGY
ENVIRONMENT

Research

Ample research on therapeutic alliance in telehealth

High client satisfaction

Providers rate it lower

Research

Little research on environmental impacts

Client

Provider

Anecdotally

It is as important to accommodate provider needs as client

The clinical relationship varies as function of comfort

Few codified requirements

Recommendations based on research, experience



Your environment

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Your office

Home v. professional office

Same standards as professional office when possible

Not just PHI management

Distractions: Space

Austere v. unprofessional/ cluttered

Consistent with healthcare v. “cold” clinical

Relatable, accessible

Distractions: Disclosure

What is visible in your space

Your disclosures

Income, family, sexuality, politics, preferences

Your appearance

What degree of formality feels right

Your office

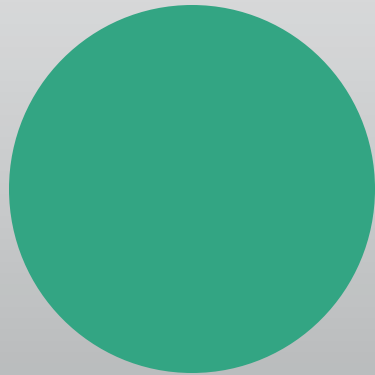
Replication of in office “feel”

Challenging in home environments

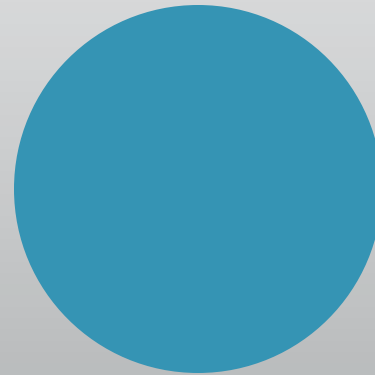
Balance between professional and personable



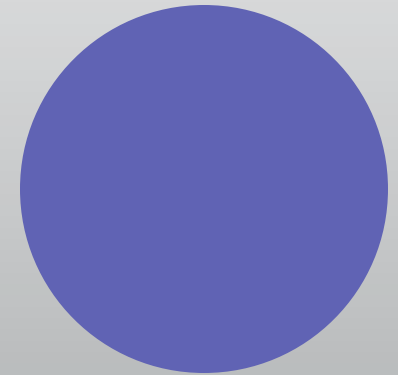
Your office



WHO DO YOU SERVE



YOUR USUAL
CLINICAL RAPPORT



HOW BEST TO
SUPPORT/ BUILD

Distractions: Noise

External noise (windows, traffic)

Noise in the home (kids, pets)

Noise from errant devices

Noise gates



Client environment

Client environment

Analog of your office environment

Relevant to appropriateness assessment

Less capacity to dictate



Client environment



PRIVACY



INTERRUPTIONS



PROFESSIONALISM

Client environment

Scheduling, interruptions

Breaks

Comfort



Technology environment

Factors that influence

Internet stability

Connection quality

“Dropped” calls

Redundancy, back-up, improvements

Technology features


Videoconferencing platform

Ease of use, customer support (test call)

Self view, configuration of view

Focus on the content of discourse, not the tech

Gotta hit them angles



Section 4: Behavioral factors



Clinician physical presence

Gaze

Body position

Face vs. body

Hands

Self view

Who are you on camera

What best suits your clinical style

Record yourself

Watch self view

Options for configurations

Space available to client

Number of devices

Individuals, groups

Privilege



When things go wrong

Informed consent

Keep calm, carry on

Candor, levity



When things go right

View of home

Collateral reporters

Avoidance

Homework!

Find a device that records

Record yourself introducing yourself to a new client

Observe: space, expression, posture, lighting, sound

Thank you!

Sara Smucker Barnwell

sara@doctorsmucker.com



After today's session:

- Required Registration at [Pre-Registration \(iths.org\)](https://iths.org)
- Post-webinar email:
 - Evaluation - required for each session to obtain a Certificate of Completion.
 - CME information – nominal cost.
 - Certificate of Completion - no cost.
 - May be able to use Certificate of Completion to meet CE requirements.

TELEBEHAVIORAL HEALTH 101

- **6-module Online Self-Study***

Or...

- **6-session Interactive Webinar**

<https://NRTRC.catalog.instructure.com/programs/telebehavioral-health-101-series>

Register at: https://uw-phi.zoom.us/webinar/register/WN_64sfo7hrT-6TOibLXQUxlQ

- Introduction to TeleBehavioral Health and Policy Overview* (webinar 11am-12pm on 1/8/21)
- Getting started: Facts & Myths, and Security & Privacy (webinar 11am-12pm on 1/22/21)
- Digital Health Do's & Don't's, Workflows, and Safety planning (webinar 11am-12pm on 1/29/21)
- Billing and Reimbursement for TeleBehavioral Health (webinar 11am-12pm on 2/5/21)
- Clinical Engagement over Telehealth (webinar 11am-12pm on 2/12/21)
- Clinical Supervision in Telehealth (webinar 11am-12pm on 2/26/21)

***Session 1 will meet the requirements for telehealth training as established by Washington SB6061, effective January 2021. A certificate will be issued for each module completed.**

Please see next slide for CME information....

TELEBEHAVIORAL HEALTH 101

CME Information

▪ 6-module Online Self-Study*

<https://NRTRC.catalog.instructure.com/programs/telebehavioral-health-101-series>

The University of Washington School of Medicine is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Washington School of Medicine designates this enduring material for a maximum 1 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Learners have the opportunity to complete up to 6 modules, with each module accredited for 1 *AMA PRA Category 1 Credit™*.

▪ 6-session Interactive Webinar

Register at: https://uw-phi.zoom.us/webinar/register/WN_64sfo7hrT-6TOibLXQUxlQ

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The University of Washington School of Medicine designates this live activity for a maximum of 6 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity. (Each session is 1.0 credits)

*******Learners may obtain CME credits from the online self-study module OR the webinar series, but not both.*******

TELEBEHAVIORAL HEALTH 201 SERIES

Monthly series: 3rd Friday of each month, 11am-12pm PST:

- **10/23/20 – TELEHEALTH POLICY – THE CHANGING FEDERAL AND STATE LANDSCAPE**
- **11/20/20 – PREPARING PATIENTS & TECHNOLOGY for TELEHEALTH**
- **12/18/20 – DOING GROUPS over TELEHEALTH**
- **01/15/21 – MOBILE HEALTH (mHEALTH) FOR SERIOUS MENTAL ILLNESS**
- **02/19/21 – PROVIDER SELF-CARE & WELLNESS in the ERA of TELEHEALTH and COVID**
- **03/19/21 – BEHAVIORAL HEALTH APPS**
- **04/16/21 – CHILDREN and TELEBEHAVIORAL HEALTH**
- **05/21/21 – APPLYING TELEHEALTH to SUD TREATMENT in COMMUNITY-BASED SETTINGS**
- **06/18/21 – (tentative) CULTURAL COMPETENCE & HUMILITY in TELEBEHAVIORAL HEALTH**
- **07/16/21 – APPLYING TELEHEALTH to MEASUREMENT-BASED CARE**
- **08/20/21 – SUICIDE RISK ASSESSMENT over TELEHEALTH**
- **09/17/21 – COUPLES & FAMILY THERAPY over TELEHEALTH**

A CERTIFICATE OF COMPLETION WILL BE ISSUED FOR EACH SESSION ATTENDED

CME Accreditation

Register at: https://uw-phi.zoom.us/webinar/register/WN_6GBzJWGXRE6yNM9N_fRiJA

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The University of Washington School of Medicine designates this live activity for a maximum of **12 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity. (Each session is 1.0 credits)

TELEBEHAVIORAL HEALTH 101 and 201 SERIES

Continuing Education for Social Workers

This series has been approved for CEUs by the Washington Chapter, National Association of Social Workers (NASW) for Licensed Social Workers, Licensed Marriage & Family Therapists and Licensed Mental Health Counselors. Our Provider number is #1975-433. (Each session is 1 credit)