

Behavioral Health Institute (BHI)

Training, Workforce and Policy Innovation Center

201 Training Series

Behavioral Health Telehealth Resource

Visit our [website](#)

Email: melmckee@uw.edu

Behavioral Health Institute (BHI)

Training, Workforce and Policy Innovation Center

The Behavioral Health Institute is a Center of Excellence where innovation, research and clinical practice come together to improve mental health and addiction treatment.

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

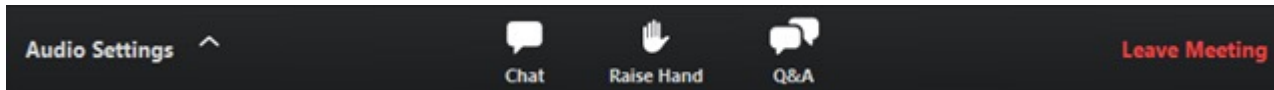
CHAT Box

- We'll share info about logistics
- Let us know if you are having tech issues
- To you: from our training team
- From you: only visible to hosts/panelists
- NOT for content-related questions (see next slide)

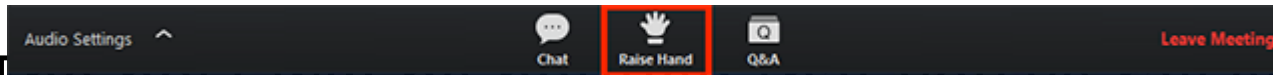
WEBINAR LOGISTICS

Q & A

1. Type question into Q&A Window



2. Raise hand (*will be called on/unmuted in order*)
Click **Raise Hand** in the Webinar Controls.



The host will be notified that you've raised your hand.

Click **Lower Hand** to lower it if needed.



Speaker Disclosures

- ✓ No conflicts of interest

Planner disclosures

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

Brad Felker MD

Melody McKee SUDP MS

Cara Towle MSN RN

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DISCLAIMER

Any information provided in today's talk is not to be regarded as legal advice. Today's talk is purely for informational purposes.

Always consult with legal counsel.

BUILDING TELEHEALTH CAPACITY for BEHAVIORAL HEALTH:


TeleBehavioral Health 201

CONSIDERATIONS FOR VIRTUAL CARE DELIVERY
INTO THE PATIENT'S HOME

Tammy Arndt
Director
Northwest TeleHealth

BEHAVIORAL HEALTH INSTITUTE

HARBORVIEW
MEDICAL CENTER

UW Medicine  King County

Session Objectives

- ✓ Understand technology requirements for virtual care
- ✓ Evaluate patient capacity to receive virtual care
- ✓ Facilitate the patient experience

DISCLAIMER

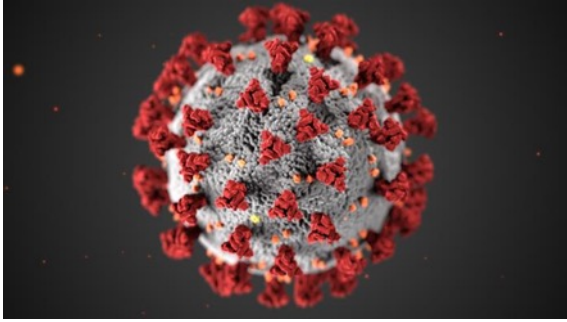
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Regional Video Conference Network

(Healthcare Administration, Clinical Education, Telemedicine)



Necessity Is The Mother of Invention ... and Adoption

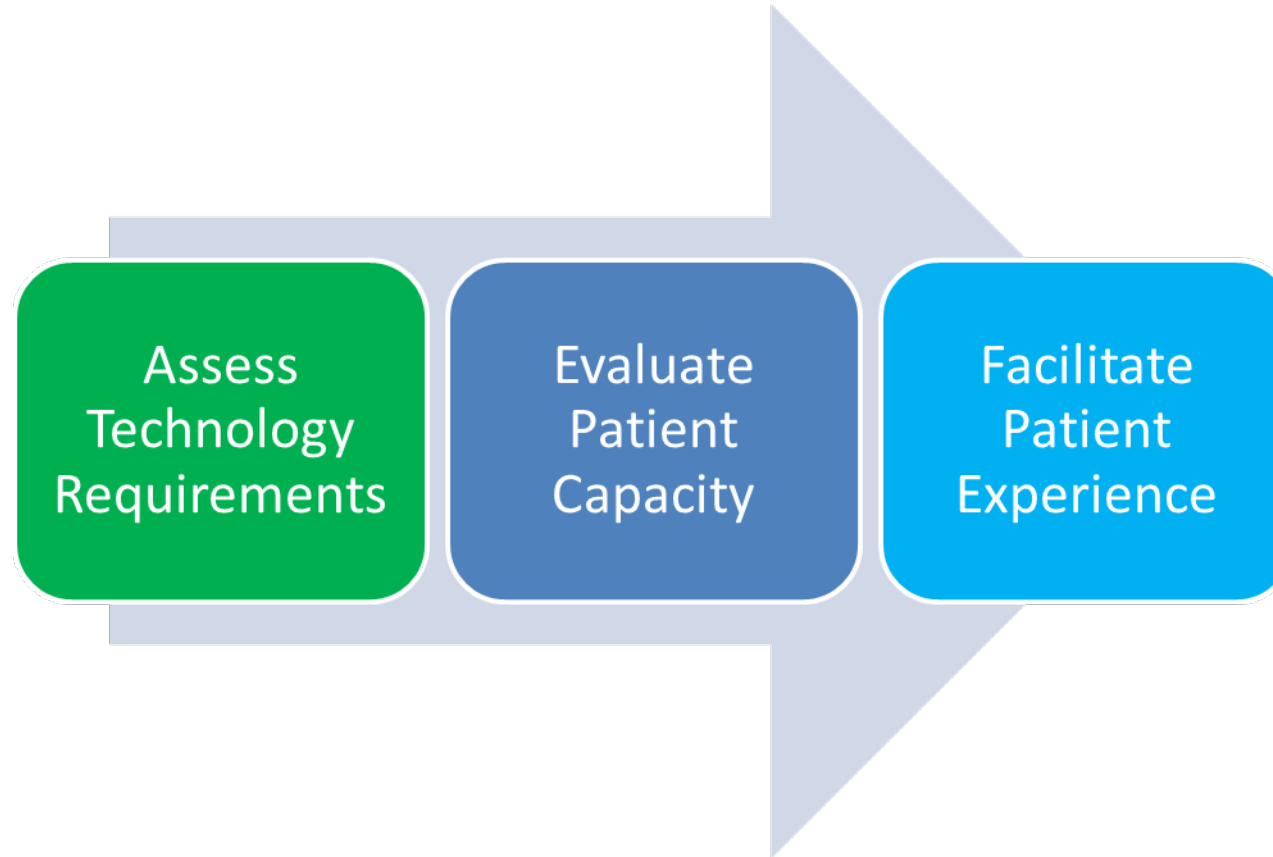


Failure to prepare

..... is preparing to fail

- ✓ Identify Patient Type
- ✓ Consult Requirements
- ✓ Documentation
- ✓ Billing
- ✓ Technical Capacity

Workflow Development for Virtual Care



HIPAA Considerations

Business Associates Agreement with Vendor
Software Management

Administrative oversight

Feature control

Protocols for telehealth application

Consent

Scheduling

Distribution of consult links

Patient privacy measures

Virtual Exam Room



Technology for Direct to Patient Care

Internet access:

- ✓ Wired or wireless to support 2 way video

Device capable of using interactive technology:

- ✓ Camera
- ✓ Microphone
- ✓ Display
- ✓ Speaker/Headphones



Secure video conference software

How will patient access link?

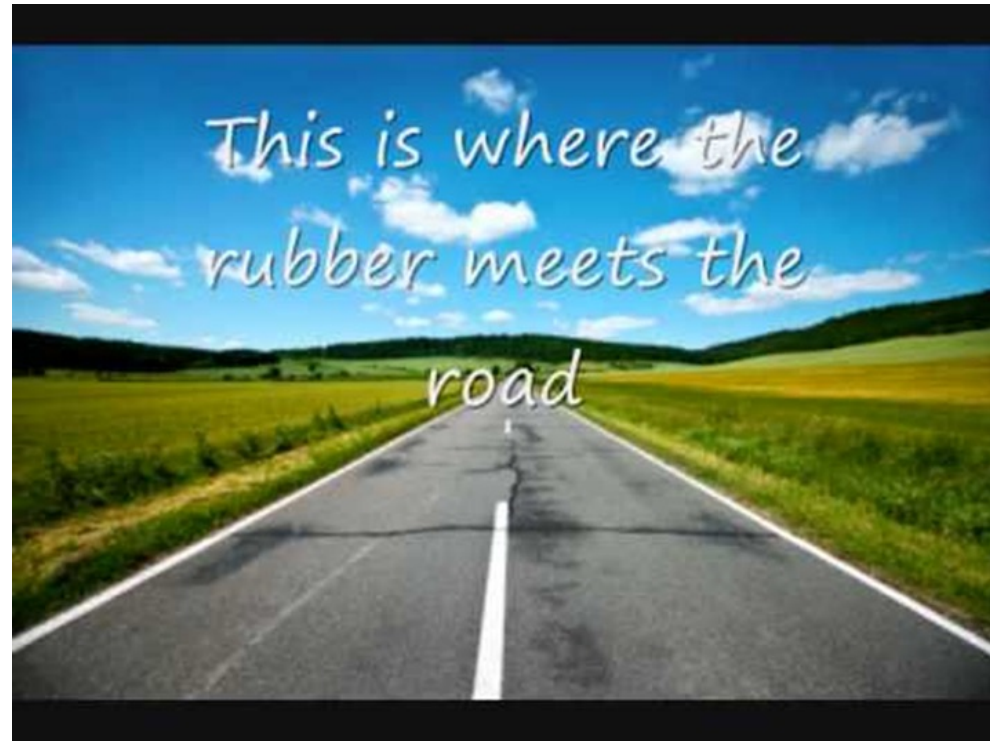
- ✓ Patient portal
- ✓ Secure email / texting
- ✓ Verbal instructions (phone)

How will provider access link?

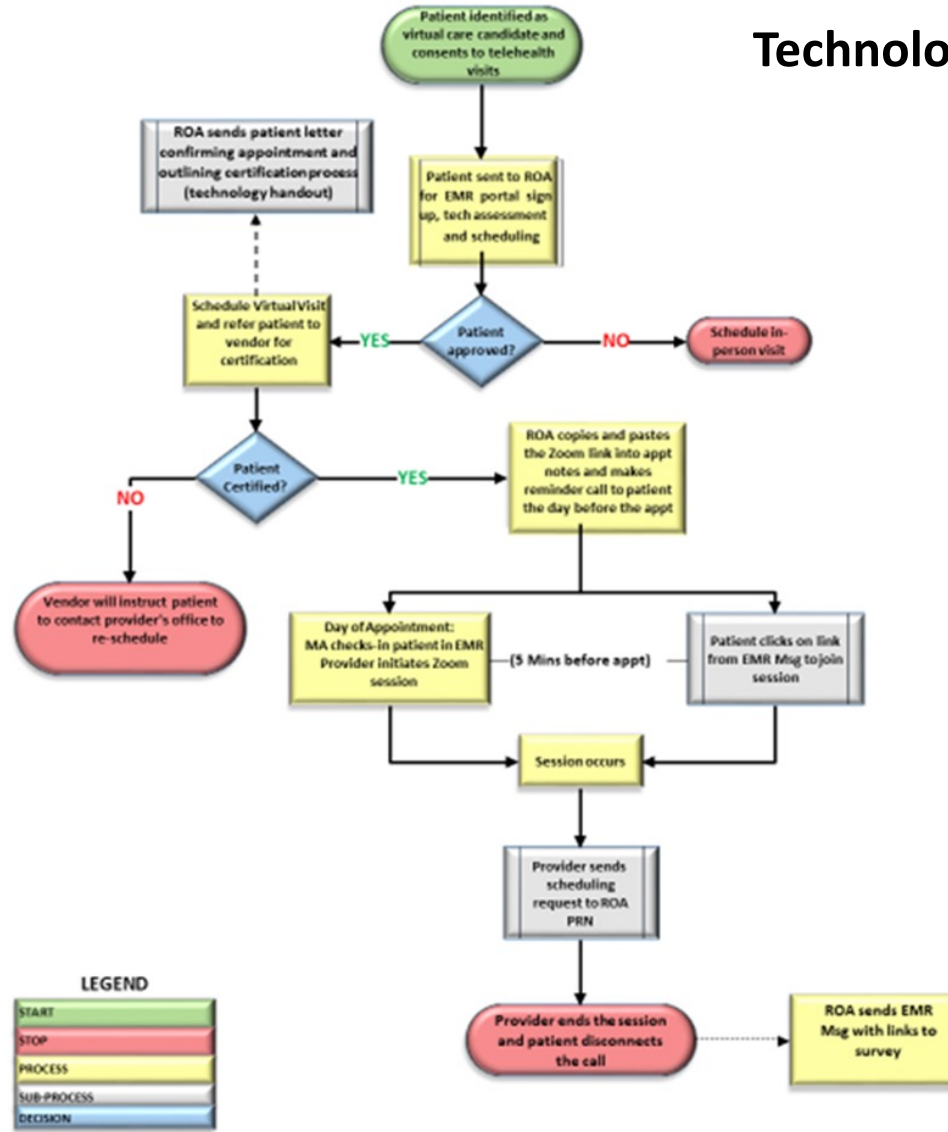
- ✓ EHR
- ✓ Desktop icon
- ✓ Landing page

Who will schedule appointments?

Who will provide technical support?



Technology Certification Process



Edited 4/30/20

Zoom Software Instructions

To participate via video, you must have internet access (broadband, wired or wireless) and one of the following devices:

- Laptop Computer with a Display, Speakers, Built-In or External Camera and Microphone
- Desktop Computer with a Display, Speakers, External Camera and Microphone
- Tablet with a Camera and Microphone

We are using an internet-based video application called Zoom to host the meeting. The software must be able to run on your device for audio and video connections to occur. Prior to joining, please complete the following:

- On a Desktop or Laptop computer, we recommend you “run” the software instead of a full download to access the updated version each time you connect. Please note that in some cases Apple laptops and desktop computers may require you to install the software instead of running it.
- On Tablet or iOS, download the free app (application) by going to the App Store or Google Play to access Zoom Cloud Meetings by Zoom.

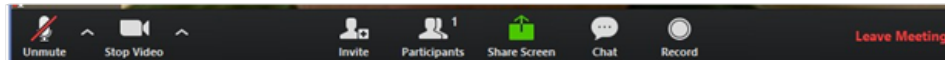


Test your internet connection by clicking on the following link: <https://fast.com/>

- The bandwidth used by Zoom will be optimized for the best experience based on the participant’s network. It will automatically adjust for WiFi or Wired environments. The minimum bandwidth required is 1.5 Mbps if you do not have adequate bandwidth, your connection quality will be compromised, resulting in poor audio and video.

Test your device by clicking on the following link: <https://zoom.us/test>

- Tablet or iOS: Follow the prompts to confirm camera, microphone and speakers are working
- Laptop or Desktop computer:
 - Click “Join” button
 - Your camera is working if you can see yourself
 - Hover your mouse over the bottom of the screen to access the toolbar
 - Right click on the up arrow next to the microphone icon on the left side of the tool bar. Choose Test Speaker and Microphone, and follow prompts to confirm your microphone and speakers are working
- Ensure the correct name is associated with your image. To edit, right click on your image, click rename, type in correct name and clickok.



This space is available to place contact information for scheduling or support

Self Test Option



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- Laptop Computer with a Display, Speakers, Built-In or External Camera and Microphone
- Desktop Computer with a Display, Speakers, External Camera and Microphone
- Tablet with a Camera and Microphone

We are using an internet-based video application called Zoom to host the meeting. The software must be able to run on your device for audio and video connections to occur. Prior to attending the meeting, please complete the following:

- On a **Desktop** or **Laptop** computer, we recommend you “run” the software instead of a full download to access the updated version each time you connect. Please note that in most cases Apple laptops and desktop computers may require you to install the software instead of running it.
- On **Smartphone** or **Tablet** (iOS and Android), download the free app (application) by going to the App Store or Google Play to access **Zoom Cloud Meetings by Zoom**.



Test your internet connection by clicking on the following link: <https://fast.com/>

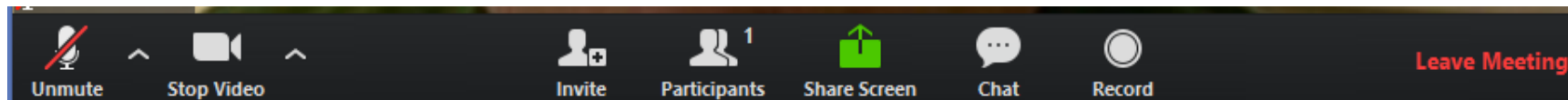
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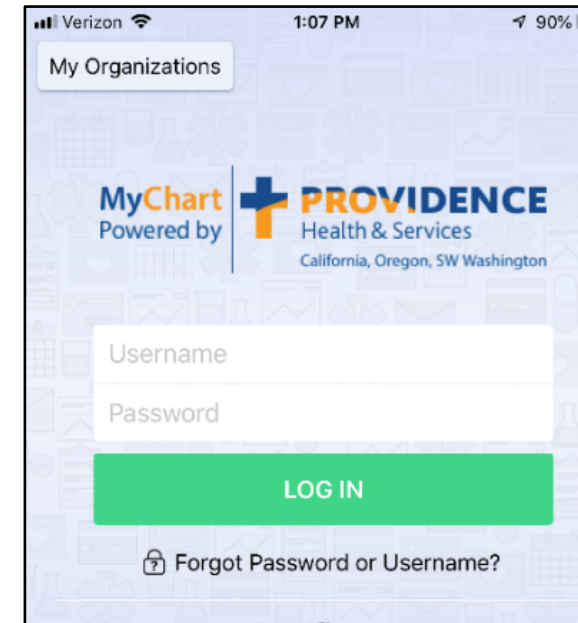
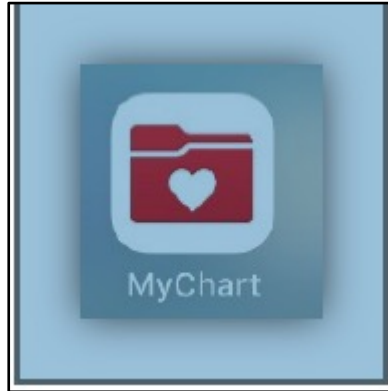
- **Tablet or Smartphone:** Follow the prompts to confirm camera, microphone and speakers are working
- **Laptop or Desktop computer:**
 - Click "Join" button
 - Your camera is working if you can see yourself
 - Hover your mouse over the bottom of the screen to access the toolbar
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Ensure the correct name is associated with your image.

- To edit, right click on your image, choose rename, type in name and click ok.



Patient Portals



Facilitate the Patient Experience

Patient technology is verified prior to consult

Internet connection (necessary bandwidth)

Hardware: device with appropriate camera, microphone and speakers

Software: downloaded on device if required.

Live video test:

Opportunity to orient patient to software

Identify appropriate home environment for consult

Confirm how patient will access virtual care

Builds patient competence and confidence



"I have to use this call button?! I'm too old to learn new technology. Why can't I just scream when I need you?"

Customize / Branding

Vanity URL (nwth.zoom.us)



Meeting Background



Waiting Room Message
(same as title of meeting)

Day of Consult

Patient

Experience

Provider

Check in Procedures

- ✓ Arrival Time
- ✓ Copay
- ✓ Who to call:
 - Stuck in waiting room
 - Technical issues
 - Cancel appointment

Follow up Procedures

Consult Procedures

- ✓ Log into software
- ✓ Admit patient from waiting room
- ✓ Introduction/ID
- ✓ Complete exam
- ✓ Documentation

Follow up Procedures

Options for homes with no/poor technology

Arrive with Technology

(PC Staff member)

- ✓ Wireless device with hotspot or cellular service
- ✓ Reusable static link
- ✓ Telepresenter
- ✓ Access to PC Team

Assign Technology

(Patient)

- ✓ Wireless device with cellular service
- ✓ Reusable static link
- ✓ Patient/Caregiver facilitated
- ✓ Access to PC Provider

Replicate existing workflow
only difference is location



Slides & resources will be posted after the session

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

Please complete the evaluation survey:

- LINK will be shared in the chat box near the end & also emailed out
- Helps the presenters plan future sessions

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TELEBEHAVIORAL HEALTH 201 SERIES

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

- 10/23/20 – TELEHEALTH POLICY OVERVIEW
- 11/20/20 – PREPARING PATIENTS & TECHNOLOGY FOR TELEHEALTH
- 12/18/20 – DOING GROUPS over TELEHEALTH
- 01/15/21 – MHEALTH & WORKING with SMI PATIENTS over TELEHEALTH
- 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 – (tent) SUICIDE RISK ASSESSMENT over TELEHEALTH
- 07/16/21 – APPLYING TELEHEALTH to MEASUREMENT-BASED CARE
- 08/20/21 – (tent) CULTURAL COMPETENCE & HUMILITY in TELEBEHAVIORAL HEALTH
- 09/17/21 – COUPLES & FAMILY THERAPY over TELEHEALTH

Please register for each session at <https://bhi-telehealthresource.uwmedicine.org/training-ta>

A CERTIFICATE OF ATTENDANCE WILL BE ISSUED FOR EACH SESSION ATTENDED

Continuing Medical Education credit may be provided for a nominal fee:

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 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 credit)

TELEBEHAVIORAL HEALTH 101

▪ 6-module Online Self-Study

More information to come!

6-session Interactive Webinar

Fridays, 11am to 12pm

- Jan 8, 2021 Introduction to TeleBehavioral Health and Policy Overview*
- Jan 22, 2021 Getting started: Facts & Myths, and Security & Privacy
- Jan 29, 2021 Digital Health Do's & Don'ts, Workflows, & Safety planning
- Feb 5, 2021 Billing and Reimbursement for TeleBehavioral Health
- Feb 12, 2021 Clinical Engagement over Telehealth
- Feb 26, 2021 Clinical Supervision in Telehealth

Please register at: https://uw-phi.zoom.us/webinar/register/WN_64sfo7hrT-6TOibLXQUxIQ

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