

# **Behavioral Health Institute (BHI)**

## **Training, Workforce and Policy Innovation Center**

### **201 Training Series**

Behavioral Health Telehealth Resource

Visit our [website](#)

Email: [melmckee@uw.edu](mailto: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.

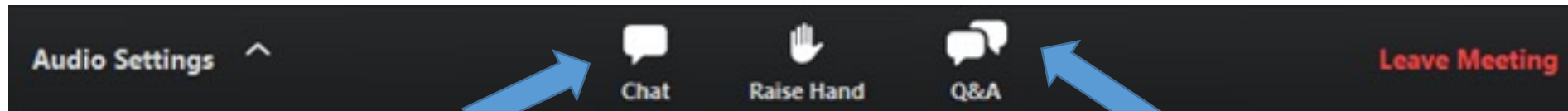
BHI established initial priority programs which include:

- **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

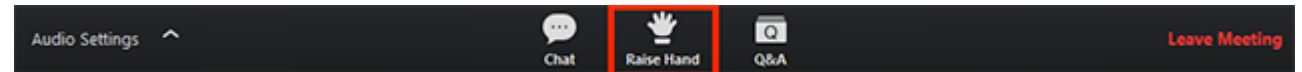
## CHAT

## 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



# Speaker Disclosures

- ✓ Any conflicts of interest?

## Planner disclosures

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

Brad Felker MD

Melody McKee SUDP MS

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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.

We gratefully acknowledge the support from



and



# BUILDING TELEHEALTH CAPACITY for BEHAVIORAL HEALTH:

## TeleBehavioral Health 201


PRESCRIBING MHEALTH APPS IN MENTAL  
HEALTH TREATMENT

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Kristen Perry, PhD  
Clinical Psychologist  
VA Puget Sound  
University of Washington

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# Objectives

- Familiarity with general recommendations and available tools for rating mHealth apps
- Understanding of informed consent elements specific to recommendation of mHealth apps
- Awareness of best practices when introducing and utilizing mHealth apps in treatment



# There's an app for that!

- Availability of health and wellness apps increased by 106% from 2013-2015 (IMS Institute for Healthcare Informatics, 2015)
- Mental health apps comprise about 1/3 of the disease specific app space (IMS Institute for Healthcare Informatics, 2015)
- Preliminary treatment outcome studies with mHealth apps show largely positive results (Liu, Marcus, & Barry, 2017)

# Potential Benefits

(Kumar et al., 2013; Price et al., 2014)

- Real-time monitoring of treatment adherence
- Discern factors that influence adherence behaviors
- Paint a picture of patient's activities between sessions
- Increased engagement in care
- Maintaining treatment gains following termination
- Robust modality for providing psychoeducational materials
- Guided self-management interventions

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# COVID COACH



**COVID Coach** is a **free, easy-to-use mobile application** created for everyone, including Veterans and Servicemembers, to support self-care and overall mental health during the coronavirus (COVID-19) pandemic. It was developed by the Department of Veterans Affairs (VA) in 2020. The app connects you to resources to help you cope with stress, stay healthy, stay connected, and navigate parenting, caregiving, and working at home while social distancing or sheltering in place. COVID Coach is not meant to replace professional care related to COVID-19 or mental health conditions.

- [https://www.ptsd.va.gov/appvid/mobile/COVID\\_coach\\_app.asp](https://www.ptsd.va.gov/appvid/mobile/COVID_coach_app.asp)

# Mobile App Assessment

## Informal Recommendations:

- Look for apps that have been developed by well-known organizations or universities
- Review the User Manual or Clinician Guide, if available
- **ALWAYS familiarize yourself with an app prior to recommendation**

## Formal Assessment Tools/Models:

- **American Psychiatric Association App Evaluation Model** (APA, 2016)
- **One Mind PsyberGuide**
- Health Informatics Unit Checklist (Wyatt et al., 2015)
- Mobile App Rating Scale (MARS; Stoyanov et al., 2015)



# App Advisor

An American Psychiatric Association Initiative

- Helping mental health professionals navigate questions regarding efficacy and risks of mobile and online apps
- Purpose of the evaluation is to ensure sufficient information to make an informed decision
- Initial screener with 8 “fundamental” questions
- Comprehensive app evaluation model with 5 steps (5-9 questions per step)
  - Access and background, privacy and safety, clinical foundation, usability, therapeutic goal

<https://www.psychiatry.org/psychiatrists/practice/mental-health-apps>

<https://ps.psychiatryonline.org/doi/pdf/10.1176/appi.ps.201700423>



# App Advisor

An American Psychiatric Association Initiative

- [Example evaluations](#)

The screenshot displays a grid of app evaluations. At the top, there are three app headers: "Breathe, Think, Do", "Betterhelp", and "Breathe2Relax". Below these, a grid of app cards is shown. Each card includes a smartphone icon, the app name, a brief description, and a "VIEW EVAL" button. The apps listed are:

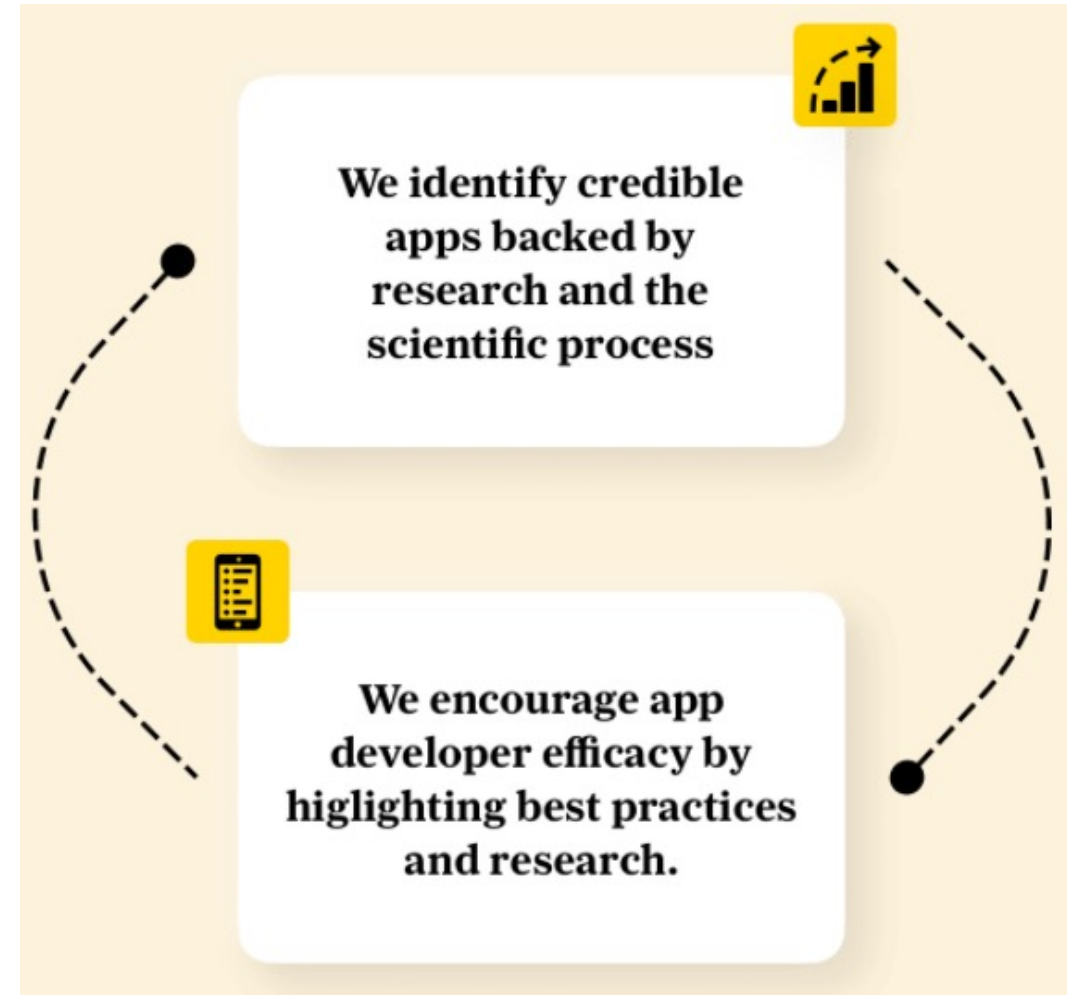
- Daylio**: Private journaling without typing
- Jour**: Daily self-care journaling
- MoodPath**: Mental health journal & resources
- Muse**: Guided meditation & sleep support
- NOCD**: Video-based OCD support
- Sober Grid**: Social network to aid recovery
- SuperBetter**: Resilience skills through gamification
- T2 Mood Tracker**: Mood monitoring with custom scales
- The Safe Place**: Minority mental health resources



# PsyberGuide

[onemindpsyberguide.org](http://onemindpsyberguide.org)

- Non-profit project that aims to help people to use technology to live a mentally healthy life
- Provides scoring on
  - Credibility: research evidence, rigor of development, popularity and clarity
  - User experience: MARS
  - Transparency: data storage and collection policies





# PsyberGuide

[onemindpsyberguide.org](http://onemindpsyberguide.org)

## Headspace

Available For:

**Credibility**  
5.00 out of 5.00

**User Experience**  
4.97 out of 5.00

**Transparency**  
Acceptable

- Stress and Anxiety
- Mood Disorders
- Sleep
- Mindfulness

**Professional Review Available**

**Pros**

- Free introductory 10-day program with reminders
- Sophisticated, user-friendly interface with customizable content
- Engaging animations to explain concepts
- Sessions can be downloaded and experienced offline
- Practical, modern and secular approach to mindfulness
- Scientifically-supported
- Family and child friendly - "Headspace for Kids" content

**Cons**

- Cost for subscription to access additional modules
- Requires discipline and time commitment for regular practice advancing
- Experienced meditators must complete basic content before
- British accent of facilitator may be distracting



Reviewed on: August 1, 2016

### About this Professional

Nancy A. Haug, Ph.D.

Hide Nancy's Bio

Dr. Nancy A. Haug, Ph.D. is a Professor at Palo Alto University in the PGSP-Stanford Psy.D. Consortium and Adjunct Clinical Associate Professor in the Department of Psychiatry and Behavioral Sciences at Stanford University School of Medicine. She also serves as Research Director and clinical supervisor at The Gronowski Center, a community mental health training clinic for doctoral students.

1. Product Description
2. Target Audience
3. Ease of Use and User Experience
4. User Interface
5. Appropriateness of Content
6. Appropriateness of Feedback
7. Ease of Account Management
8. Scientific basis
9. Qualitative Review of Program Efficacy
10. Estimate of Efficacy Relative to Similar Products
11. Cost
12. References

### Product Description

Headspace introduces the basics of mindfulness and meditation with the "Take 10 Free Trial," a guided foundation course featuring 10 sessions of 10 minutes each with six accompanying video infographics to illustrate concepts. Completing a session unlocks the next meditation in the series. After completing the sessions in Level 1, users can continue to Levels 2-3 and the full library with a paid subscription. Progress is tracked by giving the user statistics on session completion and time spent meditating.

The full library of content includes approximately 365 meditations<sup>1</sup> in both "Series" and "Singles" programs with new packages being regularly developed. Series consist of themed packs of 10-30 sessions on topics such as health, relationships, performance, and "Headspace Pro," a less-guided program for overcoming obstacles and deepening one's mindfulness meditation practice. Singles are described as "one-off meditations" that can be used as stand-alone sessions on particular topics (e.g., sleeping, fear of flying, walking, commuting, eating, etc.).

The smartphone app features a Headspace tour, programmable reminders, daily messages in the form of "mindful moments" and user support/FAQs. The web-based program offers access to the Headspace Blog, the Open Path community forum for meditation and mindfulness, and



# Mobile App Assessment

The Bottom Line:

No assessment tool offers a definitive YES / NO, the final decision  
relies on your clinical judgment

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# COVID COACH

Informal  
Recommendations...

## Ratings and Reviews

[See All](#)

**4.8** out of 5

601 Ratings



Bobb Cobb, 12/14/2020

### One of the best free apps I've found

This is a fantastic app. The more I use it, the more treasures I find! The intuitive interface makes it easy to use. I recommend it to my colleagues and patients often. Sometime [more](#)



Oliver owen, 09/15/2020

### Beautifully calming

I love this app. Helps me track goals for me and my family, so that I can remain focused on the present. These are HARD TIMES and this app helps me do a little bit each day to [h more](#)



cgeed, 01/01/2021

### Couldn't have made it without this app

I am so thankful for this app. It has gotten me through some of the scariest and worst days this year and I have recommended it to everyone I know.

[www.youtube.com > watch](https://www.youtube.com/watch)

## Introduction to the COVID Coach app - YouTube



**COVID Coach** is a free and publicly available mobile **app** for everyone, including Veterans and ...

May 13, 2020 - Uploaded by Veterans Health Administration

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*Sample questions from the APA app evaluation model:*

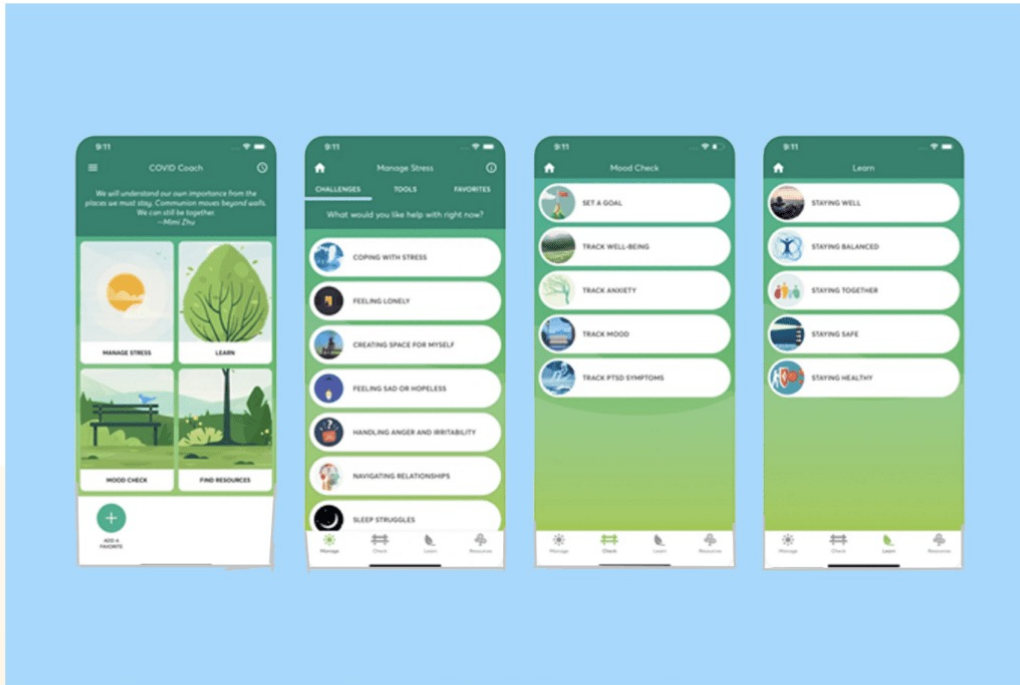
- On which platforms/operating systems does the app work? iTunes (iOS), Google Play (Android) Does it also work on desktop computer? No
- Has the app been updated in the last 180 days? Yes - Last update 2/16/2021
- Is there a transparent privacy policy that is clear and accessible before use? Yes
- Does the app collect, use, and/or transmit sensitive data? If yes, does it claim to do so securely? Provide anonymous usage data auto-set to “on” – no collection of PII, location, or sensitive data; usage data is never shared or sold
- Is there evidence of a specific benefit from academic institutions, end user feedback, or research studies? Yes (end user)
- Does the app have a clinical/recovery foundation relevant to your intended use? Yes
- Does the app seem easy to use? Easy to navigate but somewhat overwhelming

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# COVID COACH

## Covid Coach Review

STRESS AND ANXIETY PTSD MOOD DISORDERS SLEEP SUBSTANCE USE OR ADDICTION



Formal Tools –  
PsyberGuide...



Credibility

2.67 / 5.00

Expand Details ^

Overall Score: 8/15

- Consumer Ratings: 1/2
- Clarity of Purpose: 2/2
- Mechanism of Action: 1/1
- Software Updates: 2/2
- Clinical Input in Development: 1/1
- Research on Development Process: 0/1
- Efficacy of Other Products: 1/1
- Research Independence and Review: 0/2
- Research Base: 0/3

Rating Date: October 2020

[Learn more about the Credibility Rating](#)



User Experience

Not Yet Available



Transparency

Not Yet Available



Professional Review

Not Yet Available

# Client Considerations

- Is the client interested in using an app?  
*If yes...*
- Access to a smart phone or tablet?
- Access to Wi-Fi connectivity?
- Gain some understanding of the client's use of apps, familiarity with various platforms (e.g., iOS versus Android), and comfort with technology overall

# Sample Scripting for Client Considerations

- *“Do you own a phone or a tablet that is able to download apps?”*
- *“Is your phone or tablet Apple or Android?”*
- *“Have you ever used a health-related app, for example, with nutrition or exercise tracking?”*

# Provide Rationale for Recommendation

- Discuss how and why you believe this app may be beneficial for the client
- Review relevant information collected during your app evaluation
- Recognize your power in the patient-provider relationship
  - Present use of the app as a CHOICE among other options

## Sample Scripting for Making the Recommendation

*“COVID Coach is an app designed by the Department of Veterans Affairs. This app is free to download, and no identifying information is collected when using this app. It has many different features that you’re welcome to explore. In our work together, I would be asking you to use the features specific to tracking your mood each week and goal setting.*

*Alternatively, I can provide you with a paper handouts for tracking mood and goals during treatment. What do you prefer – using an app or paper?”*



# Basic Instruction to Download an App

- Wi-Fi connectivity and sufficient space on the device
- May need Apple ID / Google ID and password



# Reviewing the EULA

- The End User Licensing Agreement (EULA) is a legal agreement that specifies terms and conditions of use
  - Data tracking and use
  - User privacy
  - Potential charges
  - Use of and access to device functions (e.g., GPS, contacts, etc.)

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# COVID COACH

Software EULA



U.S. Department  
of Veterans Affairs

## SOFTWARE END USER LICENSE AGREEMENT

By agreeing to have any of VA's software products installed on to your device and by subsequent use of the Licensed Software, you agree to comply with the terms of this general End User License Agreement ("EULA") where no specific agreement is in place between VA and the user of the software. If you do not agree to the terms of this EULA, do not install or use the Licensed Software but uninstall it from your device. This EULA applies to any upgrades and supplements to the original Licensed Software provided and is referred to on your opening screen.

- The Licensed Software is owned by VA. The Licensed Software is

I Accept



Software EULA


captured and stored by the software once installed on your device.

- **DISCLAIMER:** The content of this application is intended for use only as an informative tool. It is not, is not intended to be, and should not be used in any way as a substitute for professional medical advice or training. The accuracy of the information provided is not guaranteed. You acknowledge in initiating this application that the information is not meant to diagnose a health condition or disease and is not meant to develop a health treatment plan. If you are in an emergency or life-threatening medical situation, seek medical assistance immediately. Dial emergency number (911 in the USA) for emergency medical services.

I Accept

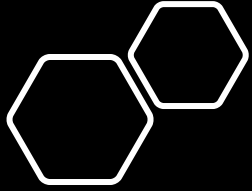
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# Sample Script for Review of the EULA

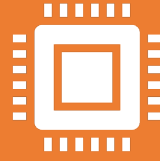
*“As the app opens, you will see the Software License Agreement. Please review this information, and if you have any questions that come up, I will answer what I can. Once you have reviewed the information, if you are still agreeable to using this app, tap the ‘agree’ button.”*



# Security

- Any data created by the user are only as secure as the phone/device itself
- The level of security the client observes when using an app can be influenced at three levels of interaction:
  - Operating system
  - Device settings
  - App settings

# Security: Operating System



The operating system should be updated on a regular basis as bugs and security vulnerabilities are discovered



It is important to remind the client that keeping the operating system updated will help maintain security and privacy



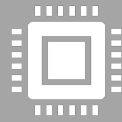
**Sample script: “Is your operating system up-to-date?”**

*If unsure, advise him/her to go to the device settings*

# Security: Device Settings



Can specify a password/passcode, code pattern, and/or biometric data (e.g., fingerprint) to open the device



Some devices additionally provide the option of encrypting the data on the device and some automatically encrypt the data on the device



You will also want to inquire about whether the patient is using a backup storage device or “cloud” storage system



**Sample script: “Do you have a passcode set for your phone/tablet?” “Do you use backup storage such as the cloud?”**

# Security: App Settings



Some apps allow for an app-specific password/passcode



May be especially useful for those who share their device with family members and want to keep app data private



# Instruct / Model Use of the App

- Finally, instruct and / or model HOW to use the mHealth app
  - When working in-person, allow the client to drive
  - If you do not have a device to model with or if providing virtual care, some mHealth apps have detailed guides that you can print or show by sharing on your screen
  - Be cautious when modeling with a personal device as you may unintentionally share personal information
    - Consider use of “airplane mode” so that incoming calls/texts will not pop-up on screen
    - Be mindful of your lock screen and background screen images

# Sample Script for Instruction in Use of the App

*“Let’s open the app and go over some of the features together... we’ll start with tracking mood. On the home screen, click on ‘mood check’ and then ‘track mood.’ As a reminder, we’ll use this questionnaire to help us better understand your response to treatment and can alert us to when changes need to be made. Click ‘get started’ and we can walk through the items together this time... OK, so you see that you get some immediate feedback about your total score. Does the feedback seem accurate with how you’ve been feeling?”*

*Now, let’s set a reminder to repeat this questionnaire again one week from now. See the clock icon in the corner? Move the slider so that ‘track mood reminder is ‘on.’ What day of the week and time of day would be best for you to take this again? I’d like to be able to view the results with you at the start of our next session.”*

# Documentation Tips

- Best practices may include:
  - Recording the name of the mobile app
  - Reason for recommendation
  - How the app will be used to augment treatment
  - Informed consent regarding use and security
  - Patient consent to use the app
- Sample: *Recommended use of COVID Coach app for weekly tracking of mood (PHQ-9) and anxiety (GAD-7) to assist in monitoring response to treatment. Provided informed consent regarding rationale for use, privacy, and security. Ms. Jones was agreeable to this plan and voiced her consent.*

# Getting Started!

- Identify two or three apps that address the most common concerns / needs of your panel
  - Do your homework to ensure these are “good” apps for meeting your and your clients’ needs
  - Practice recommendation to yourself, a friend, or a colleague (role play out loud)
  - Then, trial recommending, when appropriate
- My top picks right now:
  - COVID Coach – relaxation, self-care, well-being, 30-day guide
  - Insomnia Coach – sleep diary, sleep education, relaxation, worry time
  - My Fitness Pal – nutrition diary, exercise diary
  - Breathe2Relax – diaphragmatic breathing

# Questions & Discussion



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**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](mailto:melmckee@uw.edu)

Slides & resources will be posted after the session

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

# After today's session:

- 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.

April 8

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# TELEBEHAVIORAL HEALTH 101

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

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

- Introduction to TeleBehavioral Health and Policy Overview\*
- Getting started: Facts & Myths, and Security & Privacy
- Digital Health Do's & Don't's, Workflows, and Safety planning
- Billing and Reimbursement for TeleBehavioral Health
- Clinical Engagement over Telehealth
- Clinical Supervision in Telehealth

**\*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**

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 **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: 3<sup>rd</sup> 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 – 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\\_fRljA](https://uw-phi.zoom.us/webinar/register/WN_6GBzJWGxRE6yNM9N_fRljA)

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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)