

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

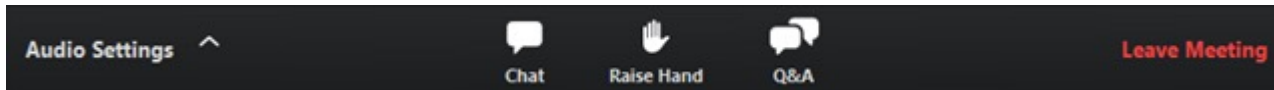
CHAT Box

- 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)

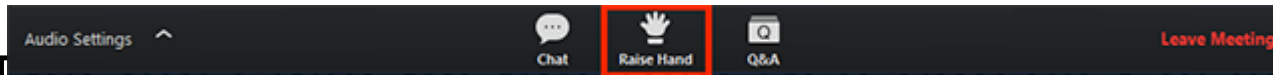
WEBINAR LOGISTICS

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

Kimbo Smith MA MEd

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

CULTURAL COMPETENCY & CULTURAL HUMILITY

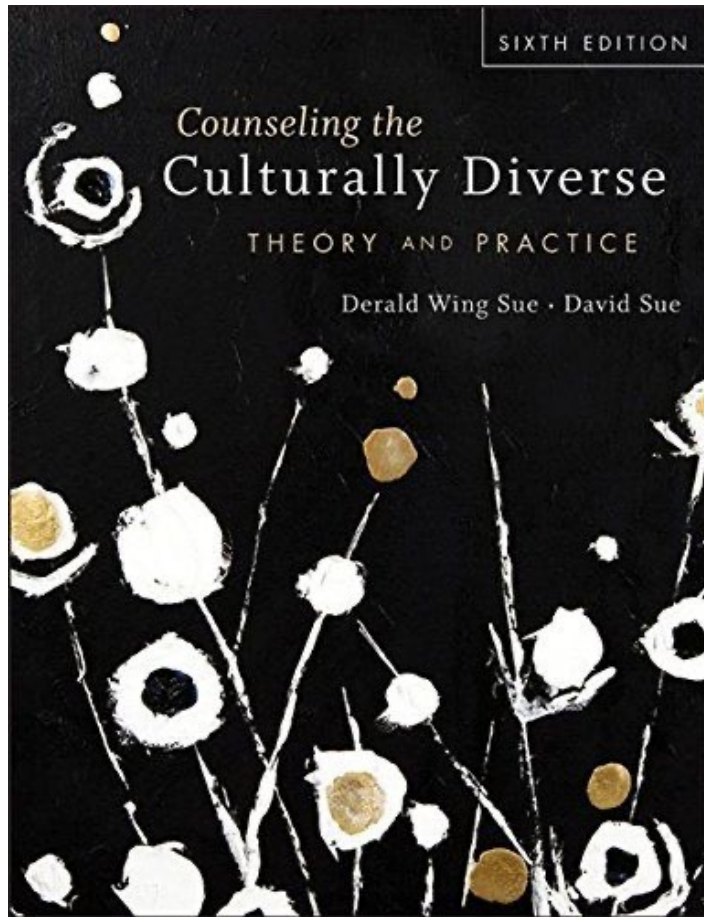
Danie Eagleton LMHC
Vice President & Chief Clinical Officer
Seattle Counseling Service

BEHAVIORAL HEALTH INSTITUTE

**HARBORVIEW
MEDICAL CENTER**

UW Medicine  King County

Here's where it all started

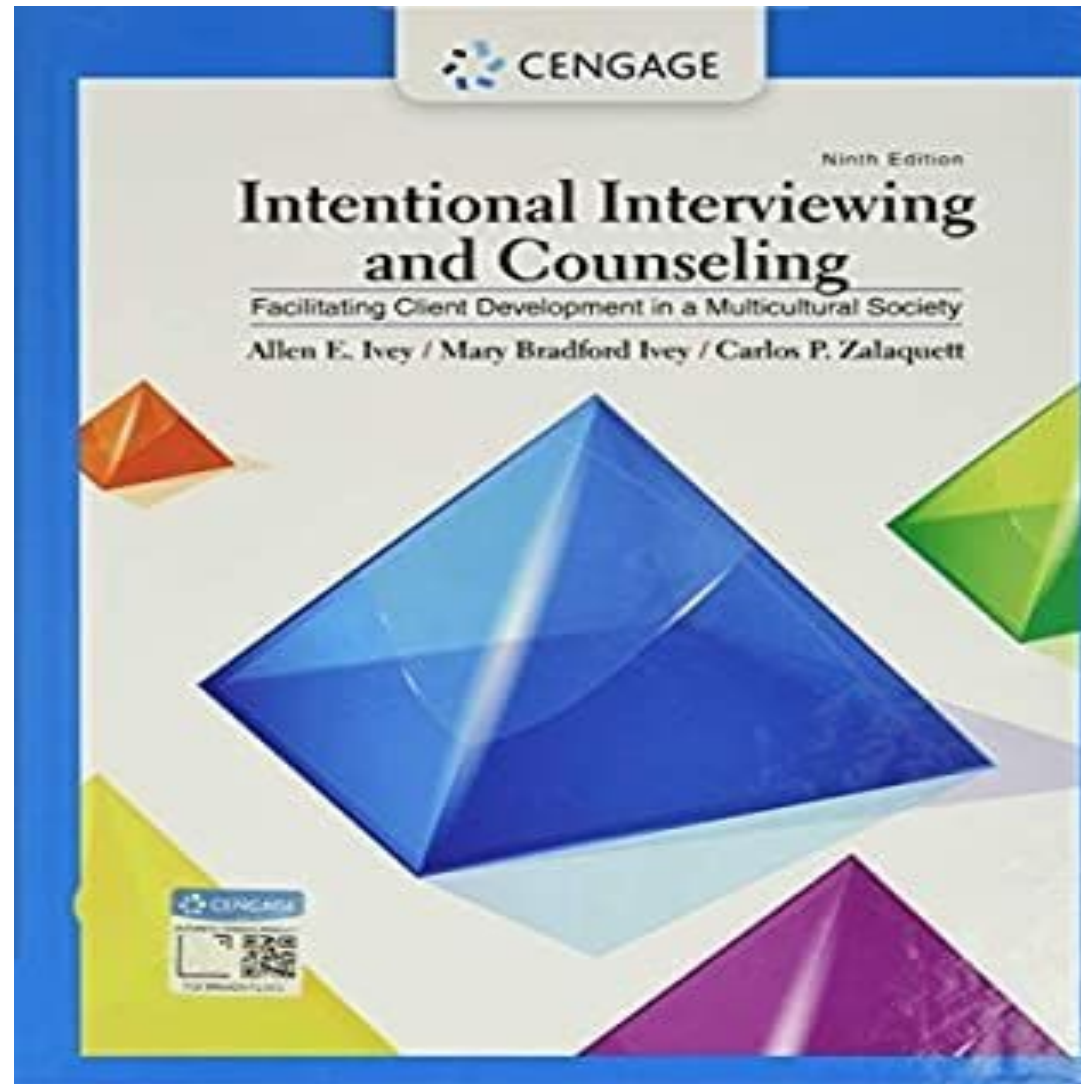


Multicultural Counseling Competencies

Three Domains of Multicultural Counseling Competencies

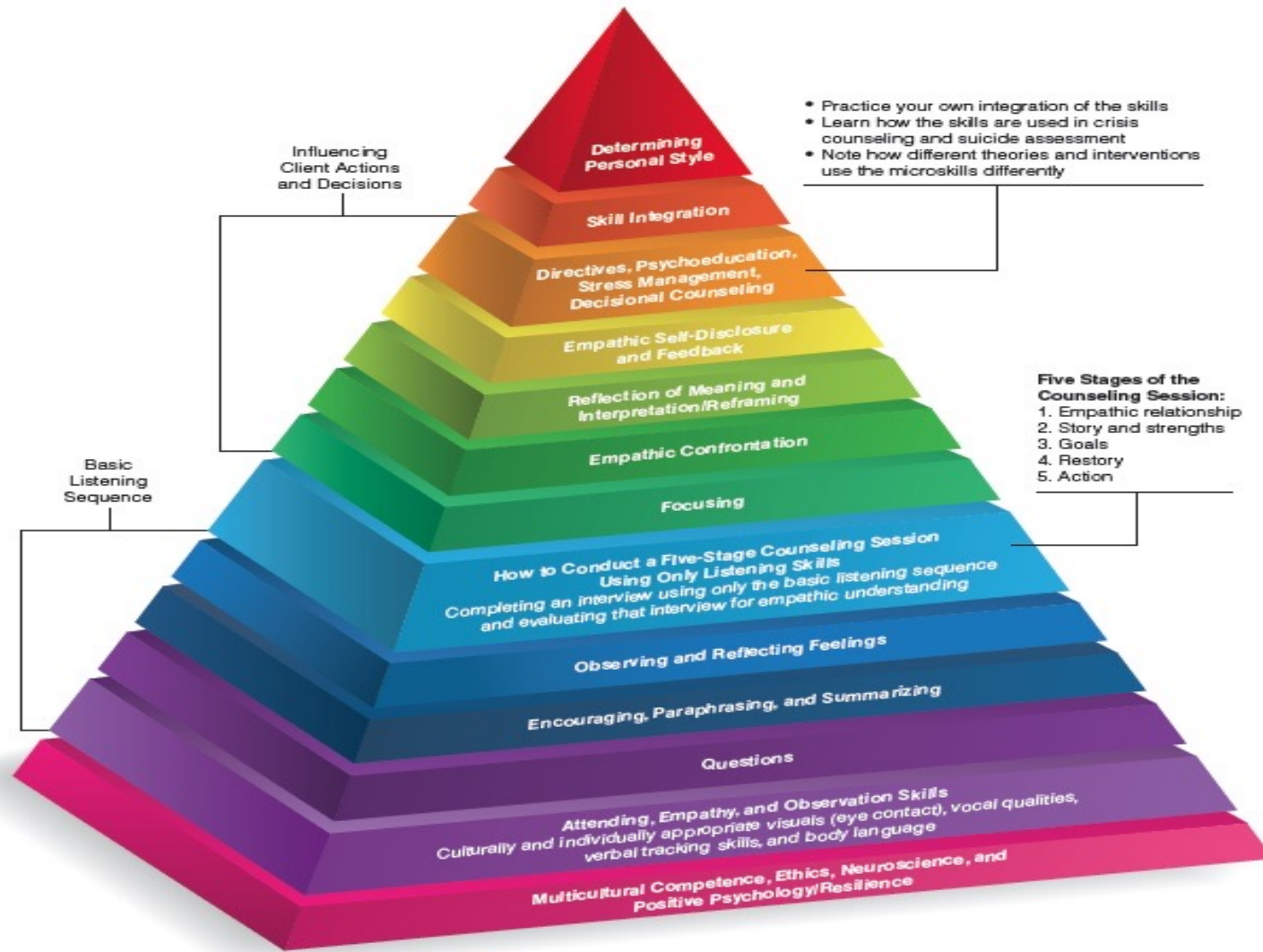
- ✦ **Awareness:** an understanding of one's own cultural conditional and how this condition affects the personal beliefs, values, and attitudes of a culturally diverse population.
- ✦ **Knowledge:** understanding and knowledge of the worldviews of culturally diverse individuals and groups
- ✦ **'Multicultural' Skills:** an ability to determine and use culturally appropriate interventions strategies when working with different groups in our society.

(Sue & Sue, 2016)



The Microskills Hierarchy

A Pyramid for Building Cultural Intentionality



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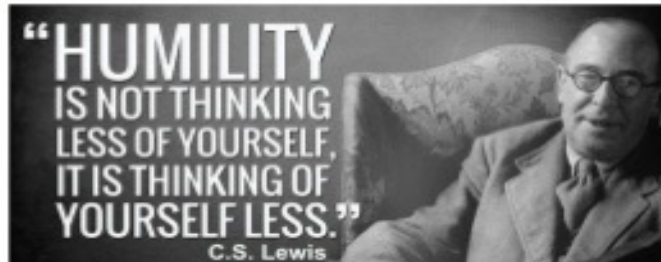
Cultural Competency implies

- Collective knowledge
- Mastering Skills
- Producing a particular outcome that can be evaluated

Dr. Sheila Addison

Cultural humility model

- **Humility:** *“Having a sense that one’s own knowledge is **limited** as to what truly is another’s culture.”* (Hook et al. 2013)
 - Other-oriented rather than self-focused
 - Respect for others
 - Lack of superiority
 - Entertaining hypotheses rather than drawing conclusions



Cultural Humility Principles

1. Lifelong commitment to learning and critical self-reflection

2. Desire to fix power imbalances within provider-client dynamic

3. Institutional accountability & mutual respectful partnership based on trust

Cultural humility model

- Developed for physician training (Tervalon & Murray-Garcia, 1998)
- Expanded to social work (Ortega & Coulborn Faller, 2011; Schuldberg et al., 2012) and counseling psychology (Hook et al., 2013)
 - “Competency” emphasizes “knowledge”
 - Humility: “having a sense that one’s own knowledge is limited as to what truly is another’s culture.”
- “Embrace the failure” (Wilchins, 2004)

Broaching cultural issues

Day-Vines et al., 2007

- *Directly addressing issues of culture and identity that translate into dynamics of privilege and oppression that influence the presenting issues, the client's history, and the counseling relationship.*



"The counselor's consideration of racial and cultural factors that may influence the client's counseling concerns."

Effects of Broaching

- Establishing rapport
- Establishing counselor credibility
- Acknowledging that difference may be an influence on the relationship
- Giving permission to the client to comment on their experience of difference in the room
- Giving permission to the client to discuss the effects of outside cultural forces
- Enhances Counselor credibility ☐
Client satisfaction
- Depth of client disclosure
- Clients' willingness to return for follow-up sessions (D. Sue & Sundberg, 1996) Effects of broaching

Implications for Counseling and Tele-Behavioral Health

- How does this all fit together?

RESPECTFUL

RESPECTFUL Model (D'Andrea and Daniels, 2005)

- ✧ **R**: religious/spiritual identity
- ✧ **E**: economic class background
- ✧ **S**: sexual identity
- ✧ **P**: level of psychology development
- ✧ **E**: ethnic/racial identity
- ✧ **C**: chronological/developmental challenges
- ✧ **T**: various forms of trauma/threats to well-being
- ✧ **F**: family background and history
- ✧ **U**: unique physical characteristics
- ✧ **L**: location of residence and language differences



**Thank you
for all that
you do!**

The Guidelines for Multicultural Counseling – Awareness, Knowledge and Skills

- <https://www.apa.org/about/policy/multicultural-guidelines-archived.pdf>
- https://www.sagepub.com/sites/default/files/upm-binaries/4965_Connerley_1_Proof_3_Chapter_5.pdf
- <https://www.counseling.org/docs/default-source/vistas/multicultural-counseling-competencies.pdf?sfvrsn=7>

The Multicultural Awareness, Knowledge, and Skills Survey (MAKSS)*

- The Multicultural Awareness, Knowledge, and Skills Survey (MAKSS) is a 60-item survey designed by Michael D'Andrea, Judy Daniels, and Ronald Heck, all from the University of Hawaii.
- https://drkdr counselingcourses.weebly.com/uploads/4/9/6/6/4966511/the_makss_instrument.pdf

Cultural Humility

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7712005/>
- https://socialwork.uw.edu/sites/default/files/sswfiles/students/Foronda_Baptiste_Cultural%20Humility%20Concept.pdf

Broaching

- <https://www.slideshare.net/elusis/calpcc-broaching>
- <https://www.counseling.org/continuing-education/free-ce-of-the-month>
- <https://static1.squarespace.com/static/5ba53076da50d316c125c619/t/5ce376157856f80001bbb29c/1558410774175/Broaching+the+Subject+of+Race.pdf>

Behavioral Health Institute (BHI)
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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

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.
 - Certificate of Completion - no cost.
 - May be able to use Certificate of Completion to meet CE requirements.
 - CME information – nominal cost.

April 8

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 – 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

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 1.0 credits)

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>

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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 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)