TeleBehavioral Health 501 Training Series

Behavioral Health Institute (BHI)
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Northwest Regional
Telehealth Resource Center (NRTRC)
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April 19, 2024

UW Medicine | King County

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.

The BHI brings the expertise of Harborview Medical Center/UW Medicine and other university partners together to address the challenges facing Washington's behavioral health system through:
- Clinical Innovation
- Research and Evaluation
- Workforce Development and Training
- Expanded Digital and Telehealth Services and Training

The BHI serves as a regional resource for the advancement of behavioral health outcomes and policy, and to support sustainable system change.

Northwest Regional Telehealth Resource Center (NRTRC)

Telehealth Technical Assistance Center

The NRTRC delivers telehealth technical assistance and shares expertise through individual consults, trainings, webinars, conference presentations, and the web.

Their mission is to advance telehealth programs' development, implementation, and integration in rural and medically underserved communities.

The NRTRC aims to assist healthcare providers, organizations, and networks in implementing cost-effective telehealth programs to increase access and equity in rural and medically underserved areas and populations.

Speaker Disclosures

None of the series speakers have any relevant conflicts of interest to disclose.

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

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TeleBehavioral Health 501

Understanding the Digital Divide
and Practical Tips to Consider in Your Clinic

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APRIL 19, 2024

NRTRC
NORTHWEST REGIONAL
TELEHEALTH RESOURCE CENTER

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Learning Objectives:

Be able to describe factors that contribute to the Digital Divide

Be able to describe those most impacted by the Digital Divide

Be able to describe Digital Navigation

Be able to describe how Digital Navigation closes the Digital Divide

The Digital Divide

So, how do you define the Digital Divide?

Some definitions to better understand the Digital Divide
National Digital Inclusion Alliance
(www.digitalinclusion.org)

Digital Divide:

- The digital divide is the gap between those who have affordable access, skills, and support to effectively engage online and those who do not. As technology constantly evolves, the digital divide prevents equal participation and opportunity in all parts of life, disproportionately affecting people of color, Indigenous peoples, households with low incomes, people with disabilities, people in rural areas, and older adults.

Common Definition of the Digital Divide

- Basically, it is a growing disparity between those who have access to digital modalities to include digital health and those who do not have this ability:

    - In the US, the Federal Communications Commission estimates that more than 21 million people lack an internet.

    - More than 40% of schools lack a broadband connection.

    - More that 60% of health care facilities outside metropolitan areas lack a broadband connection.

(Pew Charitable Trust Magazine July 2019)

Some definitions to better understand the Digital Divide
National Digital Inclusion Alliance
(www.digitalinclusion.org)

Digital Equity:

- A condition in which all individual and communities have information technology capacity needed for full participation in society, democracy, and economy.

- Necessary for civic and cultural participation, employment, lifelong learning, and access to essential services.

Some definitions to better understand the Digital Divide
National Digital Inclusion Alliance
(www.digitalinclusion.org)

Digital Inclusion:

- Digital Inclusion refers to the activities necessary to ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies (ICTs).

- This includes 5 elements:

  1) Affordable, robust broadband internet service

  2) Internet-enabled devices that meet the needs of the user

  3) Access to digital literacy training

  4) Quality technical support

  5) Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration. Digital Inclusion must evolve as technology advances. Digital Inclusion requires intentional strategies and investments to reduce and eliminate historical, institutional and structural barriers to access and use technology.
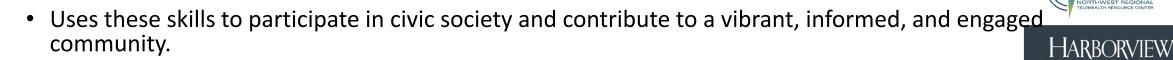
Some definitions to better understand the Digital Divide National Digital Inclusion Alliance (www.digitalinclusion.org)

Digital Literacy and skills:

- Possesses the variety of skills – technical and cognitive – required to find, understand, evaluate, create, and communicate digital information.

- Is able to use diverse technologies appropriately and effectively to retrieve information, interpret results, and judge the quality of that information.

- Understands the relationship between technology, life-long learning, personal privacy, and stewardship of information.

- Uses these skills and the appropriate technology to communicate and collaborate with peers, colleagues, family, and on occasion, the general public.

- Uses these skills to participate in civic society and contribute to a vibrant, informed, and engaged community.

The Digital Divide, kind of like peeling an onion…

So, what do you think are the <u>common causes</u> of the Digital Divide?

Reported causes of the Digital Divide ("Round up the usual suspects")

- Education level directly correlated with use of Digital Technologies

  - Perhaps one of the main predictors

  - Income, occupation, wealth, age, and gender

  (*The Gerontologist*, Volume 59, Issue 1, February 2019, Pages e1-e15
  https://doi.org/10.1093/geront/gny037)

Reported causes of the Digital Divide ("Round up the usual suspects")

- Socioeconomic disparities (Those below $30,000/yr.):

  - Don't own a smart phone (24%).

  - Don't have broadband (43%).

  - Don't own a desktop or laptop computer (41%).

  - For those earning over $100,000/yr. likely to have all these technologies.

(Pew Research Center June 2021 Vogels)

Reported causes of the Digital Divide ("Round up the usual suspects")

- Rural vs. Urban:
  - Lack of infrastructure in both rural as well as distressed urban areas.

  - One study reported that urban respondents were 51% more likely to have internet access than rural respondents

    (*Information, Communication & Society*, 17(4), 503–519. doi:10.1080/1369118X.2014.891633)

  - Rural Americans have made large gains in adopting digital technology over the past decade and have narrowed some digital gaps. However, rural adults remain less likely than suburban adults to have home broadband and less likely than urban adults to own a smartphone, tablet computer or traditional computer.

    (Pew Research Center August 2021, Vogels.)

Reported causes of the Digital Divide ("Round up the usual suspects")

- Racial differences:

  - African American, Hispanic, NA ethnicities consistently come up as lacking access to internet.

  - Less likely to use technology for health-related purposes.

  - Less likely to make or receive phone calls, search internet for health information.

    (Mitchel et al. Gerontologist, 2019, Vol. 59, No. 1, 6–14 doi:10.1093/geront/gny138)

    (https://www.census.gov/content/dam/Census/library/publications/2021/acs/acs-49.pdf)

    (Telemedicine and e-Health, 14(5), 486–492. https://doi.org/10.1089/tmj.2007.0070)

    (Technology and Society. HCII 2020. Lecture Notes in Computer Science(), vol 12209. Springer, Cham. https://doi.org/10.1007/978-3-030-50232-4_13)

Reported causes of the Digital Divide ("Round up the usual suspects")

- Racial differences:

  - US Census reported that Black and Hispanic less likely than White and Asian Households to have interact access and computer at home.

  - BIPOC individuals less access to technology and poorer skills for effective use, even after controlling for socioeconomic status.

  - Older immigrants: socioeconomic, language prof., degree of acculturation, educational level

(Mitchel et al. Gerontologist, 2019, Vol. 59, No. 1, 6–14 doi:10.1093/geront/gny138)

(https://www.census.gov/content/dam/Census/library/publications/2021/acs/acs-49.pdf)

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Reported causes of the Digital Divide ("Round up the usual suspects")

- Elderly:
  - Identified as a high-risk group. One study showed that elderly with more chronic conditions had higher rates of digital exclusion.

    (J Med Internet Res. 2016;18(11):e309)

  - Was suggested that widows and elderly living alone were less likely to use Digital Modalities

    (*The Gerontologist*, Volume 59, Issue 1, February 2019, Pages e1–e15, https://doi.org/10.1093/geront/gny037)

  - Relationship between age and internet use does not appear to be linear but rather exponential with every 5 yrs. younger cohort, such that for those 80 yrs old only 9.4% used the internet while those at age 75 (19.7%), and 70 (40%).

    (*Health Promotion International*, 31(2), 335–343. doi:10.1093/heapro/dau106)

Reported causes of the Digital Divide ("Round up the usual suspects")

- Disability status:
  - Multiple studies suggested that those with low vision, hearing, hand-related disability (arthritis) cognitive issues, or learning disabilities had lower use of Digital Modalities

    (*The Gerontologist*, Volume 59, Issue 1, February 2019, Pages e1–e15, https://doi.org/10.1093/geront/gny037)

- Disability status:
  - Less likely to have access and use the internet.
  - However, those with Hearing Loss were more likely to use the internet.
  - Once on the internet, those with disabilities used the internet equally.

    (Johansson et al., Universal Access in the Information Society (2021) 20:105–120 https://doi.org/10.1007/s10209-020-00714-x)

Digital Navigation and
Digital Navigators

So, what is Digital Navigation

and just who are these people who call themselves Digital Navigators?

Support for Digital Navigation: Emerging…

- Original concept was to create a new team member: Digital Navigator
  - Role was to facilitate the implementation and integration of technology into a clinic.
  - Entry level health care role and well suited to the Peer Specialist
  - Would require special curriculum

  (*Digit Biomark* (2020) 4 (Suppl. 1): 119–135.https://doi.org/10.1159/000510144)

- Digital navigation for Behavioral Health Providers has been shown to be acceptable and increased the user's confidence in use of digital modalities to care for patients with mental disorders

(Int J Methods Psychiatr Res. 2020; 29(2):e1825. doi: 10.1002/mpr.1825. Gen Hosp Psychiatry. 2020; 66:59–66. doi: 10.1016/j.genhosppsych.2020.06.009. Asian J Psychiatr 2020; 54:102433. doi: 10.1016/j. ajp.2020.102433.)

Support for Digital Navigation: Emerging…

- Digital Navigation Training has been used to help mental heath providers better care for psychiatric patients leading to:

  - Improved digital literacy

  - Support outpt care

  - Facilitate smartphone-based care

(Acta Psychiatr Scand. 2020; 141(4):350–355. doi: 10.1111/acps.13149. https://www.biaw. com/behavioral-health-providers/. Accessibility verified September 26, 2022. Asian J Psychiatr 2020; 54:102433. doi: 10.1016/j. ajp.2020.102433).

Digital Navigation and
Digital Navigators

Digital Navigators:

- Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.

Digital Navigators: Skills and Aptitudes
National Digital Inclusion Alliance (www.digitalinclusion.org)

- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications

- Excellent self-organization, relevant language capacity, and relevant cultural competency

- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds

- Ability to demonstrate excellent interpersonal skills, cultural sensitivity and a sense of humor in working with diverse clients, coworkers, and community

Digital Navigators: Skills and Aptitudes
National Digital Inclusion Alliance (www.digitalinclusion.org)

- Ability to creatively solve problems, and negotiate and handle stressful situations in a positive manner

- Ability to provide excellent customer service, establish appropriate boundaries with clients, and demonstrate innovation and flexibility

- Ability to speak [languages spoken in target community] preferred

Digital Navigators Responsibilities and Duties
National Digital Inclusion Alliance (www.digitalinclusion.org)

- Initiate interactions with clients seeking assistance or identified for assistance.

- Discuss with each client their home internet access or need for home internet access, technology experiences, and their access to and use of devices.

- Assess clients' access to technology, current digital skill level, connectivity needs, and internet use priorities. Set agreed goals for digital navigator services.

- Advise clients about free or low-cost home internet service options for which they may qualify, assist clients in applying for services they choose, and support their efforts to secure service.

- Provide information to clients about sources of low-cost computers or other internet-connected devices and device repair and maintenance for which they may qualify. Support their efforts to acquire appropriate and maintain devices.

- Coach clients to use their home internet services in order to meet their internet use priorities and goals. This may include in-person, phone, and online interactions, as well as referrals to sources of additional digital skill training.

Are you struggling with the Digital Divide in your clinic?

Take a look around your clinic and think about the clients you serve.

What are some practical tips you can use to assess if your clinic struggles with the Digital Divide?

What are some tips to consider if you clinic would benefit from a Digital Navigation program?

Practical Tips to
Understanding Your Clinic through the lens of the Digital Divide

- Understanding your Clients
  - Age
  - Culture
  - Education level
  - Disabilities
  - Income
  - Digital Literacy

Practical Tips to
Understanding Your Clinic through the lens of the Digital Divide

- Medical Center Tech capabilities
  - Access to broadband
  - Access to equipment (Desktops, laptops, smartphones, tablets, etc.)
  - Access to HIPPA compliant software

- Provider Tech Literacy
  - Attitude
  - Awareness of literature
  - Ability to complete Safety Planning
  - Ability to complete Informed Consent
  - Ability to created and maintain a professional environment
  - Technical skills

Practical Tips to
Understanding Your Clinic through the lens of the Digital Divide

- Medical Center Clinic Readiness
  - Administration and funding support
  - IT support
  - Space
  - Culturally appropriate for clinic
  - Ability to address needed accommodations (e.g., hearing aids)
  - Ability to address workflow details
- Medical Center Outreach
  - Ability to advertise services
  - Ability to screen patients
  - Ability to train patients and appreciate their unique needs
  - Ability to collaborate with community resources

Practical Tips to
Understanding Your Clinic through the lens of the Digital Divide

- Role of the Digital Navigator
  - How could this person help close the Digital Divide?
  - What training would this person need?
  - Could this person be used to train staff?
  - Could this person be used to train admin staff?
  - Could this person be used to train clients?
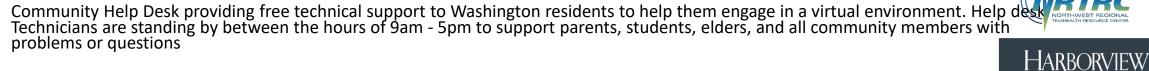 - What equipment will they need?

Emerging WA State Resources

Digital Inclusion Resource Collection - Washington State Library - WA Secretary of State

- **Link to Care WA – Get Connected, Stay Healthy**
  - Help providing low-cost phones, connecting to discounted internet, online resources, and support

- **NDIA Free & Low Cost Internet Plans**

- **TechSoup**
  - Offers low-cost refurbished devices for qualifying non-profits.

- **Washington State Drive-In WiFi Hotspots Location Finder**
  - Map of locations offering free community Wi-Fi; primarily parking lot hotspots, but accessible regardless of how users arrive at the locations. Some sites also offer indoor public access during business hours.

- **Alliance for Technology Refurbishing and Reuse (AFTRR)**
  - Collective of nonprofit technology refurbishers; AFTRR is a project of the National Cristina Foundation, a 501c3 established over thirty years ago and charged with the mission to promote technology reuse and encourage the donation of technology to nonprofit and school NCF partners throughout the country.

- **EveryoneOn**
  - Powered by Connect2Compete which aims to eliminate the digital divide by providing high speed, low-cost Internet and computers, and free digital literacy training to all Americans. *Website available in English and Spanish.*

- **PCs for People**

- **TechConnect Washington**
  - Community Help Desk providing free technical support to Washington residents to help them engage in a virtual environment. Help desk Technicians are standing by between the hours of 9am - 5pm to support parents, students, elders, and all community members with problems or questions

Community Health Network of Washington (CHNW)
Digital Inclusion Initiative Project:
Digital Navigation Implementation

CHNW partnering with Behavioral Health Institute to:

- Expand Link to Care WA- Digital Navigation Hotline and website
- Build Capacity within Community Health Centers to provide Digital Navigation
- Identify and build Community Partnerships to support sustainability and wi-fi Access points
- Develop policy recommendations to sustain Digital Navigation in health care

Using Implementation Science Methodologies:

- Using PARiHS, RE-AIM, Implementation Facilitation
- Will implement comprehensive Digital Navigation programs that are site specific
  - Digital Navigator
  - Digital Literacy training for staff and clients
  - Device access

Link to Care WA – Get Connected, Stay Healthy

Summary

- The Digital Divide is:
  - Complicated
  - Multi-factorial
  - Likely still not totally understood
  - Represents a SIGNIFICANT barrier to care

- Digital Navigators and Navigation is:
  - Practical and doable
  - Likely effective
  - More work needs to be done to better understand this new approach to care

- The government at the state and federal level are starting to provide support

Thoughts, Questions, Good Jokes?
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Additional <u>Free Resources</u> for Washington State Behavioral Health Providers

EDUCATIONAL SERIES:
- UW Traumatic Brain Injury – Behavioral Health ECHO
- UW Psychiatry & Addictions Case Conference ECHO
- UW TelePain series

PROVIDER CONSULTATION LINES
- UW Pain & Opioid Provider Consultation Hotline
- Psychiatry Consultation Line
- Partnership Access Line (pediatric psychiatry)
- Perinatal Psychiatry Consultation Line