

TeleBehavioral Health 2026 Training Series



Behavioral Health Institute (BHI)
Harborview Medical Center
Web: bhinstitute.uw.edu
Email: bhinstitute@uw.edu

Northwest Regional Telehealth
Resource Center (NRTRC)
Web: nrtrc.org
Email: info@nrtrc.org

Behavioral Health Institute (BHI)

Training, Workforce and Policy Innovation Center

The BHI, a program of Harborview Medical Center and UW Medicine, advances innovation, research, and clinical practice to strengthen behavioral health systems and improve access to mental health and substance use care across Washington State.

BHI Pillars of Focus

- > Clinical Services
- > Research and Program Evaluation
- > Training, Policy and Workforce Development
 - Digital and Telehealth Services & Training

Northwest Regional Telehealth Resource Center (NRTRC)

Telehealth Technical Assistance Center

- > The NRTRC delivers telehealth technical assistance through consults, trainings, and resources to support telehealth program development and integration.
- > NRTRC works to expand access to quality primary, specialty, and behavioral health care in rural and underserved communities, regardless of the zipcode you reside in.

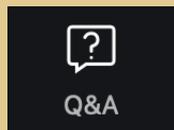


These sessions were made possible in part by grant number U1UTH42531-04 from the Office for the Advancement of Telehealth, Health Resources and Services Administration, DHHS.

Webinar Logistics

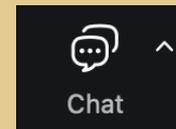
Q&A

- > Type content questions for the speaker into the Q&A
- > Speakers will not respond to questions posted in the chat



Chat

- > We'll share info about logistics
- > Let us know about tech issues
- > To you: messages from our team
- > From you: messages to the online community and to our team



Speaker and Planner Disclosures

Speakers

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

Planners

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

- > Brad Felker, MD
- > Cara Towle, MSN, RN
- > Topher Jerome
- > Nicki Perisho, RN
- > Jaleen Johnson

Disclaimer

Please be aware that policy changes may take place after the original date of this presentation.

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

Please consult with legal counsel, billing & coding experts, and compliance professionals, as well as current legislative and regulatory sources, for accurate and up-to-date information.

Acknowledgements

We are grateful for the support from:



WASHINGTON STATE LEGISLATURE



TeleBehavioral Health 2026

Digital Literacy Across Healthcare Systems

Christina Armstrong, Ph.D.

Connected Care, Digital Health Office

U.S. Department of Veterans Affairs

January 20, 2026



HARBORVIEW
MEDICAL CENTER



Digital Literacy Across Healthcare Systems

Christina Armstrong, Ph.D.

Connected Care, Digital Health Office, U.S. Department of Veterans Affairs

Los Angeles County Psychological Association Ethics Committee

Associate Editor, Journal of Technology in Behavioral Science

Disclaimer Statements

The presenter reports no financial or nonfinancial relationships — including personal, professional, political, institutional, religious, or those of any other nature.

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Presenter



Christina Armstrong, Ph.D.

Connected Care, Digital Health Office

U.S. Department of Veterans Affairs

Los Angeles County Psychological Association Ethics Committee

Associate Editor, Journal of Technology in Behavioral Science



Purpose

The goal of this training is to provide learners with the foundational information needed to integrate digital health tools and programs. Digital health has the potential to empower and more fully engage patients in their treatment plans. It also includes resources for getting started with using virtual care. This information will also help you educate patients on the digital health technologies.



Learning Objectives

Upon completion of this activity, attendees should be able to:

- Describe the core components of digital literacy in healthcare and explain why they are essential for safe, effective care delivery.
- Identify common barriers to digital literacy among patients, clinicians, and healthcare teams and strategies to overcome those barriers across diverse healthcare settings.
- Apply practical strategies and available resources to support and increase digital literacy among patients and staff.



Overview



Digital Health Transformation

Background and Context

Strategies and Solutions

Impact and Outcomes

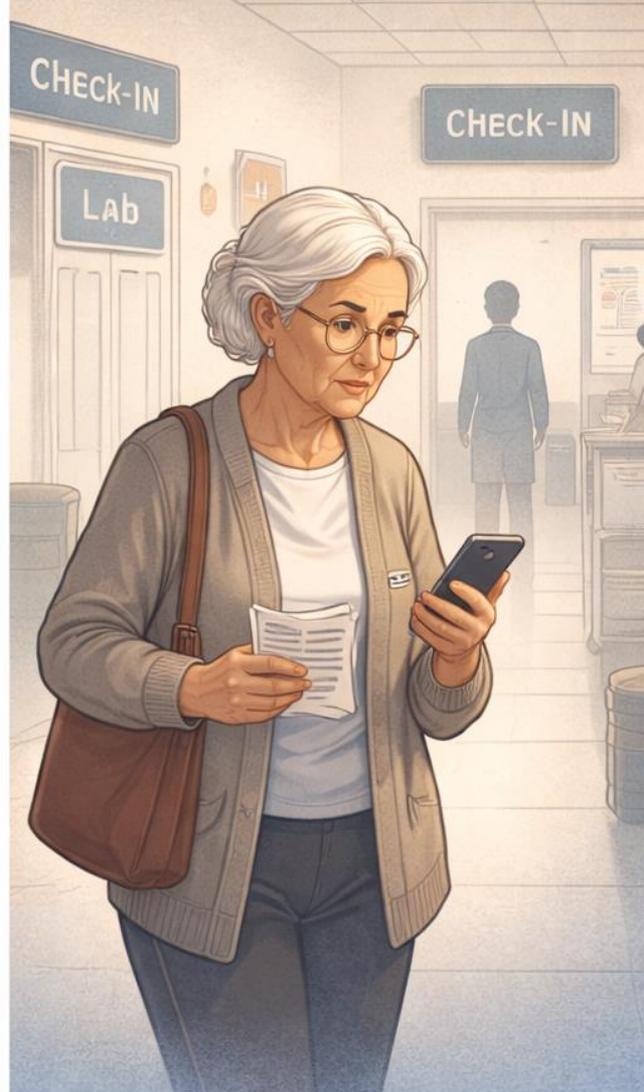
Integration into Practice

Background and Context

















Strategies and Solutions



Layers of Support to Meet Needs

Needs

- User friendly products and processes
- Staff that are prepared to help patients, family members, and caregivers
- Accessible help available when and where it is needed
- Awareness of what products and programs are available
- Access to technology and training
- Materials in multiple formats (audio, video, paper, digital, etc.) and for different levels of need (increase awareness, increase skills, deep dive, etc.)

Support



Centralized
Help Desks



Marketing &
Outreach



Evaluation &
Assessment



Coaching &
Mentoring



Education &
Training



Digital Navigators /
Champions



In-product
support

***Virtual Health
Resource Center***

Centralized in-
person help

Increase Digital Health Literacy



Why Digital Literacy?

Increase Access to Care

Better access to primary and specialty services.

Increased convenience.

Enhanced collaboration between providers.

Improve Quality of Care

Increased safety and comfort by providing care at home.

Reduced readmissions and emergency room visits.

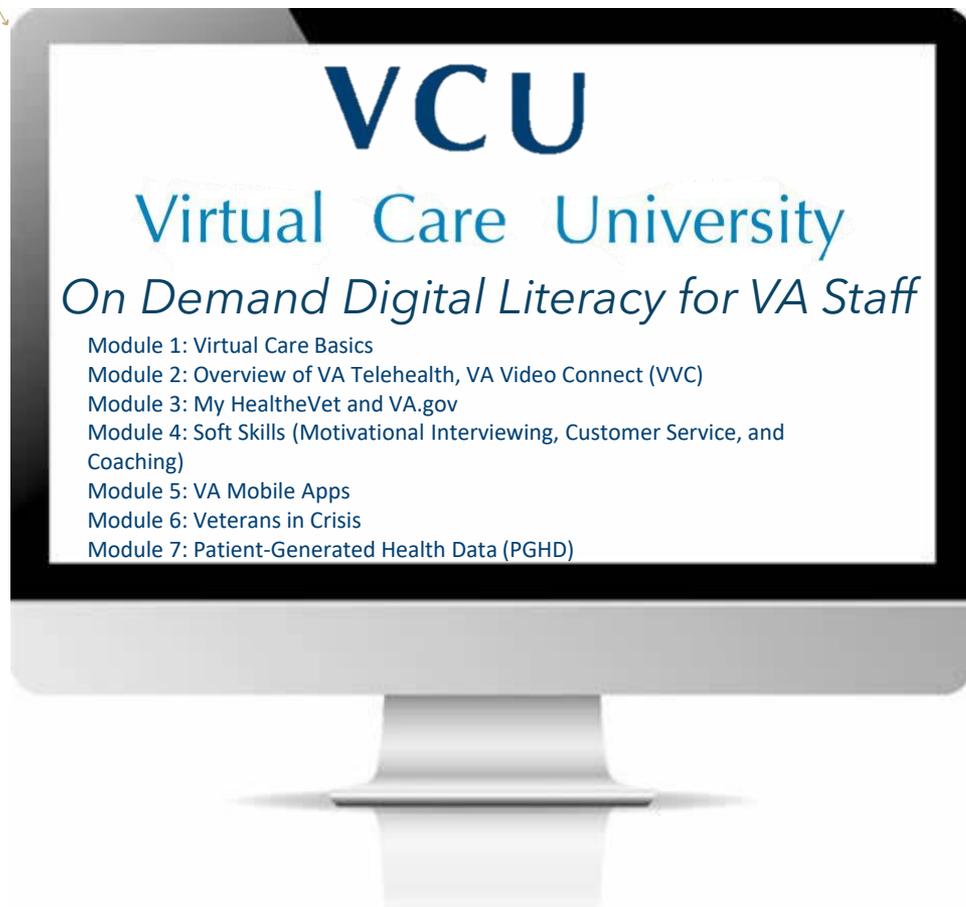
Increase Satisfaction of Care

Higher satisfaction reported with virtual care.

Stronger link between Veterans' goals and clinical outcomes.



Virtual Care University (VCU)



- On demand VA digital literacy platform for all VA staff
- Covers a wide variety of virtual care tools, technologies, and programs
- 8 days of curriculum
- Interactive training modules
- Self-paced and available 24/7
- Earn certificates of completion of modules

<https://dvagov.sharepoint.com/sites/vhacca/SitePages/VCU-Home-Page.aspx>

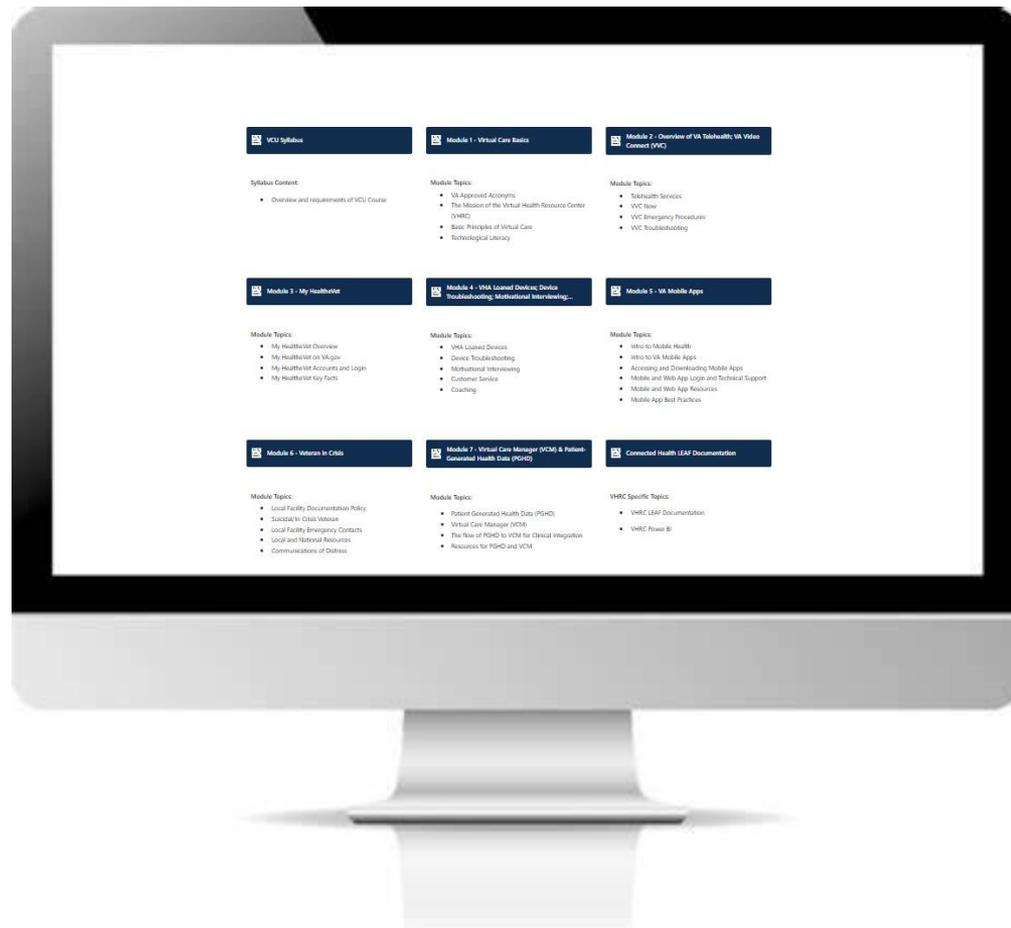


Virtual Care University (VCU)

- Content is based on published telehealth, mobile health, and sensor/wearable/remote patient monitoring clinical competencies
- Content is self-paced, and users can customize the learning experience based on their interests, and prior knowledge and skillsets.
- VCU covers all key virtual care tools and components
- All VCU content is available to explore in one place.

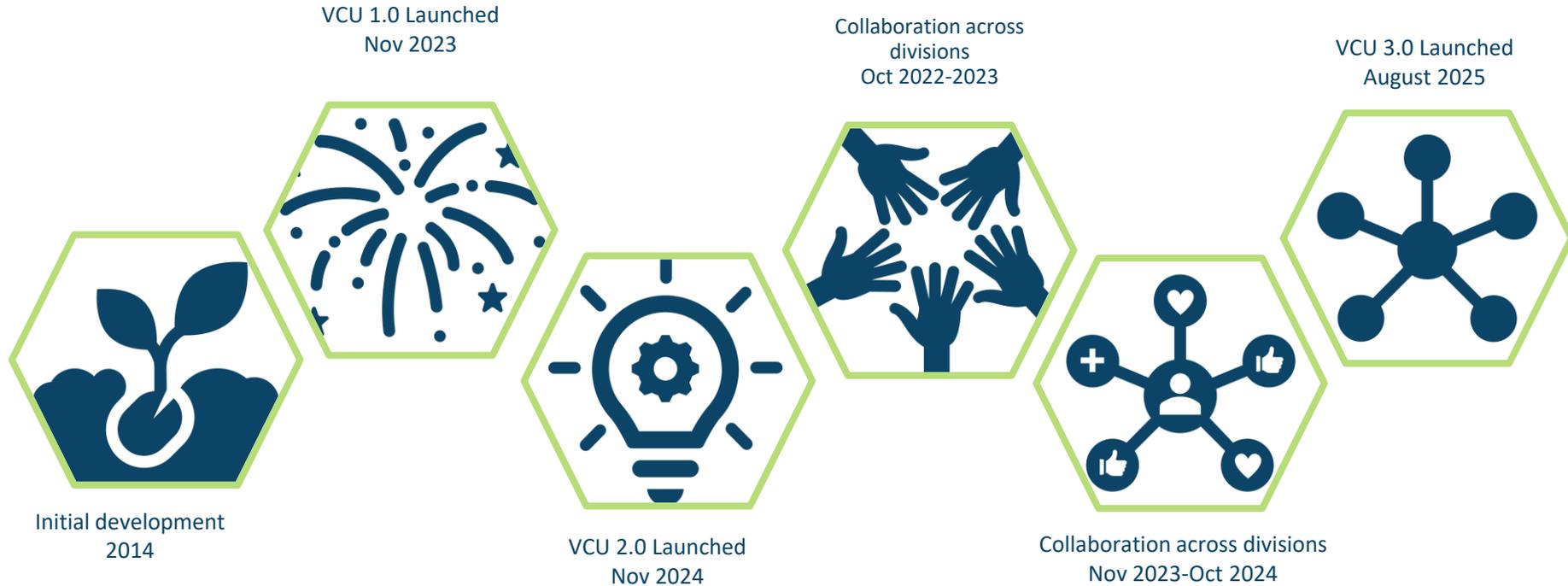
VCU Learning Modules

- Module 1: Virtual Care Basics
- Module 2: Overview of Telehealth
- Module 3: Patient Portals
- Module 4: Soft Skills (Motivational Interviewing, Customer Service, and Coaching)
- Module 5: Mobile and Web Apps
- Module 6: Patients in Crisis
- Module 7: Patient-Generated Health Data



Virtual Care University (VCU) 3.0

Timeline High Level Overview

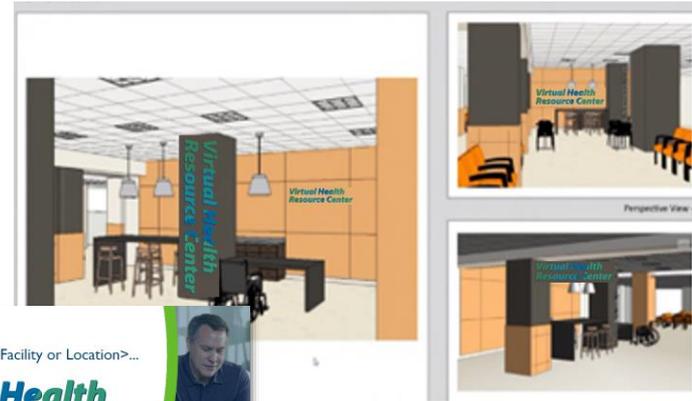


Virtual Health Resource Centers (VHRC)

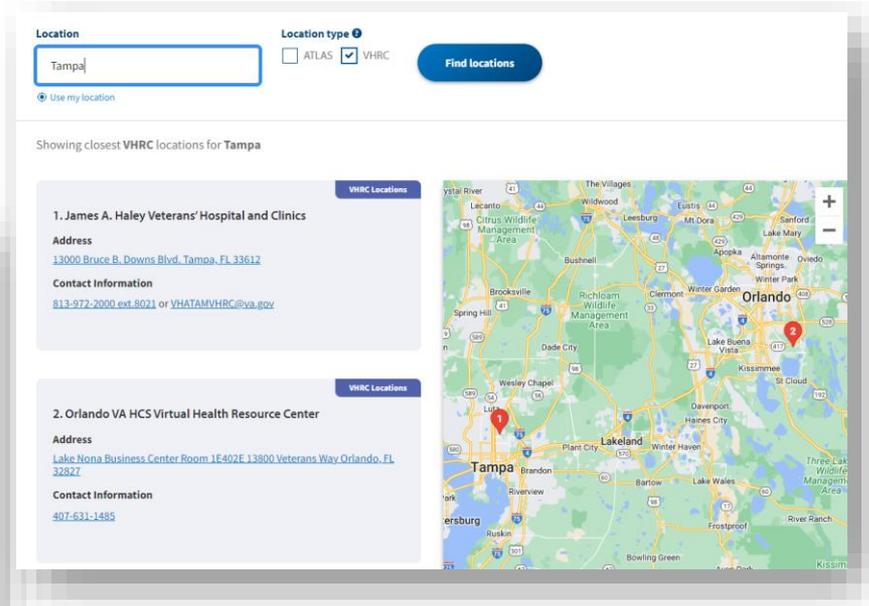
VA's virtual care "genius bar" is a one-stop shop for in-person and virtual support to Veterans, family members, caregivers and VA staff with virtual care tools and program (telehealth, mobile health, My HealthVet, devices, etc.) and aims to:

- Increase digital literacy
- Provide "At the elbow" support and troubleshooting
- Deliver marketing/outreach & education/training
- Drive data driven decisions to better meet the needs of Veterans and Staff

connected.care.va.gov/vhrc

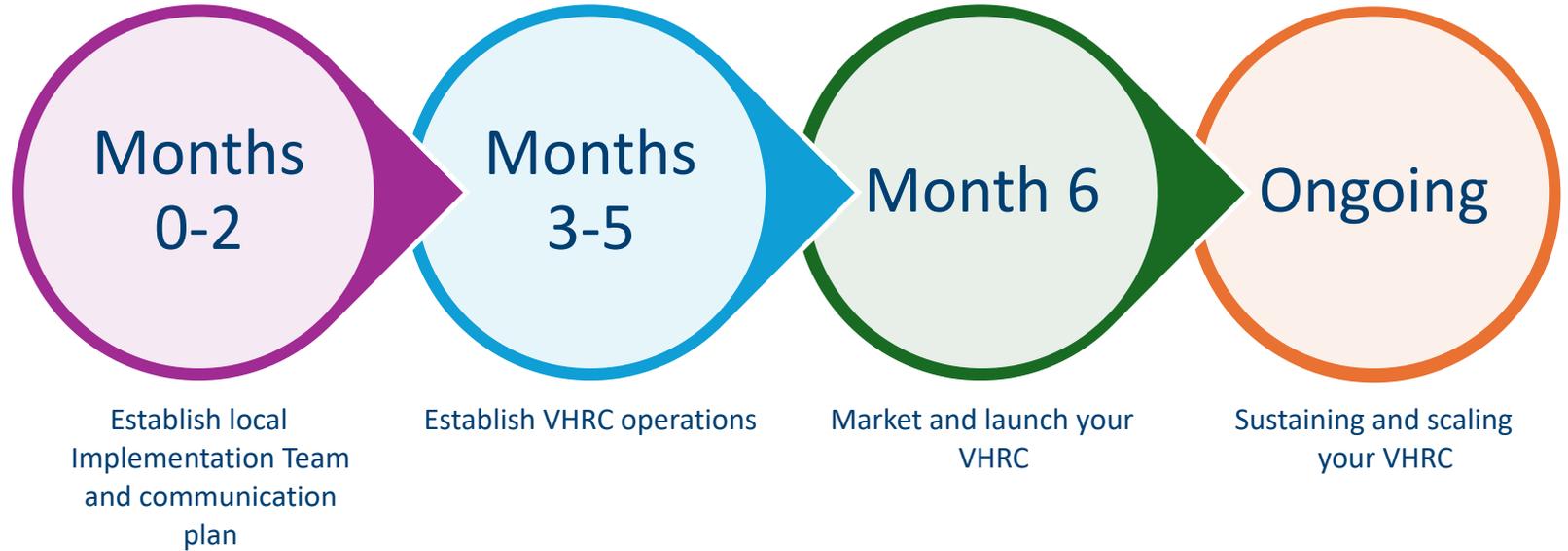


VHRC Website & Facility Locator



connected.care.va.gov/vhrc

VHRC 6-month Implementation Timeline



Key Considerations

Common Barriers & Creative Solutions



Space

Unique for Each Location
In-Person & Virtual Solutions
Leveraging VHRC Events & Trainings



Staffing

Common VHRC Activities
Utilizing Existing Staff
Leveraging Partnerships



Funding

VHRC Starter Pack & Toolkit
Operations Plan
Evaluation & Marketing Plan

VHRC Examples from the Field



Las Vegas, NV



Long Beach, CA



Big Spring, TX



Iowa City, IA



Fayetteville, AR



Prescott, AZ

Impact and Outcomes



National VHRC Implementation Status

83

VHRCs at VAMCS
(many more at CBOCs, MMUs, etc.)

63

Sites Open 1 year or More

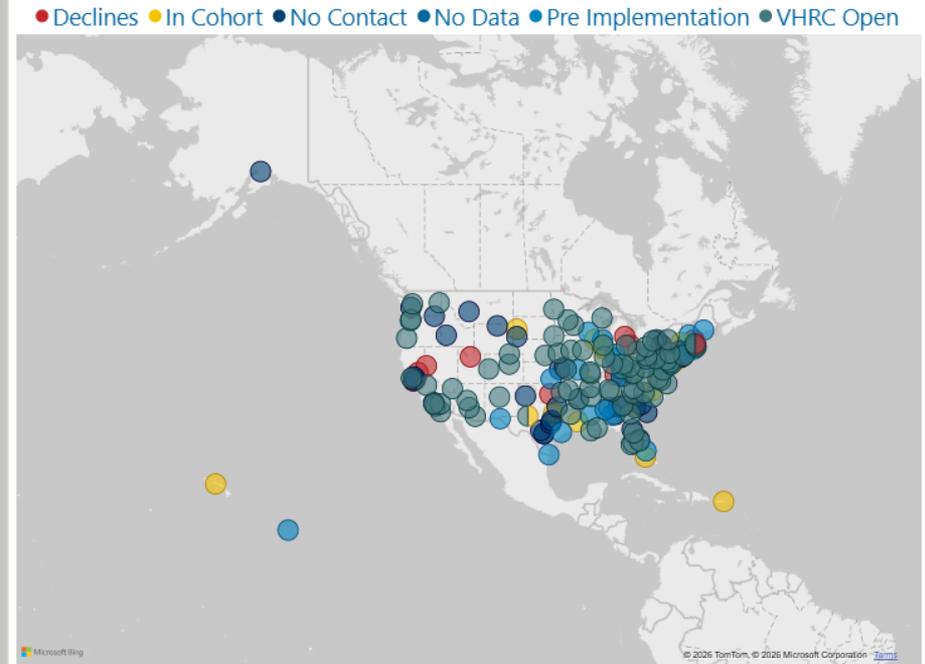
38

Sites Open 2 years or More

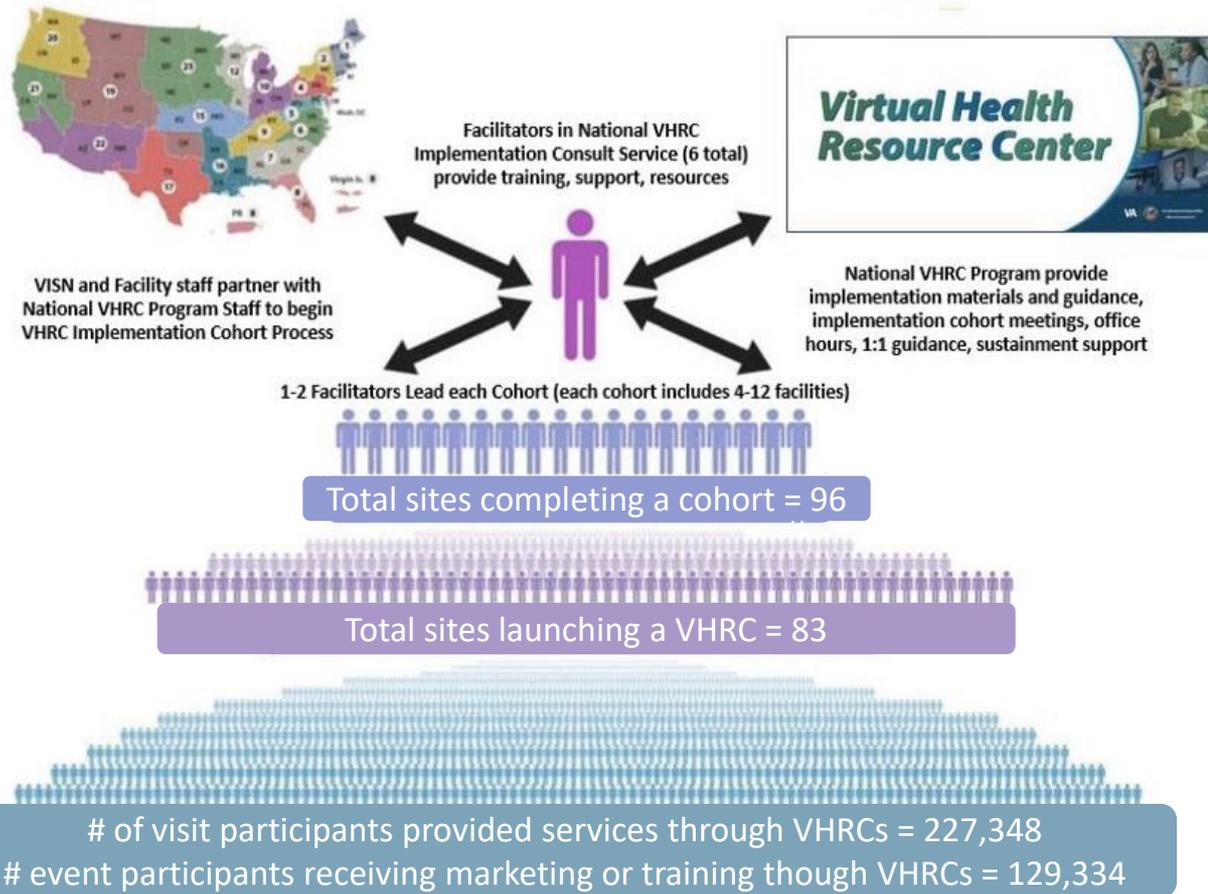
Details

Filters

VISN	Station	Facility Name	VHRC Open In Cohort		Pre Implementation	Declines
1	402	Togus, ME	No	No	Yes	No
1	405	White River Junction, VT	No	No	Yes	No
1	518	Bedford, MA	No	No	No	Yes
1	523	Boston, MA (Jamaica Plain)	Yes	No	No	No
1	523A	Boston - West Roxbury	Yes	No	No	No
1	523A5	Boston (Brockton)	Yes	No	No	No
1	608	Manchester, NH	No	No	No	Yes
1	631	Northampton, MA	No	Yes	No	No
1	650	Providence, RI	No	No	Yes	No
1	689	West Haven, CT	No	No	Yes	No
10	506	Ann Arbor, MI	Yes	No	No	No



National VHRC Implementation Reach



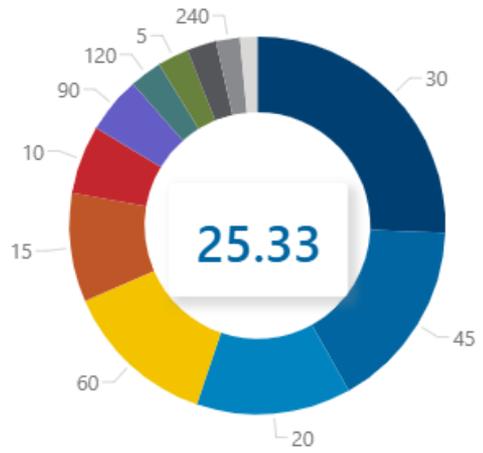
VHRC Services Provided

156,633
Visits

227,348
Visit Participants

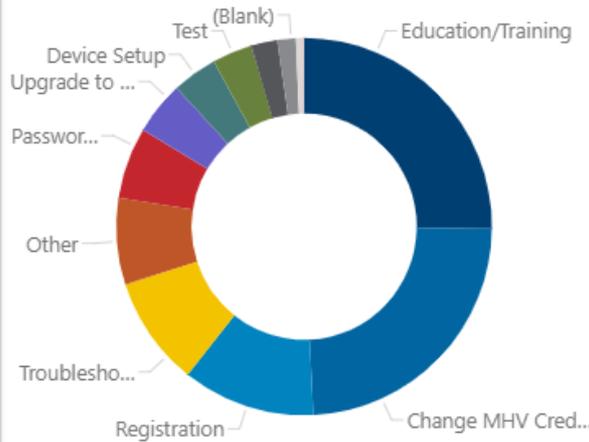
Visit Details
Visit Description
Filters

Visits Length of Time



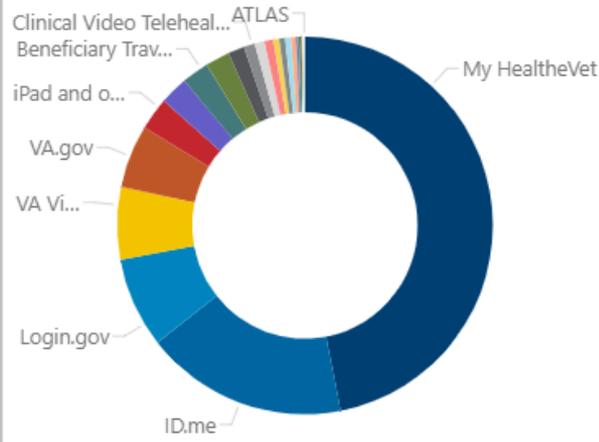
Visit Length... ● 30 ● 45 ● 20 ● 60 ● 15 ● 10 ● 90 ● 120 ▶

Visits by Type of Service



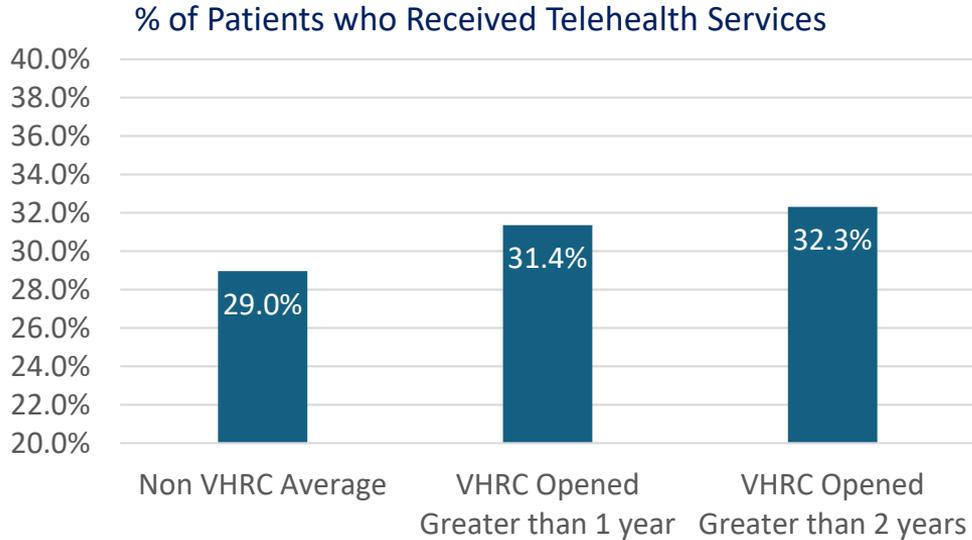
Service Pro... ● Edu... ● Cha... ● Regi... ● Tro... ● Other ▶

Visits by Primary Product



Primary Pro... ● My ... ● ID.... ● Logi... ● VA ... ● VA.... ▶

Hospitals with VHRCs vs Non-VHRC



**VHRC Sites Open
Greater than 1 Year**

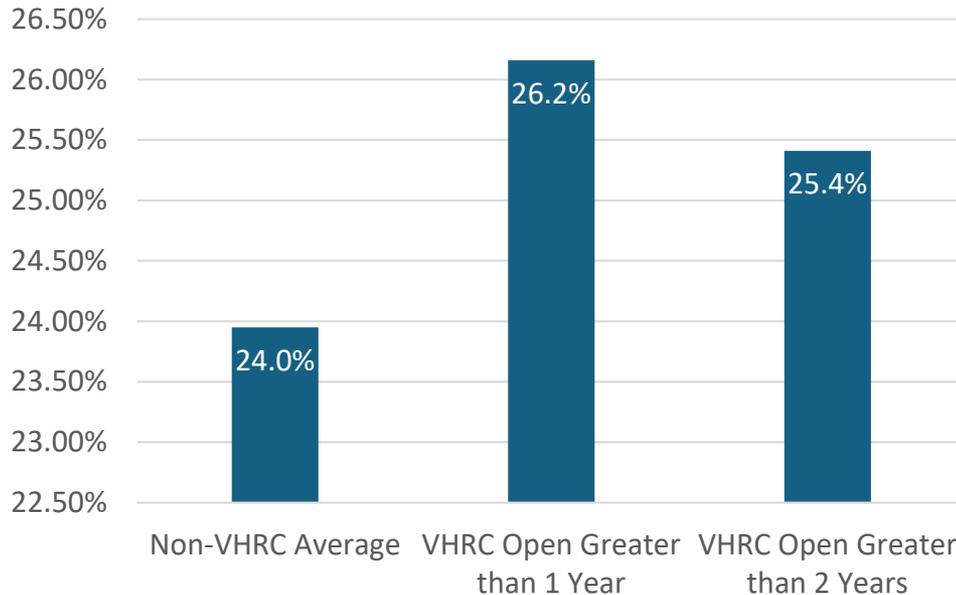
8.3% above Non-VHRC Sites

**VHRC Sites Open
Greater than 2 Years**

10.6% above Non-VHRC Sites

Hospitals with VHRCs vs Non-VHRC

% of Patients who Received Clinical Video Telehealth Services



**VHRC Sites Open
Greater than 1 Year**

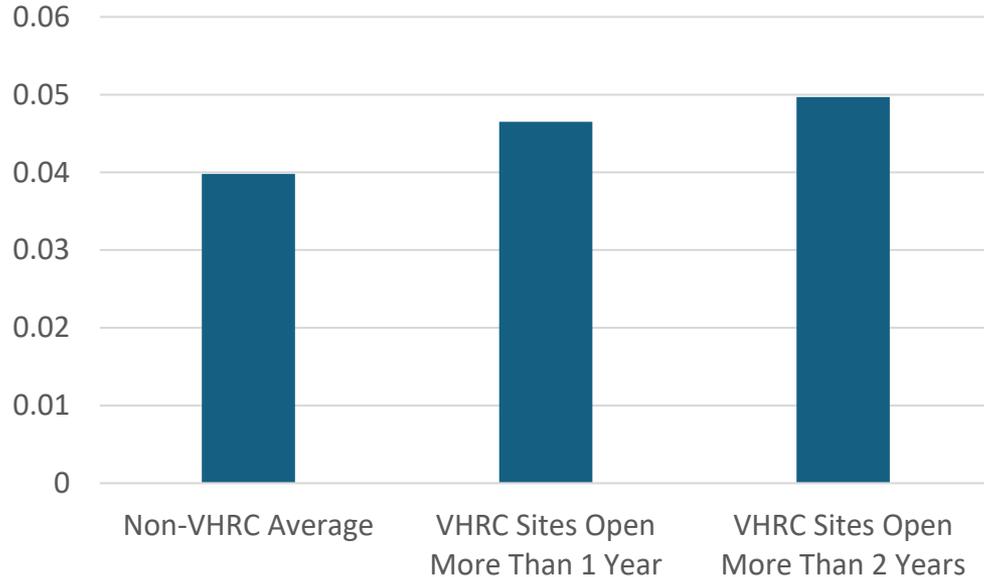
9.2% above Non-VHRC Sites

**VHRC Sites Open
Greater than 2 Years**

6.1% above Non-VHRC Sites)

Hospitals with VHRCs vs Non-VHRC

% of Patients who Received Store and Forward Services



VHRC Sites Open Greater than 1 Year

16.8% above Non-VHRC Sites

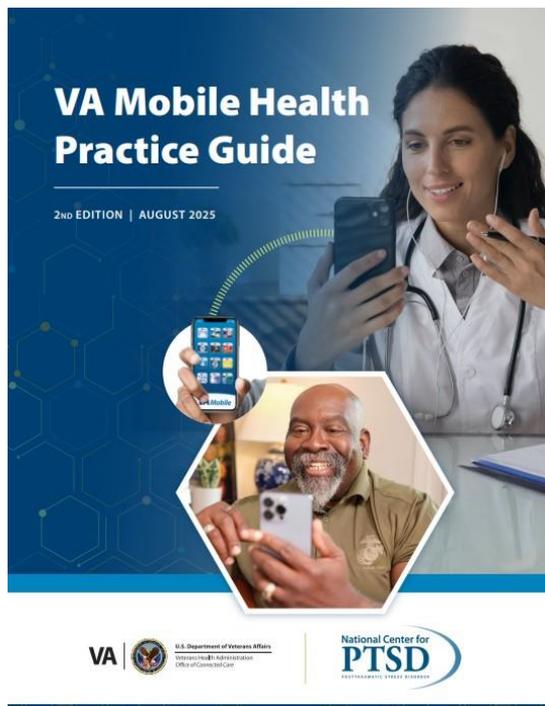
VHRC Sites Open Greater than 2 Years

24.9% above Non-VHRC Sites

Integration into Practice



VA Mobile Health Practice Guide



VA Mobile Health Practice Guide

- Clinical integration guide
- Data review
- Activity sheets
 - Increasing your technological cultural competence.
 - Documenting when you prescribe apps.
- Script examples
 - Introducing apps to Veterans.
 - Prescribing apps to Veterans

VA Mobile Health Practice Guide:

<https://connectedcare.va.gov/sites/default/files/2024-10/VA%20Mobile%20Health%20Practice%20Guide.pdf>

Clinician's Guide for VA Virtual Care Tools

Clinician's Guide: VA Virtual Care Tools
Helping Clinicians Choose Virtual Tools for Veterans

Page 1 of 2

VA | U.S. Department of Veterans Affairs

Legend:
 ● iOS
 ▲ Android
 ■ Web
 □ Options
 ○ Requires login

	ACT Coach	Alibi Manager	Alcohol, Drug, and Opioid Risk and Open Burn PM	Expanded IMPT	CBT Coach	Couples Coach	COVID Coach	CPT Coach	Expanded Ed	Neurotic Coach	Live With Health	Mental Health Coach	MOVE Coach	PE Coach 2	PTSD Coach	PTSD Family Coach	Safety Plan	STAFF Coach	Stop Drink Coach	VA Pressure Ulcer Resource (PUI)	WebQuest+	
Alcohol, drug, and tobacco use																						
Anger and irritability																						
Anxiety, stress, and PTSD																						
Cancer and oncology																						
Cholesterol (lipid) panel																						
Depression and mood																						
Diabetes and kidney health																						
Disaster and exposure																						
Heart health																						
Hypertension (high blood pressure)																						
Lung health																						
Mindfulness and resilience																						
Nutrition and exercise																						
Relationships and family																						
Sleep and insomnia																						
Pressure ulcers																						

Connect today! For more information about these apps, visit mobile.va.gov/appstore.

Need help accessing these virtual health tools or setting them up? Call: Health Resource Center Help Desk: **877-476-5947** | Monday to Friday: 7 a.m. – 7 p.m. CT. Office of Connected Care Help Desk: **866-651-3180** | 24/7

Updated: Feb 2024

Requires Login: Veterans: Login.gov, ID.me, DS Logon Level 2 (Premium), or My HealthNet Premium. To learn more go to: <https://mobile.va.gov/register-information>. VA staff: PUI, PUI exceptions, or track login credentials.

VA Mobile | VA Telehealth | My HealthNet

Send feedback to: survey.monkey.com/VAVirtualCare

Note that products and graphics referenced in this document may change over time as technology and app capabilities advance.

Clinician's Guide: VA Virtual Care Tools
Helping Clinicians Choose Virtual Tools for Veterans

Page 2 of 2

VA | U.S. Department of Veterans Affairs

Legend:
 ● iOS
 ▲ Android
 ■ Web
 □ Options
 ○ Requires login

Icons: Home, Pharmacy, Behavioral Health Lab, CHAMPVA Pay, eCovering (at StreetView), Image Viewing Solution, My VA Images, VA Health Chat, VA Health & Benefits, VA Health & My Health Data Center, VA Video Connect, Virtual Care Manager

	Home	Pharmacy	Behavioral Health Lab	CHAMPVA Pay	eCovering (at StreetView)	Image Viewing Solution	My VA Images	VA Health Chat	VA Health & Benefits	VA Health & My Health Data Center	VA Video Connect	Virtual Care Manager
Where to access virtual tools and training materials	Mobile vs. gov	Mobile vs. gov	Web (Home screen on gov app) or Web (Log in)	Mobile (gov app) or Web (Log in)	Mobile vs. gov	Mobile vs. gov	Mobile vs. gov	Mobile vs. gov	Mobile vs. gov	Mobile vs. gov	Mobile vs. gov	Mobile vs. gov
Receive automated health alerts												
Refill prescriptions												
Schedule appointments												
Send images												
Send secure messages												
Sync Bluetooth devices												
Take health assessments												
Track patient generated health data (PGHD)												
View or download VA health records												
Provide health education												
Look up CHAMPVA medical codes												
Accessible to participate virtual visits (live video health visits)												
Assign automated health alerts												
Schedule appointments												
Provide care management remote care												
View images sent by patients												
View patient generated health data (PGHD)												

To help Veterans access virtual tools requiring login, VA staff can help Veterans register for a My HealthNet Premium account to get them started. When considering the possibility of a virtual visit, VA staff should ask whether a patient is "video capable" (i.e. has a computer, smartphone, or tablet with a camera, and access to the internet). If the patient is not video-capable, contact your local VA facility. HealthNet coordinators can determine the Veteran's eligibility for the equipment loan and/or Lifeline programs.

Updated: Feb 2024

Need help accessing these virtual health tools or setting them up? Call: Health Resource Center Help Desk: **877-476-5947** | Monday to Friday: 7 a.m. – 7 p.m. CT. Office of Connected Care Help Desk: **866-651-3180** | 24/7

Send feedback to: survey.monkey.com/VAVirtualCare

Note that products and graphics referenced in this document may change over time as technology and app capabilities advance.

<https://connectedcare.va.gov/about/outreach-toolkit>

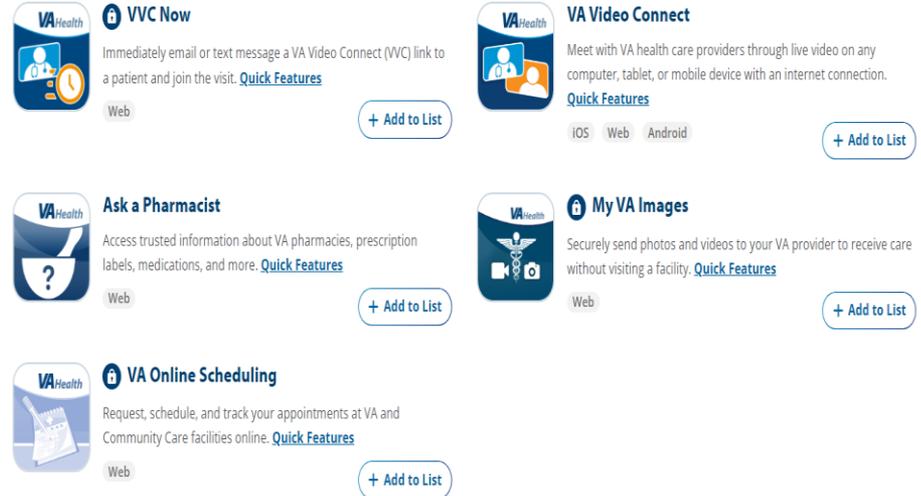
Video demonstrating how use the VA Virtual Care Tools Clinician Guide and Prescription Pad

Create Your Own 'App Prescription Pad' with My App List

An interactive version of the VA App Store. **My App List** enables Veterans, providers, and caregivers to curate a list of helpful apps and share or print for themselves or for a Veteran.

[My App List | VA Mobile](#)

Connect With Your Care Team



VVC Now
Immediately email or text message a VA Video Connect (VVC) link to a patient and join the visit. [Quick Features](#)
Web [+ Add to List](#)

VA Video Connect
Meet with VA health care providers through live video on any computer, tablet, or mobile device with an internet connection. [Quick Features](#)
iOS Web Android [+ Add to List](#)

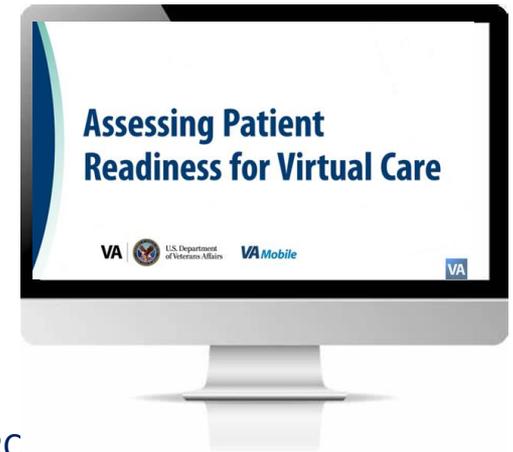
Ask a Pharmacist
Access trusted information about VA pharmacies, prescription labels, medications, and more. [Quick Features](#)
Web [+ Add to List](#)

My VA Images
Securely send photos and videos to your VA provider to receive care without visiting a facility. [Quick Features](#)
Web [+ Add to List](#)

VA Online Scheduling
Request, schedule, and track your appointments at VA and Community Care facilities online. [Quick Features](#)
Web [+ Add to List](#)

Additional VA Videos on Digital health

- [Intro to Virtual Care for Veterans \(for Veterans & New Patient Orientations\)](#)
- [Intro to Virtual Care for VA Health Care Staff \(for VA Staff & New Employee Orientations\)](#)
- [Virtual Care for Better Sleep](#)
- [Virtual Care for Mental Well-Being and Self-Care](#)
- [Assessing Patient Readiness for Virtual Care](#)
- [Expanding Access to Virtual Care for Veterans](#)
- [Virtual Care University](#)
- [Resources for VA Staff: Adopt & Champion Virtual Care](#)
- [Security and Privacy for VA Apps: Keeping Your Information Safe](#)
- [Introducing a Virtual Care: Right Way vs. Wrong Way](#)
- [My HealthVet: Put a Premium on Your Health](#)
- [Protect Your Information with Multifactor Authentication](#)
- [VA Virtual Care Tools Clinician's Guide and Prescription Pad](#)
- [VA's Veteran Readiness & Employment Non-Paid Work Experience Program and VHRC](#)
- [VHRC short promo video: Helping Veterans and VA Staff Use VA Health Technologies](#)
- [Virtual Health Resource Centers for Veterans and VA Staff](#)



Free Outreach Materials via GPO Sites

- Brochures, Flyers, Wallet Cards, Tri-Folds, Sticky Notes, Folders, etc.
- Breakaway Lanyards, Backpacks, Stress Balls, Stylus Pens, etc.
- Promotional materials, including select program specific promotional materials.

VA National Center for PTSD GPO site:

<https://orders.gpo.gov/ptsd.aspx>

VA Office of Connected Care GPO site:

<https://orders.gpo.gov/vaocc.aspx> (currently on hold)



Learn More with Free Podcasts



[Let's Talk digital health](#)



[HealthCast](#)



[PTSD Bytes](#)



[Next Generation Behavioral Health](#)

Whom Do I Contact for Help?



Office of Connected Care Help Desk

866-651-3180
Available 24/7



My HealthVet Help Desk

877-327-0022
Monday to Friday, 7 a.m. – 7 p.m. Central time



VA Mobile Solutions Help Desk

Veterans: 877-470-5947
Monday to Saturday, 7 a.m. – 7 p.m. Central time
VA Care Teams: 844-482-6624, available 24/7



VA Mobile Mental Health Apps

mobilementalhealth@va.gov



Pro-tip: Program help desk phone numbers into your phones so you have them ready.

Key Takeaways





Key Takeaways

- The healthcare workforce needs to be prepared for digital transformation.
- With the rapid integration of telehealth, virtual care, and health informatics into clinical practice, nursing professionals and healthcare leaders can be equipped with the knowledge and skills to navigate new technologies.
- Through effective systems and program development we can support workforce development, digital literacy, and evidence-based approaches to support nursing practice, leadership, education, and community health.



Questions

After Today's Session

Please complete the evaluation for:

- Certificate of Completion (no cost)
 - Certificate may qualify for CE Credit
- CME/CNE Credit (nominal cost)
- NASW CEU (no cost)

Slides and Recordings

- > Posted within one week on the BHI Past Presentations page



Access the materials at: bhinstitute.uw.edu/past

UW Faculty & Staff

For CME credit

Please text **17107** to
833-394-7078



2026 TeleBehavioral Health Series

Date	Subject	Date	Subject
Jan 16	TeleBH Policy Update	Jul 17	TBD
Feb 20	Digital Literacy	Aug 21	TBD
Mar 20	Eating Disorders	Sep 18	TBD
Apr 17	DBT over Telehealth	Oct 16	TBD
May 15	Neurodivergent Patients	Nov 20	TBD
June 12	Firearms, Culture & Suicide Care	Dec 18	TBD

 View full schedule and register at: bhinstitute.uw.edu/TeleBH

Continuing Education Accreditation Information and Fees

- > **ACCME Accreditation:** Physicians and other advanced practice providers
- > **ANCC Accreditation:** Nurses
- > **NASW Accreditation:** Licensed Social Workers, Licensed Marriage & Family Therapists and Licensed Mental Health Counselors

 Accreditation Information at: bhinstitute.uw.edu/accreditation

TeleBehavioral Health On-Demand Training Series

In partnership with the NRTRC, the TeleBehavioral Health 101, 201, 301, 401, and 501 series are available **on-demand and free of charge.**

- > Series 101, 401 & 501 are **accredited for Continuing Medical Education (CME)** and are clearly marked as such. Nominal fee applies.
- > A Continuing Education (CE) certificate will be provided for ALL sessions, at no cost.
- > Series 101: Module 1 meets Washington State Telehealth Training requirement.



Access the trainings at: bhinstitute.uw.edu/tbh-on-demand



Looking for free On-Demand Health Equity & Ethics Training?

Cultural Humility in Behavioral Health Care

- > Free two-hour module
- > On-demand & self-paced
- > Meeting Health Equity training requirements in WA State

Empowering Recovery: Ethics & Collaborative Decision Making in Behavioral Health

- > Free two-hour module
- > On-demand & self-paced
- > Meeting Law & Ethics training requirements in WA State



Access the trainings at: bhinstitute.uw.edu/learn-online

Advancing Health Equity through Cultural Humility – Partner Training

Free On-Demand Continuing
Education Course for Health
Professionals

Offered by our partners at the Area
Health Education Center for Western
Washington at Whatcom Community
College



 Access the training at: ahecww.thinkific.com

Additional Free Resources for WA State Behavioral Health Providers (1 of 2)

TeleMental Health Guides (8) for Infancy to Young Adult: uwcolab.org/tmh-guides

CME/CNE Accredited Educational Series:

- > UW Traumatic Brain Injury – BH ECHO
- > UW Psychiatry & Addictions ECHO
- > UW TelePain Series



Cannabis & TBI
Charles Bombardier PhD

TODAY: 12-1:30

tbi-bh-echo.psychiatry.uw.edu

Additional Free Resources for WA State Behavioral Health Providers (2 of 2)

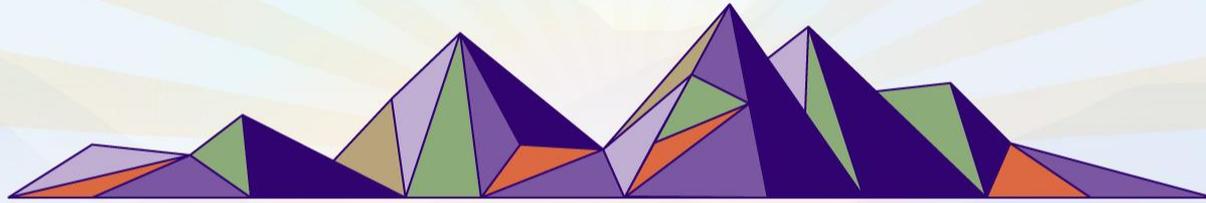
Provider Consultation Lines:

- > UW Pain & Opioid Provider Consultation Hotline (WA, MT & AK)
- > Psychiatry Consultation Line
- > Partnership Access Line (pediatric psychiatry)
- > Perinatal Psychiatry Consultation Line

 Access the resources at: bhinstitute.uw.edu/bh-provider-resources

Registration Now Open

Virtual Summit dates: **April 23 and 24, 2026**



— THE **TeleBehavioral**
— **Health Summit**

Lorem ipsum

**Artificial Intelligence (AI) in
Behavioral Health: Promise,
Practice and Responsibility**

UW Medicine
HARBORVIEW
MEDICAL CENTER
BEHAVIORAL HEALTH INSTITUTE



The TeleBehavioral Health Summit is a collaborative effort between the Behavioral Health Institute at Harborview Medical Center/UW Medicine and the Northwest Regional Telehealth Resource Center (NRTRC). This event is generously sponsored by the Washington State Legislature.

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