

**Introduction to
Tele-Behavioral Health**

**Satellite Conference and Live Webcast
Wednesday, October 30, 2019
2:00 – 3:00 p.m. Central Time**

Produced by the Alabama Department of Public Health
Video Communications and Distance Learning Division

Faculty

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Objectives

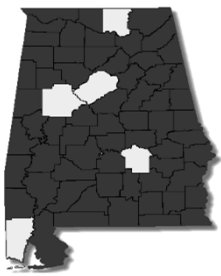
- Provide a general overview of the competencies of tele-behavioral health services
- Discuss basic terminology used in the culture of behavioral health
- Explain the administrative, technological, and programmatic planning considerations for tele-behavioral health services

**Why Tele-behavioral
Health?**

**Hospital Closings in Rural
Communities**

**Mental Health Disparity in
Minority Populations**

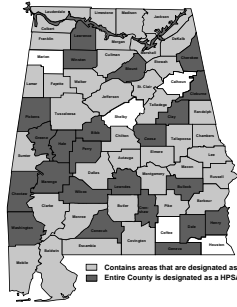
**Limited Public
Transportation**



Only 5 of Alabama's 67 counties have a full time public transportation system.

Other transportation systems offer limited coverage.

**Health Professional
Shortage Areas 2015**



62 of Alabama's 67 counties are HPSAs

Specialty care is even more limited.

Legend:
□ Contains areas that are designated as HPSAs
■ Entire County is designated as a HPSA

Source: ADPH.org/ruralhealth

Other Challenges

- High rates of uninsured people in rural communities
- Stigma and perceptions about substance abuse and mental health in rural communities
- Access to technology and bandwidth capabilities/limitations in rural communities

Possible Solutions



The Evolution of Tele-Services

- Telehealth
- Telepsychiatry
- Telehealth (Primary Care)
- Telepharmacy
- *Tele-Behavioral Health*

What is Telehealth?

- Telehealth is used by healthcare professionals to provide healthcare services at a distance via telecommunication technologies. Telehealth includes a growing variety of applications and services using two-way video, email, wireless tools and other forms of telecommunications technology. Telehealth is not a separate medical specialty. It is a delivery tool or system.

What is Tele-behavioral Health?

The remote delivery of behavioral health services, such as substance use and mental health screening assessments or consultations, over a telecommunication infrastructure. It allows providers to evaluate, diagnose, and treat patients without the need for an in-person visit.

Is Tele-Behavioral Health For You?

Is it a fit for you and your organization?

Tele-behavioral Health Competencies

- The goal is to help clients! We meet them where they are and empower them to thrive and grow.
- Support the behavioral health profession by implementing evidence based practices, maintaining clinical professionalism, and being compliant with the law.

Tele-behavioral Health Competencies

- Learn how to choose the medium of counseling which will best serve the needs of the client.
- Have a full understanding of the HIPAA, legal, and ethical concerns regarding effective use of tele-therapy and how to be compliant.

Tele-behavioral Health Competencies

- Learn how to protect client information on all electronic equipment used during tele-behavioral health encounter
- Integration of the clients in-session healing and their out-of-session life.

Type of Tele-behavioral Health Encounters

- Home Based Therapy: Allows patients/clients with behavioral health problems to receive consultations and psychotherapy in their homes through the use of secure technology equipment.
- Interactive Tele-behavioral Health: Allows tele-behavioral health providers and patients/clients to communicate in real time.

Type of Tele-behavioral Health Encounters

- Community/agency setting, correctional institution, military installation, rural clinic, or hospital setting

Terms in Tele-behavioral Health

- Hub Clinical Site - Predominantly urban telehealth setting where one health care provider is seeing the patient/client at a distance while consulting with a collaborating provider onsite
- Satellite Clinic Site - Predominantly rural telehealth site where the patient/client interacts with the health care provider at a hub clinic site

Terms in Tele-behavioral Health

- **Telehealth Behavioral Health Support Specialist** is a staff member that is onsite with the patient who coordinates tasks such as facilitating equipment connectivity, ensuring privacy and security measures, and completing screening documents.

Tele-behavioral Health Medians

- Desktop
- Laptop
- Tablet
- Cell Phone

Type of Tele-behavioral Health Modalities

- Email
- Video Conferencing
- Chat
- Navigator/Consultant
- Self Help Information Line



Tele-behavioral Health Technology

Equipment



Technology Considerations

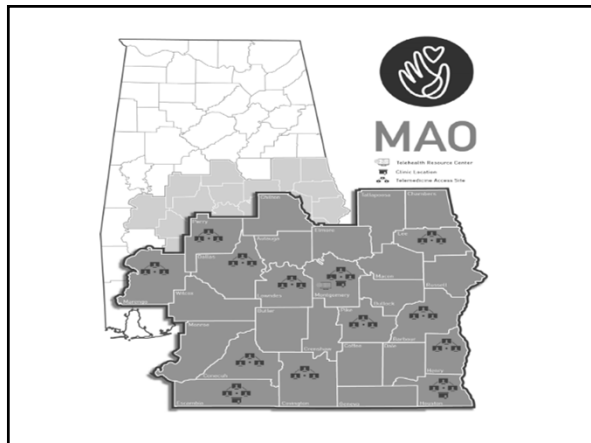
- HIPAA
- Encryption
- Bandwidth
- Firewalls
- Camera and Microphone
- Computer Security
- Equipment Error vs. User Error

Administrative and Programmatic Considerations

- Service needs of patients/clients
- Agency capability and infrastructure
- Staffing training and competency level
- Outreach capacity

Administrative and Programmatic Considerations

- Performance monitoring
- Program planning and development
- *Special program needs and adaptability*



Behavioral Health Integration

- Screenings/Assessments Substance Abuse and Mental Health
- Initial Intake Screenings
- Comprehensive and Individualized Assessments
- Patient/Client Consultations
- Individual and Group Psychotherapy
- Interactive Training
- Clinical Case Staffing's/ Treatment Team

Provider Considerations

The Role of the Tele-behavioral Health Provider

- Screen individuals seeking tele-behavioral health services for appropriateness to receive services through distance methods
- Document the initial assessment and any online interactions

The Role of the Tele-behavioral Health Provider

- Consider delivering services face to face or recommend the individual to another provider who can accommodate the delivery method

The Role of the Tele-behavioral Health Provider

- Offer options for assistance with online self-help resources
- Linkages to community behavioral health providers

The Role of the Tele-behavioral Health Provider

- Assess where and when distance counseling should not be done
- Anywhere that does not allow for privacy
- Recommend to not use any unsecure networks or devices
- Anywhere the client would not be able to access emergency services if needed

Benefits of Tele-behavioral Health

- Every patient/client has the option, and right, to see the provider in person
- Most patients found the technology non-disruptive and not significantly different than traditional face to face office visits
- Patients/Clients did not view telemedicine as negatively impacting the therapeutic relationship
- Improve access to substance abuse and mental health treatment services

The Role of the Tele-behavioral Health Provider

- *Social media, avatar programs, and automated programs are intentionally not encouraged due to the lack of PHI security using online methods*
- “Lay eyes” on the client at least once prior to exclusively using distance methods

References and Acknowledgements

- <http://maoi.org/get-connected/telehealth-resource-center/>
- <https://positivepsychology.com/evidence-based-therapy/>
- <https://telementalhealthtraining.com/>

References and Acknowledgements

- <https://www.integration.samhsa.gov/operations-administration/telebehavioral-health>
- <https://www.ruralhealthinfo.org/toolkits/telehealth/2/specific-populations/behavioral-health>
- <https://telehealth.org/>

Training and Technical Assistance Offered By MAO TRC

Training Offered

- Telebehavioral health planning and implementation
- On site or video conference trainings are available.
- How to guides for telehealth equipment and peripherals.

Training and Technical Assistance Offered By MAO TRC

Training Offered

- Videos on equipment use and best practices for video and audio quality.
- Presenter and provider certifications are being developed as we speak.

Training and Technical Assistance Offered By MAO TRC

Technical Assistance Offered

- Network topography and design.
- Equipment installation and implementation.
- Troubleshooting and problem resolution for equipment and peripherals.
- Onsite or remote assistance available.

Contact Us



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Next Month

**Wednesday,
November 20, 2019**

**Tele-behavioral Health (Part 2)
Clinical Considerations:
Assessing Patients and
Providers for Fit**