

Skills-based Videoconferencing

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**ENHANCED PROFESSIONAL
LEARNING SERIES**



Mountain Plains ATTC (HHS Region 8)

ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration



Clinical Principals and Standards

Week 4- Conducting a
Behavioral Tele-Health Session



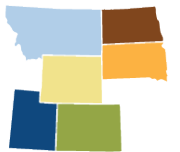
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Learning Objectives

- Understand the need for behavioral tele-health certification standards.
- Recognize differences in counseling techniques conducting behavioral tele-health counseling sessions.

Sessions in Tele-Behavioral Health

The nuts and bolts of a session:

- Make sure it fits the client
- Preparation for the Session
- Moving to a Relationship
- On-line Ground Rules
- Termination of Session and Treatment

What do we know?

- Special Challenges
- Confidentiality
- Balancing-Clinical Skills/Technology
- Use of “different” communication style

At a click of a button

Can leave the session -
maintaining the
commitment of
the client to
participate



First-make sure it fits

- The I <3 technology
- To the inappropriate: SI/HI, Thought D/O, Need of medication, Medication is not stable, etc.



Assessments

- It is not everything, explore and find the rest of the story-
On-line life/technology experience-digital native or digital immigrant
- Obtain background information/collateral data

Article Discussion



Session-Check Sheet

- Orientation
- Technology check
- Phone number
- Location
- ICE



Be Prepared

- Because the client is not within the walls of an office – client could increase verbalization of negativity, more easily distracted, etc.

Utilize:

- Description
- Feedback
- Reflective listening



24/7

**Does that mean
24/7?**

Ground Rules

- Review - Review- Review
- Time
- Session after use?
- Client Responsibility
- Unscheduled chats
- Session requests
- Emails
- When/how communicate

Ground Rules (continued)

- Engagement - ACTIVE
- Focus - Client Goals
- Real Life - Here and now
- Proactive
- Scheduling
- Resources
- Boundaries
- Varying Modalities
- Nature of Therapy

Termination

- Start talking about discharging at **ADMISSION**
- Emphasize termination is a process
- Importance of closure
- Opening the door to allow discussion on desires to leave

Important PART of Termination

Follow-up

When can client return?

How can client return?

How can client contact?

Summary

- Encourage fluent/expressive communication
- Feeling comfortable where they are
- Text/internet/phone/email/camera
- Who would best be served?
- Who would not?
- Structure Resembles F2F