

Clinical Principles and Standards

Week 5

Learning Objectives

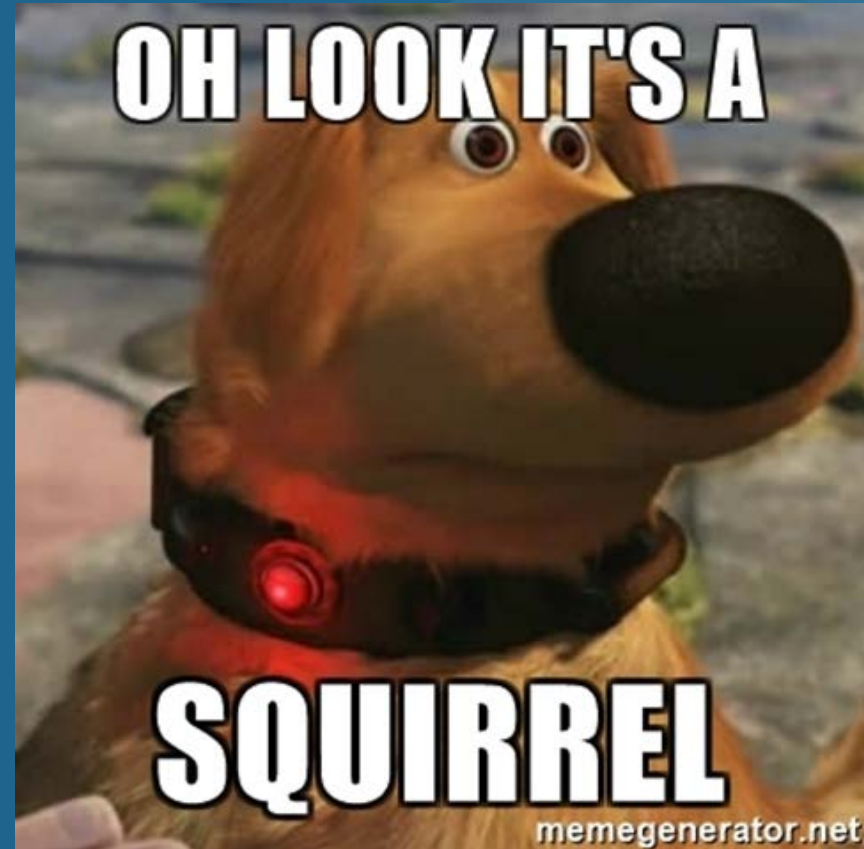
- Assessing Appropriateness
- Conducting Screening and Assessments
- Conducting Counseling (and not in the same room)
- On-line Communication/Support

What do we know?

- Special Challenges
- Confidentiality
- Balancing-Clinical Skill and Tech
- Use of “different” communication style

Be Prepared

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



Utilize

Description

Feedback

Reflective listening

The Client

Limited Ability for In-Person Contact

- Elderly
- Persons with limited physical mobility
- People with transportation problems
- Rural communities that lack comparable services
- Would-be consumers whose work schedules conflict with on-site treatment schedules
- Those with caretaker roles

Success Stories

“Steve” was able to open up to his Behavioral Telehealth counselor via web sessions. The tablet enabled him to continue treatment sessions even on a camping trip.



Expect the Unexpected



Learning Activity: Online Support Meeting

Where did you go?



The Clinician

- Foundation of Clinical Skills
- Experience
- Supervision
- Clinicians will be called on for skills and information typically not asked in F2F treatment



The Clinician

Structure of Treatment Services:

- Resembles F2F
- And then add a dash of:
 - Confidentiality
 - Rights & Responsibilities
 - Commitment to treatment
 - Boundaries



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
- Is behavioral telehealth working?

Presentation Example

Summary: Session 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

Summary: Sessions in Tele-Behavioral Health

- 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
- Is the counselor/therapist a good fit?