



**Thank you for joining!**

**We will begin our webinar shortly.**

**Before we begin please check that the sound levels on your computer or phone are turned up to hear clearly.**

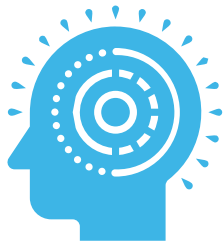
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**July 22<sup>nd</sup>, 2020**





## Treating children & families via telehealth



**Anxiety**



**Depression**

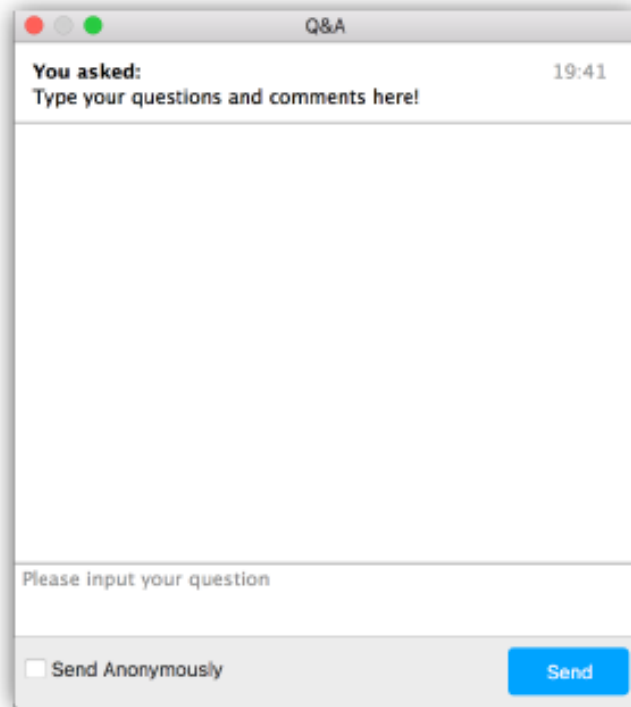


**Job loss**



**Working  
remotely**

# House Keeping Items



1. Today's webinar is 1 hour including Q&A
2. All participants will be muted during the webinar
3. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
4. This webinar is being recorded and will be posted within 24 hours at [www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/) so you have continued access to the information and resources

**PLEASE NOTE:** This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or a providing legal advice. We encourage you to consult with your legal counsel regarding the topics raised in this presentation.

# Today's speaker



**Diane Grillo, LISCW**  
Director of Child Services, Massachusetts



# Agenda

1

Impact of COVID-19 on children & families

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2

Treatment settings during a pandemic

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3

Treatment consideration for young children, preteens & adolescents

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4

Promising practices for managing risk

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**Q&A**

Send your questions using the chat function during the presentation. Questions will be answered at the end of the session.

Chapter

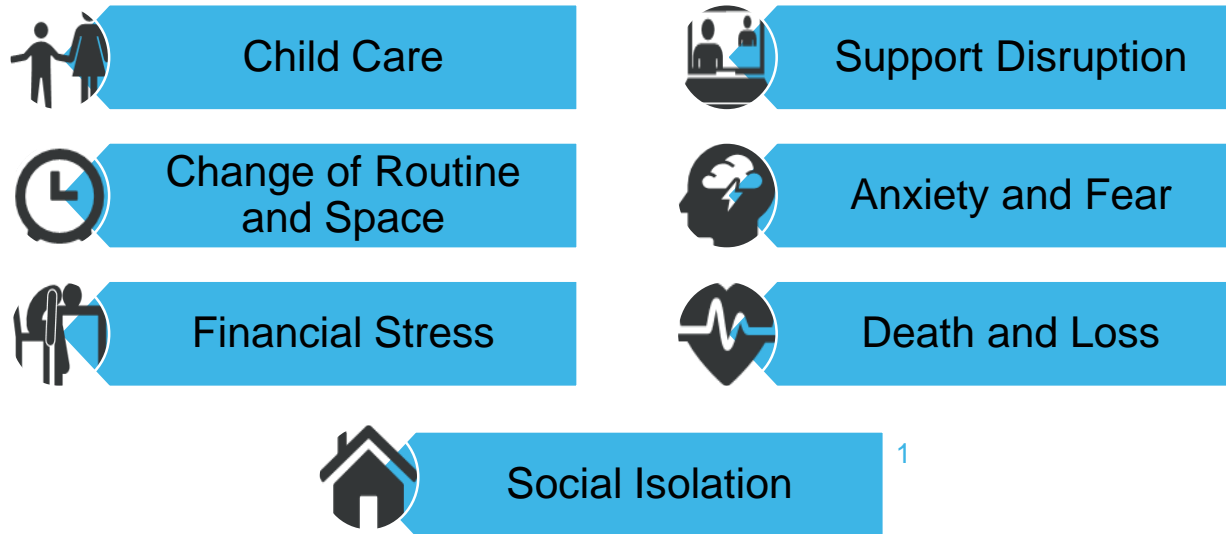
# 01

“We help people live  
their lives to the  
fullest potential.”

Our Commitment

## Impact of COVID- 19 on children and families

# COVID-19 impacts families nationwide



- **Strain** on children and family members' mental and physical wellbeing
- Increase in **domestic violence**<sup>2</sup>
- Decreased visibility of **child abuse**<sup>3</sup>



Chapter

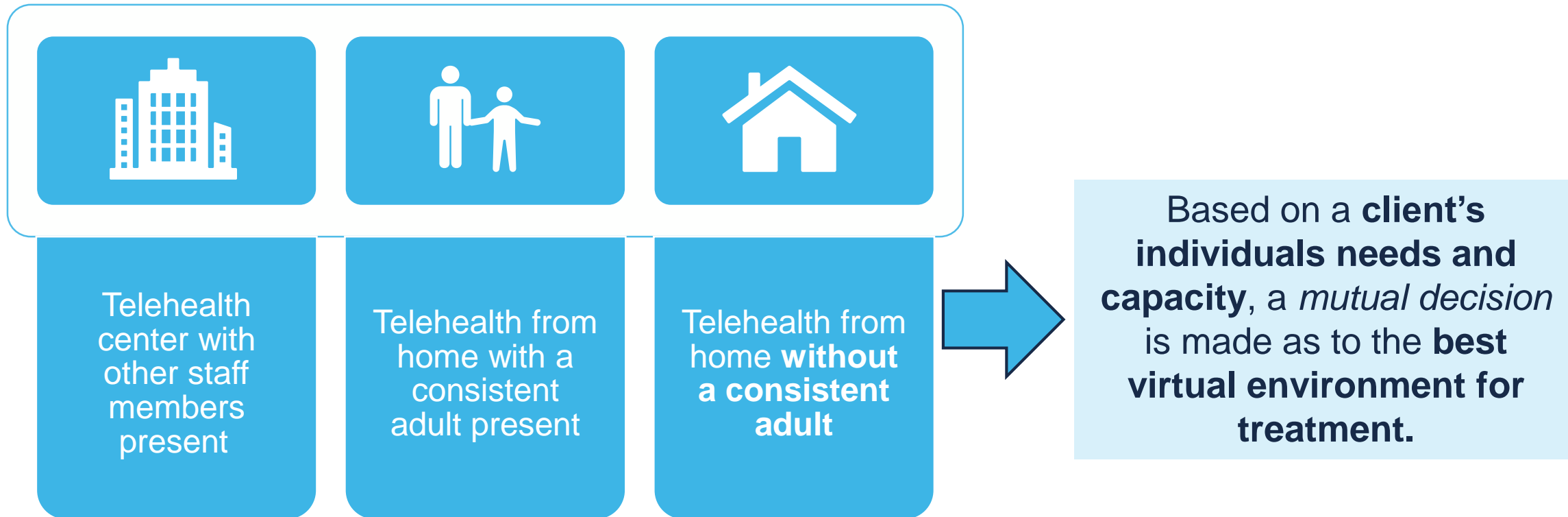
# 02

“We help people live  
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Our Commitment

## Telehealth treatment settings

# Clinicians work with their clients to choose the best treatment setting for telehealth



# Although not ideal for every situation, telehealth can be an effective treatment modality for children and families



Providers can offer quality care and access via telehealth by following guidelines to deliver effective treatment<sup>5, 6, 7</sup>

**Providers may need to proactively engage isolated individuals in telehealth**

# Telehealth presents unique challenges that can be mitigated by preparing children and families before the first virtual session

Length of session “zoom fatigue” <sup>8</sup>

Privacy and security concerns

Disruptions and distractions

Disparities in therapist and client environments

Technological difficulties

# Therapists can integrate promising practices to help ease the transition to telehealth while promoting quality care and client safety



## *Potential adaptations to support safety:*

- ☐ Adult present for members under 14
- ☐ Monitor member's environment
- ☐ Prepare for child or adolescent to leave abruptly
- ☐ Ongoing risk assessment and management

# Providers take steps to assist the family in creating a home environment conducive to telehealth

Ask for member location

Encourage use of headset

Gauge level of privacy

Change session pace as needed to adapt to environment

Ensure all members in family session have been oriented to telehealth

Identify a way the client can let you know if there is a change in the environment that reduces their comfort for session participation

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# Providers take steps to provide a virtual office environment that supports session success

## Lighting

- Face the “light”
- Ceiling fan shadows



## Camera Position

- Eye contact
- Have camera at eye level



## Room Prep / Backgrounds

- Limit distractions
- What is visible in the background?



## Pre-Planning Rituals

- Video etiquette
- Physical appearance



Chapter

# 03

“We help people live  
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Our Commitment

## Treatment consideration for young children, preteens & adolescents



# Clear expectations set the telehealth session up for success



# Intentional adaptations to the virtual environment help children and families engage in session



Use of toys

Size of the room

Camera position

# Consistency, creativity, and movement are naturally engaging to a child

## Set up for success

- **Expect** longer adjustment periods
- **Elicit** caregiver's help
- **Consider** reinforcement system
- **Minimize** potential distractions



## Engage with Play

Screen  
share

Text with  
teens

Simon says

Paper-  
pencil  
activities

Play  
“together”  
but separate

Imaginative  
play

13, 14, 15

# Use age-appropriate tools to connect with pre-teens & adolescents over telehealth

- Respect their privacy needs
- Instill a sense of control
- Maintain eye contact
- Mirror the language patterns
- Recognize discomfort



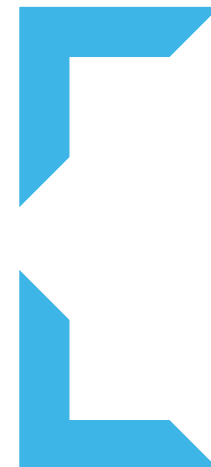
# Engage pre-teens to make healthy choices during COVID-19

## Challenges during COVID



- Help discover **alternative activities**
- Encourage them **to turn off their phones**
- Connect them with **opportunities to volunteer** or help others <sup>16</sup>

# Approach telehealth with cultural humility and awareness to engage families



Knowledge  
Inquiry  
Sensitivity



12

Chapter

# 04

“We help people live their lives to the fullest potential.”

Our Commitment

## Promising practices for managing risk

# Providers have many concerns about the potential risk of treating children and families via telehealth; emerging promising practices help guide clinical decisions

**“What if** privacy for telehealth in the home environment seems impossible for the family?”

**“What if** my minor client gets disconnected during session and I can’t get back in touch with them?”

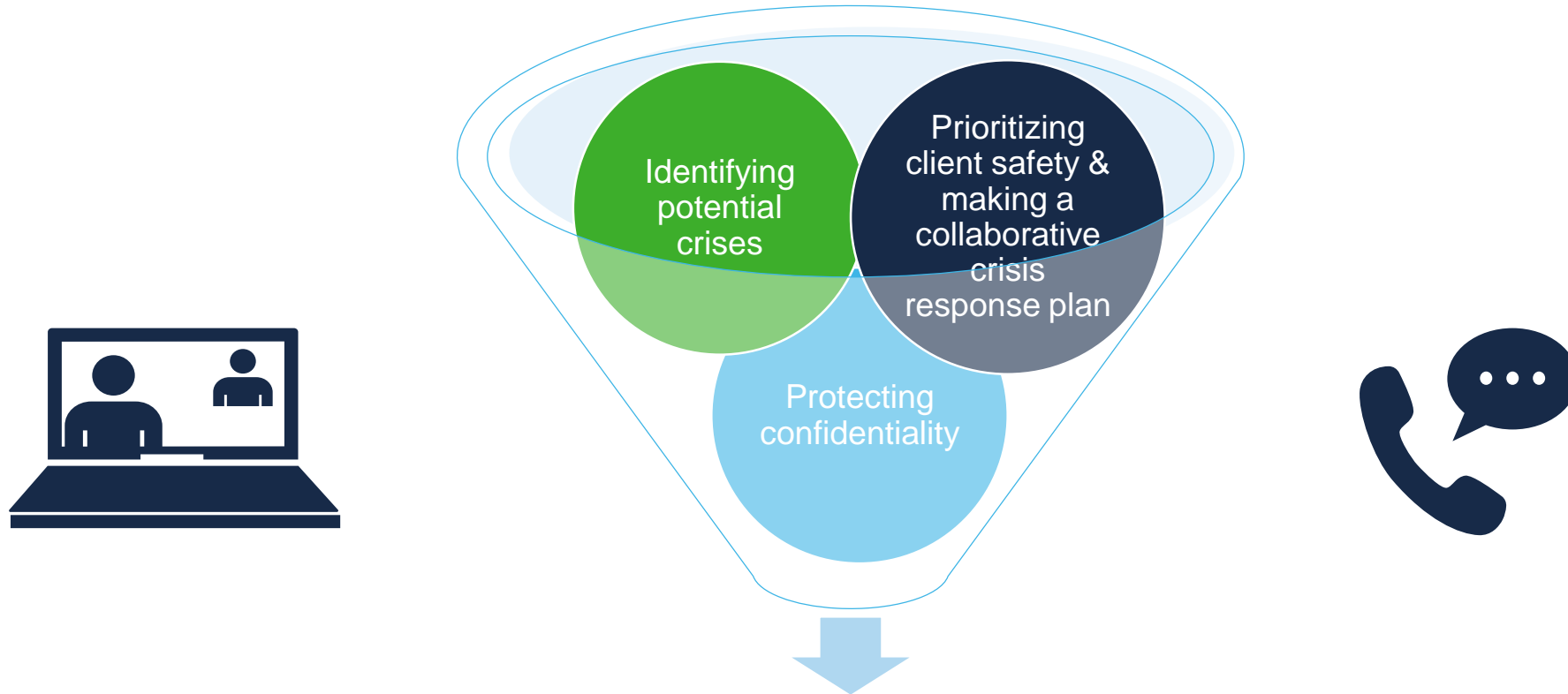


**“What if** there’s domestic violence or abuse in the home?”

**“What if** my minor client is home alone during session and I have concerns they are a harm to themselves?”



# Effective planning prepares the clinician to respond to crises effectively over telehealth



# Informed consent includes practitioner's policies for responding to a crisis situation

Does your existing crisis response plan cover situations specific to telehealth?



Does your plan account for what to do if a crisis takes place while there is not an adult present in the home?

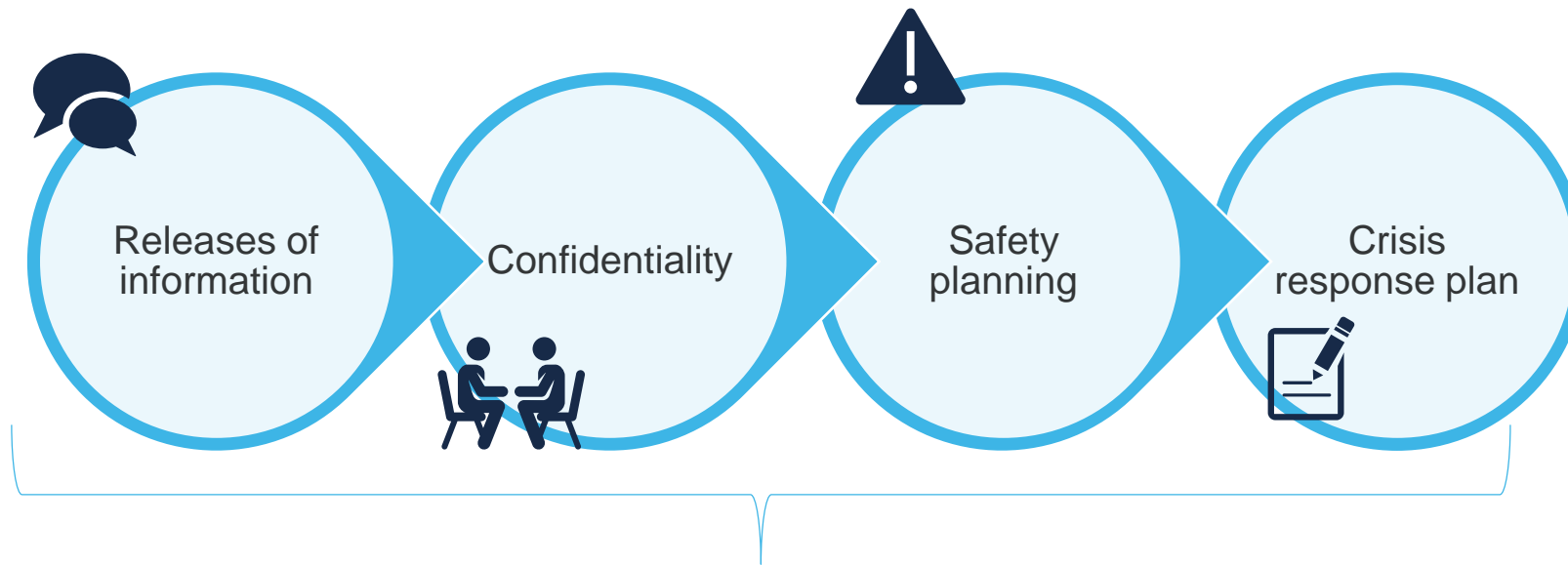


Does your plan rely on the presence of office staff?



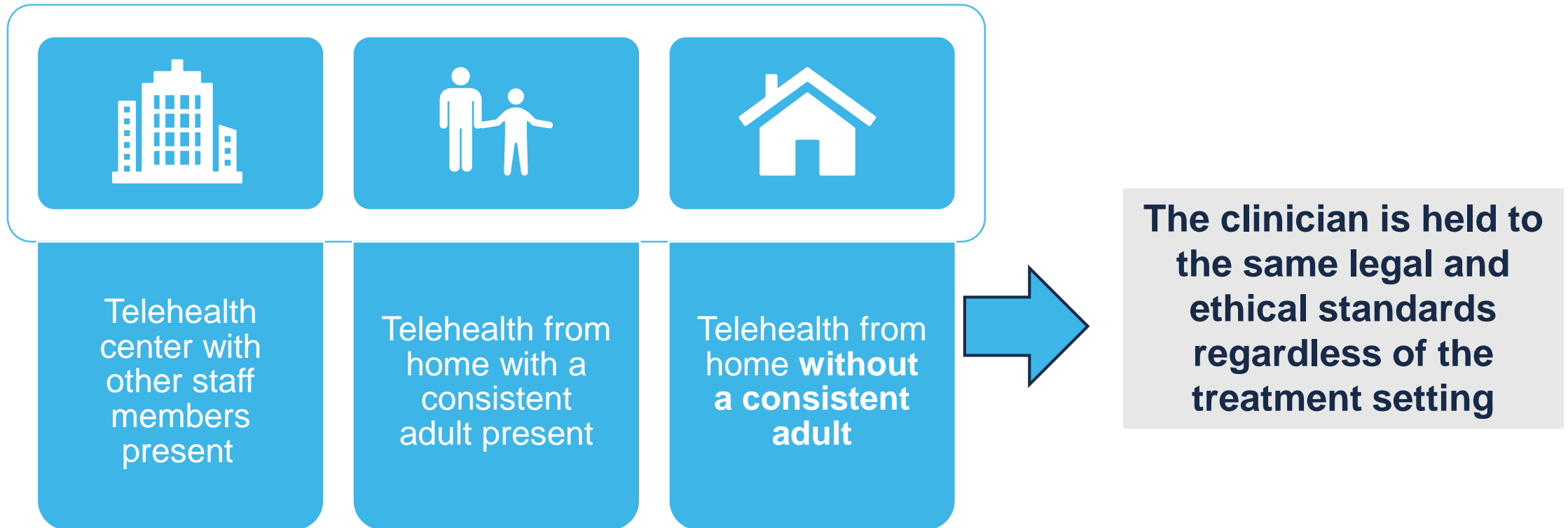
Does your plan address how to respond to technological difficulties during a crisis?

# Use promising practices to set up a policy for responding to client crises via telehealth

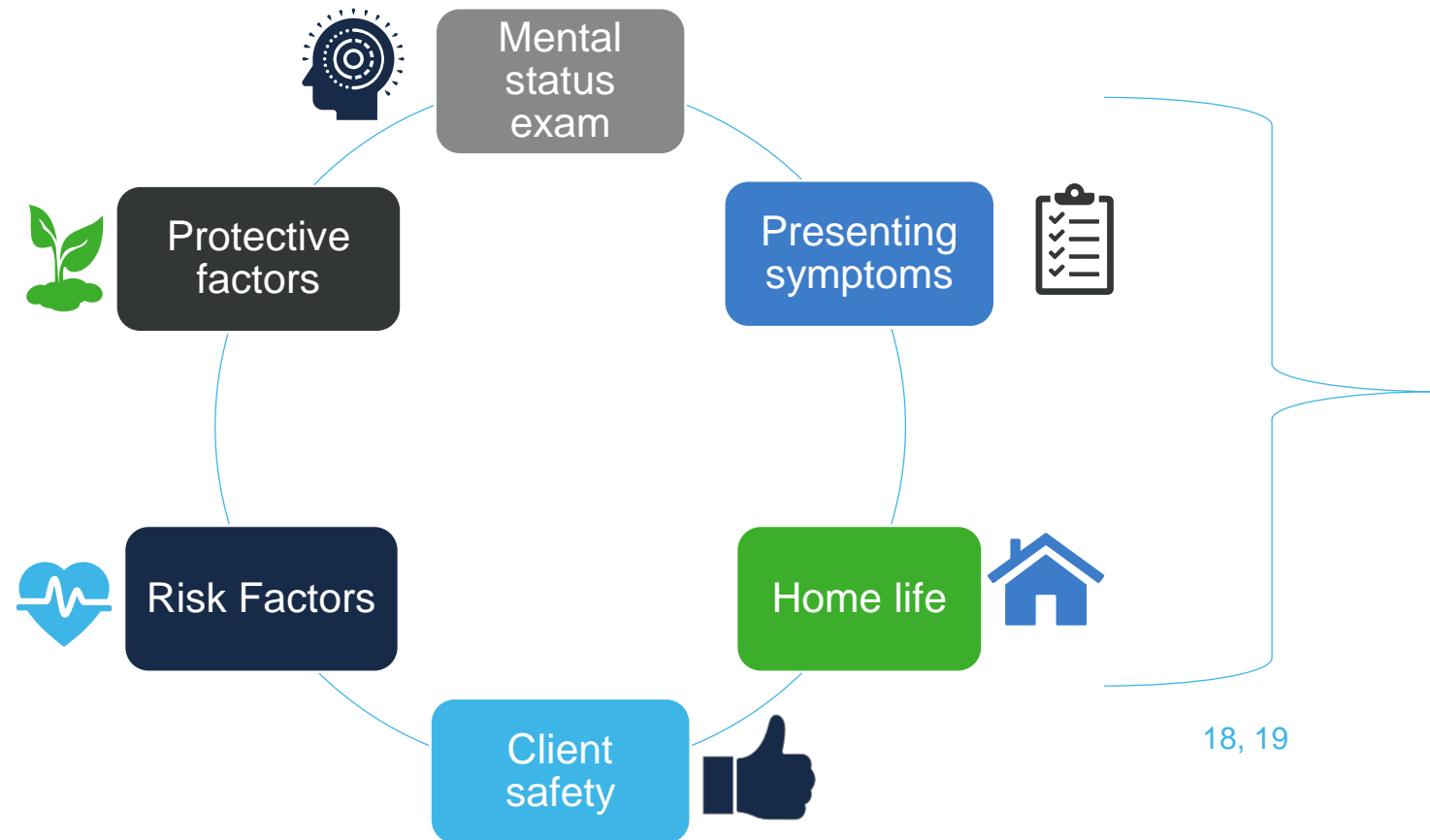


***Document your plan in the client's chart  
and review your plan as often as needed***

# The client's treatment setting impacts the practitioner's crisis response



# Risk can be assessed effectively over telehealth, but may require some creativity



18, 19

# Risk level informs the clinical response



## The Stanley Brown Safety Planning Tool Recommended Steps:

- 1) **Warning signs** – thoughts, images, feelings, behaviors that a crisis may be developed
- 2) **Internal coping strategies** – things I can do to take my mind off my problems without contacting another person (distracting & calming activities)
- 3) **People and social settings** that provide distraction
- 4) **People I can ask for help** with the crisis
- 5) **Professionals or agencies** I can contact during a crisis
- 6) **Making the environment safe** (removing or limiting access to lethal means)



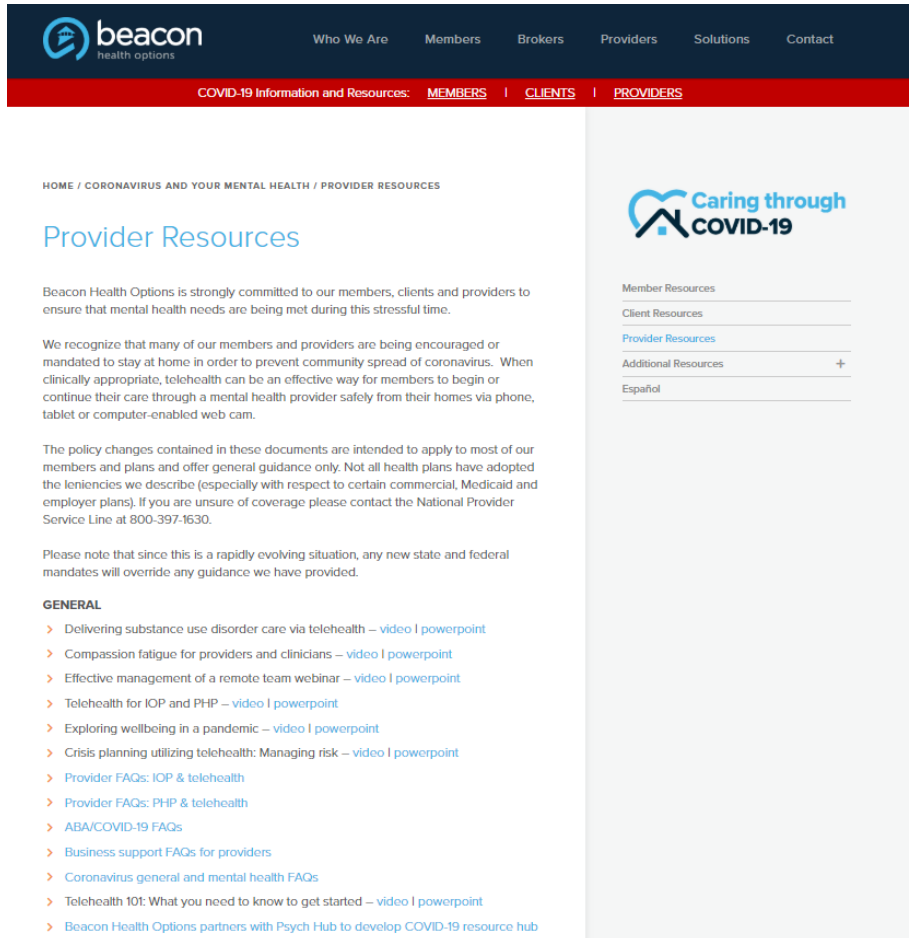
*“The one thing that is most important to me and worth living for is.....” (client identifies)*

20, 21, 22

# Resources & references



# Refer to Beacon's COVID-19 webpage for the most up-to-date information



The screenshot shows the Beacon Health Options website. The top navigation bar includes links for Who We Are, Members, Brokers, Providers, Solutions, and Contact. A red banner below the navigation bar reads "COVID-19 Information and Resources: MEMBERS | CLIENTS | PROVIDERS". The main content area is titled "Provider Resources" and includes a paragraph about Beacon's commitment to members, clients, and providers. It also features a section for "GENERAL" with a list of links to various resources, including videos and powerpoints. On the right side, there is a sidebar with the "Caring through COVID-19" logo and a list of resources: Member Resources, Client Resources, Provider Resources (highlighted), Additional Resources, and Español.

HOME / CORONAVIRUS AND YOUR MENTAL HEALTH / PROVIDER RESOURCES

## Provider Resources

Beacon Health Options is strongly committed to our members, clients and providers to ensure that mental health needs are being met during this stressful time.

We recognize that many of our members and providers are being encouraged or mandated to stay at home in order to prevent community spread of coronavirus. When clinically appropriate, telehealth can be an effective way for members to begin or continue their care through a mental health provider safely from their homes via phone, tablet or computer-enabled web cam.

The policy changes contained in these documents are intended to apply to most of our members and plans and offer general guidance only. Not all health plans have adopted the leniencies we describe (especially with respect to certain commercial, Medicaid and employer plans). If you are unsure of coverage please contact the National Provider Service Line at 800-397-1630.

Please note that since this is a rapidly evolving situation, any new state and federal mandates will override any guidance we have provided.

**GENERAL**

- > Delivering substance use disorder care via telehealth – video | powerpoint
- > Compassion fatigue for providers and clinicians – video | powerpoint
- > Effective management of a remote team webinar – video | powerpoint
- > Telehealth for IOP and PHP – video | powerpoint
- > Exploring wellbeing in a pandemic – video | powerpoint
- > Crisis planning utilizing telehealth: Managing risk – video | powerpoint
- > Provider FAQs: IOP & telehealth
- > Provider FAQs: PHP & telehealth
- > ABA/COVID-19 FAQs
- > Business support FAQs for providers
- > Coronavirus general and mental health FAQs
- > Telehealth 101: What you need to know to get started – video | powerpoint
- > Beacon Health Options partners with Psych Hub to develop COVID-19 resource hub

Member Resources  
Client Resources  
**Provider Resources**  
Additional Resources +  
Español

## Upcoming webinars:

### Treating children and families via telehealth

**July 22, 3:00 P.M. EST**

### Integrating primary care and behavioral health during COVID-19

**August 5, 3:00 P.M. EST**

### Use of telehealth for applied behavioral analysis

**August 19, 3:00 P.M. EST**

[Beacon COVID-19 provider resources & webinars LINK](#)



# Resources

**The Devereux Center for Resilient Children:** Activities to do with your child to promote resiliency

<https://centerforresilientchildren.org/preschool/for-parents/activities-to-do-with-your-preschooler/>

**The Council of State Governments:** Lists to all executive orders regarding COVID-19

<https://web.csg.org/covid19/executive-orders/>

**Stanley Brown Safety Planning Tool:** A template for safety planning that can be modified to work with children and families

[http://suicidesafetyplan.com/Home\\_Page.html](http://suicidesafetyplan.com/Home_Page.html)

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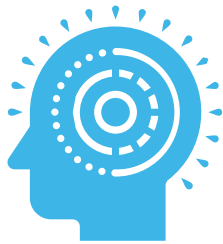
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## Questions?



**Anxiety**



**Depression**



**Job loss**



**Working  
remotely**

# Thank You



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This presentation will be posted at  
[www.beaconhealthoptions.com/coronavirus/](http://www.beaconhealthoptions.com/coronavirus/)

## CONTACT US:

Beacon's National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact

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