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.

July 22nd, 2020
Caring through COVID-19

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/ 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
2. Treatment settings during a pandemic
3. Treatment consideration for young children, preteens & adolescents
4. Promising practices for managing risk
Q&A: Send your questions using the chat function during the presentation. Questions will be answered at the end of the session.
Impact of COVID-19 on children and families

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

Our Commitment
COVID-19 impacts families nationwide

- Strain on children and family members’ mental and physical wellbeing
- Increase in domestic violence\(^2\)
- Decreased visibility of child abuse\(^3\)
Chapter 02

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

Our Commitment

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

Based on a client’s needs and capacity, a mutual decision is made as to the best virtual environment for treatment.
Although not ideal for every situation, telehealth can be an effective treatment modality for children and families. Providers may need to pro-actively engage isolated individuals in telehealth.

Providers can offer quality care and access via telehealth by following guidelines to deliver effective treatment.  

- Member instructions
- Member's state regulations
- HIPAA Compatible Platforms
- Troubleshooting capacity
- Informed consent
- Access and Quality

Member instructions

Providers can offer quality care and access via telehealth by following guidelines to deliver effective treatment.  

Providers may need to pro-actively 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”
- 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
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 their lives to the fullest potential.”

Our Commitment

Treatment consideration for young children, preteens & adolescents
Clear expectations set the telehealth session up for success

Set the agenda & ground rules > Check in & engage in session activities > Wrap up & plan for next visit

10, 11
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

- Independence lost
- Goals derailed
- Dreams lost

Help discover alternative activities
Encourage them to turn off their phones
Connect them with opportunities to volunteer or help others

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Approach telehealth with cultural humility and awareness to engage families
Chapter 04

Promising practices for managing risk

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

Our Commitment
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

- Identifying potential crises
- Protecting confidentiality
- Prioritizing client safety & making a collaborative crisis response plan

Effective and thoughtful crisis response

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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.

- Releases of information
- Confidentiality
- Safety planning
- Crisis response plan

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

The clinician is held to the same legal and ethical standards regardless of the treatment setting.

- Telehealth center with other staff members present
- Telehealth from home with a consistent adult present
- Telehealth from home **without a consistent adult**
Risk can be assessed effectively over telehealth, but may require some creativity.

- Protective factors
- Presenting symptoms
- Risk Factors
- Home life
- Client safety

Get creative with your technology!
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)
Refer to Beacon’s COVID-19 webpage for the most up-to-date information

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
References

References


References


Questions?

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Thank You

Caring through COVID-19

This presentation will be posted at
www.beaconhealthoptions.com/coronavirus/

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Beacon’s National Provider Services Line

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