



Providing Virtual Services During the COVID-19 Pandemic

April 22, 2020



Agenda



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| | |
| Housekeeping | Tess Pritchard, TA & Support Center |
| Welcome & TA & Support Center Announcements | Kenn Harris, TA & Support Center |
| Greeting | Lee Wilson, MCHB DHSPS |
| Context Setting | Sonsy Fermin, MCHB DHSPS |
| Discussion on Transitioning to Virtual Services | Kenn Harris |
| Part 1: Best Practices for Providing Virtual Services | Jana Glass, Postpartum Support International |
| Q&A | All |
| Part 2: Best Practices for Providing Virtual Home Visits | Jeanna Capito, Rapid Response Virtual Home Visiting Project |
| Q&A | All |
| Closing | Kenn Harris |

Meeting Logistics

Please note the following:



This session is being recorded, and will be archived for future viewing.



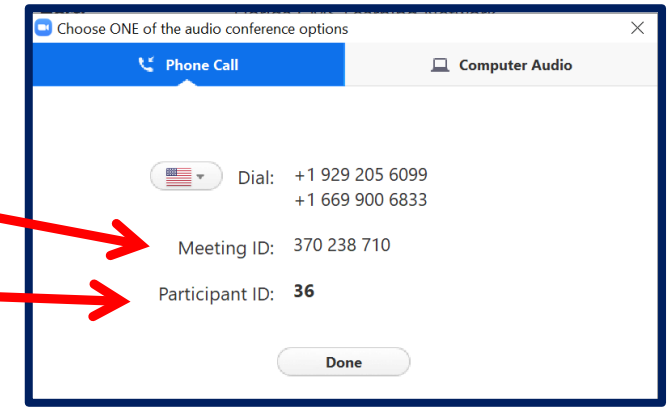
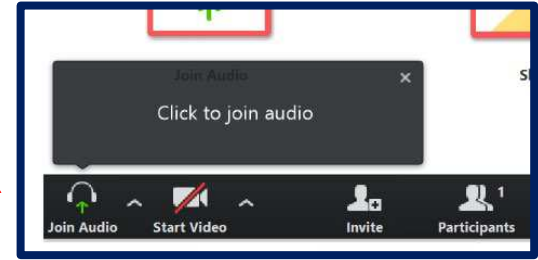
All participants are muted upon entry. We ask that you remain muted to limit background noise.



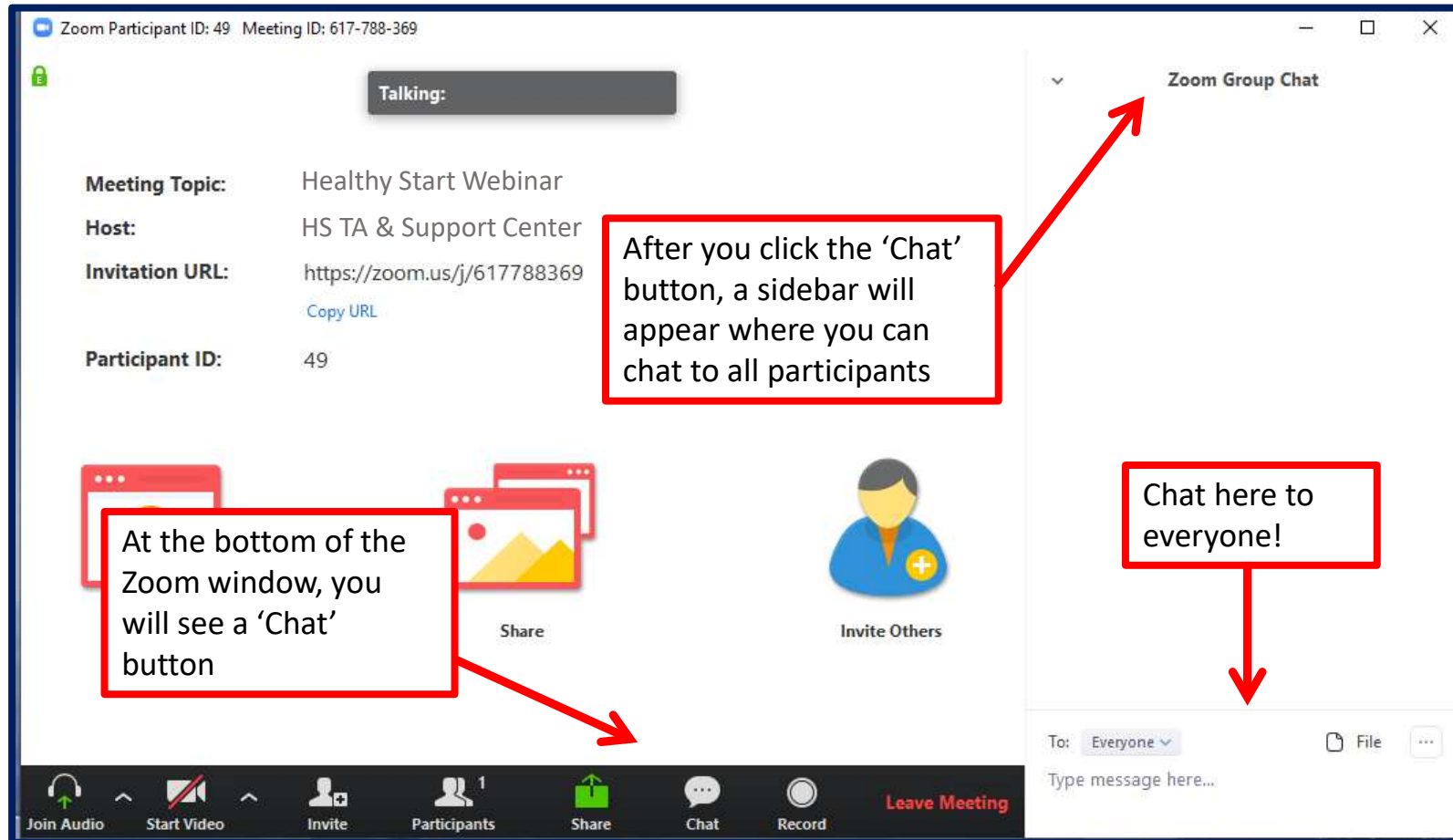
Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

Connecting to the Audio Conference

- Join Zoom Meeting by **clicking Zoom Meeting link** & launching the Zoom application
- An audio conference box will appear
 - If you do not see the box click the **'Join Audio' button**
- From the audio conference box: Select to **"Phone Call"** or **"Computer Audio"**
- If using the phone:
 - dial the number next to **"Dial"**
 - You will be prompted to enter the **"Meeting ID"**
 - Then you will be prompted to enter the **"Participant ID"**



Ways to Participate: Chat



Welcome

Kenn Harris,
Senior Project Director,
Healthy Start TA & Support Center

Greeting

Lee Wilson,
Acting Division Director,
Maternal and Child Health Bureau
(MCHB),
Division of Healthy Start and
Perinatal Services (DHSPS)

Context Setting

Sonsy Fermin,
Acting Branch Chief,
Maternal and Child Health Bureau
(MCHB),
Division of Healthy Start and
Perinatal Services (DHSPS)



“In this together!”

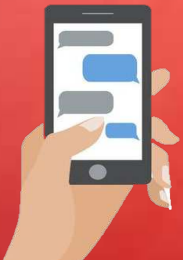
#HealthyStartStrong

On behalf of MCHB’s Division of Healthy Start and Perinatal Services (DHSPS)
“Thank You” for Responding to Questions Related to the
Impact of COVID-19 on the Healthy Start Program

100% of Healthy Start programs responded and *are operational*



Are you continuing to engage with clients?





Is staff working from home (WFH)?

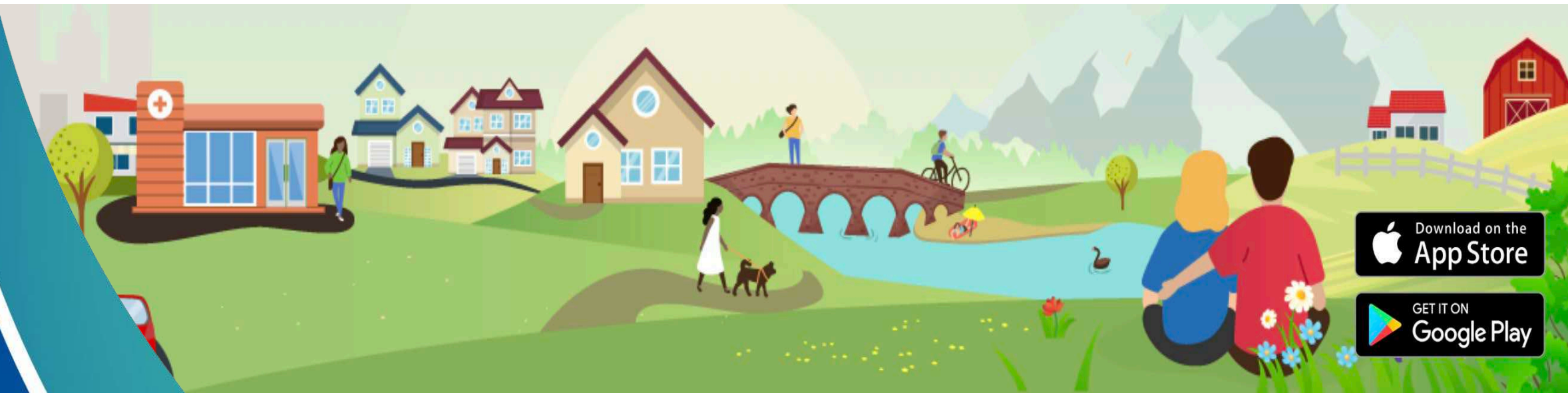
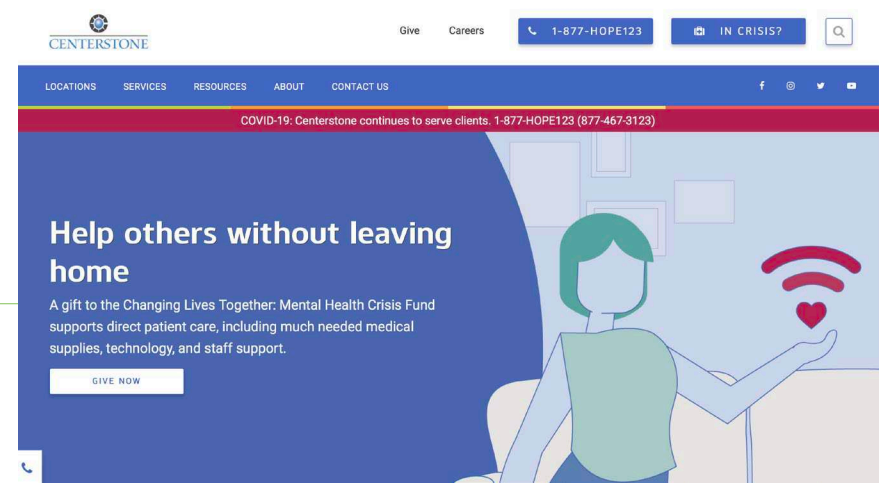
100% of Healthy Start programs responded and the majority are WFH

Is the program providing home visits/encounters or have they been postponed?

100% of Healthy Start programs responded and have modified their home visits/encounters (**face-to-face suspended**)

Are home visits/encounters being done face-to-face or remotely?

99% of Healthy Start programs responded and are providing home visits/encounters through **virtual avenues** (*Zoom, telephone, telehealth platform, telemedicine, MyCart, Centerstone*)



Are outreach services continuing or have they been postponed?

6 feet?



100% of Healthy Start programs responded
(66% are doing modified outreach – 34% report “no outreach”)

Have community events been continuing or have they been postponed?

Programs using:

FaceBook Live, FaceTime; clients are receiving online gift cards; and virtual meetings are also being utilized with tribal communities

UPCOMING

EVENTS

100% of Healthy Start programs responded and 99% **postponed or canceled community events** (1 grantee switched to remote platform for events)

Discussion: Transitioning to Virtual Service Provision

Kenn Harris,
Healthy Start TA & Support Center



Poll

Best Practices for Providing Virtual Services

Jana Glass, LPC, MAC,
PMH-C, BC-TMH

Postpartum Support International



Creating and Maintaining Ethical and HIPAA Compliant Telemental Health Platform for Healthy Start Programs

Jana Glass, LPC, MAC, PMH-C, BC-TMH
www.supportivesolutionsga.com



Purpose



The purpose of this webinar:
To provide an opportunity to focus on
key areas to consider when using
Telemental Health while maintaining
the highest standards of professional
services to clients/patients.

Getting Started



- I. Definitions of Telemental Health, Telehealth, Telemedicine, E-health, TeleMental Health, TelePsychology, E-Counseling, E-Psychotherapy, TelePsychiatry,

Efficacy of Telemental Health, Links to research articles

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3662387/>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5723163/>
- <https://www.ncbi.nlm.nih.gov/pubmed/19087471>

- II. Professional Liability/Facility/Program Coverage for Telemental Health

- III. Learn the regulations, standards, and ethics associated with **your specific** licensure board, oversight and regulatory boards, facility licensing agencies and state of residence

Video Telemental Health

1. Select a secure and HIPAA Compliant platform that provides end to end encryption and a signed Business Associate Agreement (BAA)
2. What the Client needs to have a successful video session:
 - Technology devices that support video sessions
 - Reliable Wi-Fi or cellular service
 - Proficiency to access video platform,
 - Private and confidential space



Video Telemental Health Continued



3. What the Professional needs to conduct a successful video session:

- Consistent confidential space set up appropriately for a professional session
- Technology and equipment that support video sessions
- Support from household to preserve the integrity of the session time
- Strong internet or cellular connectivity
- Professional appearance
- Knowledge of ways to keep eye sight toward the camera and placing the computer to show your whole face
- Ways to establish rapport and maintain it virtually



Phone Sessions



- HIPAA compliant VOIP service or completely separate cell phone used exclusively for work purposes
- Need to increase communication due to not having visual cues of body language or facial expressions
- Verify whereabouts, identity, safety, and who else may be present in the area
- Once these conditions met, have a successful session

Conducting a Session



- Send clear instructions of how to access the video room or clarifying who will initiate the phone call
- As the professional, ensure you have all the materials, water, resources, and have met your own needs prior to the start of session
- Have a backup technology plan if the platform has challenges, make sure the client knows the plan in advance
- Have a plan to verify the client identity, especially if a new client to your program and have not met in person
- Establish a clear mutually agreed upon safety plan that has special considerations during the time of COVID19 and considerations if domestic violence or child abuse is a factor
- Have a plan for payment (if relevant) and ensure the client knows the options

Confidence, Competence, and Self Care

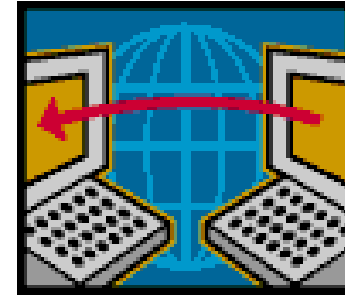
- Plan to be comfortable with the Video platform selected and the user interface for a phone session if using a VOIP
- Increase comfort of communicating with others in a video setting
- Your comfort level increases your confidence level and when you feel competent, your authentic self is highlighted



Self Care Areas of Focus:

- Create connections during isolation with colleagues and friends
- Mitigate the physical effects of technology
- Have ways to decompress and meet own emotional needs outside of session (even during COVID19)
- Set boundaries around work hours especially when there is not a physical delineation between work and home.

Additional Telemental Health Training Resources



- Person Centered Tech:
<https://personcenteredtech.com/>
- Zur Institute: <https://www.zurinstitute.com/>
- Online Therapy Institute:
<https://www.onlinetherapyinstitute.com/>



Q&A

Best Practices for Providing Virtual Services

Jeanna Capito,
Rapid Response Virtual Home
Visiting Project



RAPID RESPONSE
VIRTUAL HOME VISITING

Rapid Response Virtual Home Visiting Project

Overview

Content

Content will include best practices on:

- Using interactive video conferencing and telecommunication to deliver visits
- Conducting other model activities virtually including coaching, information sharing, goal setting, resourcing supports for families
- Conducting screenings – child development, depression, Intimate Partner Violence (IPV)
- Hosting virtual group connections

Guiding Principles

Accessible

Strength-based

Shared Responsibility

GUIDING PRINCIPLES

Accessible:

All information and resources shared will be designed to meet the needs of all home visiting professionals.

All materials will be provided free of charge and made accessible to providers through the Institute as well as other multiple platforms.

All materials developed will remain available to support future needs of the field.

Strength-based:

Include as many provider networks as possible in content and resource development.

All providers bring unique and important views. Expertise will be sought based on content area and specific needs.

Every effort will be made to be as inclusive as possible. However, it is important to remember that no one individual or organization is expected to have expertise in every area.

Shared Responsibility:

RR VHV will create a streamlined process for information gathering and sharing that is inclusive of all providers.

RR VHV will create content that reflects the collective voice of all participating provider networks.

It will be up to each provider network to determine the most efficient way for inclusion in rapid decision making and content review.

To maintain a rapid response framework, perfection may not be possible. Deadlines will not be flexible.

Each provider network is responsible for sharing this work with local providers.



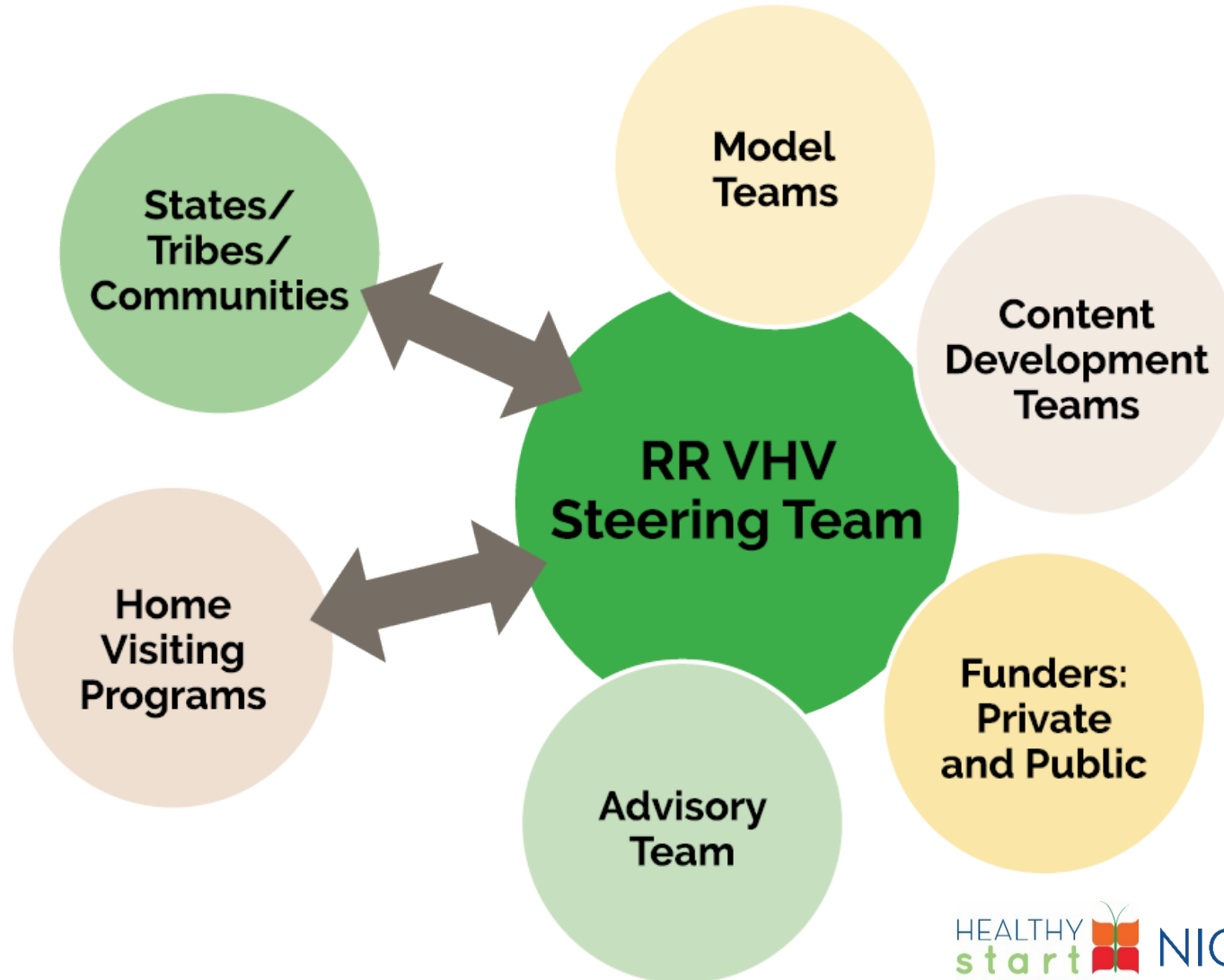
RAPID RESPONSE
VIRTUAL HOME VISITING

Access

- Materials produced and disseminated are available to models and field-facing partners at no cost
- Weekly webinars held Wednesday at 2:00 pm Central Time
- Linkage to these webinars and other training content at the Institute site, institutefsp.org
- Resources on virtual interactions with families and best practices in telehealth activities

rapidresponse@nationalalliancehvmodels.org

Engagement



Advisory Team

- Institute for Advancement of Family Support Professionals
- National Alliance of HV Models
- Parents As Teachers National Center
- Association of State and Tribal Home Visiting Initiatives
- Brazelton Touchpoints
- Health Resources and Services Administration (HRSA)/ Administration for Children and Families (ACF)/ Office of Planning, Research and Evaluation (OPRE)
- HV Applied Research Collaborative
- HV-ImpACT
- National HV Network
- National HV Resource Center
- Ounce of Prevention
- PATH
- Tribal Evaluation Initiative
- University of Southern California
- State and local systems: North Carolina, Los Angeles County

Building Content

Input opportunities

- Ways to support the field: webinar content, topical Q&A
- Content frame: prioritizing content areas
- Topical Q&A with experts—Advisory Team Directed; Solicited from the field

Types of involvement

- Project Manager
- Subject Matter Expert: presentation
- Subject Matter Expert: resource materials
- Reviewer
- Lifting up stories from the field, diverse voices

Topic Areas

- Virtual Visiting Readiness
- Telecommunication (Phone)
- Engagement and Protective Factors
- Virtual Assessment
- Virtual Supervision
- Supporting PCI Virtually
- Virtual Groups
- On-screen Interpersonal Skills
- Supporting Parents of children with delays and disabilities
- Supporting parents with perinatal depression and anxiety
- Trust and relationship building and recruitment
- Rural specific session
- Tool developer specific sessions
- Self-care for the field
- Sourcing available resources and connecting families to those resources
- Outreach (as part of engagement)
- Onboarding staff and training
- Training on public benefits (new staff and existing staff)
- **Resource Development**
- Facilitation Guide, resource tools for Models: create resource tools to support models in helping LIAs implement their guidance
- Specific questions for content topic areas
- For instance, data and recording, which tools the programs are supposed to use

Webinar Content

| Date | Topic |
|------|------------------------|
| 4/15 | Virtual Screening |
| 4/22 | ASQ Chat |
| 4/29 | Enrollment and Consent |
| 5/6 | Virtual Supervision |



RAPID RESPONSE
VIRTUAL HOME VISITING

Connect

rapidresponse@nationalallianceofhvmodels.org

www.institutefsp.org



Q&A

Poll



#HealthyStartStrong

Thank you,
Baltimore
Healthy Start!



Funding Opportunity to Rural Tribal Communities

HRSA is pleased to announce the Rural Tribal COVID-19 Response program funding opportunity found here:

<https://www.grants.gov/web/grants/view-opportunity.html?oppld=326385>

Through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, HRSA received \$15M to allocate to tribes, tribal organizations, urban Indian health organizations, and health service providers to tribes. The funding will provide support for the Tribes to prevent, prepare, and respond to COVID-19 in rural communities. Tribes can request up to \$300K in funding for COVID-19 related activities.

HRSA will hold a technical assistance webinar on **April 24th** from 4:00pm-5:30pm eastern time to discuss the funding opportunity and answer any questions.

Thank you!

Questions?
Email the
TA & Support Center at
healthystart@nichq.org