

**CLINICAL CONSIDERATIONS:
TELEHEALTH GROUP FACILITATION**

Lianna Erickson-Trembath, LPC, ACADC, Russel O'Leary LCSW,
Lina Smith, CADC and Sarah Walling-Gifford, LCSW


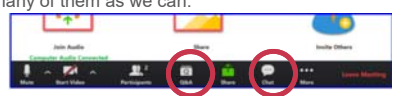
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HOUSEKEEPING

- This webinar is being recorded and will be available along with PowerPoint on our website in a couple weeks.
- All attendees are in listen only mode.
- Audio quality maybe improved if you call in on a phone.
- Please type your questions into the Q & A box. We will respond to as many of them as we can.

- CEs will be emailed to those that attend entire live training and complete the survey. No partial credit will be given for those who leave early

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OBJECTIVES

- Review ethical considerations for telehealth group facilitation
- Learn tips for successfully facilitating telehealth groups
- Community and national resources

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TECHNOLOGY CHALLENGES

- Connectivity – social justice issue
 - Hot spot in parking lot
 - Provide tablet to check out while in parking lot
 - Set up computer/tablet in conference room
- Hybrid challenges
 - Equal presence (audio clarity, size of face on screen)

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INFORMED CONSENTS

- License and Insurance Requirements
- Risks and benefits of telehealth
 - Confidentiality
 - Technology
- Risks and benefits of in-person during pandemic
 - Physical distancing, masks, sanitation/disinfecting protocols
 - Reports of exposure to health district, staff, and other clients
- Use Docusign, client portals, or emailed documents (encrypted) to sign and return

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CONFIDENTIALITY & SAFETY

- Requires both facilitator and group members to be diligent
 - Pause or move to waiting room if problem
- Identify any potential safety concerns
 - Safe-phrase
 - Emergency Contact
 - Safety plan – review frequently
- Set up plan to reach out for assistance while in group

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PRE-SCREENING FOR TELEHEALTH

- Review informed consent
- Obtain client location and emergency contact
- Review confidentiality expectations
- Review group guidelines and expectation
- Check to ensure technology works
 - Show space, do sound check, check lighting
- Practice functions if you are using them (i.e. chat, breakouts)

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SUGGESTED GUIDELINES

- Safe, private space, free of distractions (no driving)
- No recordings
- Log-in with own name, or initials (agency set rule)
- Appropriate background (no bed, toilet, shower in view)
- Dress appropriately
- Silence phones
- Warn they may be removed from group if inappropriate
- Dial in by phone if signal is weak and continue with video connection
- Post in waiting room and review each group

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ENGAGEMENT TIPS

- Use people's names a lot more so members know who talking to
- Encourage non-verbals (i.e. lean-in)
- Benefit of telehealth – can see everyone's facial expression

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PANELISTS

Russ O'Leary, LCSW – Executive Director,
Mountain States Chemical Dependency and
Counseling Services, Nampa, Idaho

Lina Smith, LSW, CADC – Treatment Director,
Recovery 4 Life, Caldwell, Idaho

Sarah Walling-Gifford, LCSW – Treatment
Supervisor, The Walker Center, Twin Falls, Idaho



RESOURCES

- BPA Health Telehealth Resource Page (webinars and sample documents)
- American Psychological Association (articles and sample consent forms)
- ATTC Network COVID-19 Response (listening sessions, resources)
- IBADCC (webinar)
- National Council for Behavioral Health (webinars, articles, podcast)
- Telebehavioral Health Institute (webinars)



QUESTIONS



LaDessa.Foster@bpahealth.com

