

ACRM PANDEMIC WEBINAR SERIES



Use of Televideo in Rehabilitation Medicine: Guidelines for
Safe Delivery of Therapy and Case Consultation

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Disclosures

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Objectives

Identify practice parameters in the provision of rehabilitation services through telehealth

Specific Objective:

- Describe how to screen for risk long-distance
- Describe how to manage risk long-distance
- Describe the format of Project ECHO for long distance training and mentoring
- Describe unique opportunities and challenges resulting from using Project ECHO
- Describe how Project ECHO is being adapted to address the COVID19 pandemic

COVID19 and Telehealth

- Perfect marriage?
- How long has telehealth been around?
- What are the benefits of using telehealth now?
- What are the barriers and negatives to using telehealth now?
- Are you ready for THIS?



Look Before You Leap

- How are safety issues identified prior to a visit to your clinics or practice?
- What safety issues are managed in your clinics or practice?
- How are they managed?
- What protocol do you have in place to manage these issues LONG DISTANCE?

2011 Review by Perle et al.

- “...a psychologist should educate themselves in all aspects of the new modes of intervention (e.g., ethical, legal, evidence-based treatments)...” before using them
- “...there is *no evidence*...that online therapy cannot be conducted with clients in crisis situations nor is there more difficulty in locating a client in online therapy compared to telephone crises.” (Fenichel et al. 2002)
- “Prior to beginning..., a psychologist may gather information including where a person is located, crisis contacts, family members & friends who can be reached in case of emergency, & other important information.”
- “It is a psychologists' duty to ensure the safety of ...clients in online settings, regardless of geographical differences. “

APA Guidelines

<https://www.apa.org/practice/guidelines/telepsychology>

- # 2 Standards of Care in Delivery of Telepsychology Services
- **Psychologists make every effort to ensure that ethical and professional standards of care and practice are met at the outset and throughout the duration of the telepsychology services they provide.**
- #3 Informed Consent
 - **Psychologists strive to obtain and document informed consent that specifically addresses the unique concerns related to the telepsychology services they provide. When doing so, psychologists are cognizant of the applicable laws and regulations, as well as organizational requirements that govern informed consent in this area.**

Risk Management Guidelines

- Do your homework
- Patient age, gender, diagnoses, location, contact information, address, other involved professionals, possible and actual safety and medical risks, insurance
- Cultural and ethical issues
- Safety support in community, contact numbers & personnel, availability-accessibility, pre-appointment contact
- Comfort with telehealth technology
- Safety of telehealth technology
- Billing and charting issues

Getting Consent Guidelines

- Possible PreSession Call to establish if telehealth a good fit
- Consent: signed or verbal consent on use of telehealth, call emergency personnel in area if needed, billing, ???? • Confirm: contact number in case get disconnected, including if available a back up number (or person to contact), address, local care, accessibility, needs, other relevant details

SCREEN for Appropriateness

APA Checklist

- clinical & cognitive status – can the patient effectively participate?
- Available technology resources for a videoconference – e.g. webcam or smartphone?
- comfort in using technology – can they log in and effectively use the technology?
- Available physical space for a private telepsychology session?
- Is parent/guardian permission required? If so, obtain it.
- patient safety (e.g., suicidality) and health concerns (e.g. viral risk; mobility; immune function), community risk, and psychologist health .

Technology Screen (APA checklist)

- Is your technology platform consistent with HIPAA-compliant practices?
- Do you have a Business Associate Agreement (BAA) for that technology vendor?
- Do you & the patient have adequate internet connectivity?
- Discuss with client how to log in & use the technology?
- Are you using a password-protected, secure internet connection, not public or unsecured WiFi? What about your patient? (If not, it increases the risk of being hacked.)
- Did you check that your antivirus/antimalware protection is up-to-date to prevent being hacked? What about your pt?

SET Check (APA checklist)

- Is the location private? Is it reasonably quiet?
- Make sure the room is well lit. Example: A window in front of you might cast a shadow or create low visibility.
- To improve eye contact, position your camera so that it's easy to look at the camera and the patient on screen.
- Consider removing personal items or distractions in the background.
- Check the picture and audio quality. Can you see and hear each other? Make sure nobody is muted.
- As much as possible, both people should maintain good eye contact and speak clearly.

Pre-Session Plan (APA checklist)

- Discuss the potential risks/benefits of telehealth sessions with the patient(s).
- Get a signed informed consent from your patient(s) or patient's legal representative. If the psychologist or patient is quarantined, informed consent must be signed electronically; consider DocHub or DocuSign.
- Have a back-up plan in case of technical difficulties & of a crisis situation. Secure contact information, local emergency resources (e.g. emergency room, police, etc) for the patient
- Discuss how this session will be billed. Will the patient be billed if late/no-show?
- In the case of minors, determine where the adult will be at that location.

Beginning Telehealth Session

(APA checklist)

- Verify the patient's identity, if needed.
- Confirm patient's location and a phone number where the patient can be reached.
- Review importance of privacy at each location
- All individuals present for the virtual visit must be within view of the camera so the psychologist is aware of who is participating.
- Confirm that nobody will record the session without permission.
- Turn off all apps and notifications on your computer or smartphone. Ask patient to do the same.
- Conduct the session mostly like you would in-person

Long Distance Training/Consultation

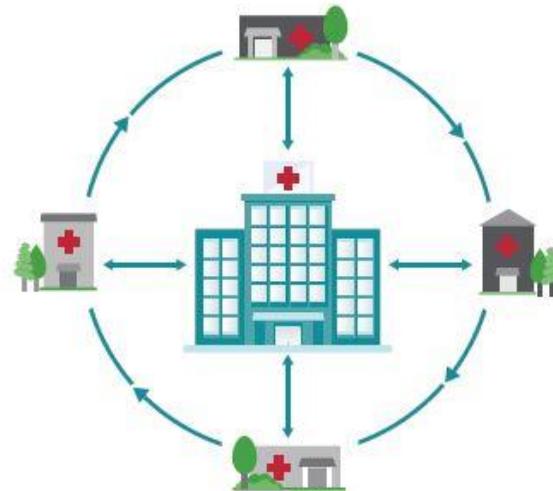
- Project ECHO

Introduction to Project ECHO

- Launched in 2003, the ECHO model™ makes specialized medical knowledge accessible wherever it is needed to save and improve people's lives.
- **MISSION:** Project ECHO® (Extension for Community Healthcare Outcomes) is a movement to demonopolize knowledge and amplify the capacity to provide best practice care for underserved people all over the world.

Moving Knowledge, Not Patients

Through telementoring, ECHO creates access to high-quality specialty care in local communities.



Hub and spoke knowledge-sharing networks create a learning loop:

Community providers learn from specialists.

Community providers learn from each other.

Specialists learn from community providers as best practices emerge.

Project ECHO's Purpose



People need access to specialty care for complex conditions



Not enough specialists exist to treat everyone



ECHO trains primary care clinicians to provide specialty care services



Patients get the right care, in the right place, at the right time

Four Principles of the Echo Model™

1. Use Technology to leverage scarce resources
2. Sharing “best-practices” to reduce disparities
3. Case-based learning to master complexity
4. Monitor outcomes

Project ECHO shares knowledge and expands treatment capacity. The result: better care for more people.

What to Expect During Clinic

- TeleECHO clinics contain two main parts
 1. Didactic Presentation
 - 40 minute presentation by expert/specialist on an issue related to the treatment and/or care of people living brain injury or other neurocognitive disorders
 2. Case Presentations
 - Participants present real cases to discuss with the network and receive advice from expert faculty
- The ECHO Model is all-teach, all-learn
 - Community providers learn from specialists and from each other
 - Specialists learn from community providers as best practices emerge

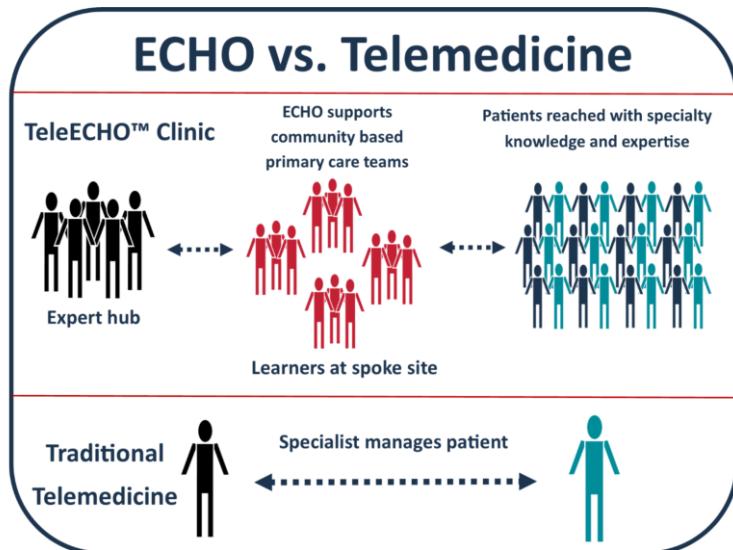
Project ECHO's Federal Partners

- Defense Health Agency/Department of Defense
- Centers for Disease Control and Prevention
- Indian Health Service
- U.S. Department of Agriculture/Rural Community Development
- Health Resources and Services Administration
- National Institutes of Health/Clinical and Translational Sciences Center
- Centers for Medicare and Medicaid Services



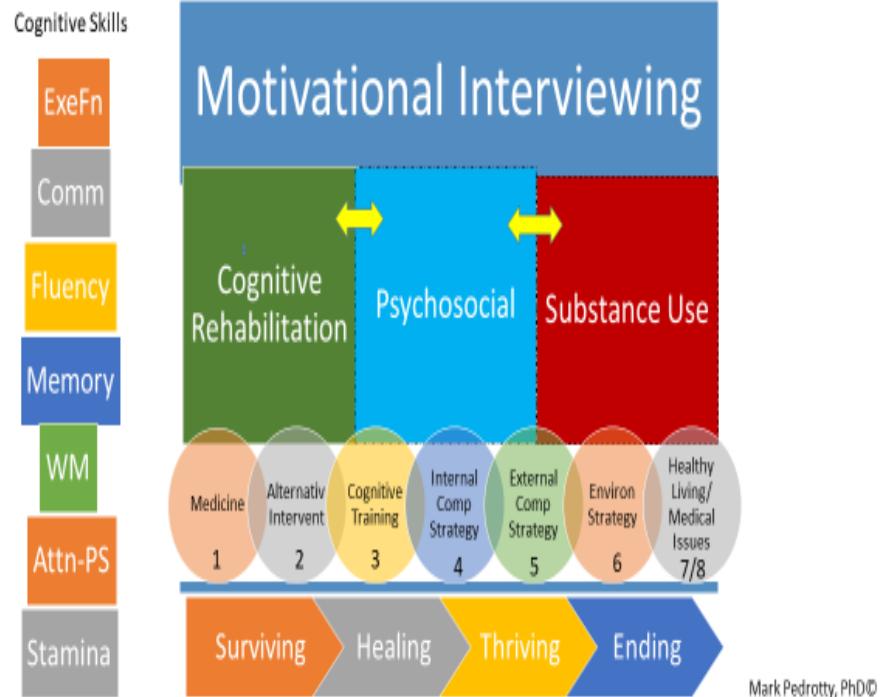
Project ECHO Application

Integrative Cognitive Rehabilitation Psychotherapy



Integrative Cognitive Rehabilitation Psychotherapy

ICRP 3x7x8x4 ©mpedrotty

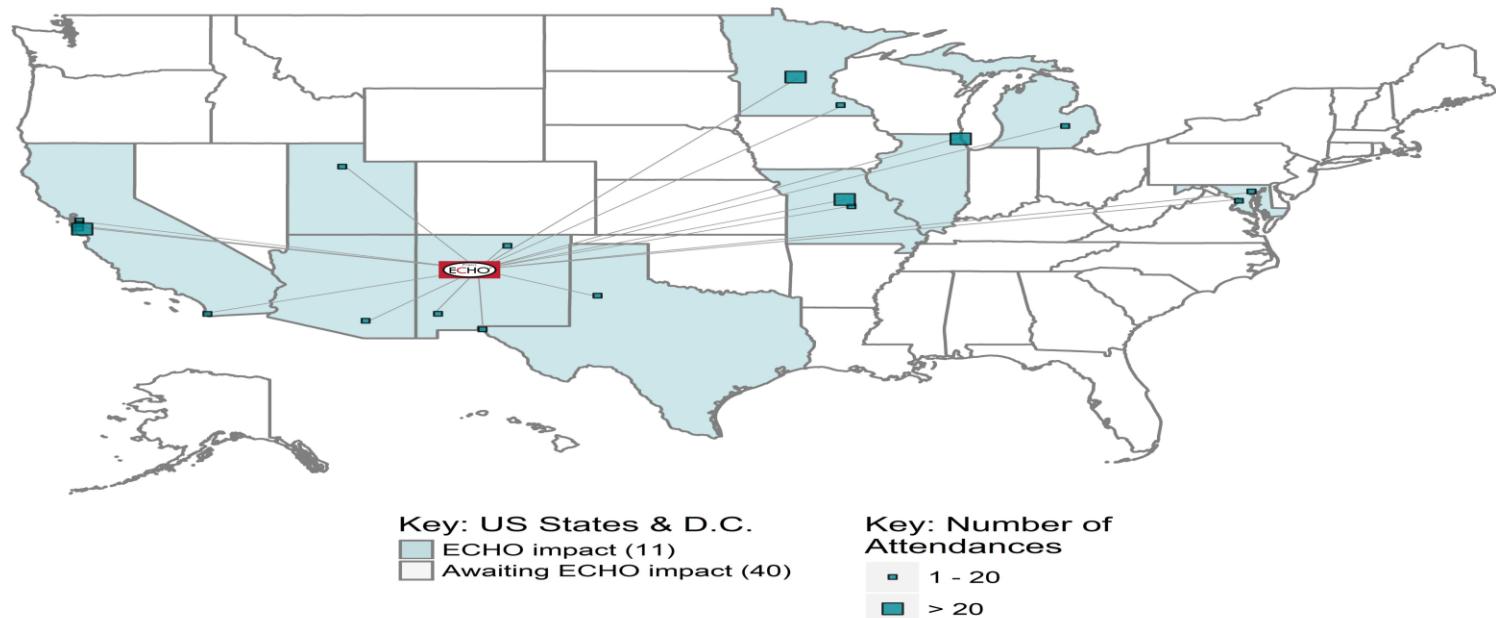


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Vision & Goals of ICRP TeleECHO Clinic

1. Disseminate best practices to clinicians so they are better prepared to provide evidence based cognitive rehabilitation psychotherapy.
2. Increase knowledge and self-efficacy related to cognitive rehabilitation psychotherapy through case based education and mentorship.
3. Improve utilization and access to cognitive rehabilitation psychotherapy resources in the practitioners community.

ICRP ECHO Reach



Updated: Mar 01 2019

ICRP ECHO First Year Results

First Year Participant Post-Session Feedback



The professions included social work, post-doctoral fellow, psychotherapist, and neuropsychologist from the VA, private practice, and hospitals. All respondents preferred to attend ECHO via video with audio and found the didactics, slides, case presentations and interactions to be useful or critical to their learning. Almost all respondents reported topics covered were critical for practice or good for context setting and an **increase in their sense of competency** after nearly a year of sessions after the first year.

Project ECHO COVID19

- echo.unm.edu/covid-19
- Webinars
- Networks
- Updates
- We welcome our ECHO community to join our COVID-19 Collaborative which aims to create a community of hubs who want to launch COVID-19 ECHOs or utilize their ECHO networks for COVID-19 response.
- Our sessions will continue to take place every Tuesday at 1 PM (MT) and 9 PM (MT), to allow for multiple time zones to participate

Project ECHO Potential

- scale social initiatives in fields like healthcare, education, and social justice.
- Use of proven adult learning techniques and interactive video technology, the ECHO Model™ connects groups of community providers with specialists at centers of excellence in regular real-time collaborative sessions. The sessions, designed around case-based learning and mentorship, help local workers gain the expertise required to provide needed services.

Summary

- Telehealth has a long positive history
- Appropriately assess if telehealth is the right platform for you and your patients
- Thorough risk assessment and preparation is essential
- Review information and guidelines for telehealth with patient and secure consent.
- Project ECHO provides all teach all learn format using didactic and case consultation
- Project ECHO provides long-distance support through COVID19 pandemic

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