

How to Leverage Your Group to Make a Great Telemental Health Practice

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Opportunities of Telemental Health in a Group Practice

- Contingency for continued care provision (and income) in times of crisis
- Serve your community *and* expand your reach
- Grow your practice, not your office
- Make the most of the practice you built

Key to Success: a Telemental Health *Program*



Program Components & Steps

- Policy & Procedure Manual + Supportive Materials
 - Uniformity!
- TMH Program Director/Supervisor Training
- Tech Selection
- Clinician Training
- Support & Coaching

Policy & Procedure Manual

- Our Telemental Health Program
 - Who to go to for help
 - How to make changes or arrange exceptions to the policies or procedures
- TMH Clinician Onboarding
 - Training requirements
 - Final approval process
- Interjurisdictional and Interregional Practice
 - Jurisdictions and regions
 - How we prepare for practice in different regions and jurisdictions
 - Traveling clients
- The Clinician's TMH Setup for Videoconferencing -- Gear, Services, and Space
 - Required and recommended electronic equipment
 - Software and services to use for TMH practice
 - Clinician spaces, dress, and lighting, and ways to set them up
- Preparing Clients For the First TMH Session
 - Required forms and basic information
 - Risk assessments
 - In-person/face-to-face assessments
 - Informing clients about session prep
- Clinician's Session Prep Procedure
 - Preventing computer or Internet issues
 - Camera and lighting
- First Session Procedures
- Ongoing Session Procedures
- Termination Procedures
 - Providing referrals
- Technology Failures and Emergency/Crisis Management
 - Technology failures
 - Using the process defined for the client in crisis
 - Enrolling assistance local to the client
 - Enrolling assistance from colleagues in
- Recording policy

Additional Materials

- Telemental Health Informed Consent
- Session Documentation Form
- Telemental Health Appropriateness Assessment Form
- Technology Recovery and Client Safety Plan Form
- Rubric for Coaching and Testing Clinician Readiness for Videoconferencing-based Telemental Health.

Role-Based Training

TMH Program/Director Training: comprehensive training for TMH program director/supervisor(s) who will be the program decision-makers, policy-setters, and providers of support and supervision to the clinicians

Clinician Training: training oriented to providing clinically-effective standards-based care via video

Tech Selection

- Need software that facilitates the functionality, effectiveness, efficiency and security necessary for the provision of Telemental Health care
- Functionality needs go beyond “just” videoconferencing software
- Need hardware that facilitates ability to provide clinically-effective standards-based care

Support & Coaching

It really comes down to developing confidence in competencies -- which is best done through having a systematized and supportive program for achieving competencies and building confidence in them.

COVID-19 Related Challenges & Opportunities

- Telemental Health is not optional now
- Rapid Transition
- Norming

The PCT Group Practice Telemental Health Program

Comprehensive and Customizable

Learn more and build your custom program here:

<https://personcenteredtech.com/group-telemental-health/>