



Supporting WA State Behavioral Health Providers to Optimize Telehealth in Response to COVID-19

Q&A from BHI Telehealth Training Session #5 May 6, 2020: *Telehealth Clinical Workflows*

Presenter: Jen Erickson, DO, Assistant Professor, University of Washington

Q: I am looking forward to doing telehealth however a little nervous as well. More about making sure I am covering everything I need to.

A: This is a really nice question! I'm sure others from the panel will join in. If you have not done so already -- do take a look at Dr. Felker's presentation on "getting started" that was last week. That recording is available on the BHI and the NWMHTTC site. In addition, you prepare as best you can for your 1st session, test it, and then adjust. Most providers who work in telemedicine adjust their style/add/modify things to the workflow after they start actually seeing patients.

Q: Are you collecting any data for improvement opportunities, including patient and staff experiences?

A: REALLY great question! Telehealth gives us the opportunity to measure this kind of data in a new way. Due to the crisis, it was important to get up and running. Now we are going back to examine and create ongoing measures.

Q: Is this what school based mental health services looks like now and will continue to look like in the fall?

A: As far as the future...the BHI is working with the State and ACHs to plan for next steps once CV19 becomes less of an issue. It's a work in progress right now. The SMART Center might have info on School Based Services too.

Q: Could I get more information on creating the telehealth script?

A: Some sample documents will be posted on the BHI website associated with this training session.

For more information, please see:

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Behavioral Health Providers across Washington State are on the front lines providing critical mental health and substance use treatment during an unprecedented public health emergency. State and federal guidelines continue to evolve so that more providers may use telehealth during the COVID-19 pandemic. Organizations from across the state have responded in amazing fashion to assure that providers across the continuum and age spectrum have access to information and resources necessary to help you begin or expand your use of telehealth.

<https://bhi-telehealthresource.uwmedicine.org/Pages/About-Us.aspx>



Northwest (HHS Region 10)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

We provide training and technical assistance (TA) in evidence-based practices (EBPs) in SAMHSA's Region 10 (Alaska, Idaho, Oregon, and Washington). Our target workforce includes behavioral health and primary care providers, school and social service staff, and others whose work has the potential to improve behavioral health outcomes for individuals with or at risk of developing serious mental illnesses.

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