A TREATMENT IMPROVEMENT PROTOCOL

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TIP 60

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PART 2: AN IMPLEMENTATION GUIDE FOR BEHAVIORAL HEALTH/
PROGRAM ADMINIS TRATORS .....95 /

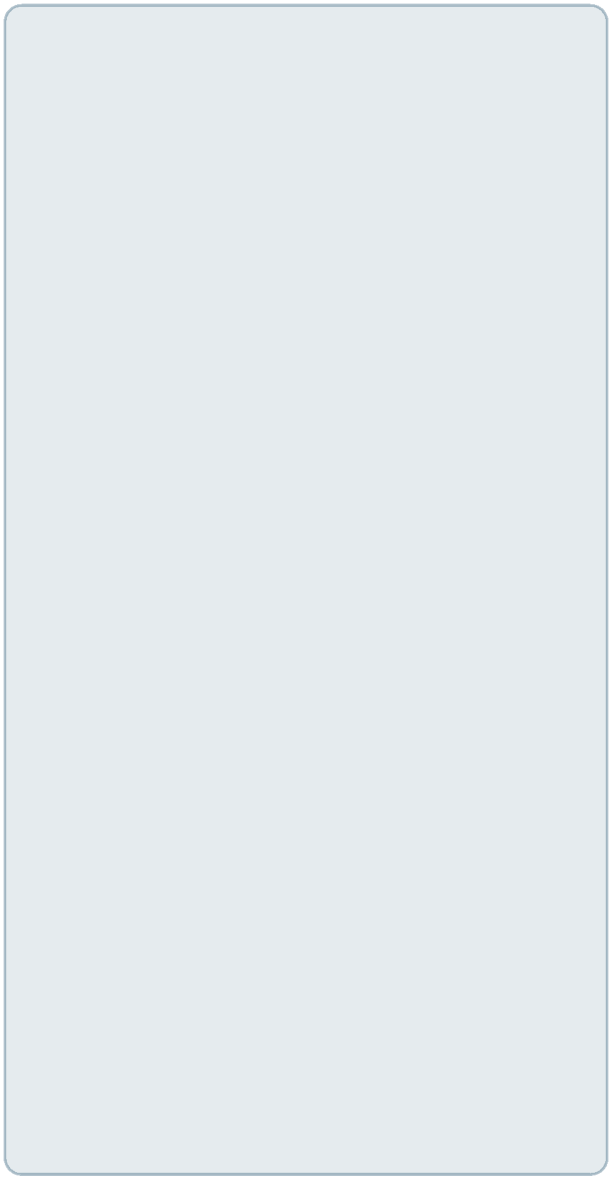
Part 2, Ch

Consensus Panel

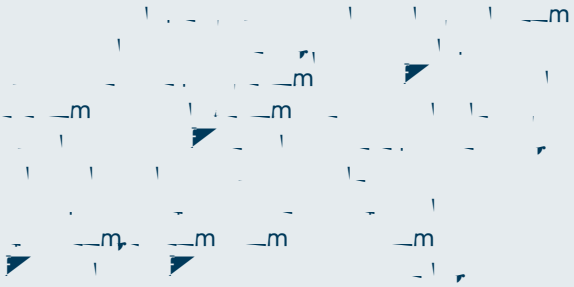
What Is a TIP?

Part 1: A Practical Guide for the Provision of Behavioral Health Services

Goal and Scope of This TIP



It•s Not About the Technology



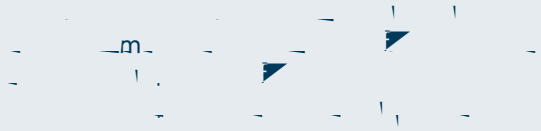
Source: U.S. Department of Veterans Affairs 8 (VA) Telehealth Services 8 (http://www.telehealth.va.gov) 8

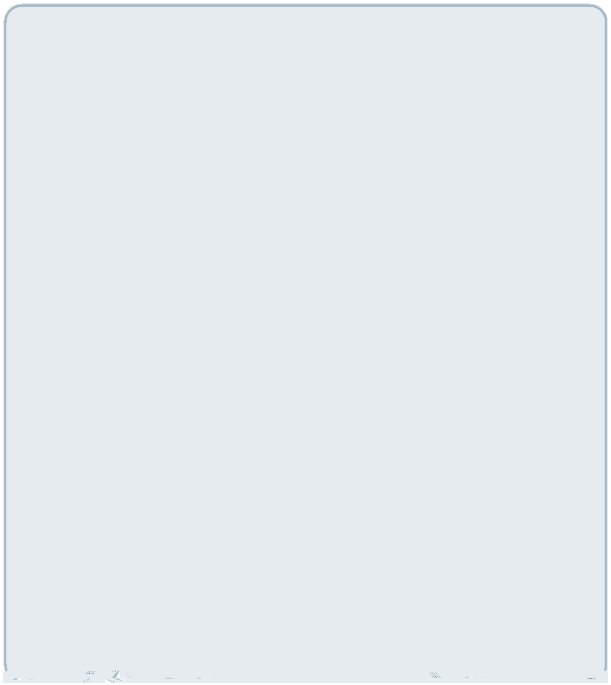
An Overview of Behavioral Health Technologies

Self-Directed, Web-Based, and Computer-Based Therapeutic Tools

Understanding these technologies

Telehealth Video Session Produced by the National Frontier and Rural Addiction Technology Transfer Center





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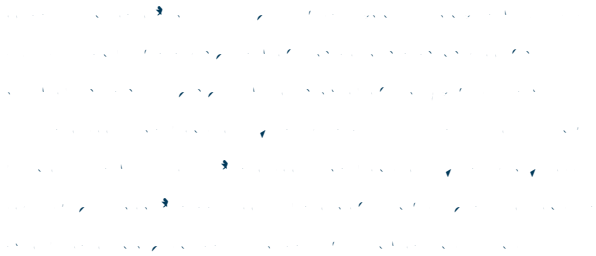
Web-Based Text Communication: Email, Chat, Forums, Electronic Mailing Lists, and Social Networks

Understanding these technologies



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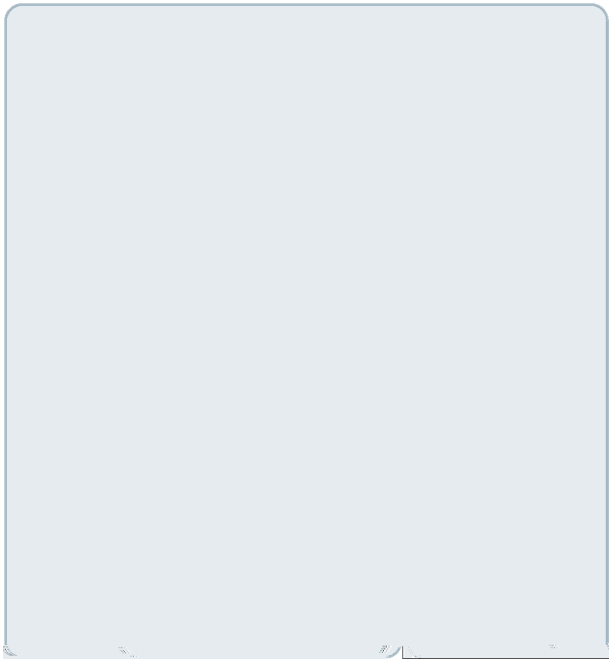

VR and ClinicalTrials.gov

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The Distance Certified Counselor

Essential Elements of Informed Consent To Participate in TAC

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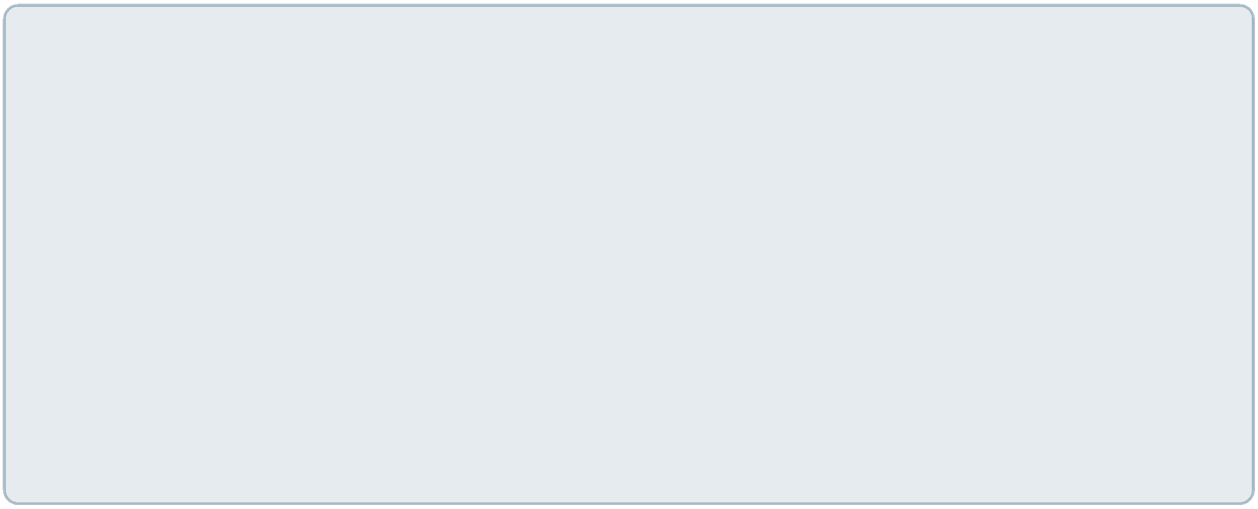


Part 3: Maria meets with Mike to discuss treatment planning

Substance Use Disorder Resources for Deaf People in Treatment and Recovery

Organization	Types of Resources

Part 4: Working with the clie nt to address frustrations

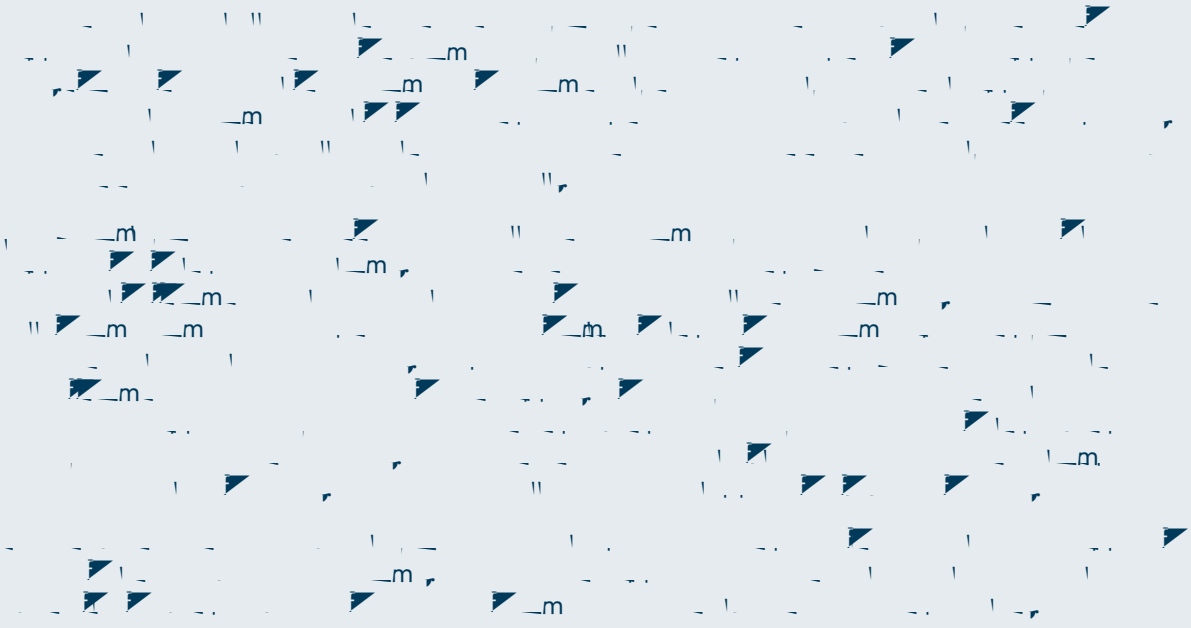
Master Clinician Note:

Part 5: Helping the client engage with community-based supports

Master Clinician Note:

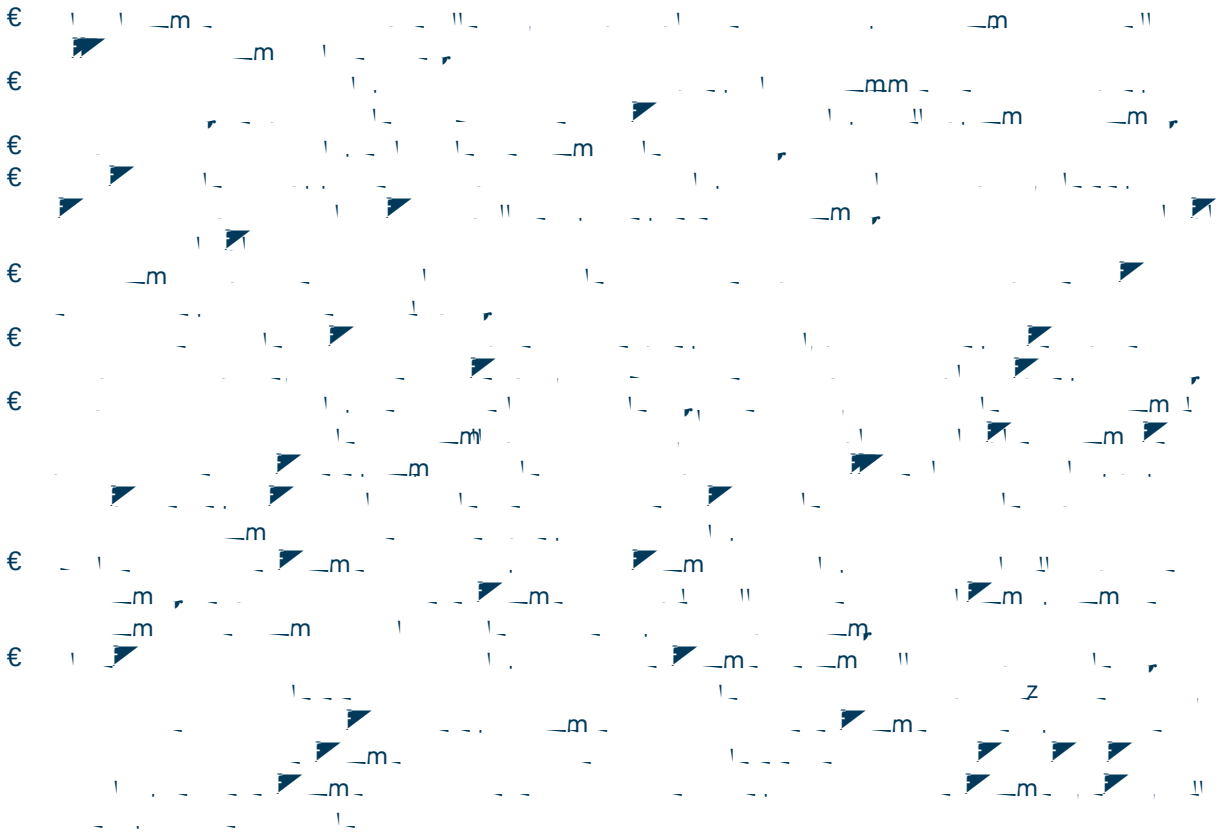
Part 2: A session after the crisis

Using an Action Plan Tool



Part 3: Helping clinicians bu y in to the use of mob ile phone/tablet apps

How To Build Client Buy-In to Adopting Technology in Treatment



JOAN: It occurs to me that not having many resources had a lot to do with why I drank all these years. The only way I knew to cope was to drink, but with what I•ve learned in AA, and what I•ve gotten from you and the app, I•m learning that I really can control life and my emotions.

BETTY: So you can get through it.

JOAN: Yeah. But still, it•s so important for me to know that you were there.

BETTY: Yeah. I•m not planning on going anywhere.

JOAN: You•d better not.

Part 3: Helping clinicians buy in to the use of mobile phone/tablet apps

Betty and four peers meet for group peer supervision. Betty describes how successful the smartphone app has been in helping Joan. Liz, who has also used the app with several clients, offers support.

BETTY: I went to a workshop on helping clients with co-occurring posttraumatic stress and substance use disorders engage more readily in the use of coping skills. In stressful situations, particularly if they also have a history of psychological trauma, they can easily spiral into self-defeating and negative behaviors that alienate them from others. In the workshop, the leader introduced the idea of using computer-based apps to help clients stay more grounded in situations

How To Build Client Buy-In to Adopting Technology in Treatment

- Closely monitor the therapeutic alliance, as you would with any change that might potentially affect the treatment relationship.
- Address what the technology can and cannot do by using clear communication and ensuring transparency. Discuss the client•s expectations of how the technology will augment treatment.
- Ensure that the technological application meets client needs.
- Ask for the client•s suggestions about how the technology-based tool can be used, eliciting feedback about the tool before actually integrating it into treatment. How can the app be helpful or not so helpful?
- Do some test runs with the tool so that the client knows its purpose and how to use it before incorporating the app into daily use.
- Pay attention to client feedback about interest in using the tool, understanding of instructions about how to use it, perceptions of its use, and expectations about the results of using the app.
- Ensure that the technology is accessible to the client. For instance, does the client have a mobile phone? How does the client normally use the phone, and what would be helpful in terms of its use? What kinds of training might the client need to use the app effectively? Are the language and functioning of the tool or application appropriate for the client? Does the client understand the costs that may be associated with using the technology?
- Explain how the information and data gathered from the technology-based tool will be used in treatment. Discuss ways that this information can build collaboration and self-management in the treatment environment to help the client achieve greater autonomy.
- Clarify who has access to the technology and the information it may collect about the client. What data can the clinician access? What data can the client access? Who authorizes this access, and what is the process for obtaining permission? How can this information be integrated with other records? Can information be shared with another clinician in the case of transfer of care? How long is this information stored? Is it encrypted in resting state? What information, if any, will be integrated into the client•s EHR?

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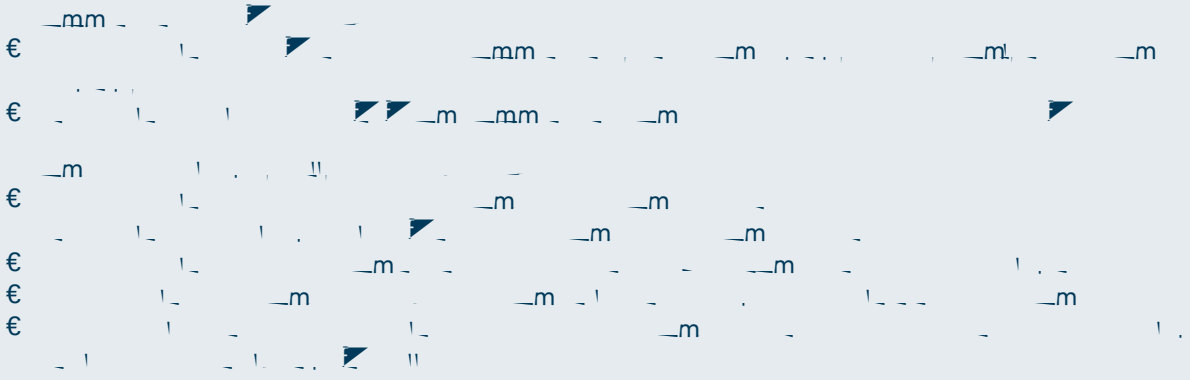
Exhibit 2.2.-4: Considerations Regarding the Appropriateness of TAC



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