

# INNOVATION

## **eServices: *definition and standards***

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# Definition of eServices

- The delivery of addiction and mental health services through telephonic or web-based methodologies: *Services include those traditionally delivered in face-to-face methods - Individual, family, case management; group therapy; aftercare; clinical supervision; aftercare; follow-up; prevention education (group or individual).*



# Examples of eServices

**Providing components of the continuum of services traditionally just provided face to face:**

- Prevention*
- Education*
- Screening*
- Assessment*
- Treatment Planning*
- Intervention*
- Treatment (Individual, Group, Family)*
- Relapse Prevention*
- Aftercare*

**...in a technologically integrated manner.**

# Benefits of Phone & web-based eServices?

- **Immediate Engagement**
- **Accessibility**
- **Availability**
- **Timeliness**
- **Connecting with Recovery Supports**
- **Reducing Barriers to Treatment, aftercare and follow-up**



# Rationale

- **There is a need to develop this modality of treatment in the MH & SA field.**
- **Long history of eServices with Telemedicine**
- **Only reaching 10% of those who need TX**
- **Barriers to engagement & retention can be ameliorated using innovative eServices**

# Major Goals

- Improve access to substance abuse & mental health services
- Increase the availability of mental health & substance abuse services to people seeking services
- Connect people seeking treatment through an integration of therapy using internet, the phone and face to face.



# Services Offered

- Initial Screening Assessments
- Motivational Enhancement Therapy
- Bio-psychosocial Treatment Planning
- Individual Sessions
- Group Therapy Sessions
- Prevention Education
- Intervention



# Services Offered (cont'd)

- **Aftercare Services**
- **Anger Management**
- **Educational Modules**
- **Trauma Counseling**
- **Case Management**
- **Information & Referral Services**
- **Financial Evaluations**



# EBP

- ‘Evidence-based’ stands in contrast to approaches that are based on tradition, convention, belief, or anecdotal evidence.” Retrieved from:

<http://www.nrepp.samhsa.gov/help-glossary.asp>, July 24, 2009

# Therapeutic Evidence Based Approaches

*Most EBP Amenable to eServices*

- Motivational Interviewing
- Motivational Enhancement Therapy
- Cognitive Behavioral Therapy
- Matrix Intensive Outpatient
- Seeking Safety
- Anger Management for Mental Health & Substance Abusing Clients
- Living in Balance
- Etc.



**STAFF SPECIAL TRAINING**

# Established Standards a Must

- **Accountability**
- **Consistency**
- **Need for Fidelity**
- **“It’s the right thing to do”**

# General Standards for eServices

- All providers of eServices must be a licensed provider under Florida statutes. All providers of eServices must be accredited by a nationally recognized body (*such as CARF and JACHO that are the current industry standards*). All providers of eServices should incorporate the best practices available for clinical services and maintenance of confidentiality.

# General Standards for eServices

- Addictive disorder, mental health and co-occurring services provided by eService methods such as internet and telephone are subject to all laws, statutes, regulations and standards applicable to comparable services provided on-site. Utilization of eServices for a client should always be based on their individual strengths, needs, abilities and preferences as indicated by an evidence-based reliable valid assessment process that includes ASAM criteria (such as the GAIN or other recognized assessment tool).

# General Standards for eServices

- **The provider should have clear exclusion and inclusion criteria for determining the appropriateness of eServices for individuals and/or families.**

# Accessibility Standard

- Providers of eServices shall ensure its services are accessible to all appropriate clients with respect to individual capabilities. *This process includes accessing the capabilities of the individual being considered for eServices to determine that successful participation and outcomes are possible.*
- If individuals are determined to be appropriate for eServices they must have the appropriate and necessary equipment or technology to participate.

# Confidentiality Standards

- Providers shall ensure that:
- Individual and family confidentiality be protected comparably to on-site services. In addition to applicable Federal guidelines such as HIPAA and 42CFR, part 2, providers of internet and telephone based services will protect client confidentiality by means of additional accepted electronic security protections.
- Informing consumers of their role(s) in protecting their confidentiality shall be a part of policy and procedure.
  - *Informing consumers of how electronic and telephonic communications might be monitored and for what purpose; and,*
  - *Establishing procedures to verify client identity throughout the duration of services.*
- eServices equipment used in the provider sites or in remote locations should be placed in facilities in a manner that limits audibility to the persons directly involved in the conversation.

# Consent Standards

- **No services will be delivered until appropriate informed consents, including a risk benefit discussion, are accomplished.**

# Individual Rights Standards

- **The rights of clients receiving internet and telephone based services are protected comparably to the rights of clients who receive face-to-face services at a provider site.**
- **Whenever eServices are utilized as the primary means of service delivery, the provider will establish procedures appropriate to the method of service delivery that are as effective as comparable procedures available to clients at a provider site.**

# Cultural Appropriateness Standard

- **Providers of eServices shall attempt make its services culturally sensitive and relevant to the persons served.**

# Remote Location for Provision of eServices Standards

- **The provider will verify that modes of service delivery do not expose staff to safety risks they would not encounter at a provider site, and to verify that staff practices are compliant with all applicable confidentiality protections.**
- **Provider equipment used by staff (including phones, computers, handheld PDAs, etc.) must be exclusive to the practice of eServices, provided by the organization and not used for any personal purpose.**

# Remote Location for Provision of eServices Standards con't

- **Standard Security practices such as passwords etc. must be used to ensure that no unauthorized use of computer, telephones, etc. can occur.**
- **Although licensure is required for all providers or individuals (not in the employ of a licensed provider) who deliver eServices, all locations are not subject to licensure due to the nature of delivery of eServices.**
- **The provider must have specific procedures for how it will obtain sufficient information about the service delivery environment to ensure that it is safe and confidential.**

# Safety Standards

- Client safety and security issues will vary with the level of care, method of service delivery, and specific client characteristics. Where clients are not physically present, their physical safety is promoted by effective screening and referral for: *potential suicidality; mental health or substance abuse conditions that might endanger clients' health or well being; significant behavioral risk factors; and health or medical conditions that might affect prioritization or provision of client services.*
- Providers of eServices must have policy and procedures addressing imminent crises that might occur during the course of delivery of services. Training must address how to handle such crises.

# Client screening, Assessment and Placement Standards

- **Providers of eServices shall ensure that all persons served are screened, assessed and appropriately placed in a needed level or care, including attending to imminent crises, or referred to the most appropriate service available.**
- **Placement of an individual client in eServices should always be based on their individual strengths, needs, abilities and preferences as indicated by an evidence based reliable valid assessment process that includes ASAM criteria.**
- **The provider of eServices shall established inclusion and exclusionary criteria specific to modes of service delivery for differing levels of care or types of service, to ensure that both the content and method of services are clinically appropriate to individual client characteristics.**

# Client Treatment Plans and Documentation Standards

- Providers of eServices shall ensure that all persons served are provided individualized treatment, intervention or participation plans depending upon the level of care indicated in the assessment and agreed to by the person served. These plans must comply with all applicable licensure and funder rules and regulations consistent with appropriate statutes.
- Documentation shall follow the requirements of licensure rules and accreditation requirements regardless of the modality used to provide those services.

# **Client Treatment Plans and Documentation Standards – con't**

- **All communication and documentation must meet the intent of statutes, rules and regulations.**
- **All recordings must meet the federal and state statutes, rules and regulations that pertain to client confidential and other privacy issues (CFR 42, part2, HIPAA. etc.). Policies and Procedures shall be established to determine the disposal methods and time-frames including the purpose of recordings (clinical supervision, quality assurance, etc.)**

# Coordination of Other Services Standards

- **Providers of eServices shall ensure that services to the persons served are coordinated as much as possible with other services in the community where the person served resides.**
- **Providers of eServices shall promote coordination of other needed community services when appropriate.**

# Record Maintenance and Retention Standard

- **Where services are provided through electronic media, the provider's record management system includes procedures for:**
  - *the generation, administration and maintenance of electronic records that are comparable to its procedures for original paper records; and,*
  - *documentation of electronic signatures by clients, or other means of verifying client assent appropriate to such media;*
  - *recordings must be stored in a manner consistent with confidentiality. Policies and Procedures shall be established to determine the disposal methods and time-frames; and,*
- **Where services are provided by means of telephone, the provider's record management system includes procedures for:**
  - *the generation, administration and maintenance of audio records that are comparable to its procedures for original paper records; and*
  - *documenting verifiable auditory assent given by the client as the functional equivalent of a signature, or other means of verifying client assent appropriate to such media.*

# Staff Credentials and Training Standard

- **Providers will ensure that practitioners will follow all professional and legal standards of their professional group.**
- **Providers shall ensure that services are provided by practitioners who are properly educated, trained and credentialed or certified to provide the level of care and additionally, internet and phone based eServices.**
- **Regardless of doing eServices, providers shall practice within their scope of practice.**
- **Training should include at a minimum, but not limited to, the following training that is specific to the provision of eServices:**
  - *characteristic benefits and risks of the service delivery mode;*
  - *potential differences in client-staff interaction, clinical process or client progress that might result from the service delivery mode;*
  - *cultural awareness of populations potentially served;*
  - *procedures for dealing effectively with disruptive behavior in the service delivery medium; and*
  - *procedures for identifying appropriate referral resources in clients' communities.*
  - *use of technology to deliver services*

# Performance Measurement and Continuous Quality Improvement Standard

- **Providers of eServices shall ensure established performance objectives that measure the quality and efficiency of services provided through the phone and internet for the purposes of improving the quality of the services to the persons served.**

# Questions?

