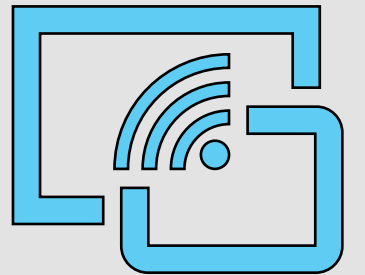
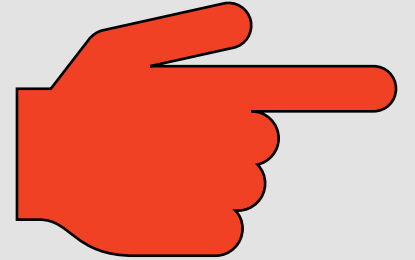


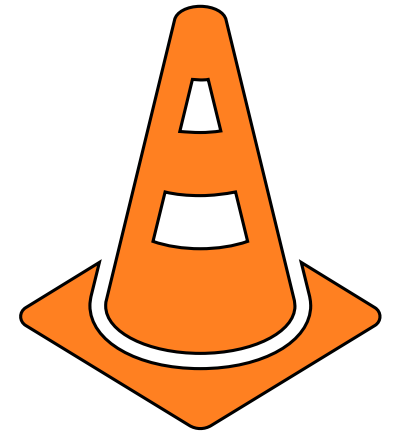
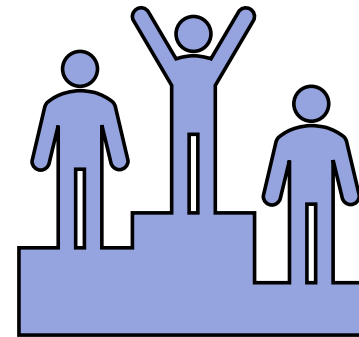
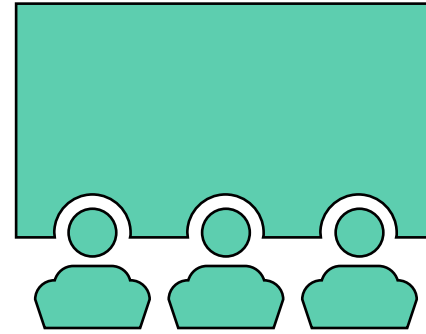
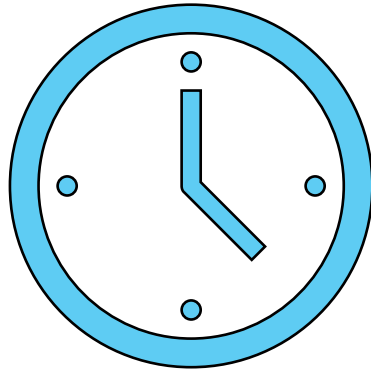
# Telehealth 2022: Level-setting the Practice Foundation

Ellen Fink-Samnick

MSW, ACSW, LCSW, CCM, CCTP, CRP, DBH-C

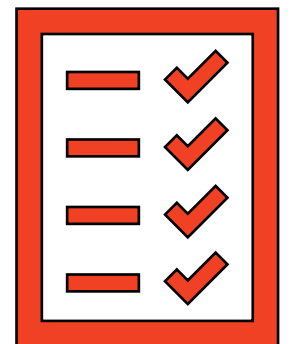


Welcome



# Objectives

- Define telehealth and virtual practice, and
- Identify their pros and cons
- Explain evidence and outcomes on telehealth impact
- Discuss state regulations on telehealth practice
- Apply established resources of guidance to individual practice
- Identify ethical conflicts and mitigation strategies for case managers
- Define key elements for effective telehealth practice



# CEUs



Commission for Case Manager Certification

This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM<sup>®</sup> board certified case managers.

The course is approved for 1.0 Ethics CEU.



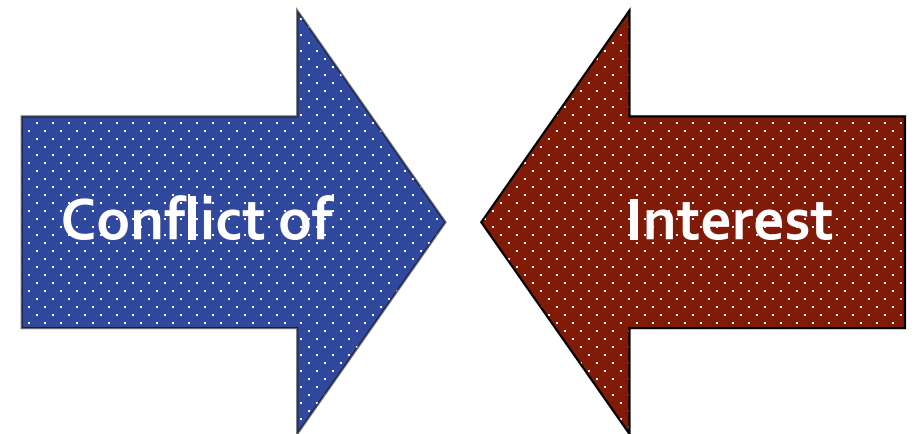
This program has been pre-approved through Altra Healthcare Consulting to provide continuing education to Nurses, Occupational Therapists, Physical Therapists, and Social Workers through the State of Illinois

The course is approved for 1.0 CEU.

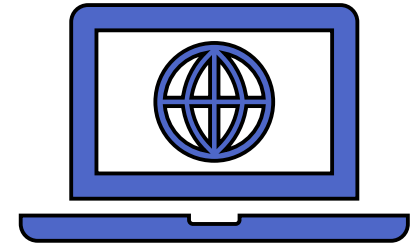
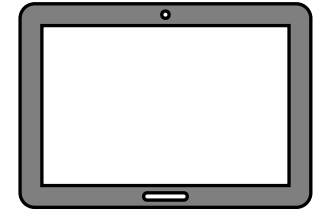
# Disclaimer

There are no potential conflicts of interest contained in the information provided in this presentation. All material is the opinion of this presenter or cited to source and/or authority

Any products referred to during this presentation are for the sole purpose of example only and should not be taken as product endorsement.

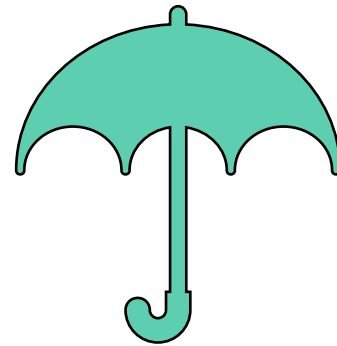


# Telehealth 101



# Telehealth vs. Telemedicine

**Telemedicine: the practice of medicine using technology to deliver care at a distance.**

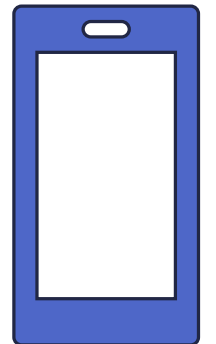
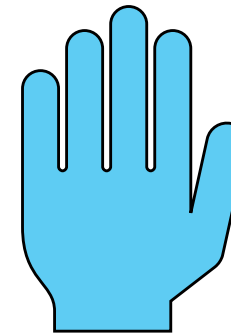
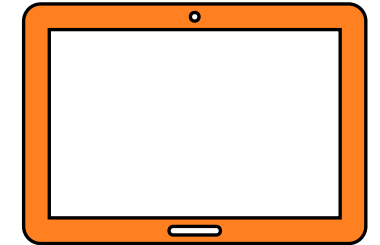


(AAFP, 2021)

**Telehealth: refers broadly to electronic and telecommunications technologies and services used to provide care and services at-a-distance.**

# Telehealth Defined

- Real-time communication
- Store and forward
- Remote patient monitoring
- What about mHealth?



(HHS.gov, 2021)

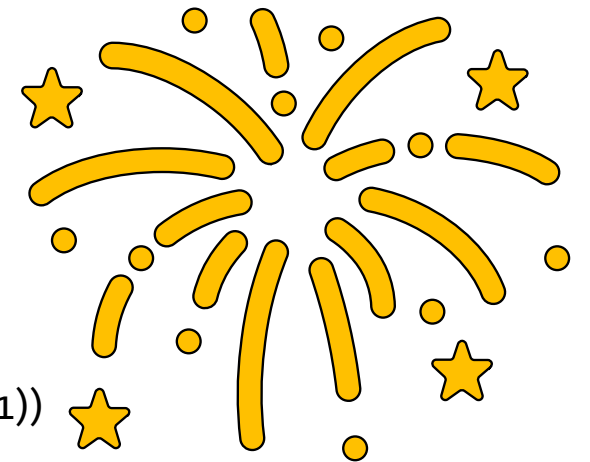


# Coverage and Reimbursement

- 99201-99215: (Office or other visits)
- Go425-Go427: (Telehealth consultations, emergency department or inpatient)
- Go406-Go408: (F/U inpatient telehealth consultations furnished to beneficiaries in hospital/SNFs)

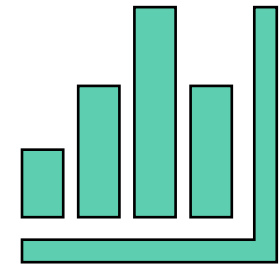
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(CMS, 2021; lafolla, 2021))

# Evidence and Outcomes



# Telehealth's Success and Expansion

Utilization >38 X higher  
than pre-pandemic

↑ Telehealth claims by specialty  
50% by psychiatrists  
30% Substance use treatment

↑ From 25% to 45% of  
Medicare Beneficiary Use

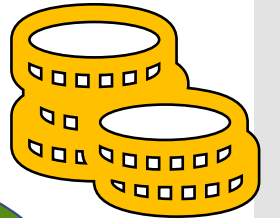
Use by >95%  
of Providers

# Telehealth Success and Costs

**Implementation:  
\$15,000-\$150,000**

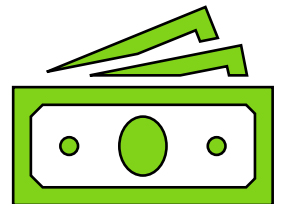


**\$361 savings per patient or \$8566  
total service cost savings vs. a  
traditional in-home care program  
over 6-months at \$13,713 annually.**



**Less expensive to render:  
savings of \$10,874 over 8 months**

(Snoswell et al., 2020)



# Outcomes

## *Clinical effectiveness:*

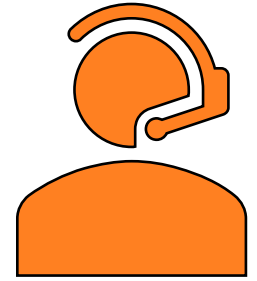
- 81 % of respondents said their clinical interventions via video sessions were equally effective or more effective at improving patients' conditions as in-person visits
- 38 % specifying that video enhanced their ability to help patients.



## *Agree or disagree?*

(Tridium, 2020)

# Outcomes



## *Therapeutic alliances:*

- 81 % of respondents reported video conferencing had the same or a positive impact on how they connected and engaged with patients,
- 36 % shared they recognized improvements in patient relationships through video visits.

## *Agree or disagree?*

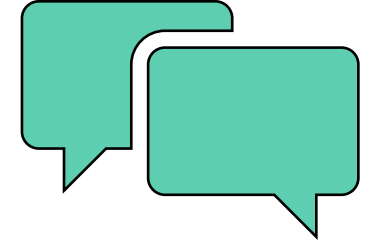
(Tridium, 2020)

# Outcomes

## *Patient disclosures*

- 83 % of respondents said video-conferencing had no impact or a positive impact on the level of information patients shared about their personal lives, conditions, or symptoms.
- 39 % felt patients disclosed more information during video visits – possibly because they felt more comfortable within their homes, rather than in a traditional office setting.

## *Agree or Disagree?*



(Tridium, 2020)

# Outcomes

## *Clinical workflow*

37 % of respondents reported video-conferencing had no impact on their clinical workflows, referring to the time and effort required to deliver care.

46.3 % reported their clinical workflows were positively impacted by the shift to virtual care.

## *Your thoughts?*

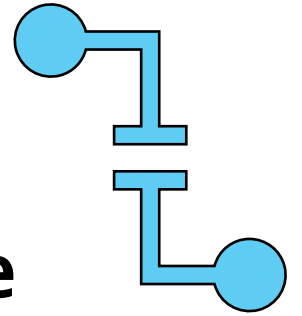
(Tridium, 2020)

# The Disconnect: Accessible for All?

For providers who had patients decline telehealth, (patient) reasons included:

- 30% had low technology literacy
- 29% had limited privacy
- 25% struggled with technology access

(Friedan, 2021)



# The Disconnect Accessible for All?

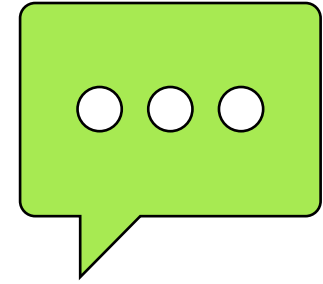
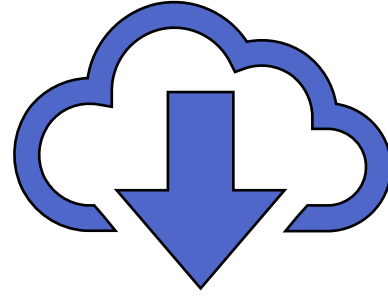


**During Telehealth visits, patients with low health literacy compared to patients with adequate health literacy were:**

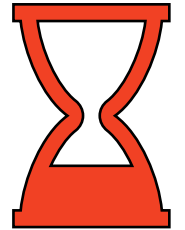
- less likely to have a video visit
- 2X more likely to have difficulty recalling what was discussed,
- less likely to recommend telehealth to someone else, and
- less likely to find telehealth very useful

(Friedan, 2021)

# What Promotes Accessibility?

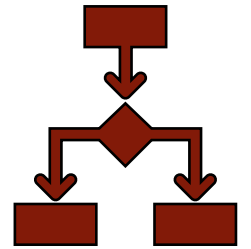


- No patient app download required
- Reliable, high-quality audio/video connections
- Integrated provider experience with a single sign-on
- Telehealth use not connected to the patient portal
- Virtual patient waiting rooms
- Ability for providers to send messages into virtual waiting area, and,
- See visit status
- Capability for multi-party connections
- Capability for screen- or image-sharing



(Friedan, 2021)

# Legal & Ethical Considerations

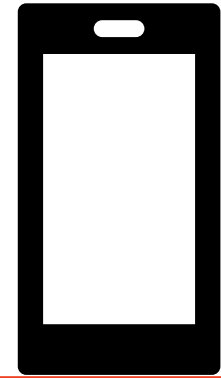


# Regulations

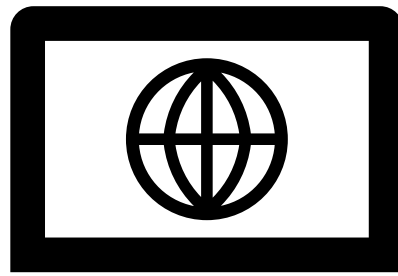
What matters



Temporary Waivers/  
Emergency  
Declarations



Licensure scope  
of practice



State guidance  
documents



Proficiency of  
Practice



Malpractice

# The Tip of the Ethical Iceberg



# We Got Issues: 4 Fraud Schemes

1. Upcoding time and difficulties
2. Misrepresentation of provided services.
3. Services not rendered, or not rendered as expected
4. Federal authorities are monitoring where providers accept payments for unnecessary care, or unrendered care.



ANA

## Core Principles on Connected Health (2019)



- Interstate commerce, fraud/abuse, and applicable state/federal laws not commonly encountered when delivering health-care in person
- Mandate to meet state-specific regulatory/institutional requirements aligned with scope of practice
- Safeguards when transmitting electronic information and communication conducted via connected health technologies to ensure patient privacy
- Updated policies governing practices and reimbursement to allow for integration, national adoption, and sustainability of connected health

CCMC

## Board-certified CCMs will:

- **Principle 5:** keep their competency at a level that ensures each of their clients will receive the benefit of services that are appropriate and consistent for the client's condition and circumstances
- **Principal 7:** obey all laws and regulations

(2015)



Commission for Case Manager Certification

## Consider this...

- Dante has a dedicated Zoom URL for his “room”; he uses it for all virtual meetings with case management patients and their families.
- With a caseload of over 75 patients, Dante leaves little time between patient meetings. “I’ve have a good sense of time”, he shares with colleagues.
- One day, Dante had a patient emergency that found him running over for the visit; the patient expressed suicidal ideation. As he was working a safety contract with the patient, another patient appeared in the Zoom room
- ***Dante should .....????***



**All Together  
NOW!**

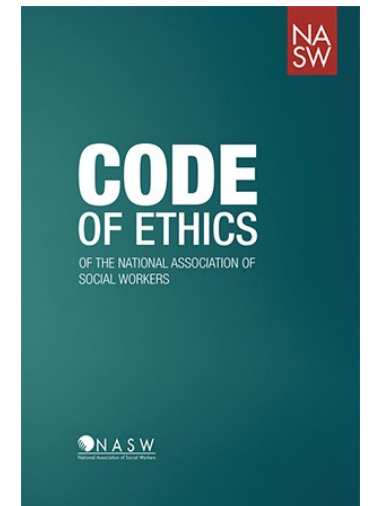


Commission for Case Manager Certification



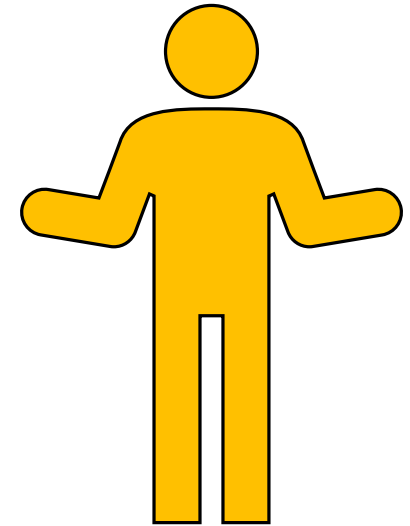
**Say it with me:**

**PRIVACY, CONFIDENTIALITY, & PROFICIENCY**



## Consider this...

- Your manager at Ipswich MCO has called a meeting to announce a new practice:
- Since WIFI and broadband are spotty, patient interactions will remain telephonic with all recorded
- When you ask about patient consent, you are told: "We need to implement this policy ASAP; patient consent is not required."
- ***You...??***



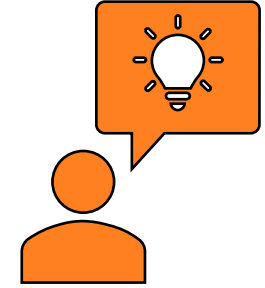
**CMSA**

## **Legal Standard: J**

Documented informed consent where client consent is a prerequisite to the provision of case management services

(2016)

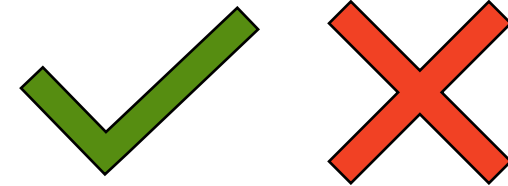




# Readying for the Practice Shift

# Telehealth Etiquette

1. Use a quality webcam and telehealth platform, AND
2. Make sure you know how to use it!
3. Set the webcam at eye level
4. Use a professional backdrop for all virtual sessions
5. Check that lighting!
6. Check privacy settings!
7. Be on time



(Fink-Samnack, 2019, 2020)

# Telehealth Etiquette

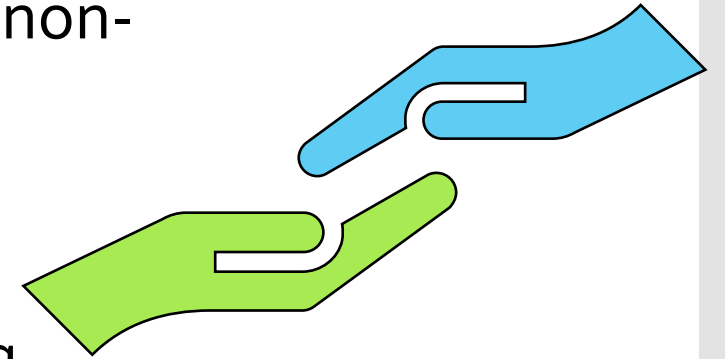
6. Dress the professional part
7. Have your patient's information available to review
8. Engage your patient
9. Communicate if you need to look away from the client
10. Keep WIFI challenges in mind
11. Be clear with treatment actions, recommendations, f/u
12. Be mindful of those updates!



(Fink-Samnack, 2019, 2020)

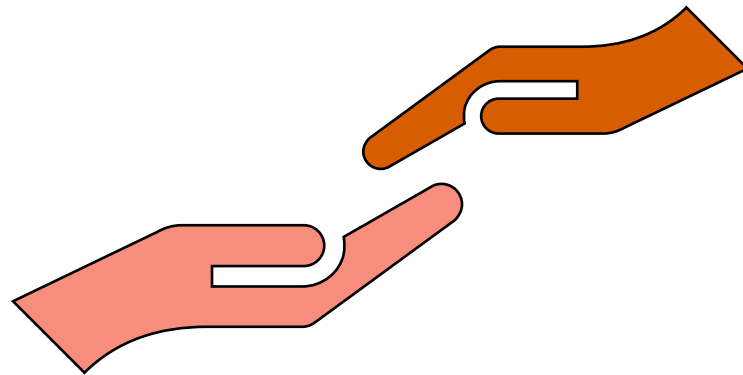
# Expressing Empathy

- Use effective communication, with empathic (active) listening
- Maintain awareness of verbal and non-verbal communication
  - word choice
    - minimal jargon use
    - simple and clear messaging
  - tone of voice
  - pace of speech
  - body posture
  - facial expressions



(Fink-Samnack, 2020; Mann, 2020)

# Expressing Empathy



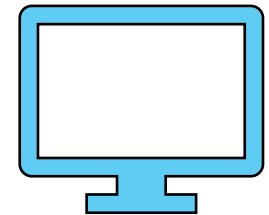
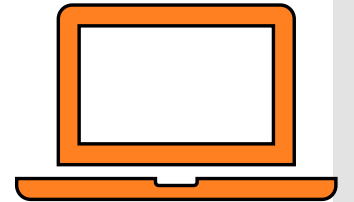
- Speak, listen, act as if the other person is sitting in front of you
- Convey respect and empathy
- Seek to clarify, as needed

(Fink-Samnack, 2020; Mann, 2020)

# ZOOM Fatigue

- Schedule breaks through the day, especially between virtual interactions
- Keep meetings brief when possible
- Reduce onscreen stimuli
- Hide 'Self-View' so that your focus is on the person versus you
- Avoid Multitasking to avoid distractions and enhance focus
- Schedule screen-free time to give yourself a break
- Switch to phone calls every once in a while

(Fink-Samnack, 2020; Fosselin & Duffy, 2020)



# Resources

- [American Nurses Association](#)
- [Center for Connected Health Policy](#)
- [CMS: List of Telehealth Services](#)
- [Federation of State Medical Boards](#)
- [National Association of Social Workers: Legal and Ethics Institute](#)
- [National Conference of State Legislatures](#)
- [National Council of State Boards of Nursing](#)
- [Telehealth.org](#)



Remember...

**THE ONE ETHICAL CONSTANT:  
ALWAYS DO THE RIGHT THING  
-E. FINK-SAMNICK**

**Thank you**



**Ellen Fink-Samnick**

**MSW, ACSW, LCSW, CCM, CCTP, CRP, DBH-C**

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**Ellen's Interprofessional Insights Blog Site:**

**[www.interprofessionalinsights.com](http://www.interprofessionalinsights.com)**

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