




Changing Perceptions: Demonstrating the Value of Remote Service Delivery to Stakeholders

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About Your Presenter



- Bilingual School Psychologist for 22 years
- Associate Professor & Program Director for 15 years at California Baptist University
- Teletherapist School Psychologist
 - Private Practice for 15 Years
 - Contractor for 3 Years
 - Clinical Manager at VocoVision for 2 Years
 - Currently a School Psychologist Advisor at Blazer Works
- Grew up in an immigrant family in San Diego, California

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Outcomes

1. Identify the common concerns for the acceptance of remote service delivery (teletherapy).
2. Discuss and explain the value of remote service delivery in educational settings.



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Three Concerns

- 1 "Teletherapy is new - I need more time to see if it really works."
- 2 "Does teletherapy comply with legal guidelines?"
- 3 "Does the research support its efficacy?"

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Concern #1: "Teletherapy is new - I need more time to see if it really works."

Response: "Teletherapy is not a fad or even a novel idea. It's been in the making for almost a century."

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The Evolution of Teletherapy

- "The Teledactyl (Tele, far; Dactyl, finger — from the Greek) is a future instrument by which it will be possible for us to feel at a distance." This idea is not at all impossible, for the instrument can be built today with means available right now.
- It is simply the well-known teleradiograph, translated into radio terms with additional refinements. The doctor of the future by means of this instrument, will be able to feel his patient as it were, at a distance...The doctor manipulates his controls, which are then manipulated at the patient's room in exactly the same manner. The doctor sees what is going on in the patient's room by means of a television screen."
- Hugo Gernsback — Science Fiction Writer






Image Source: <https://www.scifiartmag.com/fiction/telemedicine-predicted-in-1925-12416349>

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The Evolution of Teletherapy

- **1959:** The Nebraska Psychiatric Institute (NPI) was using early videoconferencing to provide group and long-term therapy, consultation-liaison psychiatry, and medical student training at the Nebraska State Hospital in Norfolk



Image Source: <https://www.massgeneral.org/telehealth/history>

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The Evolution of Teletherapy

- **1969:** Massachusetts General Hospital (MGH) provided psychiatric consultations of adults and children at a Logan International Airport health clinic as they arrived, which was about three miles away.

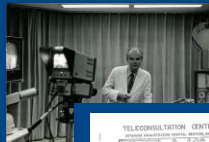


Image Source: <https://www.massgeneral.org/telehealth/history>

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The Evolution of Teletherapy

- **1970's:** NASA's STARPANC Space Technology Applied to Rural Papago Advanced Health Care (STARPANC) provided rural populations in southern Arizona via real time satellite telecommunication with medical care.



Image Source: <https://www.nasa.gov/content/brief-history-of-nasa-s-contributions-to-telemedicine>

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The Evolution of Teletherapy

- **Present:** Today, teletherapy allows us to provide therapy and education services in real time to children across the country.
- We use document readers, interactive learning activities, and standardized assessments to assess student needs and provide interventions and supports that will help them reach their potential from remote locations.





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The Evolution of Teletherapy


- **Future:** Virtual and augmented reality has unlimited potential for complex learning and mental health challenges that children face. Research is still working on how to use this technology in safe and effective ways. Currently, VR-based interventions have been developed mainly for anxiety-related disorders; however, they are also used for developmental disorders, severe mental disorders, and neurocognitive disorders.

Cheney, A., Gonzalez, D., & Rao, D. (2021). Evidence-based virtual reality-based therapies for psychiatric disorders: Meta-review of meta-analyses. *Journal of Medical Internet Research*, 23(1), e20899. <https://doi.org/10.2196/20899>




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Putting It All Together





Established Practice



Continued Improvement





Professional Acceptance & Guidelines

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Concern #2: "Does it comply with legal guidelines?"

Response: "Of course it does. Why wouldn't it?"

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Legal Guidelines

- 1 Federal Laws and Regulations
- 2 State Telehealth Laws and Regulations

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Legal Guidelines

Federal Laws and Regulations



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	Who must comply?	Protected Information	Permitted disclosure
FERPA	<p>The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of personally identifiable information in a student's educational records.</p> <p>The Act covers the primary education level, from grades K-12, and extends to postsecondary education.</p> <p>FERPA also applies to institutions that receive federal financial aid.</p> <p>As of the latest revision (2012), FERPA applies to all institutions of higher education in the United States.</p>	<p>Who: parents or primary school officials</p> <p>When: secondary</p> <p>Where: all educational agencies</p> <p>How: FERPA prohibits the disclosure of personally identifiable information from educational agency records to third parties without the prior written consent of the parent or eligible student.</p>	<p>When: officials</p> <p>Where: schools to which a learning disability student is being referred for special education services</p> <p>How: FERPA prohibits the disclosure of personally identifiable information from educational agency records to third parties without the prior written consent of the parent or eligible student.</p> <p>Disclosure of personally identifiable information is permitted to officials of other educational agencies for the purpose of providing special education services to a student.</p>
HIPAA	<p>The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that sets the standard for protecting sensitive patient data that is shared between health care providers.</p> <p>HIPAA applies to all health care providers, including hospitals, clinics, and health plans.</p> <p>HIPAA also applies to all health care providers that receive, store, or transmit protected health information (PHI).</p> <p>As of the latest revision (2013), HIPAA applies to all health care providers in the United States.</p>	<p>Who: health care providers</p> <p>When: all health care providers</p> <p>Where: all health care providers</p> <p>How: HIPAA prohibits the disclosure of PHI to third parties without the prior written consent of the patient.</p>	<p>When: officials</p> <p>Where: health care providers</p> <p>How: HIPAA prohibits the disclosure of PHI to third parties without the prior written consent of the patient.</p> <p>Disclosure of PHI is permitted to officials of other health care providers for the purpose of providing health care services to a patient.</p>

For more information, please visit the Department of Health and Human Services (HHS) website and the Department of Education (DOE) website.

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Legal Guidelines

State Telehealth Laws and Regulations:

1 Licensing

The therapist must be licensed in the state where the client is located. It is important to check with your state's licensing board to see what specific requirements apply.

2 Secure Platforms

The therapist must use a secure platform to protect the privacy of client communications.

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Legal Guidelines

State Telehealth Laws and Regulations:

3 State Laws on Confidentiality

Many states have laws that specifically address the confidentiality of teletherapy communications. These laws may provide additional protections for client privacy than HIPAA/FERPA.

4 State Laws on Informed Consent

Most states require that therapists obtain informed consent from clients before providing teletherapy services. This means that the therapist must explain the risks and benefits of teletherapy to the client, and the client must agree to participate in the services.

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Putting It All Together



Confidentiality



Informed Consent



Ethics



Technology




Record Keeping

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Concern #3: "Does the research support it's efficacy?"

Response: "Absolutely. It's been studied over and over, and research consistently demonstrates the effectiveness of teletherapy and it is proving to be as effective as on-site service delivery."

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Research 2012

Title Telepsychology outcome research with children and adolescents: a review of the literature

Journal Psychological Services

Methods Review of empirical research on psychological services for kids using technological media (i.e., videoconferencing, Internet, and telephone).

Results "The evidentiary support for providing services with each of these media for a range of concerns is encouraging."

Stoner, N. C., Dewar, B. J., & McCullum, M. J. (2002). Telepsychology outcome research with children and adolescents: a review of the literature. *Psychological services, 3*(3), 312-324. <https://doi.org/10.1037/1082-7602.3.3.312>

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Research 2013



Title The Effectiveness of Telemental Health: A 2013 Review

Journal Telemedicine Journal and E Health

Methods Comprehensive literature review on telemental health effectiveness (i.e., telemental health including telepsychiatry, effectiveness, mental health, e-health, videoconferencing, telemedicine, cost, access, and international).

Results Telemental health is effective for diagnosis and assessment across many populations (adult, child, geriatric, and ethnic) and for disorders in many settings (emergency, home health) and appears to be comparable to in-person care.”

Puttling Hill, D. M., Ferris, D. C., Pank, M. B., Johnson, B., Callahan, E. J., & Yankovsky, P. (2013). The effectiveness of telemental health: a 2013 review. *Telemedicine Journal and eHealth: the official journal of the American Telemedicine Association*, 19(1), 148–159. <https://doi.org/10.1089/tmj.2012.0075>

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Research 2020


Title Equivalence of Remote, Digital Administration and Traditional, In-Person Administration of the Wechsler Intelligence Scale for Children, Fifth Edition (WISC-V)

Journal Psychological Assessment

Methods The study evaluated the equivalence of a remote, online administration WISC-V with traditional, in-person administration.

Results “Results revealed no significant differences—and, therefore, method effects—between the full-scale IQ and index scores between the administration procedures”

Wright, A. J. (2020). Equivalence of remote, digital administration and traditional, in-person administration of the Wechsler Intelligence Scale for Children, Fifth Edition (WISC-V). *Psychological Assessment*, 32(1), 819–830. <https://doi.org/10.1037/1040-3598.32.1.819>

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Research 2022

Title Teletherapy Versus In-Person Psychotherapy for Depression: A Meta-Analysis of Randomized Controlled Trials

Journal Telemedicine Journal and E Health

Methods Authors searched several peer reviewed research databases for articles from January 1, 2000 to February 1, 2021, to identify randomized head-to-head trials of video-based versus in-person delivery of psychotherapy to reduce depressive symptoms.

Results “The present findings suggest that video-based teletherapy may be a feasible and effective alternative to in-person services for reducing depressive symptoms.”

Giovenetti, A. K., Punt, S. E. W., Nelson, E. L., & Hardt, S. S. (2022). Teletherapy Versus In-Person Psychotherapy for Depression: A Meta-Analysis of Randomized Controlled Trials. *Telemedicine Journal and eHealth: the official journal of the American Telemedicine Association*, 28(1), 917–929. <https://doi.org/10.1089/tmj.2021.0324>

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Research2022



Title Equivalency of In-Person Versus Remote Assessment: WISC-V and KTEA-3 Performance in Clinically Referred Children and Adolescents

Journal Journal of International Neuropsychology

Methods 893 children aged 4-17 tested with teletesting or in-person.

Results "Findings indicate equivalency across methods of service delivery without clinically meaningful differences in scores among referred pediatric patients"

Wright, A. J. (2020). Equivalency of remote digital administration and traditional, in-person administration of the Wechsler Intelligence Scale for Children. *Journal of International Neuropsychology Assessment*, 21(2), 809-821. <https://doi.org/10.1093/inia/21.2.809>

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Research2023



Title Tele-neuropsychological Assessment of Children and Young People: A Systematic Review

Journal Journal of Pediatric Neuropsychology

Methods This preliminary systematic review aimed to examine the feasibility of pediatric TeleNP assessment alongside (1) patient/family acceptability, (2) reliability, and (3) the quality of the literature.

Results "Pediatric TeleNP was generally reported to be feasible (e.g., minimal behavioral differences) and acceptable (e.g., positive feedback). Nineteen studies conducted statistical analyses to assess reliability. Most observed no significant differences between in-person and TeleNP for most cognitive domains (i.e., IQ)."


Walker, E.L., Graham, F.J., Stankovic, N. et al. Tele-neuropsychological Assessment of Children and Young People: A Systematic Review. *J Pediatric Neuropsychol* (2023). <https://doi.org/10.1007/s00127-023-01444-4>

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Putting It All Together




Teletotherapy has demonstrated efficacy.



There is a growing acceptability of this model.





Equivalency studies are demonstrating similarity of assessment results for in-person and virtual testing sessions.

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In Closing

Is teletherapy a viable option or alternative to in-person service delivery models?

- 1 For about a century, teletherapy has gone from conceptualization to implementation, with continual improvement.
- 2 Teletherapy adheres to all the legal, ethical, and best practice guidelines that are in place to protect consumers.
- 3 Teletherapy has withstood years of scrutiny and is now widely accepted as an evidence-based, useful, and effective way to reach populations who would not otherwise have access to mental health services.

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Thank you!

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