

Improving Telehealth Engagement

Making Telehealth Hella-health!

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2020

Was Like



2021 IS GOING TO BE GREAT!



HOPEFULLY

How effective has telehealth been in staying connected with your members/clients?

Overview

Unprecedented times - trail-blazers

- Establish a learning community - no one of us is smarter than all of us
 - Evolving, changing over the long term

Telehealth will continue to be important tool post-pandemic

- Skills covered also applicable for face 2 face

Eliciting Hope

Hope

- Be mindful that a significant percentage of people currently in recovery were once homeless, unstable, addicted & someone like you helped them get started on their recovery journey

Quick tips on telephonic engagement



- Emphasize empathy
- Narrate non-verbal empathy -
Compensate for no visuals - “You really sound discouraged”
- Tone - 7%, 38%, 55%
- Texts
- Rituals/routines
- Quote/meme of the day
- Use of silence

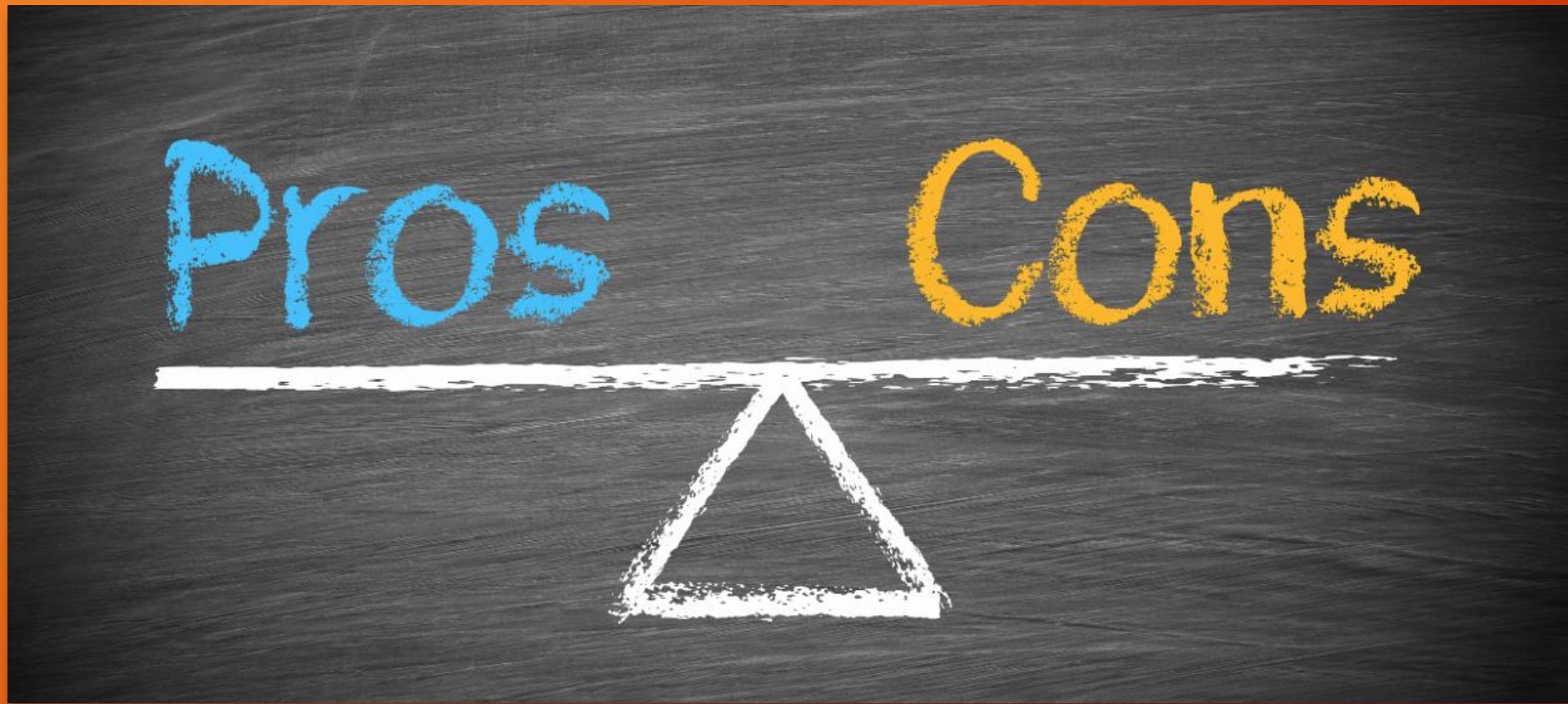
Quotes for the day?



SOMETIMES,
YOU HAVE TO FORGET
WHAT YOU WANT
TO REMEMBER
WHAT YOU DESERVE.

GoalAdviser.blogspot.com

- Remember the 3 C's - Choice, Chance, Change. You have to make a choice, to take a chance for making a change
- Self-care is how you take your power back
- Your present circumstances don't determine where you can go, they merely determine where you start



Quick Break Out

Share one pro & one con you've experienced using telehealth

Rowing some OARS

Open-ended Questions

Affirmations

Reflections

Summary Statements



Reflective listening practice

- I hear you, I get you, I feel you
- Paraphrasing -restating what your client is saying to you
- Rolling with resistance
- Avoid advice/ problem fixing



You mean that... ?



If you'd been through what I've been through, you'd take drugs too

I don't really see the point in talking with you

I'm afraid zombies are going to eat my brain

Assess Stage of Change

- Stop blaming yourself or your client
- Align ourselves, coming alongside
- Reduce impatience, frustration, helplessness
- Quit jumping ahead & damaging relationship
- Incremental-focus on next step, progress
- Most clients not in action stage



Circles of Support

Increasing natural supports

Peer Supports - PRPSN

Do you know who's in their support group?

12 Step !!

Other support groups

3 Group challenge - finding the right fit
Reward?

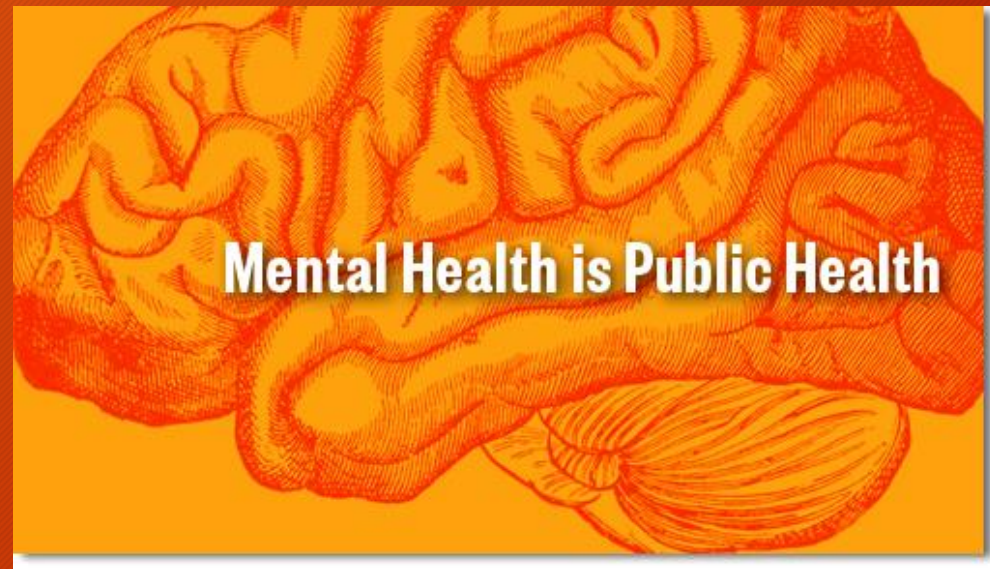
End & ask questions/ plan for next

Trauma Informed Engagement

- Creating/holding space - most people I work with have had really overwhelming experiences such as____ , they find it useful
- How have you managed to survive, cope?
- What do you do when you get really stressed? (self disclosure)
- Normalizing - understandable reactions

Anti-racism in mental health

Racism as a
public
health
crisis



Racial trauma

- Acknowledging

What % of your clients might continue w/ telehealth after the pandemic ends?

- Multiple choice

Model self-care

3 Good things

Apps

Harm Reduction Strategies

- Maintaining compassion
- Working w/ actively using
- Incremental improvements
- Sex workers

Staff Self care