


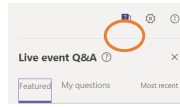
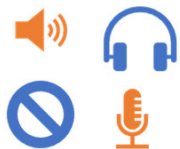
UPMC WESTERN BEHAVIORAL HEALTH

Toolkit for Virtual Treatment with Children and Adolescents During COVID-19

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UPMC/UPSOM


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- Welcome and thank you for joining us.
- There is audio as part of this presentation. Please use headphones if in public settings.
- Even if your sound is on, and you are unmuted, you will not be heard on the call.
- We will be using the **Q&A feature** to the right of the screen for attendance for those who signed in anonymously. Please type **"here"** and your **full name**.
- Please also use the **Q&A feature** to type in your question. Questions will be viewed by the moderator, and answered at the end of the presentation.
- The speakers will take turns presenting. As we switch from one speaker to the other, there may be slight delays. The speaker and presentation slide will reappear.




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MAINTAINING MENTAL HEALTH DURING A PANDEMIC




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Provisions of Services

- Adolescent Acute Partial Hospital Programs
 - 35 Patients ages 8-18
 - 5 days a week; 6 hours a day
- Child & Adolescent Intensive Outpatient Programs
 - 40 Patients ages 8-18
 - 3 days a week; 3 hours a day
- *Target Population:* At Risk Children and Adolescents with emotional or behavioral challenges such as depression, suicidal thoughts, anxiety, poor impulse control, psychosis, or unsafe coping skills that are often combined with family, social, and school problems.

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ACKNOWLEDGE
THE
CHANGE



MOVE FROM PHYSICAL BUILDING TO VIRTUAL TREATMENT



RAPID AND DAILY CHANGES !



QUESTIONING ABILITY !!




WILL THE PATIENTS ATTEND ?


5

Establishing a Remote Infrastructure

- Workforce Support
- Remote Connectivity and Working Remotely
- Communication
- Revise current workflows and program guidelines from On-Site to Virtual
- Virtual Treatment Delivery
- Flexibility and Radical Acceptance

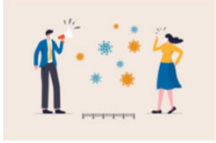


"It's for your own good. You've got to stop touching your face."

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SOCIAL DISTANCING



- SHIFT DUE TO COVID -19
- CREATED INNOVATION
- BROUGHT OUT RESILIENCE
- ADAPTING THE CURRICULUM

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CONSEQUENCES OF SOCIAL DISTANCING ON KIDS

 Worsening of Existential Crises	 Continuous exposure to triggers at home	 Unreported Abuse
 Sense of Doom	 Uncertainty about the Future	 Lack Of Structure
 Social Isolation	 Food Insecurity	

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CONSEQUENCES OF SOCIAL DISTANCING ON FAMILIES

- Juggling Schedules
- Stir Crazy
- Increased Stress
- Financial Concerns
- Job Safety
- Lack of Basic Necessities
- Food Insecurity
- Sense of Shame
- Kid's Guilt may Prevent Frank Discussion

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HOW DO WE HELP ??

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SETTING UP THE PROGRAM

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Patient Schedules & Expectations

Schedule Week of 4/13/2020	MONDAY (4/13)	TUESDAY (4/14)	WEDNESDAY (4/15)	THURSDAY (4/16)	FRIDAY (4/17)
GROUP/CHECK-INS Natalie	Group Link Group: 8:30 - 10:30 Ed Group: 10:30 - 12:00 BREAK: 12:30 - 1:00 Group: 1:00 - 2:00	Group Link Group: 8:30 - 10:30 Ed Group: 10:30 - 12:30 BREAK: 12:30 - 1:00 Group: 1:00 - 2:00	Group Link Group: 8:30 - 10:30 Ed Group: 10:30 - 12:30 BREAK: 12:30 - 1:00 Group: 1:00 - 2:00	Group Link Group: 8:30 - 10:30 Ed Group: 10:30 - 12:30 BREAK: 12:30 - 1:00 Group: 1:00 - 2:00	Group Link Group: 8:30 - 10:30 Ed Group: 10:30 - 12:30 BREAK: 12:30 - 1:00 Group: 1:00 - 2:00
INDIVIDUAL SESSIONS Catherine		Individual Session Link 11:30 - 12:30			
FAMILY SESSION Catherine	Family Session Link 2:30 - 3:30				
PSYCHIATRIST VISIT Dr. Tumbares		Psychiatrist Visit Link 9:00 - 10:00			

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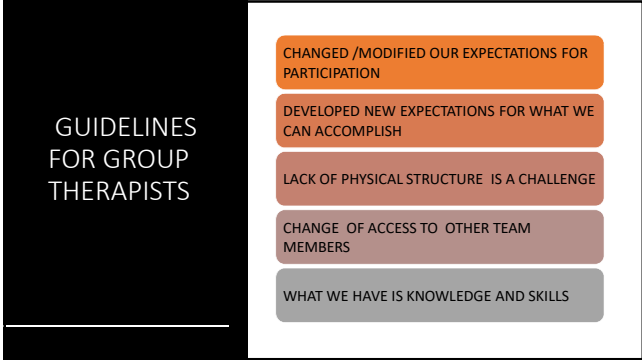
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VIRTUAL GROUPS FOR KIDS

- Introduction of the Clinician and Their Role in the Group Process
- Kids will then Introduce Themselves by First Name Only
- Ice Breaker Activity To Ease Anxiety of Being In A Virtual Room
- Facilitate Check in of Symptoms
- Discuss Time Spent Napping, Online with Friends and Gaming

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SOCIAL DISTANCING AND SOCIAL ISOLATION



HOW IS SOCIAL DISTANCING AND THE QUARANTINE AFFECTING THEM?



ARE THEY FEELING ISOLATED FROM NATURAL SUPPORTS PEERS AND SCHOOL ?



HOW HAVE THEIR ROUTINES CHANGED?



EFFECT ON FAMILY LIFE!

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REVIEW USE OF SKILLS



Review of use of skills in the last 24 hours.



Success or lack thereof of the use of skills.



Gently exploring the barriers to use of skills.

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SUPPORT USE OF SKILLS

Acknowledge

- Acknowledge that the quarantine has restricted everyone's lives.

Encourage


- Encourage maintenance of a routine and sleep hygiene.


Review


- Review use of Please Master skills.


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REVIEW OF SKILLS (Cont'd)

 Daily Practice of MINDFULNESS AND GROUNDING.


 Use GIVE skills and complete Chores.


 Use DEAR MAN skills to COMMUNICATE with parents.


 RADICAL ACCEPTANCE.


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SOCIAL DISTANCING AND PEER ISSUES

 Are other kids getting together without me ?





 Kids worry that they are being left out.

 I must be the only one that is cooped up indoors!!

 Usual fears of being excluded can worsen due to lack of contact.

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CHALLENGE THE CHALLENGE


-  Challenge the Cognitive Distortions
-  Encourage Appropriate Safe Social Contact
-  Physical Activity and Behavioral Activation
-  Explore Talents: Play an Instrument , Drawing, Gardening etc.

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SAFETY PLANNING

Review	Ensure	Review
Review Safety Plan.	Ensure that they are taking medications.	Review emergency resources: Re: solve and CACTIS

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GUIDELINES FOR CLASSROOM TIME

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VIRTUAL CLASSROOM

- WORK PROVIDED VS WORK COMPLETED
- BARRIERS TO COMPLETE WORK
- VIRTUAL VS PHYSICAL CLASSROOM
- SCHOOL RELATED ANXIETY
- ISOLATION

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CLASSROOM TIPS

- Reassurance
- Maintaining a schedule
- Communicate with Home schools
- Encourage parents to contact Schools/Guidance Counselors
- Prepare student to return to School Building
- Communicate with Guidance Counselor
- Reach out to Teachers: Self Advocacy

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GUIDELINES FOR INDIVIDUAL AND FAMILY THERAPY

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INDIVIDUAL THERAPY

- Explore overall Wellbeing and Schedule
- Sleep Schedule
- Social Distancing and Isolation
- Cutting /Self Injurious Behavior

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STRATEGIES FOR CHANGE

- Education Connecting Sleep and Mood
- Behavior Chain Analysis to Explore Cutting
- Acknowledge limitation due to Social Distancing
- Encourage Use of Skills
- Explore Any Barriers to Treatment
- Explore Family Stress
- Safety Needs to be Emphasized
- Safety Planning

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VIRTUAL FAMILY THERAPY

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PRIMER FOR FAMILY THERAPY

- Check in regarding overall wellbeing of family
- Are basic necessities of life available?
- If not then offer resources
- How are they handling the social distancing and quarantine?
- Any issues that arose since last appointment
- Review skill usage and barriers to care

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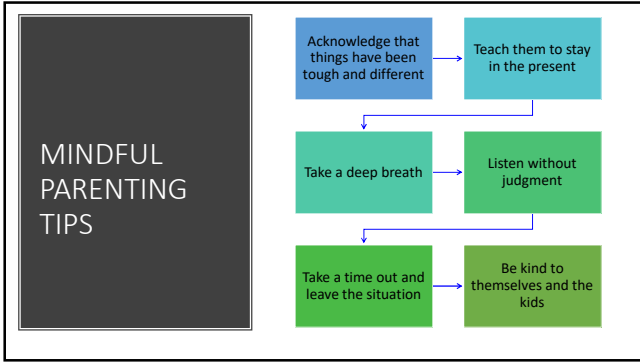
GUIDELINES DURING SOCIAL DISTANCING

- Encourage Family Routines
- Support Family Rules and Expectations
- Physical Wellbeing: Family walks, Exercises
- Family Activities: Watching Movies, Playing Board Games
- Open Discussion among Family Members

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MINDFUL PARENTING

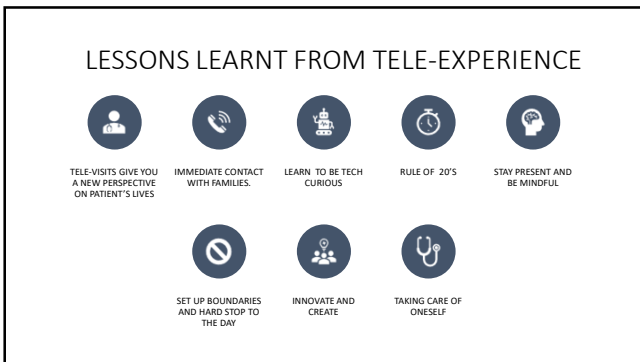
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SAFETY ISSUES DURING TELE VISITS

- Family must identify a care giver that will be on hand for immediate support.
- Imminent safety issues call 911.
- Alert supervisor.
- Contact identified parent/caregiver for support.
- Contact supervisor for assistance if parent is not at the home when the tele visit is occurring.
- If Safety concerns arise during individual sessions ask patient to call the parent into the room to discuss.
- If parent /caregiver is not available contact BHT/supervisor or MD.
- If a parent /caregiver cannot be reached call 911.
- Utilize wellness checks and Resolve.
- Alert the BHT/MD/supervisor for follow up.
- Clinics establish a protocol for on-site visits as needed.

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SAFETY PLANNING

- 1**
Lockup Medications
OTC Vitamins
- 2**
Secure all Sharps.
- 3**
Gun Safety
- 4**
Review Emergency Resources: Re: solve, CACTIS and 911.

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UNINTENDED BENEFITS OF SOCIAL DISTANCING

- Improve Family Communication
- Opportunities to work through stressful issues
- Appreciate Family Time
- Increase Self Reliance
- Highlights Resilience of kids and families

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DRAWBACKS OF VIRTUAL PHP/IOP TREATMENT


- Lack of Privacy for kids
- Parents "Video Bombing" violating HIPAA
- Kids don't have immediate access to staff
- Difficult to assess Abuse/Substance use/intoxication
- No control over what they are doing, including access to sharps
- Technological Issues: Poor Wi Fi; Old Computers.
- Vagaries of the Telehealth platform
- Ferris Bueller in Cyber space: Log on and check out




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Addressing Privacy & Confidentiality

- Private space to participate
- Use of earbuds
- Blocking phone numbers
- Ensure screen name is the patients first name only
- Reviewing the rules every time
- Utilizing secure virtual platforms



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WORRY ABOUT ANONYMITY CONCERNS ABOUT PRIVACY ANXIETY ABOUT SHARING HOLDING KIDS ACCOUNTABLE TECHNOLOGY IS "KLUNKY"

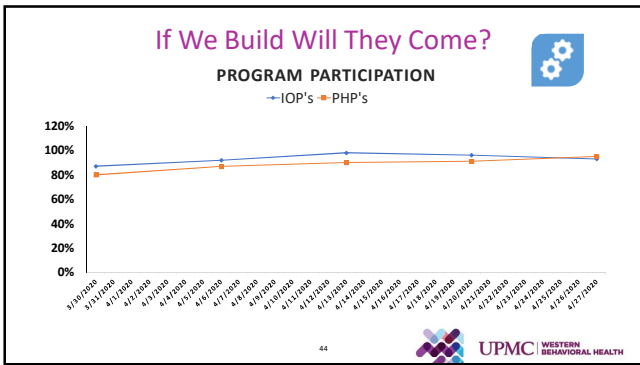
FEEDBACK FROM KIDS ABOUT VIRTUAL PHP/IOP

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BENEFITS of VIRTUAL PHP/IOP TREATMENT

- Observe Family Dynamics as they evolve
- Observe ability of teens and parents to manage stress
- Observe kids in natural environment
- More frequent family contact with the MD
- We can actually see what the kids are talking about
- Provides flexibility for parents to participate
- Access to TX and Transportation Not a Barrier
- Increase Team's empathy for kids and their lives

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PROS & CONS OF TELECOMMUTING FOR STAFF

- **PROS:**
 - Options to engage parents
 - Flexibility
- **CONS:**
 - Disrupts unconscious boundaries between patients and therapists
 - Work life balance
 - Need to put a hard stop to day as otherwise it stretches

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TEAM WELLBEING DURING DISTANCING



SET UP A SCHEDULE



TAKE BREAKS TO STRETCH AND EAT



DISCUSS DIFFICULT ISSUES DURING TEAM MEETINGS



PHYSICAL ACTIVITY: GO ON WALKS



CONNECT WITH FAMILY AND FRIENDS



ENJOY SOME QUIET TIME TO REFLECT ON YOUR DAY



SEEK SUPPORT FROM LEADERSHIP TEAM HUDDLE





NEED HELP CONTACT ASAP AND LIFE SOLUTIONS

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Tips for Daily Huddles

- Ensure a consistent predictable schedule each day
- Encourage staff to turn on their cameras
- Include all members of the team
- Start with a win!
- Focus on our goals for the week
- Review workflows and processes
- Provide new updates
- Conclude with positive praise and support for the team





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POST CORONA REINTEGRATION: POSSIBLE PATIENT CONCERNS

I am scared to go back to school!!

What will school be like?

Will the teachers dump a lot of work?

Will my friends stick with me?

Will this happen again?

My parents went stir crazy

I did not get a summer break!

I am still feeling bad but am afraid to tell my parents

What is Normal??

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POST CORONA REINTEGRATION: POSSIBLE PARENT CONCERNS

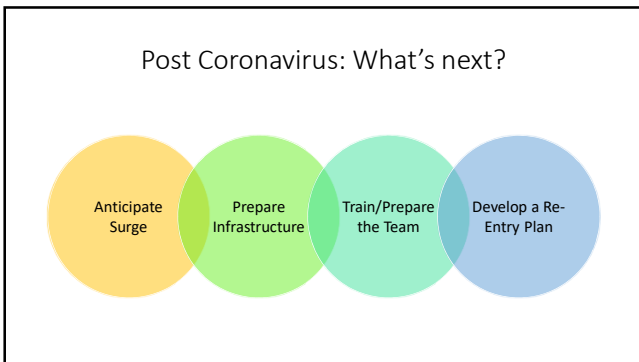
- Is my kid better?
- Will my kid be OK in school?
- Job security
- Financial issues
- Feeling stressed and anxious
- I need help but can't afford it
- I relapsed
- Marital issues
- Anxiety about recurrence of Covid-19

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POST CORONA REINTEGRATION: POSSIBLE PROVIDER CONCERNS

- What is normal?
- How long will it last?
- What if we have to work from home again?
- Uncertain Fall and Winter
- Will I be able to do this??

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POST CORONA REINTEGRATION:POSSIBLE SOLUTIONS

- Prepare kids for School Reintegration
- Address Social Isolation and Improve Relationships
- Support Families to Face the Fall
- Open Team Discussions to Improve Communication and Support
- Document Experience
- Create Contingency Plans if We have to Distance Again!!
- The Team is the Back Bone of Any Change
- You Can Do It!!

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Lessons Learnt From Tele Health



Highlights the Resilience of Children and Families

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PLANT A HOPEFULNESS GARDEN!!



TALK TO THE KIDS ABOUT PLANTING A GARDEN



FAMILY PARTICIPATION TO NURTURE THE GARDEN



GARDEN WILL PROVIDE NUTRITIOUS OPTIONS



LIVING SKILLS PRACTICE ENVIRONMENT



COLLEAGUES PLANT A SEED AND NURTURE PLANTS/SELF!!

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TAKE HOME MESSAGE

- COVID -19 took our breath away and isolated us!!
- SO
- Learn to Breathe and Use Mindfulness
- Reconnect and Strengthen Relationships
- Plant a Garden
- Gardening Uses the Five Senses
- Go for a Walk –Behavioral Activation
- Meditate
- Reconnect with Your Faith
- Take Care of Your PHYSICAL/EMOTIONAL/SPIRITUAL Wellbeing

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FUTURE DIRECTIONS

- Tele Family Visits to Increase Participation.
- Increase VSC Outreach in Schools.
- Ideas Welcome!!

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THANK YOU!!

- This too shall pass
- We will be back in the building
- Our experience of isolation will help us better understand our patients and families who feel isolated and experience stigma everyday from their mental illness

THIS IS A COMMUNITY EFFORT!!

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FROM THE SEEDS of MINDFULNESS
WILL
HEALING, HEALTH & HOPEFULNESS GROW!!



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Questions & Comments

- Dr. Tumuluru
• tumuluruv@upmc.edu
- Sarah Fallica
• fallicas@upmc.edu

Additional Information & Support:

- UPMC WBH Child Services:
412-235-5444
- www.upmc.com/coronavirus



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Finally Some Fun!!

<https://youtu.be/1h2BqSS5R3U>

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