



Beyond COVID-19 Series  
Webinar 2

## A Deep Dive into Providing Teleservices for Healthy Start

November 4, 2020



# Agenda



Housekeeping	Tess Pritchard, NICHQ
Welcome	Healthy Start TA & Support Center Staff
A Deep Dive into Providing Teleservices for Healthy Start	Wendy Davis, Postpartum Support International Jana Glass, Supportive Solutions Inc.
Q&A	All
Closing	Kenn Harris, NICHQ



# Meeting Logistics

## Please note the following:



- This session is being recorded, and will be archived for future viewing.



- All participants are muted upon entry. We ask that you remain muted to limit background noise.

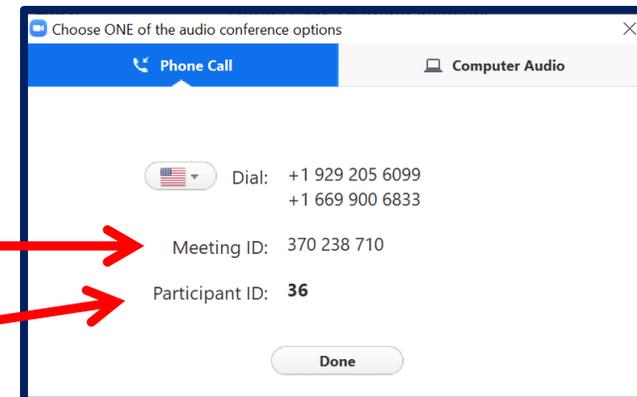
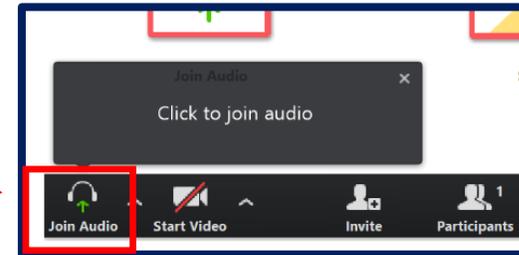
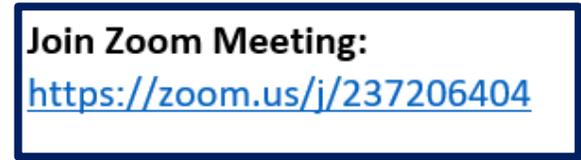


- Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

# Connecting to the Audio Conference



- Join Zoom Meeting by **clicking Zoom Meeting link** & launching the Zoom application
- An audio conference box will appear
  - If you do not see the box click the **'Join Audio' button**
- From the audio conference box: Select to **"Phone Call"** or **"Computer Audio"**
- If using the phone:
  - dial the number next to "Dial"
  - You will be prompted to enter the **"Meeting ID"**
  - Then you will be prompted to enter the **"Participant ID"**



# Ways to Participate: Chat



A screenshot of a Zoom meeting window. The window title is "Zoom Participant ID: 49 Meeting ID: 617-788-369". The main area shows meeting details: "Meeting Topic: Healthy Start Webinar", "Host: HS TA &amp; Support Center", "Invitation URL: https://zoom.us/j/617788369", and "Participant ID: 49". At the bottom of the window is a toolbar with icons for "Join Audio", "Start Video", "Invite", "Participants", "Share", "Chat", "Record", and "Leave Meeting". The "Chat" icon is highlighted with a red box. A red arrow points from this box to a "Zoom Group Chat" sidebar on the right. The sidebar has a dropdown menu set to "Everyone" and a text input field "Type message here...". A red box with the text "Chat here to everyone!" has an arrow pointing to the "Everyone" dropdown. Another red box with the text "After you click the 'Chat' button, a sidebar will appear where you can chat to all participants" has an arrow pointing to the chat sidebar. A third red box with the text "At the bottom of the Zoom window, you will see a 'Chat' button" has an arrow pointing to the "Chat" icon in the toolbar. The "Share" icon in the toolbar is also highlighted with a red box and labeled "Share".

# Welcome

Healthy Start TA &  
Support Center Staff

# Goal

- The goal of this webinar series is to **strengthen and enhance grantees' capacity to meet their clients' needs** (and consequently, the Healthy Start benchmarks) via virtual platforms in the midst of the COVID-19 pandemic



# Webinar Series Schedule



Introduction to the Beyond COVID-19 Webinar Series	October 7, 2020
A Deep Dive into Providing Teleservices for Healthy Start	November 4, 2020
Healthy Start Best Practices During and Beyond COVID-19	December 2, 2020
Quick Tests of Change for Healthy Start	January 6, 2021
Reconnecting & Reengaging Healthy Start Clients	February 3, 2021

# Webinar Series Topics

- Best practices for providing case management virtually
- Safety, liability, and HIPAA concerns
- Success stories and challenges
- COVID-19-related change ideas for Healthy Start projects
- Fostering connections with clients virtually



# We are #HealthyStartStrong



**Do you have a success story about staying connected with existing clients or building relationships with new clients virtually during the COVID-19 pandemic?**

**Email your story to [healthystart@nichq.org](mailto:healthystart@nichq.org)!**



Wendy Davis, PhD, PMH-C  
Postpartum Support International (PSI)



Jana Glass, LPC, MAC, PMH-C, BC-TMH  
Supportive Solutions Inc.

# A Deep Dive into Providing Teleservices for Healthy Start

Wendy Davis, PhD, PMH-C  
Postpartum Support  
International

Jana Glass, LPC, MAC, PMH-C  
Supportive Solutions Inc

# **A Deep Dive into Providing Teleservices for Healthy Start**

**Relevant Updates and Current Best Practices**

November 4, 2020

**Wendy Davis, Ph.D., PMH-C**

[www.postpartum.net](http://www.postpartum.net)

**Jana Glass, LPC, MAC, PMH-C, BC-TMH**

[www.supportivesolutionsga.com](http://www.supportivesolutionsga.com)



# Grounding Exercise



# Current HIPAA Guidelines for Telehealth Services

- The Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) is responsible for enforcing certain regulations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- The OCR has stated it will not impose penalties for noncompliance with the regulatory requirements against covered healthcare providers in connection with the good faith provision of telehealth services during the COVID-19 national public health emergency



# Current HIPAA Guidelines for Telehealth Services

- This means Healthy Start Providers can use video and phone services to provide case management and other program relevant services
- Providers may **NOT** use Facebook Live, Tik Tok, Twitch or any other public facing platforms to provide services
- The notification states that the following platforms may be used: Apple Facetime, Facebook Messenger Video, Google Hangouts Video, Zoom, and Skype without penalty



# Current HIPAA Guidelines for Telehealth Services

- Best Practices would be to use a HIPAA Compliant Platform with a Business Associate Agreement (BAA) indicating the platform takes responsibility for encryption and privacy of the data.
- Free and Low Cost Options:
  - Google Meet through Google Workspace (Formerly G Suites)
  - Doxy.me
  - VSee
  - Spruce
  - Clocktree



# Update on The Federal Open Notes Act

- The program rule on Interoperability, Information Blocking, and ONC Health IT Certification, which implements the 21st Century Cures Act passed in 2016, requires patients be provided access to all the health information in their electronic medical records without charge by their healthcare provider beginning April 5, 2021.
- The eight (8) types of clinical notes that must be shared are outlined in the United States Core Data for Interoperability (USCDI), and include:
  - consultation notes
  - discharge summary notes
  - history & physical
  - imaging narratives
  - laboratory report narratives
  - pathology report narratives
  - procedure notes
  - progress notes



# Update on The Federal Open Notes Act

- The intention of the Act is to increase communication, collaboration, trust, accuracy, client understanding of the course of treatment, family involvement and a high standard of care in treatment while decreasing errors, miscommunications, and client lack of follow through.
- This Act applies to all direct care workers in all contexts of care to individuals in hospitals, agencies, private practices, and other settings.
- If your agency already used an Electronic Health Record (EHR), this mandate is required for all EHR's to meet this standard so the company used will be making updates to the platforms.
- If your agency does not use an EHR, you do not have to obtain one, if a client requests the notes, you will have to have a method to provide them.
- This can be a helpful tool to educate your clients (and yourselves) about so when they visit their Doctors for care, they are aware of their rights and ability to have this access to their as a communication tool.
- Clients could always request their records and notes, this Act streamlines the process and makes access easier.



# SUCCESS STORIES FROM HS COMMUNITY

1. Healthy Birth Initiatives in Portland Oregon was successful in getting doulas back into the hospital because of our relationship with the Providence health system.
2. Jackson Hinds Healthy Start had a successful Drive Thru baby shower for our participants
3. We had our very first virtual CAN meeting.
4. IHS hosted its first virtual Community Connection event during September and discussed Infant Mortality Awareness Month
5. IHS mom shared her story at the 9th Annual Women of Influence Symposium about her birth and delivery of twins during COVID-19
6. Our virtual CAN meeting included Celebrated Day 366 with Presentation of pictures of participant moms and babies celebrating their first birthdays. Moms and babies were able to participate from home. Virtual can be better because you don't have transportation problems but may have wifi tech problems.



# NEEDS OF CLIENTS AND HS STAFF DURING COVID-19 AND TELEHEALTH SERVICES

## HEALTHY START STAFF REQUESTS:

- Flexibility with spending
- Technical support for participants the form of tablets with wifi access, technology for client's partners, tech support for technology challenges in families, equipment like external webcam and headset
- Better tracking system for staff performance
- Knowledge of resources for clients
- Grace with enrollment numbers for programs
- Monthly and/or temporary economic support for families that lost jobs or have new babies
- Flexibility overall
- HRSA updated expectations



# One Word to Describe Serving HS Families During the Pandemic



SUPPORTIVE  
SOLUTIONS



# Healthy Start Staff Biggest Obstacles In Service Delivery

- Keeping everyone connected
- Consistent participation
- Engaging with new clients/getting new referrals
- engaging with fathers virtually
- Engagement/Retention, Maintaining Enrollment
- Getting partners to respond to program offerings
- Training needs
- Connecting with staff
- Being motivated
- Self care for staff
- Outreach
- Motivation
- Self-care
- Keeping staff morale high
- Changing program services to a virtual environment
- Maintaining balance
- Not having the same connection as in person
- Keeping staff motivated/keeping up morale
- Teleworking
- Funding for supporting families
- Dealing with uncertainty
- Participant contact changes
- Lack of technology
- Constant change



# CASE MANAGEMENT IDEAS WHEN TECHNOLOGY NEEDS ARE MET:

- What creative ideas to connect and share information have been helpful?
- Suggestion: Use an electronic whiteboard in session that you both can write messages, draw, illustrate a point or lesson through a diagram
- Screen sharing options can occur in Zoom, Skype, GoToMeeting, and Google Meet where you can share music, videos, an electronic flyer or handout you can review together



# Safety Planning During COVID19

- Request Participant have telehealth where they have the most privacy whether that is a particular space in their home or in an outdoor space
- Have a predetermined signal the client can say or do with their hand to let you know that someone is listening in to the conversation
- Encourage client to text or write information in the chat they cannot safely say out loud safely and delete after sending
- When possible help the client build and maintain strong natural supports who can help emotionally, with housing, or in other ways
- Know your agency policy and steps to take to help the client get to a safe place if they are ready to leave the home that help the situation and do not make it worse or more dangerous
- Frequently check in with Clients who you suspect or have confirmed they or their children are experiencing abuse



# Q & A



# Self Care for Providers

- What helps you feel more calm, balanced, and re-energized to continue to do this supportive work?
- When do you create time to do these activities?
- How do you remain consistent with this practice?



# December Webinar

- Managing depression and anxiety during pandemic
- Self-Care Strategies
- Supporting clients
- Supporting staff
- Resources



# National Resources

## **Postpartum Support International**

[www.postpartum.net](http://www.postpartum.net) **800-944-4PPD (800--944-4773) English + Spanish**

## **National Domestic Violence Hotline**

<https://www.thehotline.org> 1-800-799-7233/1-800-787-3224 (TTY) En Espanol \*chat available

## **RAINN- Rape, Abuse & Incest National Network**

Call 800.656.HOPE (4673) to be connected with a trained staff member from a sexual assault service provider in your area <https://www.rainn.org/about-national-sexual-assault-telephone-hotline>

## **Prevent Child Abuse America**

<https://preventchildabuse.org/>

## **Darkness to Light, Preventing Sexual Abuse of Children**

(free training available) <https://www.d2l.org/>



# Closing

# Next Webinar

- **Supporting Mental Health During and Beyond COVID-19**  
Wednesday, December 2 from 12-1:30 p.m. EST
- In the meantime, post questions and share your experiences providing virtual services on the Healthy Start CoLab





**November SHSPP  
Newsletter:  
Prematurity  
Awareness Month**

**We would like to feature your stories about serving women and families who have given birth to a premature baby.**

**Email your story to [healthystart@nichq.org](mailto:healthystart@nichq.org)!**

Thank You!