

*Webinar Special*

# Mental and Behavioral Health Care Providers Respond to COVID-19 Using Telehealth

Wednesday, May 13, 11am-12pm EST

## Presenters:

**Jennifer Butler, MSW, LISW-CP/S**  
Office of Suicide Prevention  
Program Director  
SC Department of Mental Health

**Jessica Owens, MA, LAC, CACII, MAC**  
Director of Adult Services  
The Phoenix Center of Greenville

**Quonsetta Salters, MA, ADC, PRI**  
Clinical Counselor  
The Phoenix Center of Greenville

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*The webinar recording and presentation will be available after the webinar.*



# SCDMH Community Mental Health Services' Response to COVID19 Using Telehealth

Jennifer Butler, LISW-CP/S

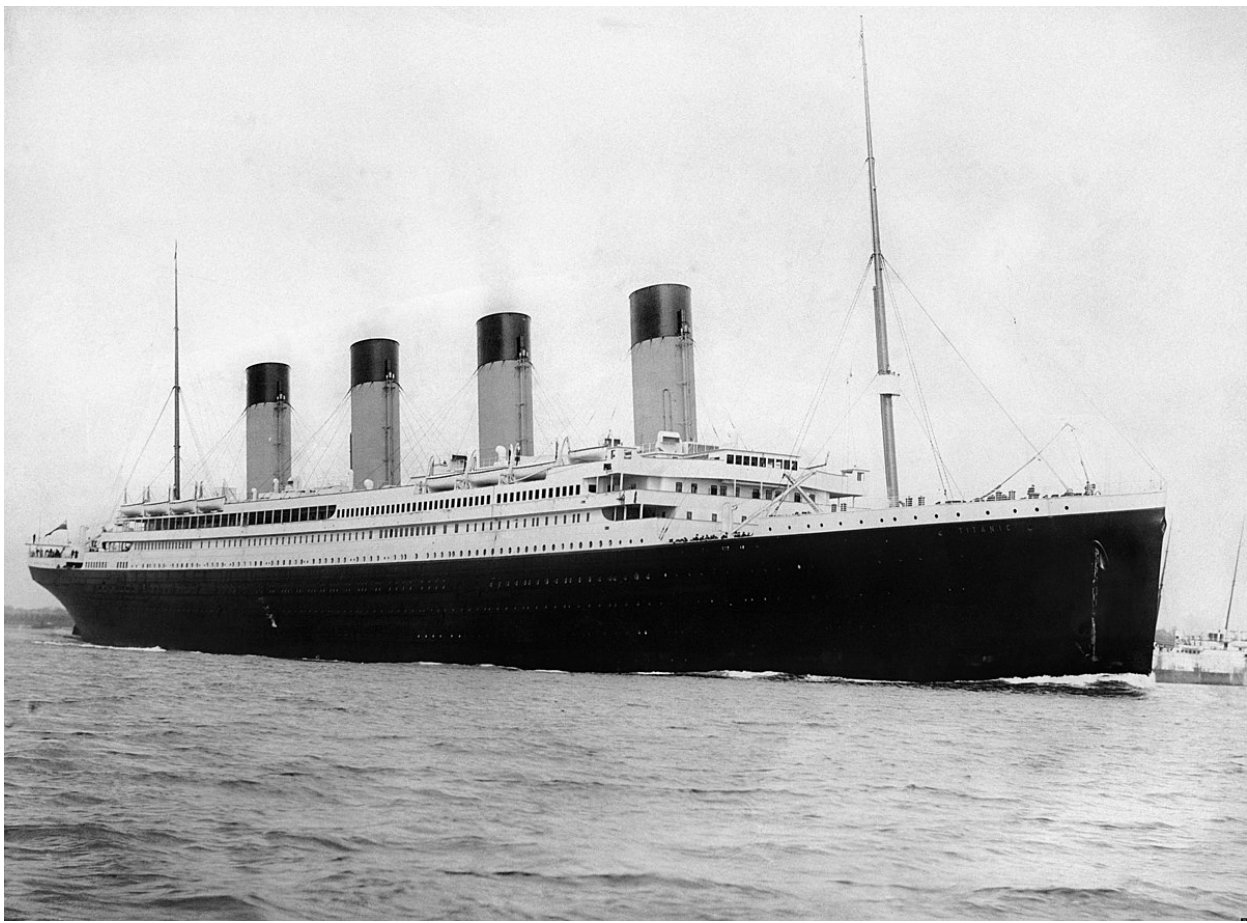
Program Director

Office of Suicide Prevention

South Carolina Department of Mental Health

[Jennifer.Butler@scdmh.org](mailto:Jennifer.Butler@scdmh.org)





# Timeline of Initial Events & Actions: Week One

March 10, 2020

COVID19 discussed during Center Directors' meeting with Interim State Director, Mark Binkley, and Medical Director, Dr. Robert Bank

March 11, 2020

World Health Organization declares COVID19 a pandemic

March 13, 2020

President Trump declared a national emergency due to COVID19

Governor McMaster declared a State of Emergency and directed all state agencies to engage in proactive measures

# Timeline of Initial Events & Actions:

## Week Two

- Governor McMaster announced all SC School Districts will close effective 3/16/20 until 3/31/20
- Plans developed to ensure Centers remain open to serve patients while “bending the curve”
- Assessed the drop in services related to COVID19
- Procedures developed to screen patients prior to delivering in-person services
- Emphasized need to reach out to all patients who do not show up for appointments
- Discussed plans for providing services to patients over the phone and by telehealth, as needed



# Timeline of Initial Events & Actions:

## Week Three

- All centers provide in-person services for emergent, urgent, new intakes, or patients who need injections—all other services are to be delivered by telephone
- As SCDMH is a healthcare provider, all staff should be considered essential
- Continued to assess the rate of service delivering and number of patients reached
- Nurses begin screening patients before patients come into the buildings
- State Office orders tents with side walls to provide privacy for screenings and injections provided outside at all Clinics
- State Office orders PPE to include masks, shields, gloves, gowns
- Encouraged the use of telecommuting and looked for solutions to make it happen





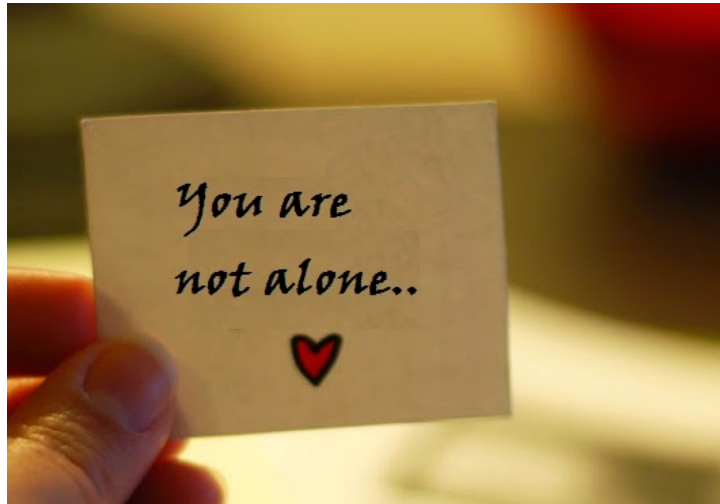


# Timeline of Initial Events & Actions: Week Three

- Tablets ordered for staff to use for telehealth services
- DMH investigating apps that are available for video and telehealth services
- Discussed precautions that should be taken while providing telehealth services to maintain privacy, professionalism, and therapeutic relationship
  - Use an appropriate background
  - Select a room with that can ensure privacy
  - Wear headphones to ensure privacy and improve audio
- Expanded the use of social media to share information and resources
- DHHS allows for providers to deliver some services via telephone and telehealth

# SOS

## Supporting Our Staff Warmline



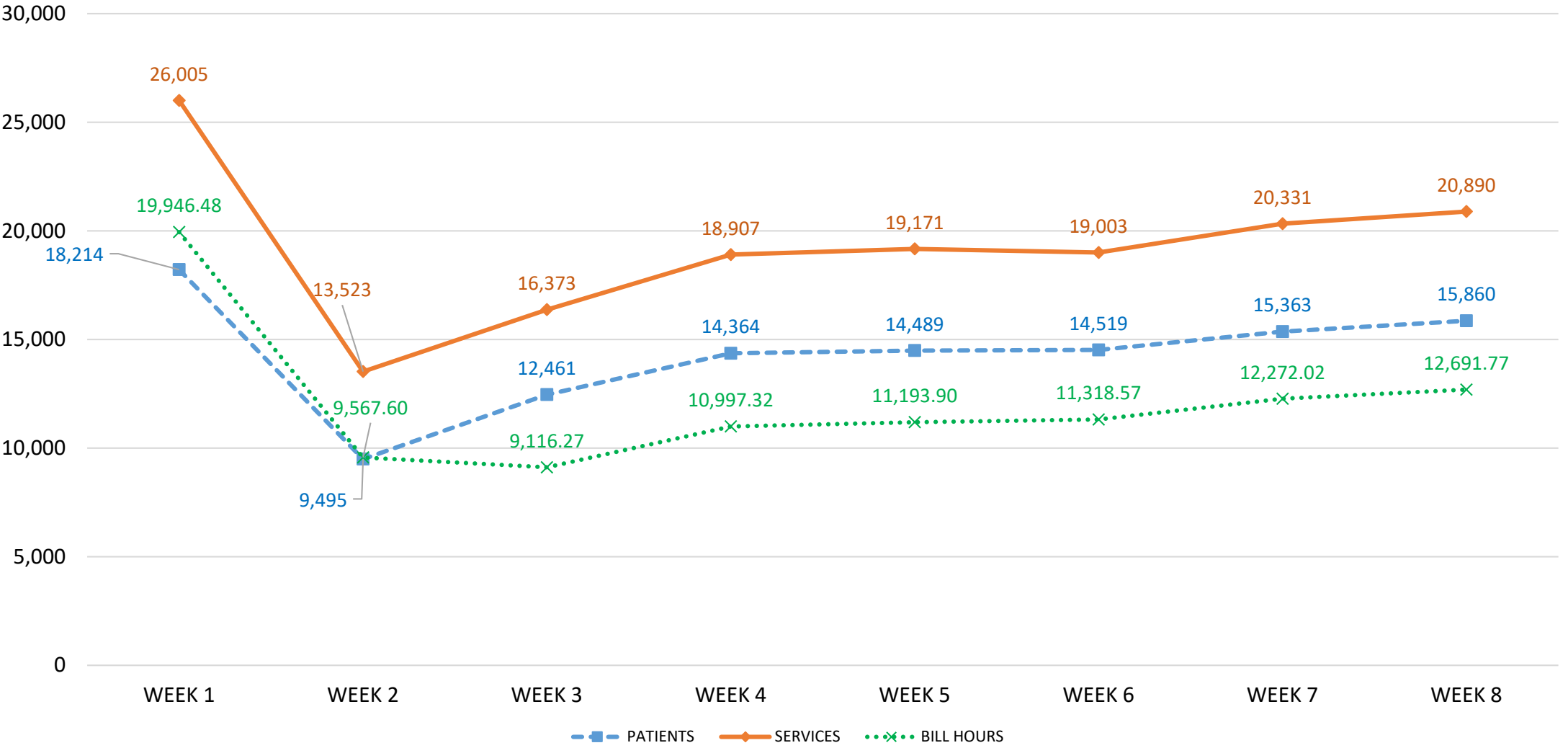


- In May 2020, SCDMH starting focusing on patients who have not received a service since the pandemic started—estimated to be less than 15%
- Efforts focused on reaching these patients and addressing barriers to treatment
- Rolling out grant programs and continued treatment by keeping staff and patients safe

# SC Hopes

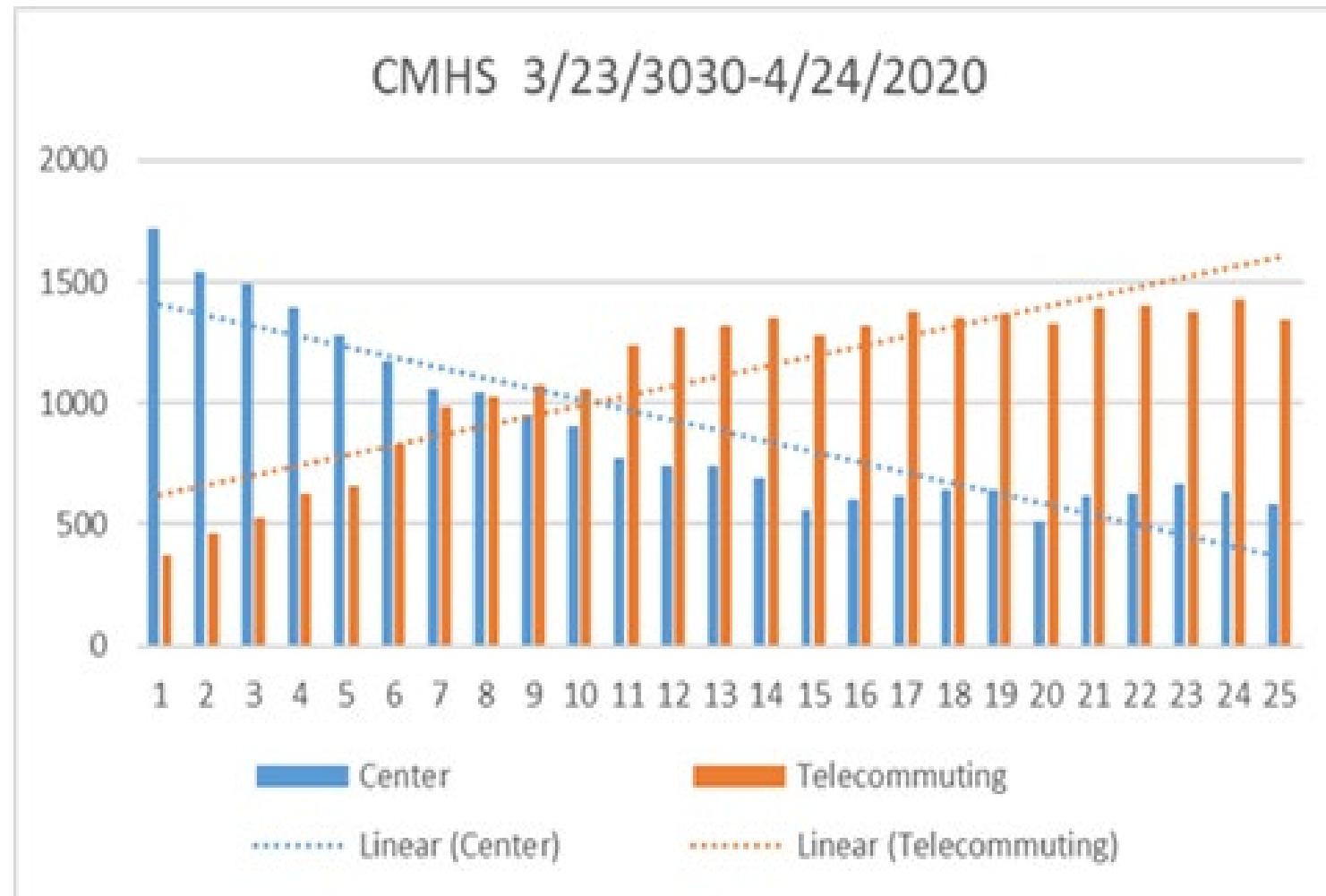
- SCDMH will partner with DAODAS and the County Commissions for this grant project
- Crisis Counseling Program (CCP):
  - Hotline number has been established and will go live May 18<sup>th</sup>.
  - 10 dedicated DMH staff will answer calls, provide resources, and connect callers to Mental Health or Addiction Professionals
- Healthcare Outreach Team (H.O.T.):
  - Mental health and addiction professionals to provide treatment to healthcare workers
- Justice Involved Populations:
  - Each Mental Health Center has dedicated Justice Involved Liaisons to help those released from a SC Detention Center due to COVID19
- Financial assistance is available to cover co-pays or sliding scale fees

# CMHC Volume Indicators





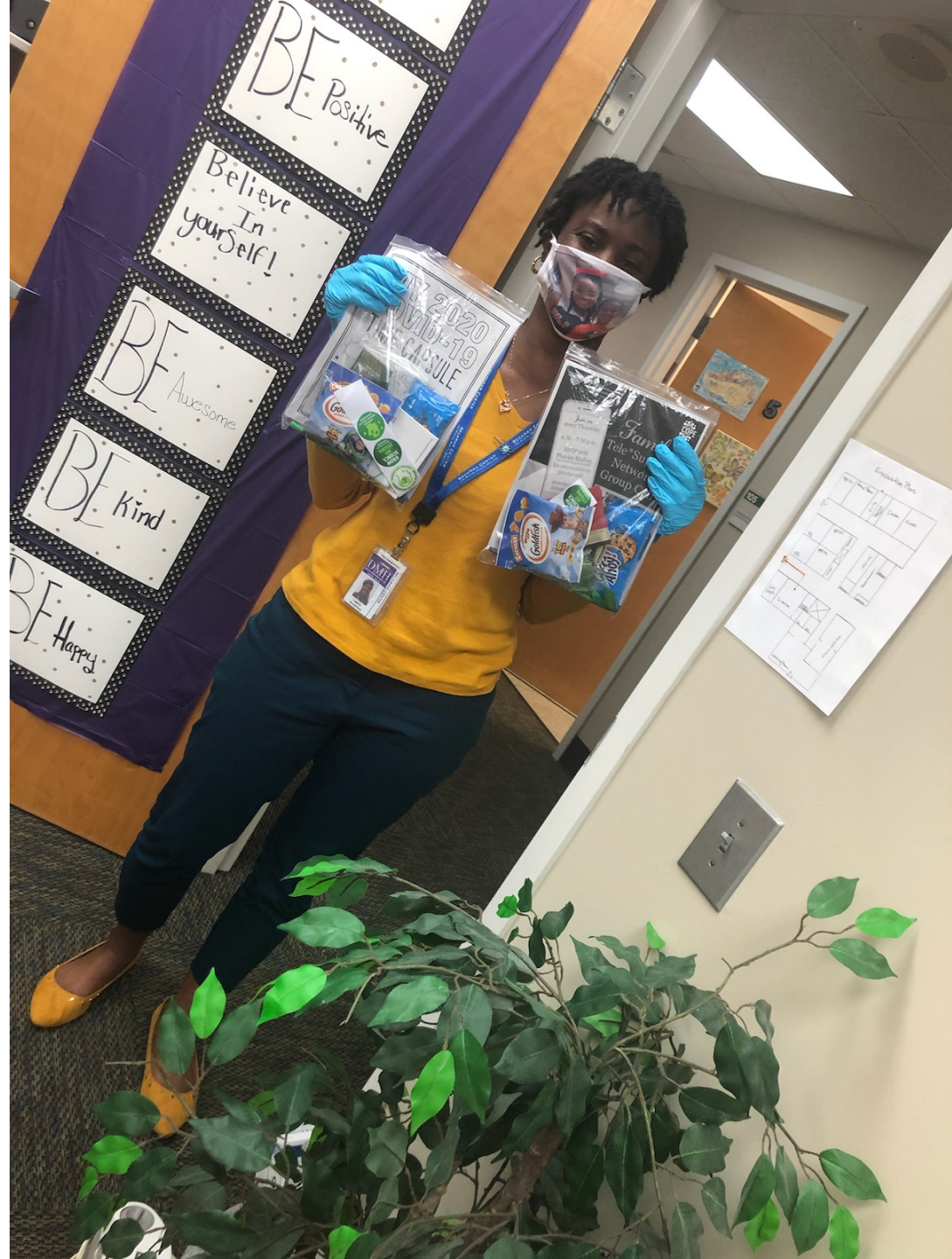
# Implementing Telecommuting



# Highlights

- SCDMH Centers and Facilities have remained open to serve citizens
- Telecommuting policies have been developed and HR guidance has been provided regarding leave to decrease the spread of the virus
- Collaborations with DHEC, DAODAS, Education, Emergency Management, and other agencies have been helpful during this crisis
- Expansion of telephonic and telehealth services to Mental Health Professionals has allowed Centers to serve more than 85% of patients
- The number of family therapy services has nearly doubled during the pandemic









# LONG DISTANCE HIGH FIVE!

I hope you are doing well. In case you are struggling, I wanted to let you know that we are here for you. Remember that:

- **You are worth it!**
- **You have an opportunity to make a new start every day!**
- **You can do this!**

If you are having a tough day, take a moment, breathe, and tackle one thing at a time.

In response to COVID-19, LCCMHC is offering treatment services by video and telephone.

**Please don't hesitate to call us if you need us!**

## [Need to Contact Us?](#)

*Lexington Adult Crisis/Intake:* 803 996-1500

*Child, Adolescent Family Clinic:* 803 359-7206

*Swansea Clinic:* 803 755-2261

*Batesburg-Leesville Clinic:* 803 532-8414

*Intensive Community Programs:* 803 359-0666

## [Experiencing a Crisis? 24/7:](#)

*Community Crisis Response and Intervention:*

1-833-364-2274

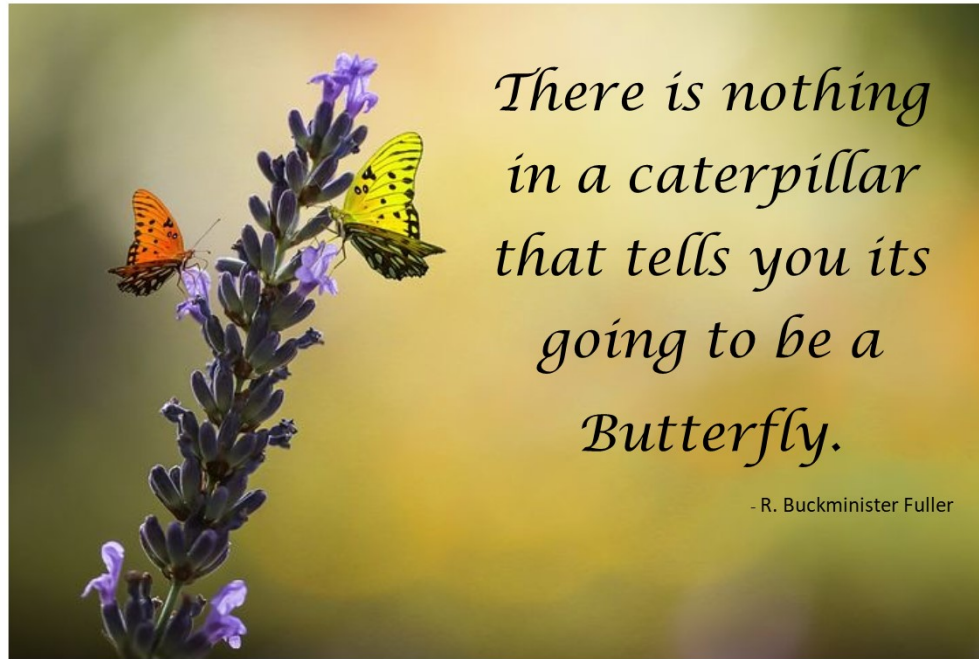
*The National Suicide Prevention Lifeline*

1-800-273-TALK (8255)

*Crisis Text Line: text TALK to 741741*







*There is nothing  
in a caterpillar  
that tells you its  
going to be a  
Butterfly.*

- R. Buckminster Fuller

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Even the Darkest Night will End and the Sun will Rise.

- Victor Hugo

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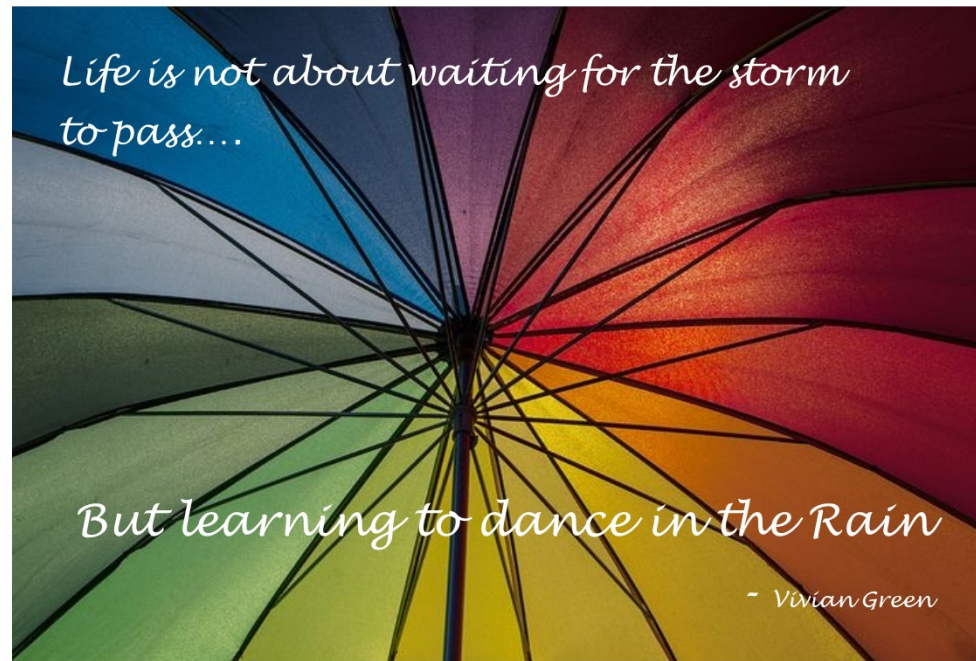
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# MENTAL AND BEHAVIORAL CARE PROVIDERS RESPOND TO COVID-19 USING TELEHEALTH

## THE PHOENIX CENTER

Quonsetta Salters, MA ADC PRI and Jessica Owens, MA LAC CACII MAC



# What is the Phoenix Center

- ▶ Greenville County Authority on Alcohol and Other Drug Abuse (301 system)
- ▶ Continuum of Services/Levels of Care
  - Medically Monitored Detox
  - Women's Residential
  - Intensive Outpatient
  - Outpatient (Adult/Adolescent)/Medication Assisted Treatment
  - Education



# Withdrawal Management





# Withdrawal Management

- ▶ Primary substances treated: alcohol and benzodiazepines; opioids screened for appropriate services
- ▶ 5-7 day protocol
- ▶ 3 groups per day: counselor, peer support, community support (zoom meetings currently), outside partnering agencies



# Serenity Village





# Serenity Village

- ▶ Women's residential
  - 16 women up to 2 children each (preschool age and younger)
- ▶ LOTUS
  - Outpatient program
  - Villas
- ▶ Magdalene Clinic



# Outpatient Services



# Outpatient Services

- ▶ Intensive Outpatient
- ▶ Outpatient
- ▶ Medication Assisted Treatment
- ▶ Prime for Life
- ▶ Educational Services
  - Probation
  - New Start
  - ADEP



# Tele-Health History

- ▶ The agency began working with the Medical University of South Carolina in 2018 to assist with medication assisted treatment clients.
- ▶ Challenges:
  - Recruitment
  - Technology/Education



# Current Telehealth Platforms

- ▶ Vidyo
- ▶ Polycom
- ▶ Zoom



# Uses of Telehealth

- ▶ Tele Assessment
- ▶ Tele Individual Sessions
- ▶ Educational Groups
  - Probation
  - ADSAP/PRI
    - 91% of scheduled sessions were attended





# Uses of Telehealth

- ▶ Training
- ▶ Clinical Supervision



# Reimbursement

- ▶ Licensed
- ▶ In process of licensure
- ▶ Licensed Addiction Counselor/Certified Addictions Counselor



# Challenges

- ▶ Internet Bandwidth
- ▶ Vidyo
  - Cannot share screen
- ▶ ADSAP
  - Level I face to face hours



# Trauma Informed Care: CHOICE

## Questions?

