
Learning Hub: Telemental Health: The Basics

Telemental Health: The Basics was created specifically for clinicians who are looking to provide long-distance mental health care through the use of technology. This course will dive into the basics of telemental health care, describing what this modality means and providing helpful tips for practicing effective therapy through the phone or computer. Also discussed are the legal and ethical considerations involved in telemental health care. This course is an incredibly practical and thorough introduction into the increasingly effective practice of long-distance therapy.

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LEARNING HUB OVERVIEW

- **Estimated Course Length:** 1 hour
- **CE Credits:** **1.00** continuing education hours
- **Course Includes:** A mixed media approach with video interviews with subject matter experts, animation explainer videos, knowledge games and more.
- **Target Audience:*** Mental Health Providers
- **Level of Instruction:** Intermediate
- **Prerequisite:** None
- **Instructional Method:** Self-paced; interactive; hybrid of audio, text, video, and learning checks
- **Accessibility Accommodations:** Color contrast; transcripts of video components; closed captioning of audio and video components. *In order to request further accessibility accommodations, please email support@psychhub.com.*
- **Cost:** FREE
- **Registration:** To enroll in this or any other Psych Hub Learning Hub, go to lms.psychhub.com, click “Log In” to create a new account or access your existing account, return to lms.psychhub.com to access a list of Learning Hubs, click the title of the Learning Hub in which you are interested, and follow the instructions on the page.

**Note: We have categorized our Learning Hubs based on suggested/targeted audiences. However, everyone is encouraged and welcome to take any Learning Hubs.*

LEARNING OBJECTIVES

After completing this course, you will be able to describe and employ the following:

1. Define telemental health.
2. Summarize the benefits of telemental health.
3. Explain the logistical requirements needed to ensure telemental health delivery is successful.
4. Utilize practical strategies to translate the practice of in-person talk therapy into therapeutic work that is done remotely.

COURSE COMPLETION REQUIREMENTS

To complete the course, learners must do the following:

- Take the pre-course assessment (no score requirements)
- Review all modules
- Take the post-course assessment (passing score: 85% or higher*)
- Complete the course evaluation

*Learners may attempt the post-course assessment *up to five times* to earn a passing score. *If a learner does not earn a score of at least 85% on their fifth attempt, they will not receive credit for the course.*

CONTINUING EDUCATION INFORMATION

For more information on Psych Hub's continuing education programs, email ce@psychhub.com.

Approving Organizations

American Psychological Association (APA)



Psych Hub is approved by the American Psychological Association to sponsor continuing education for psychologists. Psych Hub maintains responsibility for this program and its content.

Psychologists completing this course receive **1.00** continuing education credits.

Association of Social Work Boards (ASWB)



Psych Hub, #1750, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Psych Hub maintains responsibility for this course. ACE provider approval period: 08/20/2020 – 08/20/2021. Social workers completing this course receive **1.00** continuing education credits.

California Association of Marriage and Family Therapists (CAMFT)



Course meets the qualifications for **1.00** hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. Psych Hub is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs, and LEPs. Psych Hub maintains responsibility for this program/course and its content. CAMFT Approval #1000074.

National Board of Certified Counselors (NBCC)



Psych Hub has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 7051. Programs that do not qualify for NBCC credit are clearly identified. Psych Hub is solely responsible for all aspects of the programs.

Counselors completing this course receive **1.00** continuing education hours.

CE Credit Calculation

APA, CAMFT, & ASWB Credit Calculation

Continuing education credits for psychologists, social workers, and marriage and family therapists are calculated by averaging pilot test times, rounded down to the nearest quarter hour. This allows for inclusion of interactive elements

(e.g., assessments) and learner variance. However, regardless of pilot test times, the number of continuing education credits will never exceed 2 hours more than the combined video and voiceover length.

Average Pilot Test Length: 1 hour 7 minutes

NBCC Credit Calculation

Continuing education hours for counselors are calculated by summing the length of all course videos and voiceover, rounded up to the nearest quarter hour. This does NOT include time taken to complete interactive elements of the course.

Combined Video and Voiceover Length: 55 minutes

Timed Course Outline

Since the course is interactive and each learner will proceed at their own pace, timing is not exact. These are approximations based on average pre/post-test time of pilot testers as well as the run-time of course videos and voiceover. This course does not have to be completed in one session.

Course Activities for CE Credit (≥ 1 hour 10 minutes)

- Pre-Course Assessment (7+ minutes) **[EXCLUDED FROM ACTIVITIES FOR NBCC CREDIT]**
- Introduction (6+ minutes)
- What is Telemental Health? (2+ minutes)
- What are the Benefits of Telemental Health? (4+ minutes)
- How Does Telemental Health Work? (9+ minutes)
- Know the Regulations When Using Telemental Health (9+ minutes)
- How to Utilize Telemental Health in Your Practice (10+ minutes)
- How to Practice Self Care as a Provider (2+ minutes)
- Key Points and Summary (1+ minute)
- COVID-19 (9+ minutes)
- About the Authors (4+ minutes)
- Post-Course Assessment (7+ minutes) **[EXCLUDED FROM ACTIVITIES FOR NBCC CREDIT]**

Course Activities NOT for CE Credit

- Participant Evaluation (5-10 minutes)
- (OPTIONAL) Supplementary Videos for Learner and Learner's Clients

Obtaining Certificates of Completion

After completing the pre-course assessment, reviewing all modules, completing the post-course assessment with a score of at least 85%, and completing the participant evaluation, learners will automatically receive a certificate of completion.

ACCESSIBILITY ACCOMMODATIONS, GRIEVANCES, & REFUNDS

Psych Hub's Grievance Policy, which includes information on filing grievances, requesting a refund, and requesting accessibility accommodations, can be found by clicking [here](#) or navigating to the footer of lms.psychhub.com.

COURSE AUTHORS & CONSULTANT

To submit questions or comments for course authors, email ce@psychhub.com.

Keita Franklin, PhD, LCSW (Course Author)

Co-Director, Columbia Lighthouse Project; Chief Clinical Officer, Psych Hub

Dr. Keita M. Franklin is the Co-Director of the Columbia Lighthouse Project and Psych Hub's Chief Clinical Officer. A nationally-recognized expert, Dr. Franklin ensures all clinical content is on the cutting edge of the intersection between healthcare and information technology. Key to Psych Hub's goal of revolutionizing how mental health care education and training are delivered, Dr. Franklin leads the esteemed Psych Hub clinical team, ensuring all Psych Hub products are evidence-based and trauma-informed.

With over 25 years of progressively responsible experience, Dr. Franklin is spearheading efforts to improve mental health literacy across the Nation by championing the development of specialized evidence-based training for providers thereby improving mental health care outcomes for at-risk population groups. A public health expert and transformational leader, Dr. Franklin has spent her career driving complex organizational change in the federal sector, always improving the systems that provide care for our Nation's military, family members, and veteran populations.

Before joining Psych Hub, Dr. Franklin served as a senior executive at both the Department of Veteran Affairs and the Department of Defense. In these roles, Dr. Franklin served as the principal advisor to Department leadership for all matters on suicide prevention, and she is widely credited with leading a transformative, enterprise-wide shift from a crisis intervention posture to an upstream, broad public policy approach focused on continuous surveillance and early prevention. Dr. Franklin was also responsible for leading a multi-disciplined team of experts in advancing evidence-based prevention practices for over 20 million Veterans and reaching our Nation's heroes wherever they live, work, thrive, and receive care. A poised and articulate communicator of strategic messaging, Dr. Franklin has been frequently asked to testify before committees in both the U.S. House of Representatives and the U.S. Senate and led numerous caucus roundtable discussions with members of Congress.

While serving as a senior executive within the Department of Defense, Dr. Franklin was responsible for suicide prevention policy, programs, and oversight. During her tenure, she conducted a first-of-its-kind, comprehensive program review and authored new DoD policy directives and instructions, optimizing higher headquarter guidance for all military service branches. She also chaired several DoD senior leader committees charged with developing solutions for vexing mental health issues impacting our service members and their families.

Adept at building partnerships and coalitions, Dr. Franklin was singularly responsible for bolstering relationships with both the private and public sector in the advancement of key suicide prevention initiatives. An experienced manager of large programs, she proved critical during congressional-level advocacy for budget and programming activities while

simultaneously directing a multi-million dollar research and evaluation program. Her efforts resulted in high-quality service delivery for active duty, reserve, and National Guard members and their families.

Dr. Franklin is a licensed social worker with a specialization in children and families. She earned a Ph.D. in social work with specialized training and certifications from the Center for Advancement of Research Methods and Analysis (CARMA). Dr. Franklin began her career in child welfare and has dedicated much of her work to researching the impact of wartime trauma and post-traumatic stress on families. She serves on several national panels, including the National Action Alliance for Suicide Prevention. Dr. Franklin has received numerous federal and civilian awards for her efforts leading military, family, mental health, and suicide prevention programs. Dr. Franklin has published work in the areas of military social work, child abuse, domestic violence, suicide prevention, and substance misuse. She has served as an adjunct professor in the graduate programs at Virginia Commonwealth University and George Mason University. Dr. Franklin holds certificates from Harvard Kennedy School Executive Education on “Leading Large Organizational Change” and Women in Leadership” as well as the University of North Carolina Chapel Hill Kenan-Flagler Business School course on “Executive Leadership.”

Tania Malik, JD (Course Author)

Founder and CEO of Virtual Medical Group; Chair of ATA Telemental Health Special Interest Group

Tania Malik, JD, is the Founder and CEO of Virtual Medical Group and Chair of ATA Telemental Health Special Interest Group. In addition to strong business acumen and deep knowledge of regulatory affairs, Ms. Malik’s notable expertise lies in bringing innovative healthcare technologies to market and translating vision and strategy into commercial successes. Over the course of her career, Ms. Malik realized several industry firsts including being first-to-market with a telemedicine offering and securing the first malpractice insurance for this entirely new category of service.

Ms. Malik advises organizational leaders of innovative healthcare startups and lends her expertise to healthtech businesses and nonprofit organizations as board director, strategic advisor, interim director and investor. Dividing efforts between corporate and mission-driven work, organizations currently served include Excelerate Health Venture Fund and Triangle Angel Partners. Ms. Malik also serves on the strategic advisory boards for OmnySense, Inc. and for Innovatel Telepsychiatry, as well as Chair of the Committee of Trustees and as a member of the Executive Committee for the Montessori School of Raleigh. Other positions include Co-chair of the Outreach Committee at OnBoardNC, and President of In-Kind Friends, a non-profit organization she founded in 2015.

Marlene M. Maheu, PhD, JD, MPH (Course Consultant)

Founder & Executive Director of the Telebehavioral Health Institute

Marlene M. Maheu, PhD has been a technologist-psychologist and pioneer since 1994. She has served various organizations to assist with the development of technology-focused standards and guidelines, including the American Telemedicine Association, the American Psychological Association and the American Counseling Association. She has overseen the development and delivery of telehealth training to more than 26,000 professionals worldwide and consulted with hundreds of hospitals, clinics, agencies, groups and independent practitioners seeking start-up guidance.

Dr. Maheu serves as the Founder & Executive Director of the Telebehavioral Health Institute, which offers over 64 hours of both basic and advanced telehealth training online and offering two Micro Certifications Telehealth. She is the CEO for the non-profit *Coalition for Technology in Behavioral Science (CTiBS)*. She has authored five telehealth textbooks, including the *Telebehavioral Health: Foundations in Theory & Practice for Graduate Learners (2020)*; the APA-published, *A Practitioner's Guide to Telemental Health: How to Conduct Legal, Ethical and Evidence-Based*

Telepractice (2016), and *Career Paths in Telemental Health (2016)*. Her insights will help you not only get started, but thrive with legal and ethical telehealth.

SYSTEM REQUIREMENTS

Accessing this Learning Hub requires an internet connection. The following technology can be used for access:

Operating Systems

- Windows 7/8/10, any edition
- macOS 10.6 and above
- Any phone or tablet with an internet browser and connection

Internet Browsers

- Any standard internet browser (i.e. Chrome, IE, Firefox, Edge, Safari)

ADDITIONAL INFORMATION

Conflict of Interest Disclaimer

Psych Hub receives financial support from organizations in the healthcare industry, but these entities do not control or direct course content. Psych Hub's Conflict of Interest Policy can be found in the footer of lms.psychhub.com.

Course Creation Date

4/15/20

Psych Hub Contact Information

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