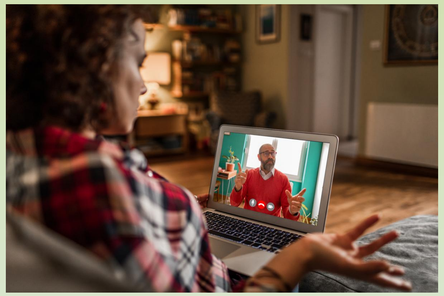
Common Telehealth Challenges and Solutions:
Lessons Learned from Behavioral Health Providers

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Minnesota Telehealth Act of 2021

In response to a legislatively mandated study and report, Wilder Research and the Department of Human Services published a preliminary report that called for telehealth provider training and resources.

We are now disseminating a telehealth resource created by behavioral providers for providers.

Purpose of Telehealth Advisory Group and members

Create a set of considerations that behavioral health providers in Minnesota could reference when deciding whether to use telehealth delivery formats and while using these formats. Topics include:

- Client setting and related safety concerns
- Clients with limited or no access to technological resources
- Navigating delivery formats and related processes
- Ensuring cultural responsivity and working with interpreters
- Navigating license reciprocity between states

Selected challenges and solutions

All challenges, solutions, and concepts organized by session phase can be found in the full guide.

Clinical topic	Challenges	Solutions
Client setting and related safety concerns	Clients accessing telehealth while driving, operating dangerous equipment, during, or in situations that involve safety risks or domestic violence.	Create a guidance document with provider's expectations regarding client setting. Share the document with clients before starting telehealth services and review it with clients during the first session. Have crisis resources available.
Clients with limited or no access to technological resources	Many clients have limited or no access to the resources needed to use telehealth services, including a reliable device, consistent access to high-speed internet, and technological skill to navigate telehealth programs.	Anticipate technology-related issues, be ready to pivot, and identify a backup plan (e.g., switching to phone instead of video).
Navigating delivery formats and related processes	Different formats require different processes.	Consider client characteristics when determining delivery format. Consider ways to leverage the shared screen (e.g., interactive games, white board functions).
Ensuring cultural responsivity and working with interpreters	Communication challenges and working with interpreters (e.g., logistics, building rapport, ensuring high-quality interpretation).	Consider matching clients with providers based on shared identities. When possible, use the same interpreters with the same clients for consistency and rapport.
Navigating licensure reciprocity between states	Different states and different licensures have different regulations and policies. Generally, providers are limited to providing services within the state they are licensed in.	Explore interstate compacts that allow providers to serve clients out-of-state. Ensure strong understanding of their limitations (e.g., billing and insurance).

Selected vignette (suggested responses to scenario can be found in the full guide)

Provider decides to offer telehealth services to better meet the needs of clients outside of the metro, particularly the clients who share the provider's identity. She begins to receive referrals from geographies she is not licensed in and has just accepted a new practicum student.



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Find the resource on the MDH or Wilder Research websites.

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FUTURE PLANS AND DISSEMINATION

We plan to continue dissemination through presentations at conferences and committee meetings such as the Rural Health Advisory Committee (RHAC) as well as disseminating to licensing boards and academic and training programs.

We are open to feedback on other dissemination recommendations!