

Telehealth in Delaware

**Speech Telepractice:
Strategies for Success**

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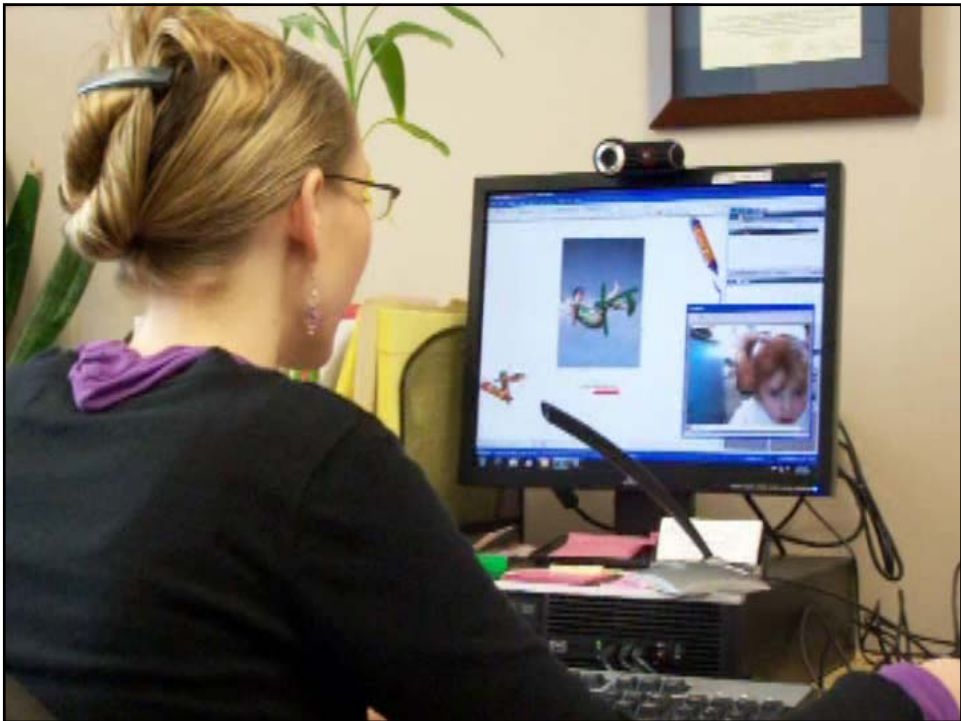
 **Waldo County General Hospital**
MaineHealth

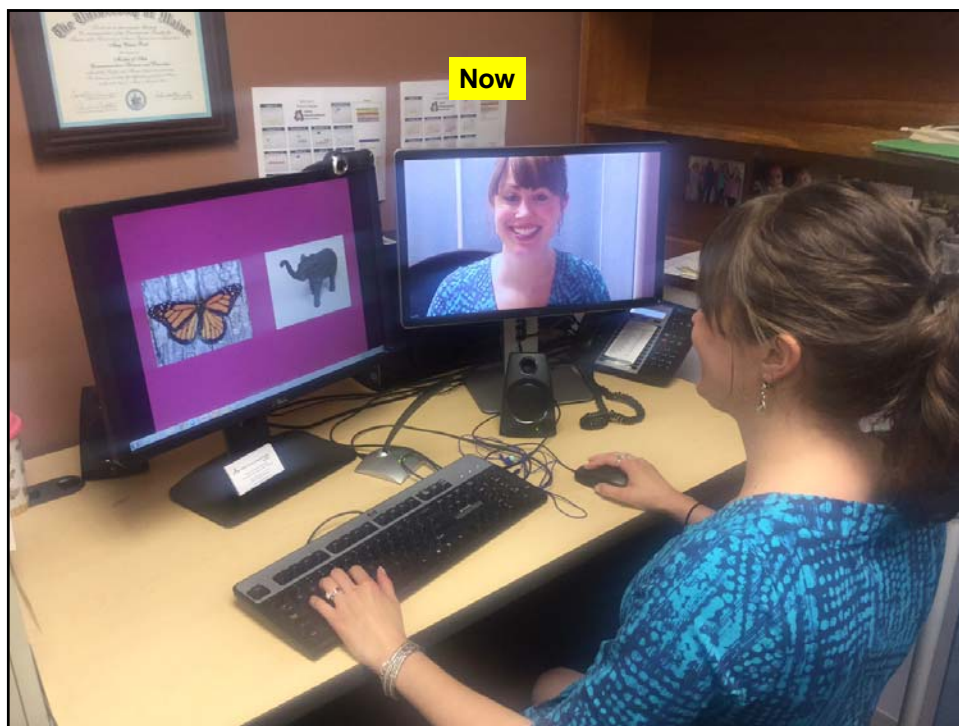
**National Center
for
Speech Telepractice Training**


American Telemedicine Association
Connected to Care

Belfast, ME
www.mainespeechtherapy.org

Our Approach for Success





29th state with telehealth “parity” law
July 7, 2015

Strategy for Success

Develop your value proposition

How telepractice:

- solves problems,
 - improves outcomes,
- and
- the specific benefits provided to patients & customers
 - why should patients & customers should do business with you.

Speech Therapy Telepractice

The opportunity to **transform therapy** using the power of an **interactive, content rich** and **motivating Web** environment that people are using everyday.

Madden 2010

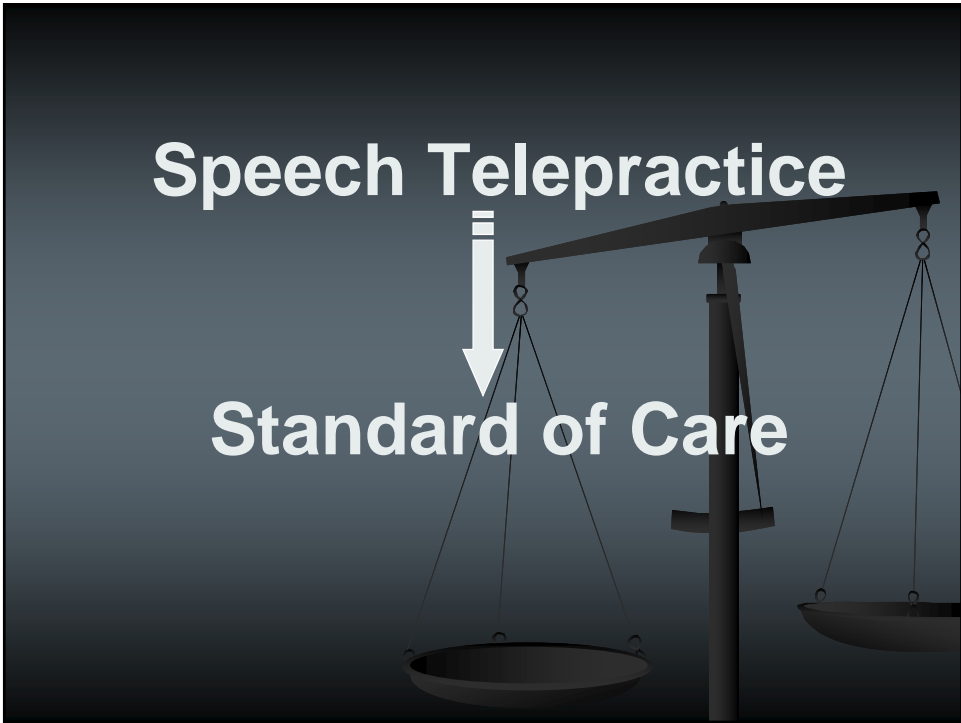
**Better Than
ASHA NOMS N+200**

Outcomes exceeding national benchmarks...
....up to 50% less time in treatment

Fewer treatment sessions by WCGH telepractice
then in the WCGH table top.

**Today's patients are no longer
same patients traditional therapy
was designed to treat.**

**The
context
for speech therapy
has changed.**



Speech Telepractice

Reach underserved clients/patients.

Reach unserved clients/patients.

Reduce costs.

Work in your pajamas.

Make money.

Group patients in different locations.

Right therapist. Right treatment. Right time.

Create authentic treatment materials.

Record & replicate therapy.

More effective, efficient therapy

Available on multiple devices.

Align with digital learning initiatives.

Digital natives: People live, work & learn.

Strategy for Success

See the vision

Sinkers

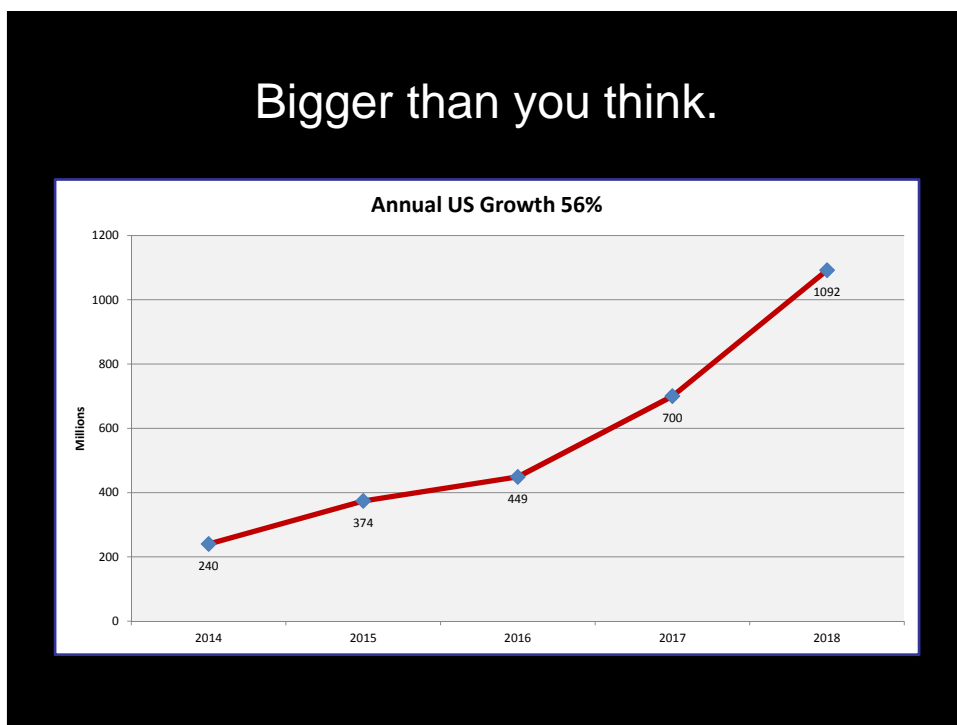
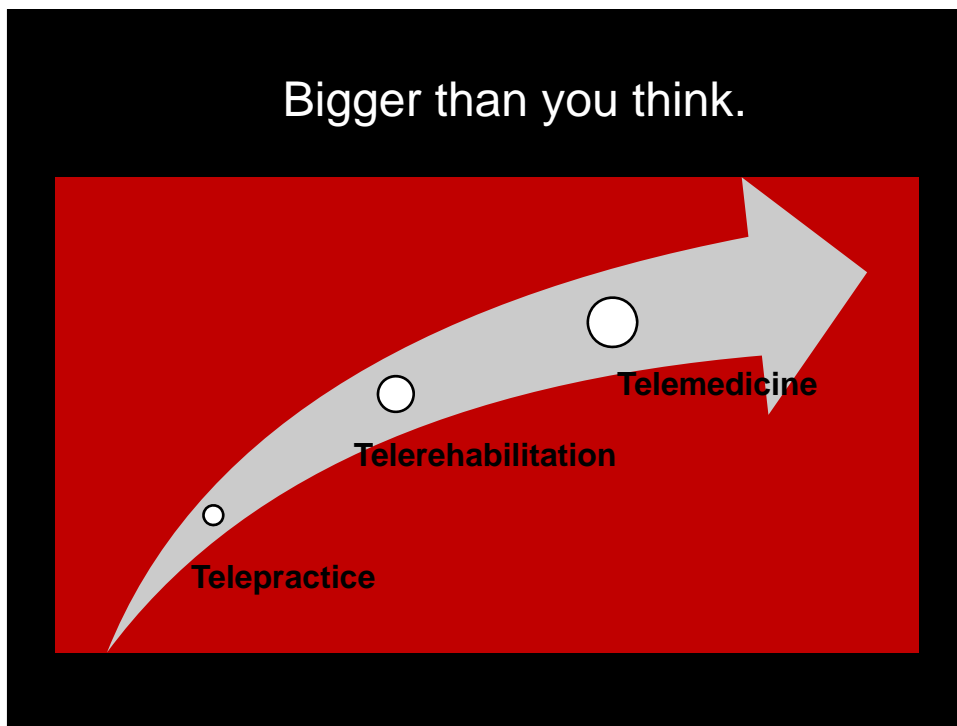
Swimmers

Surfers

Denham C. (2009) The no outcome – no income tsunami is here:
Are you a surfer, swimmer or sinker

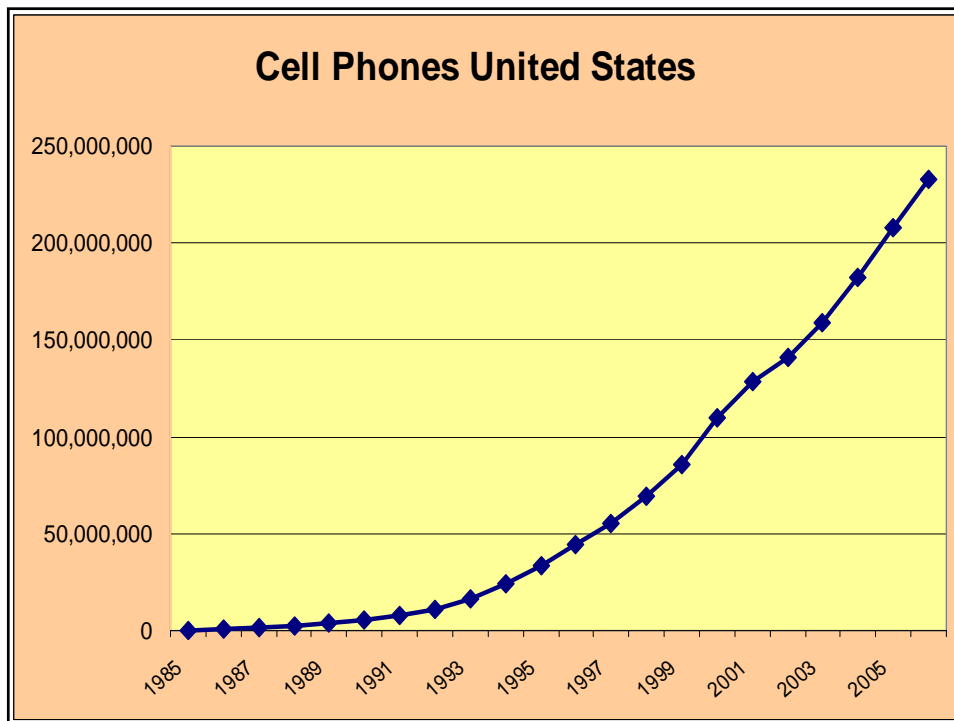
Iterations

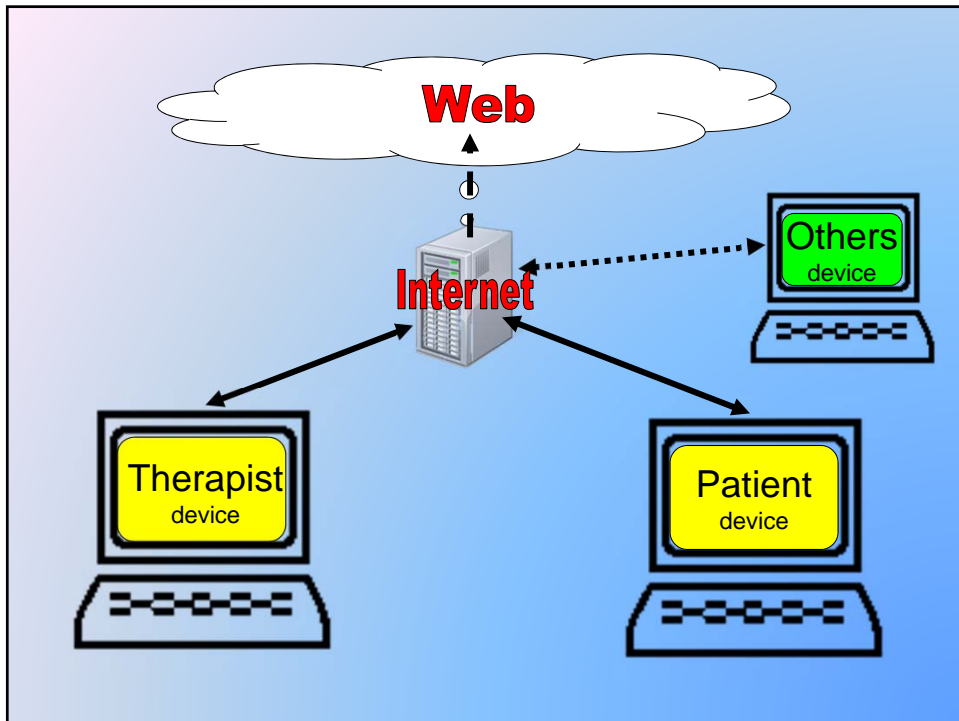
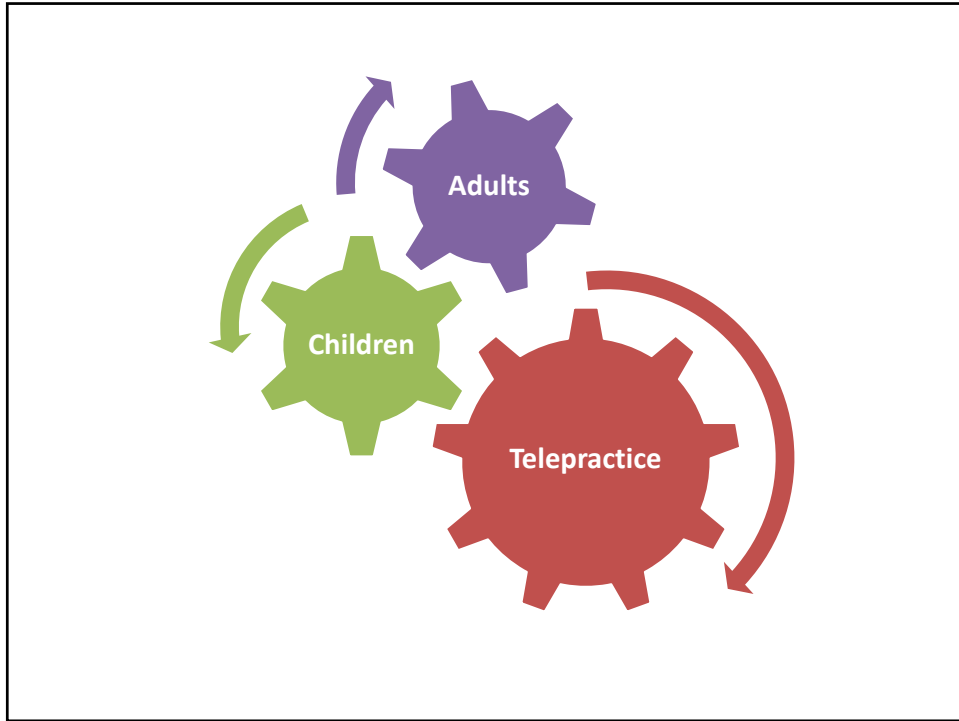
June, 1977



Drivers

- Customer convenience
- Choice & access to providers
- Lower costs
- Worldwide efforts; cost of healthcare.
- Changes in payment for services
- Better outcomes





Self imposed limits

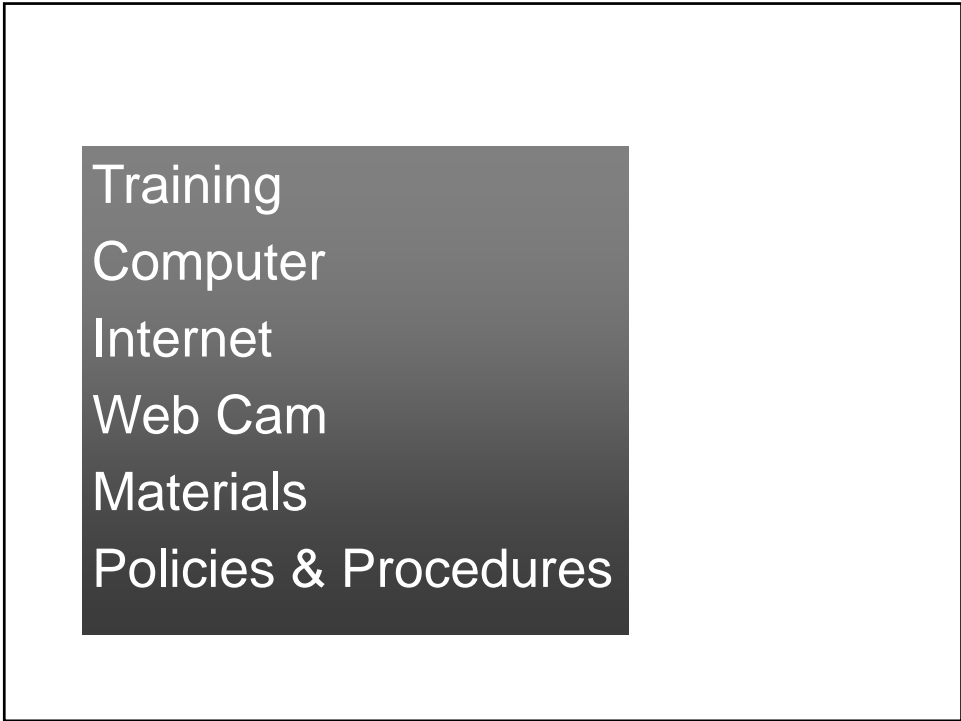
“Yeah, but I have to touch the patient..
...telepractice won’t work for the therapy I do.”

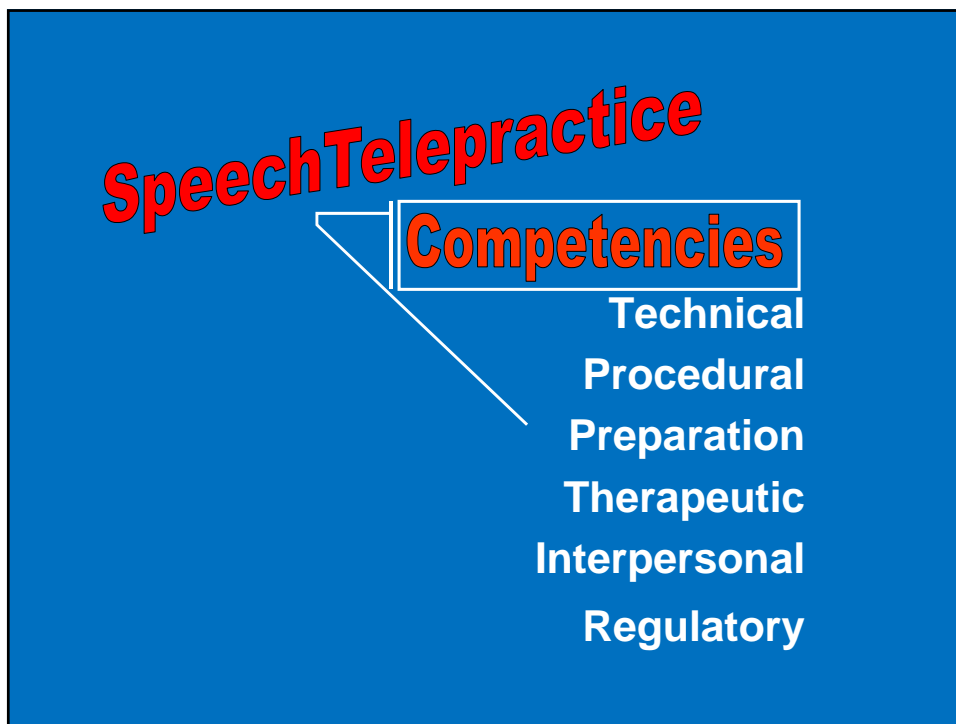


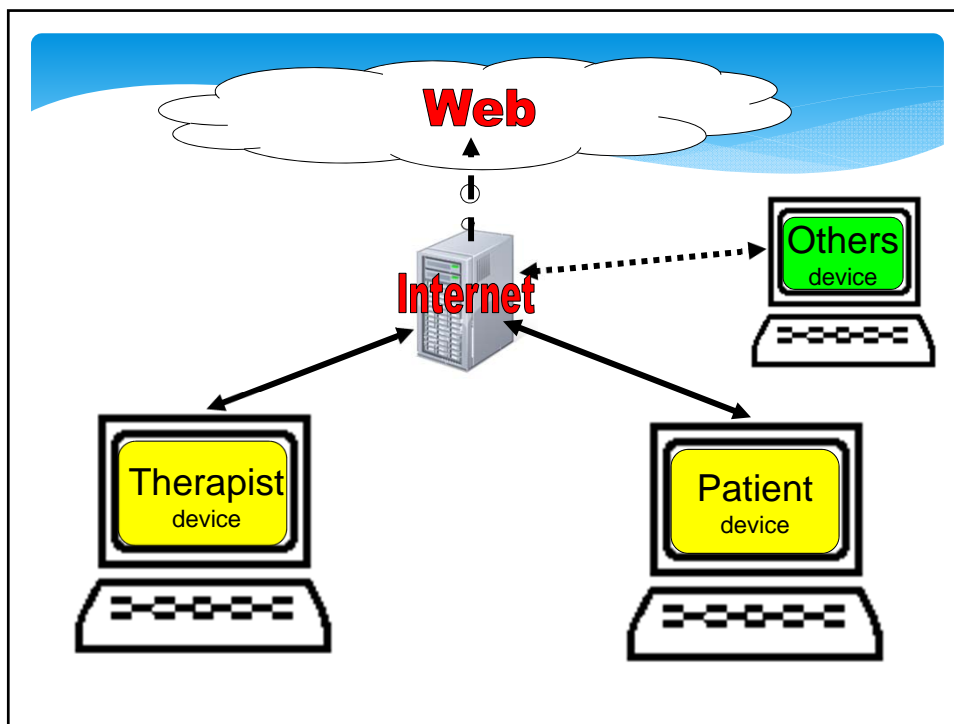
Strategy for Success

Develop a growth mindset.

Dweck, Carol (2007) Mindset: The New Psychology of Success







- Cisco/Web Ex (integrated)
- Adobe Connect
- Centrix Go-To Meeting
- Zoom
- ooVVO
- Vidyo
- Microsoft Lync/Skype Business
- Blue Jeans



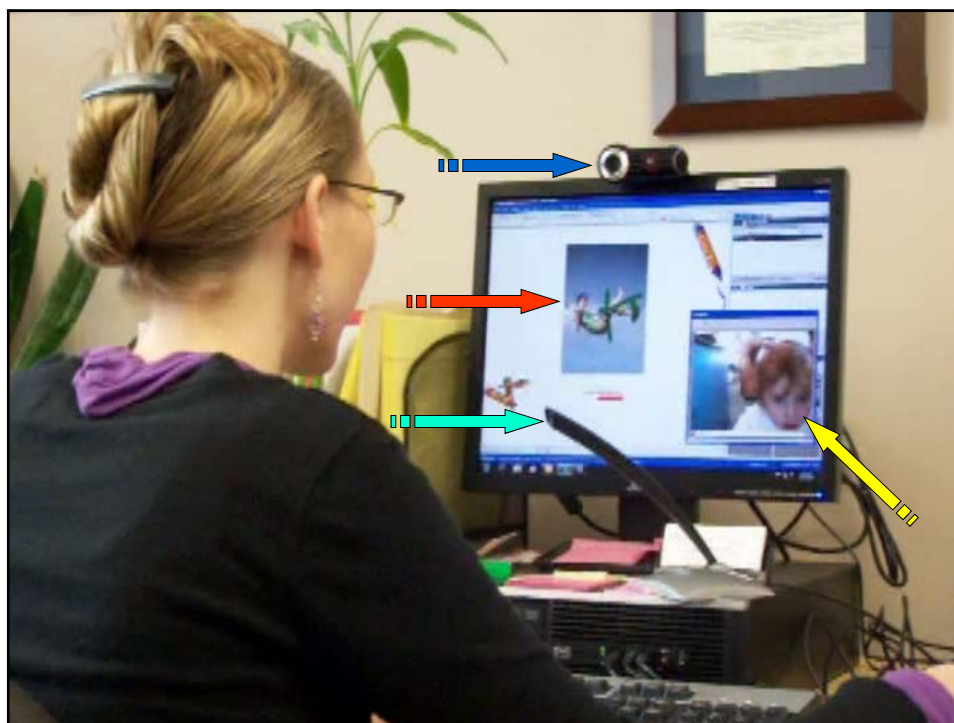
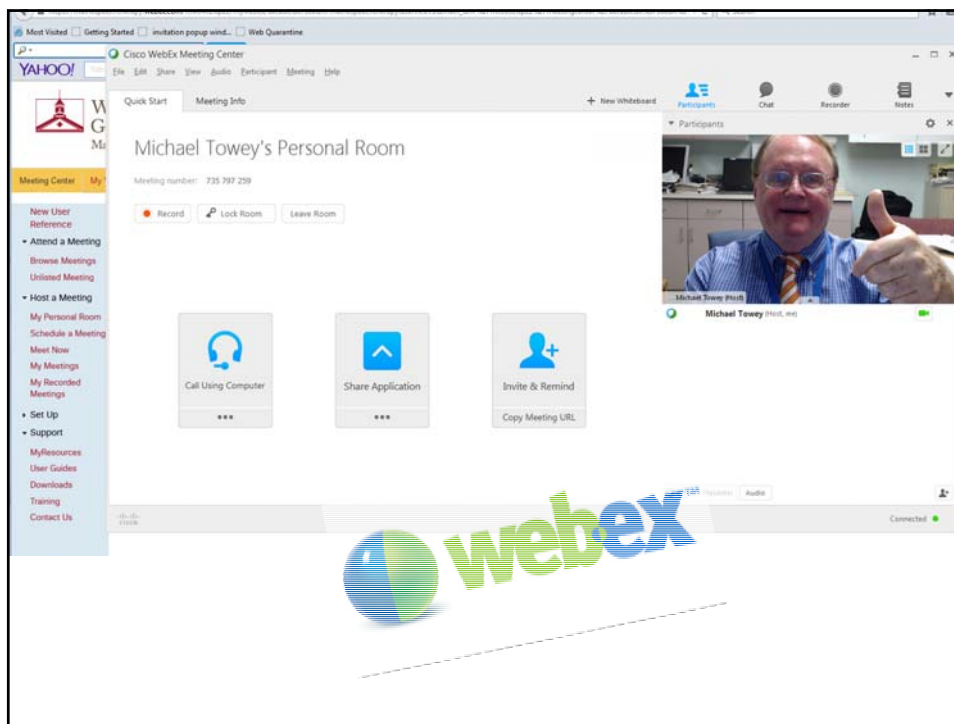
Web-Based Telepractice

- Low Cost
- Role based & admin feature control
- Authentic Materials
- e-Tools
- Connectivity + Web
- Security & Your IT
- \$\$\$ Tech Support

The slide features a dark blue background with a glowing globe on the left and a laptop on the right. The laptop screen displays the word "Connect" in a blue, stylized font. The title "Web-Based Telepractice" is written in a bold, yellow font at the top right.



The screenshot shows the Zoom website homepage. At the top, the Zoom logo is on the left, followed by the phone number 1.888.799.9666 and navigation links for SALES, PLANS, JOIN A MEETING, HOST A MEETING, and SIGN IN. The main content area features a large image of three business professionals (two men and one woman) looking at a laptop. Overlaid on this image is the text "#1 Video Conferencing and Web Conferencing Service" and a sign-up form with a text input field labeled "Your work email address" and an orange "Sign Up Free" button. On the right side, there is a vertical navigation menu with blue buttons for "Web and Video Conferencing", "Enterprise H.323/SIP Room Connector", "Zoom Rooms", "Mobile Screen Sharing", and "Business IM and Presence". At the bottom center, there is an orange button labeled "Why Zoom?".





- Connecting & trouble shooting
- Screen management
- Preparation of materials
- Using web based program.
- Engagement
- Using e-Helpers
- Recording & feedback



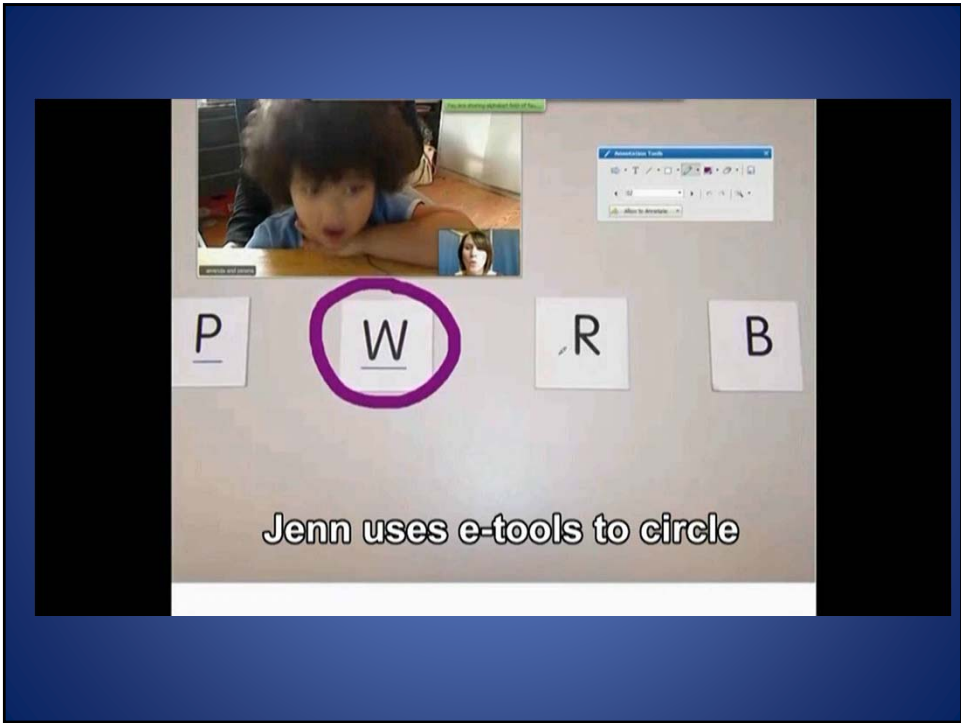
Strategy for Success

Find the bright spots.

Pascale, Richard et al. (2010) The power of positive deviance: How unlikely innovators solve the world's toughest problems

eTools with Serena

Note screen management skills
photo & video recording permission obtained



Waldo County
Voice & Swallowing
Speech Language Therapy

Welcome.
Speech Therapy Telepractice

*The only speech therapy training program in the US
accredited by the ATA*

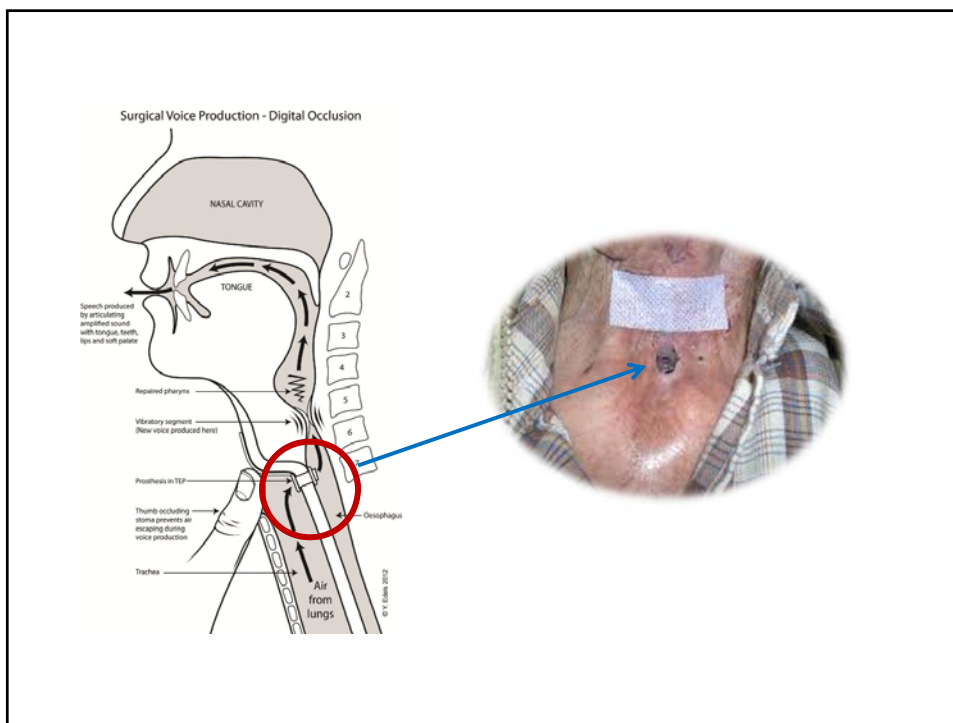
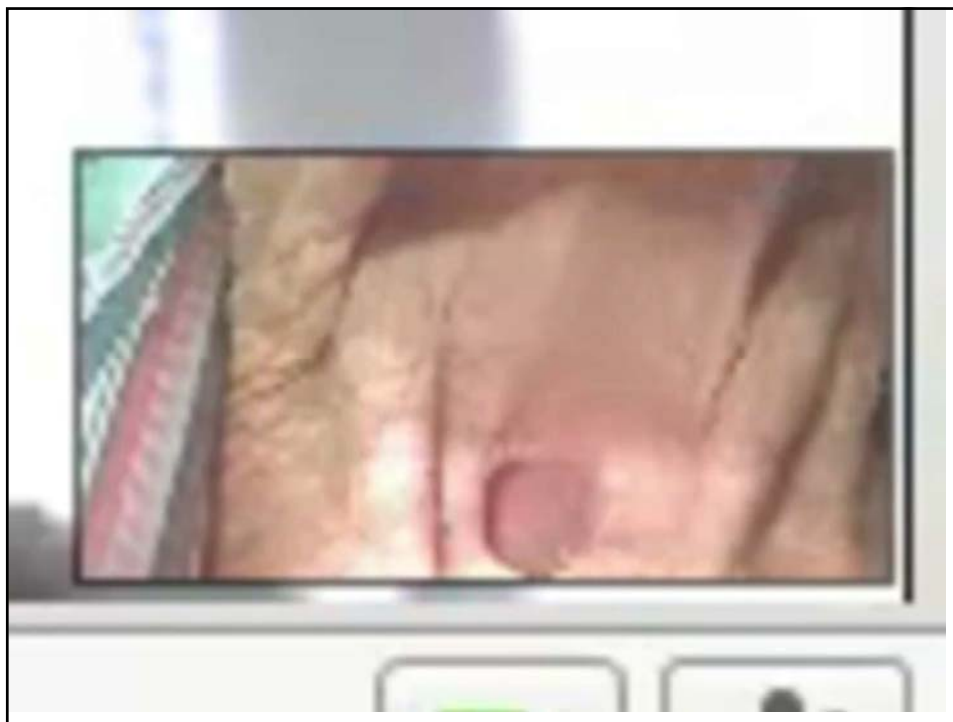
ATA American
Telemedicine
Association

board

Participants

Lindsey

Michael Towey (Host, me)



Contacted via internet
Had a medical review
Professional speaker
Reimbursement
Pay Pal

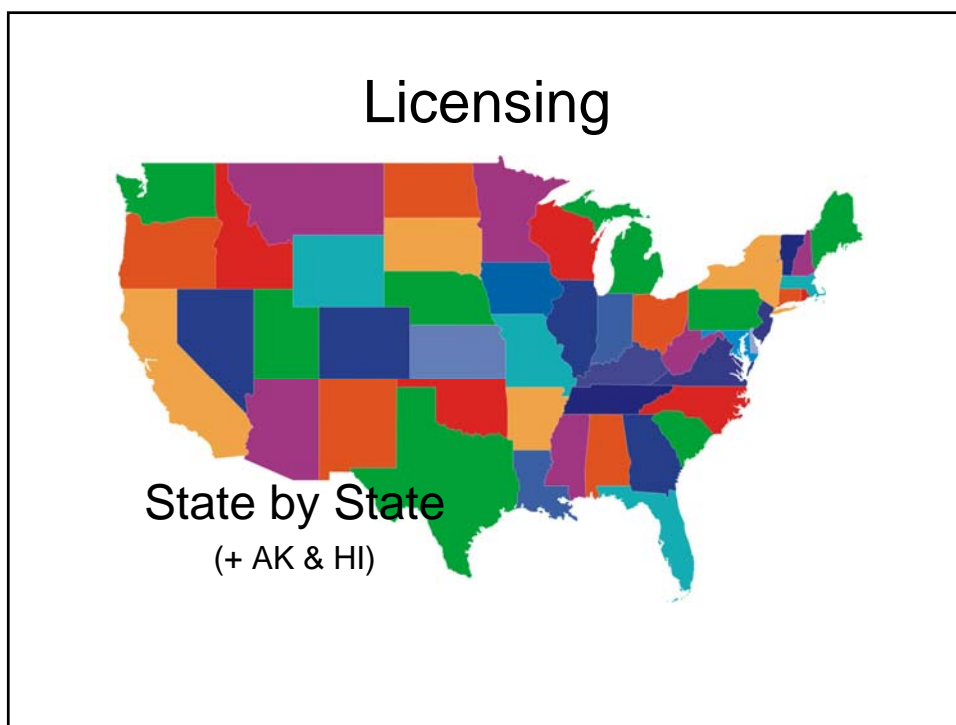
Video

Video

Strategy for Success

Security & Confidentiality

Being ethical & having respect for your clients,
patients , yourself & the profession



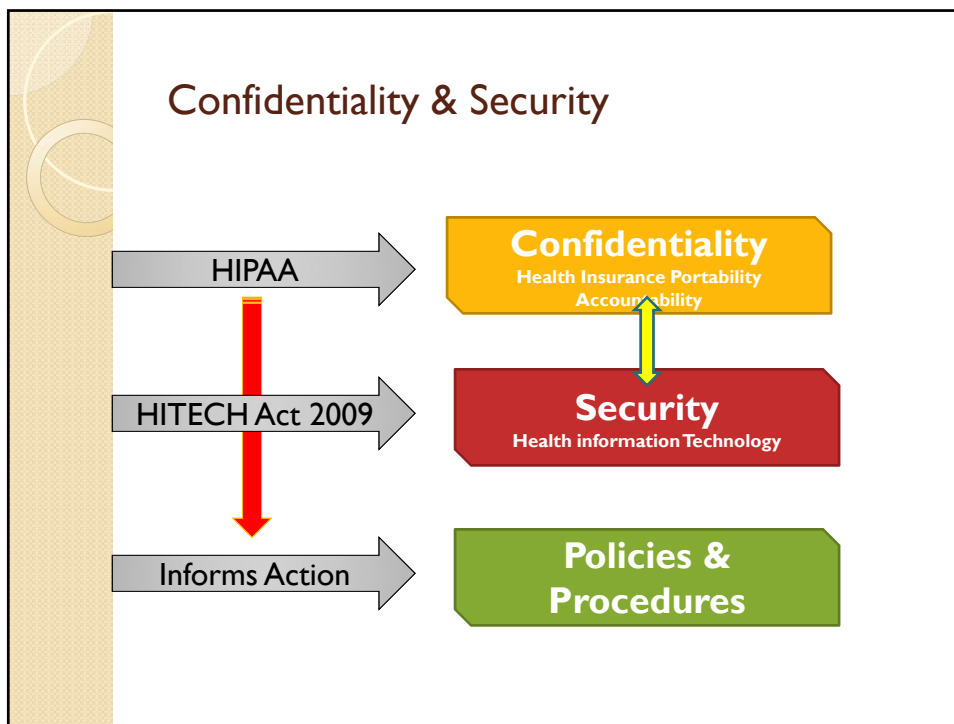


Reimbursement

CPT Code + modifier + GT

Policies & Procedures

**“security is a not a product
- but a process,”**



Improperly secured or stolen/lost devices

- **Laptops,
Tablets,
Mobile Phones,
USB Drives.**

Who cares?

- | | |
|--------------------------------------------------------------------------------|-------------------------------------------------------|
| 1. Organization/individual did not know, but should have known. | \$100-\$50,000 each violation, up to \$1.5 million |
| 2. Violation has reasonable cause & not due to willful neglect. | \$1000-\$50,000 each violation, up to \$1.5 million |
| 3. Violation due to willful neglect, but corrected within required time frame. | \$10,000-\$50,000 each violation, up to \$1.5 million |
| 4. Violation due to willful neglect & not corrected | \$50,000 or more each violation, up to \$1.5 million |

Corrective action/monitoring for up to 3 years

Jail

From one to ten years

Top 10 HIPAA Mistakes

14,300 Resolutions in 2013 up from 9408 in 2012

Being unprotected from hacking.

Encryption, firewalls, password-restricted access, other security measures

Inadequate training

Adequate **/ongoing** training.

Implement a HIPAA training program,
Included make written policies and procedures.

ASHA Telepractice Portal Key Issues

A vendor cannot guarantee that a product is HIPAA-compliant,

because the policies of the provider and how a program is implemented are variables...

...that help determine the effectiveness of the program's privacy and security measures.

Security & Confidentiality Key Features

- Who gets access & how roles assigned.
- Security of scheduling & securing sessions.
- Administrative control of platform.
- Informed consent
- What is provided for trainings.
- What is the review process/risk analysis
- Emergency procedures.
- Sanctions are identified in P&P manual.


Security & Confidentiality Key Features

- Policies and procedures are in place.
- There is active review of the policies.
- There is training.
- Key features are addressed.

What's the ~~CAN YOU~~ ~~can you~~ about FREE
video conferencing?

HIPAA has 6 Ed programs

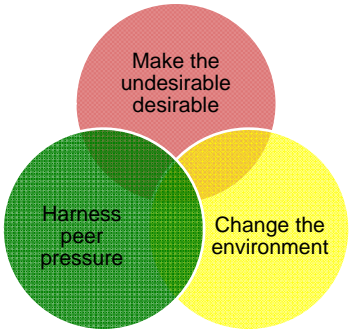
<http://www.hhs.gov/ocr/privacy/hipaa/understanding/training>



The screenshot shows the U.S. Department of Health & Human Services (HHS.gov) website. The main navigation bar includes 'Office for Civil Rights', 'Civil Rights', and 'Health Information Privacy'. The 'Health Information Privacy' section is active. Below this, there are links for 'OCR Home', 'Health Information Privacy', 'Understanding HIPAA Privacy', and 'Training Materials'. The 'Training Materials' section is expanded, showing 'Helping Entities Implement Privacy and Security Protections Medscape Programs'. A sidebar on the left lists various HIPAA resources, and a 'SAG Training Material' box on the right offers 'State AG Training Materials' including video, slides, and training modules.

Strategies for Success

Overcoming barriers & driving change



A Venn diagram consisting of three overlapping circles. The top circle is red and contains the text 'Make the undesirable desirable'. The bottom-left circle is green and contains the text 'Harness peer pressure'. The bottom-right circle is yellow and contains the text 'Change the environment'. The circles overlap in the center.

Grenny, Joseph et al (2013). Influencer: The new science of leading change.

champions & eHelpers

Champions

“With teletherapy, we have been able to offer services while their child is in school.

Very helpful for teachers to carry over strategies in the classroom.”

e-Helpers

Provide assistance to facilitate participation.

Spouse, parent, caregiver, teacher.

Training embedded.

They understand their role through coaching

E-Helper used with adults or children

Strategy for Success

Logic will get you from A to B.

Imagination will take you everywhere.

Preparing for therapy

- Virtual materials
- Online materials (pay a FEE)
- Re-purposing on line materials
- Authentic materials

Criteria for Selecting "Out of Box" Apps?



<http://www.speechtechie.com/>

PEARSON ALWAYS LEARNING

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My Account | Cart (0 items)

Speech and Language

Change Community | Order by Product Number

Find Products: Search [keyword, assessment or product code]

Start Here: Select Category

Choose any filters below, then click Search to find tests.

- Assessment Type
- Language
- Age
- Administration
- Scoring
- Product Type
- Norms

Speech & Language

Meeting the assessment and intervention needs for speech/ language pathologists, audiologists and related professionals working to help clients and students develop skills for better, more effect communications.

Upcoming Events

Q-interactive: Overview
Sep 08, 2015
Q-interactive: Assessment, evolved. Join us for an overview of Q-interactive, the digital platform that will improve the assessment experience for you and your clients, by saving time and allowing for on.....[More Info](#)

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Programs

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- Functional Communication
- Grammar & Syntax
- Groups
- Language
- Listening & Auditory Processing
- Memory
- NLD (Nonverbal Learning Disorders)
- Phonological Awareness
- Prosody
- Reading Comprehension
- Resources & References
- Sequencing
- Social Skills & Social Language
- Tests & Profiles
- Theory of Mind
- Thinking & Problem Solving

Your products are great-super quality and great versatility; able to be adapted for any population. Thank you for maintaining such high quality products and customer service. It's a pleasure doing business with your company.

- Faith Burchfield, Lancaster, PA

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wegive books | Secrets of the Seashore
By Ronda Small | More about this book

395
READS TO DATE

Tidal Zones: Four Shorelines in One

Every shoreline is really made up of four different areas. Because these zones get different amounts of seawater, the conditions and the creatures are different in each. Here are the four zones and what you'll see there:

1 Spray Zone: This is farthest from the water, where the waves reach only during big storms. Sea creatures are scarce here, because they need to be wet to survive. The most common sea animal here is the barnacle. These small, shelled creatures attach themselves to rocks or walls—and close up tight.

2 Upper Shore Zone: Twice a day, this area is covered by water. Animals that live here have to handle a lot of dryness—or they have to stay wet and hide from predators during much of the day. Look for crabs, mussels, anemones, sea stars and snails.

3 Inter-tidal (Mid Shore) Zone: Water washes over this zone much of the day. The only time it's not wet is low tide. Mollusks (shelled animals) thrive here. It's the perfect place to look for clams. When low tide exposes this area, just below your feet you may find hundreds of clams hiding in the sand.

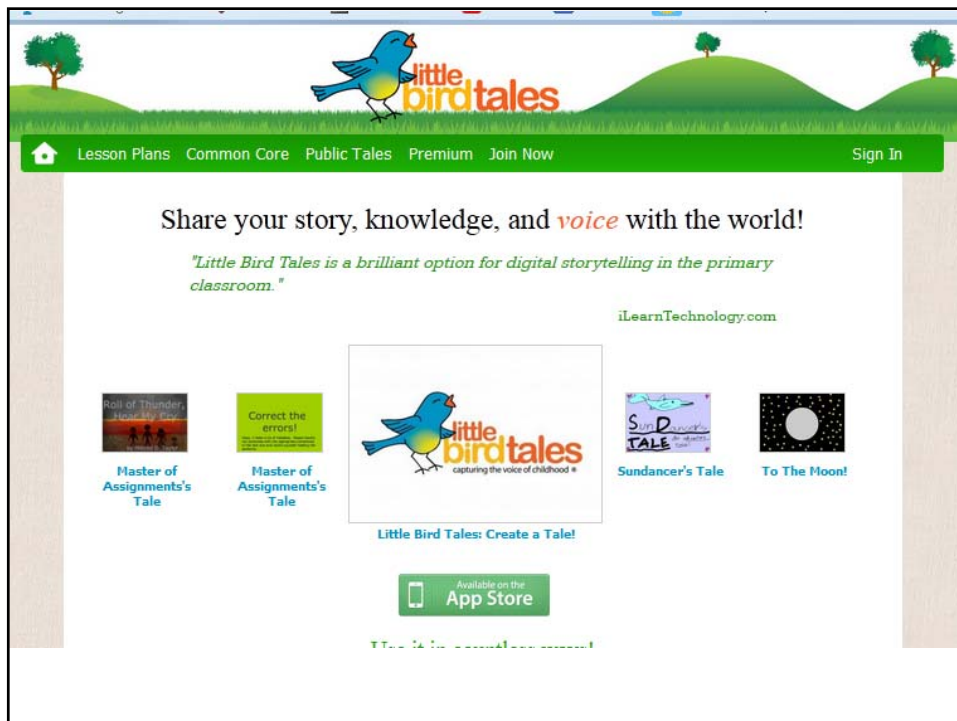
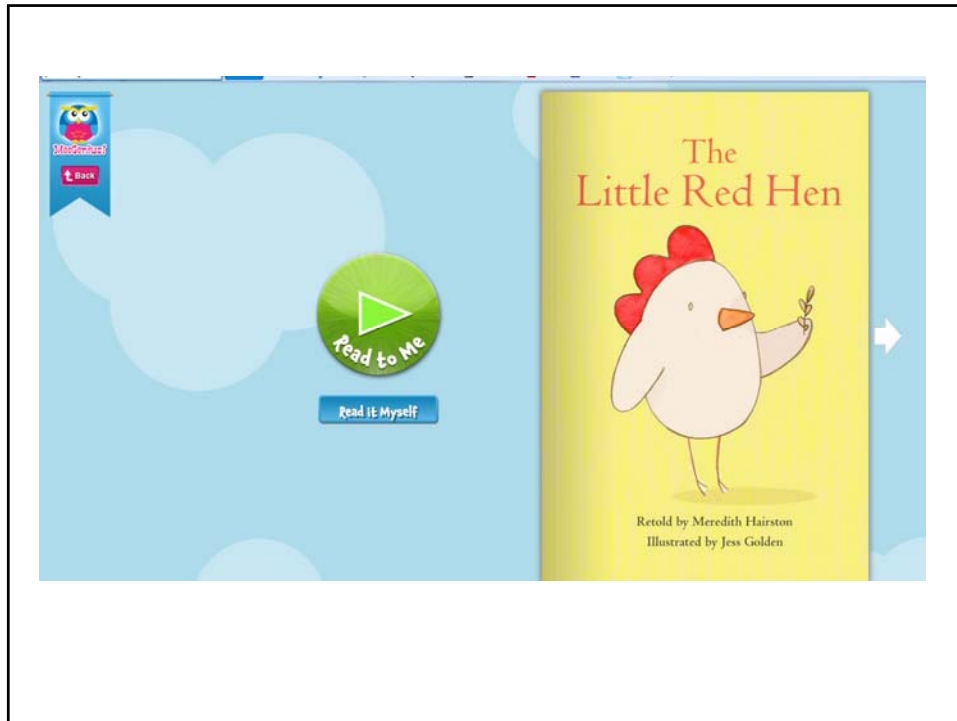
4 Lower Shore Zone: This area is usually under water—and full of sea plants and creatures. The animals that live here cannot be exposed to dryness for long or they'll die. During the low tide periods, they burrow into the sand or retreat into the ocean. You'll find lots of sea plants living here, including green algae, brown seaweed and surf grass. You'll also come across abalone, anemones, crabs, mussels, sea cucumber, sea lettuce, sea palms, sea stars, sea urchins, shrimp, snails, sponges, surf grass, tubeworms and whelks.

Of course, the differences between these areas are small and hard to notice. Animals can live in more than one zone or move from zone to zone. And the location of the zones will move as the tide and beach change. But the next time you visit the seashore, look around. Most other beachgoers won't notice, but you'll probably be able to identify two or more zones.

The screenshot shows the homepage of the website 'HowToSimplified'. The header features a search bar and navigation links for 'books', 'blog', 'about', and 'files'. Below the header, there are filters for 'Show:' (All, Toddlers, Children, Young Adults) and 'Sort by:' (Popular, Date). The main content area displays two book listings:

- Buttered Toast** by Kanika G. Age Group: Toddlers. Description: 'Buttered Toast Is Good! is the second book in the series called The Misadventures Of Little Toast from Kanika G. These are picture books are about the misadventures of a baby girl who thinks her name is 'toast'. Write a review'. Buttons: Read Online, Download Free PDF.
- The Misadventures of Little Toast** by Kanika G. Age Group: Toddlers. Description: 'Exciting adventures as baby tries to work out the answers to all the interesting questions in life: What happens if I pull the trash can over? Does popcorn taste just as nice off the floor as in the bowl? And is my name really "Toast"? A fun book for toddlers. Reviews (4)'. Buttons: Read Online, Download Free PDF.

The screenshot shows the homepage of the MeeGenius website. The header includes the MeeGenius logo, navigation links for 'My Books' and 'Library', and a 'Sign In' button. The main banner features a colorful illustration of a child in a space suit with a rocket pack, flying through space. Text on the banner reads: 'CAPTAIN SPACEMAN', 'IT'S A BOOK.', 'IT'S AN AUDIOBOOK.', 'IT'S A LIBRARY.', 'IT'S A PERFORMANCE.', and 'The #1 app with over 700 children's ebooks. Bright kids. Happy you. Try It Free'. Below the banner, there are links to download the app on the 'App Store' and 'Google play'. At the bottom, there are logos for 'In the News:' followed by 'TODAY', 'Los Angeles Times', 'WIRED', 'Bloomberg', and 'People'.





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Create Videos in a Safe Online Environment

Privacy and Security
Each implementation is its own private, secure "walled garden"

- Student videos cannot be accessed by the public
- Student videos cannot be published publicly, without teacher approval
- School login page can only be found by those who know the exact URL
- Students cannot surf public video sites from within GoAnimate for Schools
- No integration with social networks
- Student email addresses and contact info are never collected

Group Management
Segment your students into classes and workgroups

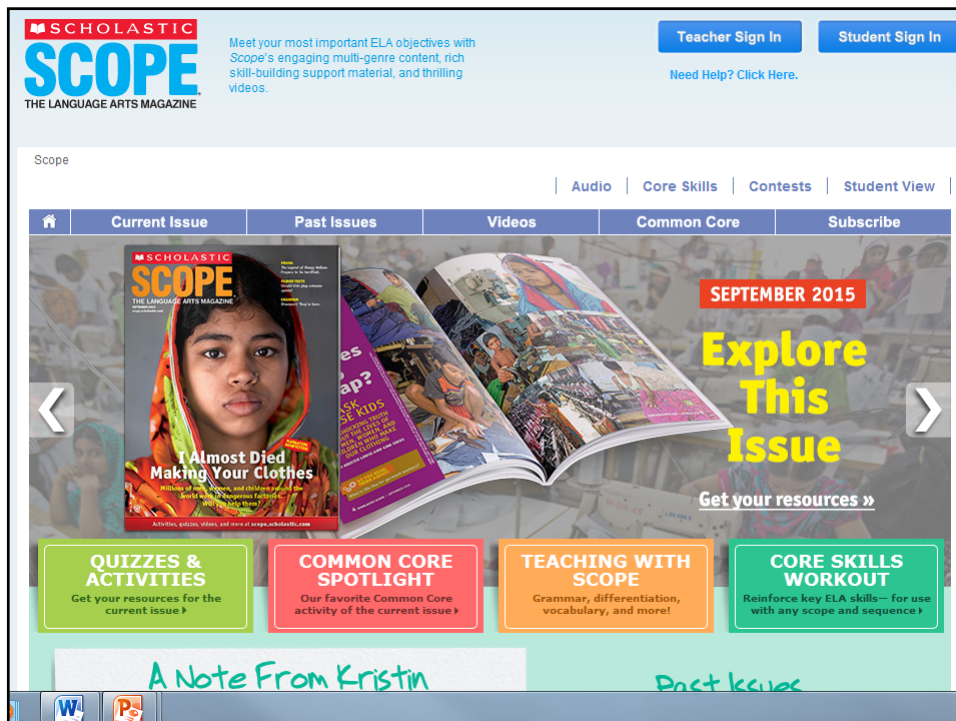
- Teachers can divide students into classes and/or workgroups
- Student video distribution is limited to the classes/groups to which they belong
- Great way to block younger students from seeing the videos of older students

Moderation
Stop bad words in their tracks

- Teachers have the option to moderate student videos before the videos become visible to the group
- Teachers can approve or reject student-created videos and comments

Safe Online Content
All assets have been scrubbed to be appropriate for a student audience

- We have ensured that all characters, backgrounds, props, etc. are appropriate for a K-12 audience
- You won't find "assets" like weapons, alcohol, or violent actions in GoAnimate for Schools



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SEPTEMBER 2015

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COMMON CORE SPOTLIGHT

Our Favorite Common Core activity of the current issue >

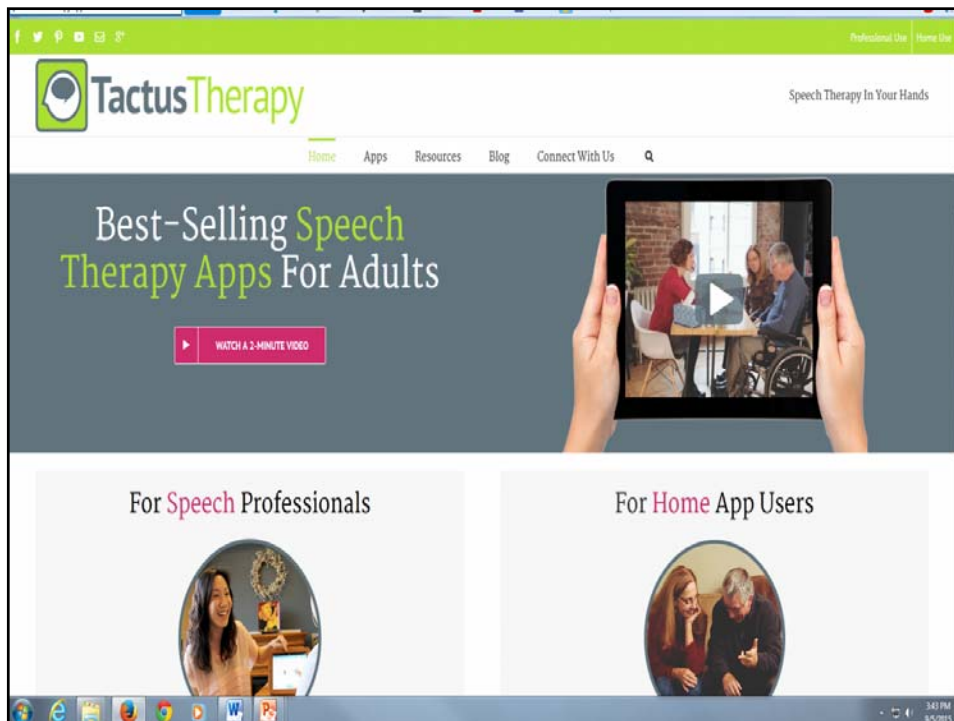
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A Note From Kristin Past Issues



**NET CONNECTIONS FOR COMMUNICATION
DISORDERS AND SCIENCES**

an Internet Guide
by **Judith Maginnis Kuster**

[Awards and Recognition for this site](#)

ers, communicative disorders, speech science, speech therapy, speech pathology, audiology, hearing impairments
s in the fields of speech-language pathology, audiology, speech science, persons with communication disabilities

Quick Index

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THURSDAY, SEPTEMBER 3, 2015

Do We Have a Subscription to...(Part 2)

In the last post, I discussed how the beginning of the school year is a good time to acquaint yourself with any technology resources offered by your school district, as many do not realize the benefits subscription-based services can provide.

While BrainPOP, described in the last post, is accessible by an affordable monthly subscription even if your school doesn't have it, ExploreLearning's Gizmos are more of a district investment. I would, however, encourage individuals to check it out via the free month trial, if only for exposure for how interactives connect with language.

ExploreLearning (accessible also via a new iPad app once you obtain the trial login) provides interactive activities called "Gizmos" that show the sequential, cause-effect, and conditional relationships in science topics (e.g. tides, flower pollination, forces). The activities are open-ended and meant to be constructivist and inquiry-based, leading students to ask questions and draw conclusions, which is facilitated by printable "Student Exploration Guides" for each Gizmo. Again, I'd encourage you to check it out or take advantage of it if your school offers the service (my middle school did). If you save the guides, the language-based questions provide a good model for questions you

SEARCH SPEECHTECHIE

QUESTIONS, COMMENTS, ETC

E-mail Sean!
sean@speechtechie.com

ONE OF MANY SPEECHTECHIES!



Sean I. Sweenev, CCC-SLP



Martha Speaks Games Repurposed

Dogs on Ice:	Prepositions
Martha's Scrapbook:	Tier 2 vocabulary
Town Crier:	Print tasks
Word Play:	Vocabulary
Rhyme Time:	Rhyming play poems

Video

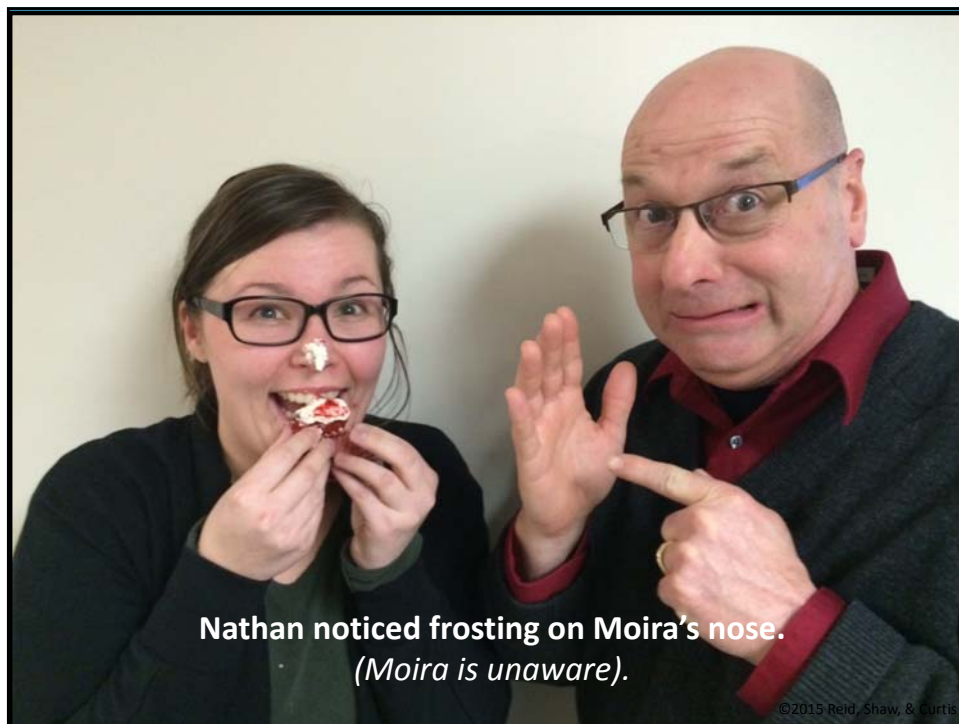
Strategy for Success

Treatment that is salient, meaningful, engaging

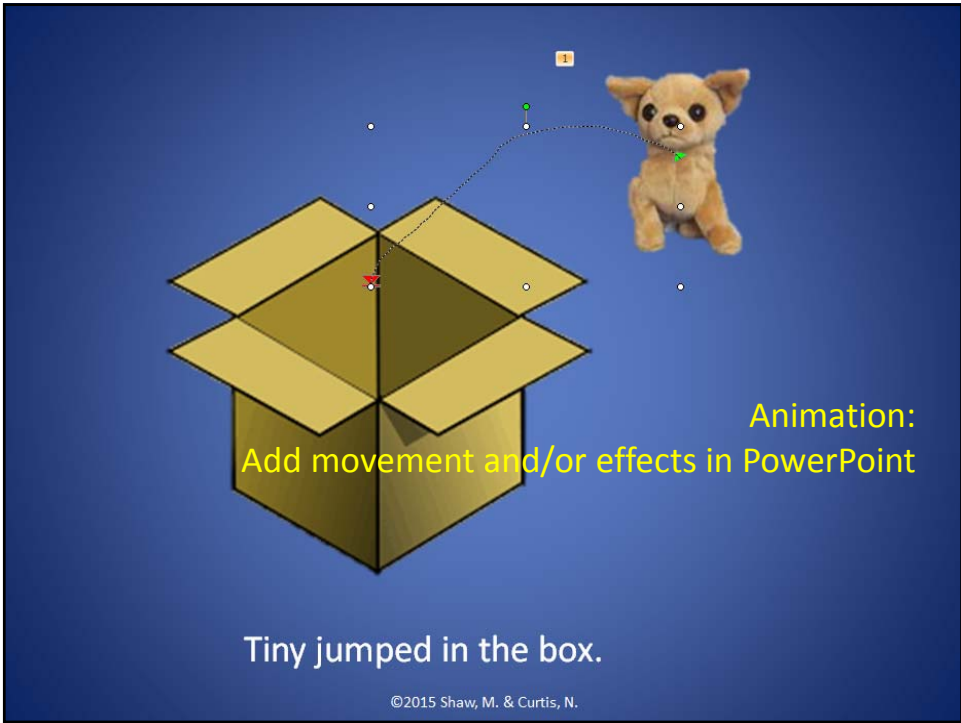
Authentic Materials

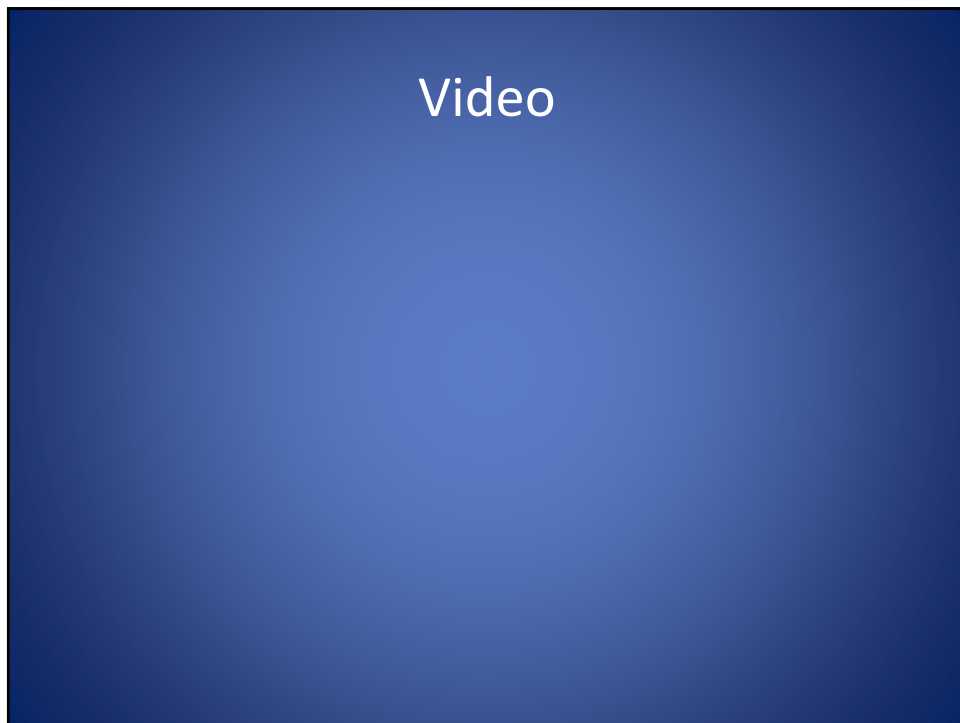
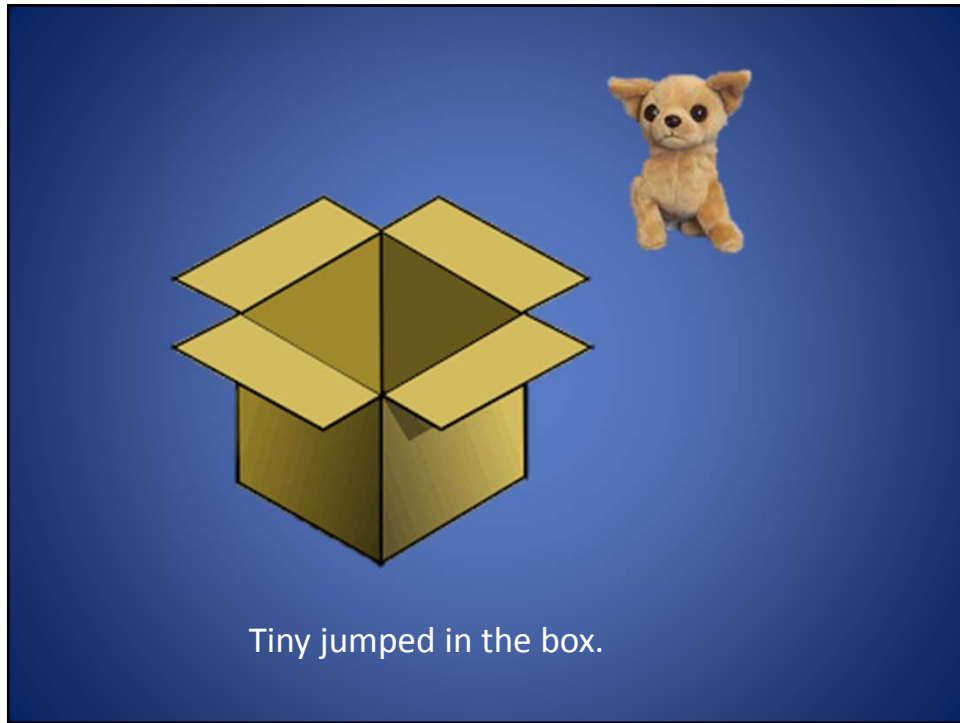
real
stimulating
motivating
practice targets over & over
no cost

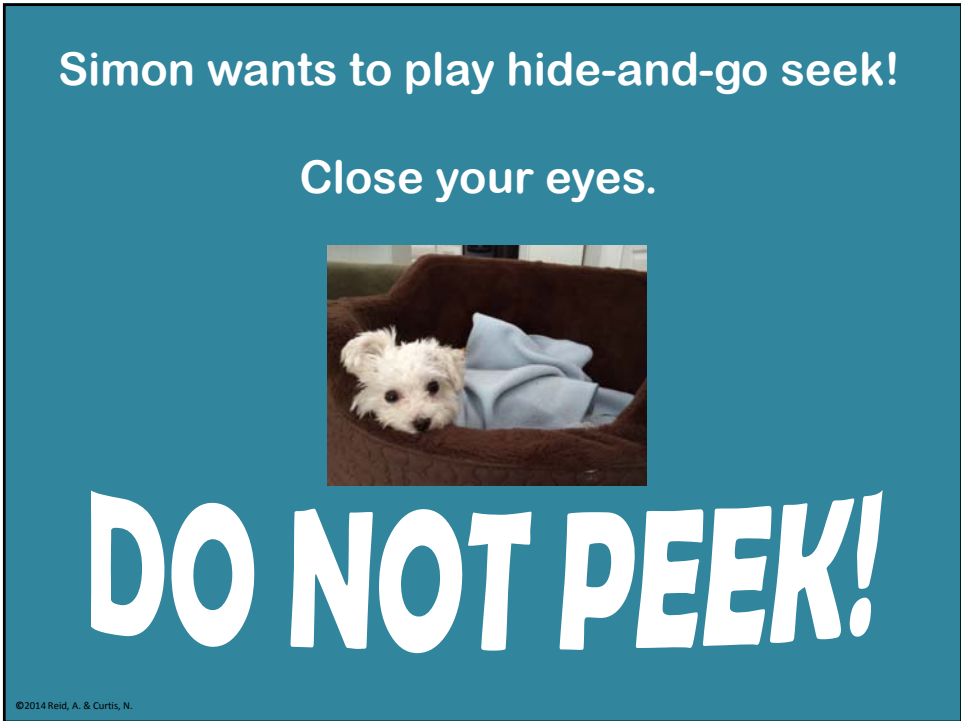
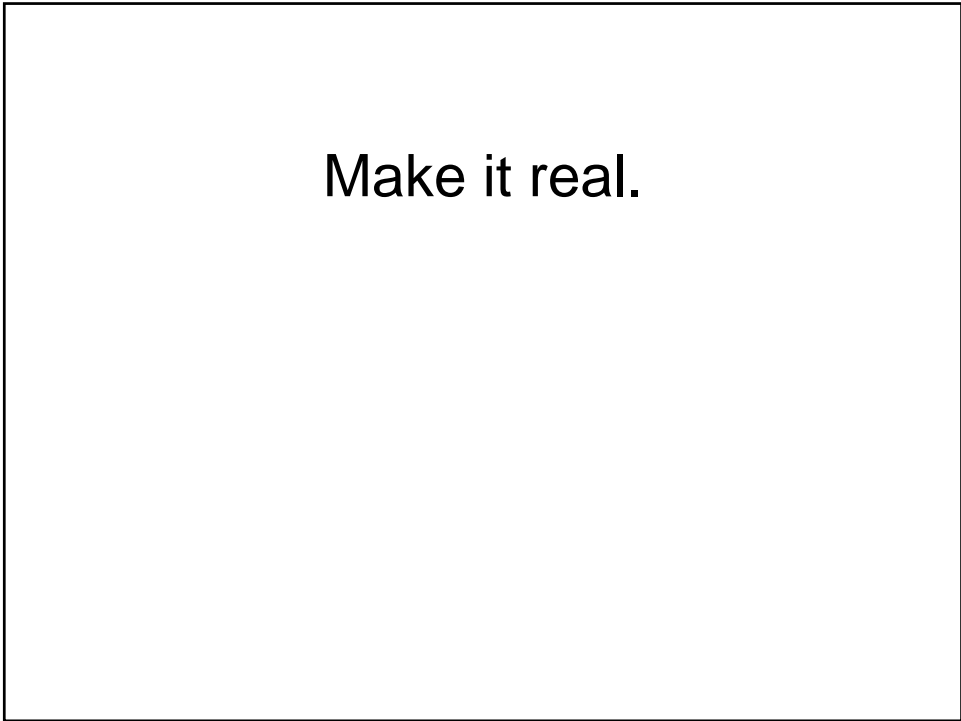
They are reading a funny story. .



fun with ANIMATION









The girl is happy. She is wearing her favorite outfit to school.

The girl is happy **because** she is wearing her favorite outfit to school.

First **Next** **Then** **Last**

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The Glasses Game!

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