



Practical Approaches to Supervising Behavioral Health Staff Working Remotely or in Hybrid Settings

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■ TODAY'S PRESENTERS



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OBJECTIVES

>> Participants will be able to:

- + Understand how the stresses of the pandemic, including social distancing, loss, and the challenges of staying connected to friends and family, have impacted the mental health of clients and providers.
- + Identify practical approaches to remote staff supervision, including huddles, group and individual supervision, and tactics for successful conference calls.
- + Learn how supervisors and staff can work together to manage work/life boundaries, especially given the need to oversee staff working in a combination of settings, including the home, and the complexities of vaccination disclosure.



- + *What is the most difficult challenge with supervising during this re-opening phase?*
 - + *Please put your answer in the chat box but don't hit SEND yet*

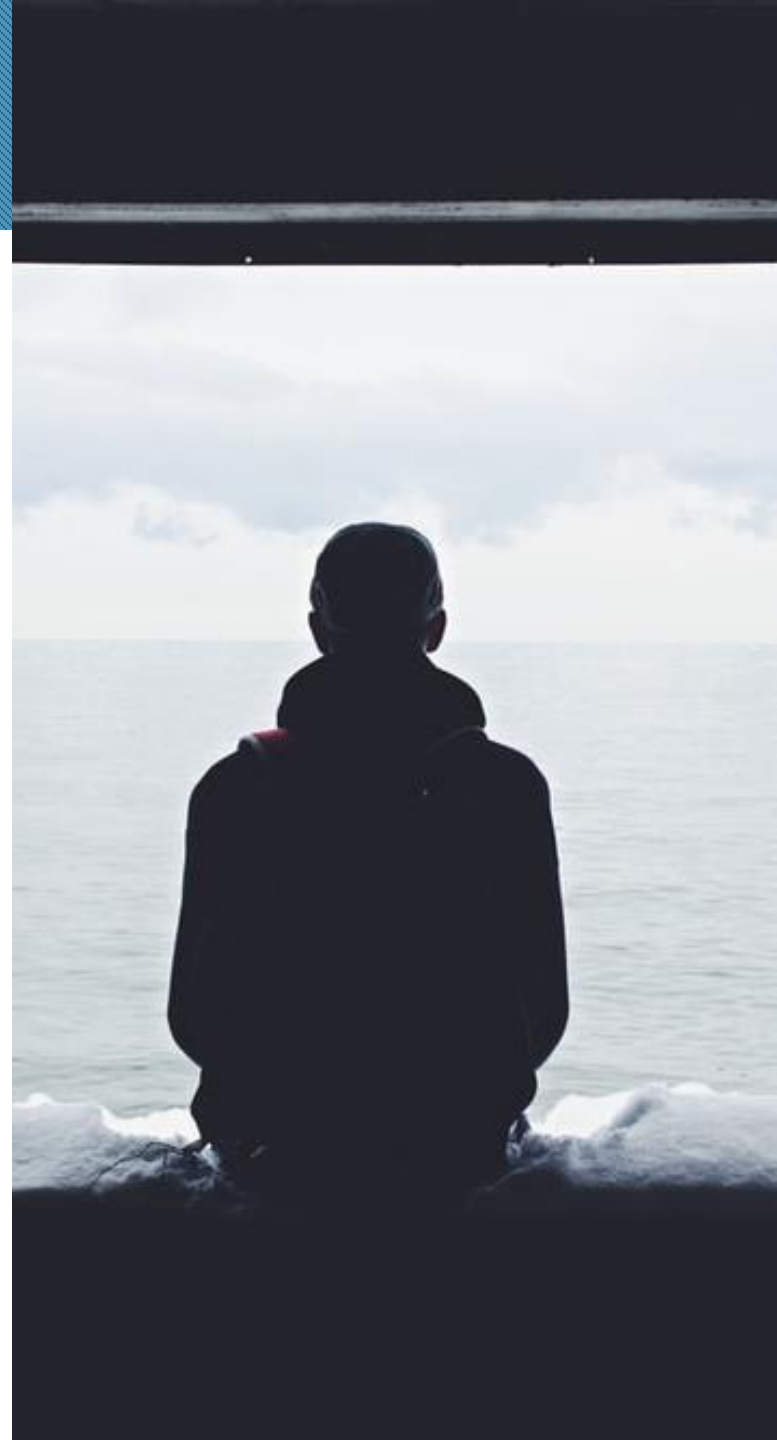
IMPACT OF SOCIAL DISTANCING

HEALTH MANAGEMENT ASSOCIATES

IT'S A NEW WORLD....

- » New engagement approaches
- » New stressors
- » New safety expectations
- » And now we are entering a period of re-engaging in-person....

What can you do to enhance connection for your staff and clients at this time?





RANGE OF NORMAL CLIENT REACTIONS

- Worried (rumination)
- Sad (withdrawn)
- Angry (irritability)
- Fearful (being tentative)
- Intrusive thoughts and images (distracted)
- Numb (shutdown)
- Avoidant (minimize)

SUPPORTING EMPLOYEES

Experience Is Similar to Clients... we are all in this together

- Increased Anxiety
- Uncertainty
- Vulnerability
- Multiple Roles
- Isolated from Supports
- Changes to Routine, Habits, and Coping Mechanisms
- Fear of being on-site again



SUPPORT BUILDING RESILIENCE

We are all
more anxious

- Go back to basics
- Limit big changes

Self-check....
tired &
lethargic?

- Allow space to listen
- Meet people where they are

Respond to
what you hear

Offer support &
information

- Vaccination
- On-site safety

*KFF COVID-19 Vaccine Monitor (conducted Jan 11-18, 2021): <https://www.kff.org/report-section/kff-covid-19-vaccine-monitor-january-2021-vaccine-hesitancy/>

SUPERVISION: A NEW DIMENSION TO BASICS

HEALTH MANAGEMENT ASSOCIATES

ROLE OF SUPERVISION

Supporting Joy in Work

>> Manager

- Case load / workload assignment
- Scheduling staff / planning coverage

>> Consultant

- Clinical oversight
- Monitor quality of services
- Complex case problem solving
- Stay current & share best practices

>> Coach

- Assess strengths & needs
- Build morale
- Support boundary management

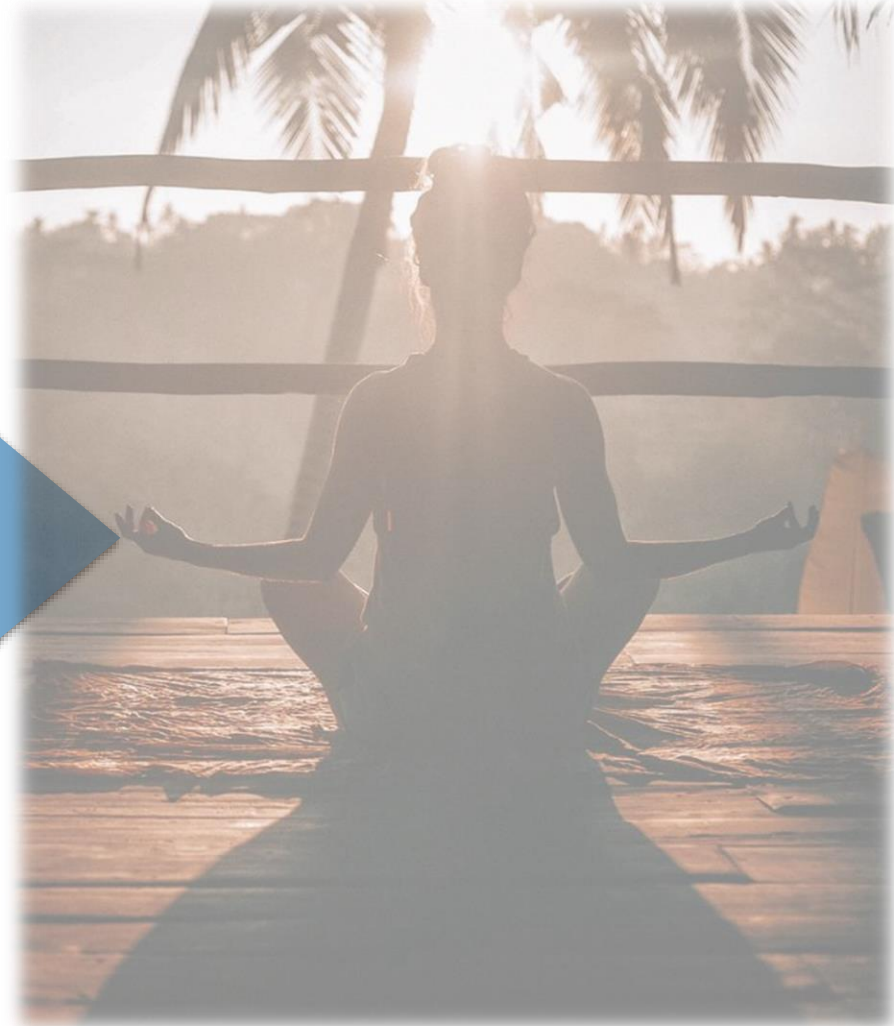
>> Teacher

- Enhance knowledge & skills
- Support implementation of new practices
- Foster shared learning
- Professional role model

SUPERVISION & BUILDING RESILIENCE

But you have
to have it first

Lend somebody
your calm –



SUPERVISION & BUILDING RESILIENCE



INCREASING PROVIDER RESILIENCE – CENTER FOR THE STUDY OF TRAUMATIC STRESS

Taking care of yourself & encouraging others to practice self care

Meet basic needs – eat,
drink, sleep

Take breaks – walk,
music, breathe

Connect with colleagues
– debrief as group if
needed, with facilitator
if available

Communicate
constructively – clear
and optimistic manner,
compliments, share
solutions

Contact family – stay in
touch, they are your
anchor and support

Respect differences –
some colleagues need
to talk; some want to be
alone

Stay updated – best
information available for
your local area and
nationally

Limit media exposure –
can increase stress

Self check-ins–
mindfulness& reality
testing, watch for signs
of depression or stress
disorder

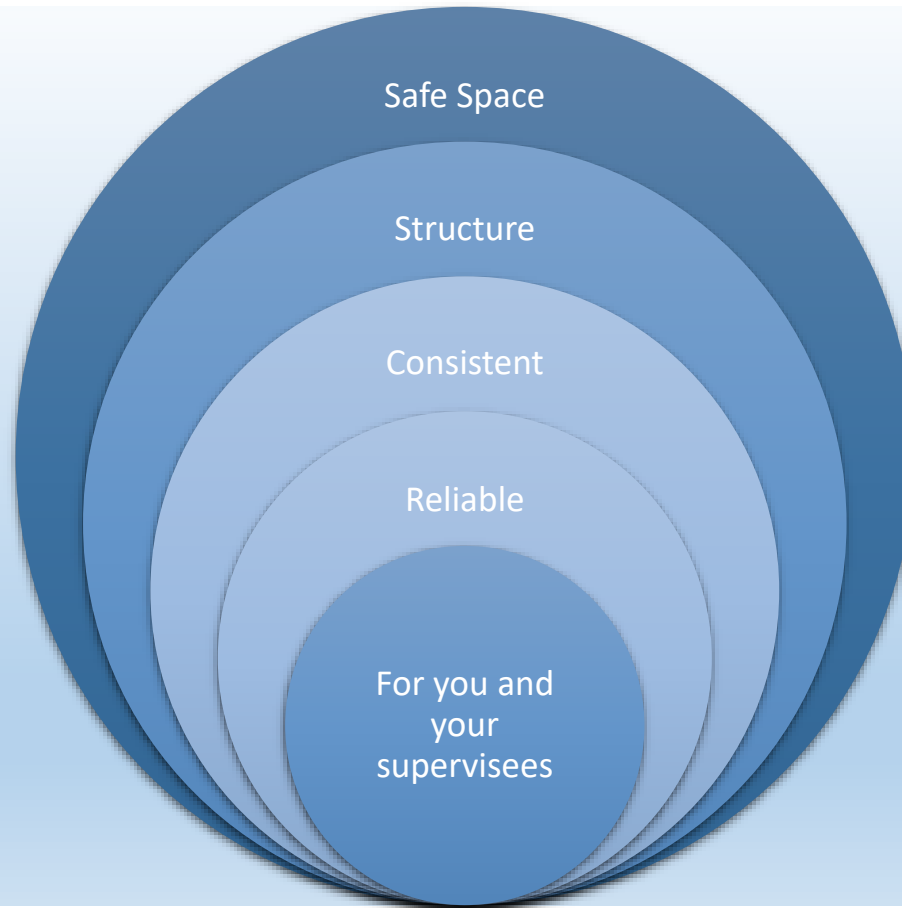
Source: https://www.cstsonline.org/assets/media/documents/CSTS_FS_Sustaining_Well_Being_Healthcare_Personnel_during.pdf

SUPERVISION & BUILDING RESILIENCE

- Meet supervisees where they are.
- Acknowledge where you are.



SUPERVISION & BUILDING RESILIENCE



SUPERVISION & THE FOCUS ON QUALITY IS THE SAME

Accountability is challenging

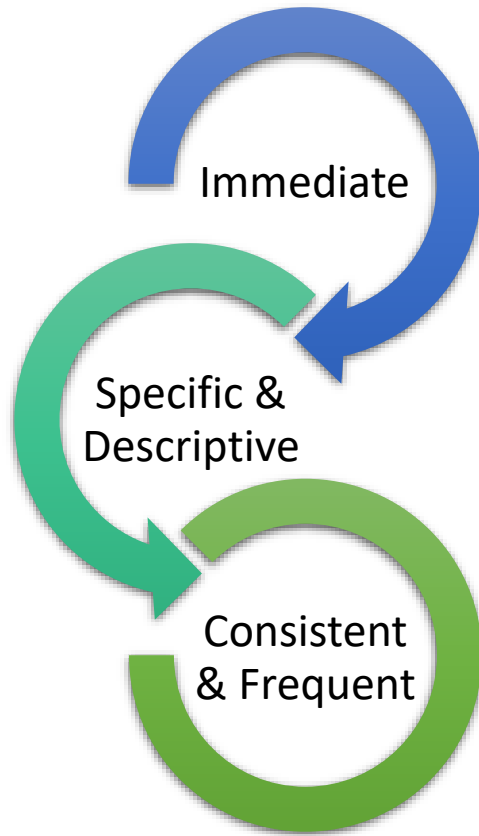


Behavior varies by motivation

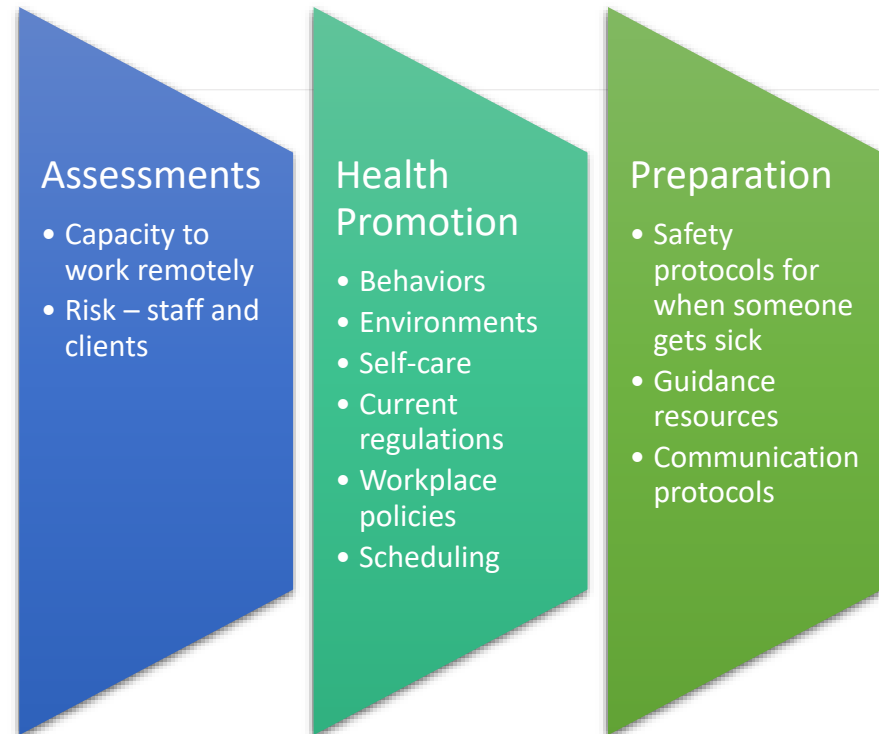


NEW DIMENSIONS TO PERFORMANCE FEEDBACK

Feedback should be:



AND incorporate:



TELESUPERVISION SUPPORT STRATEGIES

HEALTH MANAGEMENT ASSOCIATES



FOCUS on QUALITY

- Supervision is critical to quality care, staff effectiveness and retention... and ultimately, the financial viability of your organization
 - Focus on client outcomes
 - Focus staff support needs
 - Minimize risks to the organization

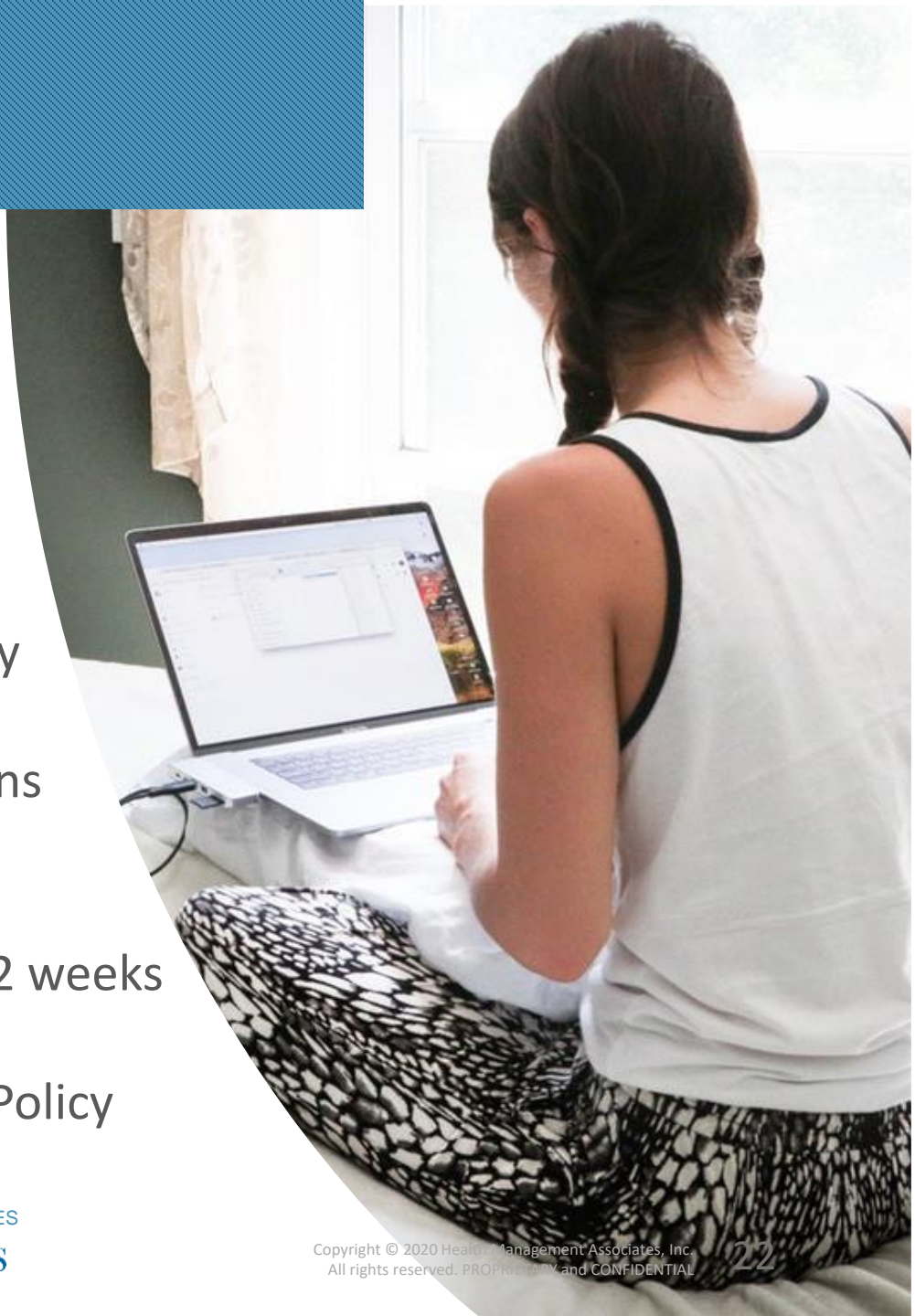
HYBRID SUPERVISION TIPS



- Clarify process changes for being on-site
- Verify communication equipment support participation
- Consider how to pull in remote staff into group in-person huddles and meetings
- Develop processes to ensure staff are connecting and seek feedback regularly
- Monitor staff in both settings for concerns and address

TELESUPERVISION TIPS

- Establish clear expectations
 - + Work routines
 - + Meeting attendance
 - + Tracking activities
- Hold Team check-in huddles daily
- Hold Team/Cohort Group Sessions Weekly
- Meet individually at least every 2 weeks
- Establish a phone “Open Door” Policy



- Quick Check In
- Personal Status
- Humor and Connection
- Concerns or Clients of Focus
 - Potential Crisis?
- Plan for the Day



GROUP MEETINGS

Create safe environment and framework to ensure everyone is heard & supported

Plan agenda

- Assess how staff are doing
 - Identify areas of needed support
 - Normalize challenges & adjustment
- Informational Updates
- Complex Case Review
- Problem solving
 - Team communication strategies
 - Documentation challenges (e.g. texts, while on video, etc.)
 - Crisis Management training
 - Other issues
- Q & A



ONE-ON-ONE SUPERVISION

+ How are they doing working from home or back at the office?

- Team Collaboration?
- Re-Balancing work vs. home life?
- Concerns about infection control?
- Worried about clients?

+ Gives the opportunity to provide tailored support to meet their needs...



ONE-ON-ONE SUPERVISION

Assess how staff are doing & their needs

- Reaction to new modes of care
- Anxiety level
- Individual concerns

Respond to personal concerns

Case load review & coaching

- Problem solving for complex cases
- Care team connection challenges
- Support development

Assess how they feel about being back on-site

Review documentation & provide feedback

Remind availability of “Open Door”

PARTICIPANT INPUT

Please list in the chat box 1 tip for empathic and relationship-centered communication with your team

Don't hit send yet...

STAFF SUPPORT

Steps to Take

- Provide weekly informational updates with ample time for questions and discussion
 - » Update on HR & infection prevention practices
 - » Seek a team of trusted staff to de-brief co-workers who've dealt with critical incidents, such as client suicides and overdoses
- Support staff who become sick
 - » Support caregiving of family
 - » Flexibility in schedule
 - » Support grieving staff
- Consider Development of staff
 - » Who needs more support/time
 - » Give time to adapt
- Review your mission; taking care of those most in need is still a noble calling
 - Thank people for their service

MAINTAINING BOUNDARIES



- Boundaries are personal and professional limits, especially important now
 - They can often become gray and require constant evaluation
- Elements to consider:
 - Is the activity a normal, expected part of the job?
 - Will I be safe? Will the client be safe?
 - Does the activity compromise the relationship with this client or other clients?
 - Could this activity cause others to question my professional objectivity?

CONNECTING WITH CLIENTS

- Check on client engagement
- Many are digital natives
 - Verbal consent/ agency policy
 - What do they prefer? Video, phone, text?
- Whose needs are not being met adequately through telehealth?
 - Do they need in-person support?
- Assess for risks
 - Identify and help problem solve
 - Security, privacy & safety
- Explore self-care & available supports





ASSESS SECURITY RISKS

- Are staff using encrypted e-mail when sending PHI?
- How are they documenting consent to share PHI?
- How are staff keeping PHI secure in their homes?
 - Do they have a locked area?
- Are staff following texting protocols?
 - Did they document consent to communicate via text?
 - How are they authenticating client identity when texting?
- Do staff have any concerns about protecting their client's information?

DOCUMENTING REMOTE SUPERVISION

Consider keeping a running document of conversations on each staff person by date:

- Accomplishments, areas of triumph and celebration
- New learnings & capabilities
- Challenges and improvement strategies
- Development activities / mentoring
- Progress on Goals and support

**Brief notes
can keep
you & your
staff on
track**

PARTICIPANT INPUT

Please list in the chat box 1 action step you intend to implement based on our work together today

Don't hit send yet...

KEY TELE-SUPERVISION TAKE AWAY POINTS

Supervision & support
is even more important
in virtual.... & now
hybrid environments

- Maintain connection to mission & sense of purpose
- Support through problems
- Enhance sense of joy in work

QUESTIONS & ANSWERS

HEALTH MANAGEMENT ASSOCIATES

CONTACT US



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UPCOMING WEBINARS

The series, Exploring the Landscape of Behavioral Healthcare, will take place from April to August and explore central themes ranging from the impact of COVID-19 to the future of child welfare and behavioral health equity.

- Advancing Health Justice for Medicaid Members with Disabilities, Including Persons with Mental Illness and Substance Use Disorder (SUD)
- Children's Behavioral Health and the Intersect with Medicaid and Child Welfare
- How Child Welfare and Behavioral Health Systems Can Support and Enhance Family Engagement and Collaborate on Child Welfare Prevention
- Using Substance Use Navigators (SUN) in Emergency Departments to Engage and Connect Patients to Treatment
- Best Practices for Working with Patients with Stimulant Use Disorder
- Addressing Best Practices in Addressing Perinatal Substance Use: Keeping Moms, Families and Babies Together
- Addressing the Variability in How Child Welfare Departments Address Perinatal Substance Use Disorder