

Summary of Discussions

Date: June 16th, 2020

Case Synopsis:

How to effectively use IRT to engage clients and modifications for virtual sessions

Reason for case consultation and any specific questions that the provider would like answered.

1. Learn practical strategies for implementing the IRT/NAVIGATE program
2. Explore solutions to clients that are difficult to engage in the NAVIGATE model of care

Summary of Recommendations:

Recommendation: description of recommendation.

Elaborating on recommendation, and clarifying information (e.g.; where to access scales, monitoring required when prescribing medication, etc.):

Recommendations from today:

- Try different ways of tailoring and delivering content: e.g., email PDF before the session and encourage them to read on their screen or print it, using fillable PDFs, leave printed copy for client, read it aloud to them, share your video conference screen with them, encourage clients to take a photo of their homework and send it back to the clinician, etc.
- It can be challenging to engage in content interactively – e.g., clients aren't sure how to send material back electronically – and homework completion is a challenge at the best of times. Consider reviewing material in the next session.
- Consider assessing client's digital literacy, what devices they have access to, etc. to identify potential barriers to using virtual care. The first time logging on to a web-based platform, it may be helpful to add more time to get set up and they may benefit from coaching.
- Engagement may depend on how the material is referred to (e.g., considering use of the term "homework")
- It may be helpful to bring in other modalities to deliver content (e.g., videos on the stress-vulnerability model, photos, etc.)

Follow-up

If it would be helpful to have some further discussion and consultation regarding this case, please consider bringing it back to ECHO EPI-SET in the next month. To do so, please connect with: Abanti Tagore (abanti.tagore@camh.ca) and Andrea Alves (andrea.alves@camh.ca).