

# USE OF TECHNOLOGY IN CLINICAL SUPERVISION

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aka “Don’t be afraid! Be informed”

## WHAT WE WILL COVER

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- ▶ Introductions
- ▶ what is meant by “use of technology”
- ▶ Overview - The Guidelines for the uses of technology in counselling and psychotherapy project
- ▶ Guidelines
- ▶ Next steps

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We need to manage these emerging inventions to prevent actual (versus hypothetical harms)....We need to civilize and tame these new inventions in their particulars. But we can only do that with deep engagement, firsthand experience and vigilant acceptance. Kevin Kelly

## WHAT DOES USE OF TECHNOLOGY

### MEAN?

- ▶ In general practice use of any of the following technologies
  - ▶ phone (landline, cell or smartphone)
  - ▶ email
  - ▶ text messaging
  - ▶ real time chat
  - ▶ asynchronous text-based
  - ▶ webcam/video
  - ▶ virtual reality/avatars
  - ▶ online evaluation and assessment
  - ▶ apps
  - ▶ wearable technologies
  - ▶ therapist assisted online mental health treatment programs
  - ▶ social media
  - ▶ scheduling &/or record keeping software

## IN CLINICAL SUPERVISION

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- ▶ Telephone (landline, cell or smartphone)
- ▶ Digital/video recording that is shared with supervisor
- ▶ Webcam/Videoconferencing
- ▶ Text or chat messaging
- ▶ Email
- ▶ Live supervision via videoconference of face-to-face session or virtual reality session
  
- ▶ Any others?

# GUIDELINES PROJECT

## THE GUIDELINES PROJECT

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A project of the Technology and Innovative Solutions Chapter with support from the CCPA

Purpose:

Develop practical guidelines to inform and guide practitioners' use of technology in counselling and psychotherapy practice.

## WHAT WE DID

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- ▶ Literature review & Review of Existing Guidelines
- ▶ Social Media - Facebook & Blog
- ▶ Survey of membership
- ▶ Panel Teleconference
- ▶ Draft Guidelines prepared
- ▶ Solicitation of feedback from board and members
- ▶ Preparation of Checklists (e.g. Supervision checklist)
- ▶ Currently - Guidelines are being reviewed by the CCPA Board

## SURVEY SAYS.....

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- ▶ Offered or received clinical supervision using....
  - ▶ Phone (cell or smartphone) 8/12
  - ▶ Email & Webcam 7/12

## DRAFT GUIDELINES COVERS

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- ▶ Privacy Laws in Canada
- ▶ Data Protection & Confidentiality
- ▶ Security Measures
- ▶ Informed Consent
- ▶ Competencies
- ▶ Assessment of Technologies
- ▶ Jurisdiction
- ▶ Insurance
- ▶ Supervision
- ▶ Social Media

## BASIC TECHNOLOGICAL COMPETENCIES

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- ▶ Encryption – know how to access encrypted services to store records and deliver communication
- ▶ Backup systems – know how to securely store records and data on own system or via a secure, encrypted system
- ▶ Password protection
- ▶ Firewalls
- ▶ Virus protection
- ▶ Hardware – understand the basic running platform
- ▶ Software – know how to download and operate software and can assist clients with the same
- ▶ Third-party services – know where the data is stored, how it is used, who has access



Encryption is the cyberequivalent of sound-resistant walls, closed doors and noise machines in the hallway

-Roy Huggins of  
Personcenteredtech.com

## COMPETENCIES

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- ▶ It can be easy to assume we can simply transfer our work online
- ▶ Each modality of working online has unique features that can impact the therapeutic relationship as well as differing privacy and security considerations.

## MAKE A PLAN

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- ▶ For your own practice
  - ▶ Ensure basic security
  - ▶ Critically evaluate all apps, devices and software
  - ▶ Develop social media policies
  - ▶ Learn local privacy laws – and surpass them
  - ▶ Practice and prepare

# SUPERVISION

## SUPERVISION

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Is supervision of online therapy taking place online? In what modality?

It is helpful to be supervised in the same modality in which you are working.

Is supervision of in-person work taking place online? Or vice versa?



## TECHNOLOGY IS JUST A DELIVERY

### METHOD!

Choose the technology that best meets the needs of your supervisees and consider:

- Availability
- Affordability
- Reliability
- Privacy
- Security
- How the technology may affect the working alliance

## INFORMED CONSENT

- How information will be kept confidential
- How to communicate in case of a technical failure
- Limitations of technology/modality
- Potential risks of technology/modality
- Potential benefits of technology/modality
- Emergency plan for client crisis
- Social media policy

## MAKE A PLAN WITH YOUR SUPERVISEE

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- Sign and adhere to a clinical supervision contract
- Discuss the challenges of using technology and how it may impact communication
  - For example, silences when using telephone or video. What do you both consider to be an acceptable length of time to be in silence before initiating conversation?
- Minimize distractions and avoid unrelated multi-tasking during supervision time
- Discuss “when is it important to use face-to-face or phone to discuss sensitive information”
- Social media policy
- Responsibility for maintaining privacy and security rests with both the supervisor and the supervisee
- May need to factor in additional time for supervision

## SUPERVISORS' KNOWLEDGE, SKILLS

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- Capacity to use the technology with basic skills and an ability to trouble shoot
- Supervisor needs to keep current on the types of technology and potential uses
- Need to demonstrate and promote good practice by the supervisee to protect client privacy and confidentiality
- Supervisor must know how to minimize risk associated with transferring and storing sensitive data
- Need to screen supervisee's appropriateness to receive supervision via distance methods and ensure supervisee's screen clients
- Provide readings and guidelines on professionalism, privacy/security and ethics regarding technology

## SUPERVISORS' KNOWLEDGE, SKILLS

### CONTINUED

- ▶ Must be able to demonstrate an ability to translate best practices in clinical supervision to the technology-based format
- ▶ Must be able to articulate the reasons for the choice of technology platform
- ▶ Prepare and practice using the technology and get comfortable with the technology's privacy settings
- ▶ Understanding of the potential disinhibition effects on supervisees and yourself
- ▶ Stay up to date on legislation and the professional ethics of the supervisee's association
- ▶ Develop an understanding of the implications of technology for you as a supervisor
- ▶ Become informed about vicarious liability

## DISCUSSION QUESTIONS

- ▶ Which, if any, technologies do you currently use in clinical supervision?
- ▶ Is the use of technology something supervisees are seeking?
- ▶ If you use more than one modality (including face-to-face) in your supervision what do you think is the impact on the quality of supervision? Or the relationship between supervisor and supervisee?
- ▶ Any changes needed to your present informed consent between supervisor and supervisee and client?

# THANK YOU!

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