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Delivering Assessments via Telepractice: Past, Present, and Future Practices

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Disclosures

Financial:
- Adrian Mamikonian is employed by PresenceLearning.
- Nancy Castilleja is employed by Pearson Clinical Assessment.

Non-Financial:
- Adrian Mamikonian and Nancy Castilleja, are members of SIG 18, Telepractice.

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Learning Objectives

1. List three common requirements related to client readiness, clinical expertise, technology, or licensing/legislation that are key to delivering assessments via telepractice.

2. List at least two clinical skills that can positively affect the success of a telepractice assessment.

3. List at least two technology factors that can negatively affect the success of a telepractice assessment administration.

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Agenda

Clinical Requirements
Early Practices
Current Practices
Factors with a Negative Impact
Clinical Skills with a Positive Impact
Other Requirements for a Successful Assessment
Resources
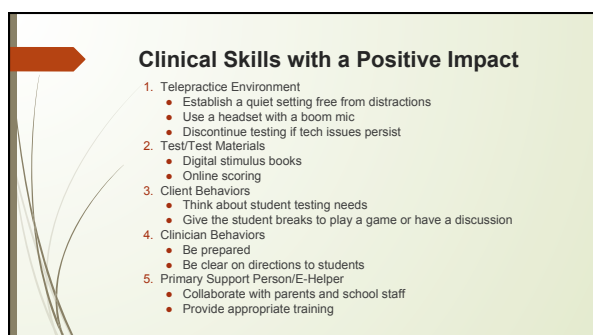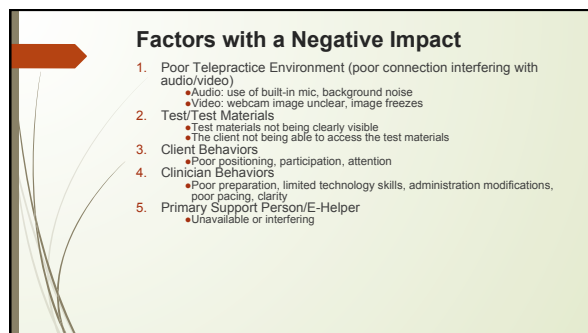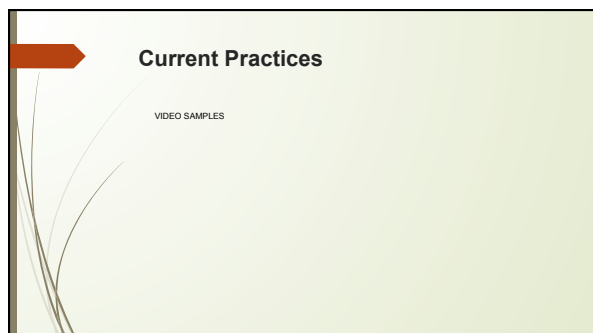Research and Future Directions
Q&A

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Clinical Requirements: "Five Themes"

1. Telepractice Environment (audio/video)
   - Audio: use of boom mic, clear sound
   - Video: use of webcam, clear images
2. Test/Test Materials
   - Digital stimulus book
3. Client Behaviors
   - Positioning, participation, attention
4. Clinician Behaviors
   - Administration, pacing, clarity
5. Other
   - Facilitators, e-helpers

(Eichstadt, Castilleja, Jakubowitz, & Wallace, 2013)

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Early Practices

VIDEO SAMPLES

Current Practices

VIDEO SAMPLES

Factors with a Negative Impact

1. Poor Telepractice Environment (poor connection interfering with audio/video)
   - Audio: use of built-in mic, background noise
   - Video: webcam image unclear, image freezes
2. Test/Test Materials
   - Test materials not being clearly visible
   - The client not being able to access the test materials
3. Client Behaviors
   - Poor positioning, participation, attention
4. Clinician Behaviors
   - Poor preparation, limited technology skills, administration modifications, poor pacing, clarity
5. Primary Support Person/E-Helper
   - Unavailable or interfering

Clinical Skills with a Positive Impact

1. Telepractice Environment
   - Establish a quiet setting free from distractions
   - Use a headset with a boom mic
   - Discontinue testing if tech issues persist
2. Test/Test Materials
   - Digital stimulus books
   - Online scoring
3. Client Behaviors
   - Think about student testing needs
   - Give the student breaks to play a game or have a discussion
4. Clinician Behaviors
   - Be prepared
   - Be clear on directions to students
5. Primary Support Person/E-Helper
   - Collaborate with parents and school staff
   - Provide appropriate training

Other Requirements for a Successful Assessment

- Technical Requirements
- Legislative/Regulatory/Legal Requirements
- ASHA/ATA guidelines for best practice

Technical Requirements

- Telepractice delivery platform
- Screen sharing, text chat, dual mouse control
- Internet speed/bandwidth/firewalls
- Encryption
- Camera/video quality
- Microphone/speaker quality
- Recording*

Legislative/Regulatory/Legal

Federal Regulations (e.g., HIPAA, FERPA, HITECH)
SLP State Licensing
- Most states: must be licensed in the state where the client lives as well as the state you live
- READ the requirements in your state and the state where you are delivering services
- "Not knowing" the regulations does not absolve you from failing to follow required practices
- State regulations may be more stringent that federal regulations

State Regulations
- Minimum eligibility requirements (also district requirements)
- Informed consent requirements
- First session must be in-person to evaluate appropriateness for telepractice

Professional Organizations

ASHA
- Telepractice Key Issues
- Code of Ethics

American Telemedicine Association
- Practice Guidelines

Both
- Connection to current advocacy efforts that could affect requirements in the future

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Principle of Ethics 1: honor responsibility to achieve the highest level of professional competence and performance

Rule A: Individuals shall provide all clinical services and scientific activities competently.

Rule H: Individuals shall obtained informed consent from the persons they serve about the nature and possible risks and effects of the services provided, technology employed, and products dispensed.

Rule M: Individuals who hold the Certificate of Clinical Competence shall use independent and evidence-based clinical judgement, keeping paramount the best interests of those being served.

Rule N: Individuals who hold the Certificate of Clinical Competence should not provide clinical services solely by correspondence, but may provide services via telepractice consistent with professional standards and state and federal regulations.

American Speech-Language-Hearing Association. (2016). Code of Ethics [Ethics]. Available from www.asha.org/policy

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Research and Future Directions

- Peer-reviewed research has been ongoing for many years (see ASHA Practice Portal)
- Early studies on digital vs. paper administration by Pearson
- Collaboration to collect data to establish equivalence of scores for assessments administered face-to-face vs. telepractice
  - Study 1 Pearson, PresenceLearning and Connections Education (2012-2013)
    - ASHA 2013 paper (#1736; Eichstadt et al.)
  - Study 2 PresenceLearning & Pearson (2016-2017)
    - Equivalence of scores (selected CELF-5 tests and GFTA-3)
    - Brief description of study

Resources:
See ASHA.org/Practice Portal, Telepractice overview

Resources:
http://www.asha.org/Practice-Portal/Professional-Issues/Telepractice/

- Roles and Responsibilities
- Licensure and Teacher Certification
- Reimbursement
- Client/Patient Selection
- Practice Areas
- Telepractice Technology
- State and Federal Laws and Regulations
- Enlisting Stakeholder Support

Resources: See ASHA.org, Telepractice/Resources

ASHA Resources

2016 SIG 18 Telepractice Survey Results [PDF]
2014 SIG 18 Telepractice Survey Results [PDF]
Model Language for Interstate Telepractice [PDF]
State Telepractice Requirements
Frequently Asked Questions
SIG 18's Perspectives
Information for Academic Programs and Faculty
Telepractice for Speech and Hearing Services Brochure [PDF]

Organizations and Related Content
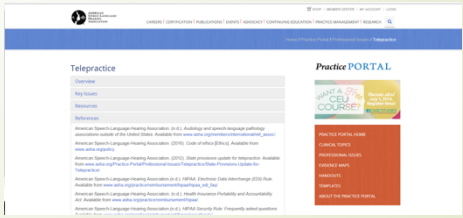
American Telemedicine Association
Center for Connected Health Policy
Center for Telemedicine Law
National Center for Hearing Assessment and Management
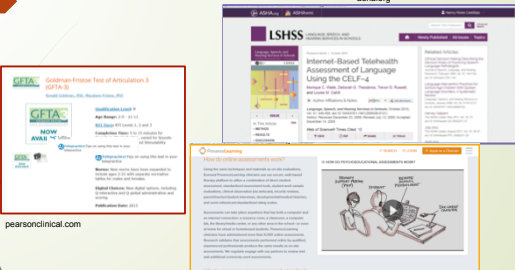- Tele-intervention Guide
- TeleAudiology Guide
Office for the Advancement of Telehealth
VHA Office of Telehealth Services

Research: See ASHA.org/telepractice/references

Test-Specific Resources

Discussion