If you are viewing this course as a recorded course after the live webinar, you can use the scroll bar at the bottom of the player window to pause and navigate the course.

This handout is for reference only. Non-essential images have been removed for your convenience. Any links included in the handout are current at the time of the live webinar, but are subject to change and may not be current at a later date.
Connecting to Communicate: Delivering Telepractice Services

K. Todd Houston, PhD, CCC-SLP, LSLS Cert. AVT

Moderated by:
Amy Hansen, MA, CCC-SLP, Managing Editor, SpeechPathology.com

Need assistance or technical support?

- Call 800-242-5183
- Email customerservice@SpeechPathology.com
- Use the Q&A pod
How to earn CEUs

- Must be logged in for full time requirement
- Log in to your account and go to Pending Courses
- Must pass 10-question multiple-choice exam with a score of 80% or higher
  - Within 7 days for live webinar; within 30 days of registration for recorded/text/podcast formats
- Two opportunities to pass the exam

Connecting to Communicate: Delivering Telepractice Services

K. Todd Houston, PhD, CCC-SLP, LSLS Cert. AVT
Professor of Speech-Language Pathology
School of Speech-Language Pathology and Audiology
The University of Akron
Disclaimers

Dr. Houston is currently the author or co-author/editor of three books published by Plural Publishing:

*Telepractice In Speech-Language Pathology* (2014)

*Assessing Listening and Spoken Language In Children with Hearing Loss* (2015) – with co-author/editor, Tamala S. Bradham, PhD, CCC-A

*Telepractice In Audiology* (2016) – with co-author/editor Emma Rushbrooke, MA, AuD

Dr. Houston does not receive any monetary compensation from any of the manufacturers/companies of the technology discussed during this presentation.

Learning Objectives

At the conclusion of this session, participants will be able to:

- Define the initial steps of getting started with a client/patient in telepractice.
- Describe the format of a typical telepractice session.
- List strategies for evaluating the success of a telepractice program.
Defining Telepractice

Telepractice is the application of telecommunications technology to the delivery of speech-language pathology and audiology professional services at a distance by linking clinician to client/patient or clinician to clinician for assessment, intervention, and/or consultation.

The use of telepractice does not remove any existing responsibilities in delivering services, including adherence to the Code of Ethics, Scope of Practice in Audiology, and Scope of Practice in Speech-Language Pathology, state and federal laws (e.g., licensure, HIPAA), and ASHA policy.

Dylan
Types of equipment

- Hardware/software
- Camera, webcam
- Monitor
- Microphone
- Speakers
- Direct Internet Connection
- Printer/Scanner
- Email, telephone

Preparation

- Prepare the client for the first session
- Include info about how and why activities are to be carried out
- Be prepared for the unexpected
- Plan collaboratively with the client
- Plan the session well ahead of time
Communication

- Refine basic communication skills
- Provide clear, specific directions and instructions
- Engage all relevant participants
- Develop the skill of turn-taking for both the presenter and the client
- Ask clients for feedback about the presenter’s approach

Interaction

- Rapport must be intentionally established
- Client comfort with technology should increase over time
- The nature of the telepractice sessions should evolve over time
- Use of a predictable format for telepractice sessions
- Define roles and responsibilities
Use of the Camera

- Make the best use of the presenter’s camera
- Make the best use of the client’s camera
- Take control of the client’s camera (dedicated systems)
- Provide equipment training and assistance to the client
- Use appropriate peripheral equipment wherever possible

Presentation

- Include visual variety
- Include aural variety
- Arrange your material and work space ahead of time
Transferring Skills

- Be aware of the learning style of the client
- Encourage the client to take the lead
- Sit back and observe
- Use modeling and imitation to teach skills
- Consolidate knowledge for your client

Choosing Equipment

- Choose the transmission methods best suited for each location
- Telepractice requires high speed transmission
- Choose equipment which best suits the needs of each participant
- Determine what peripheral equipment is needed
Telepractice Etiquette

- Maintain privacy and confidentiality
- Adjust your interactions to accommodate the cultural and personal style of the client
- Telepractice poses additional logistical challenges
- Ask the client for technical feedback and info
- Conclude each session formally

Troubleshooting

- Obtain the best picture quality
- Ensure optimum sound quality
- Ensure optimum picture/sound synchronization
- Remain calm when things go awry
Telepractice & eLearning Lab (TeLL)
School of Speech-Language Pathology & Audiology

- The University of Akron serves children with hearing loss and their families as well as adults with hearing loss
- Pediatric therapy focuses primarily on listening and spoken language & Auditory-Verbal Therapy
- Adult aural rehabilitation with a direct, patient-centered focus
- Training of future SLPs in telepractice service delivery models

Why Telepractice?

- Distance
- Lack of specialists
- Reduced travel
- Client/family motivation
- Flexibility of scheduling, fewer cancelations = more consistent intervention
- Functional “natural” environment – child & parents are more comfortable
  - Crucial for Auditory-Verbal intervention: Parent participation is “built in”
**Adult Learning Theory:**

Adults [Parents] like to...

- bring knowledge, skills, attitudes
- bring experience
- like to solve problems
- like to apply what they learn to real situations
- like to have choices
- like to share in the setting learning objectives
- have variety of learning styles/preferences
- do best in an environment where they feel safe, accepted, and respected
- want and need feedback
- need to have their abilities and achievements honored

---

**Coaching and Adult Learning Theory**

- Joint Planning
- Observation
- Action
- Reflection
- Feedback

Generalizing knowledge and applying to other situations
Sequence Of Therapy Preparation

1. Referral to clinic
2. In-person visit for full evaluation
3. Completion of home inventories
4. Technology test session
5. Lesson plans emailed at least 48 hours prior to session
6. Parent gathers materials and prepares by collaborating with clinicians by email or phone
7. Session begins

Conducting A Session

1. Reviewing goals and activities
   - Reviewing goals from previous week, new updates, review goals for current session, check hearing devices

2. Conducting the lesson/activity
   - Demonstration of new strategies/techniques, coaching the parent or adult, discuss integration of goals into daily home routines, strategies for improving/controlling communication opportunities (adults)

3. Debriefing
   - Allow questions from parents, discuss continuation or selection of new goals, summarize session and goals for the coming week
Nancy & Alex

Nancy & Alex

Nancy & Alex
continued

Nancy & Alex

continued

Nancy & Alex
Alex – the Super HEAR-O

Alex…getting ready for school
Future Directions

- Launching a telepractice program requires careful planning, involving a range of stakeholders.
- Technologies continue to evolve, and opportunities for telepractice will continue to expand.
- In the near future, telepractice will become a standard of care for an increasing number of our patients.
- Technology WILL NOT replace speech-language pathologists, but speech-language pathologists who master telepractice & other digital technologies will replace those SLPs who don’t!

Telepractice Resources: ASHA State Liaisons

Northeastern Region
Susan Adams, Director, State Legislative & Regulatory Advocacy
sadams@asha.org
301-296-5665

Central Region
Janet Deppe, Director, State Advocacy
jdeppe@asha.org
301-296-5668

Southern Region
Cheris Frailey, Director, State Education and Legislative Advocacy
cfrailey@asha.org
301-296-5666

Western Region
Eileen Crowe, Director, State Association Relations
ecrowe@asha.org
301-296-5667
Telepractice Resources

- State-by-State pages - licensure requirements and contacts
  - http://www.asha.org/advocacy/state/
- States - Telepractice regulations
  - http://www.asha.org/Advocacy/state/State-Telepractice-Requirements/

Telepractice Resources: Telepractice Portal

- Asha’s code of Ethics
- Scope of Practice
- State Telepractice Requirements
- International Considerations
- FAQs on Reimbursement and Licensure
- Barriers
- Trends
- Client/Patient Selection
- Practice Areas
- Videoconferencing Equipment
- Connectivity Suggestions

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

- SLP Practice Issues: 301-296-5679
- Medicaid Reimbursement: Laurie Alban-Havens, lalbanhavens@asha.org 301-296-5677
- Federal Bills on Telepractice: Sam Hewitt, shewitt@asha.org 202-624-5961

Telepractice Resources

- Sig 18
  - http://www.asha.org/SIG/18/default/
- ASHA Community
  - http://community.asha.org/Home/
- State Associations
- International Audiology and Speech-Language Pathology Associations
  - http://www.asha.org/members/international/intl_assoc/
Telepractice Resources

- ATA – American Telemedicine Association
  - [http://www.americantelemed.org/](http://www.americantelemed.org/)
- Regional Telehealth Resource Center
  - [www.Telehealthresourcecenters.org](http://www.Telehealthresourcecenters.org)
- Center for Connected Health Policy- Federally Designated National Telehealth Policy Resource Center
  - [www.cchpca.org](http://www.cchpca.org)
- The National Telehealth Technology Assessment Resource Center
  - [www.TelehealthTechnology.org](http://www.TelehealthTechnology.org)

Thank you for listening!

Contact Information:
K. Todd Houston, PhD, CCC-SLP, LSLC Cert. AVT
Professor
School of Speech-Language Pathology & Audiology
College of Health Professions
The University of Akron
Akron, OH 44325

Office: (330) 972-6141
Mobile: (330) 903-0049
eMail: [Houston@uakron.edu](mailto:Houston@uakron.edu)

I’m also active on Facebook, Instagram, LinkedIn, & Twitter. Connect with me! And, contact me to speak at your next workshop or conference!