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A Resource Center for Today's Case Manager

Maintaining Emotional Connections Through Virtual Encounters

Scott Krysztofiak, Psy.D.
Licensed Clinical Psychologist
Potomac Center, Inc

Michelle Baker, BS, RN, CRRN, CCM
2020.2021 Chair
Commission for Case Manager Certification

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Agenda

- Welcome and Introductions:
  - Nancy Freeborne, DrPH, MPH, PA-C
    Senior Advisor for Educational Programming for Health2Resources
  - Michelle Baker, BS, RN, CRRN, CCM
    2020.2021 Chair, Commission for Case Manager Certification

- Presentation:
  - Scott Krysztofiak, Psy.D.
    Licensed Clinical Psychologist, Potomac Center, Inc

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Case Management During the Pandemic

- **Virtual visits will continue in 2021**

- **60% of CCMC survey respondents were working remotely in May 2020**

- **40% were still working remotely in August 2020**

- **43% were limiting contact with clients**

Case Management Barriers During the Pandemic

- **Video conferencing**
- **Technophobia**
- **Lack of internet**
- **Lack of understanding of technology**
- **Preference to in-person meetings**

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MAINTAINING EMOTIONAL CONNECTIONS THROUGH VIRTUAL ENCOUNTERS

Scott M. Krysztofiak, Psy.D.

Licensed Clinical Psychologist

Potomac Center, Inc.

INTRODUCTION

Scott Krysztofiak is a licensed clinical psychologist who works at a group practice in Alexandria, VA. He holds a Master's degree in counseling psychology from Towson University, and completed his doctoral degree in clinical psychology from the American School of Professional Psychology at Argosy University, Washington DC.

Dr. Krysztofiak trained in a variety of mental health settings, including psychiatric rehabilitation, inpatient, community mental health, and private practice. Case management was a significant part of Dr. Krysztofiak's training, especially while he was a predoctoral intern at Loudoun County Mental Health, a division of the county's community service board (CSB).

He works primarily with adults and adolescents, providing individual psychotherapy and psychological assessments.

Dr. Krysztofiak has utilized telehealth as a way of serving clients since the beginning of the COVID-19 pandemic. In the past, he taught at the undergraduate and graduate levels. Dr Krysztofiak presently serves as the Diversity Chair for Northern Virginia Clinical Psychologists (NVCP).

INTRODUCTION

- Telehealth before, during, and beyond COVID-19

(Sklar et al., 2020; Thomas et al., 2020)
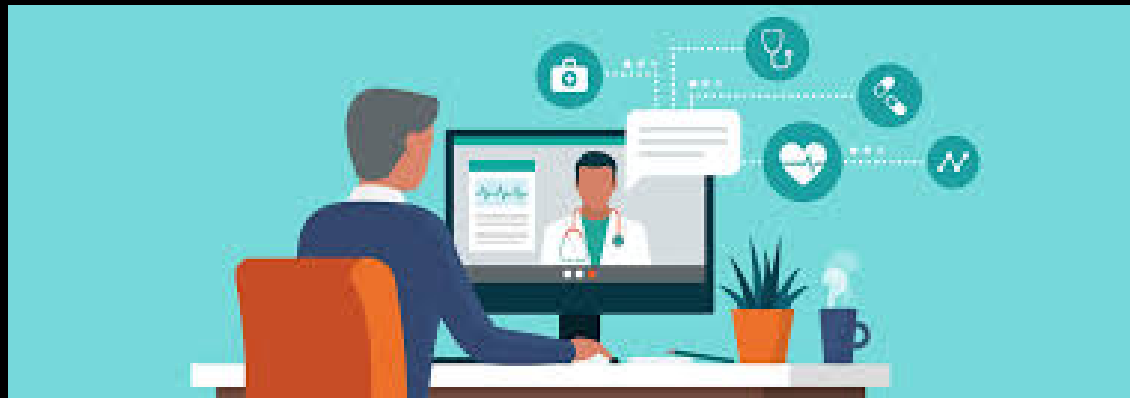
LEARNING OUTCOMES

1. Describe how to prepare for telehealth visits to ensure the best connection with the patient.

2. Refine communication techniques to assure patients have adjusted to telehealth.

3. Discuss how to pick up emotional cues in a virtual patient encounter, leading to better connections and outcomes.

4. Engage virtually with a patient's home environment and with family.

5. Describe how ethical issues can be addressed during virtual meetings.

TELEHEALTH AT GLANCE

- Provider perspectives

- Patient perspectives

(Henry et al., 2018; Imlach et al., 2020; Orlando et al., 2019)

TELEHEALTH CONSIDERATIONS

- Geographical issues

- Social inequities

- Privacy and confidentiality

- Special populations

(Mardigan, et al., 2002)

PREPARING PATIENTS FOR TELEHEALTH VISITS

- Purpose and goals of providing telehealth services

- Differences between in-person and telehealth services

- Technological resources that can facilitate high-quality services

(Galpin, et al., 2020)

COMMUNICATION TECHNIQUES

- Being present

- Identifying needs

- Listening

- Responding with empathy

- Sharing information

(Cooley, 2020; Henry et al., 2018)
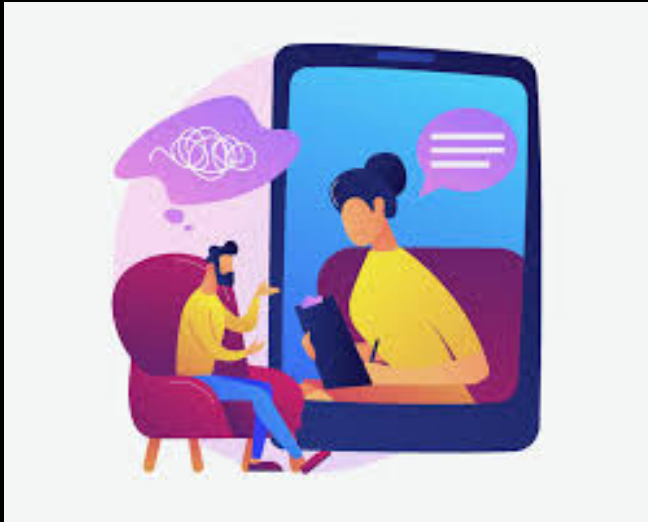
COMMUNICATION TECHNIQUES

- Environments appropriate for clinical interactions

- Preparation for telehealth sessions

- Professionalism

(Galpin et al., 2020)

EMOTIONAL CUES WHEN WORKING WITH PATIENTS

- Body language

- Eye contact

- Voice tone

- Behavior changes

- Physical appearance

(Faucett et al., 2017; Shankar, in press)

HOME ENVIRONMENTS AND FAMILY MEMBERS

- Physical environments of patients' homes

- Comfort and safety for patients

- Collateral information from family members, roommates, etc.

- Emergency contacts

(Hermsen-Kritz, 2020)

ETHICS

- Informed consent

- Privacy and confidentiality

- High-risk patients

- Clinician competency

- Technology and communication

(Kuziemsky et al., 2020; Mardigan et al., 2020)

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Thank you!

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