Trouble-Shooting “Zoom Fatigue” in the Era of Telehealth

Hosted by the American Psychological Association(APA) in Collaboration between the Coalition for Technology in Behavioral Science (CTiBS) and APA Divisions 18, 19, 29, 31, 32, 37, 42, 46, 53, & 56

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The Coalition for Technology in Behavioral Science (CTiBS) Competencies

https://CTIBS.ORG

Leadership of Jack Tsai, PhD

What are telehealth competencies?

- Laws
- Regulations
- *Ethical Standards*
- *Guidelines*
- ***Competencies***
- Training
- Professional Services

CTiBS TBH

Interprofessional Framework for Telebehavioral Health Competencies

- 7 Domains
- 5 Subdomains
- 49 Telebehavioral Objectives
- 146 Telebehavioral Practices
- Novice, Proficient & Authority

7 CTiBS TBH Competency Domains

- Clinical
- Telepresence
- Technical
- mHealth & Apps
- Ethical & Evidence-Based
- Legal & Regulatory
- Practice Development

What is “Zoom fatigue”?

- Definitions
- Research
  - Burnout → Inability to control? Emotional exhaustion, depersonalization, v personal accomplishment
  - Human Factors: Electronic Health Records, Gaming Usability (Apps)

Is it *really* "Zoom fatigue"?

- Context/Self-assessment
  - Pandemic, compassion, traum
- Screen-time fatigue
  - Lack of education/training
    - Security anxiety/questions
  - Quadruple aim

How can I prevent technology fatigue?

- Telehealth training
- Workflow management
- Client/patient preparation
- Ergonomic workspace
- Self-care

How does telehealth training prevent fatigue?

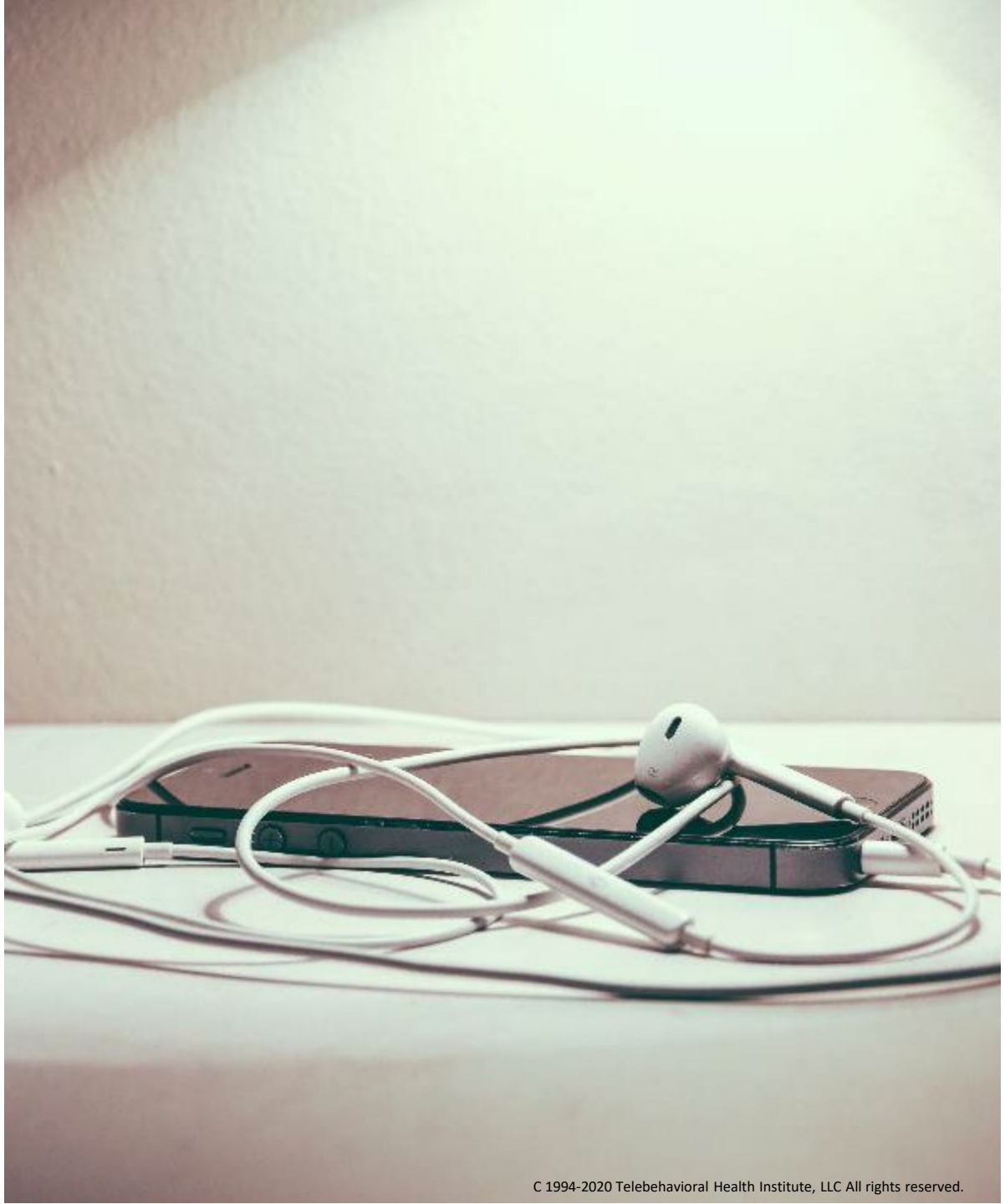
- Telehealth learning curve
- Building competence
- Knowing which technology to use and how to use that technology clinically
- Supervision/consultation supports

Difficult to stay focused with the telephone for long meetings. Easy to get bored or distracted.

- Limit distractions
- Close your eyes?

Video is better for healthcare to stay engaged

For video, it is ok for clients to use a phone but clinicians need a much bigger screen



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Connectivity

- Commercial vs. residential connectivity
  - Differences in bandwidth
  - Bandwidth speed can also differ by time of day.



what is my internet speed?

All Books News Shopping Videos More Settings Tools

About 1,900,000,000 results (0.59 seconds)

Internet speed test

Check your internet speed in under 30 seconds. The speed test usually transfers less than **40 MB of data**, but may transfer more data on fast connections.

To run the test, you'll be connected to Measurement Lab (M-Lab) and your IP address will be shared with them and processed by them in accordance with their privacy policy. M-Lab conducts the test and publicly publishes all test results to promote internet research. Published information includes your IP address and test results, but doesn't include any other information about you as an internet user.

About

RUN SPEED TEST

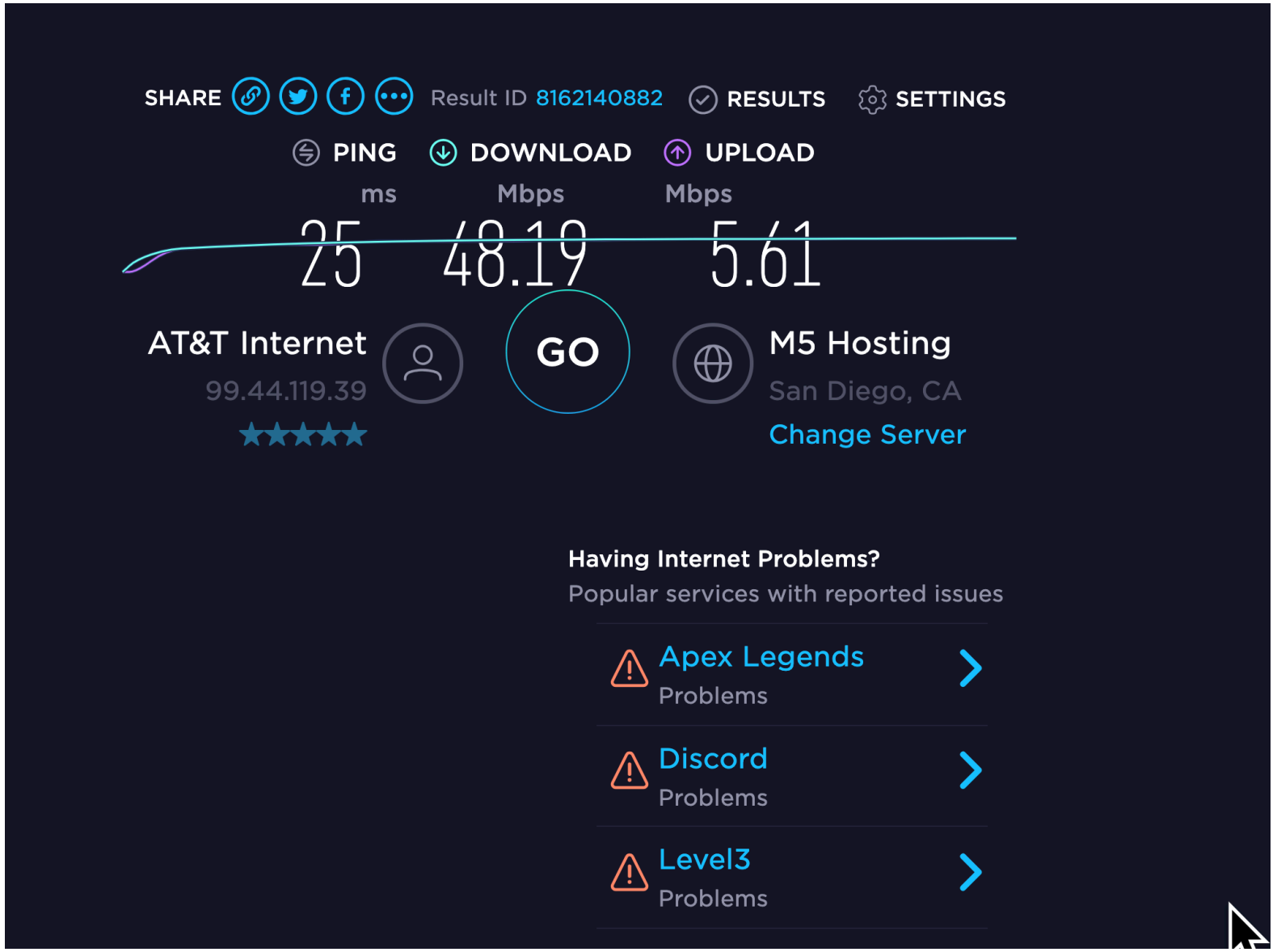
www.speedtest.net

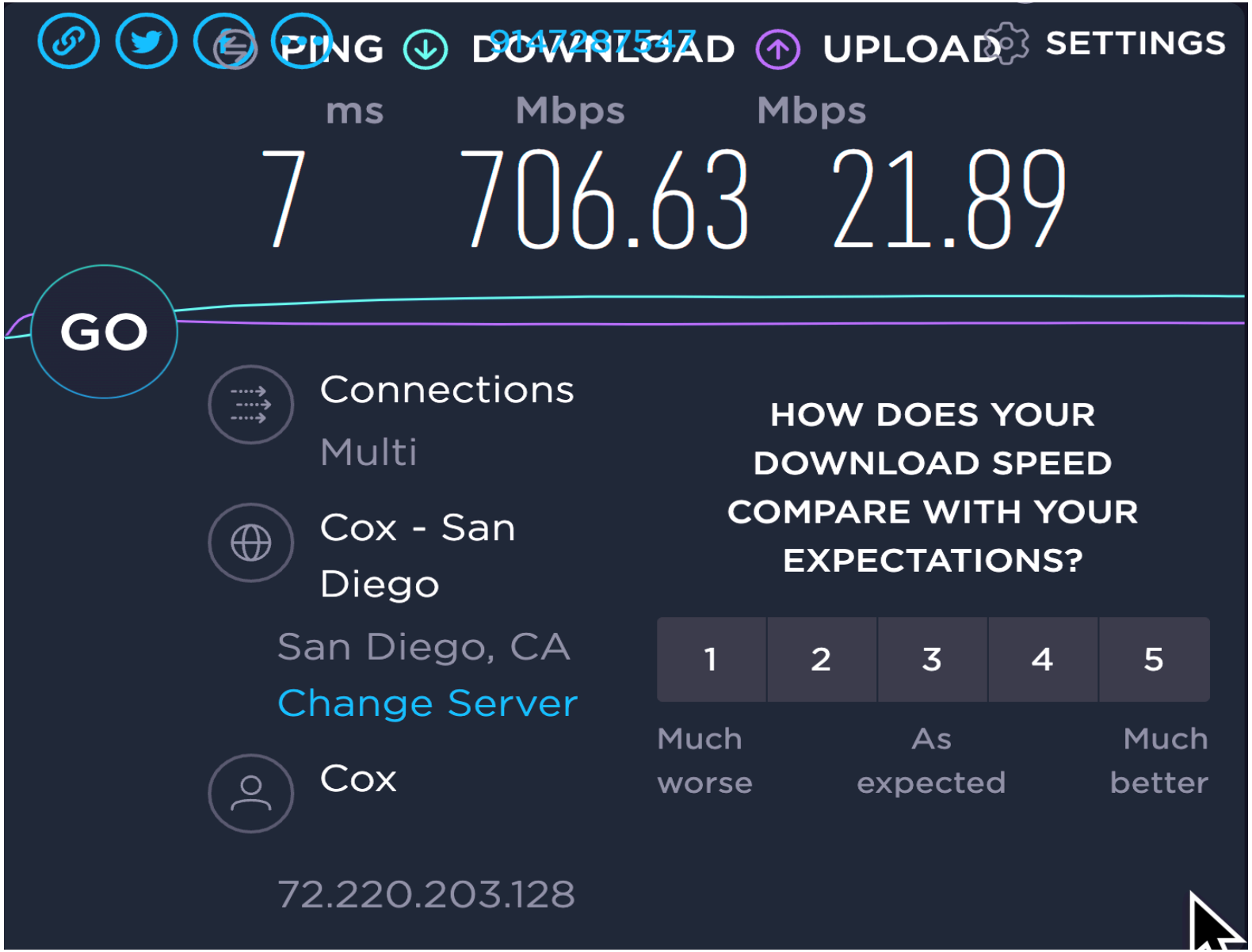
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HOW DOES YOUR DOWNLOAD SPEED COMPARE WITH YOUR EXPECTATIONS?
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Much worse
As expected
Much better

Are there preferred or optimal telehealth workflows?

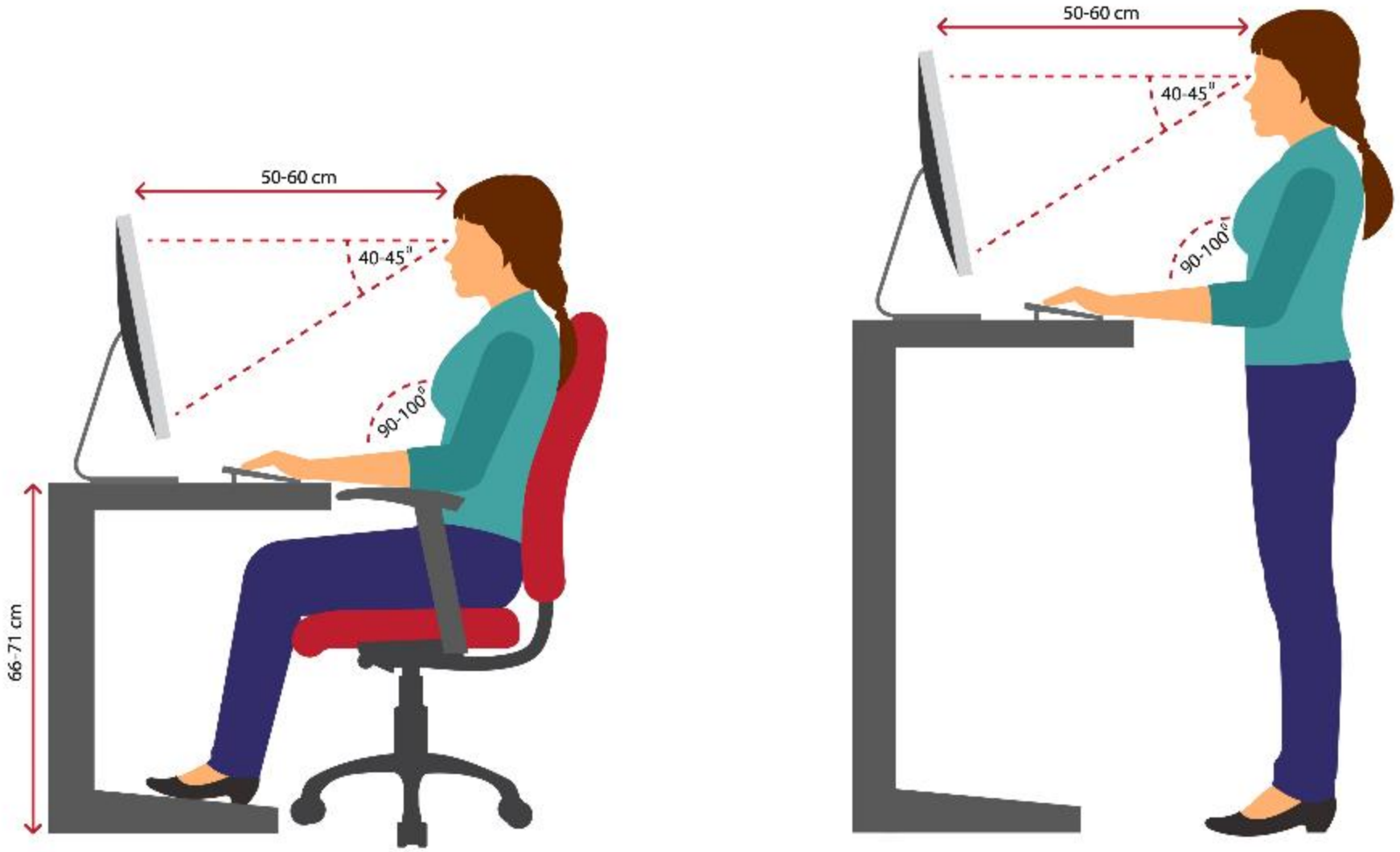
- Individualized to provider/practice
- In-person/telehealth balance
- Time between sessions
- # of sessions per day
- Recordkeeping

How does preparing clients for telehealth reduce stress?

- Informed consent
- Establish routines and expectations
- Crisis planning
- Establishing in-home therapeutic space

What should I consider when setting up my workspace?

- External factors
- Ergonomic factors
- Technical factors
- Delegating

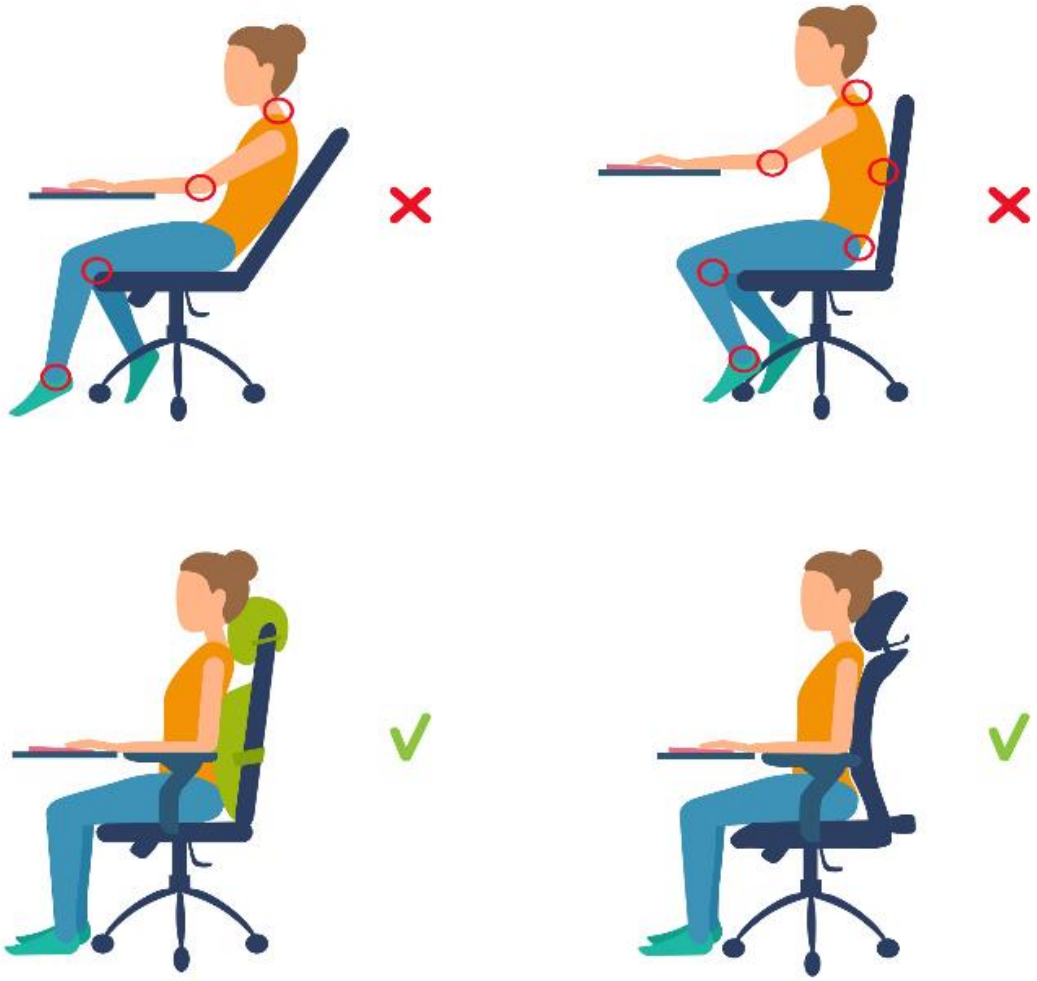


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What self-care strategies do you recommend?

- Regular breaks & exercise
- Monitor nonwork screen time
- Mindfulness/meditation
- Professional connections
- Vacation / “Stay”cation

CTiBS Competency Framework Article Referenced Herein

Maheu M. M., Drude, K., Hertlein K., Lipshutz, R., Wall, K., Long, R., Hilty D. M. , (2017). An Interprofessional Framework For Telebehavioral Health Competencies. Journal for Technology in Behavioral Science, 1(4).

Other Free Resources

- APA website
- TBHI News (weekly email newsletter)
  - Telehealth.org/signup
- TBHI Reference List: Send email: contact@telehealth.org
- Telehealth Bytes: http://www.kumc.edu/community-engagement/ku-center-for-telemedicine-and-telehealth/education-and-training/telehealth-bytes.html

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Questions?

