

Conducting the ANSA/CANS by Phone or Videoconference

Staying Connected in a Time of Physical Distancing

John S. Lyons, PhD and April D. Fernando, PhD
University of Kentucky

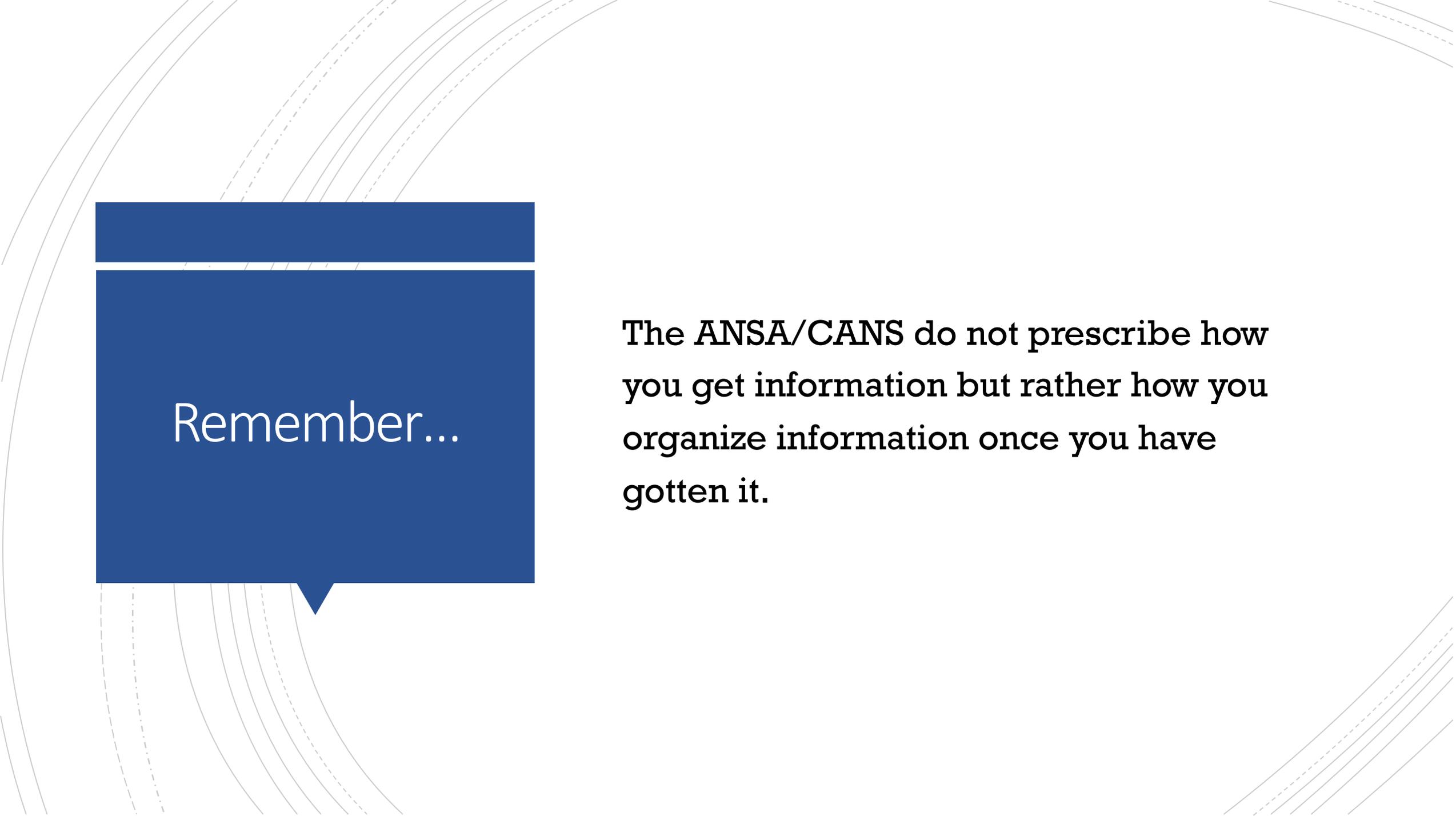


In the new realities of our world and work life...



Can we use technology
to maintain our
connections,
collaboration and
continue to support our
clients?



The background features several sets of concentric, curved lines in shades of gray, some solid and some dashed, creating a sense of motion or a circular path. A dark blue speech bubble is positioned on the left side of the slide.

Remember...

The ANSA/CANS do not prescribe how you get information but rather how you organize information once you have gotten it.

When Using Telehealth Approaches

Collaboration becomes more important when using the phone or videoconferencing in assessing clients or providing care.

- **Before a telehealth session:**
 - Take time to walk the client through the structure of the assessment session. If the client is a child or youth, engage caregivers in this process and how to their support may be utilized. Children and youth may need help with the technology, as well as support during the session.
 - Discuss with the client or caregiver what type of technology is available to them – phone, computer, web camera, any potential bandwidth issues with the internet, etc. – as well as the availability for privacy in their place of residence.
 - Walk through the technology and how it will be used with clients, caregivers or other adults, ensuring that they are able to adequately use the system.

At the beginning of the assessment:

- Check to see if the technology is working appropriately and troubleshoot as much as possible any problems that arise.
- When discussing informed consent, address additional issues that may differ from face-to-face sessions such as privacy concerns, and how to manage emergencies, etc.
- Develop a safety plan that includes contact information for family members, personal supports, as well as local emergency rooms, etc. that can be accessed by the client or the client's caregiver in the event of an emergency during the session.
- Identify a backup communication plan, such as a cell phone, landline, or contacting a caregiver or individual in the home in case the connection is lost during the session.
- When working with young people, develop a plan and signals for when a caregiver or other adult can be called in to provide support.



A strong therapeutic alliance is still important when conducting assessments or treatment via phone or videoconference.



- It is important to anticipate and prepare for glitches with technology so that clients do not see these as a rejection by the clinician.
- Body language, eye contact, and reading nonverbals are an important aspect of building relationships and rapport. When conducting telehealth, all of this is heavily reliant on the technology working optimally.
- It is important to discuss the client's comfort level with working on the phone or videoconference. Some may find it less stigmatizing, while others may find the technology overwhelming, intimidating, or too impersonal.

ANSA and CANS: Using the Phone and Videoconference

- The ANSA and CANS have been used in Telehealth and HIPAA compliant videoconferencing for sometime.
- As collaboration and consensus building are at the heart of communimetric tools, it is important to take the time and be deliberate about our interactions with individual and caregivers when on the phone, FaceTime or a videoconference, with a focus on engagement.

Whether talking to the individual or caregivers as part of the assessment process, or when preparing them for a team meeting, describe the ANSA/CANS and how it will be used.

- Describe the Action Levels and how they are used to identify strengths as well as areas where support could be beneficial, and its application for planning and monitoring progress.
- Highlight the importance of the client's participation in the process, what consensus building is about, and why it is important.
- If using videoconferencing, develop visuals to convey your message. If using the phone, try to provide visuals ahead of time.



ANSA and CANS: Using the Phone and Videoconference

Take time to prepare the individuals and caregivers on how the ANSA/CANS will be discussed at team meeting.

- Identify areas that may be sensitive and develop strategies to approach the discussion on these issues.
- Identify signals – verbal and visual cues (when on videoconference) – to indicate when individuals are uncomfortable or need a break from the discussion, as well as supports that may be helpful during times of distress.



When completing or updating the ANSA/ CANS: While listening to the individual or family's story, highlight when an area where support is needed or a strength has been identified and build consensus with individual or family and the team.

- Talk about the impact on the individual(s) and not the Action Level numbers: "Sounds like this is an area where you could use some help," or, "Seems like this is a priority area for some support," or, "That sounds like something that has been a real source of support for you."



- If there are disagreements on issues or whether support is needed, take the time to build understanding and come to consensus.
 - Focus on the impact of the need on the individual and find areas where everyone can agree: “Seems like you might not think this is a big deal, but your job coach just spoke about how this is impacting your attendance and your health. Can we talk about this further?”
- As much as possible, the differing perspectives should be documented and, when appropriate, plan to gather additional information to help the team come to agreement. If using a videoconference, the documentation of this process should be shared on the screen, as much as possible.

ANSA and CANS: Using the Phone and Videoconference

When reviewing the treatment plan:

- Make sure that individuals and caregivers have time to speak and provide their perspectives on what is working on their plan and what is not. Check to see if they are done speaking before others jump in.
- Be prepared to help the client identify additional areas of support that may be needed.
- If using technology that allows screen sharing by the facilitator, present the information that visually shows progress on the treatment plan — reports that show changes over time to the ANSA or CANS items that were identified in the planning process, for example.



When reviewing the treatment plan:

- Use the visuals to facilitate identifying progress and places where success should be celebrated.
- Use the visuals to build consensus with the team on areas where the plan is not working as well and where adjustments need to be made.

Thanks for Your Time
and Attention!

John S. Lyons, PhD john.lyons@uky.edu
April D. Fernando, PhD april.fernando@uky.edu

