



# Family Assessment of Hybrid Diagnostic Clinic Experience: So How Did it Go?

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# Outline

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- ❖ Problem-Framing
- ❖ Brief Literature Review
- ❖ Survey Results
- ❖ Future Directions



# Competencies

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- ❖ Competency 1: Family-Centered/Culturally Competent Practice
- ❖ Competency 2: Interdisciplinary practice

# Problem – Framing

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- ❖ COVID-19 had unprecedented impact on service access and delivery to people with a disability
- ❖ Un-anticipated (?) emergence of pandemic gave agencies little time to develop new assessment models
- ❖ Pre-Covid desire to offer more flexible assessment procedure - but reluctance!
- ❖ CDD has developed hybrid model for clinic evaluations
- ❖ Is it acceptable to families?
  - ❖ Anecdotally - yes

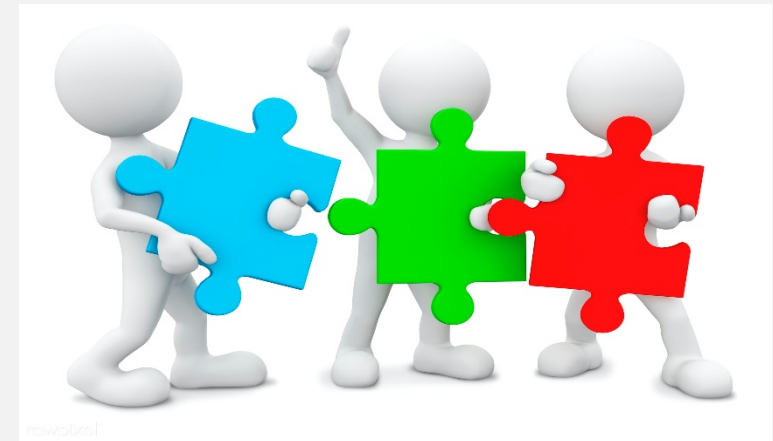
**But what do the data show???????**



# Product

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- ❖ Collaborated with CDD Center Evaluation Services, Dr. Anthony Cahill & Dr. Heidi Fredline & developed survey
- ❖ Shared survey with two CDD clinicians for feedback prior to finalization
- ❖ E-mailed to all UNM CDD evaluation clinic participants (*40/300 responded*)
- ❖ Offered option for participants to have follow-up telephone surveys
- ❖ Dissemination
  - ❖ Shared survey with CDD Director, and Clinic Directors
  - ❖ Shared with CDD clinicians



# Research

- ❖ Patients/Caregivers indicate interest in TH for future care 86 %
- ❖ Overall high rates of satisfaction for TH during COVID
- ❖ Client Outcomes Specific to Autism Diagnostic Telehealth Services:
  - Telehealth models of Autism assessment dating back to the 1990's
  - Effective and socially valid for underserved clients
  - High rates of satisfaction from providers and clients
  - Issue of selection bias in outcome results



Grubaugh, et al (2008)

Andrews, et al (2020)

Rametta, et al (2020)

Vismara, Young, & Rogers (2012)

- Iacono, Dissanayake, Trembath, Hudry, Erickson, & Spong (2016)

# Results All: How much do you agree or disagree with each statement? The Clinical Evaluation Team:

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Explained the evaluation process clearly	50.00% 18	50.00% 18	0.00% 0	0.00% 0	36
Took time to answer my questions and concerns	54.05% 20	45.95% 17	0.00% 0	0.00% 0	37
Shared information in a way I could understand	54.29% 19	45.71% 16	0.00% 0	0.00% 0	35
Clearly explained how the overall evaluation process would work	51.35% 19	48.65% 18	0.00% 0	0.00% 0	37

## Results: In-clinic visits

How much do you agree or disagree with each statement? The Clinical Evaluation Team:

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>
Listened to my concerns	51.61% 16	48.39% 15	0.00% 0	0.00% 0	31
Took my input seriously	50.00% 15	46.67% 14	3.33% 1	0.00% 0	30
Provided enough time for questions and answers	48.39% 15	48.39% 15	3.23% 1	0.00% 0	31
Helped me and my child feel comfortable	50.00% 15	50.00% 15	0.00% 0	0.00% 0	30
Provided valuable feedback	46.67% 14	50.00% 15	3.33% 1	0.00% 0	30
Took proper COVID precautions (wore mask, washed hands)	48.39% 15	51.61% 16	0.00% 0	0.00% 0	31



# Results: TH ONLY

How much do you agree or disagree with each statement? The Clinical Evaluation Team:

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>
Listened to my concerns	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6
Took my input seriously	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6
Answered my questions thoroughly	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6
Helped me and my child feel comfortable	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6
Provided valuable feedback	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6
Could clearly see my child's skills and challenges	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6
Made sure the Zoom meeting was confidential & private	50.00% 2	50.00% 2	0.00% 0	0.00% 0	4
Overall, the technology worked well	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6

# Qualitative:

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“They were very supportive and patient in answering our questions.”

“Everything went well”

“It could have been shorter... a lot of information to cover on a Zoom meeting”

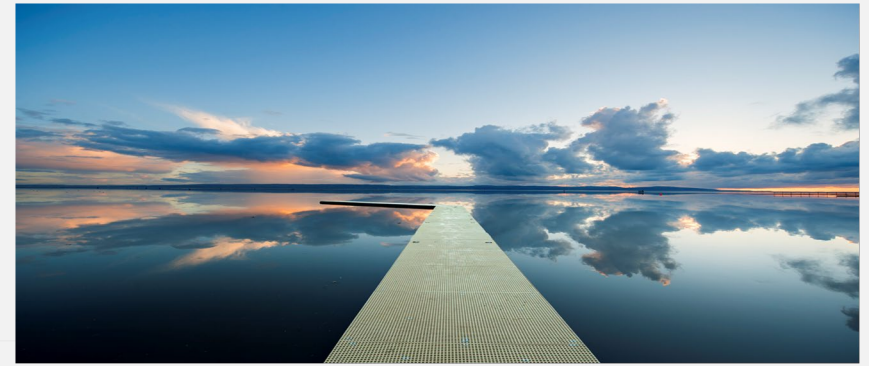


# Future Directions

- ❖ How to incorporate in long-term
- ❖ Measuring provider satisfaction
- ❖ Encouraging follow up phone surveys
- ❖ Focus groups



# Reflections



- ❖ Helpful to have data for hesitant clinicians
- ❖ Project left me feeling hopeful for the future & what is possible
- ❖ Need to acknowledge difference between TH evaluations & TH treatment
- ❖ How important it is to get feedback from patients, in clinical work this is not routinely done in formal ways
- ❖ Writing a survey – not for the light-hearted!
- ❖ Importance of collaboration

# References

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# Thank You

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Dr. Cahill & Fredine

Alyx Medlock

Dr. Cassandra Cerros

Dr. Julia Oppenheimer

*The children and parents who breathe life into the data*