Social Work Gets Wired!

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Topics

- automating a clinical practice
- intra-, inter-, and transpersonal implications of computer use
Computer-l-Zing

- 1985: “I need a new typewriter”
- 1988: Computer Applications in Social Work and on-line clinical supervision
- 1989: presentations in China
- 1991: denounced as unethical
- 1995: from DOS to Mac
- 1999: Win + Mac + DSL
Computer Psych Users

- How many here are intensive computer users??
- 1985 study: 37% used
  - Computers in Psychiatry & Psychology Journal: survey, 2500 professionals, 19%
- 1988 study: 60% used
  - Tucson AZ, 787 professionals, 12%
- 2002 study: 97% social workers on the Internet
  - NASW News PRN surveys of 1100 social workers
Automating a clinical practice

- client information management
- clinical applications
- practice management
- referral generation

- marketing
- presentations
- e-commerce
- product production
Client Information

- intake & discharge summary
- treatment planning
- diagnosis & treatment notes
- medication records
- forms from mangled-care on-line
- software: word processing; psychiatric practice management; internet browser
Clinical Assessment & Testing

- symptom monitoring by client: CASS II
- psych evaluation & history
- psych testing: MMPI, WAIS, Beck, Rorschach, stress, addiction, etc.
- DSM-IV-TR
- software: specific programs
Clinical Psychotherapy

- no provision of psychodynamic psychotherapy
- neurobehavorial rehab
- psychoeducational
Fee-based Internet Mental Health Services

- therapy on-line???? controversial
- ‘therapeutic,’ not therapy
- ‘advice-giving’
- for those without access to psychotherapy
- unanticipated reactions by clients need to explored, clarifying their thoughts, feelings, and behavior
- ethical, legal, moral implications
- self-help and support groups
On-line Group? Problems...

- screening & diagnosing
- acting out off line
- intellectualizing as a resistance
- diminished consequences for non-participation
- disinhibition responses
- retribution
- boundaries: password, facilitator
Psychopharmacology

- meds prescribed
- meds response & side effects
- meds indexed by symptoms, etc.?
- meds interactions, contraindications?
Other Clinical Interventions

- behavioral
- child
- psychoeducation
- self-help
- value-survey questionnaires
- family assessments
- bibliographic retrieval services
Clinical Research

- neuropsychological data
  - UA Consciousness Studies: meditation
- PsychLit, Medline; Internet sites
- Single-subject designs
- coordination with co-researchers
- software: search engine; data base; spreadsheet; statistics
Clinical Supervision

- secure servers/obfuscation
- case presentations on-line: [http://ismho.org/casestudy/ccsgas.htm](http://ismho.org/casestudy/ccsgas.htm)
- group supervision
- follow-up of supervisory interventions
- continuing education seminars
- software: email; conferencing; listserv; and HUMAN facilitators

Categories of supervisor interventions
- facilitative
- confrontational
- conceptual
- prescriptive
- catalytic
Clinical Treatment Future?

- on-line video sessions
- problem-solving software
- clarified limits of distance therapy
- mindfulnessclasses.com

"you are the coolest therapist!!"
Clinical Evidence: Present

- Source = single-therapist data in PM/2:
- Dx = 296.33 major depression, recurrent, non-psychotic
- N = six clients
- Mean = 23 sessions
- Std Dev = 36 sessions
Clinical Quality Control

- Single psychotherapist
- Nov 94 to Nov 01 (7 years)
- 387 clients seen (55 per year)
- Mean # visits = 15.17
- Std Dev = 25.45
- Missing Data: client satisfaction surveys
Practice Management

- strategic planning
- financial management
- referral source management
- marketing
- product production
- sales
Strategic Corporate Planning

- project management in business development
- acquisition of capital assets
- analysis of contracts/capitation
- forecasts
- software: spreadsheet and project management
Financial Management

- income & expenses: “Beruit of Healthcare”
- accounts receivable, invoices, electronic billing, projections
- software: accounting; psychiatric billing; spreadsheets; income tax
Psychiatric Billing Programs

- client information
- scheduling
- service & diagnostic codes
- electronic claims submission
- statistics: time in treatment by diagnosis
Medical Industry Software

- in-house original
- packaged programs for medical offices
- stand-alone data entry pad, infrared transmitter to main computer
Create a note

Medscape Encounter offers a variety of chart note formats to accommodate different types of patient visits. Each chart note format is made up of one or more sections that vary based on the nature of the visit.

Use the Brief Note to document information for short visits, including History and Exam, Assessment, Medications, Orders/Disposition, and Service Coding.

To create a Brief Note:
1. Click the Current Note tab.
2. From the Note Format list, select “Brief Note.”
3. Complete the History and Exam sections, including HPI, vitals, and symptoms.
Referral Source Management

- tracking contacts & referrals
- ebbs and flows of referral sources
- methodological responses
- software: contact management; psychiatric billing programs

![Earnings by Source of Referral: January - September 2000](chart.png)

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1% ALTERN
3% PRESENT
4% MISC
4% MISC
6% MSW
7% MA
8% MD-PSYCHIATR
11% ADVERTISE
15% CLIENTS
41%
Earnings by Source of Referral
January - September 2000
C F Clark, MSW

- CLIENTS: 41%
- ADVERTISE: 15%
- MD-PSYCHIATR: 11%
- MSW: 7%
- MA: 8%
- MISC: 6%
- MGCARE: 4%
- PRESENTA: 4%
- ALTERN: 3%
- PHD: 1%
Utilization: Number of Visits
158 Clients Jan '95 to Aug '01

Percent of Clients

<table>
<thead>
<tr>
<th>Number of Visits</th>
<th>Percent of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-9</td>
<td>35%</td>
</tr>
<tr>
<td>10-14</td>
<td>30%</td>
</tr>
<tr>
<td>15-20</td>
<td>25%</td>
</tr>
<tr>
<td>21-25</td>
<td>20%</td>
</tr>
<tr>
<td>26-50</td>
<td>15%</td>
</tr>
<tr>
<td>51-100</td>
<td>10%</td>
</tr>
<tr>
<td>101-200</td>
<td>5%</td>
</tr>
</tbody>
</table>
Marketing

- website
- flyers, handouts
- direct mail
- contact database
- software: contact management; Internet browser, html page production
Postcard Mailing
Publishing & Presenting

- papers, books
  - composing, editing
  - formatting
  - printing
  - graphics
- software: word processing

- training presentations
  - composing
  - graphics, sound, video
  - 35mm slides, overhead transparencies
  - handouts
- software: presentation graphics
Product Production

- CD for adolescents or parents
- booklets
- audio, video tapes
Sales: e-commerce

- selling products and services electronically
- which services? products?
  - continuing education
  - clinical supervision
  - organizational consultation
- software: website
The Steps to Computerizing

1st: Choose what function to automate

2nd: Consider colleague compatibility

3rd: Choose the software
More Steps…

4th: Choose the hardware

5th: Get Furniture

6th: Get Help!

7th: Practice
Observe Your Emotions

- “we’ll work together on this for an hour at a time…”

- “…or until you begin to cry…”
Learning How to Learn

- student
- teacher
- teaching
- place
- time
- humility is a method
My Suggestions

- motivation: ease, income, learning
- drivers: interest, excitement, projects
- stack functions
- make it truly fun!
- MAKE BACKUPS!
  (data fragility)
Computer Hardware

- operating systems: compatible with specific software
- think ‘large and fast’ (screen, hard drive, memory)
- network: clinical & administrative sides
- upgrading & maintenance
- $3,000 +
Resources

- documentation with software
- software support phones
- monthly computer mags and their on-line articles, reviews
- colleagues
Results

- user-friendly
- powerful
- secure
- reliable
- redundant
- well-serviced
- integrated

- ease billing, authorization, scheduling
- communications
- clinical-financial reports
- utilization reports
- QC reports