

Lessons Learned About Caregiver Coaching & Telehealth:

A Facilitated Discussion

Infant Early Childhood Conference, Tacoma, WA

May 6, 2022, 10:30am – 12pm

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A Step Ahead in Pierce County

Breakout Room Discussion: compiled information appears in bold blue font

How were staff prepared to implement caregiver coaching via telehealth?

It was a learning process by trial & error.

What were/are the challenges of caregiver coaching via telehealth?

Telehealth can be hard for families to use.

Families' access to devices & internet.

Some therapists struggled without the hands-on component.

Background noise.

Continue coaching while in-person.

How to explain coaching to parents for buy-in (gym trainer analogy for accountability).

What were/are the strengths of caregiver coaching via telehealth?

Services continued

Support to families continues despite sickness

Increased parent engagement

Options of in-person & telehealth

Had to coach with telehealth; demanded new perspectives

Easier to schedule with families

Forced gain of coaching skill for professionals

Required clear communication from professionals to caregivers

Removed professional as playmate

How do caregiver coaching interactions relate to improved support for DEI efforts?

Would influence all sessions not just telehealth

What tools were used to implement caregiver coaching via telehealth?

Zoom, Google Classroom, Microsoft Teams

Changed evaluation methods & specific tests

Headphones/earbuds

Grant money for tablets, stands, mobile hot spots

**Adjust the visit note structure per parent request/need as timesaver
in hybrid service model**

Place the phone in a shoe to hold steady during the session

**Planning for the visits and TV screentime: be discreet to adjust the
timing so the TV on/off is not negatively associated with the
start/end of a session**

Coaching Tools:

Rush & Shelden Tools:

Handbook

at-a-glance

videos (<https://medium.com/mah-coaching-support>)

FIPP publications (<https://fipp.ncdhhs.gov>)

Virginia Early Intervention Professional Development (<https://veipd.org>)