

SAN MATEO COUNTY BEHAVIORAL HEALTH & RECOVERY SERVICES

Continuing Medical Education – Course Evaluation

Course Title	Law & Ethics Training for Mental Health Professionals		
Speaker (s)	DANIEL TAUBE, JD, PH.D.		
Date (s)	JUNE 10, 2010	Time: 8:30 – 4:00 pm	

**EVALUATION
OUTCOMES**

Educational Goals and Objectives:

At the conclusion of the lecture, participants will be able to:

- Clarify the difference between legal obligations and ethical principles and their impact on treatment.
- Learn how to problem solve, get support and access services when ambivalent or unclear about your legal & ethical obligations.
- Explore various legal and ethical situations which arise in clinical work.

◆ Was the information relevant to your professional activities?	68	Very Relevant	
	7	Somewhat Relevant	
	<input type="checkbox"/>	Not Relevant	
◆ Was the level of information appropriate?	3	Too Complex/Theoretical	
	67	Just Right	
	4	Too Basic	
◆ Did the course expand your knowledge in this topic?	73	Yes	
	1	No	
◆ Was the course presented in a clear and understandable manner?	58	Very Clear	
	15	Clear	
	1	Unclear	
◆ Was the speaker knowledgeable in his/her presentation?	74	Yes	
	<input type="checkbox"/>	No	
◆ How was the speaker's delivery style?	69	Excellent	
	5	Average	
	<input type="checkbox"/>	Poor	
◆ Were the questions and answers useful?	73	Yes	
	1	No	
◆ Were the handouts and audiovisual materials useful?	71	Yes	
	3	No	
◆ Did the program meet the educational objectives?	74	Yes	
	<input type="checkbox"/>	No	
◆ How would you rate course/lecture on a scale of 1 – 5?	<input type="checkbox"/>	1	Poor
	3	2	Average
	4	3	Good
	20	4	Very Good
	47	5	Excellent

◆ **Comments on conference room** (i.e. space, seating, AV equipment, lighting, etc): Tech issues at start up were inconvenience; strong fluorescent lighting; Poor audio equipment; overall comfortable; temperature of room was cold, air conditioning noisy, tables would have been nice to have to write on, one person stated it could have been cooler. Most were too cool. Several would have liked coffee; One LCSW stated “unprofessional-no chairs, sound, visuals, need prep; many mentioned it was noisy, especially the AV and the wind coming through the back windows and the sound system was not good. A couple commented about poor parking options. A few wrote it was crowded. Improve audio equipment. Good lighting. . Recap: Room was great/nice/good (a few said crowded and not enough seating) and location nice, yet didn't have great parking options. AV equipment should have been ready at start time. Microphone was of poor quality. Noise of room was distracting (AC and noise from the terrific wind at the back of the room) Snacks were appreciated. Even though water was provided throughout, one person said water was needed.

◆ **Suggestions to improve this program?** (If it was not “excellent”, why not?) More cases/consultations; keep it free of charge; have two different programs 4 hours each; was a very interesting day; coffee; provide coffee and water (??); Better physical space; confusion about location/parking could have been avoided by sending out information prior to training; Would have liked a two day training as this one seemed rushed and more time was needed for legal issues around youth/children clients even if nothing had changed, this was the first L & E training for some.. The slides were excessive, disorganized and disruptive at times as Dr. Taube did not give verbal cues where he was going; bring him again; need internet access in training room; Would like to talk about residential licensing programs; please have this training on a more often basis; resources? How to get more information when there isn't the once a year training; too many stories. I think it could have been more focused re: topics with less story telling. Deliver in a slower manner; course was not well focused, too slow pacing; don't see relevance of consumer presentation; Speaker often related stories unrelated to immediate clinical practice; Excellent presenter, learned new information ; Make ½ hour longer; Pare down the slides to what is needed; Spend shorter time in some topics to give time to other topics; No suggestions – it was good; balance basic with more advanced presentation; Have it more often “Law and Ethics 101 – Review & updates set apart; Always so much to cover, probably need a 2 day; Less slides and more direct information on laws that have changed. Felt rushed by skipping slides;

◆ List at least one professional behavior you will change due to this presentation: Limit email use outside of county security; Be more aware of securing client data on computers, phones, etc.; Be very careful about content and transfer of email; safeguard digital communication with and about clients; help clinicians understand these issues and more care about email "safety"; encryption; confidentiality with emails; Support staff in accurate documentation and info on tech breaches (i.e. email) very helpful; Much more awareness of progress notes, phone calls, etc.; more conscientious about releasing ct. info; Be cautious with progress notes, electronic communicating; keep a record of casual calls inquiring about programs, referrals etc., Explore personal computer encryption; Improve care with electronic communications; more care around emails; more thoughtful note taking; Use of digital info; dealing with court order vs subpoena; Better understanding of duty to warn; be more cautious about email use; more care with writing notes and digital info cautions; be more careful about sending emails regarding clients; pay more attention when I do progress notes; what kind of content; less process detail in progress notes; increased awareness of legal and ethical issues; better record keeping; review with my staff what to put in and leave out of progress notes; more aware of email security/encryption; awareness of clinical content in emails sent; I'll take necessary steps to protect the privacy of my client in email communications; Write less in progress notes – do not give much details that might be unnecessary; shorter case notes; improve record keeping; will read more on selected topics; set passwords to cell phone; careful use of mobile devices in regards to PHI.; will review process with sending an email communication outside county system; be more digitally conscientious; would react differently if contacted by BBS regarding a complaint; work with QI on composing protocol re communication forms; I learned the difference between a process note and a progress note; therapist notes vs. progress notes awareness; be more cautious around digital information; no more use of email/texting clients (CAADE); not be frightened, but plan to avoid legal/ethical troubles; remind staff of risks; keep good records; be more aware/cautious; shorter, less detailed progress notes; use encryption, keep silent and consult with county/supervisor when investigator calls; computer security will improve; will be careful to avoid writing details in emails re: clients;

Your professional license type or status (circle one: MD, PHD, RN, MFT, LCSW, Student, other)

TO RECEIVE CREDIT FOR ATTENDING THIS COURSE, RETURN THIS FORM AT THE END OF THE SESSION

Linguistic competence is of great importance to our work with patients. Remember that interpretive services are available to San Mateo County clinicians by contacting the Program Office at Behavioral Health and Recovery Services at 650-573-2541. San Mateo Medical Center provides interpretive services for San Mateo County clinicians for any language through the Health Care Interpreter Network (HCIN).

The Language Assistance intranet site is now available with FAQ's, Procedures, Resources:

<http://intranet.co.sanmateo.ca.us/health/LA/index.htm>