



Get POISED for Good Computer Use Habits While Using CIMI



P

Prepare

- Practice
- Review documents
- Check workspace

O

Orient

- Explain CIMI
- Describe technology
- Explain benefits to family

I

Information Gathering

- Direct entry when appropriate
- Outline method in protocol

S

Share

- Share computer screen
- Allow time to read
- Client/family direct entry into CIMI

E

Educate

- Share reports
- Explain results
- Validate client/ family experience

D

Debrief

- Check in with families
- Identify areas that need more explanation

Prepare

It is essential that staff have practiced using technology during assessments with colleagues before using with clients and families. The skills needed to navigate the CIMI system: balancing eye contact and screen navigation, establishing rapport, building trust, ensuring safety, and meeting site time requirements for sessions, necessitate practice.

Before a session, review referral documents. You might want to use this time to identify information that should be confirmed, relevant history to guide the initial interview, or safety considerations that need to take priority. Some sites might choose to use this time to create the client record and complete information in CIMI that is included in the referral form (e.g., demographics, placement history, insurance, etc.). Being prepared for your initial meeting with a family is the start of building rapport and trust which are key to ensuring efficiency.

It is also important to prepare your workspace in order to use technology effectively. Ensure that you maintain an open posture and that the room is oriented to assist in maintaining both eye contact and accessibility to the technology. Keep in mind that there may be times that you will want your client to see the screen or enter information themselves. Ensure the office is set up appropriately. Be prepared to respond to the client's cues and monitor non-verbal behavior during the session. Use your clinical judgment to meet the needs of the client and/or family.

Orient

Research suggests that it is best practice to spend the first few minutes of a visit speaking with a client or family without using the computer at all. The sample elevator speech <https://vimeo.com/162876151> and resource "What is CIMI for Caregivers" handout can help you orient a child and/or caregiver to CIMI. To introduce the use of the technology, you might say, "I am going to use the computer during our visit today. By entering your responses into CIMI, we will get immediate results to better understand what is going on so we can work together to identify treatments goals. Also, by using the computer and CIMI, we will be able to track you[r child's] progress over time." Research suggests that responses are more reliable when clients complete assessments themselves. Clinicians can ask clients or caregivers about their comfort with using technology to enter their own responses (e.g., standardized assessments). By introducing CIMI and the technology, staff can create a welcoming atmosphere and build a foundation for partnership.

References:

Frankel, R. M. (2015). Computers in the examination room. *JAMA internal medicine*, 1-2.
Booth, N., Robinson, P., & Kohannejad, J. (2004). Identification of high-quality consultation practice in primary care: the effects of computer use on doctor–patient rapport. *Journal of Innovation in Health Informatics*, 12(2), 75-83.

Information Gathering

Patients expect and appreciate the use of the computer during information-gathering portions of an appointment. It might be best to identify sections of CIMI that seem appropriate for direct computer entry with clients and families compared to other sections that would be better for other interview and documentation techniques. Sites might choose to identify how each section is completed in their CIMI protocol (i.e., outline which sections to complete on technology vs. pen and paper).

Share

Technology can be a great resource for information and families appreciate being partners in their care process. Turning the computer screen so clients and caregivers can see what you are entering builds partnership and ensures the accuracy of the information entered into CIMI. When appropriate, check to make sure all participants can see the screen clearly and stay quiet to give everyone time to read. Some sites might choose to allow parents or children to enter information into CIMI directly (e.g., standardized assessments) and should establish this in their protocol or standard practice.

Educate

Technology can also be used as a teaching aid. Sharing the reports from CIMI (i.e., client summary report, assessment reports) with clients and/or caregivers prepares the foundation of treatment planning. By explaining what the results from the assessments mean, clinicians can help clients and families validate or rebut results and select behaviors or symptoms to address in treatment. Clinicians might choose to point to items of note on the screen. One CIMI clinician suggests using statements like, "This result says you have been feeling sad and overwhelmed. Does that seem right to you?" or "This shows that you are feeling better since our last assessment, have you noticed that, too?"

Debrief

It's important to ensure everyone understands what has been discussed and can outline the next steps in the treatment plan. Technology can allow clinicians to use strategies to ensure the family understands the outcomes from the assessments. For instance, after discussing the CIMI UCLA PTSD-RI follow-up report staff could ask the client, "Can you show the symptoms you had before that have improved?" or "What areas should we keep working on?" Questions like these will help clinicians gauge what information is understood and what might need additional explanation.