

User-Friendly Telehealth Drives Success in Geriatric Depression Treatment

CASE STUDY



A Brief Overview

A study led by Namkee Choi, a professor at a large public university in the Southwest United States, hypothesized the effectiveness of telehealth counseling on depression in older adults as opposed to in-person treatment. The focus of the study centered around the idea that counseling via telehealth could be an effective and low-cost method that low-income adults over the age of 50 could use to overcome the numerous barriers of accessing mental healthcare. SecureVideo was recommended as a platform for use in this study by the Telehealth Behavioral Institute, and it has been in use by Professor Choi's team since 2015.



The study examined potential benefits of telehealth counseling, which included its role in helping to reduce some of the obstacles that older adults face when accessing mental healthcare. This can include transportation costs, time and schedule constraints, as well as the stigma associated with seeking mental health treatment. By providing a means of mental health treatment that is both affordable and easily accessible, Professor Choi's team was able to explore the benefits of seeking virtual treatment for this population.

How SecureVideo Solved for Various Challenges Faced by Researchers

Telehealth counseling has been shown to be an effective means of delivering mental health services to various populations. However, there are several challenges that must be considered when providing telehealth services to an aging generation. One such challenge is that many geriatric patients have low levels of technological literacy and may not be comfortable using technology for treatment purposes. SecureVideo's support team was available to help configure devices in advance for the easiest possible experience for participants, and the support documentation was immensely helpful for troubleshooting and set-up.

Another challenge that is encountered when providing telehealth services to geriatric patients is the need to evaluate sessions after they have been held. This is necessary in order to ensure that the patient is benefiting

from the treatment and that any concerns or issues can be addressed promptly. With the ability to record sessions using Zoom and pinpoint specific parts of a session using SecureVideo's bookmark feature, SecureVideo enabled counselors to review their work and improve their quality of care.

Finally, security concerns must also be considered when providing telehealth services to participants. Prior to SecureVideo, Professor Choi's team was using another videoconferencing platform for telehealth services. However, Professor Choi's team had security concerns regarding this particular platform, and it was clear that they needed a HIPAA compliant platform that would be appropriate for use in a counseling setting. So, it was absolutely imperative to Professor Choi and her team to choose a platform that was secure and met all applicable privacy requirements.



The Results of the Study Were Astounding

Professor Choi's research team found that the use of SecureVideo for treatment for geriatric depression via telehealth was both effective and easily implemented. Prior to using SecureVideo, the team had been testing the efficacy of both virtual treatment and in-person treatment. However, the research team found that the virtual treatment was so effective that they moved away from rendering in-person treatment entirely.

Further, SecureVideo's platform was very simple for participants to use. This simplification is important because for many, it was their first time using a computer for the purpose of counseling. However, due to the user-friendliness of SecureVideo's platform, none of the participants dropped out of the study because of the technology. SecureVideo achieved ease of use for the participants regardless of their computer skill level.

Professor Choi's research team also found that the effects of telehealth counseling on depression lasted longer than in-home treatment. Professor Choi suspects that this is because using telehealth promotes self-efficacy, especially within adults who are very set in their ways and would prefer to seek in-person care. In fact, once they've finished their first session, they actually end up appreciating this method much more as it has a rewarding component to it. Moreover, with the convenience of counseling in a home setting, participants were much more attentive during sessions.

96%

SATISFIED PARTICIPANTS

Professor Choi reported that **96%** of the participants loved telehealth, and have enjoyed the advantages it offers over in-person care.



USER FRIENDLINESS

0 participants dropped out due to issues with the technology. In her 2015-2020 study, none had any experience with telehealth counseling prior to participating.



GROWTH OF RESEARCH STUDY

Professor Choi's previous five-year study was completed with **277** participants; the positive results allowed for an expanded, current study of **320** planned enrollments.

In Conclusion – SecureVideo is the Superior Platform for Telehealth Counseling

The use of telehealth continues to revolutionize the way mental health services are delivered to geriatric patients. SecureVideo has been instrumental in helping Professor Choi's research team to overcome challenges that present when providing telehealth treatment to geriatric patients. SecureVideo's customer service was responsive and helpful, returning phone calls promptly and ensuring that participants were supported every step of the way. Overall, Professor Choi's team found that SecureVideo was an invaluable tool in their work with geriatric patients, and would highly recommend this platform to other researchers and therapists working in this field.



"I knew we would have an easier time asking SecureVideo's technical support team questions. You came along and were so nice, and [choosing SecureVideo] came down to how friendly and responsive you were."

- Professor Choi

Professor Choi's Favorite Features of SecureVideo

1

CLOUD RECORDING

Providers rely heavily on this feature to make further improvements in care, as well as the ability to bookmark certain points and add descriptors within a session for review.

2

SCREEN SHARING

This feature allows for the sharing of videos and presentations, bringing a visual element to help engage participants in the session. It also allows the hosts to display worksheets, which is helpful to providers when a participant does not have their worksheet on hand.

3

SUPPORT & DOCUMENTATION

SecureVideo's support team is unrivaled in delivering excellent customer service to its users. Providers found it easy to share helpful support documentation, and SecureVideo's team is highly responsive and always available to assist.