**Clinical Supervision Using Online Medium**

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Abstract

The improvement in technology has advanced clinical supervision in recent years. Health professionals have improved professionalism through online mediums such as emails, videoconferencing, and teleconferencing. Using online mediums for control is often valuable and efficient. However, the method as setbacks that affect the smooth running of activities. This paper highlights such contexts where online mediums affect the supervision processes. The challenges clinical supervisors face in clinical supervision are a significant drawback to the practice. As discussed in this paper, online care is relevant in the healthcare industry. In addition, this paper will highlight the gaps in the works concerning the practice of online medium for clinical care. The article will also review recorded literature on the efficiency of online media in clinical supervision. Also. It highlights the literature supervisors need to use technology appropriately for efficiency and effectiveness in the healthcare profession.

**Clinical Supervision Using Online Medium**

Clinical supervision is a fundamental aspect of the growing healthcare industry because it provides professional growth. Supervision refers to an intercession delivered through a more senior affiliate of occupation to a subordinate colleague who deals in the same domain. This characterizes supervision as hierarchical. The term “clinical supervision” refers to the formal learning and professional guidance that develops knowledge and competence among healthcare practitioners. Clinical supervision benefits the organization as it provides quality service that builds its reputation (PriyaMartin, SaravanaKumar, & LucylynnLizarond, 2017). Also, the patients are bound to receive quality service because good health is vital for survival. Supervision also improves the health practitioners’ esteem because they get commendation for good work, which boosts their motivation to perform well. The continued growth needs support mechanisms to increase the chances of attaining the best service quality in clinical settings.

The primary role of clinical supervisors is to evaluate and monitor the supervisees to safeguard the patients’ wellbeing (Bernard & Goodyear, 2018). Technological improvements in the sector have aided supervisors in gaining more information about what goes on in the facilities. Initially, clinical supervision involved the supervisor’s physical presence and conducted face-to-face clinical. In the case of distance where the healthcare practitioner was far, the supervisor would go to the particular facility, which was cumbersome and time-consuming. This established the need to use technology to ease supervision to distant places, popularly known as telesupervision (Renfro-Michel & Rousmaniere, 2016).

Supervisors utilize emails to document significant dialogues between the supervisor and supervisee and words of encouragement. Videoconferencing accesses visual cues and non-visual cues during evaluation hence information clarity. In addition, using videoconferencing provides accurate and timely relay of information during supervision. Telephones also give clear feedback except that the supervisee misses clear interpretation because they cannot see the expression with the healthcare practitioners. Online medium is used when the correspondents are located in different regions. The bind to adapt to the increasing innovations in technology is essential in moving from the cumbersome face-to-face supervision methods. Some of the methods supervisors use during telesupervision include Skype, a type of videoconferencing. Besides, other social networks have eased communication.

**Issues associated with the online medium in clinical supervision**

Despite its usefulness, technology access to conduct operational controls visions poses a significant challenge to some users.

**Data Security**

In addition to this, sensitive data and confidential resources are threatened because the organization has to maintain high-security maintenance for these resources and documents. According the APS code of ethics observes the security mechanisms by providing account password protection and user validation for privacy. Clinical data is highly confidential and requires keenness from the users to set strong passwords and avoid intentional risks.

**Acceptability and Utility**

Supervision requires that the supervisor witnesses the supervisee’s activities to evaluate if they can apply their academic skills. However, the client’s confidentiality in the facility and anxiety for the supervisee concerns the evaluation. The video review and annotation tools enable supervisees to send confidential videos that are as confidential as the client’s files (Olson, 2001). Videos shared are encrypted whereby access is restricted but to the superintendent and intended only, and locked by PINs and no option to download. The client must give consent for any form of recording to take place. Sessions with the health practitioner are confidential. If the need for recording arises, the client should first approve and submit written consent, which should clearly state the functions that the recording is intended.

**Unauthorized Access**

High tech crime is a common factor linked to technological innovations. In this case, third parties are likely to log in to the confidential information and access it without consent (Bernard & Goodyear, 2018). This is classified as a fraud in criminal acts. Some of these fraudulent impersonate either the supervisor or supervisee for their gains. Online supervision experiences this as a significant setback and limits the supervisee’s efficiency (Deane et al., 2015). Moreover, hacking has become a considerable concern in telesupervision. Organizations should safeguard confidential client information of the organization, including client files and supervision meetings. Some organizations refuse to adapt to new trends in the environment, which slows the adoption of effective technology among the supervisors and supervisees (Renfro-Michel & Rousmaniere, 2016). Besides, some organizations deny their employees access to the internet for some web meetings.

**Relevance of Online Medium use in clinical supervision**

Technology has made significant changes in clinical supervision through online mediums. Technological use has improved in psychological literature and mental health services, and counseling literature. Technologies incorporated in the clinical practices help highlight the effectiveness of failure and success and help to speculate and plan for future schemes.

Medicine. Through health data transmission through telephones, robotics and virtual reality are applied in different research projects. More affordable mediums provide more accessible systems on the internet to exploit new ways to improve health practices such as supervision.

**Mental Health**

In Psychology, practitioners use the internet and videoconferencing with their clients for counseling and education. Psychiatry has also incorporated telepsychiatry resources whereby the respondent and practitioner communicate face-face in severe urgency or distancing (C Edward Watkins & Milne, 2014). Rural health care is more expensive because the involved people have to move from place to place to communicate efficiently. However, through videoconferencing, communication has improved.

**Education**

Computer technology for clinical supervision has enhanced education in the healthcare field. One of the functions of supervisors is to evaluate and correct the supervisees. Through videoconferencing, the supervisor sees what the supervisee does and corrects them. This is virtual learning that the supervisee acquires in the field and not in school. Face-face supervision through online medium creates a better understanding of the phenomenon in detail.

Online counseling is also a relevant aspect associated with technology. In psychology, the internet has become a viable way for people to receive counseling. Clients who receive help through an online medium have solved many clients’ issues. However, the pace of online sessions with counselors has become too slow, and the nonverbal misinterpretation creates room for improvement.

Online supervision enhances the possibilities for specialized credentials and niche expertise for the supervisors, whereby established therapists can acquire recognition certificates in more technical areas, such as eating disorder specialization. Also, online supervision provides the ability to collaborate over the case notes and files with ease and according to guidelines, which is vital for research and innovation in the healthcare field (Powell, 2009). Online supervision platforms protect against isolation and burnout. Sometimes when cases become too complicated, the supervisee may seek advice or share feelings to ease the difficulty. More professionals meet online and discuss issues with each other, helping them cope with their problems.

**Previous thinking in the field**

In the hundreds of years of health practice, professionals depended on more senior colleagues to direct the junior members on handling activities in the facilities. In previous researches, the online supervision concept using online mediums was rigid and lacked clear meaning (Bernard & Goodyear, 2018). Few types of research determined that using technology, such as email, was not effective and had poor quality of respondence. Other researchers established a gap in how supervision using online mediums is best handled and highlighted the need for the clinical sector to fill the existing knowledge gaps (Olson, 2001). Online medium supervision was considered an aspect that needed more attention.

**Gaps in literature**

Various literature materials highlight different aspects of clinical supervision. Most literary materials illuminate online supervision as perfect. However, online control can be harmful in health and psychological activities. Manosevitz distinguished that online leadership is rarely assessed (Manosevitz, 2006). He highlighted the gap in how technology is best used in online supervision, and its efficiency. Also, Ducat and Kumar (2015) resounded the existing gaps by citing that online supervision needs more attention. Surprisingly, supervisees often complain of toxic interactions with the supervisors according to the organization’s policies. Harmful clinical supervision occurs when the supervisor causes physical, emotional, and psychological trauma to the supervisee (Bernard & Goodyear, 2018). This is a significant problem and is alarming that the literature materials avoid discussing them in their sources. In addition, post-degree supervisions depend on hierarchical relationships, as mentioned earlier, that place them at risk of receiving insufficient supervision and guidance from the senior members (Falender & Shafranske, 2012). Also, online supervision may promote negative comments and conflicts, primarily through misunderstandings. Some modes of the online medium, such as the telephone, lack recognition on no-verbal cues, which may result in the supervisor missing the main point. This may lead to provocation and dire consequences that are irrelevant and unnecessary. Consequently, widespread reports from online supervisions fail to elaborate if a person was harmed during evaluation, whether psychologically or emotionally, sometimes physically (Weiner et al., 2003). In addition, literary materials fail to highlight the gender-based differences in supervision and how they affect the final assessment. Males and females at the workplace have different ways to handle matters that differ in the final result.

**Recommendations**

In order to make this research effective for future use, necessary guidelines have to be taken into consideration. First, technologies which have been used for recent years must be improved. That would enable its users such as counselors to be a capacity of attaining prerequisite skills, and intellectual capacities which are essential parameters for therapeutic purpose in any substance abuse. Additionally, it’ll be effective in providing essential channel which links clinic and classroom. Enhancement of these technologies in this research will be effective in improving general well-being of clients who are undergoing rehabilitation from any potential substance of abuse. Due to that, they will be monitored in an effective way.

In training purposes, individuals should have robust tutorials on various sectors of technology. This will enable them to be conversant with any advancement which will have been made in technology. Main scope behind it will be to create a field whereby client’s needs are served in a competitive way. Consequently, workshops should be imposed in the system. This will enable professionals in this field to be updated frequently about vital components of enhancing online clinical supervision. It’s recommendable to advise them not to use ambiguous language when monitoring clients and offering therapeutic measures to them. That will put clients to be in a position of concretely understanding what they are required to do so as to enhance therapeutic effectiveness.

In the policy, effective measures are ought to be added in order to enhance staff satisfaction in this field. Thus declining duties by staffs will have been eliminated due to that policies will have aired their agendas. Moreover, its policy should have clear guidelines which direct staffs on various measures they can impose to ensure that clinical care has been effective. This will have a positive implication in protecting client’s welfare. Finally, its policy must have a clear guideline of ethics. Thus everyone will have to adhere to them to enhance effective flow of operation within that sector.

**Conclusion**

Online supervision has improved performance in various sectors. It overcomes the drawbacks of distance, time, and accessibility in evaluation. However, online regulation has gaps that need to be improved with time to increase efficiency and effectiveness in the healthcare field. There is a need for further research in the effects of improved technology on online supervision. Some of the basis for research include the using the internet as a source of group evaluation and education (Bernard & Goodyear, 2018). The supervisees may research on the internet to boost their knowledge in the field. In addition, distance during training establishes quality work and easy supervision due to online supervision presence and efficiency. More research needs to be done to increase the wide range of cyber supervision alternatives.

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