



## Relias Spotlight Series

January 2023

Hello Providers,

Welcome to the Optum Idaho **January Relias Spotlight Series** — a series devoted to offering you access to **free, accessible and continuing education unit-eligible** online education about topics that are important to behavioral health providers.

As we start the New Year, we are going to be talking about Clinical Supervision. Before we begin, take a moment and think about the positives and opportunities for growth that maybe you have experienced within supervision or maybe provided to others. As we highlight some of the characteristics that promote a positive supervision experience you can self-examine which ones you have experienced and/or provided to others within the supervision process. A refresher of the Optum Idaho Supervisory Protocol requirements and how clinical supervisors can use Relias to help build their supervisees knowledge and skills will also be available.

Clinical supervisors get to plant the seeds of knowledge and skills and watch those seeds grow within the development of their supervisees. Clinical supervisors use clinical skills and expertise to mentor, teach, educate, support and empower their supervisees who then use what they have learned to provide quality care to our members. The clinical supervision relationship is built upon mutual respect

and trust. When you think of a positive clinical supervision experience, the following characteristics may come to mind:

- The clinical supervisor has strong clinical skills that can help supervisees working within all levels of care.
- The clinical supervisor understands state and federal laws and guidelines as well as how to educate supervisees in this area, as it applies to their role and scope of practice.
- The clinical supervisor has a desire to teach, mentor and empower others.
- Is available to the supervisee and flexible if needed to meet the supervisees’ needs.
- Creates a welcoming and safe environment.
- Can normalize mistakes, looking at them as opportunities for growth.
- Provides constructive feedback that will help the supervisee grow within their scope.
- Provide positive feedback to reinforce supervisees knowledge and skills in a strength-based manner.
- Shows compassion, empathy and respects diverse values and beliefs.

As a clinical supervisor working within the Optum Idaho Behavioral Health Plan, supervisors are required to follow supervisory protocol for all staff providing direct care who are non-rostered/not independently licensed. Clinical supervisors must provide at a minimum monthly 1:1 supervision that includes clinical consultation and review of the supervisee’s caseloads, providing guidance and feedback. Group supervision may be utilized in addition to, but **not** in place of, individual supervision. When providing group supervision, there should be no more than six non-rostered staff at a time within the group. All clinical supervision must be documented and at a minimum, include the following:

Individual Supervision Documentation	Group Supervision Documentation
The date of supervision	The date of supervision
Staff being supervised	All staff present during group supervision
Which member or members are being reviewed that day	Which staff were presenting on which member or members for that day
Specific clinical areas/topics that were discussed	Specific clinical areas/topics that were discussed
Clinical supervisor feedback and recommendations	Clinical supervisor feedback and recommendations
Clinical supervisor signature	Clinical supervisor signature

To review your agencies supervisory protocol, you can go through your organizations process to obtain a copy or your agency can reach out to your Provider Relations Advocate and obtain a copy.

**Did you know about the Supervisor Role within Relias?**

Supervisors within Relias will be able to assign staff both optional and required trainings, perform competency reviews, and run reports on the courses staff have completed as well as obtain a summary of staff’s compliance rate. A clinical supervisor can utilize the supervisor role function within Relias to reinforce and provide support to their staff when additional knowledge or skills are identified

throughout the process of supervision. Supervisors in Relias can access the full library/learning catalog for use with staff education needs.

To obtain a supervisor role within Relias, clinical supervisors can email the Training and Education team at [optum.idaho.education@optum.com](mailto:optum.idaho.education@optum.com) and request to be assigned to a supervisor role.

If you would like more information and education around the topic of Clinical Supervision, we encourage you to log into [Relias](#) and search for the following modules:

Building and Maintaining Effective Relationships in Clinical Supervision	REL-BHC-0-BMERC5
Clinical Supervision: An Overview	REL-BHC-0-CSO
Challenging Situations for Clinical Supervisors	REL-BHC-0-CSCS
Introduction to Telesupervision	REL-BHC-0-PHL
Minimizing Vicarious Liability for Clinical Supervisors	REL-BHC-0-MVLFCS
Supervision of Peers and Other Lived-Experience Professionals	REL-BHC-0-PHC
Optum Idaho: Peer Services Supervisor Training	1109085
Optum Idaho: Respite Care for Families of Youth with SED Supervisor Training	651015

Thank you again for the work that you do each day with our members so that Idaho can continue to improve access to behavioral health services. Optum is excited to offer these resources to you.

Sincerely,  
The Optum Education and Training Team