WELLSPAN BEHAVIORAL HEALTH
DOCTORAL
INTERNSHIP PROGRAM
IN CLINICAL PSYCHOLOGY
2013-2014

Site Training Manual

WellSpan Behavioral Health
1600 South George Street
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WellSpan Health Doctoral Internship Program In Clinical Psychology

Site Training Manual

WellSpan Health Mission

WellSpan Health is an integrated health system serving the greater Adams-York County region. It is a community-based, not-for-profit organization. WellSpan Health’s Mission Statement reads as follows:

Working as one to improve health through exceptional care for all, lifelong wellness and healthy communities.

Statement of Non-Discrimination

WellSpan Health values the diversity of the communities that we serve. It is the policy of WellSpan Health to not discriminate in providing access to or delivery of healthcare services on the basis of any legally protected category. WellSpan Health offers healthcare services to patients without regard to their:

- age
- sex
- religion, creed
- race, ethnicity, national origin, color, limited English proficiency
- mental or physical disability
- medical condition, medical history, genetic information
- evidence of insurability, claims experience, source of payment, income status
- sexual orientation, gender identity
- any other legally protected category

This policy applies to all entities that are part of the WellSpan Health system. WellSpan Health facilities are available to patients, visitors and customers without discrimination on the basis of any legally protected category. WellSpan Health expects all persons and organizations that do business with WellSpan Health, or that refer or recommend patients for WellSpan Health services, to do so without discrimination on the basis of any legally protected category. Persons who experience or become aware of discriminatory behavior toward patients, visitors or customers are encouraged to notify the WellSpan Health Compliance Officer. Reports of discriminatory behavior will be investigated and corrective action taken, as appropriate.
A Commitment to Training

As an extension of our mission statement, WellSpan strives to provide a planned, sequential training program that contributes to ongoing excellence in the field of psychology and is committed to the following core values:

1. We are committed to the practitioner-scholar model with training based upon applying sound scientific knowledge and scholarly practice to clinical work.

2. We are committed to a broad range of skill development encompassing a variety of skill sets that practitioner-scholars have found useful. We seek to provide a varied range of experiences aimed at producing well-rounded clinicians with the skills to function in a variety of settings including clinical service, community consultation, and education.

3. We are committed to an understanding of human diversity as it affects the delivery of clinical services to diverse client groups. Training includes the opportunity to work with clients from diverse ethnic, cultural, and socioeconomic groups in a variety of settings.

4. We are committed to the facilitation of the development of professional identity and ethical professional practice. Training offers the opportunity to engage in a variety of professional roles and to do so with the expectation of a high level of professionalism and ethical standards.

5. We are committed to flexibility in training and practice. We strive to identify and embrace the different areas of strength and interest of each intern and within the structure of activities that provide the core skill set for a clinician, interns are encouraged to develop unique interests and activities that will further their development as scholar practitioners.

WellSpan Behavioral Health

The doctoral internship at WellSpan Health is contained within a community-based, not-for-profit integrated health system serving the greater Adams-York County region.

WellSpan Health is:

- 2 hospitals - York Hospital and Gettysburg Hospital - with a total of 614 beds. Regional referral services include neonatology, behavioral health, trauma, cardiology, orthopedics, neurosciences and oncology.
- More than 40 locations in Adams and York counties and northern Maryland, providing a full range of care for all members of our communities, regardless of their ability to pay.
- 8,000 physicians, employees, volunteers, board members and auxiliaries - all committed to providing patients with the very best in health and wellness care.
- A community teaching hospital with six residency programs, 123 residents, 400 medical students and a research center.
- 6 retail pharmacies, which fill more than 400,000 prescriptions each year.
- 10 outpatient health centers offering a variety of physician and diagnostic testing services
• 47 primary care and specialty physician practices
• 1 home health and hospice provider - VNA Home Health - which serves more than 5,000 people each year.
• 2 managed care plans, South Central Preferred and Quest Behavioral Health, with more than 40,000 covered lives.
• Services for businesses, including WorkFirst, WellSpan Employee Assistance Program.
• A non-profit community resource that provides more than $18 million each year in uncompensated medical and outreach services, supplies and physician care.

Behavior Health services are offered in a variety of settings including the inpatient Adult Behavioral Health Unit of the York Hospital and five outpatient locations serving the full range of mental health needs of the community from children to geriatric patients. Interns perform a variety of clinical functions, including individual, marital, family, and group psychotherapy, diagnosis and assessment, psychological testing, in-service training, and consultation with medical staff.

Clinical services include:

**Psychotherapy Services:**
- Individual Psychotherapy
- Marital Psychotherapy
- Family Therapy
- Group Therapy
- Dialectical Behavioral Therapy
- Cognitive Behavioral Therapy

**Psychological Assessment and Consultation Services:**
- Intelligence and Educational Testing
- Testing for Attention Deficit Hyperactivity Disorder
- Evaluation of Psychological Effects of Medical Disorders
- Behavioral and Personality Assessment
- Lethal Weapons and Forensic Assessments
- Neuropsychological Testing
- Consultation-Liaison Services to a wide variety of medical specialities and services including: The WellSpan Pain Management Clinic, The WellSpan Surgery and Rehabilitation Hospital, and the Ambulatory Intensive Care Unit

**The Doctoral Internship at WellSpan Behavioral Health**

The doctoral internship in clinical psychology at WellSpan Behavioral Health is designed to train future psychologists to work in health care settings, especially large, integrated health systems such as ours, as providers of comprehensive psychological services with an emphasis on multidisciplinary collaboration. Accordingly we are aggressively recruiting a diverse group of interns with a passion for integrating cognitive behaviorally oriented psychology into a health system and to developing the necessary competencies
for conducting cognitive behavioral psychotherapy, performing diagnostic screenings and more comprehensive evaluations, serving as consultants in collaborating with multidisciplinary treatment teams, performing staff trainings in areas such as Motivational Interviewing, and who are capable of a close reading of the relevant research literature and of presenting this clearly and succinctly to a professional audience in the true tradition of the scholar-practitioner. WellSpan Behavioral Health offers a full spectrum of psychological services to virtually all diagnostic categories and all ages in inpatient, crisis intervention, intensive outpatient, outpatient, and medical-surgical settings. In each of these settings, interns interact with medical and allied mental health professionals as fully participatory members of the total health care team. The internship has a strong cognitive behavioral orientation and much of the didactic training is provided at our Center for Cognitive Therapy.

The Doctoral Internship Training program is accredited by the Commission on Accreditation of the American Psychological Association (APA) and is a member of the Association of Psychology Post-doctoral and Internship Centers (APPIC). Questions related to the program’s accredited status should be directed to the Commission on Accreditation:

Office of Program Consultation and Accreditation
American Psychological Association
750 1st Street, NE, Washington, DC 20002
Phone: (202) 336-5979/E-mail: apaaccred@apa.org
Web: www.apa.org/ed/accreditation

Interns are expected to complete 2000 psychological service hours over the course of the internship. At least 50% of an intern’s time is spent in direct clinical service delivery in an outpatient setting involving face-to-face client contact. Interns are expected to see a minimum of 20 outpatients per week which typically requires scheduling 25 patient-hours per week. Another 8-9 hours each week is divided among programs depending upon the intern’s needs and interests. The options include such programs as our inpatient mental health unit, our Pain Management Clinic, our Surgery and Rehabilitation Hospital, our Ambulatory Intensive Care Unit, etc. Interns attend individual, face-to-face supervision with at least two different doctoral level psychologists on our staff for a combined two hours each week, two hours of group supervision with a doctoral level staff psychologist, and attend didactic intern seminars with the intern cohort, and other supervised training experiences such as case conferences, multidisciplinary team meetings, educational seminars and Grand Rounds for the equivalent of at least four hours per week of supervision and 2 hours per week of didactic training.

Interns receive training and supervision in as broad a range of professional activities as possible and perform a variety of clinical functions including individual and group psychotherapy, assessment and diagnosis, intake evaluations, psychological testing, consultation to medical inpatients, and supervision of practicum students.
Specifically, interns are expected to perform at least one full-battery diagnostic testing evaluation during the internship year. Interns are also asked to choose a special area of interest for the year to demonstrate their scholarly research skills and to do a close reading of the research and to present for an hour at our Behavioral Health Service Line Education Series.

**INTERN STIPEND**

The annual stipend for interns for 20013-2014 is $25,000 US to be paid in 26 installments minus all deductions required by law or authorized by the Intern. Interns are entitled to 80 hours of paid time off and receive health, dental, and vision benefits.

**Administrative Assistance**

Interns have access to the full range of clerical and technical support available to all employees at WellSpan, including secretarial services for scheduling appointments, support through information services for technical assistance with computer based information systems, and access to our medical library and the Emig Research Center, among other services. Support staff assistance is provided for patient scheduling, billing, coordination and assurance of adequate supervision time, training time, equity in assessment and therapy assignments, and access to psychological tests, supplies, forms, and materials. WellSpan provides extensive orientation training and monthly didactic seminars as well as customer service training every year. This customer service training addresses cultural competence.

**Doctoral Internship Training Goals**

The overarching goals for the internship year are to refine and extend proficiency, knowledge, skills and attitudes in the following areas of professional psychology such that the intern will have developed an advanced to proficient level of competence:

- **INTERVENTION:** Interviewing patients, developing case formulations, and implementing treatment strategies based on empirically supported treatment paradigms for a diverse array of clients. Our program places a strong emphasis on training in cognitive behavioral approaches.
- **ASSESSMENT:** clarification of the referral question, diagnostic interviewing and hypothesis formulation, selection and utilization of appropriate instruments, competent administration, scoring and interpretation, and presenting findings concisely in written form.
CONSULTATION AND COLLABORATION with interdisciplinary treatment team members, including experience with patients who have complex medical as well as psychological problems

INTEGRATION of complex interactions of biological, psychological, social, cultural, and spiritual influences in psychopathology and psychological well-being.

PROFESSIONAL DEVELOPMENT: Understanding the role of the clinical psychologist as a clinician, researcher, educator, and administrator in medical and mental health settings and support and model the development of that role.

ETHICS involving familiarity with and the practice of the Ethics and Standards of Professional Practice in Pennsylvania as well as with other standards of care and conduct, including HIPAA regulations.

INDIVIDUAL-CULTURAL DIVERSITY: including sensitivity to, respect for, and knowledge and understanding of issues of individual differences and cultural diversity in terms of the following areas: culture, race, gender, religion, and individual identity and how these impact on the assessment/evaluation, intervention, consultation, and administrative functions of psychologists

**INTERNSHIP GOALS, OBJECTIVES, AND COMPETENCIES**

Goal #1: To prepare the psychology intern as an entry-level practitioner by refining and extending proficiency, knowledge, and skills in psychotherapeutic intervention to an advanced to proficient level.

<table>
<thead>
<tr>
<th>Objective(s) for Goal #1:</th>
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<tbody>
<tr>
<td>Objective A: Ability to form an effective working alliance with patients and their families</td>
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<td>Objective B: Competent at handling emergency and crisis situations</td>
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<td>Objective C: Ability to develop an effective treatment plan</td>
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<td>Objective D: Ability to implement an effective treatment plan with well-timed, effective, and empirically supported treatments</td>
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<td>Objective E: Effective use of cognitive interventions</td>
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<td>Objective F: Effective use of behavioral interventions</td>
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<td>Objective G: Effective use of supervision and continuing education</td>
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<td>Objective H: Effective use of reflective practice and self-assessment: Using emotional reactions in therapy</td>
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<tr>
<th>Competencies Expected:</th>
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<tr>
<td>A.1. Ability to take a respectful, helpful professional approach to interacting with patients/clients/families.</td>
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<td>A.2. Effective use of empathy and active listening skills</td>
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<td>A.3. Effective at creating a warm, non-judgmental stance</td>
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<td>A.4. Relationship building skills</td>
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<td>A.5. Interpersonal effectiveness</td>
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<td>A.6. Non-specific response skills (reflections, interpretations, open-ended questions,</td>
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A.7. Ability to understand and maintain appropriate professional boundaries
B.1 Knowledgeable regarding the specific protocol to follow if immediate action is necessary (e.g. involuntary commitment, making reports to Childline)
C.1. Effective at efficiently developing a comprehensive cognitive case conceptualization
C.2. Ability to set well-defined goals and objectives
C.3 Proficiency in psycho-education
D.1. Motivational Interviewing Skills
D.2. Ability to pace and use time efficiently
D.3. Effective at setting an agenda
D.4. Effective at using active collaboration and guided discovery
D.5. Ability to elicit and respond effectively to verbal and non-verbal feedback
D.6. Effective intervention implementation
D.7 Clinical practice is informed by scientifically derived knowledge and empirically supported practice
D.8 Assessment of treatment progress and outcomes
D.9 Effective at termination of treatment
E.1. Knowledge of CBT
E.2. Proficiency in cognitive techniques
F.1. Proficiency in behavioral techniques
F.2. Proficiency in relaxation-based techniques
G.1 Ability to prepare for supervision
G.2 Ability/willingness to accept supervisory input and direction, ability to follow through on recommendations, and ability to negotiate needs for autonomy from and dependency on supervisors
G.3. Ability to work collaboratively with supervisors
H.1 Manages personal stress, psychological concerns, and emotional reactions so they do not adversely affect clinical work or interactions with supervisors and other professionals
H.2. Ability to self-reflect and self-evaluate regarding clinical skills and use of supervision
H.3. Commitment to quality improvement through self-identified areas in need of further growth and development
H.4 Effective use of emotional reactions in therapy

Goal #2: Refine and extend proficiency, knowledge, and skills in psychological assessment, diagnosis, and case conceptualization to an advanced to proficient level

Objective(s) for Goal #2:
Objective A: Competent at conducting clinical interviews and intake evaluations
Objective B: Competent at risk assessment and management
Objective C: Competent at assessment and psycho-diagnosis
Objective D: Competent at case formulation and conceptualization
Objective E: Competent at assessment writing skills
Objective F: Competent at providing feedback to the patient
Competencies Expected:
A.1. Ability to formulate and conceptualize cases and to present findings clearly and concisely in written form
A.2. Ability to utilize systematic approaches to gathering data to inform clinical decision making.
B.1 Ability to conduct screenings to determine risk for self-harm, other-harm, child-maltreatment, or psychosis
C.1. Ability to select and implement multiple methods and means of evaluation in ways that are responsive to and respectful of diverse individuals, couples, families, and groups.
C.2. Ability to formulate a realistic diagnostic impression based on clinical interview and historical information and that considers diversity issues
C.3.Knowledge of evidence-based assessment
C.4. Ability to present assessment findings clearly and concisely in written form
D.1. Ability to obtain information from multiple sources and integrate results into case formulation and treatment planning
D.2. Effective at efficiently developing a comprehensive cognitive case conceptualization
E.1 Effective at writing a well-organized report that integrates information from multiple sources and answers the referral question clearly and concisely and provides specific recommendations
F.1 Effective at explaining evaluation results to a patient, provides suitable recommendations, and responds to issues raised by the patient and family

Goal #3: Refine and extend proficiency, knowledge and skills in consultation and collaboration in interdisciplinary health care to an advanced to proficient level

Objective(s) for Goal #3:
Objective A:  Develop productive and professional relationships in the practice of psychology.
Objective B: Work effectively in a multidisciplinary setting with provision of supervision: knowledgeable of the treatment roles of other disciplines
Objective C: Conduct appropriate consultative guidance

Competencies Expected:
A.1. Ability to take a respectful, helpful professional approach to interacting with patients/clients/families.
A.2. Ability to deal with conflict and negotiate differences
A.3. Ability to understand and maintain appropriate professional boundaries.
A.4. Ability to work collegially with fellow professionals.
A.5. Ability to effective relate to other professionals in accordance with their unique patient care roles
A.6. Ability to provide helpful feedback to peers and receive feedback non-defensively from peers.
A.7. Ability to be respectful of support staff roles and persons
A.8. Ability to contribute in ways that will enrich the site as a clinical experience for future students.
B.1. Ability to support others and their work and to gain support for one’s own work
B.2. Ability to participate fully in the team’s work.
B.3. Ability to understand and observe the team’s operating procedures
B.4. Ability to communicate professionally and work collaboratively with community professionals.
B.5. Ability to understand and observe the agency’s operating procedures
B.6. Ability to participate in furthering the work and mission of the clinical site.
C.1. Understanding of the consultant’s role
C.2. Understanding the supervisor’s role
C.4. Knowledge of the unique patient care roles of other professionals
C.5. Understanding of the consultant’s role as an information provider to another professional who will ultimately be the patient care decision maker
C.6. Ability to choose an appropriate means of assessment to answer referral questions
C.7. Ability to implement a systematic approach to data collection in a consultative role.
C.8. Consultative reports are well organized, succinct, and provide useful and relevant recommendations to other professionals
C.9. Capacity for dialoguing with other professionals, which avoids use of psychological jargon.
C.10. Demonstrates awareness and knowledge of key issues and concepts about related disciplines.

Goal #4: Refine and extend proficiency, knowledge and skills in professional development: understand and develop administrative, management, and supervision skills while understanding personal boundaries of competence as a provider of health care.

Objective(s) for Goal #4:
Objective A: Understanding the role of the clinical psychologist as a clinician, researcher, educator, and administrator in medical and mental health settings and support and model the development of that role.
Objective B: Management and administrative leadership skills: Efficiency and time management
Objective C: Professional responsibility and documentation
Objective D: Reflective practice and self-assessment: uses positive coping strategies to deal with personal challenges
Objective E: Interns will be able to provide competent supervision in a clinical setting

Competencies Expected:
A.1. Seek out and use leadership mentors to assist with one’s personal development, knowledge acquisition, and skill development.
A.2. Knowledge of clinic procedures;
A.3. Commitment to engaging in activities that support and extend knowledge, skills and attitudes in professional psychology, including awareness of current research and how that informs practice;
A.4. Ability to participate in furthering the work and mission of the clinical site.
A.5. Ability to contribute in ways that will enrich the site as a clinical experience for future students.
B.1. Timeliness: completing professional tasks in allotted/appropriate time (e.g., evaluations, notes, reports); arriving promptly at meetings and appointments.
B.2. Developing an organized, disciplined approach to writing and maintaining notes and records.
B.3. Understand the relationship between roles of supervisor, manager, and executive.
B.4. Ability to identify leadership, business, and management skills.
B.5. Demonstrates an understanding of Management-Administration of direct delivery of services.
B.6. Understand the basics of financial management as it pertains to clinical service delivery.
B.7. Understand the purpose and structure of meetings and how to run them well
C.1 Maintains required patient records
C.2 Notes are clear, concise and timely
C.3 Records always include crucial information
D.1. Knowing the extent and the limits of one’s own skills; learning the habit of and skills for self-evaluation of clinical skills.
D.2. The ability to use supervision, consultation, and other resources to improve and extend skills (note the related relationship competence – to work collegially and responsively with supervisors).
D.3. Knowledge of the process for extending current skills into new areas.
D.4. Commitment to life-long learning and quality improvement.
D.5. Awareness of one’s identity as a psychologist, i.e. knowing what one knows and can do (and should do) as a psychologist.
D.6. Management of personal issues in a professional manner
D.7. How to self-identify personal distress, particularly as it relates to clinical work.
D.8. How to seek and use resources that support healthy functioning when experiencing personal distress.
D.9. Organizing one’s day, including time for notes and records, rest and recovery, etc.
D.10. Demonstrates motivation to work hard and develop as a future mental health professional;
D.11. Knowledge of methods and issues related to evaluating professional work, including delivering formative and summative feedback;
D.12. Create, regularly assess, and revise a personal plan to provide direction for one’s continuing professional development.
E.1. Knowledge of literature on supervision (e.g., models, theories, & research).
E.2. Knowledge concerning how clinicians develop to be skilled professionals.
E.3. Knowledge of how supervision/teaching responds appropriately to individual and cultural differences.
E.4. Knowledge of methods and issues related to evaluating professional work, including delivering formative and summative feedback.
E.5. Knowledge of limits of one’s supervisory skills and teaching competencies.

Goal #5: Refine and extend proficiency, knowledge and skills in ethical practice

Objective(s) for Goal #5:
Objective A: Knowledge of ethical/professional codes, standards, and guidelines; knowledge of statutes, rules, regulations, and case law relevant to the practice of psychology.

Objective B: Interns will recognize ethical aspects of their work and demonstrate the ability to practice ethical, legal, and professional conduct.

Competencies Expected:

A.1. Knowledge of ethical/professional codes, standards, and guidelines; knowledge of statutes, rules, regulations, and case law relevant to the practice of psychology
B.1. Recognize and analyze ethical and legal issues across the range of professional activities in the clinical setting.
B.2. Recognize and understand the ethical dimensions/features of his/her own attitudes and practice in the clinical setting.
B.3. Decisions reflect consideration of and commitment to ethical principles in professional work and practice
B.4. Readily identifies ethical implications in cases and understands the ethical elements in any present ethical dilemma
B.5. Seek appropriate information and consultation when faced with ethical issues.
B.6. Practice appropriate professional assertiveness related to ethical issues (e.g., by raising issues when they become apparent to the student).
B.7. Evidence commitment to ethical practice, and advocate for the profession.
B.8. Demonstrates the ability to effectively implement the following practices: informed consent, confidentiality, setting of appropriate boundaries and documentation of services

Goal #6: To develop the ability to provide clinical services to diverse populations

Objective(s) for Goal #6:
Objective A: Interns will be aware of their own cultural values and how their particular culture’s representation influences the therapeutic relationship and work with diverse clients.
Objective B: Interns will be aware of normal psychological functioning and psychopathological functioning presentations and how these vary with culture and other dimensions of individual diversity and integrate this knowledge into patient care

Competencies Expected:
A.1. Knowledge of self in the context of diversity (one’s own attitudes, stimulus value, and related strengths/limitations) as one operates in the clinical setting with diverse others (i.e., knowledge of self in the diverse world).
A.2. Demonstrates an appreciation of one’s own cultural identity in relation to others;
B.1. Knowledge about the nature and impact of diversity in different clinical situations (e.g., clinical work with specific racial/ethnic populations).
B.2. Ability to work effectively with diverse others in assessment, treatment, and consultation.
B.3. Effectively integrates knowledge of the client’s individual and cultural diversity into assessment, case formulation, and treatment;
B.4. Shows an understanding and sensitivity to diversity issues and is aware of when and how to bring these up in therapy with a client
B.5. Considers diversity issues when conceptualizing cases and creating a treatment plan

Goal #7: To integrate and apply scientific knowledge, methods, research, and evaluation into the clinical practice of psychology.

Objective(s) for Goal #7:
Objective A: Seeks current scientific knowledge and methods
Objective B: Demonstrates an understanding of outcomes and evaluation research methods
Competencies expected:

A.1. Demonstrates consideration of biological, cognitive-affective, and developmental bases of human behavior.
A.2. Clinical practice is informed by scientifically-derived knowledge and empirically-supported practice.
A.3. Demonstrates respect for scientifically-derived knowledge, data collection, and statistical analytic techniques.

B.1. Demonstrates an awareness of research literature related to professional practice.
B.2. Demonstrates basic skills necessary for conducting treatment outcome assessments.
B.3. Understands the basic principles and methods of quality assurance and performance improvement activities.

**Internship Activities**

**Clinical Problems Treated at WellSpan Behavioral Health**

At a minimum, interns spend 20 hours each week in face to face psychological services, assessing and treating clients with the full range of Axis I and Axis II disorders as well as marital and family issues. Patients come from a variety of referral sources including self-referral, Crisis Intervention, the Adult Behavioral Health Inpatient Unit, Managed Care Organizations, primary care physicians, and various medical specialties on both an inpatient and outpatient basis.

**Treatment Settings**

Training of interns occurs in various locations within our WellSpan System including the following:

Our Meadowlands Center includes our Adult and Geriatric Services and our Child and Adolescent Services. A staff of over 60 clinicians sees about 500 outpatients each day. Services include individual, group, and family psychotherapy, forensic services and neuropsychological evaluations.

Edgar Square houses our Mental Health and our Substance Abuse Intensive Outpatient Programs, our DUI program, our Dialectical Behavior Therapy Program, and our Dual Diagnosis, Relapse Prevention, and Early Recovery Groups, among others.
Our Adult Inpatient Psychiatric Program is located within York Hospital and offers patients with acute and severe psychiatric symptoms the most intensive program for comprehensive diagnostic services, stabilization and initiation of treatment. The structured, supportive environment utilizes a crisis stabilization model to identify key issues for the patient with specific recommendations for follow-up treatment in an outpatient setting. Treatments include individual and group therapy, specialty medical care, neuropsychological evaluations, and electro-convulsive therapy.

Crisis Intervention services are housed in the Emergency Department of York Hospital and provide 24 hour crisis counseling via a telephone hotline and face-to-face interviews.

Our South York (George Street) location is the setting for our Center for Cognitive Therapy staffed by 4 psychiatrists and 3 psychologists with expertise in cognitive behavioral therapy. This is the center where most of the training in cognitive behavioral therapy takes place.

Interns will have regularly scheduled hours at one or more of these locations and are expected to work a minimum of six evening hours (5p.m. and after) each week. 25 scheduled patient hours is typically required to hit the target of 20 patient-hours per week. Interns are expected to work closely with primary care physicians and psychiatric staff to collaborate on assessment and treatment utilizing the bio-psycho-social model of assessment and treatment.

**Consultation Services**

Interns are expected to serve an assignment providing psychological consultation services in one of a variety of health care settings including consultation to medical-surgical inpatients and outpatients at the request of various medical specialists. These can include our Palliative Care Team, the Cancer Center as well as referrals from various specialists for such issues as smoking cessation, weight loss, evaluation of appropriateness for gastric bypass surgery, medication compliance, adjustment issues to chronic illness, etc.

**Psychological Testing and Assessment**

Depending on interest, interns can gain experience with a wide range of psychological testing including forensic and lethal weapons evaluations, assessment of medical problems with co-morbid mental health issues, assessment of personality dynamics, and neuropsychological screenings and full-battery evaluations. Interns are expected to complete at least one psychological test report over the course of the internship year, most commonly for the purpose of differential diagnosis, case conceptualization, and treatment planning.
**Supervision**
Each intern will serve as a “supervisory consultant” to a practicum trainee at the internship site. Interns will receive weekly supervision from a licensed psychologist who is on the core faculty and who oversees their clinical and supervisory practice.

**Teaching**
Interns will be required to present a minimum of one in-service training during the year to the local community, a special interest or support group, or to their intern cohort and the core faculty on a topic related to their clinical interests and a minimum of two case presentations. The intern cohort is also expected to collectively assume responsibility for presenting a three hour training program for our Behavioral Health Education Series attended by all the Behavioral Health Service Line staff.

**Research**
While involvement in research activities is not a formal requirement of our internship, WellSpan has an active research program, the Emig Research Center and interns with an interest in research are encouraged to develop and pursue their research ideas and designs as time permits to help them answer clinical or outcomes questions generated from their clinical experience.

**Description of Supervision**
The Internship Training Director is a doctoral level staff psychologist who is responsible for the integrity and quality of the training program and is actively licensed as a psychologist in the Commonwealth of Pennsylvania.

Interns attend individual, face-to-face supervision with at least two different doctoral level psychologists on our staff for a combined two hours each week with the specific intent of addressing the proficiency of the psychological services rendered directly by the intern. Videotaping and audiotaping of sessions for supervisory review is a regular feature of supervision. Interns also attend two, hour-long group supervision sessions each week supervised by a doctoral level psychologist from our supervisory staff. The two hours of individual supervision and two hours of group supervision total a minimum of 4 hours of weekly supervision.

The internship level psychology interns will have the title of “Psychology Intern” and will be identified as such to clients and on written documentation and it will be made clear to clients from the beginning that the supervisor is ultimately clinically responsible for their care.

Interns will also attend weekly staff group supervision meetings at one of our outpatient locations and will be expected to participate and present in regular rotation.
Didactic Training

In accordance with APPIC internship standards, all interns are required to participate in regularly scheduled didactic training seminars at the internship site for an equivalent of 2 hours a week. These training seminars are designed to ensure an experience of developmental learning and to permit socialization as an internship cohort. The didactic training includes attending the WellSpan Behavioral Health Education Series, a series of 8 APA-approved 3 hour CME seminars offered on a monthly basis from September through May on topics selected to be of high clinical and topical relevance to the Behavioral Health Service line. These Seminars account for 24 hours. The Cognitive Behavioral Therapy Training Seminar, described below, accounts for an additional 100 hours of training, bringing the total to 124 hours. Interns are permitted one absence from didactic seminars, giving them a grand total of 122 hours of didactics, or an equivalent of 2 hours a week for training. Additionally, interns will attend weekly staff group supervision meetings as described above, which incorporate didactic training with case presentations.

The core curriculum for didactic training is provided in the two hour Cognitive Behavioral Therapy Training Seminar held weekly at our Center for Cognitive Therapy. This curriculum is designed to teach proficiency in cognitive behavioral therapy sufficiently to prepare interns for application for certification through the Academy of Cognitive Therapy. The training relies heavily on role play and review of videotaped sessions to achieve mastery of core skills. The seminars focus on a broad variety of professional issues including assessment techniques, case conceptualization, treatment planning, empirically supported interventions for the most common disorders including depression, anxiety disorders, trauma, and personality disorders, ethical issues in treatment, legal/risk management, managed care issues, models for psychological consultation, health psychology, dealing with difficult patients, non-compliance, and resistance, and clinical supervisory issues. The seminars are taught by the core faculty at the Center for Cognitive Therapy. An outline of the scheduled topics, objective, exercises and readings for the seminar follows:

**Didactic Training Seminar:**

**Topics, Objectives, Exercises, and Readings**

**Session 1:** **Topic:** Orientation to the Didactic Training Seminar:
Goals, Structure, Methods

**Session 2-4:** **Topic:** Introduction to Active Listening Techniques and Motivational Interviewing Techniques

**Objectives:** Students will be able to articulate and demonstrate the three key elements of Motivational Interviewing, namely:
1) Collaboration
2) Evoking or drawing out
3) Autonomy
Students will be able to articulate and demonstrate the four principles of Motivational Interviewing, namely:
1) Express Empathy
2) Support Self-Efficacy
3) Roll with Resistance
4) Develop Discrepancy
Students will be able to articulate and demonstrate the five core motivational interview microskills, namely
1) Open-ended questions
2) Affirmations
3) Reflective listening
4) Summarizing
5) Elicit change talk

**Exercise:** Demonstration followed by student role plays followed by discussion


**Sessions 5-6:** **Topic:** Orientation to Cognitive Therapy Training

**Objectives:** Students will be able to articulate and demonstrate via role play the structure of a standard cognitive behavioral session and all of its components, namely
1) Bridging from previous session
2) Mood Check
3) Review of Assignment(s)
4) Setting the Agenda
5) Planning and implementing an appropriate intervention
6) Constructing an assignment
7) Summarizing
8) Eliciting Feedback

**Exercise:** Demonstration followed by collection of baseline measures of each intern on the Psychotherapy Rating Scale via role play of an exemplary cognitive behavioral therapy session followed by analysis, feedback, and discussion

**Session 7-10: Topic:** Cognitive Conceptualization  
**Objective:** Students will be able to articulate the core components of a cognitive conceptualization, namely:

1) Relevant background  
2) Triggering situation(s)  
3) Eliciting and identifying automatic thoughts  
4) Identifying the associated emotions  
5) Identifying the associated behaviors  
6) Identifying the intermediate conditional assumptions  
7) Identifying the Core Beliefs via the downward arrow  
8) Identifying Compensatory strategies  
9) Framing an effective alternative belief  

Students will be able to demonstrate the basic methods for eliciting the cognitive conceptualization, namely,  
1) collaboration  
2) guided discovery  
3) Socratic questioning  
4) Evaluating the evidence supporting and not supporting automatic thoughts  

**Exercise:** Demonstration of how to deal with common problems such as patients with vague complaints and goals, patients with goals that conflict with the therapist’s values, conflating thoughts with feelings, difficulty framing a realistic and concise alternative belief, establishing a collaborative relationship, etc.  

Developing an effective treatment plan from the cognitive conceptualization  

Individual student role plays of above followed by analysis and discussion  


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**Session 11 Topic:** The Basics of Cognitive Behavioral Therapy Part 1  
**Objectives:** Students will be able to identify and demonstrate the key tasks in doing an intake evaluation with a potential cognitive therapy patient:  
1) Identifying the presenting problem and exploring the relevant background information  
2) Evaluating the degree of distress and addressing any safety issues  
3) Eliciting the patient’s expectations of therapy  
4) Educating the patient about the cognitive model  

**Exercise:** Demonstration followed by student role plays  

Session 12  Topic: The Basics of Cognitive Behavioral Therapy Part 2  
Objectives: Students will demonstrate the ability to include all of the basic tasks involved in a well-structured CBT session:
1) Bridging from previous session  
2) Mood Check  
3) Review of assignment(s)  
4) Setting the agenda  
5) Defining the problem  
6) Identifying the automatic thought  
7) Identifying the Emotions  
8) Identifying the Behavior  
9) Evaluating the Automatic Thought  
10) Developing an Alternative Automatic thought  
11) Developing a homework assignment from the alternative thought  
12) Summarizing  
13) Eliciting feedback about the session  

Exercise: Individual student role plays of structuring a CBT session to include all of these elements followed by observations and discussion  


Session 13-14  Topic: The Basics of Cognitive Behavioral Therapy Parts 3 & 4  
Objectives: Students will demonstrate competency for each of the above skills via “drills”  

Exercise Student “Drills” in which each takes a turn demonstrating via role play their competence at each of the following:  
1) Eliciting patient expectations and educating about the cognitive model  
2) Bridging –mood check-review of assignment  
3) Setting the agenda  
4) Defining the problem  
5) Identifying the automatic thought, the emotion, and the behavior  
6) Evaluating the automatic thought  
7) Developing an alternative automatic thought  
8) Developing a homework assignment from the alternative automatic thought  
9) Summarizing and eliciting feedback about the session

Session 15-16  Topic: Techniques for treating depression: Part 1 & 2  
Objectives: Students will be able to identify the specific CBT techniques used for treating depression:  
1) Activity Scheduling  
2) Mastery and Pleasure Techniques  
3) Graded Task Assignments
4) Social skills/Assertiveness Training

**Exercise:** Demonstration followed by individual student role plays with each student demonstrating each of these skills followed by discussion.


**Session 17-18 Topic:** Diversity Training: Parts 1 & 2

**Objectives:** Students will have

1) an increased awareness of how one’s perspective and expectations are shaped by personal experience and culture
2) awareness of how to more effectively integrate knowledge of a client’s individual and cultural diversity into assessment, case formulation and treatment
3) an increased understanding of the “culture of poverty” and the importance of understanding how the differences in values between different socioeconomic groups needs to be incorporated into assessment and treatment.

**Exercise:** Faculty and each student will choose one diversity variable: e.g. an ethnic group, a religious group, a physically challenged group, etc. and will conduct a search of the psychological literature and of WellSpan’s Education Services Diversity Curriculum regarding the particular challenges faced in working with this population and present suggestions for how they might be effectively handled.

Examples of past topics: Childhood obesity, Puerto Rican culture, Islamic religion, Autistic Spectrum Disorders, working through interpreters, Amish Culture, Chinese culture, Generational differences

**Reading:** Selected readings from WellSpan Education Services Diversity Curriculum


**Session 19 Topic:** Techniques for Treating Anxiety: Part 1

**Objectives:** Students will be able to articulate and demonstrate the central cognitive behavioral techniques for treating anxiety, namely:

1) Identifying and modifying the automatic thoughts/core beliefs typical of the anxiety disorders
2) Utilizing imagery
3) Relaxation Techniques
4) Systematic Desensitization
**Exercise:** Demonstration of treatment for a phobic patient: explaining the model, constructing an exposure hierarchy, and the mechanics of conducting systematic desensitization – followed by individual student role plays.


**Session 20 Topic:** Techniques for Treating Anxiety: Part 2 Panic Disorder

**Objectives:** Students will be able to articulate and demonstrate the cognitive behavioral techniques for treating panic disorder, namely:
1) Panic Induction
2) Identifying and modifying catastrophic interpretations of somatic symptoms of anxiety

**Exercise:** Demonstration of preparing patients and educating them to the model, dealing with common barriers to compliance, and conducting a panic induction procedure followed by individual student role plays.

**Session 21 Topic:** Techniques for Treating Anxiety: Part 3 Acute Stress Disorder and Post Traumatic Stress Disorder

**Objectives:** Students will be able to
1) Discuss the normality of the trauma response
2) Discuss how to distinguish a normal response to trauma from Acute Stress Disorder and PTSD
3) Discuss interventions in the initial weeks after trauma
4) Discuss interventions for PTSD including Exposure Therapy and Cognitive Therapy

**Exercise:** Demonstration followed by individual student role plays of working with a PTSD patient.

**Session 22: Topic:** Adapting Cognitive Behavioral Therapy to the Treatment of Children and Adolescents – Guest Speaker: Melissa Hertrich, Psy.D.

**Objectives:** Students will be able to discuss the following:
1) The role CBT can play in treating children and adolescents
2) Trace the movement through a typical session to highlight the similarities and differences in working with children compared to adults
3) Draw on case studies to highlight case conceptualization and to outline specific technical differences when working with children compared to adults.
Session 23:  Topic: Review of Training Program to Date  
Objectives: Students will assess:
1) Material covered
2) Training methods
3) Measures of Learning
4) Future planning

Exercise: Review of Student’s Mid-Year completion of the Internship Site Evaluation Form.

Session 24-25:  Topic: First Hour: (First) Student-Led Didactic Presentation  
Demonstrating Strategies for Scholarly Inquiry (sample from last year: CBT with Schizophrenia)  
Second Hour and Session 25: Mid-Term Group Review of Student Videotapes rated with the Cognitive Therapy Rating Scale  
Objectives:  
1) Demonstration and Discussion of Basic CBT skills
2) Discussion of choice points and common errors
3) Discussion of challenges with setting an agenda
4) Discussion of collaborative and non-collaborative approaches

Session 26:  Topic: Theories and Methods of Consultation and Collaboration  
Objectives: Students will be able to discuss
1) The concept of “particular question”
2) Educating the referral source regarding realistic expectations
3) Establishing a realistic timeline for providing feedback
4) Comparisons among Caplan’s Four Types of Consultation (Client-Centered Case Consultation; Consultee-Centered Case Consultation, Program-Centered Administrative Consultation, and Consultee-Centered Administrative Consultation) on the dimensions of focus, goal, and consultant’s role and responsibilities.
5) Specific applications to bariatric surgery evaluations
6) Specific applications to requests for assistance with patient compliance to medication and medical procedures


Session 27-29: **Topic:** Cognitive Behavioral Therapy with Complex Medical Conditions

**Objectives:** Students will be able to describe:
1) the Bio-Psycho-Social Model
2) Useful tools for assessment with medical patients (e.g. The Multidimensional Pain Inventory, Battery for Health Improvement2, Millon Behavioral Medicine Diagnostic, MMPI-RF)
3) Assessing chronic pain patients
4) Assessing diabetes and depression
5) Assessing Surgical Readiness
6) Motivational Interviewing with medical patients

**Exercises:** Videotape demonstration of using motivational interviewing techniques with a highly difficult, angry, resistant, suicidal pain patient. Videotape demonstration of managing medical non-compliance with a personality disordered patient followed by discussion


Session 30: **Topic:** Cognitive Behavioral Therapy with Complex Medical Conditions: How to deal with “Super-Utilizers”- guest speaker, PCP Chris Echterling, M.D.

**Objectives:** Students will be able to
1) describe the economic impact of super-utilizers
2) describe the growing role for behavioral health to assist with controlling the cost of managing super-utilizers
3) describe the Medical Home Model of Primary Care and the concept of the “amateur ICU team”

Session 31-32: **Topic:** Theories and Methods of Supervision

**Objectives:** The students will be able to:
1) Describe the multiple roles of the clinical supervisor including consultant, mentor, teacher, team member, evaluator, and administrator
2) Describe the transition from therapist to supervisor
3) Describe various models for training supervisors
4) Describe the following models for doing supervision:
   a. Developmental approaches
   b. The Discrimination Model
   c. The Systems Approach
   d. A Competency Based Approach
5) Describe what the literature tells us about what makes for good and bad supervision
6) Discuss the use of counter-transference
7) Discuss the use of self-disclosure
8) Discuss the management of alliance ruptures, boundary violations and the use of meta-communication
9) Describe the development of a self-care plan


Session 33  Topic: Cognitive Behavioral Therapy for Substance Abuse Part 1
Objectives: Students will observe and participate in a live interview with a volunteer patient with an extensive criminal and substance abuse history with a focus on:
   1) Issues of early recovery
   2) Insights from a “savvy” consumer about what works and what does not
   3) Common ethical dilemmas raised by work with this population and how to manage them

Session 34  Topic: Cognitive Behavioral Therapy for Substance Abuse Part 2
Objectives: Students will be able to discuss:
   1) Addictive Beliefs
   2) The therapeutic relationship and its problems
   3) Type of cravings
   4) The sequence of anticipatory and permissive beliefs and how to intervene
   5) How to handle patients who want a recovering therapist
   6) When to refer to a higher level of care
   7) Issues raised by working with impaired professionals
   8) How to handle a patient arriving for session intoxicated
9) Pacing and motivational interviewing  
10) What information is reportable for mandated patients  
11) How to introduce a behavioral analysis and approach  
12) When and how to include family members  
13) How to handle family members sharing secrets


**Session 35**  
**Topic:** First Hour: (Second) Student-Led Didactic Presentation demonstrating strategies for Scholarly Inquiry (Sample from last year: Issues raised by internet-based therapy).

  Second Hour: Videotaped Demonstration of working with substance abuse issues in a patient at the Contemplation stage of motivation – using guided discovery to move toward the action stage.

**Session 36**  
**Topic:** Cognitive Behavioral Therapy for Substance Abuse Part 3  
**Objectives:** Students will be able to describe the cognitive behavioral model for treating substance abuse, including:  
1) Models of intervention  
2) Activating situations  
3) Anticipatory Beliefs  
4) Permissive Beliefs  
5) Covert Sensitization  
6) Motivational Interviewing  
7) Pre-dispositional characteristics  
8) The therapeutic relationship and its problems  
9) Types of cravings  
10) Distress Tolerance Skills

**Exercise:** Second hour: Guest speaker Carolyn Arcuri, B.S., CAC speaking on a “veteran” substance abuse therapist’s perspective and the basic principles in an Intensive Outpatient Program and a Relapse Prevention Group.

**Session 37-38**  
**Topic:** Ethical Practices  
**Objectives:** Students will be able to discuss the Five Step Model for Ethical Decision Making and illustrate how to apply it to particular ethical dilemmas they have encountered in their work.

**Exercise:** Each student presents a case study from their work illustrating how they worked through a situation in which two or more ethical principles were in conflict.

Session 39  Topic: Introduction to Treating Personality Disorders  
Objectives: Students will be able to compare and contrast the Beck Model of Cognitive Therapy for Personality Disorders and Jeffrey Young’s Schema-Focused approach including:
1) Use of Young’s Schema Questionnaire  
2) Pattern identification  
3) Cognitive interventions  
4) Use of the relationship for issues of disconnection  
5) Experiential techniques  
6) Behavior pattern breaking  
7) Cognitive profiles of specific Axis II Disorders  

Sessions 40-42  Topic: First Hour: Student-Led Didactic Presentation demonstrating strategies for scholarly inquiry (Sample topic from previous year: Cognitive Behavioral Group Therapy for Oppositional Defiant Disorder)  
Second Hour and Sessions 41 & 42: Cognitive Therapy for Personality Disorders: Part 2 & 3  
Objectives: Students will be able to describe and demonstrate the following core skills in working with personality disordered patients:
1) Identifying and modifying core beliefs  
2) Maintaining the therapeutic relationship and mending ruptures in the alliance via met-communication  
3) Handling suicidal crises  
4) Handling intense emotional reactions from both patient and therapist  
5) Effective limit setting  
6) Strategies for maintaining perspective and the right attitude and realistic expectations for progress  
7) Core DBT modules: 
   a. Distress Tolerance Skills  
   b. Emotion Regulation Skills  
   c. Interpersonal Effectiveness Skills  
   d. Core Mindfulness Skills
Exercises: Videotaped demonstrations of faculty working with personality disordered patients and employing these core skills followed by individual student role plays with analysis and discussion.

Ethics/Diversity Forum: last 15 minutes


Session 43

**Topic:** Cognitive Behavioral Therapy with Couples

**Objectives:** Students will be able to describe

1) Common misconceptions and assumptions couples make about relationships and therapy
2) Common problems
   a. Communication deficits
   b. Intense displays of emotion
   c. Cognitive distortions
   d. Lack of positive activities and experiences
   e. Power and influence
3) Overview of the Cognitive Therapy Model
4) Stages of treatment
   a. History and conceptualization of couple’s problems
   b. Emotional management
   c. Increase positive behaviors/activities in relationship
   d. Teach couple to identify, test, and respond to automatic thoughts
   e. Teach communication skills
   f. Explore emotions such as sadness, fear, and anger
   g. Teach problem Solving Strategies
   h. Identify and change dysfunctional attitudes and core assumptions
   i. Relapse prevention

Ethics/Diversity Forum: last 15 minutes


Session 44

**Topic:** First Hour: (Third) Student-Led Didactic Presentation demonstrating strategies for scholarly inquiry (Sample topic from previous year: Contributions of Neuropsychological Assessment to Cognitive-Behavioral Therapy and Case Conceptualization)
Second Hour: Issues in Working with Gay/Lesbian/Bisexual/Transgendered Patients

**Objectives:** Students will be able to identify and discuss

1. Common assumptions and misconceptions about working with GLBT patients
2. Key issues and adaptations therapists must make to work effectively and sensitively with this population.
3. Identity development and coming-out issues
4. Effects of external and internalized homophobia

**Exercises: Ethics/Diversity Forum:** last 15 minutes


**Session 45**

**Topic:** Psychopharmacology: The Basics

**Guest Speaker:** Barry Shapiro, M.D.

**Sessions 46-50**

**Topic:** First Hour: (Fourth) Student-Led Didactic Presentation demonstrating strategies for scholarly inquiry (Sample topic from previous year: Treating Anxiety Disorders in Children)

**Second Hour and Sessions 47-50: Group Identified Topics**

**Objectives:** (Sample topics from previous years):

1. Developing an agenda when a client presents with vague complaints and poorly defined goals
2. Treating Somatization Disorders
3. Treating OCD
4. Treating Eating Disorders
5. Handling Mandated and Legally Involved Cases
6. Handling treatment Non-Compliance
7. Handling touch, gifts, and self-disclosure in therapy
8. Managing intense emotional reactions to difficult/chronically suicidal patients
9. Therapist self-care
10. How to stay current with the research literature while maintaining a full caseload

**Exercises: Ethics/Diversity Forum:** last 15 minutes
Intern Evaluation Procedures

Interns are in a unique position. They are participants in a formal, structured educational program and yet they are, in a limited sense, professional practitioners who receive a stipend for the performance of certain services.

While it is important to recognize the duality of the intern role, it is also necessary to establish evaluative and disciplinary policies in the context of both education and practice (in order to avoid a confusing mixture of values and procedures).

The following procedures, therefore, are intended to deal with students in an educational process carried out in the setting of professional patient care.

Interns’ educational progress is measured regularly by the teaching faculty through first-hand observation of clinical performance, oral examination, and other accepted means of measuring professional growth. A baseline measure of basic skills in cognitive behavioral therapy is obtained in the first few weeks of the internship by rating a videotape or role play of the intern conducting a standard CBT session using the Cognitive Therapy Rating Scale (see below). The intern is rated again after having completed 6 months of the internship and again at the end of the year. Minimum expectations are that an intern’s total score on the scale, summed across the eleven domains, will improve by 5 points from baseline to mid-year and by another 5 points from mid-year to the end of the year.

In addition, supervisors submit a semi-annual formal evaluation of each intern’s progress using the Intern Competencies Evaluation Form (see below). Interns are evaluated after they have completed six months of their internship training and at the end of the year. A form is given to each key supervising psychologist that invites commentary on both specific areas of skill as well as general professional demeanor. These evaluations will be discussed with the intern and then signed by both the intern and the supervisor.

Interns are given the opportunity to respond to any comments made by the supervisor with which they disagree and to have the response included with the evaluation. Evaluations are to be based on an accurate portrait of each intern’s work. Accordingly, supervisors should observe sessions, view videotapes, and/or listen to audiotapes of sessions on a regular basis. There should be clear, on-going communication between interns and their supervisors throughout the year on areas of strength and weakness. The feedback they receive in the formal evaluation process should never come as a surprise to the intern as they should be obtaining this information regularly over the course of the year in supervision in an ongoing fashion.

The Director of Clinical Training for the WellSpan Internship will receive and review these forms. If the evaluation reveals that an intern is having minor difficulties, the Director of Clinical Training may a) obtain more information from the key supervisor(s); b) meet with the Service Line Director of WellSpan Behavioral Health to discuss the nature of the difficulties, and/or c) discuss the difficulties with the intern. If an intern appears to have significant difficulties, the following process will be initiated:
1. The evaluation will be presented to the clinical staff of WellSpan internship program. A preliminary determination will be made as to whether the difficulty appears to be of a long-standing nature or specific to this particular internship site. Contacting the intern’s University Clinical Director may be an option in attempting to determine the scope of the problem, especially if it is suspected that it is of a long-standing nature.

2. Based on the recommendation of the clinical staff, the Director of Training and the student may be required to develop a remediation plan to address the specific area(s) of difficulty and submit such plan to the clinical staff for review and monitoring. The school’s clinical director will be notified of the areas of difficulty and the proposed remedial plan.

3. Failure to successfully resolve the area(s) of difficulty could result in an unsatisfactory completion of the internship and/or termination of the internship.

4. If the intern fails to complete the internship successfully and termination from the internship is recommended, the intern can initiate the grievance procedure as outlined on page 26.

Interns are evaluated twice a year, giving them an opportunity to improve and provide remediation if necessary. At the conclusion of the internship program, interns are provided with a final performance evaluation which is also provided to the intern’s academic advisor.

The format of the evaluation is a 5-point scale with 1 defined as “Does Not Meet Expectations”; 2 as “Partially Meets Expectations”; 3 as “Meets Expectations”; 4 as “Partially Exceeds Expectations”; and 5 as “Exceeds Expectations”. The expected level of competency to remain in good standing by mid-year is that all rated objectives within each goal area will be at a competency rating of 2 or better and that at least 50% of all rated objectives within each goal area will be at a competence level of 3 or higher. The expected level of competency for successful completion of the internship is a mean rating of 3 or better in all seven goal areas averaged across objectives, with no objective being lower than 2.

**Definition of Problematic Behavior**

If the intern appears to be having significant difficulties, the process described below will be initiated. “Significant difficulties” is defined broadly as an interference in professional functioning which is reflected in one or more of the following ways: 1) an inability and/or unwillingness to acquire and integrate professional standards into one’s repertoire of professional behavior; 2) an inability to acquire professional skills in order
to reach an acceptable level of competency; and/or 3) an inability to control personal stress, strong emotional reactions, and/or psychological dysfunction sufficiently to prevent it from interfering with professional functioning.

It is a professional judgment as to when an intern’s behavior becomes problematic rather than simply “of concern.” Trainees commonly may exhibit behaviors, attitudes, or characteristics which, while of concern and requiring remediation, are not unexpected or excessive for professionals in training. Problems typically become identified as “significant” when they include one or more of the following characteristics:

1. The intern does not acknowledge, understand, or address the problem when it is identified;
2. The problem is not merely a reflection of a skill deficit which can be rectified by academic or didactic training;
3. The quality of services delivered by the intern is sufficiently negatively affected;
4. The problem is not restricted to one area of professional functioning
5. A disproportionate amount of attention by training personnel is required; and/or
6. The trainee’s behavior does not change as a function of feedback, remediation efforts and/or time.

**Remediation and Sanction Alternatives**

Once it has been identified, it is important to have meaningful ways to address problematic behavior. In implementing remediation or sanction interventions, the training staff must be mindful to balance the needs of the intern, the clients involved, and members of the intern training group and staff. The following are possible remediation and sanction interventions:

1. **Verbal Warning** to the intern emphasizes the need to discontinue the inappropriate behavior under discussion. No record of this action is kept.
2. **Written Acknowledgment** to the intern formally acknowledges:
   a. That the Director of Clinical Training (DCT) is aware of and concerned with the performance rating,
   b. That the concern has been brought to the attention of the intern,
   c. That the DCT will work with the intern to rectify the problem or skill deficits, and
   d. That the behaviors associated with the rating are not significant enough to warrant more serious action.

The written acknowledgement will be removed from the intern’s file when the intern responds to the concerns and successfully completes the internship.

3. **Written Warning** to the intern indicates the need to discontinue an inappropriate action or behavior. This letter will contain:
   a. A description of the intern’s unsatisfactory performance;
   b. Actions needed by the intern to correct the unsatisfactory behavior;
c. The time line for correcting the problem;
d. What action will be taken if the problem is not corrected; and
e. Notification that the intern has the right to request a review of this action.

A copy of this letter will be kept in the intern’s file. Consideration may be given to removing this letter at the end of the internship by the DCT in consultation with the intern’s supervisor and the Service Line Director of WellSpan Behavioral Health. If the letter is to remain in the file, documentation should contain the position statements of the parties involved in the dispute.

4. **Schedule Modification** is a time-limited, remediation-oriented closely supervised period of training designed to return the intern to a more fully functioning state. Modifying an intern’s schedule is an accommodation made to assist the intern in responding to personal reactions to environmental stress, with the full expectation that the intern will complete the internship. This period will include more closely scrutinized supervision conducted by the regular supervisor in consultation with the DCT. Several possible and perhaps concurrent courses of action may be included in modifying a schedule. These include:
   a. Increasing the amount of supervision, either with the same or other supervisors
   b. Change in the format, emphasis and/or focus of supervision;
   c. Recommending personal therapy
   d. Reducing the intern’s clinical or other workload
   e. Requiring specific academic coursework.

The length of a schedule modification period will be determined by the DCT in consultation with the primary supervisor and the Service Line Director.

5. **Probation** is also a time-limited, remediation-oriented, more closely supervised training period. Its purpose is to assess the ability of the intern to complete the internship and to return the intern to a more fully functioning state. Probation defines a relationship that the DCT systematically monitors for a specific length of time the degree to which the intern addresses, changes, and/or otherwise improves the behavior associated with the inadequate rating. The intern is informed of the probation in a written statement which includes:
   a. The specific behaviors associated with the unacceptable rating;
   b. The recommendations for rectifying the problem;
   c. The time frame for the probation during which the problem is expected to be ameliorated, and
   d. The procedures to ascertain whether the problem has been appropriately rectified.

If the DCT determines that there has not been sufficient improvement in the intern’s behavior to remove the Probation or modified schedule, then the DCT will discuss with the primary supervisor and the Service Line Director possible courses of action to be taken. The DCT will communicate in writing to the intern that the conditions for revoking the probation or modified schedule have not been met. This notice will include the course of action the DCT has decided to implement. These may include continuation of the remediation efforts for a specified time period or implementation of another alternative. Additionally, the DCT will communicate to the Service Line Director and
the intern’s program Director of Clinical Training that if the intern’s behavior does not change, the intern will not successfully complete the internship.

6. **Suspension of Direct Service Activities** requires a determination that the welfare of the intern’s client has been jeopardized. Therefore, direct service activities will be suspended for a specified period as determined by the DCT in consultation with the Service Line Director. At the end of the suspension period, the intern’s supervisor in consultation with the DCT will assess the intern’s capacity for effective functioning and determine when direct service can be resumed.

7. **Administrative Leave** involves the temporary withdrawal of all responsibilities and privileges with WellSpan. If the Probation Period, Suspension of Direct Service Activities or Administrative Leave interferes with the successful completion of the training hours required for completion of the internship, this will be noted in the intern’s file and the intern’s academic program will be informed. The DCT will inform the intern of the effects the administrative leave will have on the intern’s stipend and accrual of benefits.

8. **Dismissal from the Internship** involves the permanent withdrawal of all WellSpan responsibilities and privileges. When specific interventions do not, after a reasonable time period, rectify the problem behavior or concerns and the trainee seems unable or unwilling to alter her/his behavior, or the intern is unable to complete the internship due to physical, mental, or emotional illness, the DCT will discuss with the Service Line Director the possibility of termination from the training program or dismissal from WellSpan.

In some circumstances, the conduct of an intern may be considered sufficiently serious to warrant immediate suspension or dismissal from the Internship Program. Either administrative leave or dismissal would be invoked in cases of severe violations of the APA Code of Ethics, or when imminent physical or psychological harm to a client is a major factor.

The following are examples of such conduct:

- a. any action which materially jeopardizes the welfare of patients;
- b. the use or possession of alcoholic beverages, or the use or possession of illicit controlled substances while on duty or on WellSpan property;
- c. illegal, immoral, dishonest, or unprofessional behavior;
- d. failure to report to work as assigned, without notification of the proper individuals;
- e. breach of the intern’s contract with WellSpan;
- f. any improper conduct that represents grounds for immediate discharge as described in WellSpan’s Human Resources Policy ER-50.
If the Service Line Director determines that the conduct of the intern is sufficiently serious to warrant a suspension or dismissal from the Internship Program, the Service Line Director shall proceed as follows:

a. The Service Line Director shall convene a meeting of the Administrative Committee which consists of the Service Line Director and the Director of Training in addition to a representative from WellSpan Administration to discuss the matter, conduct any investigation the Administrative Committee deems appropriate and prepare written findings and recommendations. This meeting shall be held within five (5) business days of the Service Line Director being notified of the intern’s conduct.

b. The findings and recommendations of the Administrative Committee shall be given to the involved intern within five (5) business days of the Committee’s meeting.

c. In the event that the Administrative Committee recommends that the involved intern be suspended or terminated from the Internship Program, the intern may seek review of the decision as permitted in the Due Process Procedure described below.

d. When an intern has been dismissed, the DCT will communicate to the intern’s academic department that the intern has not successfully completed the internship.

Due Process: Procedures for an Intern Requesting Review of an Action

The intern may challenge and request a review of the action. The steps to be taken are listed below:

1. Notice:
   a. The intern submits a written request for review of an action to the DCT
   b. Within three days of a written request, the DCT must consult with the Service Line Director and implement a Review Panel by the procedures described below.

2. Hearing: The intern will have an opportunity to hear and respond to concerns. A Review Panel will be convened by the Service Line Director. The panel will consist of three staff members selected by the Service Line Director with recommendations from the DCT and the intern involved in the dispute. The intern has the right to hear all facts with the opportunity to dispute or explain the behavior of concern.
   a. Within five (5) work days, a hearing will be conducted in which the challenge is heard and relevant material is presented. Within three (3)
work days of the completion of the review, the Review Panel submits a written report to the Service Line Director, including any recommendations for further action. Recommendations made by the Review Panel will be made by majority vote.

b. Within three (3) work days of receipt of the recommendation, the Service Line Director will either accept or reject the Review Panel’s recommendations. If the Director rejects the panel’s recommendations, due to an incomplete or inadequate evaluation of the dispute, the Director may refer the matter back to the Review Panel for further deliberation and revised recommendations or may make a final decision.

c. If referred back to the panel, they will report back to the Service Line Director within five (5) work days of the receipt of the Director’s request of further deliberation. The Service Line Director then makes a final decision regarding what action is to be taken.

d. The DCT informs the intern, staff members involved, and, if necessary, members of the training staff of the decision and any action taken or to be taken.

3. Appeal: The intern will have an opportunity to appeal the actions taken by the Internship Program through submission of a letter to the Service Line Director within five (5) days of notification of the Hearing’s decision. The Service Line Director will then collaborate with the DCT and the intern’s applicable faculty member/department chair within their graduate program in order to determine an alternate course of action or maintain the hearing’s decision in consideration of the intern’s appeal. Formal documentation will occur of the appeal decision.

**Grievance Procedure**

In the event that an intern encounters any difficulties or problems (e.g. poor supervision, unavailability of supervisor, evaluations perceived as unfair, workload issues, personality clashes, other staff conflict) during his/her training experiences, the intern is strongly encouraged to first resolve the issue informally with the party involved. If the student has attempted to do so unsuccessfully or believes he or she is unable to do so without the assistance of an external party, the intern is encouraged to proceed through as many of the following steps as may be necessary for resolution of the problem.

1. Discuss the issue with the Director of Clinical Training or the Service Line Director, whose position is above the DCT. If the grievance is against the Director of Clinical Training, the intern should direct the complaint to the Service Line Director. At this initial exploratory stage, the student may speak confidentially to either of these members of the Clinical Training Committee who will help to clarify the problem. In some cases this contact may be sufficient to resolve the complaint.

2. If necessary, the Director of Clinical Training or the Service Line Director may, with the permission of the intern, perform an informal investigation which may include interviewing the parties involved or any party who has evidence concerning the validity of the complaint.
3. If this informal investigation fails to lead to a resolution of the grievance, the intern can initiate a formal grievance by putting the complaint in writing to the Director of Clinical Training within seven (7) days after a failure to resolve the issue informally. The written complaint should include a full, factual explanation of the complaint and a suggested solution and should be dated and signed. The Director of Clinical Training will review the problem, investigate the circumstances, and render a decision within 14 calendar days. This decision will be presented in writing to the intern.

4. If the decision is not satisfactory to the intern, she/he is encouraged within seven days to submit a written appeal to the Service Line Director that should include a full explanation of why the intern does not feel the proposed decision was satisfactory, a suggested solution, and should be dated and signed. The Service Line Director will review the problem, investigate the circumstances, and render a decision within 14 calendar days. This decision will be presented in writing to the intern. If the intern is not satisfied with this decision, she/he can continue the grievance process as outlined in the WellSpan Human Resources Grievance Policy.

Application Requirements

United States or Canadian Citizenship is required. Comprehensive Exams should be passed and the Dissertation Proposal should be approved by the start of the internship. Applicants from APA approved Ph.D. and Psy.D. programs in Clinical Psychology are preferred. Our Internship Program agrees to abide by the APPIC policy that no person at this training facility will solicit, accept, or use any ranking-related information from any intern applicant. Prospective interns are expected to apply for internship at WellSpan by completing the following materials. All application materials must be received by no later than November 1, 2011.

1. APPIC Uniform Application materials (including Professional Conduct Form, Practicum Documentation, Verification of Internship Eligibility and Readiness, etc.)
2. Curriculum vita
3. Official Graduate transcripts
4. One assessment report (remember to remove all identifying information)
5. A written report of a case conceptualization. The case conceptualization is to reflect a cognitive-behavioral framework for understanding the client and for intervention.
6. Three letters of reference (at least 2 must be from current supervisors)

Practica and Academic Preparation Requirements:
The applicants are expected to be enrolled in an APA accredited program in clinical psychology, although counseling psychology is considered acceptable and will be
Ph.D. and Psy.D. programs are preferred, and Ed.D. programs are considered acceptable. General coursework and training should include ethics/professional issues, multicultural competence, assessment, psychopathology, psychometrics, and treatment. Given the strong emphasis our internship places on training in cognitive behavioral therapy, some exposure to training in CBT is expected. We recommend a minimum of 450 AAPI intervention hours and 200 AAPI assessment hours be completed. Comprehensive Exams should be passed and the Dissertation Proposal should be approved by the start of the internship.

An onsite interview is required. Applicants are invited for interview via e-mail and can expect to receive notification of their interview status by December 15. Interviews are conducted from mid-November through mid-January. The interviews are one hour in length and are conducted on site with all three of our primary faculty.

Please submit all materials to:

Michael J. Eshleman, Ph.D.
Internship Director of Clinical Training
Center for Cognitive Therapy
WellSpan Behavioral Health
1600 South George Street
York, PA 17403
Tel.: 717-812-4200
Fax. 717-845-4791
Email: meshleman@wellspan.org
Training and Supervising Faculty

Service Line Director, Supervising Psychologist
Allen R. Miller, Ph.D, MBA
Areas of Interest: Cognitive Behavior Therapy with all ages; Anxiety/Mood Disorders; Medical Conditions/Pain; Personality Disorders; Addictions

Director of Clinical Training, Supervising Psychologist
Michael J. Eshleman, Ph.D.
Areas of Interest: Anxiety /Mood Disorders; Obsessive Compulsive Disorder; Older Adults; Personality Disorders; Cognitive-Behavioral Therapy; Solution Focused Therapy

Staff Psychologists:
Kathrine Bakke-Friedland, Ph.D.
Areas of Interest: Medical Psychology, HIV/AIDS, Addictions, Trauma/PTSD, Gay/Lesbian Issues, Cognitive-Behavioral Therapy

Michael Diller, Psy.D.
Areas of Interest: Children and Adolescent’s Social, Emotional, and Behavioral Needs, ADHD, Anxiety, Depression, Domestic Violence, Parent-Child Relational Issues

Kathleen Jansen, Psy.D.
Areas of Interest: Crisis Intervention, Trauma, PTSD, Cognitive Behavior Therapy with Adults, Disaster Mental Health, Emergency Services Workers/First Responders

Thomas Pallmeyer, Ph.D.
Areas of Interest: Adoption Related Issues, Men’s Issues (sexual dysfunction, career/relationship issues), PTSD, Anxiety Disorders, Child and Adolescent (ADHD, ODD, etc.); Young Adult Issues (emancipation, adjustment to adulthood)
I ______________________________, (Intern) have read and understand all material presented in this training manual.

Intern Signature________________________________________      ________________

Date

University: