

RCPA Telehealth Member Survey



Telehealth Survey Overview

- The survey was designed to measure the impacts of telehealth operations during the COVID 19 pandemic.
- The data and outcomes will contribute to our efforts to create a sustained platform for the delivery of telehealth services.
- The survey outcome and your feedback will be presented as part of RCPA efforts with our stakeholder community for the support and expansion of telehealth.
- The survey results represent responses from more than 125 RCPA member organizations across the continuum of service including Adult and Children's Mental Health, Drug and Alcohol, and Residential Services.
- More than 300 individual respondents provided feedback to each survey question.

Did you
provide
Telehealth
services prior
to COVID-19?

Yes
31%

• 95
Respondents

No
69%

• 213
Respondents
308 Total

Are you currently providing Telehealth as a direct result of COVID-19?

Yes 99%

- 303 Respondents

No 1%

- 4 Respondents

307 Total

Do you believe that
Telehealth services
has supported
improving access
to treatment for
patients in need of
services?

Completely Agree

78%

240 Respondents

Somewhat Agree

18%

55 Respondents

Neutral

2.5%

7 Respondents

Somewhat Disagree

0.5%

2 Respondents

Disagree

0%

Do you believe that *patients* are engaged and report having a good experience with Telehealth services?

Completely Agree

53%

162 Respondents

Somewhat Agree

41%

127 Respondents

Neutral

4%

15 Respondents

Somewhat
Disagree

2%

4 Respondents

Disagree

0%

Do you believe that *providers* are engaged and report having a good experience with Telehealth services?

Completely Agree

54%

164 Respondents

Somewhat Agree

40%

125 Respondents

Neutral

5%

15 Respondents

Somewhat Disagree

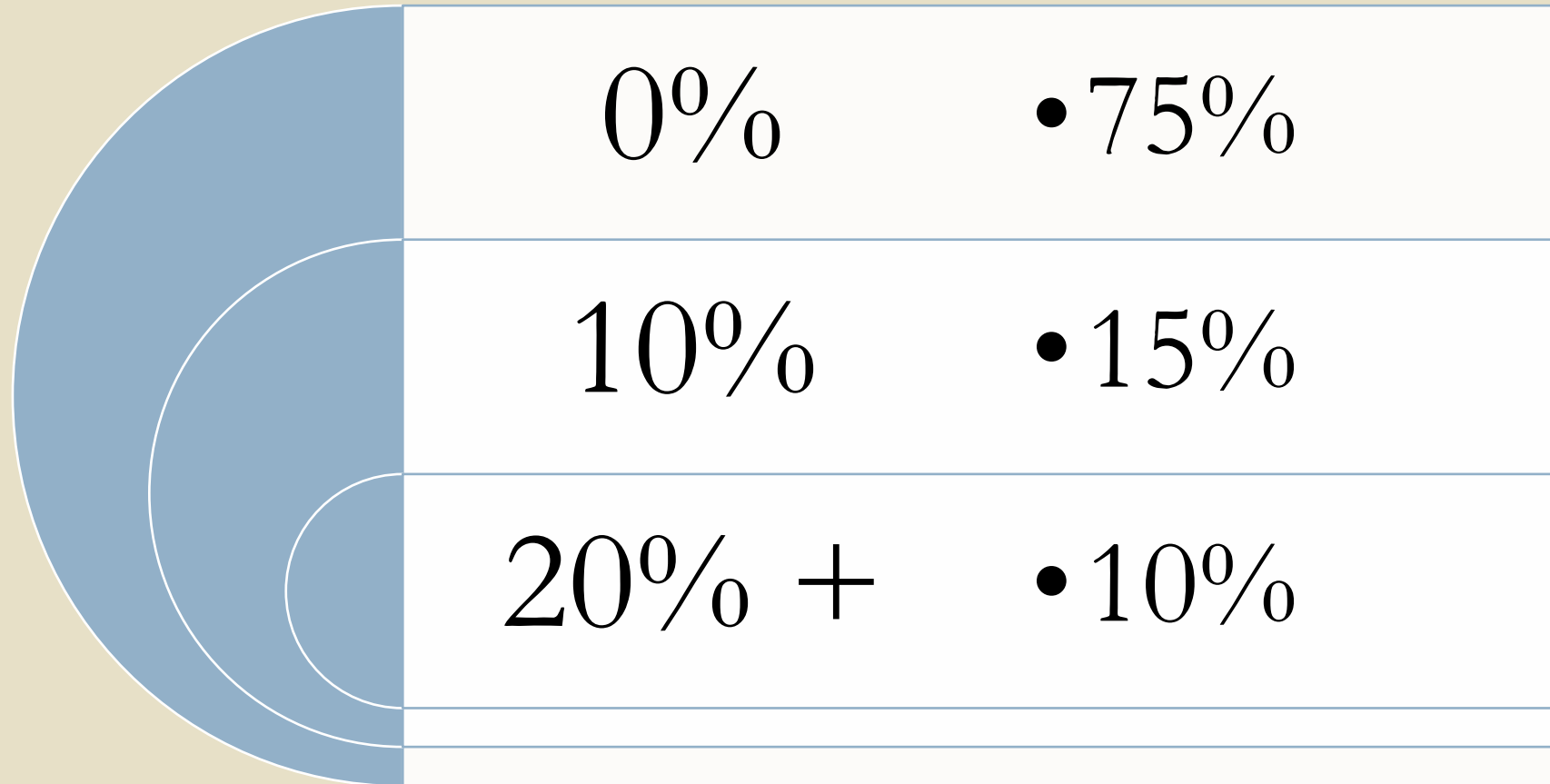
1%

45 Respondents

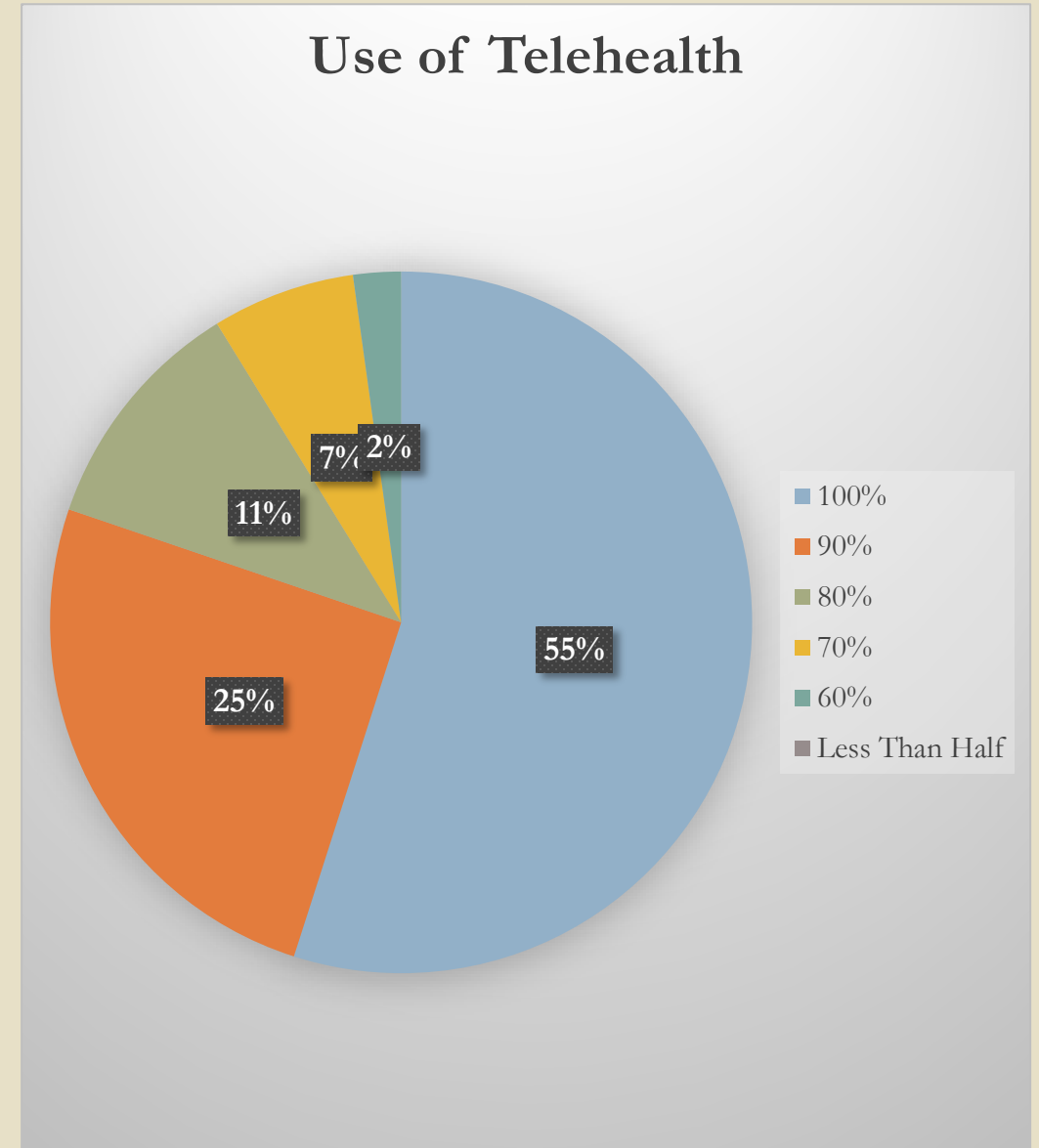
Disagree

0%

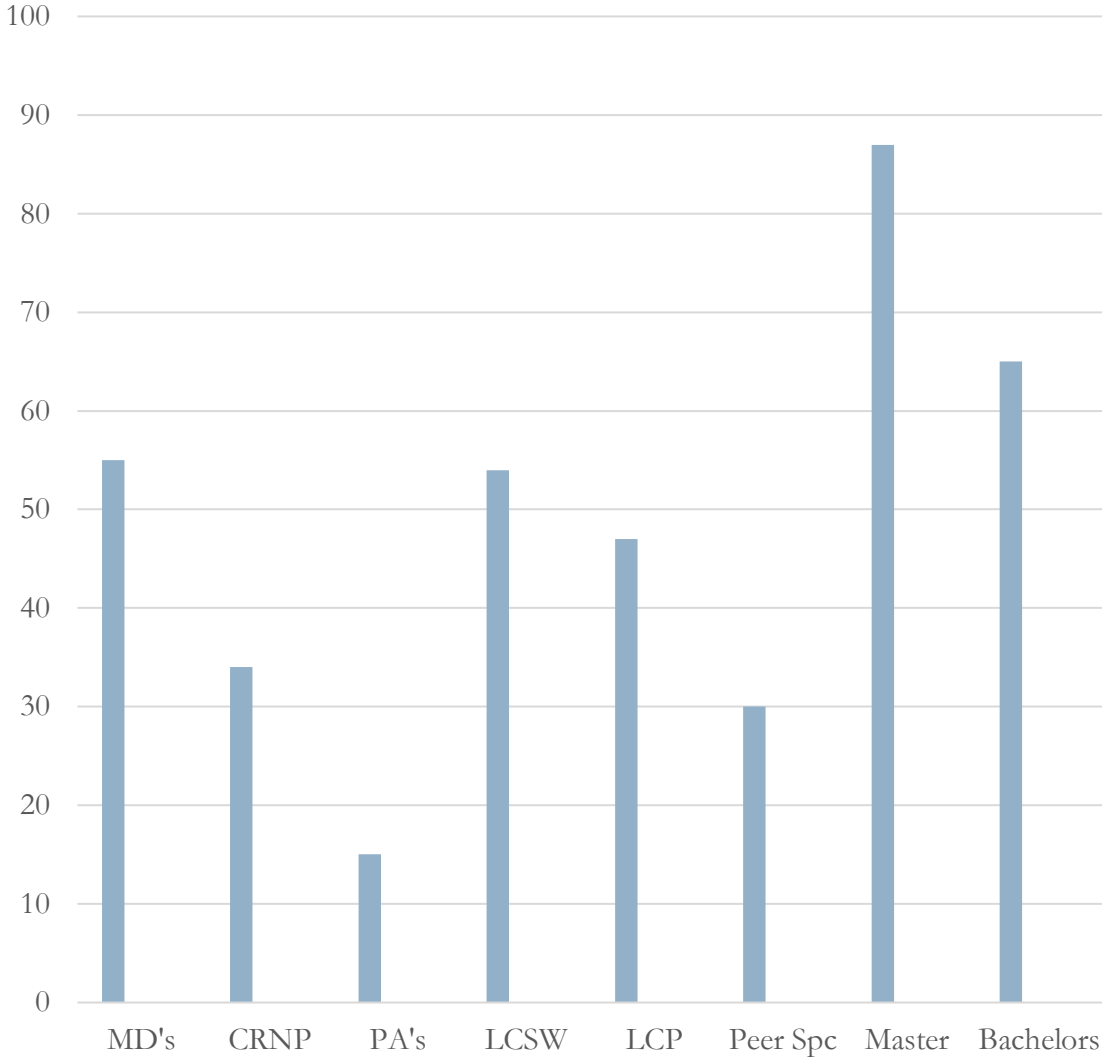
Percent of Telehealth services your agency provided prior to pandemic



Percent Of Telehealth Services Your Agency Provided During Pandemic



Practitioner by Position



Healthcare
Providers
Currently
Providing
Telehealth
Services

With Telehealth, has there been a decrease in time from referral to first day of service?

Completely Agree

27%

83 Respondents

Somewhat Agree

26%

77 Respondents

Neutral

35%

105 Respondents

Somewhat Disagree

3%

9 Respondents

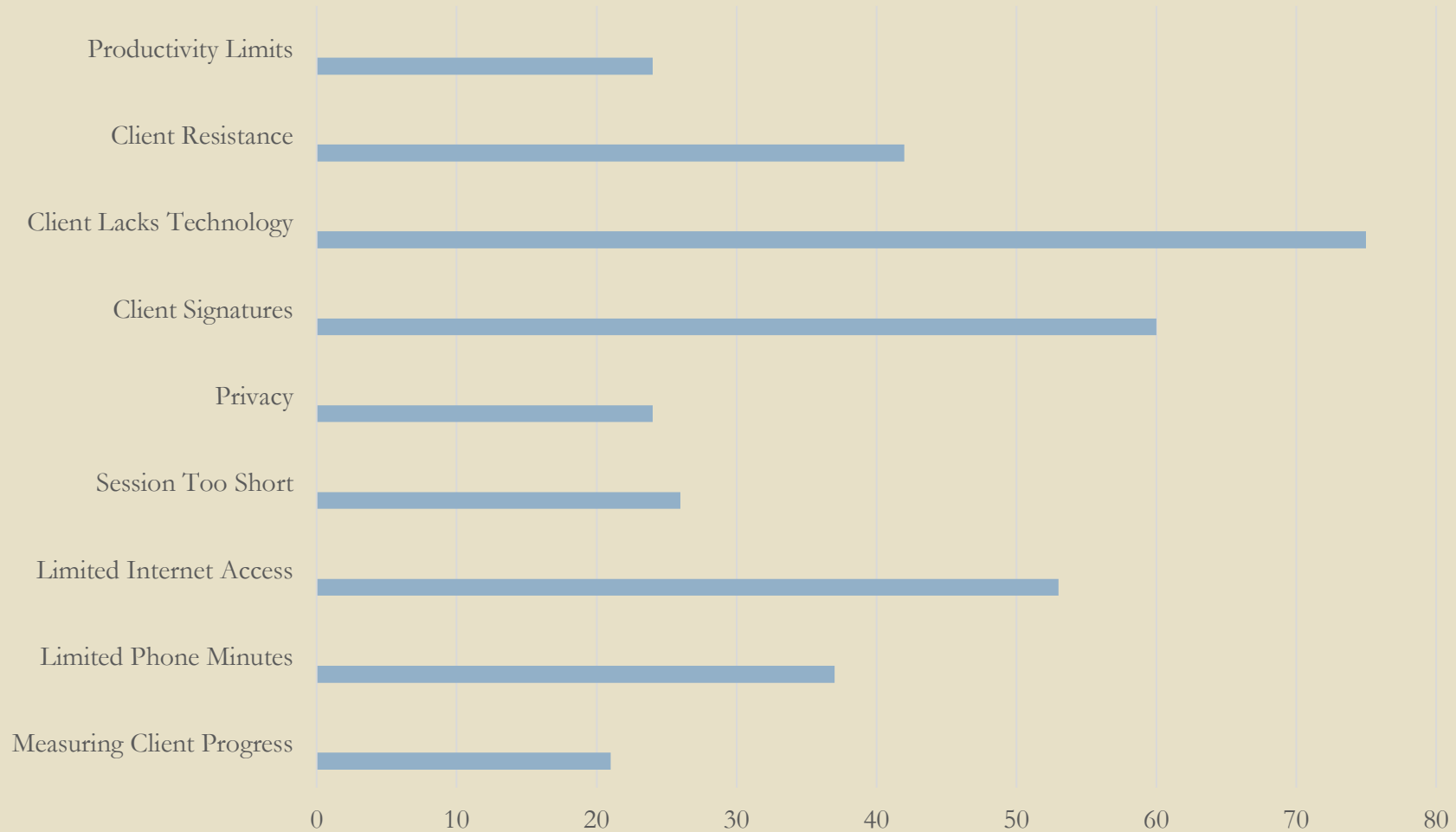
Disagree

9%

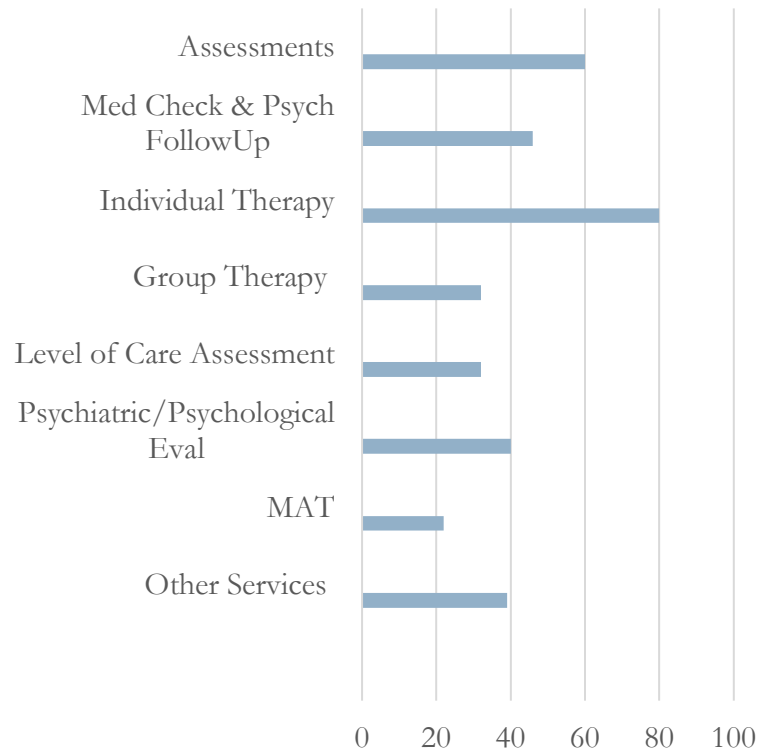
27 Respondents

What barriers have you experienced in the delivery of telehealth?

Barriers – 300 Respondents

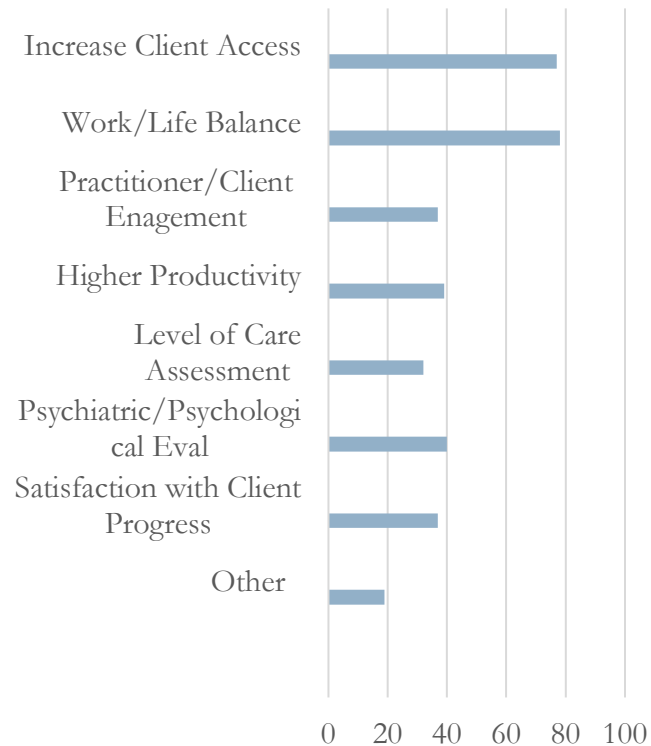


Telehealth Services – 306
Respondents



What Services Have Been Successful For Telehealth Delivery?

Staff Benefits – 303 Respondents



Positive Benefits Have Come To Your Staff In The Use Of Telehealth

Should Telehealth continue to be a viable, reimbursable service once COVID-19 is over ?

Yes 99%

- 307 Respondents

No 1%

- 1 Respondents

308 Total

Would you be willing to share agency telehealth data?

Yes 86%

- 259 Respondents

No 14%

- 43 Respondents

302 Total

RCPA Telehealth Survey Highlights

- 99% of respondents provided telehealth during pandemic as opposed to only 31% prior.
- More than 75% of respondents believed telehealth improved access for patients in need of service.
- More than 90% of patients and practitioners reported good experiences while using telehealth.
- More than half of respondents agreed that telehealth decreased the time from referral to first day of service.
- Most barriers to telehealth were attributed to use of technology & access issues.
- Telehealth practitioners reported high levels of success across multiple service features.
- Staff delivering telehealth reported several benefits, including increased client access, work life balance and achievable levels of productivity.
- 99% of respondents felt telehealth should continue to be a viable, reimbursable service once COVID-19 is over.

RCPA Telehealth Recommendations

- Create a Telehealth Services platform as an alternative and/or supplement to face-to-face services.
- Equate the rate of reimbursement to the rate for services delivered in person.
- Ensure HIPAA standards meet practitioners' needs to deliver services.
- Prohibit restrictions on location or setting of the provider's distant site.
- Allow providers to use any electronic or technological platform if it allows the provider to meet the same standard of care as an in-person visit and complies with federal privacy rule requirements.
- Establish a process guideline for documenting client signatures and other necessary case documentation.
- Develop solutions and funding for the technological challenges or barriers to telehealth.
- No session time restrictions based upon client need and treatment goals.
- Develop a Value Based funding approach like the alternative pay arrangements during the pandemic.
- Creation of a standardized data collection process.
- Establish certified training curriculums for providers on topics related to telehealth.
- Continue to study the impact of telehealth services across behavioral health disciplines.