RCPA Telehealth Member Survey

June 2020

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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 inching Adult and Children's Mental Health, Drug and Alcohol , and Residentials 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

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

Yes 99%

- 303 Respondents

No 1%

- 4 Respondents

307Total

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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%

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

Completely Agree	Somewhat Agree	Neutral
53%	41%	4%
162 Respondents	127 Respondents	15 Respondents

Somewhat Disagree	Disagree
2%	0%
4 Respondents	

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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%
45Respondents

Disagree
0%

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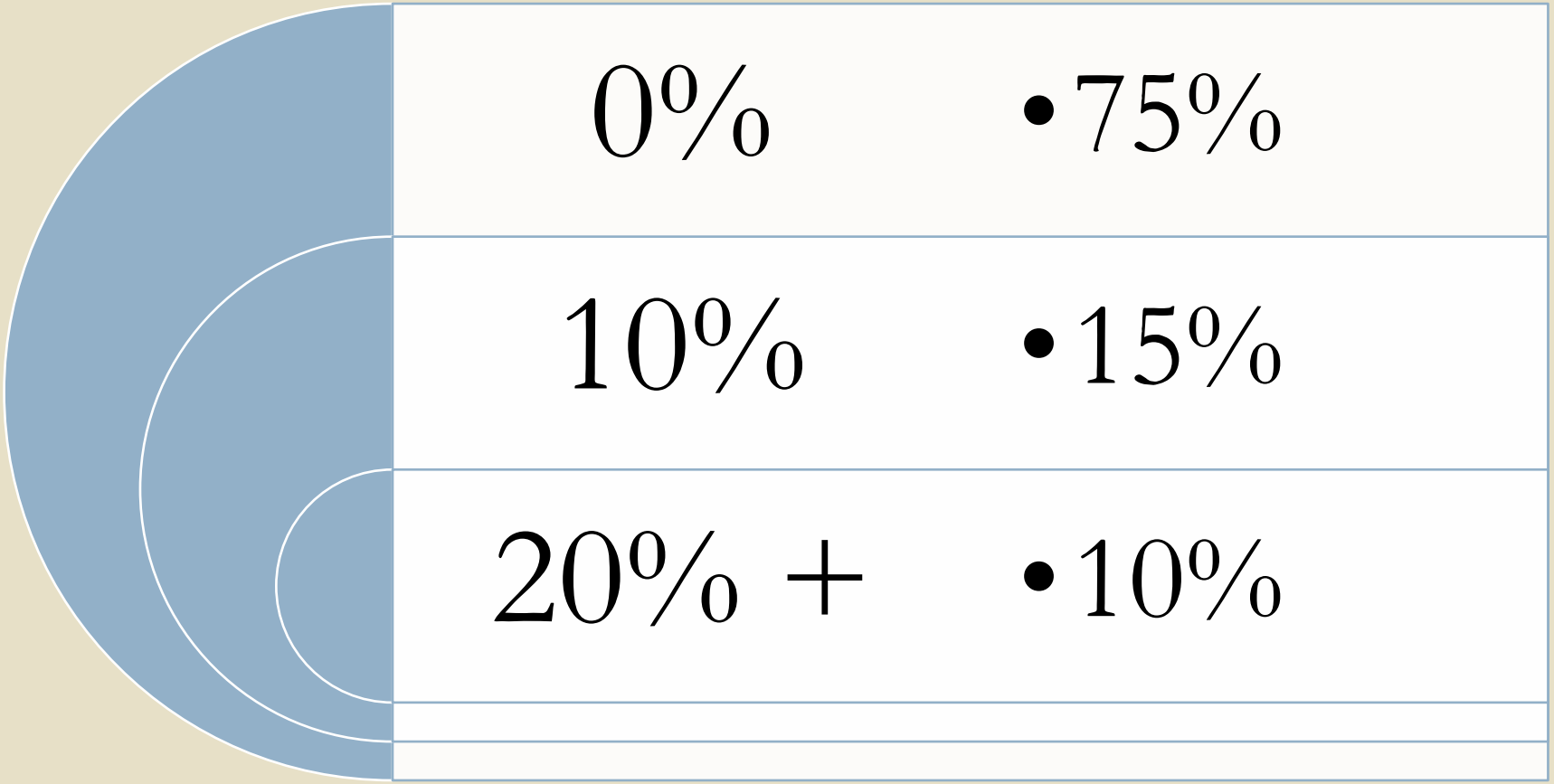
Percent of Telehealth services your agency provided prior to pandemic



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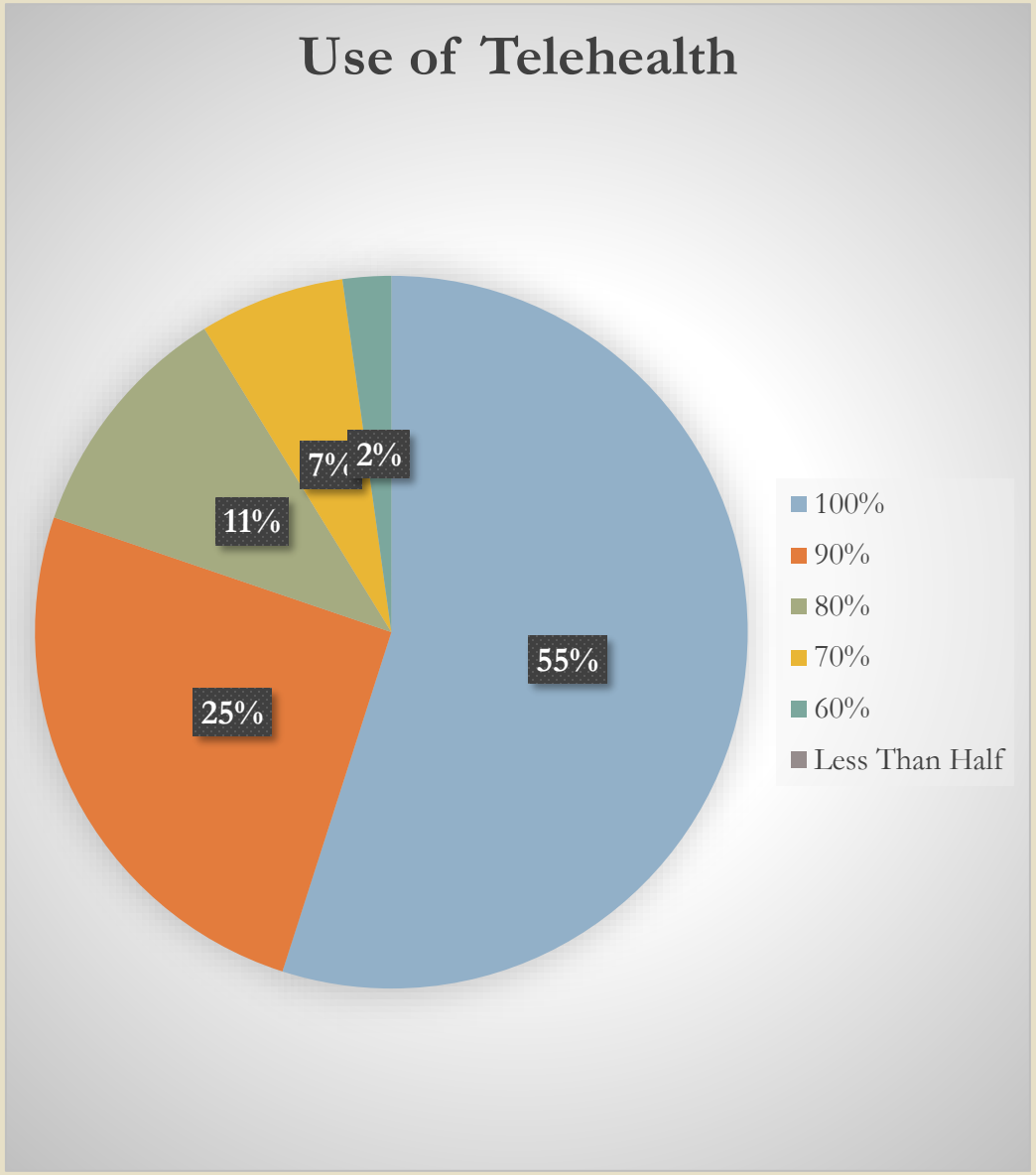
PERCENT OF TELEHEALTH SERVICES YOUR AGENCY PROVIDED DURING PANDEMIC



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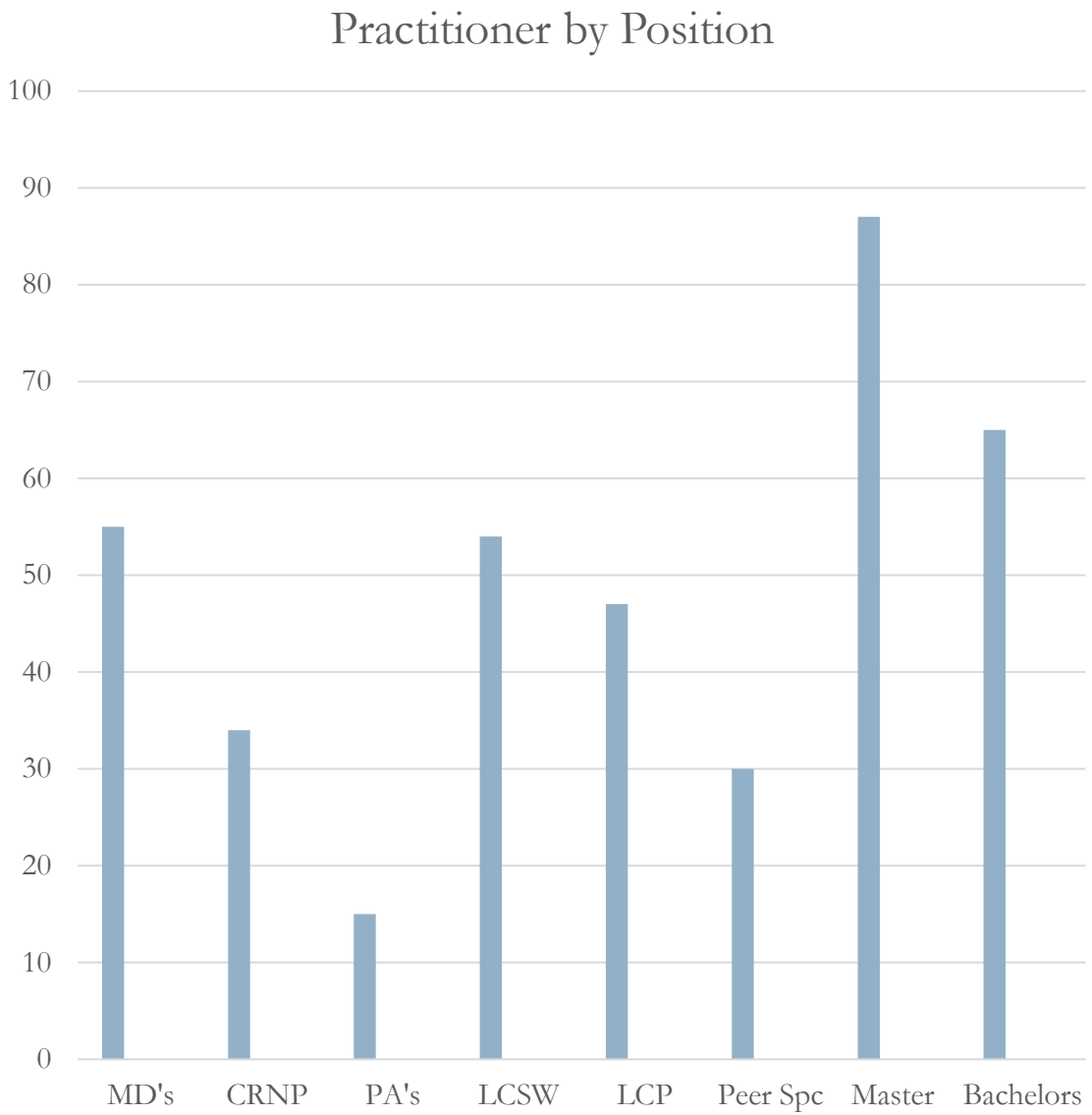

HEALTHCARE PROVIDERS CURRENTLY PROVIDING TELEHEALTH SERVICES

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

Completely Agree	Somewhat Agree	Neutral
27%	26%	35%
83 Respondents	77 Respondents	105 Respondents

Somewhat Disagree	Disagree
3%	9%
9 Respondents	27 Respondents

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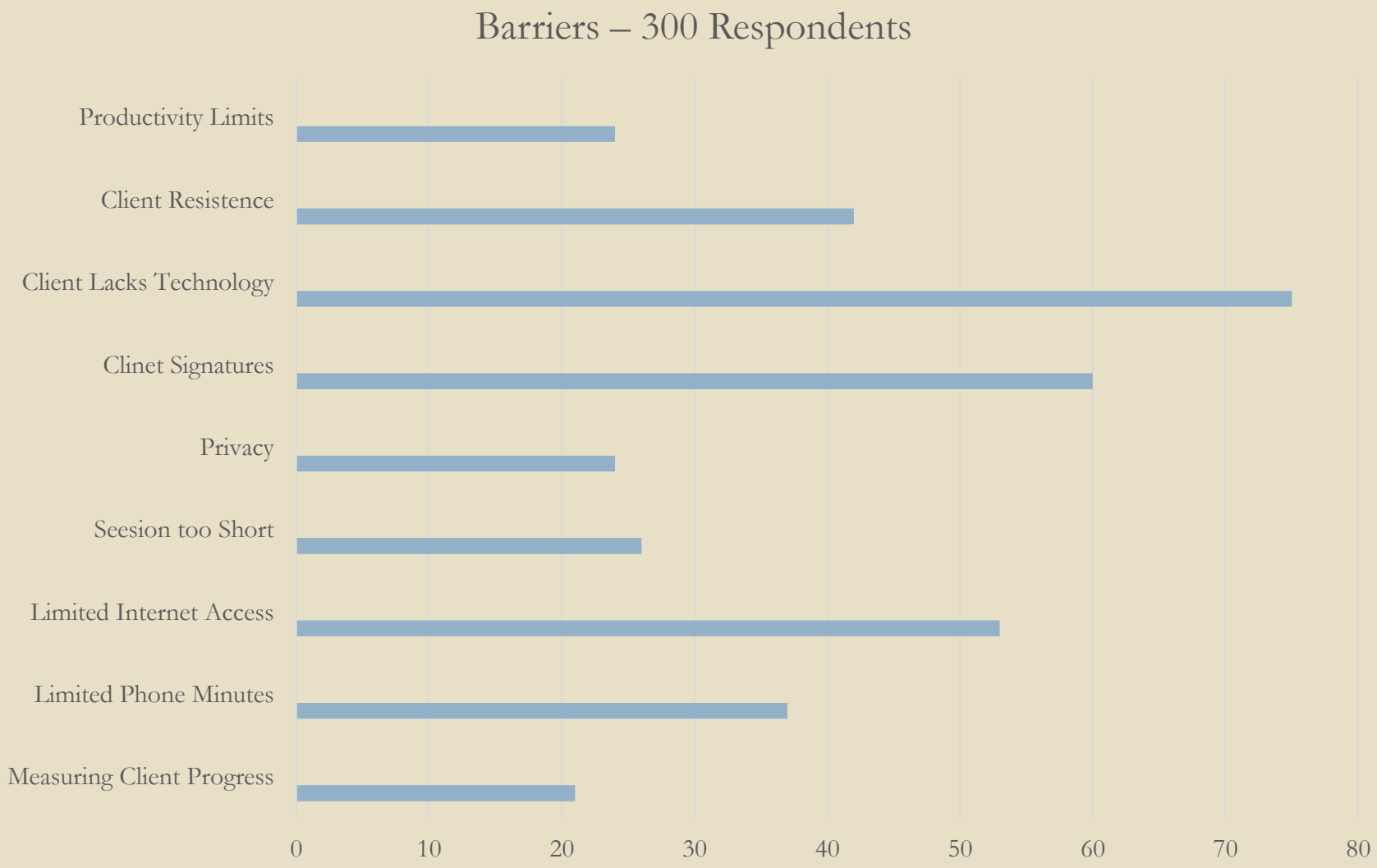
What barriers have you experienced in the delivery of telehealth?



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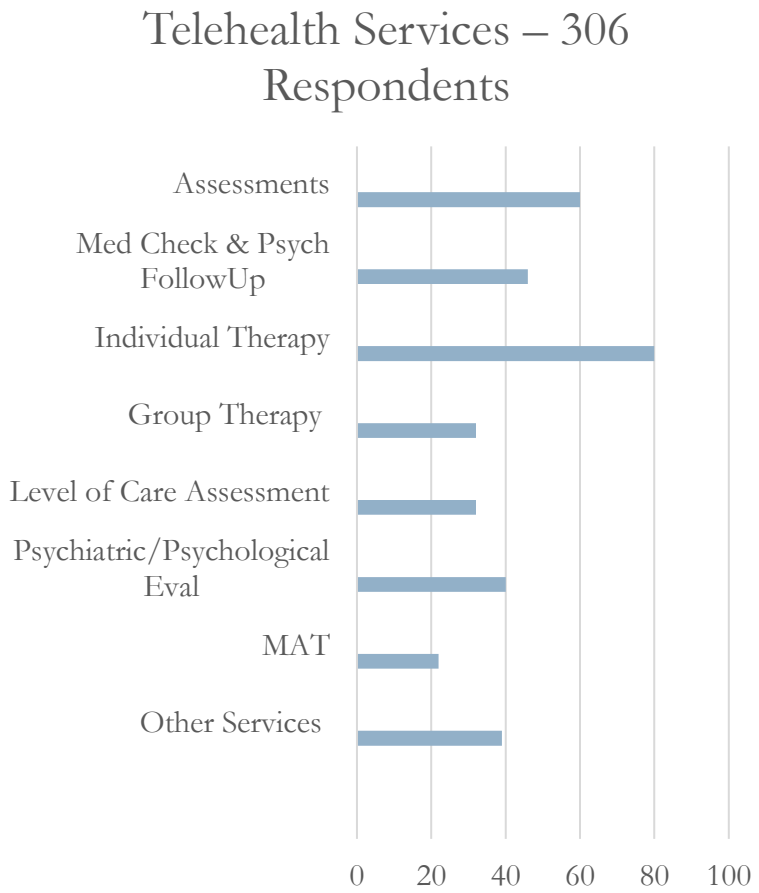

WHAT SERVICES HAVE BEEN SUCCESSFUL FOR TELEHEALTH DELIVERY?

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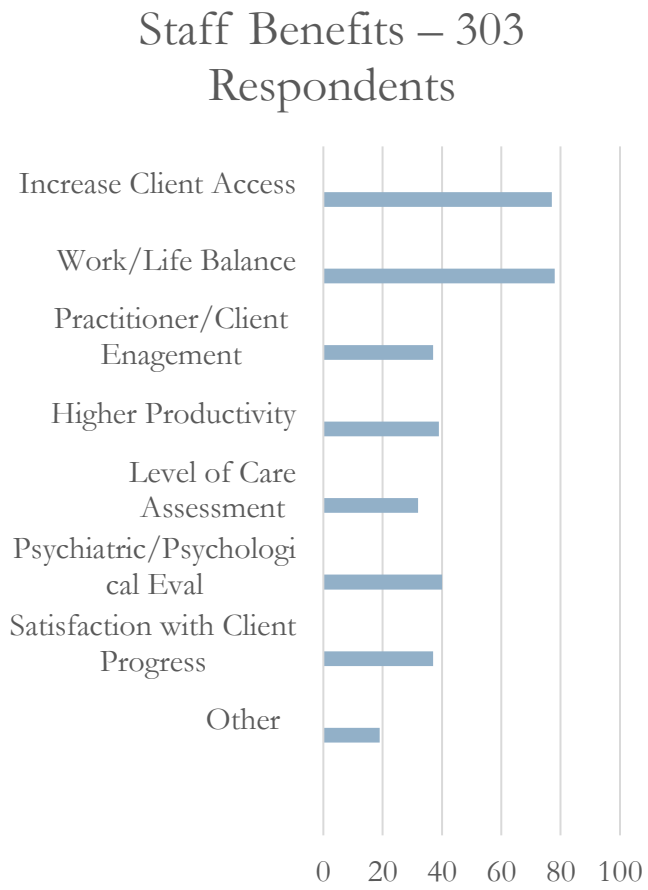

POSITIVE BENEFITS HAVE COME TO YOUR STAFF IN THE USE OF TELEHEALTH

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

Yes 99%

- 307 Respondents

No 1%

- 1 Respondents

308 Total

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Would you be willing to share agency telehealth data?

Yes 86%

- 259 Respondents

No 14%

- 43 Respondents 302 Total

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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 befits 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.

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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 HIPPA 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.