To address the impacts of the COVID-19 pandemic, state and federal leaders are changing policies that impact the way behavioral health services are delivered. These changes will impact future decisions, particularly as federal and state legislatures move forward in budget and policy discussions. To help ensure you have a voice in those critical conversations, the National Council has partnered with Qualifacts to collect data on the opportunities and impacts of virtual care environments during and after the COVID-19 pandemic.

This survey is intended for behavioral health care providers and organizational executives. This survey is voluntary and should take X minutes to complete. The information collected through this survey will be shared with survey respondents and will help to inform future policy advocacy and practice recommendations.

Thank you for your time and attention. For questions about this survey please contact [jeremya@thenationalcouncil.org](mailto:jeremya@thenationalcouncil.org)

**Demographics**

* Date implemented
* State
* Zip code
* Which of the following best describes your employing organization? (check all that apply)
  + Community mental health organization
  + Hospital/health system
  + Clinic/ambulatory care facility (primary or specialty care)
  + Private practice (primary or specialty care)
  + Federally qualified health center (FQHC)
  + Certified Community Behavioral Health Clinic (CCBHC)
  + Crisis service center
  + Substance use disorder treatment organization
  + Recovery Community Organization (RCO)
  + Social service agency
  + Rural Health Clinic
  + Critical Access Hospital
  + Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* What i telehealth technology platform does your organization currently use, if any?
* Which Electronic Health Record (EHR) does your organization currently use, if any?
* Your role List
  + Chief Executive Officer
  + Vice President
  + Director
  + Manager
  + Therapist/Counselor
  + Case Manager
  + Peer Provider
  + System Administrator
  + Consultant
* First Name, Last Name
* Organization Name
* Organization Size Number of Employees

**Please take a few minutes to complete the appropriate survey (Provider/Clinician, Executive/Administrator**) using the links below.

**Provider (Clinician, Physician, Case Manager, Direct Service Provider, Peer Worker, etc)**

1. Maintaining communication and engagement with our clients is difficult today in a virtual care environment
   1. 1 – strongly disagree
   2. 2 – disagree
   3. 3 – neutral
   4. 4 – agree
   5. 5 – strongly agree
2. The main ways we stay connected with our clients in a virtual care environment are by using a (rate 0-5 with 5 being the most utilized and 0 being not utilized)
   1. Land line phone calls
   2. Mobile phone calls
   3. Video technology commonly available on smart phones and other devices (e.g., Zoom, Facetime, Google Duo, etc.)
   4. Text messaging
   5. Email
   6. U.S. mail
   7. Virtual interpretation and translation services
   8. Patient engagement tools (medication management, self-help, symptom tracker apps, health monitoring, chronic health management)
   9. Other (list?)
3. The most important technological capabilities that will be required to support care providers in the future for virtual care will be (rate 1-5 with 5 being the most important and 1 being not important)
   1. Comprehensive telehealth platforms
   2. Patient engagement solutions – to enhance care between sessions
   3. Patient portals
   4. Staff engagement solutions – to enhance communication with staff members
   5. Virtual clinical supervision solutions
   6. Customer relationship management (CRM) solutions
   7. Symptom trackers
   8. Medication reminders
   9. Referral management
   10. Virtual payment capture
   11. Other (list)
4. Overall, what has been your experiences with remote prescribing of controlled substances since the policy changes related to COVID-19?
5. Positive
6. Neutral
7. Negative
8. N/A

Please explain

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What percentage of your clients have access to the right technology to support receiving care virtually
   1. 0-25%
   2. 26-50%
   3. 51-75%
   4. 75%+
2. I prefer providing care virtually to traditional care models
   1. 1 – strongly disagree
   2. 2 – disagree
   3. 3 – neutral
   4. 4 – agree
   5. 5 – strongly agree
3. I am concerned about maintaining my connections with peers and supervisors in a virtual care environment
   1. 1 – strongly disagree
   2. 2 – disagree
   3. 3 – neutral
   4. 4 – agree
   5. 5 – Strongly agree
4. Our current electronic health record (EHR) has the right capabilities and reporting to support us in a virtual care model
   1. 1 – strongly disagree
   2. 2 – disagree
   3. 3 – neutral
   4. 4 – agree
   5. 5 – strongly agree
5. Other than our EHR, I have the right technologies to provide virtual care
   1. 1 – strongly disagree
   2. 2 – disagree
   3. 3 – neutral
   4. 4 – agree
   5. 5 – strongly agree

10. The most important technological capabilities that will be required to support us in the future for virtual care will be (rate 0-5 with 5 being the most important and 0 being not important)

a. Comprehensive telehealth platforms

b. Patient engagement solutions – to enhance care between sessions

c. Patient portals

d. Staff engagement solutions – to enhance communication with staff members

e. Virtual supervision

f. Customer relationship management (CRM) solutions

g. Symptom trackers

h. Medication reminders

i. Referral management

j. Virtual payment capture

k. Other (list)

1. The main concerns our clients have expressed today in regard to receiving care virtually are (1-5)
   1. Difficulty understanding technology
   2. Access to internet
   3. No cell phone/home phone
   4. Limited or no cell phone data
   5. Poor connectivity
   6. Concerns around lack of insurance coverage or ability to pay for services
   7. Concerns over privacy
   8. Comfort level with sharing personal information in a virtual environment

EXECUTIVE/ADMINISTATOR:

1. \*Are you a CEO or are you responding on behalf of your CEO? *(screener question)*
   1. *Yes*
   2. *No*
2. Prior to the COVID-19 crisis, the percentage of care your organization provided virtually was:
   1. 0-20%
   2. 21-40%
   3. 41-60%
   4. 61- 80%
   5. 81%+

Estimate the number of clients who received services virtually prior to the covid-19 crisis:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Today, the percentage of care your organization provides virtually (including phone, video, email, text, messaging, etc.) is
   1. 0-20%
   2. 21-40%
   3. 41-60%
   4. 61- 80%
   5. 81%+

Estimate the number of clients who received services virtually in the last 30 days

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How important are changes in state and/or federal regulations in your decision to migrate to virtual care?
   1. 1 – Not important at all
   2. 2 –Not very important
   3. 3 – neutral
   4. 4 – Somewhat important
   5. 5 – Very important
   6. Not applicable
2. Assuming the current environment of federal and state deregulation and reimbursement rates remain the same, what percentage of virtual care do you expect to provide in the future?
   1. 0-20%
   2. 21-40%
   3. 41-60%
   4. 61- 80%
   5. 81%+
3. Our no-show rate across our programs prior to the COVID-19 crisis was:
   1. 0-10%
   2. 11-20%
   3. 21-30%
   4. 31-40%
   5. 41-50%
   6. 50%+
4. Our no-show rate across our programs now is:
   1. 0-10%
   2. 11-20%
   3. 21-30%
   4. 31-40%
   5. 41-50%
   6. 50%+
5. Our current electronic health record (EHR) has the right capabilities and reporting to support us in a virtual care model
   1. 1 – strongly disagree
   2. 2 – disagree
   3. 3 – neutral
   4. 4 – agree
   5. 5 – strongly agree
6. The COVID-19 crisis has highlighted to us that we need to begin a search for a new Electronic Health Record (EHR) that has the right capabilities to support a virtual care environment?
   1. Yes
   2. No
7. Other than our Electronic Health Record (EHR), we have the right technologies to provide virtual care
   1. 1 – strongly disagree
   2. 2 – disagree
   3. 3 – neutral
   4. 4 – agree
   5. 5 – strongly agree
8. The most important hardware technologies our clinicians and care providers need to support virtual care are (rate 1-5 with 5 being the most important and 1 being not important)
   1. Laptop computer
   2. Tablet
   3. Smart phone
   4. Air card / Hotspots
   5. Off-line capabilities (Disconnected from the internet)
   6. Speech to text software
   7. VPN/Remote Access
9. The most important technological capabilities that will be required to support us in the future for virtual care will be (rate 1-5 with 5 being the most important and 1 being not important)
   1. Comprehensive telehealth platforms
   2. Patient engagement solutions – to enhance care between sessions
   3. Patient portals
   4. Staff engagement solutions – to enhance communication with staff members
   5. Virtual clinical supervision solutions
   6. Customer relationship management (CRM) solutions
   7. Symptom trackers
   8. Medication reminders
   9. Referral management
   10. Virtual payment capture
   11. Telephonic-only interventions
   12. Other (list)
10. As a result of the COVID-19 crisis and the shift to virtual care, our revenue today has:
    1. Increased – by what %
    2. Decreased – by what %
    3. No Change
    4. Not applicable