

NAATP

WEBINAR

# SERIES

## COVID-19 and the Rapid Transition to Telehealth: Understanding the Impact



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Nick Hayes, PhD



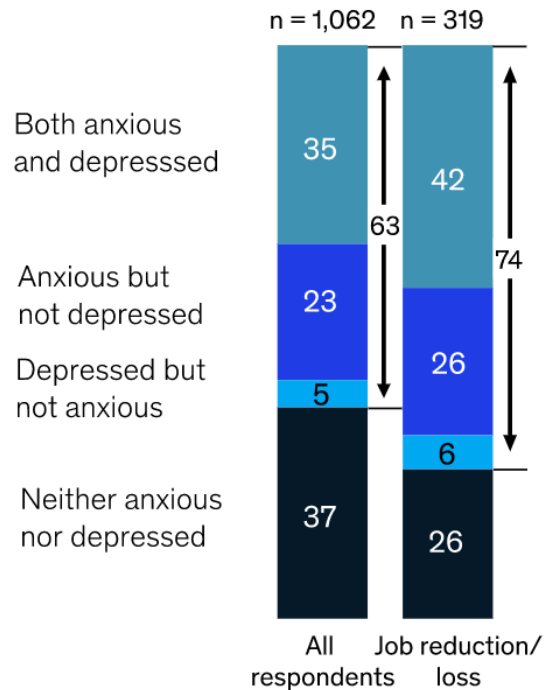
Annie Peters, PhD

# Objectives

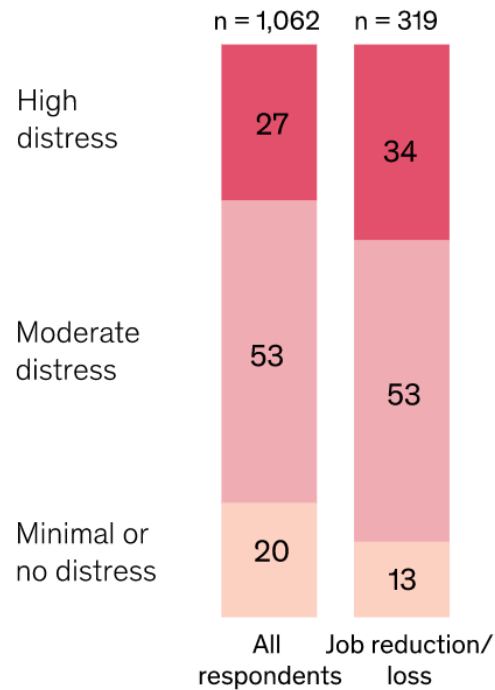
- Review recent research on effectiveness of addiction treatment delivered through virtual services
- Address the clinical impact of COVID-19 on individuals with substance use disorders (SUDs)
- Discuss online tools and resources available to help providers develop and deliver virtual services
- Utilize a newly-developed online client impact tool to measure the effects of COVID-19 on individuals with SUDs, as well as their responses to virtual services

# Reported signs of distress related to COVID-19 in the United States

## Respondents reporting feeling anxious or depressed in past week % of respondents



## Respondents' reported level of distress related to COVID-19 % of respondents



## Respondents' levels of reported substance use



**1 out of 4** reported **binge drinking\*** at least once in the past week



**1 out of 5** reported taking **prescription drugs** for non-medical reasons



**1 out of 7** reported using **illicit drugs**

\* As defined by National Institute on Alcohol Abuse and Alcoholism,  $\geq 5$  drinks for men and  $\geq 4$  drinks for women

QFEEL1. Over the past week have you felt anxious?

QFEEL2. Over the past week have you felt depressed?

QFEEL2a. Please indicate your level of distress related to the Coronavirus/COVID-19 pandemic (10-point scale from least distressed to most distressed).

"High" is 8–10, "Moderate" is 4–7, and "Low" is 1–3).

QEMP5. Since the Coronavirus/COVID-19 began impacting the US, has the number of hours you have worked increased, decreased, or stayed the same?

Source: McKinsey COVID-19 Consumer Survey, 3/29/2020

# Impact of COVID-19

## On Clients and People in Recovery

- Social isolation
- Financial/housing problems, unemployment
- Unsafe home environments
- Increased stress, anxiety, depression, grief & loss
- Increased substance use
- Disconnection from treatment providers
- Peer support meetings all online

## On Treatment Providers

- Unexpected expenses
- Decreased client engagement
- Rapid adaptation to online services
- Staffing issues
- Client/staff trauma reactions
- Compassion fatigue

# NAATP's COVID-19 Resource Page

COVID-19 Resources
COVID-19 Webinar Series
Data Collection During COVID-19
Provider FAQs
Provider Resources
Telehealth Resources
Employer Resources
Treatment Center Policies and Communication
Industry COVID-19 Webinars

# Data Collection During COVID-19

- Why are we talking about this?
- Q & A videos with researchers
- Measurement tools & systems
  - Screening and assessment
  - Progress measurement during treatment
  - Client feedback
  - Outcomes
  - COVID-19 impact tool

# Telehealth: Setting the Stage

*What changes in our culture support telehealth practices?*

- The iPhone was released on **June 29, 2007**.
- Netflix began online streaming on **January 16, 2007**.
- From (2010-2019), the overall proportion of U.S. adults who own a Smartphone **increased from 35% to 81%**.
- From (2010-2019), the overall proportion of U.S. adults who use **Social Media increased from 51% to 72%**.
- In 2018, Social Media platforms became the **primary news source** for the largest proportion of U.S. adults.

*Although a "majority" of U.S. adults have hardware access (e.g. tablet), equitable access to technology will offer some groups significant financial challenges.*

Pew Research Center (2019)

# Telehealth and Substance Use Disorders

- Several meta-analyses have demonstrated *complimentary effectiveness between traditional psychotherapy and telehealth delivered interventions* for SUDs.<sup>1, 2, 3, 4</sup>
- Telehealth services have shown effectiveness in SUD populations across broad delivery systems (e.g. *Telephonic, Video, SMS, Smartphone Application, Web-based Intervention, and Virtual Reality*).<sup>5, 6, 7, 8, 9, 10</sup>
- Common predictors of SUD telehealth treatment outcomes include: therapeutic alliance, craving, and proficiency in technology use.<sup>11, 12, 13</sup>





# Telehealth: Strengths and Challenges

- Flexibility in Facility Management
  - Broaden Access
  - Increased Patient Contact
  - Reduced Patient Cost
- 
- Perceived Decrease in Quality
  - Payment Parity
  - Ambiguous Regulation
  - Technology Infrastructure

# Telehealth and Outcomes (Provider Perspective)

## Cumberland Heights Foundation

- **(March 26<sup>th</sup>-April 6<sup>th</sup>)** Transitioned 13 IOP locations (*80 weekly groups/>40 licensed therapists*) online.
- **(March 15<sup>th</sup>-April 16<sup>th</sup>)** Rapid changes in documentation, technology, billing, and clinical delivery.
- **(Research/Outcomes)** Measurement Based Care delivery system severed. Losing in-person interaction decreased our opportunities to measure our patients (i.e. Kiosk to SMS).
- These measurement practices simultaneously increase our ability to examine change and monitor for patient well-being (i.e. Critical Alerts).



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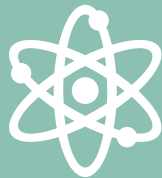
# COVID-19 Impact on Addiction Treatment Survey

Telehealth



AA/Peer Support

Recovery  
Capital



Medication Access

Sign up to participate: <https://omni.org/covid19-addiction-treatment-survey>

# Example Survey Question



5. Some treatment organizations are using telehealth services, such as counseling or groups via video chat.

If you are using telehealth for any aspects of your treatment, how helpful or unhelpful has the telehealth platform been for your therapy?

- ☐ Extremely helpful
- ☐ Helpful
- ☐ Somewhat helpful
- ☐ Not so helpful
- ☐ Not at all helpful
- ☐ Not applicable - I am not using telehealth services for my therapy

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# Example Survey Question



10. Prior to the COVID-19 outbreak, approximately how many AA/NA/Peer Support meetings (in person or via telehealth) did you attend per week?

11. Currently, approximately how many AA/NA/Peer Support meetings (in person or via telehealth) do you attend per week?

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# COVID-19 Impact Survey Participation

- 1** Sign up to participate
- 2** OMNI will send you a unique survey link for your organization
- 3** Providers contact patients directly to participate
- 4** OMNI will create data reports to share back with providers
- 5** Voluntary, Confidential

# COVID-19 Impact on Addiction Treatment Survey Sign Up



<https://omni.org/covid19-addiction-treatment-survey>



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Thank you!