

Treatment Provider COVID-19 Impact Survey



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Overview

From August 28 through September 28, 2020 NAATP collected data through an online questionnaire from provider facilities to assess the impact of COVID on the substance use disorder (SUD) treatment field.

Responses were provided by 165 organizations.

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Admissions & Census

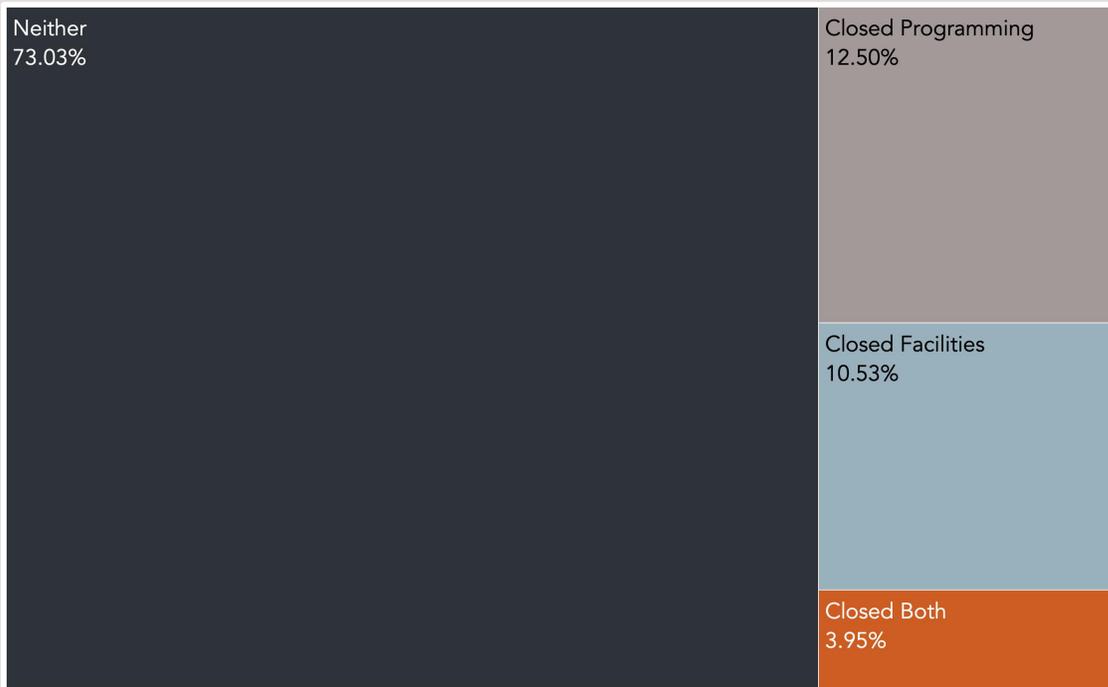
Patient Services

Staffing

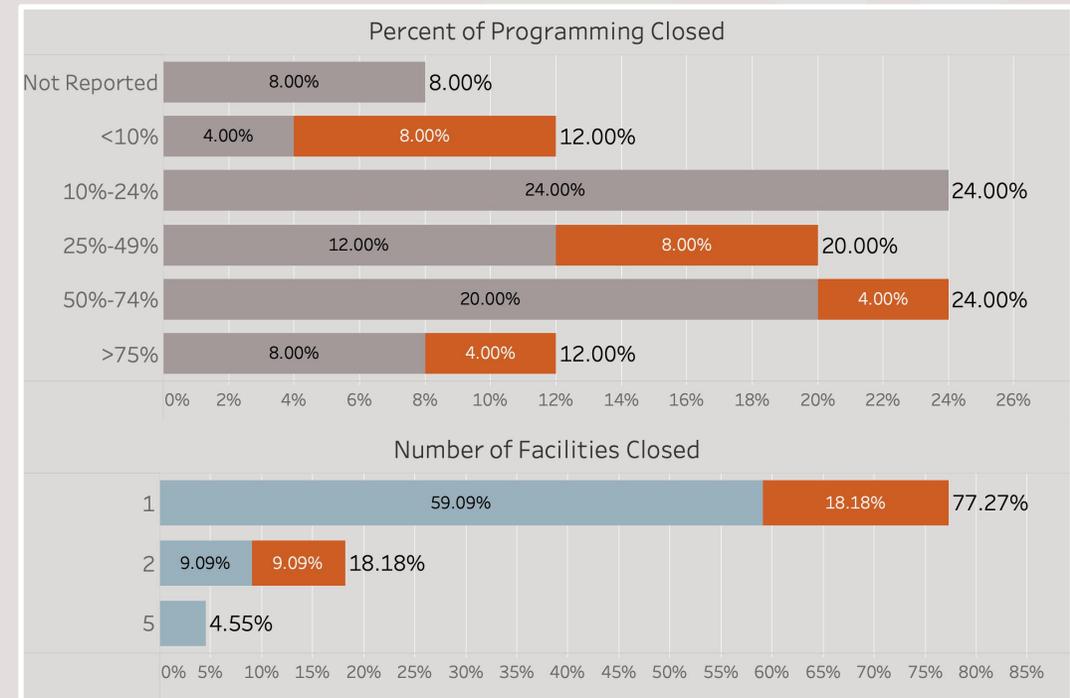
Strategies Looking Forward

Facilities & Programming

Has your organization closed facilities, or discontinued programming due to COVID-19?

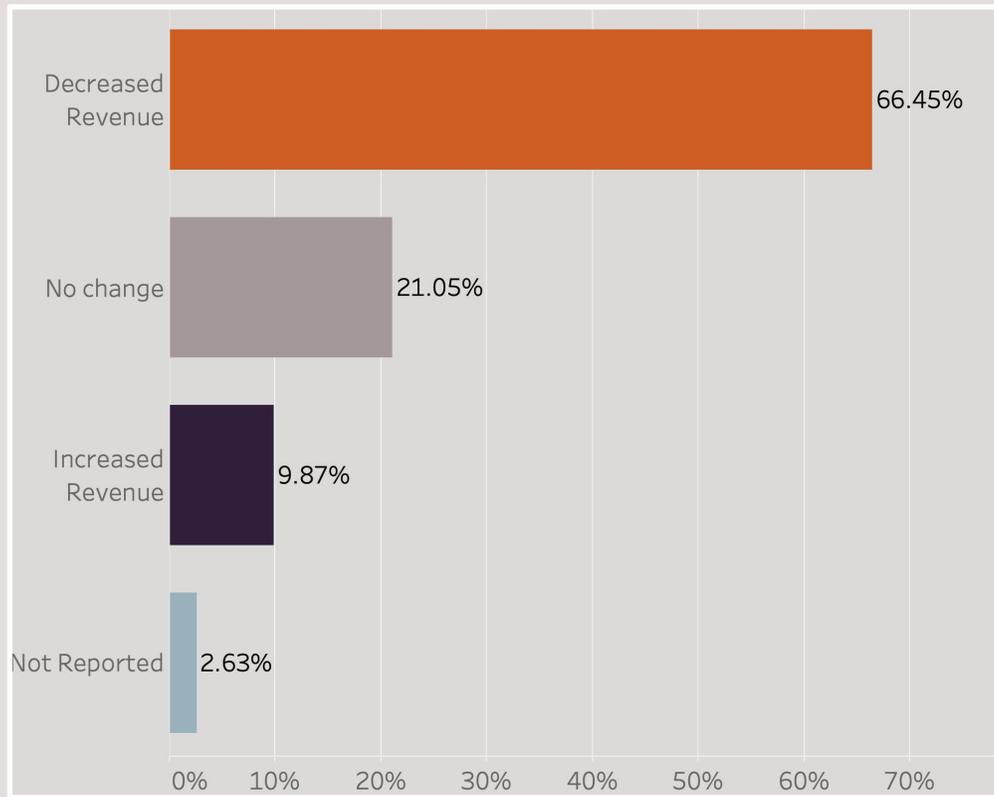


Of companies that closed facilities and or programming:



Revenue & Expenses

Since February 2020, has your organization seen a change in gross revenue?

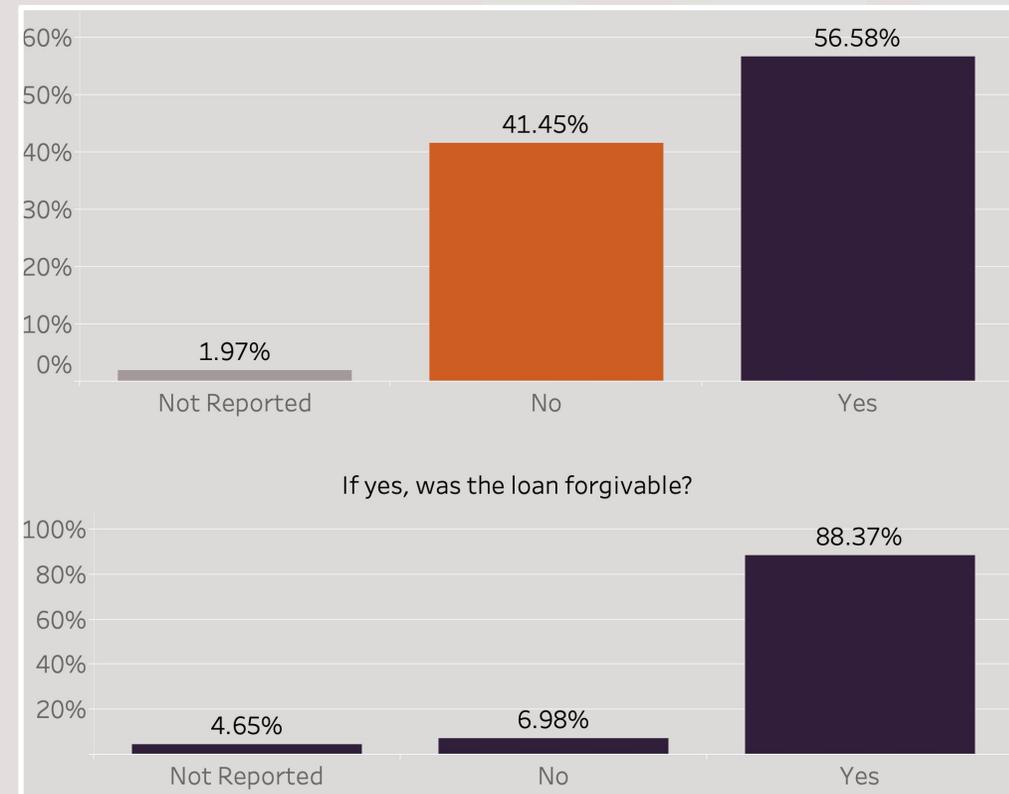


- Of facilities reporting decreased revenue:
 - 28% reported losing 25-50% of revenue
 - 16% reported losing more than 75% of revenue compared with the previous year

Revenue & Expenses

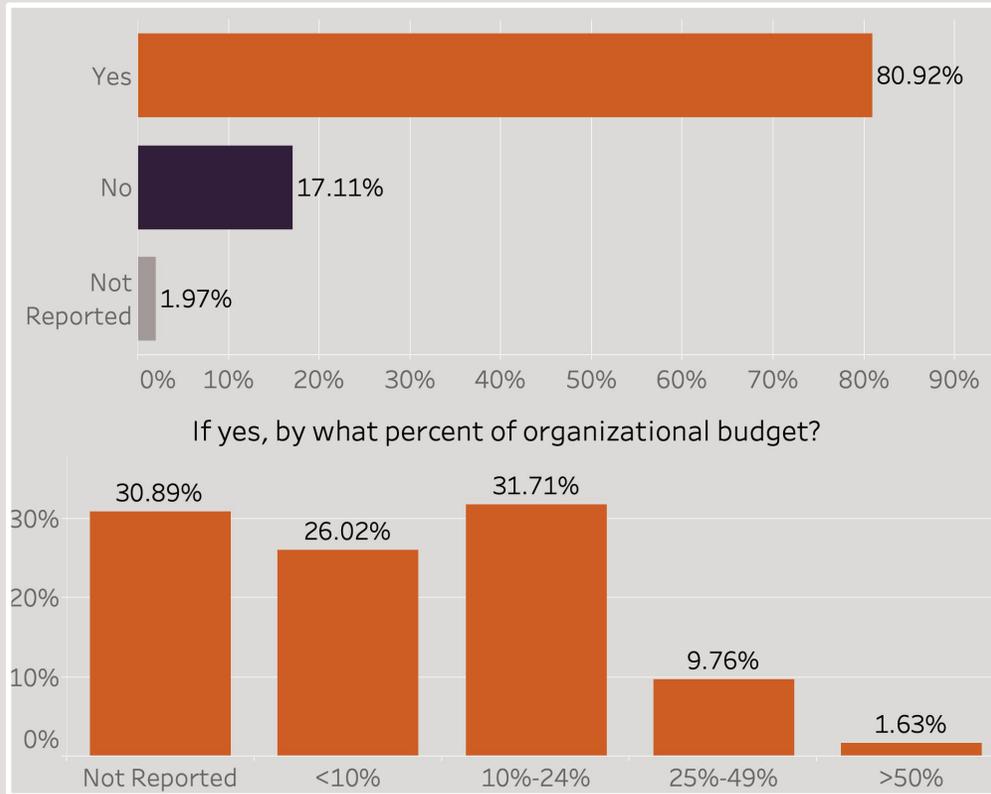
Has your organization received any funds through the Paycheck Protection Program (PPP)?

- Almost 60% of companies received funds.
 - Of those who received funds, most loans were forgivable.
- According to a [similar survey from NCBH](#), even with available loans, most providers still have an 18% budget shortfall.



Revenue & Expenses

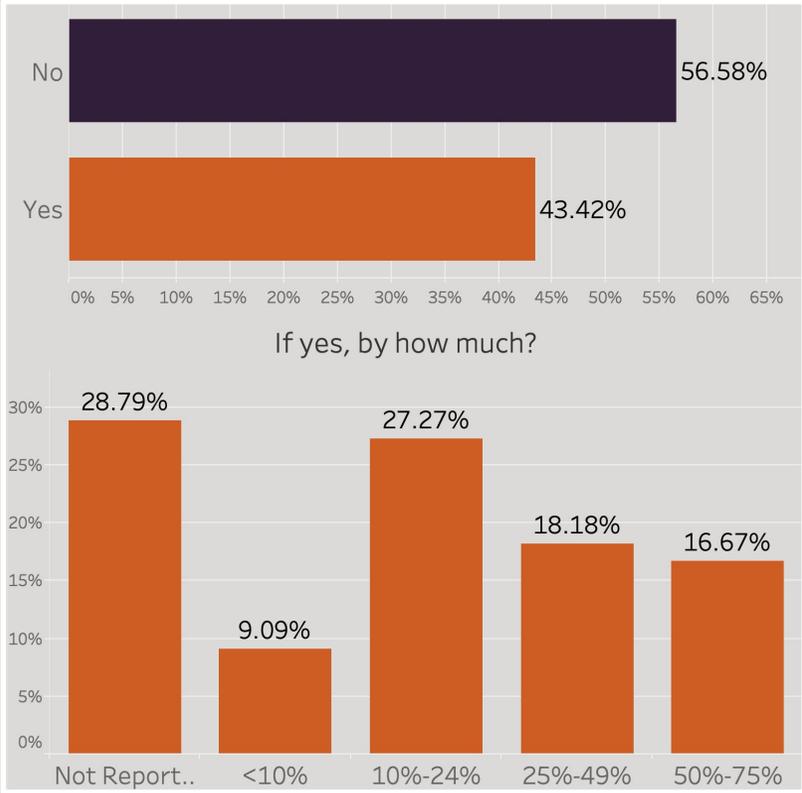
Has your organization experienced new/unforeseen expenses due to the health crisis?



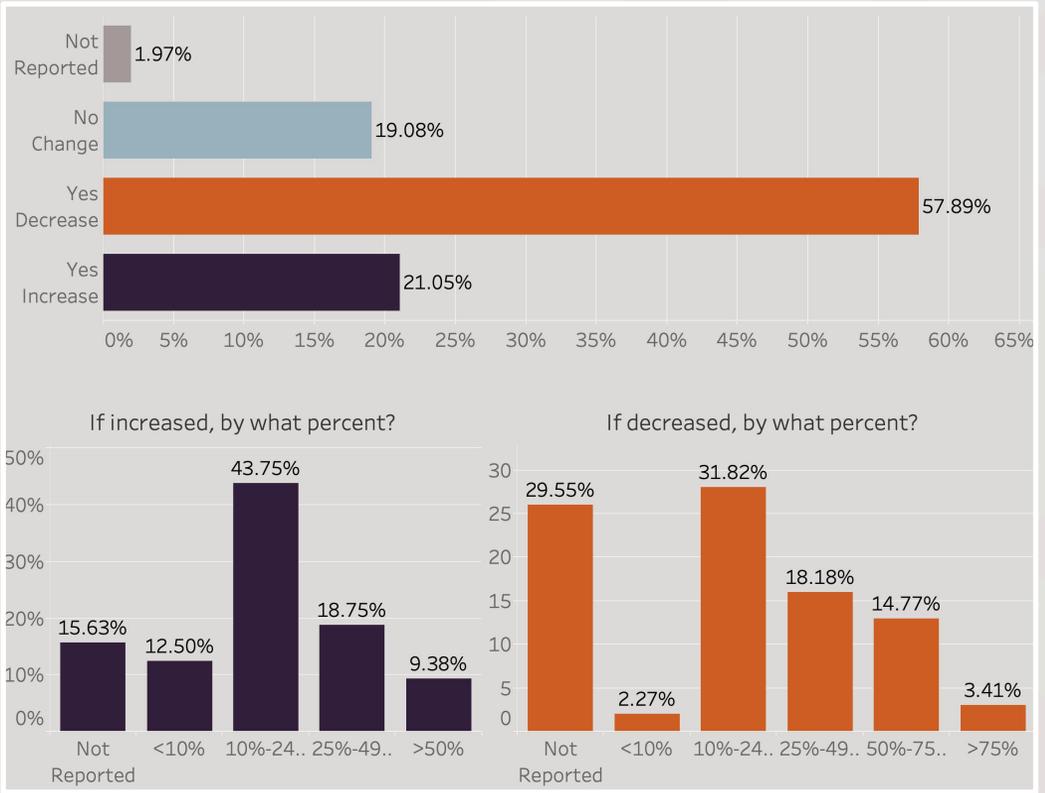
- The most common expenses were:
 - Personal Protective Equipment (83%)
 - Technology (74%)
 - Other expenses (40%)
 - The most common other expenses included: cleaning supplies, hazard pay, overtime pay, and other miscellaneous expenses.

Admissions & Census

Has your organization reduced patient capacity in response to COVID-19?

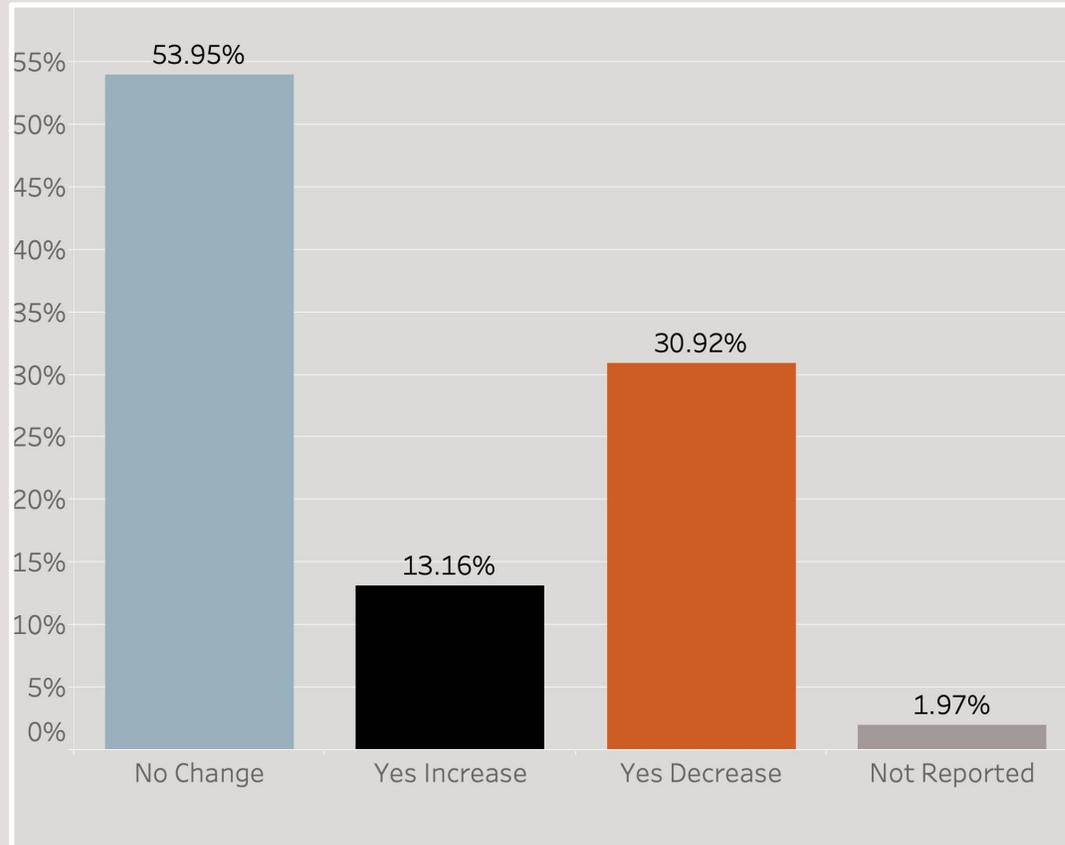


Since February 2020, has your organization seen a change in the number of new admissions?



Admissions & Census

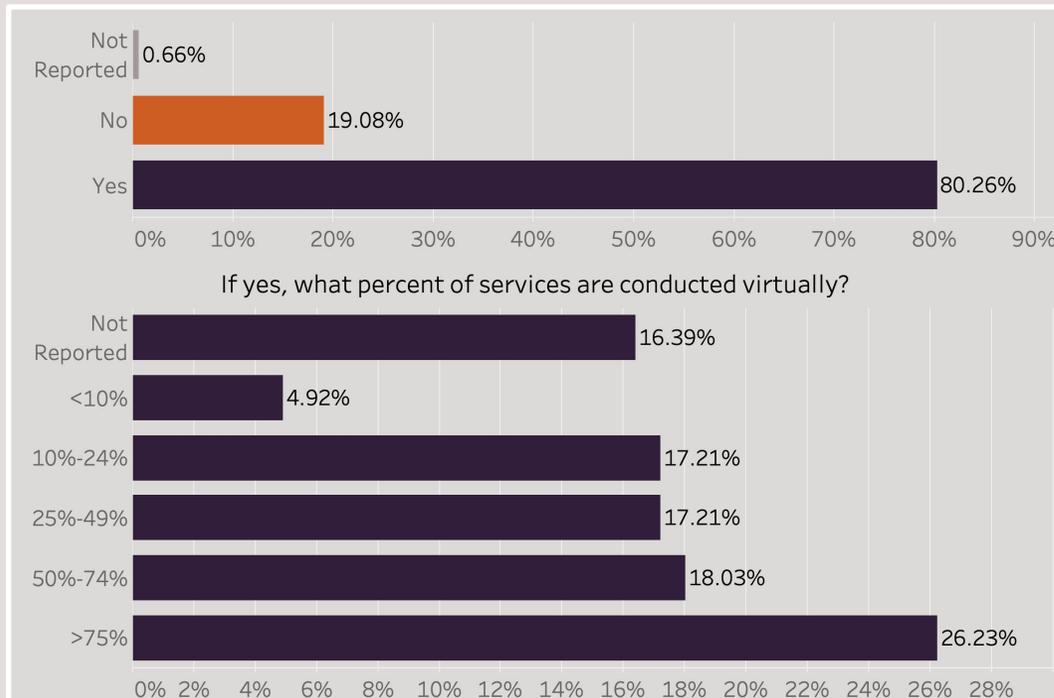
Has your organization seen a change in patient retention due to COVID-19?



- Most organizations report no change in retention.
- Information on patient experience is available from [OMNI Institute](#).

Patient Services

Has your organization shifted to online/virtual services?



- 80% of respondents are offering some level of virtual/telehealth service.
- 77% of these plan to continue offering virtual and telehealth services after the health crisis subsides.
- 44% are conducting more than half of all services virtually.

Staffing

Staffing: Furloughs, Layoffs, Burnout



- Facilities have reduced staffing.
- Facilities are addressing greater need with fewer resources.
- Staff are showing greater signs of burnout and compassion fatigue.

Strategies Looking Forward

Do you expect continued challenges in census/revenue and what steps are you taking to mitigate?

- “Reassure population of the safety measures being taken; introducing telehealth for relevant populations.”
- “We are outpatient only and moved to all telehealth. There was more engagement and follow through with appointments due to this change and likely due to the removed barriers of transportation and increased stress and MI symptomology.”
- “We understand that this is just about survival right now. We are doing what we can to keep patients and employees safe.”
- Providers report reducing expenditures, exploring new marketing opportunities, and increasing access to telehealth services as primary strategies to weather the storm.



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