Telehealth Data and Support Documentation

As we move onward from the pandemic, many valuable lessons have been learned and barriers overcome by the expanded use of telehealth. To support the ongoing utilization of telehealth, we have been asked by OMHSAS and other stakeholders to present the story of our member successes.

The suggested data metrics below offer some of the markers in the delivery of the service that we are hoping to capture to tell your story. These metrics, though, may differ depending on your service deliverables and client population. Also, the second set of questions represent a sample of inquires in a client satisfaction survey that can be associated with their experience with telehealth. This is a critical measurement that will assist in decision-making regarding telehealth expansion.

RCPA has strongly encouraged our members to collect this data as a tool for future decision making for your organization, for use with your payors, and as part of the support to stakeholders on the importance of telehealth as a sustainable service delivery model in your continuum of services.

We will also be sending out a brief survey the week of May 11 to RCPA Members on the impact of telehealth on your organization. We hope you will participate in the survey as well. RCPA would like to thank our members and CCBH for their assistance in developing the data and client survey metric considerations.

We hope this provides some guidance if you have not already begun this process, and we look forward to you sharing this data with your RCPA Policy Director as we work for your interests in telehealth use and expansion.

Telehealth Data Metric Considerations

- Number of clients engaged in at least 1 telehealth event.
- Number of hours clients spent in individual therapy.
- Number of hours clients spent in group therapy.
- Number of "Level of Care" Assessments completed.
- Number of psychiatric evaluations completed.
- Number of medication checks and psychiatric follow up completed.

Client Satisfaction Survey & Data Metric Considerations

- % of clients felt they were adequately provided information about how telehealth works.
- % of clients who felt their privacy was maintained.
- % of clients felt they were able to utilize the technology without issues.
- % of clients who felt telehealth helped them stay on track with their treatment.
- % of clients who felt telehealth was an overall positive experience.
- % of clients that would like to continue with telehealth if the option were available in the future.