



State of the Industry

JULY 2020

**TECHNOLOGY & OUTCOMES:
BEHAVIORAL HEALTH AND
RECOVERY ORGANIZATIONS
ADAPT TO CHANGE.**



Let's focus on the most recent findings from Director Poll: Technology & Outcomes Edition

Together, we seek to understand:

- Adoption, changes and satisfaction surrounding Virtual/Telehealth services
- Wellbeing of those served
- Outcomes reporting in the context of COVID-19 and thereafter
- Organizations are going digital

Contents

- 04** **Telehealth: Is It Working?**
- 05** **Why Leaders are Adapting**
- 07** **Access to Quality Care**
- 08** **Virtual Care Post-Pandemic**
- 09** **Impact on Recovery**
- 10** **Role of Outcomes**
- 11** **Going Digital**
- 12** **What's Next**

Telehealth: Is it Working?

For the past few months, organizations and communities have been shifting to digital tools to conduct or support behavioral health and recovery services. This has been confirmed from the first Director Poll through the most recent edition, focusing on technology and outcomes.

On April 24, we launched our first survey in response to COVID-19 disruptions. Between then and now, we have seen a sharp increase and steady acceleration in digital tools to provide care, engage clients, and assist in collecting post care data.

Between April and June, the percentage of services conducted via telehealth grew over time:

- Late April showed 34% of respondents offering 76% more of their service via telehealth.
- May showed 42% were offering 76% more of their service via telehealth.
- June showed 47% were offering 76% more of their service via telehealth.



1 IN 4

Nearly 25% of leaders that responded from late May to early July were offering ALL of their services via telehealth.

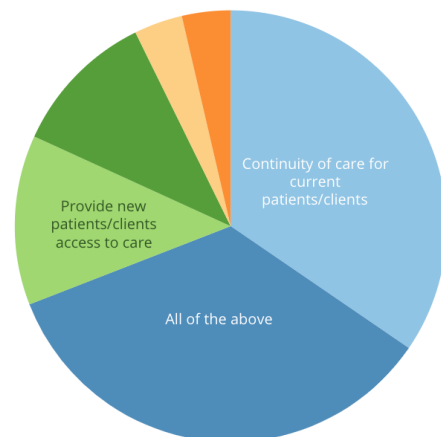
Why Leaders are Adapting



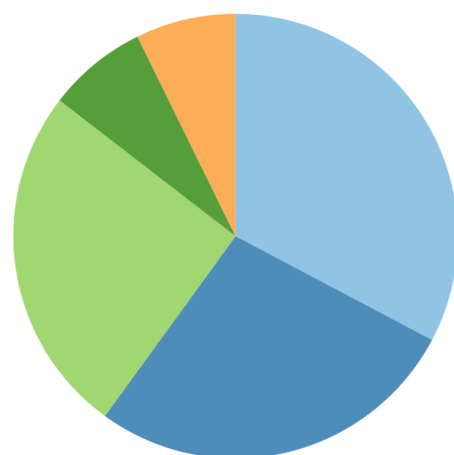
1 out of 3 respondents to the Technology & Outcomes Edition of the Director Poll indicated that the primary reason they increased the use of telehealth was **continuity of care for current patients and clients**

Another third chose "all of the above" as the primary reason for increasing their telehealth services, which includes:

continuity of care for existing patients, previous plans pushed forward due to the crisis, to keep revenue coming in, a relaxation in regulations, and as a way to provide care to new patients.



More than 4 out of 5 behavioral health leaders responded that they were **moderately to extremely satisfied** (3, 4, or 5 out of 5) with their recent increases in telehealth services.



54%

54% of respondents to the Technology & Outcomes Edition claimed their organization was offering more than half of all services via telehealth.

89%

Nearly 9/10 leaders in the field confirmed that those telehealth services increased since March 1.

82%

82% of respondents were moderately to extremely satisfied with the recent increase in telehealth/virtual services.

Access to Quality Care



Two out of three behavioral health leaders felt that technical difficulties and access to the internet were the most challenging aspects of providing virtual care.

51%

More than half of respondents, despite difficulties, felt the quality of care they were providing was the same as in-person care.



Just shy of 30% said the quality of care patients received was slightly worse than in-person services. This signals that while virtual services has allowed care to continue despite a pandemic, this technology is in its infancy and has much room for improvement.

Virtual Care Post-Pandemic

Imagining your organization after COVID-19 disruptions...

We imagined this by asking behavioral health and recovery leaders if they plan to provide virtual services indefinitely.

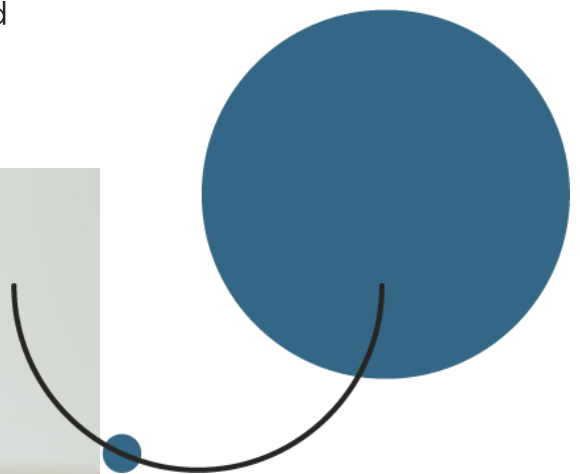
3 out of 5 respondents said they can see their organization providing **more than 25% of its services virtually** after the pandemic subsides.



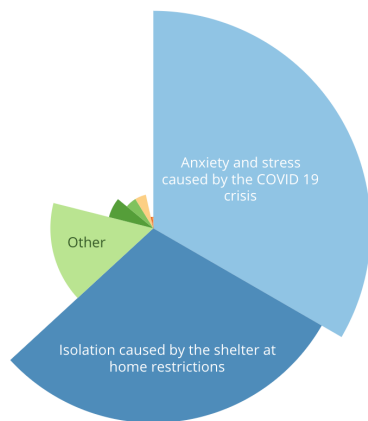
In addition, more than **HALF** of leaders polled indicated the use of digital tools like video conferencing, text messaging, etc, would continue or increase significantly in order to provide and support services for clients/patients. More than 40% projected the use of more than 1 tool.

90%

Nearly 90% of participants indicated they see their organization providing telehealth services as some proportion of their normal care- even after the crisis subsides.



Impact on Recovery



Round 1 and Round 2 of the Director Poll, lasting from late April to late May, showed that 48% of directors felt the recovery/mental health of the people they served was declining.

Round 3 results show that this insight persists, with **51% seeing a decline**. Most leaders attribute decline to **stress, anxiety, and isolation from COVID-19 related restrictions**.

In a survey sent to clinicians and front-line workers in the behavioral health and recovery space in May and June 2020, it became clear that the people being served weren't the only ones suffering emotionally or mentally. Data from our survey shows that clinicians and front-line workers in the industry were at risk for declining mental health as well.

More than 50%



of clinicians reported that they were experiencing moderate to severe anxiety due to the pandemic.

1 out of 4



clinicians indicated that they needed help with emotional support.

The Role of Outcomes

The final component of our most recent survey was a focus on outcomes. Previous surveys showed that patients/clients were not coping well with their recovery in the context of the pandemic. The most recent survey looks at how organizations came to these conclusions.



1 in 3 of the leaders that partook in the Technology and Outcomes Survey indicated that their organization **DOES NOT** have a formal method to assess how their clients/patients are doing in their recovery/mental health.

30%

In addition, nearly 30% of respondents indicated they do not collect post care patient-generated outcome data.

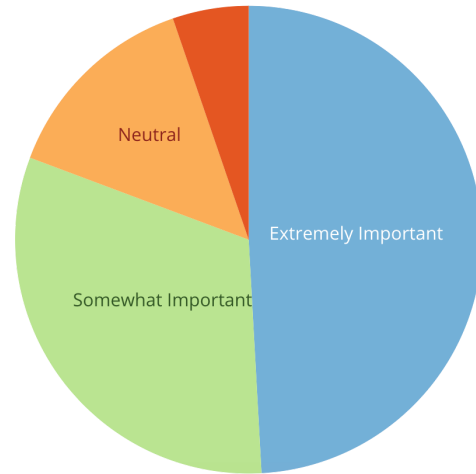
While most leaders in the field are seeing the mental health of their patients declining, they have no formal method of checking in to assess this during care. In addition, most do not collect outcomes on how their patients are doing once they leave care. A growing number, however, are looking to digital tools to bridge this gap.



Going Digital

Nearly half of participants rated having a digital engagement strategy as **EXTREMELY IMPORTANT**.

Organizations collect outcomes most frequently using phones, but other methods are being adopted and are increasingly available.



Analog → Digital

Organizations are facing an opportunity for change and many are taking it. Due to expedited adoption of technology during COVID-19 crisis, **32% plan to change from analog to digital or will start using a digital solution for the first time.**

84%



As for digital tools that have been adapted because of the pandemic, more than **HALF** of respondents plan to continue or increase their use.

Furthermore, **more than 84%** of leaders indicated that they plan to continue using digital tools, albeit potentially at a reduced level for some organizations.

What's Next?

Want a glimpse of how clinicians are faring in these times of crises? Invite your clinicians to take the [Technology and Outcomes Community Check-in](#). All participating organizations will receive the final report for free.

Be sure to share the Director Poll, industry reports, and Technology and Outcomes Community Check-In with other organizations too. We are all in this together.

The Collaborative Advancement of Recovery Excellence (CARE) is powered by Gloo technology and you can be too. Get more information on free and paid plans that allow recovery organizations to [increase outcome data collection and engagement](#) by sharing easy-to-follow digital action plans.

Coming Soon



We're proud to announce that Deni Carise from The Collaborative Advancement of Recovery Excellence (CARE) advisory team will be featured on the [Behavioral Healthcare Executive](#) podcast in July.

Curious but not ready to change how you collect outcomes data? Why not volunteer for [Gloo's pilot program](#)! Pilots get early adoption access to the latest technology in exchange for candid feedback. See if your organization qualifies [here](#).



Make Sure to take the Technology & Outcomes Edition of the Director Poll now—CLICK HERE