

Telehealth and MOUD

“COVID-19 will continue to impact the way that technologies are integrated into...clinical care and research long after the removal of social distancing policies, making it important to begin investing in the knowledge, infrastructure, and implementation of these technologies now to be prepared for the future.”
—Sean D. Young & John Schneider, May 2020

CODAC Behavioral Healthcare transitions from in-person to virtual

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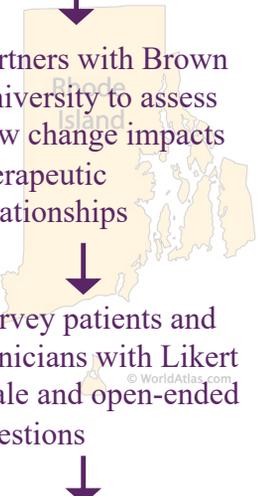
Partners with Brown University to assess how change impacts therapeutic relationships

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Survey patients and clinicians with Likert scale and open-ended questions

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Methods included:
Study 1: Qualitative thematic coding of open-ended questions
Study 2: Concurrent mixed methods, thematic codes used in a binary logistic regression to predict counselor valency



Patient experience (n=264)	Counselor experience (n=42)	Patient-identified barriers
78% Positive Valency 22% Negative Valency	69% Satisfied 19% Neutral 12% Dissatisfied	83 patients identified one or more barriers
Factors that influenced positive experience Convenience, feelings of being supported by their counselor, a sense of safety	Factors that influenced positive experience Greater comfort, more convenience, increased safety, increased flexibility	Top barriers identified No privacy when taking a call (n=24), unstable Phone, computer, or tablet unavailability (n=22) Preference for traditional office visits (n=17)
Factors that influenced negative experience The impersonal nature of the experience, or a general dissatisfaction with their counselor.	Factors that influenced negative experience Impersonal nature of the experience, lack of client availability.	Satisfaction with counseling, perceived convenience, comfort, and beneficial effects of counseling on substance use were associated with increased odds of reporting no barriers

What predicted greater positive counselor perceptions in binary regression? Believing it helped with substance use recovery, finding it more comfortable, finding it more convenient, and believing it improved relationships with clients

TAKEAWAYS

- ✓ Telephone counseling for MOUD may increase treatment access and engagement.
- ✓ Future efforts should integrate various telehealth approaches.
- ✓ Future research should examine, attempt to explain, and proactively mitigate negative patient experiences and potential barriers such as the impersonal nature of the experience.

Sources: Young, S. D., & Schneider, J. (2020). Clinical care, research, and telehealth services in the era of social distancing to mitigate COVID-19. *AIDS and Behavior*, 24(7), 2000-2002. Kang, A. W., Walton, M., Hoadley, A., DelaCuesta, C., Hurley, L., & Martin, R. (2021, June). Patient experiences with the transition to telephone counseling during the COVID-19 pandemic. *Healthcare* (Vol. 9, No. 6, p. 663). MDPI. Martin, R., Kang, A. W., DeBritz, A. A., Walton, M. R., Hoadley, A., DelaCuesta, C., & Hurley, L. (2021). Medication for opioid use disorder service provision and telephone counseling: A concurrent mixed-methods approach. *International Journal of Environmental Research and Public Health*, 18(11), 6163. Kang, A. W., DeBritz, A. A., Hoadley, A., DelaCuesta, C., Walton, M., Hurley, L., & Martin, R. (2022). Barriers and poor telephone counseling experiences among patients receiving medication for opioid use disorders. *Patient Education and Counseling*.