

# The Doctor is Virtual: Telehealth for Mental Health Services in Oregon

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## Key Insights from the 2020 MHSIP Surveys Telehealth Data

- Telehealth services for mental and behavioral health care increased.
- Most people preferred seeing a provider in person but also acknowledged the convenience of seeing a provider virtually.
- The pandemic disrupted routines and preferences for accessing care. More time is needed to determine long term effects and patterns in telehealth.

# Mental Health Statistics Improvement Program (MHSIP)

- Oregon Health Authority (OHA) contracts with Comagine Health (formerly HealthInsight Assure) to administer mental health services satisfaction surveys to adults and children who received Medicaid-funded mental health services in outpatient, psychiatric residential, or psychiatric day treatment settings.
- Comagine Health applies post-stratification weights so that weighted results are representative of population receiving behavioral health services paid by Medicaid in Oregon (approximately 88,000 adults and 46,000 children)
- Examine frequencies and trends over time, apply statistical tests where appropriate
- Examine results according to patient characteristics (gender, race, ethnicity, CCO, CCBHC)

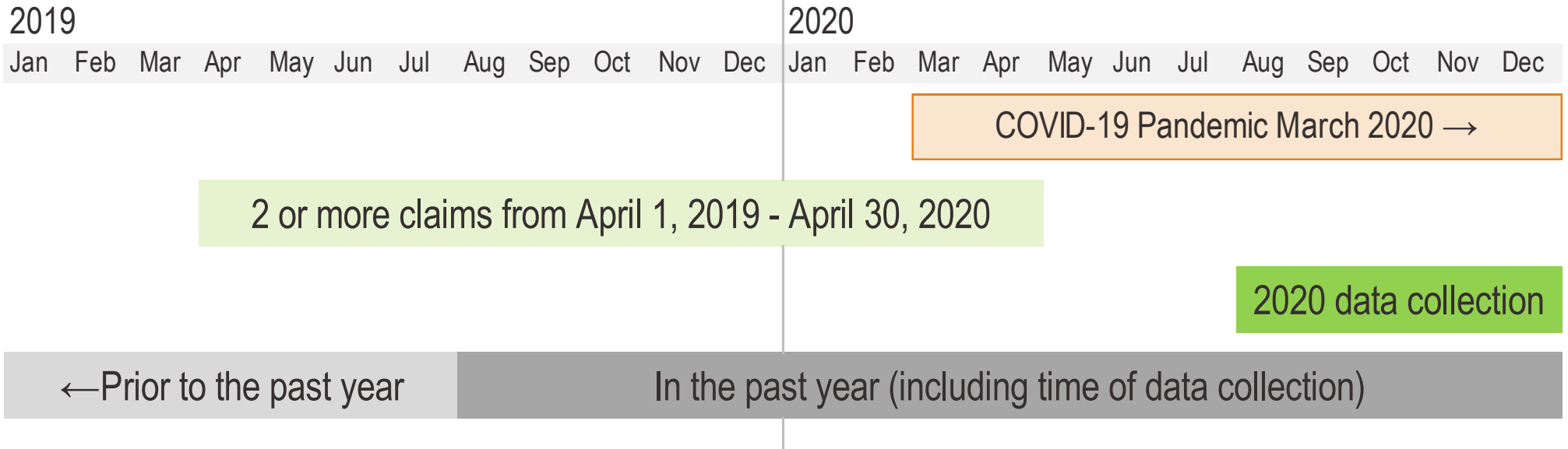
# Survey Administration

- In 2020: August – December
- Three mailings, roughly monthly to non-responders
- Online and paper survey options
- Incentive for online completion (\$10 Amazon or Starbucks gift card)
- All include the standard MHSIP question set, plus additional questions about experience of care
- OHA pulls a sample of ~28,000 adults and youth, oversampling non-white populations

# Limitations

- This is the first year the telehealth questions have been included in the survey.
- While the MHSIP domain portions of the survey have remained untouched, OHA has added and removed additional questions over the years. These added questions have not been validated, and it is unknown what effect, if any, they have on the validity of the preceding MHSIP items.
- The length of the survey may deter some potential respondents.
- The more time that passes between receipt of mental health services and survey completion can cause recall bias, which may influence results.
- Participants were included in the survey if they received care between April 1, 2019, and April 30, 2020. Participants may not have been receiving care, or had a disruption of care, during the COVID-19 Pandemic.

# Timeline



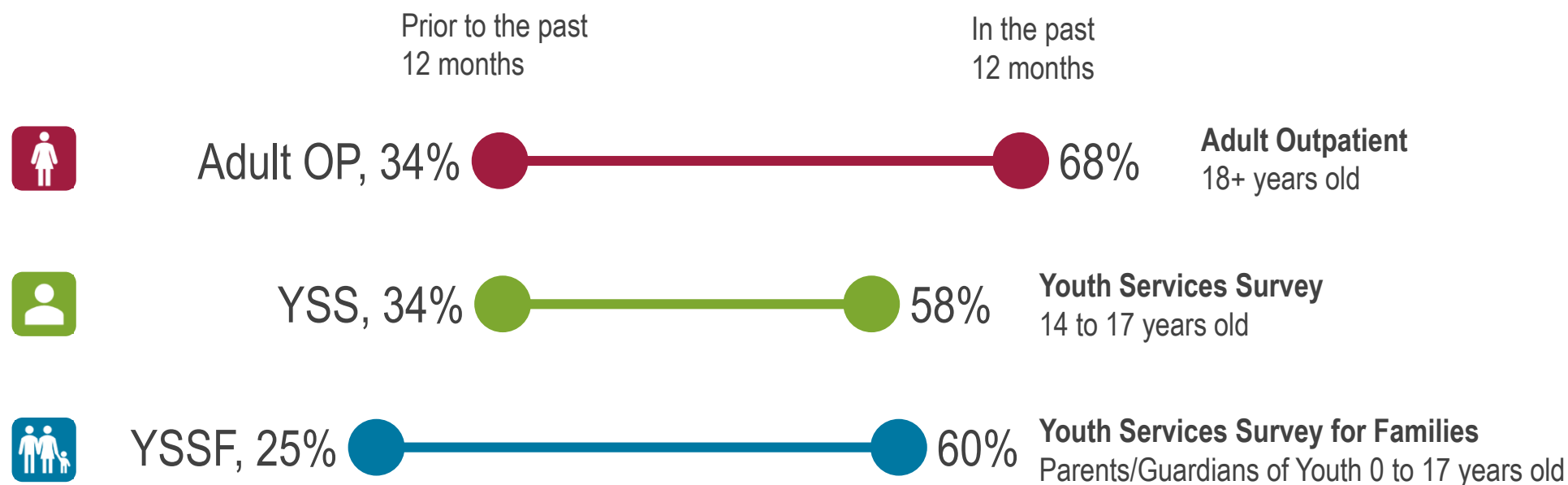


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**How many people  
used telehealth  
for mental health care?**

# Use of telehealth for mental health services increased for all people in the past twelve months.

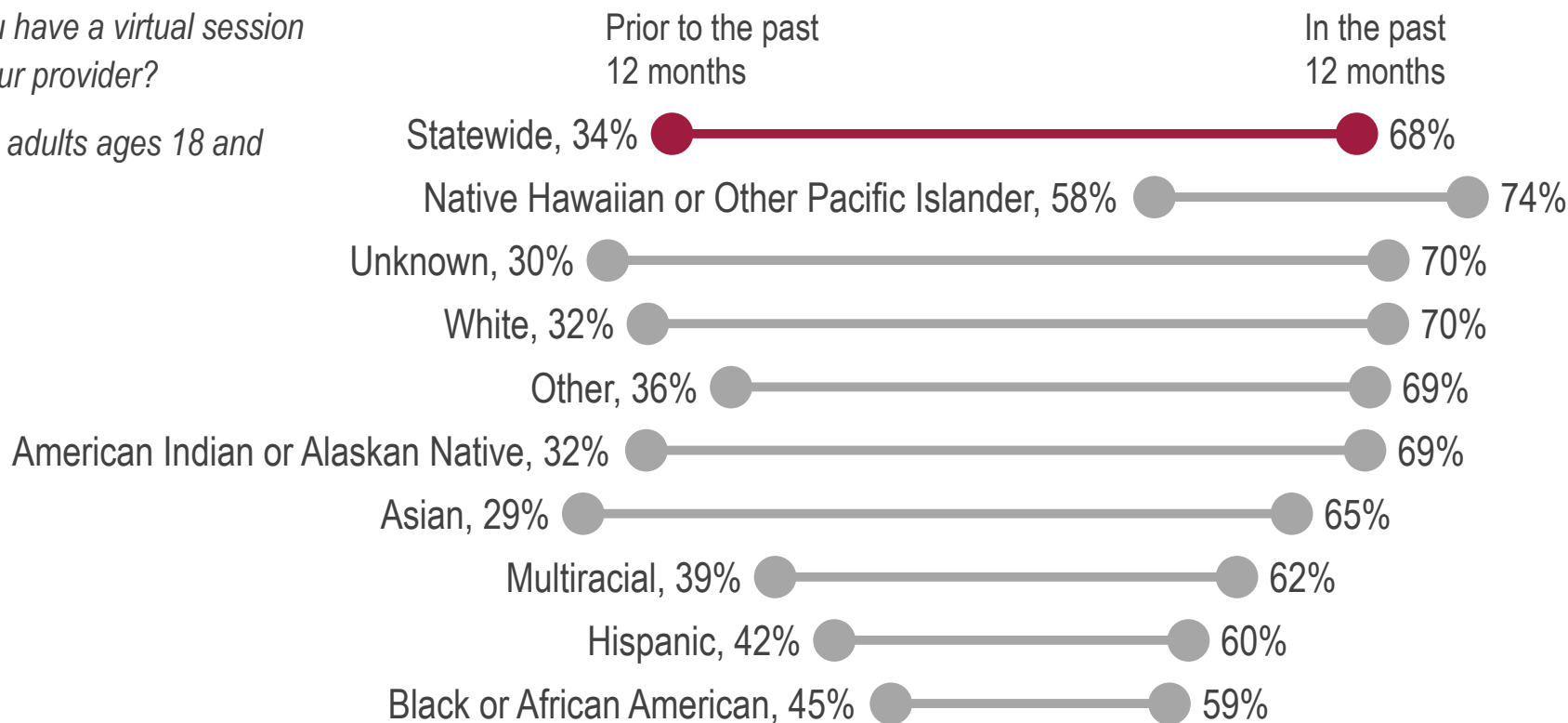
*Did you have a virtual session with your provider?*



# Black or African American adults had one of the lowest rates of virtual sessions in the past 12 months.

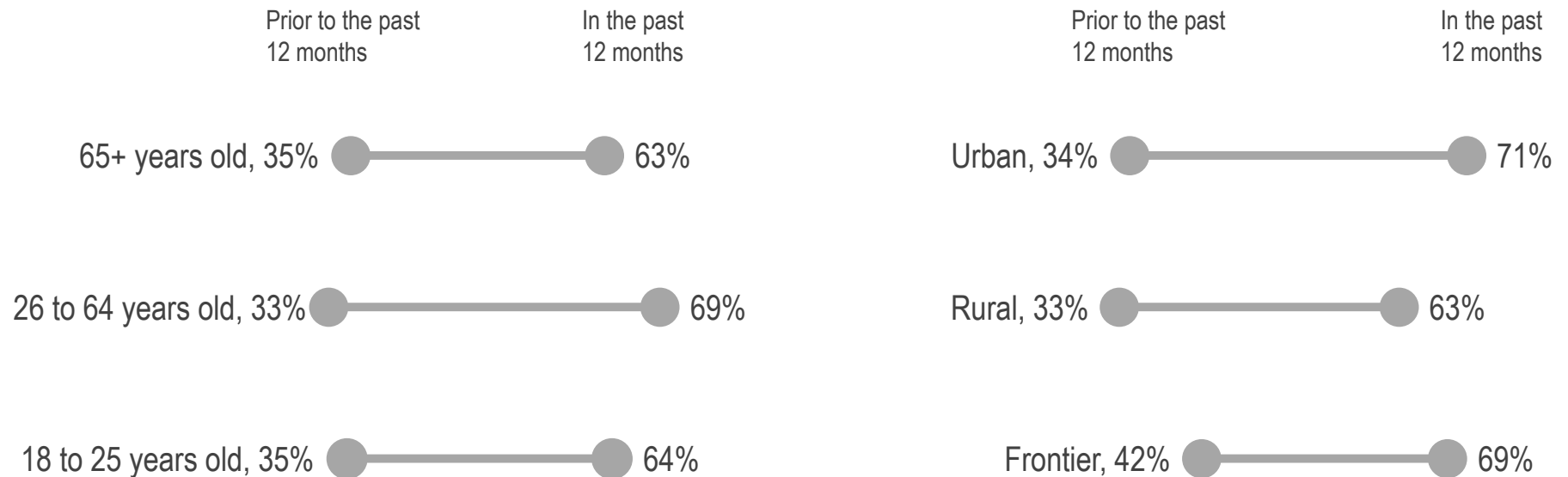
Did you have a virtual session with your provider?

Among adults ages 18 and older



# Adults in rural areas had slightly lower rates of using virtual sessions.

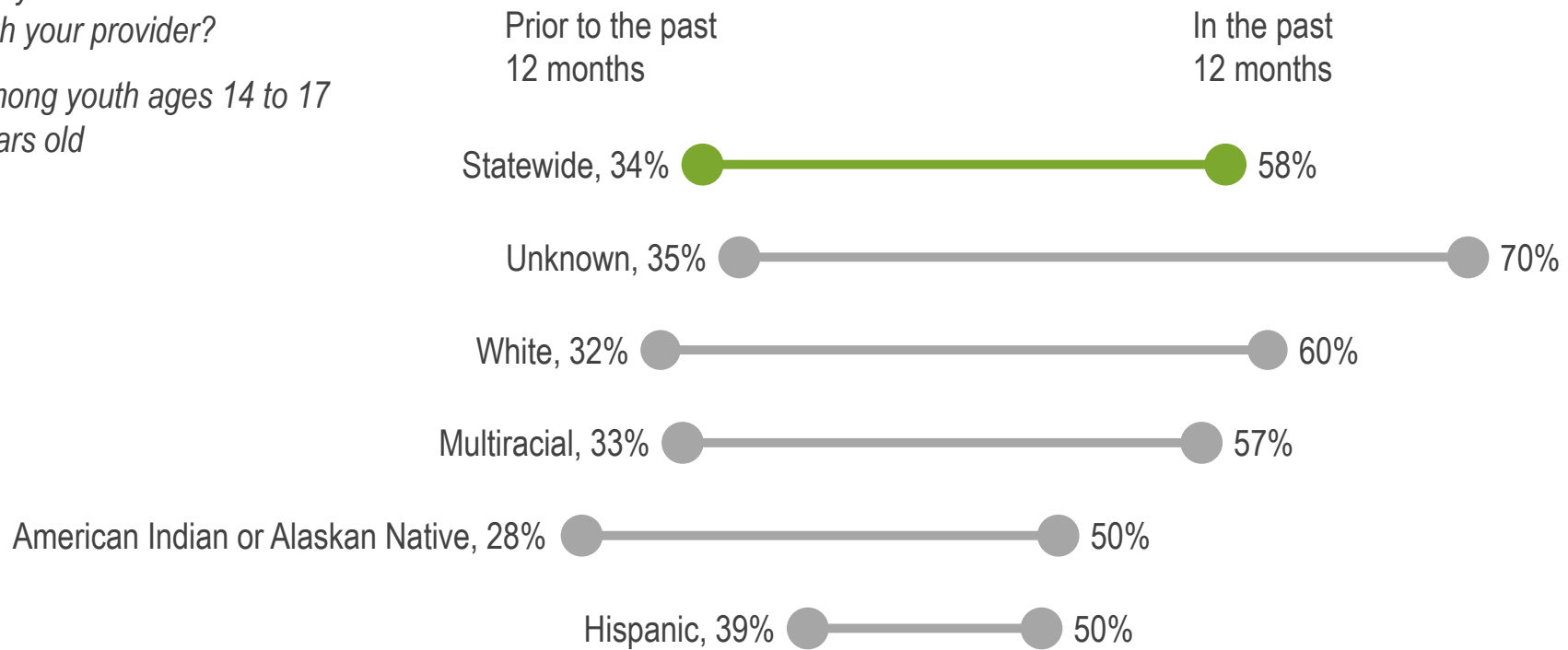
*Did you have a virtual session with your provider? Among adults ages 18 and older*



# Over half of all groups of youth ages 14-17 had virtual sessions in the past 12 months in 2020.

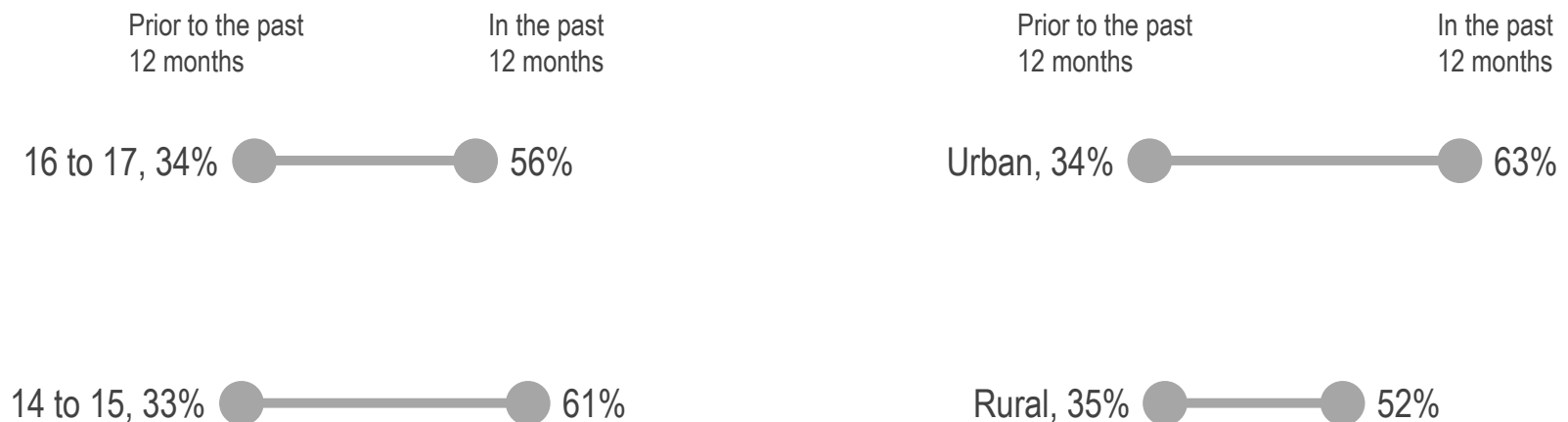
*Did you have a virtual session with your provider?*

*Among youth ages 14 to 17 years old*



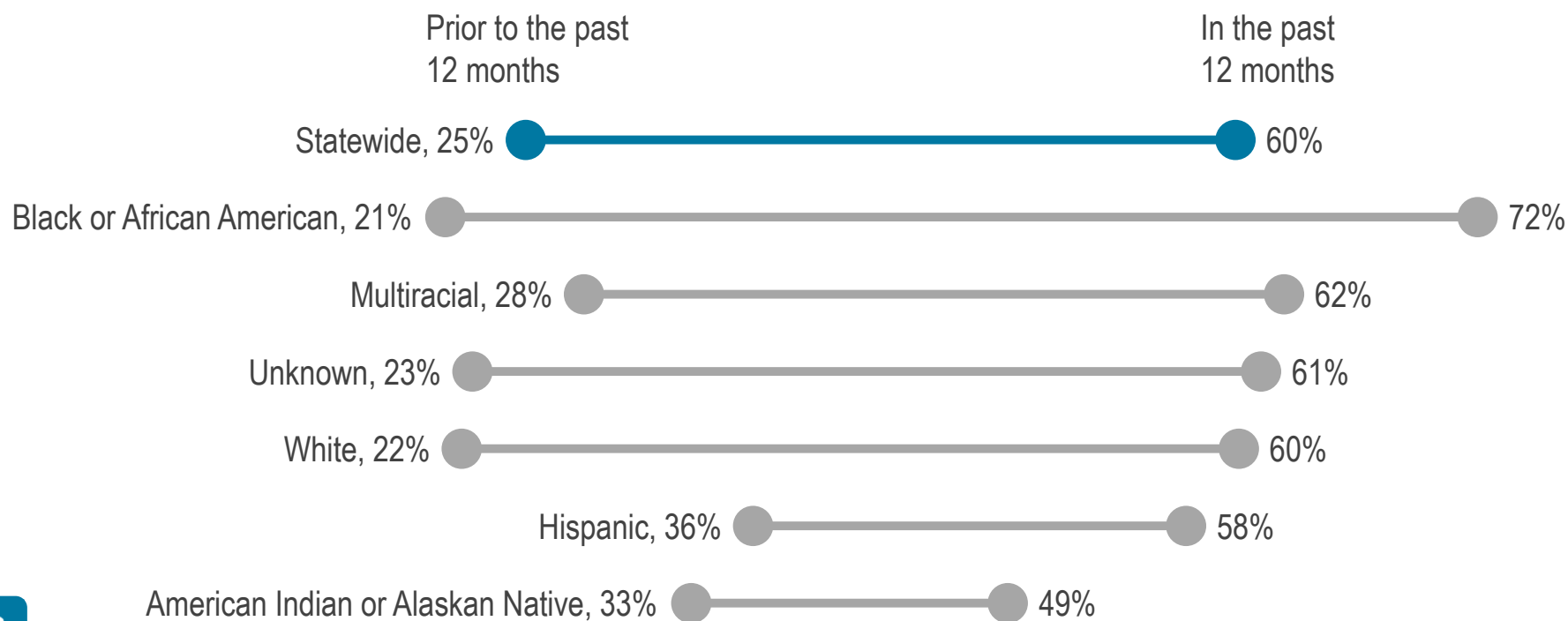
# Youth living in urban settings had a larger increase in use of telehealth services.

*Did you have a virtual session with your provider? Among youth ages 14 to 17 years old*



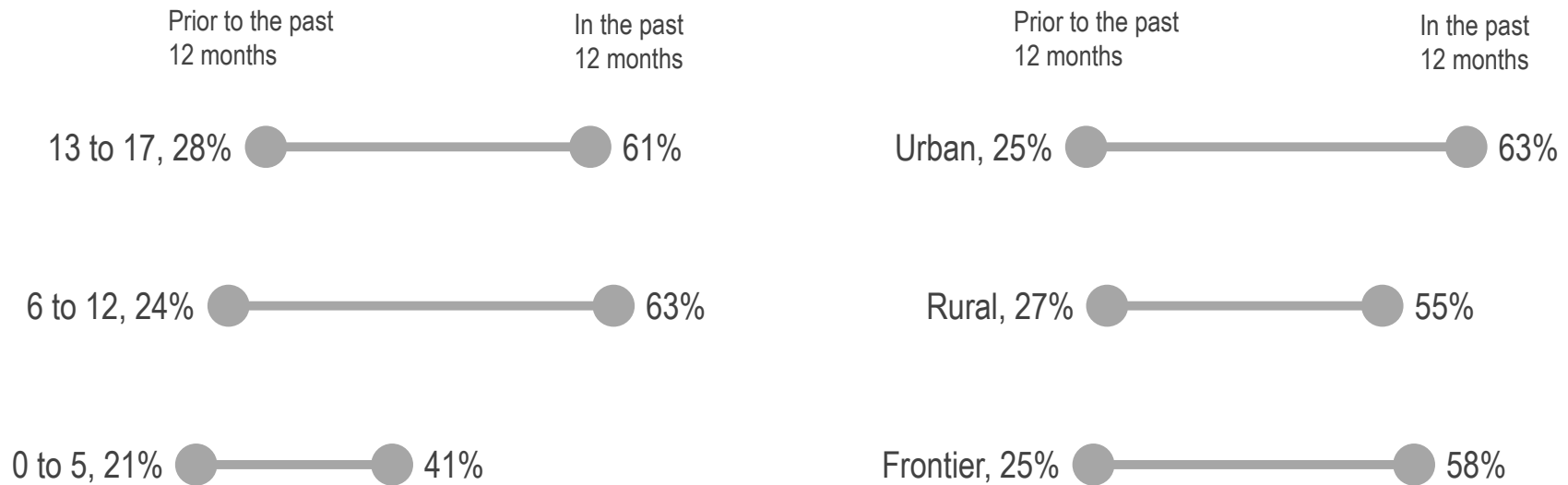
# The largest increase in use of virtual sessions was among Black or African American youth and children.

*Did your child have a virtual session with their provider? Among parents or guardians of children and youth ages 0 to 17 years old*



# Virtual sessions were least frequent among children ages 0 to 5 years old.

*Did you have a virtual session with your provider? Among parents or guardians of children and youth ages 0 to 17 years old*





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**How satisfied were people with their care through telehealth?**

# About two-thirds of both adults and youth were satisfied and strongly satisfied with virtual sessions compared to in-person sessions.

*How satisfied were you with virtual sessions compared to in-person sessions?*

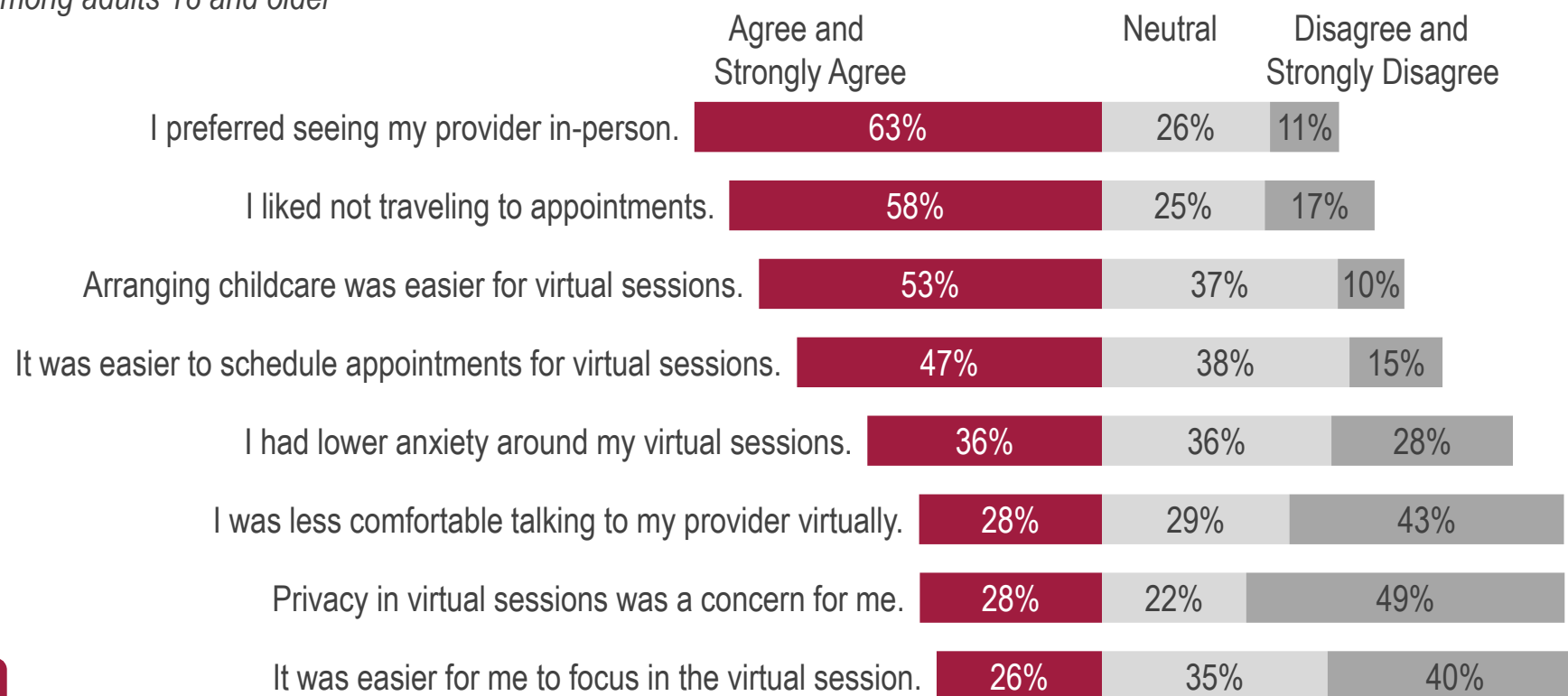


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**What were some  
pros and cons  
with telehealth services?**

# Over 60% of adults preferred in-person visits, but 58% also liked not traveling to appointments.

Among adults 18 and older



# Only 1 in 5 youth found it easier to focus in virtual sessions and two-thirds preferred in-person sessions.

Among youth ages 14–17 years old

Agree and Strongly Agree

Neutral

Disagree and Strongly Disagree

I preferred seeing my provider in-person.

66%

29%

5%

I liked not traveling to appointments.

47%

30%

23%

I had lower anxiety around my virtual session(s).

35%

37%

28%

I was less comfortable talking to my provider virtually.

29%

34%

38%

Privacy in virtual sessions was a concern for me.

25%

29%

46%

It was easier for me to focus in the virtual session(s).

22%

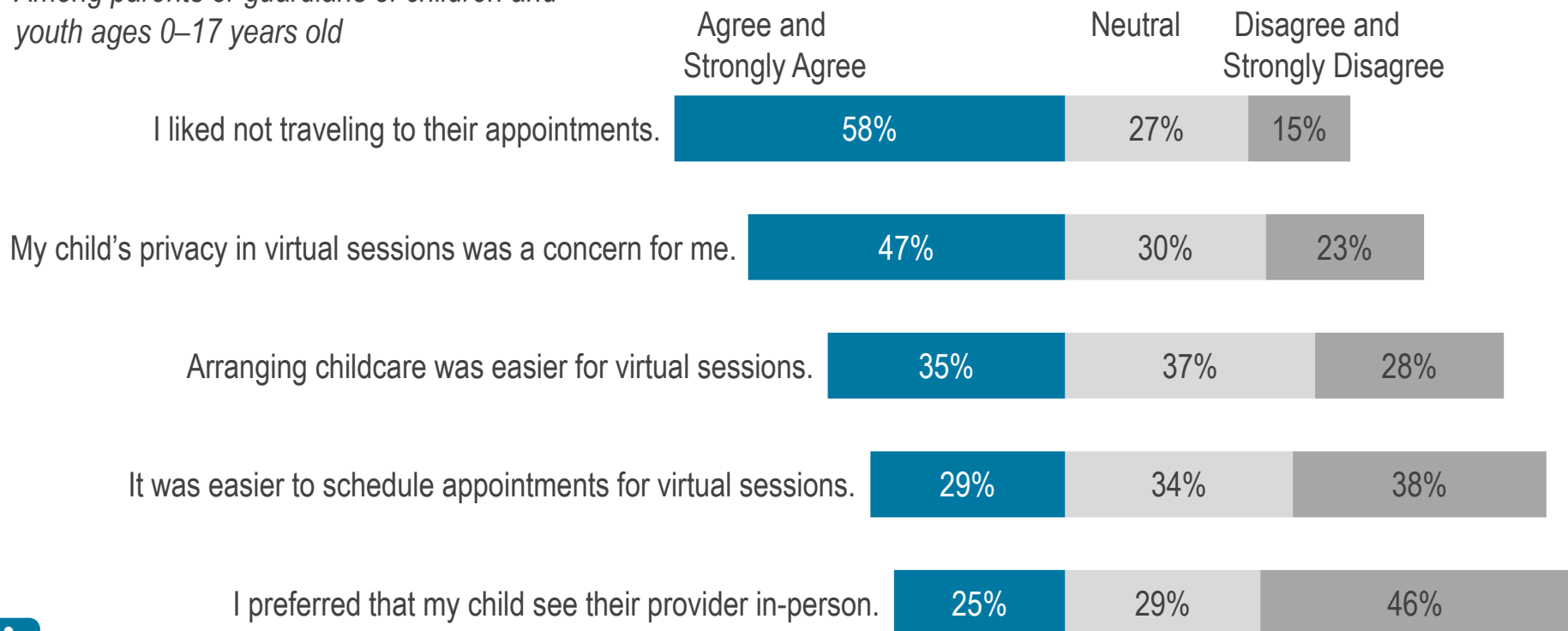
30%

48%



# Parents or guardians of children and youth had the highest rate of privacy concerns.

*Among parents or guardians of children and youth ages 0–17 years old*



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**Of those who did not use  
telehealth services, why not?**

# A preference for in-person sessions was the main reason adults did not use virtual sessions.

I preferred to see my provider in person



Other reason, including no longer having sessions



I wasn't aware that virtual sessions were available



My provider did not offer virtual sessions



I didn't have the technology to access virtual sessions



I had privacy concerns about using virtual sessions



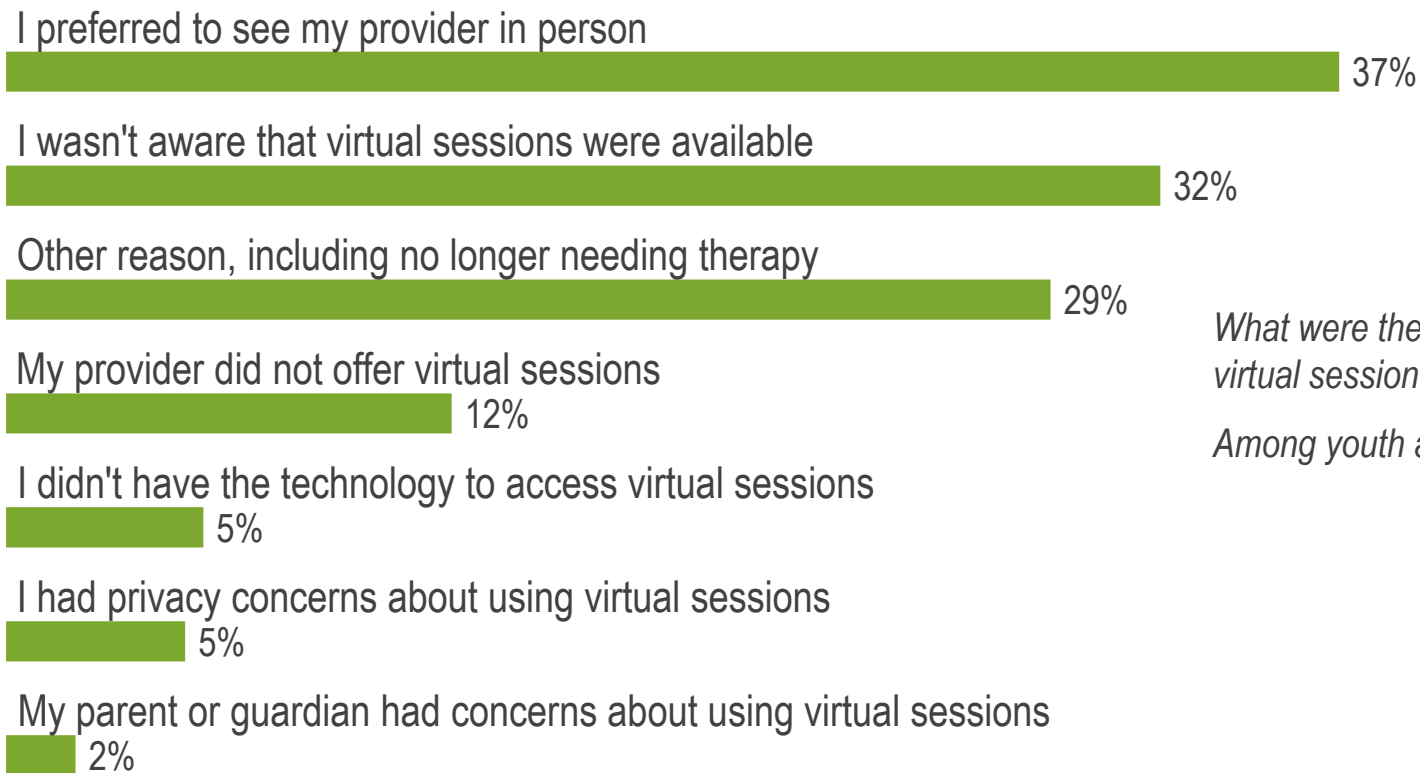
*What were the reasons you did not have a virtual session in the past 12 months?*

*Among adults 18 and older*





# About 1 in 3 youth ages 14-17 were not aware that virtual sessions were available to them.



*What were the reasons you did not have a virtual session in the past 12 months?*

*Among youth ages 14–17 years old*



# Parents or guardians frequently listed other reasons for their child not using virtual sessions.

Other reason, including completed care before the pandemic



I preferred that my child see their provider in person



I wasn't aware that virtual sessions were available



My child's provider did not offer virtual sessions



We didn't have the technology to access virtual sessions



I had privacy concerns about my child using virtual sessions



*What were the reasons your child has not had a virtual session in the last 12 months?*

*Among parents or guardians of children and youth ages 0–17 years old*



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## Key Findings and Implications

- Telehealth use increased among each survey group.
- While satisfaction was high, more than half of adults and youth said they prefer in-person over virtual sessions.
- The sudden shift to virtual schooling and the decrease in in-person socialization may have effected participants perception of virtual sessions.
- Privacy was a concern for guardians, but less so for youth who responded to the survey.
- Increasing awareness of telehealth options may increase utilization of these services.

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## Key Findings and Implications

- Telehealth is a valuable tool, but not a replacement for in-person services.
- The COVID-19 pandemic drastically effected habits on a global scale, further research is needed to determine preferences for virtual healthcare.
- The 2021 MHSIP Report will be publicly available February 2022.

## Interested in learning more?



- Oregon Health Authority: Office of Analytics
  - <https://www.oregon.gov/oha/hpa/analytics/pages/mental-health-statistics-improvement-program-survey.aspx>

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## Contact us!

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**Thank You!**