

PATIENT TELEHEALTH SURVEY

The Harborview Behavioral Health Institute in partnership with the Washington State Health Care Authority is conducting a consumer telehealth survey to assess the adequacy and experience of behavioral health services during the COVID-19 pandemic.

- Voluntary and anonymous
- 14-20 questions
- Est. 10 minutes to complete
- 10 languages available

The patient telehealth survey covers the following topics:

- Type of behavioral health (BH) services received
- Were BH services received before COVID-19 (March 2020)?
- Are BH needs currently being met?
- Currently receiving BH services over phone, video, text, or email?
- Access to Wi-Fi
- Ease of use and overall rating of tele-BH services
- What (the patient) liked or disliked about tele-BH services?
- Age, race, gender, primary language, use of an interpreter, zip code, county.

[COVID-19 Telehealth Patient Survey \(surveymonkey.com\)](https://www.surveymonkey.com)

Questions? Email: ctowle@uw.edu

(Provider Telehealth Survey report: [BHI RRT - Survey Report Final \(1\).pdf](#))

SDoH in TELEHEALTH PROVIDER SURVEY

Examining Use of Telehealth to Capture and Use SDoH Data

The Health Care Authority (HCA) is sponsoring the Behavioral Health Institute at Harborview Medical Center to deploy a statewide survey and interview key stakeholders to examine the use of telehealth to gather and use SDoH data by physical health and behavioral providers.

Goal: gather information re how providers collected & used SDoH data prior to COVID and how these providers are now collecting and using SDoH data since COVID, including through the use of telehealth and other technologies.

Results: report will be shared out with project stakeholders.

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- **Funded by the HCA under the CMS Mental Health IMD Waiver**

Objectives:

1. Understand the ways (e.g. strategies, frequencies) in which behavioral and physical health providers are collecting SDoH data from clients as part of telehealth-delivered services
2. Identify barriers that providers face that prevents them from collecting SDoH data (via telehealth or otherwise)
3. Identify the supports providers may need to use telehealth/other technologies for the exchange of SDoH data.
4. Share emerging practices in SDoH data collection & use from providers across WA

Strategy: Provider survey & key stakeholder interviews

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- Provider Ask:**

You will be receiving an invitation to complete a survey between

5/03/21 and **6/01/21** to inform this work

