Client Telehealth Survey

June 17, 2020
MADC promotes Equity and Excellence in the treatment of behavioral healthcare and specializing in substance use disorders (SUD) throughout Maryland.

- We believe every patient should have access to a high-quality treatment system that is informed by scientifically-proven best practices and has the capacity to meet the needs of all Marylanders.
- While our efforts directly address the urgent crisis our State faces related to the opioid epidemic, all initiatives are strategically aligned to cultivate long-term, systemic change.
Client Telehealth Survey

Survey Demographics

• 439 respondents
  ▪ Average age of the respondents was 41 years old (age range of 18 to 73 years old)
  ▪ 32% were female, 68% were male
  ▪ 85% had Medicaid, 15% had private insurance
Client Telehealth Survey

Geographic Regions of Respondents

- Anne Arundel County: 18%
- Baltimore City: 35%
- Baltimore County: 6%
- Calvert County: 2%
- Cecil County: 10%
- Charles County: 6%
- Harford County: 9%
- Queen Anne’s County: 6%
- St. Mary’s County: 13%
- Queen Anne’s County: 13%
- St. Mary’s County: 9%
- Baltimore City: 6%
- Baltimore County: 3%
- Calvert County: 2%
- Cecil County: 10%
- Charles County: 6%
- Harford County: 9%
- Queen Anne’s County: 6%
- St. Mary’s County: 13%
- Baltimore City: 35%
Client Telehealth Survey

Length of Time in Treatment
• First 60 days 36%
• 60 to 90 days 16%
• 90 to 120 days 9%
• More than 120 days 39%

In addition to Substance Use Treatment
• 235 respondents or 54% also received Mental Health services via telehealth
• 58 respondents or 13% also received PRP services via telehealth

*All 439 respondents received SUD services via telehealth
My experience with televideo group sessions has been positive (N=420)

- 54% of clients had a positive experience all of the time.
- 33% had a positive experience most of the time.
- 12% had a positive experience some of the time.
- 1% had a positive experience none of the time.
Client Telehealth Survey

My experience with televideo individual sessions has been positive (N=275)

- All of the time: 72%
- Most of the time: 19%
- Some of the time: 9%
- None of the time: 0%
My experience talking on the phone with an individual provider has been positive (N=430)

- All of the time: 63%
- Most of the time: 24%
- Some of the time: 11%
- None of the time: 2%
I am satisfied with the sound quality of the telehealth system (N=431)

- All of the time: 40%
- Most of the time: 35%
- Some of the time: 23%
- None of the time: 2%

I am satisfied with the video quality of the telehealth system (N=432)

- All of the time: 42%
- Most of the time: 37%
- Some of the time: 20%
- None of the time: 2%
**My overall experience with telehealth has been mostly positive (N=433)**

<table>
<thead>
<tr>
<th>All of the time</th>
<th>Most of the time</th>
<th>Some of the time</th>
<th>None of the time</th>
</tr>
</thead>
<tbody>
<tr>
<td>57%</td>
<td>31%</td>
<td>11%</td>
<td>1%</td>
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</tbody>
</table>

- **All of the time**
- **Most of the time**
- **Some of the time**
- **None of the time**