

# MENTAL HEALTH (MH) TELEHEALTH SURVEY RESULTS

## USE OF VIRTUAL BEHAVIORAL HEALTH SERVICES DURING AND AFTER THE COVID-19 PANDEMIC

Survey Conducted May to August 2020

Participants



Organizations



States



### ANTICIPATED USE FOLLOWING COVID-19

On Average, 65% of Respondents Anticipate Continuing Use Across All Services

#### TELEPHONE

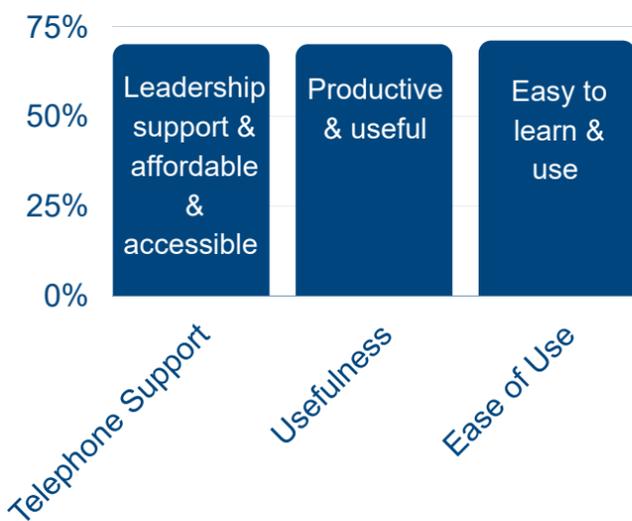


#### VIDEO



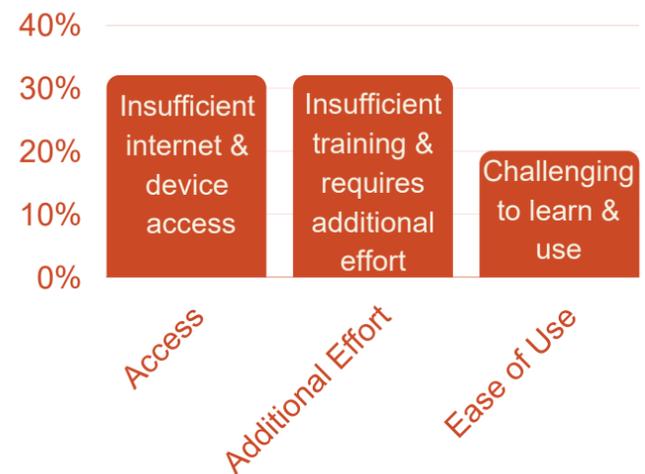
### STRENGTHS DURING & AFTER COVID-19

Top Strengths Identified: Perceived Effectiveness



### WEAKNESSES DURING & AFTER COVID-19

Top Weaknesses Identified: Perceived Ineffectiveness



### SUMMARY

Telehealth has expanded the ability of the MH workforce to provide services during the pandemic. Providers anticipate continuing to use telehealth services after the pandemic. Telehealth is shown to be supportive, productive, and useful in the MH workforce. As application of telehealth evolves, use of telephone services needs adequate reimbursement, while video services could use greater accessibility to internet/devices. Both services could benefit from better training.

Thank you to the collaborating Mental Health Technology Transfer Centers: Great Lakes, Mountain Plains, Northeast & Caribbean, and Southeast



Technology Transfer Centers

Funded by Substance Abuse and Mental Health Services Administration