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NJ Association for the Treatment of Opioid Dependence

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TRENTON TREATMENT CENTER
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August 8, 2020

2020 COVID-19 Impact on OTPs Survey

The COVID-19 pandemic presents unique challenges for people with substance use disorders (SUDs) and people in recovery. To address the urgency of this rapidly evolving situation, NJATOD solicited feedback through an online survey of its member providers in an effort of collecting information on the impacts COVID-19 has had on their agency. The survey was designed to measure both direct and indirect impacts COVID-19 has had on the agency and to identify issues, problems and opportunities for improvement from the providers' perspective. With this information, it is our intent to ensure we can continue to provide services to the people who need us the most as well as the people who are providing care to the most vulnerable members of our community.

The survey covered 6 categories:

- COVID-19 Infections
- COVID-19 Testing
- Personal Protective Equipment
- Medical Operations
- Use of Telehealth/Telecommunications
- Revenue and Cost Impacts

The online survey was conducted in late May, early June by a total of twelve (12) provider agencies which represents approximately 50% of the total number of member providers. Only one (1) survey per organization was required to be completed.





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Highlights from the survey regarding key challenges OTPs face due to the COVID-19 pandemic include:

- **Program and Patient Impact:** A great number of respondents reported not providing COVID-19 testing onsite with only 16.7% having the capability to provide on-site testing to patients and staff. 33.7% of respondents indicated limited testing availability in the area with cost of testing for both employees and patients being a factor. 91.7% of respondents reported integrating telehealth/telecommunications in their service provision yet reported barriers and challenges exist such as connectivity issues, equipment limitations and cost concerns. An overwhelming number of respondents reported using telehealth/telecommunications for pre-admissions/screening, individual counseling, treatment planning, case management and clinical supervision with 41.7% using telehealth/telecommunications for more than 75% of services. 50% reports between 50-75% of their patient population adhere to telehealth/telecommunications services. Yet, respondents indicate the greatest needs to achieve program goals using telehealth are patient access to software (i.e. internet) at 100% and patient access to hardware (i.e. smartphones) at 91.7%. The greatest reported challenges with implementing telehealth/telecommunications are patient buy-in (50%) and State licensing requirements (41.7%). Despite the challenges and barriers of telehealth/telecommunication services, respondents reported the most favorable results with: Increased quality of care and access, increased continuity of care, treatment was initiated earlier, increased treatment adherence and increased timely patient access to appointments.
- **Employment Impact:** Majority of respondents indicated increased payroll expenses as a result of the pandemic with nursing staff reported as the most critical position for hire
- **Personal Protective Equipment (PPE):** 58.3% of respondents indicated they were able to obtain PPE however the majority reported difficulty obtaining masks (i.e. N95, medical surgical masks), gowns and disinfectant supplies such as Clorox wipes.
- **Resilience:** Despite the great challenges and barriers impacting OTPs throughout this pandemic, the invaluable, essential services have been available to the critical population in need of the services. Yet, revenue and cost implications of the pandemic have impacted the sustainability of programs. A majority of respondents indicated moderate loss to Medicaid revenues as a result of the pandemic with increased direct and indirect costs having the greatest impact. Pandemic-related expenses such as technology costs (i.e. telehealth platforms, computers, cameras, microphones & speakers), PPE (i.e. masks, gowns, cleaning supplies & services), increased medical supplies & equipment (i.e. bottles and caps, labels), and increased payroll expenses (i.e. additional nursing staff) have driven up expenses that providers would not have otherwise experienced, if not for the pandemic.



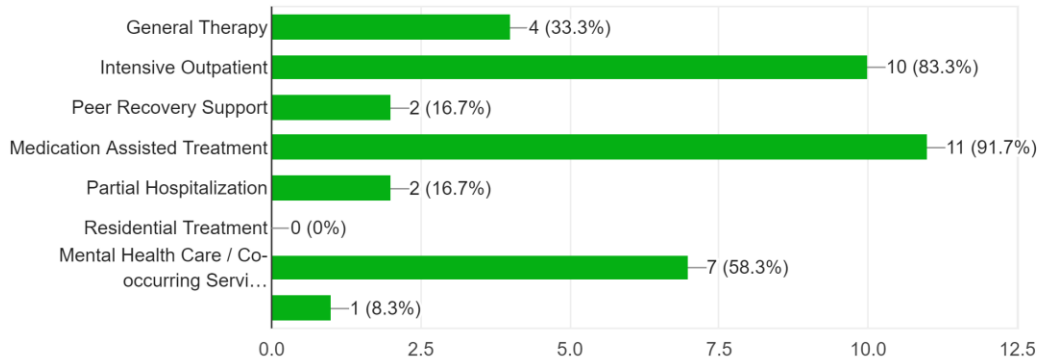
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Participation by Provider Type

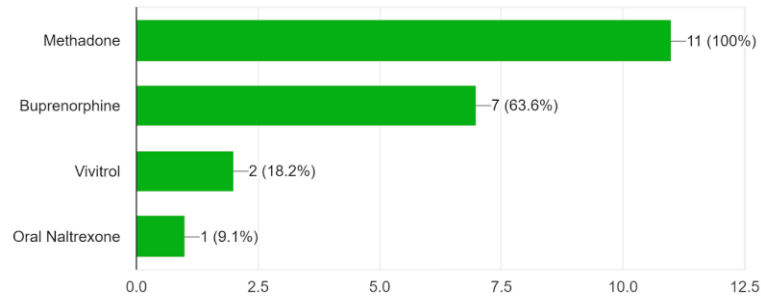
Please indicate the service represented (check all that apply)

12 responses



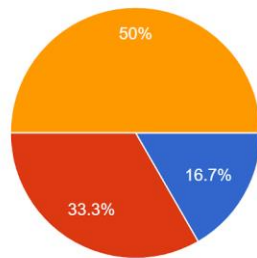
For agencies providing MAT, select the type of medication offered (check all that apply)

11 responses



Provider Size

12 responses



- Large group or Treatment Center (greater than 100 employees)
- Medium group or Treatment Center (between 50 - 99 employees)
- Small group or Treatment Center (fewer than 50 employees)



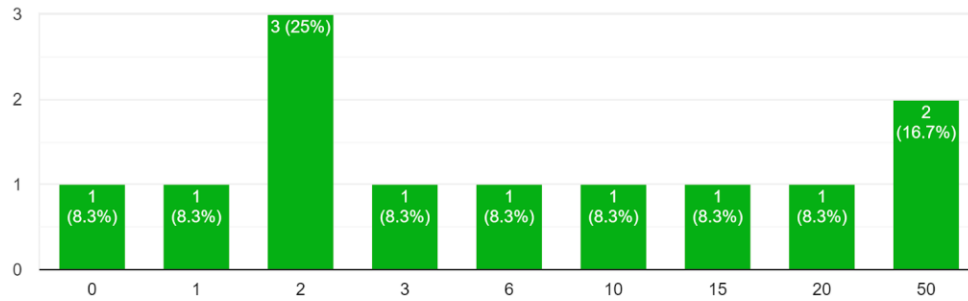
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COVID-19 Infections

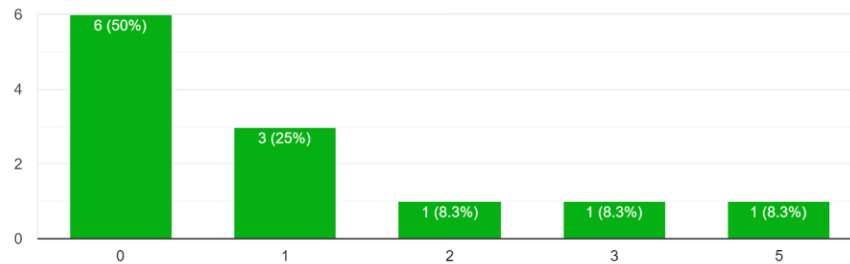
What is the number of COVID-19 suspected or confirmed patient infections as of May 15, 2020? If none, answer 0.

12 responses



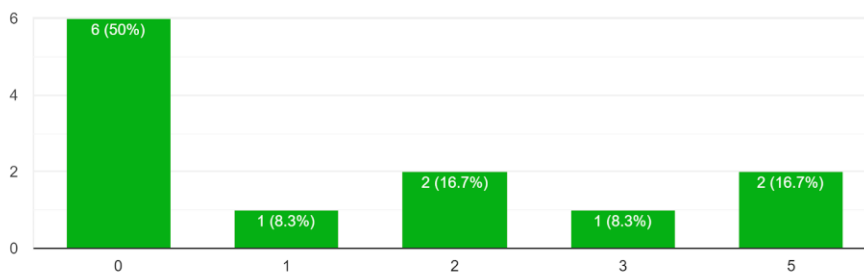
What is the number of COVID-19 suspected or confirmed patient deaths as of May 15, 2020? If none, answer 0.

12 responses



What is the number of confirmed COVID-19 staff infections as of May 15, 2020? If none, answer 0.

12 responses





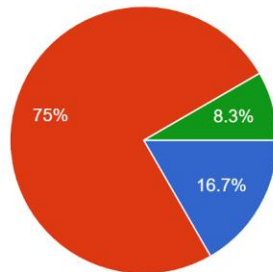
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COVID-19 Testing

Does your agency provide testing for patients?

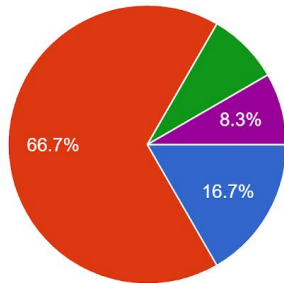
12 responses



- Yes
- No
- Sometimes
- We are working to provide testing through our lab co. Truetox

Does your agency provide testing for employees?

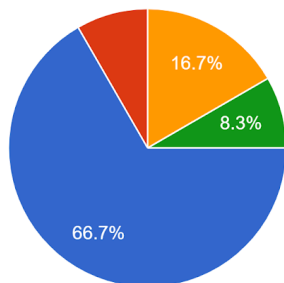
12 responses



- Yes
- No
- Sometimes
- We offer to help navigate and schedule testing appointments for our staff.
- Not currently, but will be providing in the future.

If your agency does not provide testing for patients or employees, do you have access to testing?

12 responses



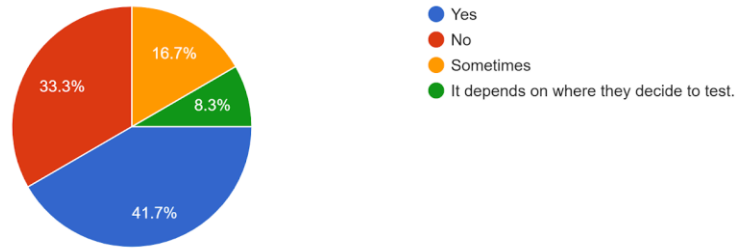
- Yes
- No
- Sometimes
- NA



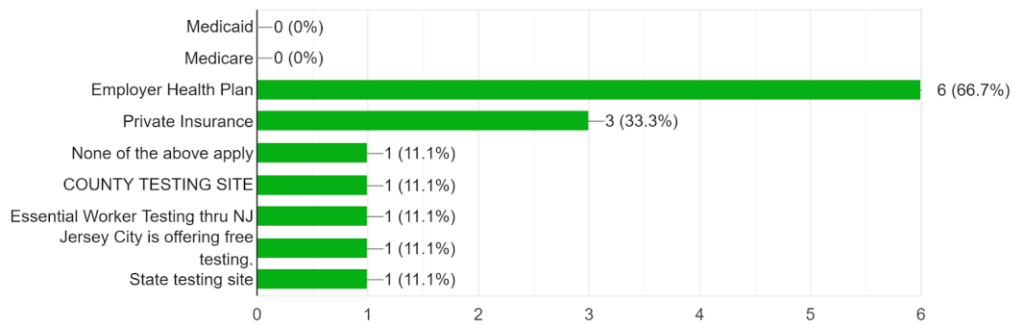
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If your employees have access to testing, is it free?
12 responses

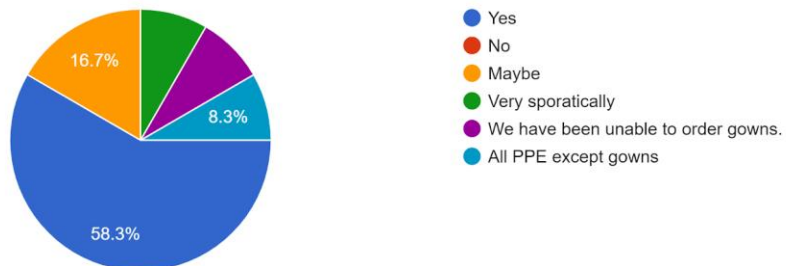


If the testing is free, please indicate payer source.
9 responses



Personal Protective Equipment (PPE)

Are you able to obtain PPE (personal protective equipment) as of May 15, 2020?
12 responses





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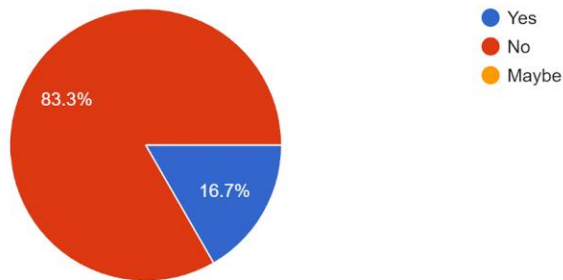
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If you are not getting essential PPE (personal protective equipment), what is it that you need? If does not apply, answer N/A. 12 responses

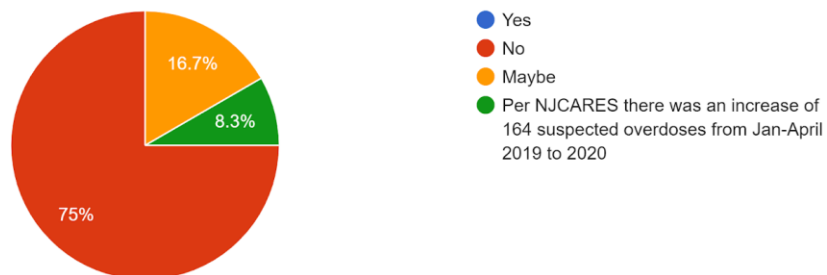
- Med Surgical Masks
- N-95 Masks
- Gloves
- Hand Sanitizer
- Clorox Wipes
- Gowns

Medical Operations

Are your programs encountering any difficulty in providing extended take-home?
12 responses



Illustratively, have there been any reported overdoses or other incidents?
12 responses





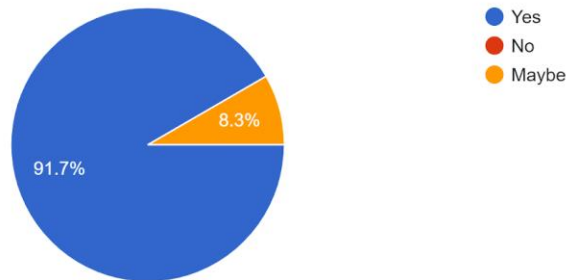
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Telehealth/Telecommunications

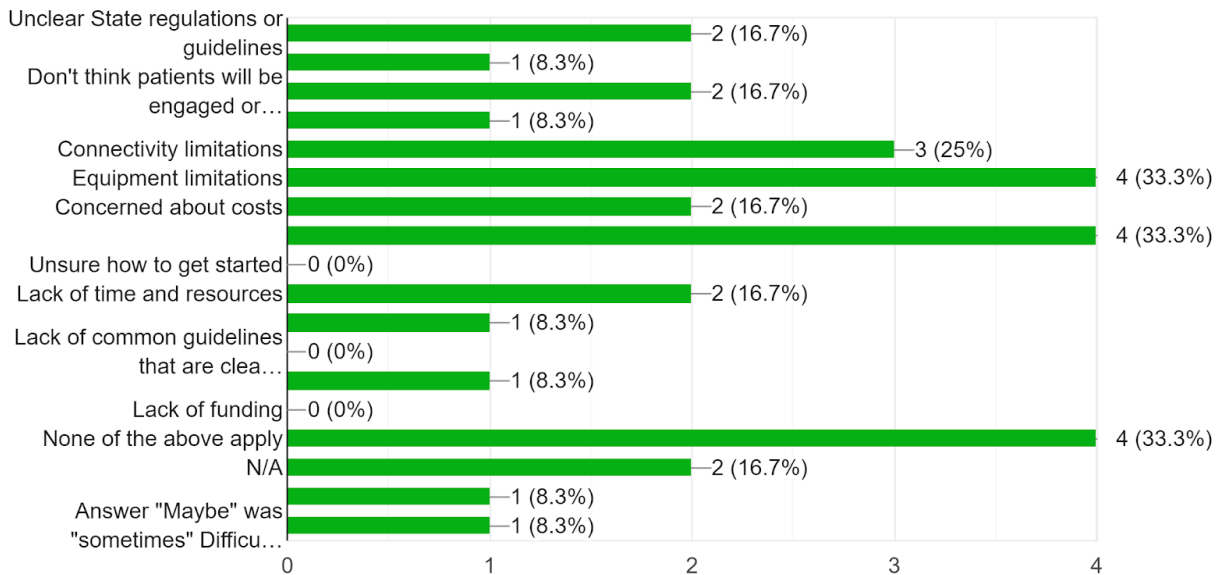
Does your agency use telehealth or telecommunications?

12 responses



If your agency is not currently or sometimes using telehealth/telecommunications, what are the reasons? Select all that apply.

12 responses



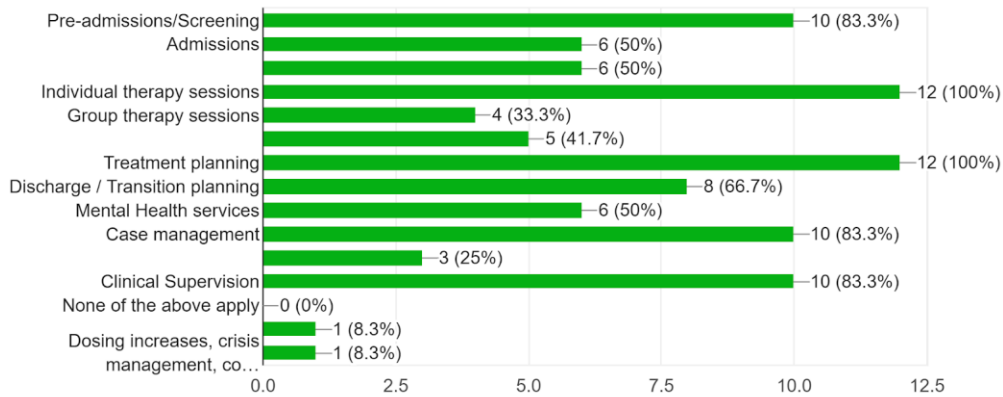


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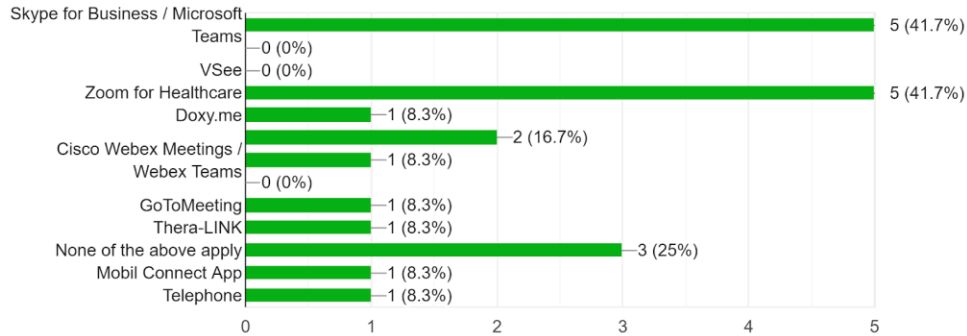
How are you using telehealth/telecommunications? Select all that apply.

12 responses



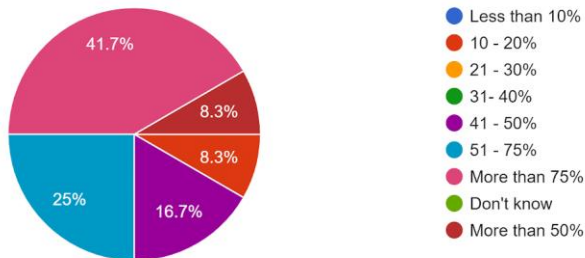
What IT platform do you use? Select all that apply.

12 responses



What proportion of your services are currently done using telehealth or telecommunications?

12 responses



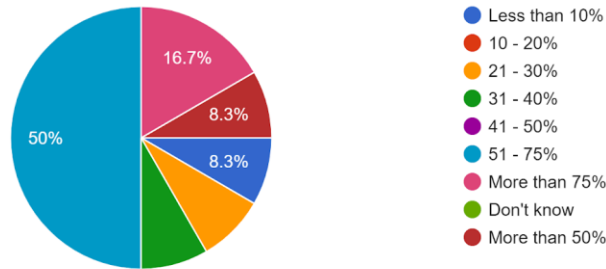


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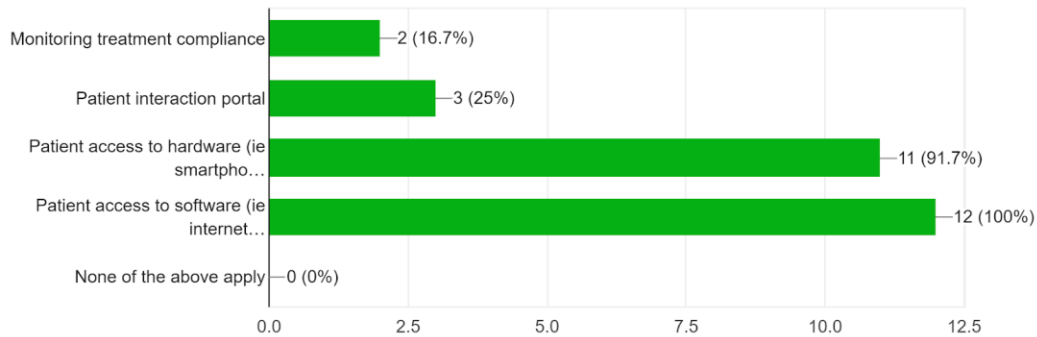
What percentage of your patient population adhere to treatment services using telehealth or telecommunications?

12 responses



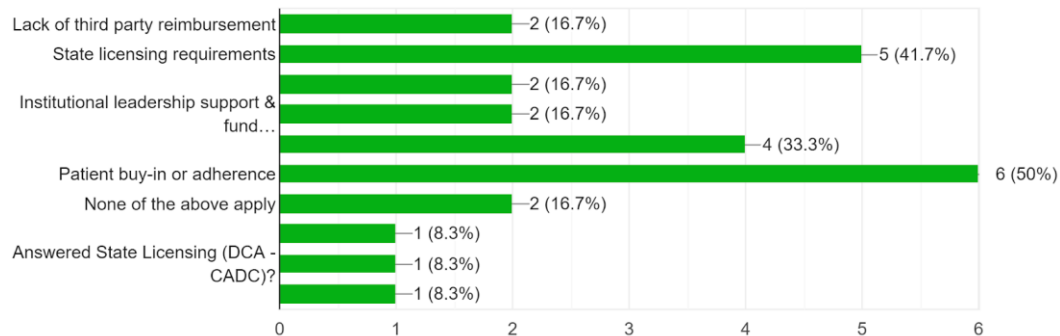
In which area(s) does your agency need hardware or software assistance to achieve its goals?
Select all that apply

12 responses



Which of the following has been a challenge to implementing telehealth/telecommunication practices in your agency? Select all that apply.

12 responses



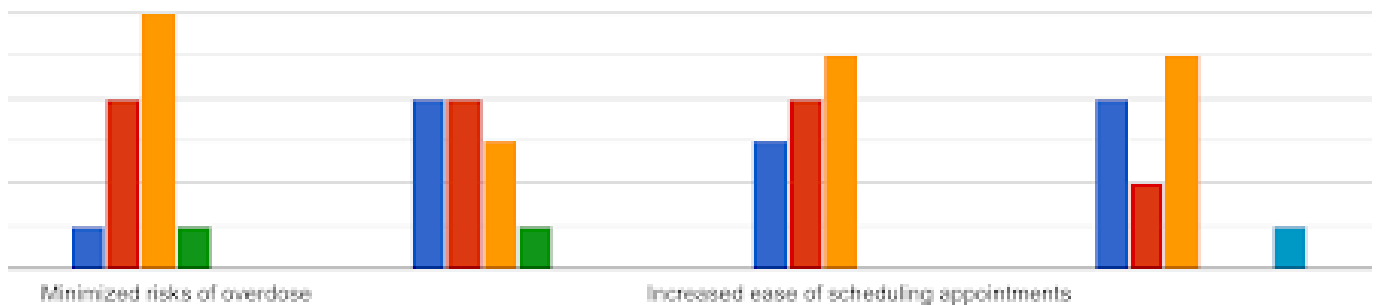
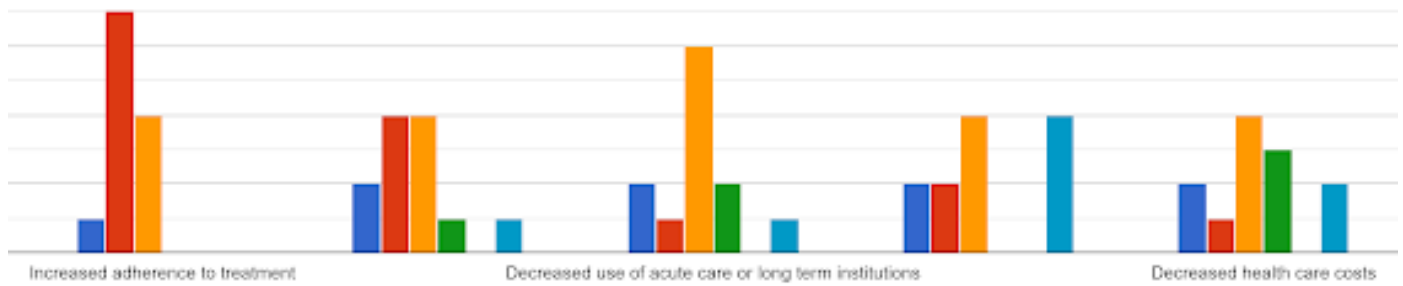


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Thinking about your own experiences with Telehealth/Telecommunications, indicate the extent to which you agree or disagree with the following statements. The Telehealth/ Telecommunications Program has:

■ Strongly agree
 ■ Moderately agree
 ■ Neither agree or disagree
 ■ Moderately disagree
 ■ Strongly disagree
 ■ N/A



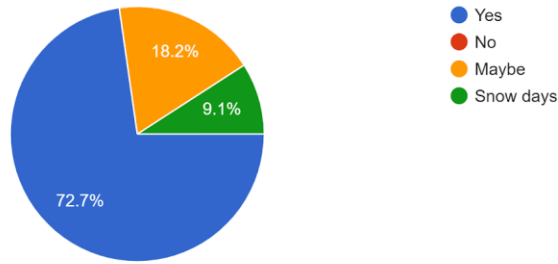


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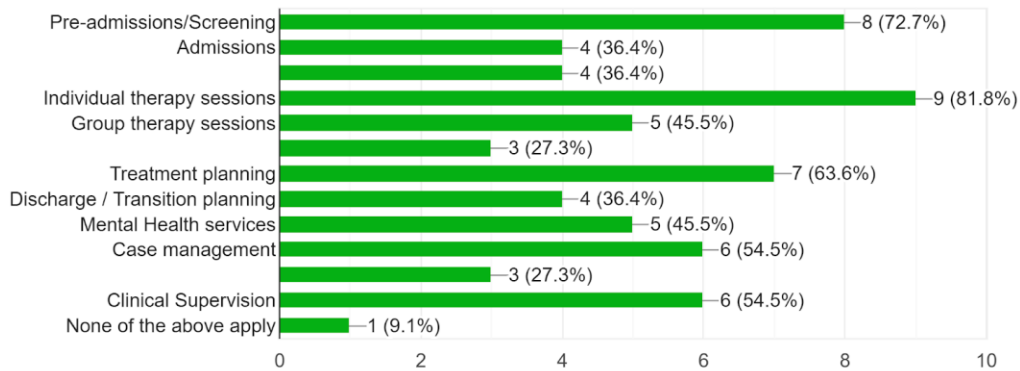
If permitted, would you consider continuing to use telehealth for some of your services in the future?

11 responses



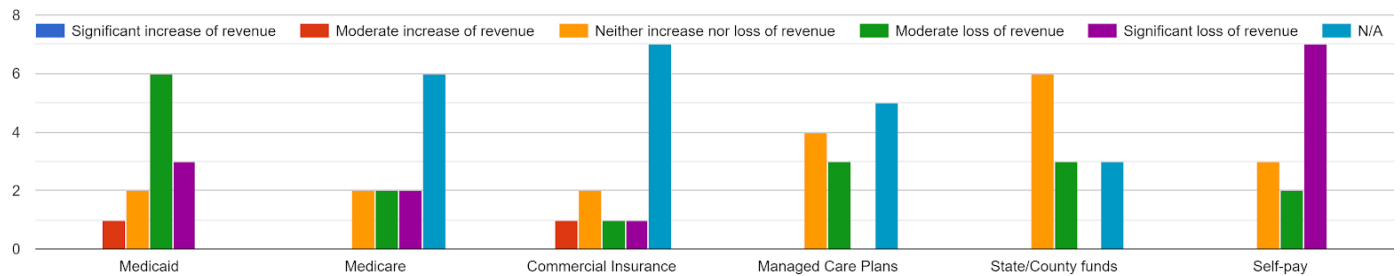
If you answered YES to the above question, which services would you utilize via telehealth? (Select all that apply)

11 responses



Revenue and Cost Impacts

Revenue trends - Measured by your daily or weekly billings in month, indicate impact to each payer source

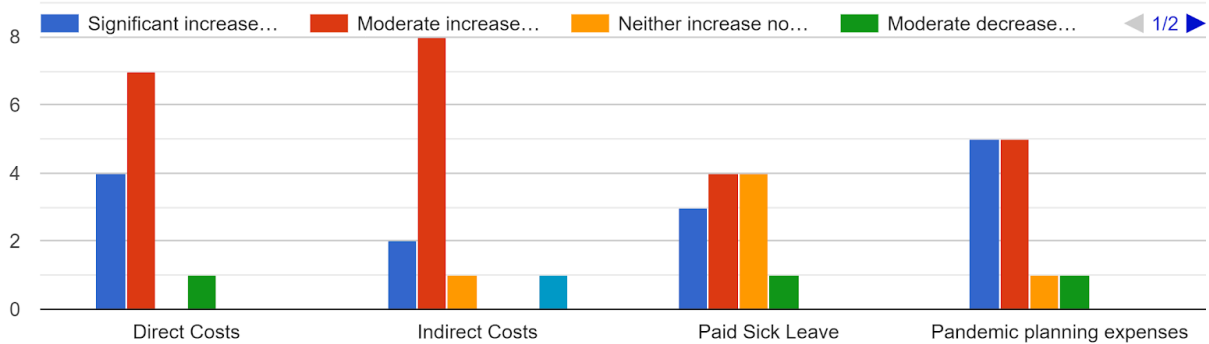




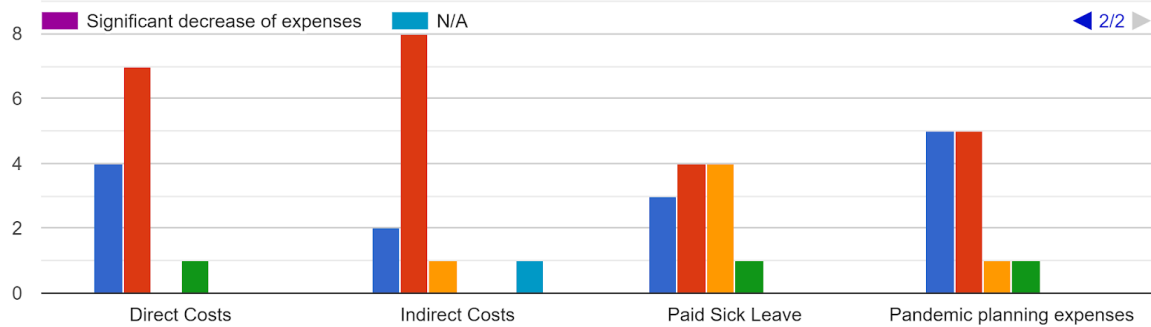
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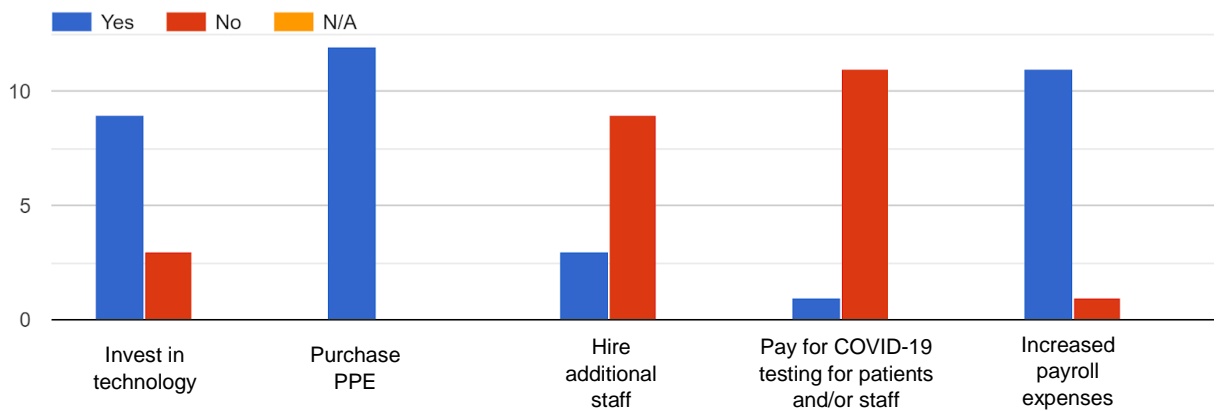
COVID-19 Financial Impact



COVID-19 Financial Impact



Have you experienced added costs resulting from the COVID crisis? Answer Yes or No.



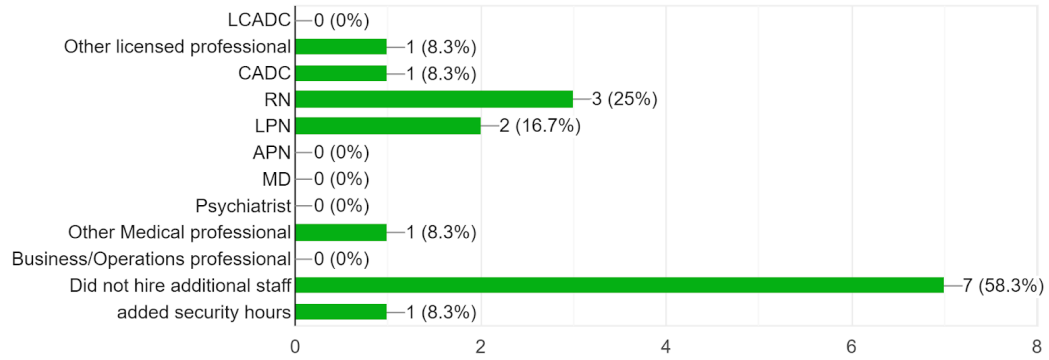


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Have hired additional staff as a result of the COVID-19? If yes, identify the type of staff you hired.

12 responses



Staff Impacts: Select any cuts/reductions ALREADY made in the following areas. Select all that apply.

12 responses

