VISN 16 Mental Health Service Delivery 2020 A Quality Assessment Project

Mental health leaders in VISN 16, South Central MIRECC, and Houston VAMC are collaborating to better understand how mental health services are being delivered in FY20. We are particularly interested in the delivery of mental health care to Veterans and employee job-related experiences pre- and post-pandemic.
This survey was designed to take approximately 10-15 minutes.

Your primary facility:

- ○ Alexandria
- ○ Biloxi
- ○ Fayetteville
- ○ Houston
- ○ Jackson
- ○ Little Rock
- ○ New Orleans
- ○ Shreveport

If at a CBOC, please list:

_____

VA Appointment (please check all that apply)

- ☐ Prescribing provider
- ☐ Non-prescribing provider
- ☐ Program/clinic leadership team
- ☐ Facility mental health leadership team
- ☐ Other

If you selected other, please describe:

_____

Section 1. COVID Impact on Mental Health Services for Veterans.

Please consider "during the pandemic" to refer to the period from March 15 to June 2020, and "prior to the pandemic" to refer to the period before March 1, 2020.

Please rate the following aspects of overall mental health care delivery during the pandemic at your facility.

	Very Poor	Poor	Acceptable	Good	Very Good
Based on your experiences with Veterans, how would you rate Veterans' access to mental healthcare during the pandemic?	○	○	○	○	○
How would you rate the timeliness of mental healthcare during the pandemic? (How well did your facility do in getting Veterans the care they needed when they needed it?)	○	○	○	○	○
How would you rate the quality of mental healthcare delivered during the pandemic?	○	○	○	○	○

How would you rate the effectiveness of your facility in addressing Veterans' distress and mental health needs during the pandemic?

〇 〇 〇 〇 〇

As compared to the period before the pandemic (prior to March 1, 2020), how would you rate your facility's ability to deliver the following types of services during the pandemic (March 15 - June 2020)?

	Much Less Successful	Less Successful	About the Same	More Successful	Much More Successful	Not Applicable
Providing evidence-based psychotherapy	〇	〇	〇	〇	〇	〇
Providing measurement-based care	〇	〇	〇	〇	〇	〇
Meeting the mental health needs of high-risk Veterans defined by age, ethnicity, income, suicide-risk, comorbidities, etc.	〇	〇	〇	〇	〇	〇
Delivering tele-health services	〇	〇	〇	〇	〇	〇
Delivering care in innovative ways (e.g., using modified clinic grids, using stepped care, triaging Veterans to maximize access and quality)	〇	〇	〇	〇	〇	〇

Are there steps not captured above that your facility has taken to ensure successful delivery of high quality mental healthcare during the pandemic? If so, please describe them briefly in the space provided.

_____

What are the most important innovations or changes in clinical practice or service delivery at your facility that you think should be incorporated into routine post-pandemic mental healthcare?

_____

Where do you think your facility excelled or struggled to deliver high-quality mental health care during the pandemic (March 15 - June 2020)?

	Struggled	Somewhat Struggled	Neither Excelled nor Struggled	Somewhat Excelled	Excelled	Not Applicable
Delivery of services via telehealth	○	○	○	○	○	○
Innovative service delivery strategies	○	○	○	○	○	○
Maintaining clinical relationships with Veterans	○	○	○	○	○	○
Delivery of medication based services	○	○	○	○	○	○
Referrals for specialty mental health care (e.g. referral for PTSD, SUD, ICMHR etc. care)	○	○	○	○	○	○
Other? Please rate here and describe below.	○	○	○	○	○	○

Please describe in the space provided:

_____

If you have additional comments about areas where
you think your facility excelled or struggled,
please elaborate here.

_____

Section 2: COVID Impact on VA Service Delivery

Did you deliver services during the pandemic? ○ Yes ○ No

Please use the drop-down menus to indicate what proportion of all services you delivered were delivered by telehealth before and after the pandemic. Telehealth delivery includes telephone, video, smart phone app, email, direct messaging, etc.

Before the pandemic (prior to March 1, 2020)
○ 0-10% ○ 11-20% ○ 21-30%
○ 31-40% ○ 41-50%
○ 51-60% ○ 61-70%
○ 71-80% ○ 81-90%
○ 91-100%

After the pandemic (March 15 - June 2020)
○ 0-10% ○ 11-20% ○ 21-30%
○ 31-40% ○ 41-50%
○ 51-60% ○ 61-70%
○ 71-80% ○ 81-90%
○ 91-100%

When we emerge from the pandemic and define our "new normal," what would the most effective service delivery model be for your future clinical work (taking into consideration Veterans' needs as well as your own work-related quality of life)?
○ Almost all services delivered in-person
○ Majority of services delivered in-person (e.g., 75% in-person and 25% telehealth)
○ Equal mix of in-person and telehealth delivery ○ Majority of services delivered by telehealth (e.g., 75% telehealth and 25% in-person) ○ Almost all services delivered using telehealth

Comments:

_____

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If telehealth is part of your job duties, in the future, which would you prefer?	○ A) Telehealth from home ○ B) Telehealth from VA ○ C) A combination of both

	Resume care as delivered before pandemic	Somewhat resume care as delivered before pandemic	Neutral	Somewhat change practices as informed by pandemic response	Change practices as informed by pandemic response
How do you think the VA should provide mental health services after the pandemic?	○	○	○	○	○

What recommendations would you make? (please check all that apply)	☐ A) Increased use of telemental health modalities ☐ B) Modifications to active treatment services (e.g., psychotherapy services, medication services) ☐ C) Modifications to care management and/or follow-up services (e.g., watchful waiting or active monitoring outside of intensive treatment services) ☐ D) Other (please specify):

Please describe in the space provided:

_____

Section 3: COVID Impact on VA Providers and Leadership

As compared to the time period before the pandemic, how would you rate the level of job related distress you experienced during the pandemic? Please consider both distress caused by specific work responsibilities and distress caused by challenges in work-life balance (e.g., struggling to balance VA job responsibilities with competing demands at home).	○ Much Lower ○ Lower ○ About the Same ○ Higher ○ Much Higher

As compared to the time period before the pandemic (e.g. before March 2020), how would you rate the level of your resilience to adapt to the changes during the pandemic?	○ Much Lower ○ Lower ○ About the Same ○ Higher ○ Much Higher

Overall, compared to before the pandemic, how appreciated did you feel while working during the pandemic?	○ Much less appreciated ○ Less appreciated ○ About the same ○ More appreciated ○ Much more appreciated

Overall, compared to the time period before the pandemic, how would you rate your job satisfaction during the pandemic?	○ Much Lower ○ Lower ○ About the Same ○ Higher ○ Much Higher

How would you rate the steps VA has taken to ensure that its mental health workforce was adequately and appropriately prepared to perform during the pandemic?

	Very Poor	Poor	Neutral	Good	Very Good	N/A
Flexibility in physical work location (telework, VA office, combination)	○	○	○	○	○	○
Clarity, effectiveness and frequency of communication - From the VISN	○	○	○	○	○	○
Clarity, effectiveness and frequency of communication - Within your facility	○	○	○	○	○	○
Adequacy of technical support for tele-work	○	○	○	○	○	○
Adequacy of technical support for telehealth service delivery	○	○	○	○	○	○
Adequacy of steps to ensure employee safety	○	○	○	○	○	○
Adequacy of support to address pandemic-related stress in the workplace	○	○	○	○	○	○

What are the most helpful things the VA and/or your facility have done during the pandemic to support the work and well-being of mental health employees?	_____
What could the VA and/or your facility have done during the pandemic to support the work and well-being of mental health employees that they did not do?	_____

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