



Summary:

The availability of services via telehealth from home has been a positive for patients at CKF Addiction Treatment. Telehealth should never be the only option to access a service, but, similarly, in-person should never be the only option to access a service. Patients deserve multiple options when seeking health care services and only they can tell us which option is best for them. To limit choice is to limit the number of individuals who can afford access to the health care system, which limits those who can afford to benefit from a healthy life. As the spread of COVID-19 becomes better managed and in-person options to access care once again become viable, it would go against reason to remove the option of telehealth.

The data listed below supports that patients accessing telehealth treatment services from their homes are attending at high rates and reporting satisfaction with the format of service delivery.

Data:

The 2019 data listed below reflects in-person services. In-person services are also reflected during the first two months of 2020. CKF began offering all services via telehealth the last week of March 2020.

Outpatient Level 1 Groups

LEVEL I				
	2019		2020	
	Attendance Rate		Attendance Rate	
1Q	64.8%		71.2%	
2Q	67.2%		77.1%	
3Q	66.3%		75.3%	
4Q	69.4%			
Totals	66.9%		74.4%	

Intensive Outpatient Level 2 Groups

LEVEL II				
	2019		2020	
	Attendance Rate		Attendance Rate	
1Q	60.0%		62.9%	
2Q	64.9%		72.9%	
3Q	61.2%		73.4%	
4Q	59.4%			
Totals	61.5%		69.8%	



Patient Experience

- “I look forward to it, and I feel like I take something away from it every evening- no matter what the topic may be! I feel like we’re a small family, very lucky to have this available!”
- “Nothing that I can think of, we're just very grateful for the telehealth services to help us afford these services which helps us continue to be successful in our recovery. If we had to attend these classes in-person we very likely wouldn't be able to afford nor always have the time to make a 2hr drive every class, which would absolutely affect our recovery. So we're just very thankful for the service to help make recovery seem like it is actually achievable for us.”
- “I think it’s awesome program.”
- “This program was a great idea I very much enjoy my group I feel very comfortable sharing with my peers.”
- “If I were to compare telehealth to in person counseling or groups...I would rather do telehealth. I feel safe and more comfortable in my own environment as well as sharing my own experiences with others. Also...working in smaller groups makes it easier to share and be comfortable with one another.”
- “I was very nervous about going to group meetings in general. Being able to do groups and 1 on 1s through telehealth in my own environment has made me feel very comfortable about sharing my personal issues and more open to the overall experience. I enjoy it more than I do regular group meetings. Also, not having to travel is a huge benefit. I’d be more likely to attend telehealth groups than groups that are in person.”
- “This is a great program I have recommended this to my doctor so that others can join a loving group like me. Our facilitator is great she understands and listens.”
- “Nothing to complain about at all, in fact, we are very thankful for this service due to the amount of time, money, & wear/tear on our vehicles it's saved us. Could live without it, yes, but definitely would rather not have to! Thanks again for the convenience this service provides us with!”
- “I absolutely love this service. I am out of town and this makes me able to attend. Thank you all so much for this valuable service!!”
- “Very convenient and effective form of communication for treatment services.”





