

Behavioral Health Data Analytics Collaborative (BHDAC)

Data-Directed Practice Briefs

Mental Health and Substance Use Disorder Facilities, September 2024

Linn, B. K., Shi, T., Dulmus, C. N., Warnstadt, K. H., Barczykowski, A., Amen, Z., Yu, J., Wilding, G. E., Diebold, J., Harvey, S. J., & Rodriguez, N. (Under review). Increased telehealth usage associated with increased no-show rates in substance use and mental health clinics serving a rural population. *Administration and Policy in Mental Health and Mental Health Services Research*.

Introduction

- This analysis looked at the relationship of telehealth usage to no-show rates in partner agencies
- More than 30,000 clients with 500,000 appointment records were part of the data
- Data were drawn from 2020-2022

Results

- Clients who used more telehealth had more no-shows after accounting for the effects of COVID
- The results remained even after conducting a *sensitivity analysis*, suggesting a robust finding

Definitions

- Sensitivity analysis: A statistical method used to perform a more fine-grained analysis; results that are the same after a sensitivity analysis is performed are considered strong results

Implications for practice

- Clients and clinicians should prioritize in-person services
- Telehealth visits should be reserved for special circumstances and occasional visits to ensure continuity of care

