

OBHS Counselor Survey

We are trying to understand what resources would help OBHS patients receiving treatment for opioid use disorder (OUD) stay engaged and retained in care. The information being collected will be used to inform the design of an intervention to increase engagement and retention in care for OUD at Denver Health. Your answers will not be shared outside of the research group designing the intervention.

Please complete the survey below. Thank you!

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- 1 Do you think retention of patients receiving treatment for OUD would improve with a dedicated case manager and/or more coordinated case management services (i.e. the collaborative process of assessing, planning, and coordination of care)?
- No
 Yes
 Not sure
-

- 2 Please rate each of the patient groups below based on how difficult it is for them to stay engaged in care, with 1 being extremely difficult to stay engaged and 5 being the easiest to stay engaged.
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New patients who have never been in treatment

1 2 3 4
 5

Patients who have missed an appointment in the last month

1 2 3 4
 5

Patients who are experiencing homelessness

1
 2
 3
 4
 5

Patients without insurance

1
 2
 3
 4
 5

Patients who are unemployed

1
 2
 3
 4
 5

Other:

3 From the list below, please select the top five services that you think are most critical in terms of their importance for keeping patients engaged in care.

- Hotel voucher to stabilize for one or two nights
- Residential treatment placement (residential mental health services, sober living arrangements)
- Long-term housing assistance
- Lyft rides to medical appointments
- Lyft rides to other resources, such as food banks
- Mental health care
- Oral health care
- Appointment reminders
- Food assistance
- Medication adherence counseling
- Connection to peer supports
- Assistance establishing primary or specialty care medical appointments
- Harm reduction services (e.g. syringe exchange)
- Insurance enrollment
- Legal assistance
- Access to internet
- Access to phone
- Medical equipment (e.g. wheelchair)
- Other

Please specify "Other": _____

4 As a counselor, which of these support services have you provided to a patient? Check all that apply.

- None, focus is on therapy
- Hotel voucher to stabilize for one or two nights
- Residential treatment placement (residential mental health services, sober living arrangements)
- Long-term housing assistance
- Lyft rides to medical appointments
- Lyft rides to other resources, such as food banks
- Mental health care
- Oral health care
- Appointment reminders
- Food assistance
- Medication adherence counseling
- Connection to peer supports
- Assistance establishing primary or specialty care medical appointments
- Harm reduction services (e.g. syringe exchange)
- Insurance enrollment
- Legal assistance
- Access to internet
- Access to phone
- Medical equipment (e.g. wheelchair)
- Other

Please specify "Other": _____

5 Which approaches would be effective in identifying patients who should be assigned a case manager and/or more coordinated care management services? Check all that apply.

- Housing screening
- Food insecurity screening
- Transportation screening
- Communication screening (ask patients if they have access to a cellphone with minutes)
- Financial screening (including employment and disability)
- Direct referrals from other care professionals
- Self-referral by patients
- Other

Please specify "Other":

6 Who do you think would be most effective at screening for patient support needs and services?

- Counselors
- Physicians
- Nurses
- Clerks
- Separate Case Manager
- Peers
- Other

Please specify "Other":

7 When do you think patients would benefit most from screening for support needs and services?

- At intake
- After initial stabilization
- Whenever the need arises
- At regular intervals (e.g. every 6 months)
- Other

Please specify "Other":

8 What are the biggest barriers that prevent you from providing support services or case management now?

- I don't know how to provide support services
- I don't have enough time to provide support services
- Support services are not available
- I am uncertain which patients would benefit from support services
- Other

Please specify "Other":

9 Are there any other resources that would help OBHS patients stay engaged in care that they are not receiving?

If you would be interested in having a more in-depth conversation with the research team developing the intervention, please include your name and we will reach out to you to gather your insights.
