

Video Interviewing: Applying a New Paradigm for a National Behavioral Health Survey



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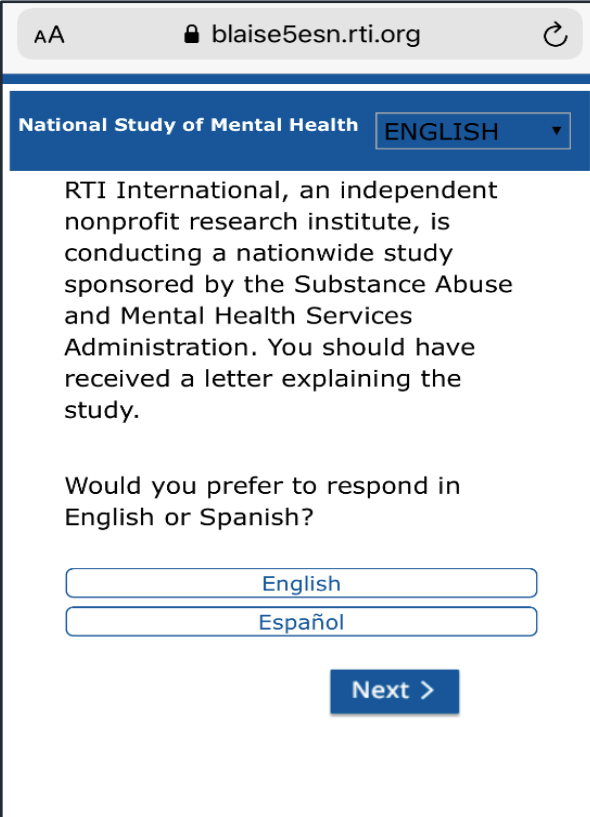
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Mental and Substance Use Disorders Prevalence Study (MDPS)

- Conducted to estimate the prevalence of specific mental health and substance use disorders, and treatment in adults across the United States
- Clinical Interviews with adults 18-65
- National Samples
 - Households
 - Prisons
- Local Samples
 - Homeless Shelters
 - State Psychiatric Hospitals
- Data collection 2020-2022



AA blaise5esn.rti.org

National Study of Mental Health ENGLISH

RTI International, an independent nonprofit research institute, is conducting a nationwide study sponsored by the Substance Abuse and Mental Health Services Administration. You should have received a letter explaining the study.

Would you prefer to respond in English or Spanish?

English

Español

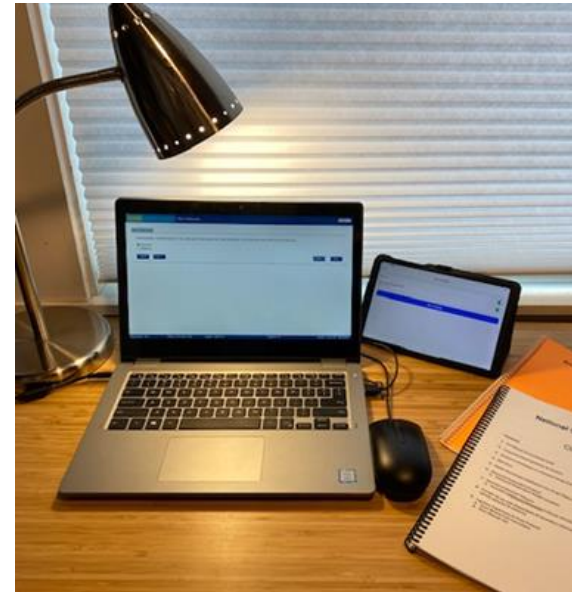
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Video-based Interviewing

- Clinical interviewers conducted interviews from their homes
- Systems and processes developed to support and integrate video-interviewing
- Support features included:
 - Web-based scheduler for respondents
 - Automated emails confirming appointments
 - Process to securely upload recorded interviews to a FIPS-Moderate environment
 - Enhanced quality control for interview authentication and diagnoses rating
 - Support provided for interviewers and respondents
 - Supported data collection in households and facilities

Staffing and Equipment

- Trained approximately 90 Clinical Interviewers (CIs) and 15 Clinical Supervisors
- Hardware:
 - Laptop with case management system and interview
 - Tablet with Zoom connection
 - Centralized phone system for CIs privacy
- In-home clinical interviewer requirements:
 - Private location
 - Secure location for study equipment
 - Sufficient bandwidth for video
 - Professional background



Household Data Collection



- **Completed Rosters: 25,072**
- **Completed Screeners: 29,084**
- **Completed Clinical Interviews: 4,764**
 - **3,192 completed by video**



MDPS Non-Household Video-based Clinical Interviews

Facility Type	# of Facilities	# Facilities Completed Interviews by Video	# Completed Interviews Total
Prisons	22	8	321
Homeless Shelters	24	4	423
State Psychiatric Hospitals	4	1	171
Total	50	13	915



Household Respondents: Clinical Interview Appointment Scheduler

- Accessed from
 - Screening instrument in web, CATI and CAPI modes
 - NSMH public website with passcode
 - FI prompting instrument from Android tables in CAPI mode
- Offered available timeslots based on CIs' availability
- Automatically adjusted for time zone for CI and respondent
- User could schedule, re-schedule, or cancel

11:06

2. Select Appointment Date

March 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

3. Schedule Appointment

For date: 3/31/2022

5AM-7AM -- 0 available slot(s)	3PM-5PM -- 4 available slot(s)
6AM-8AM -- 0 available slot(s)	4PM-6PM -- 4 available slot(s)
7AM-9AM -- 4 available slot(s)	5PM-7PM -- 4 available slot(s)
8AM-10AM -- 4 available slot(s)	6PM-8PM -- 4 available slot(s)
9AM-11AM -- 4 available slot(s)	7PM-9PM -- 4 available slot(s)
10AM-12PM -- 4 available slot(s)	8PM-10PM -- 4 available slot(s)
11AM-1PM -- 4 available slot(s)	9PM-11PM -- 4 available slot(s)
12PM-2PM -- 4 available slot(s)	10PM-12PM -- 0 available slot(s)
1PM-3PM -- 4 available slot(s)	11PM-1AM -- 0 available slot(s)
2PM-4PM -- 4 available slot(s)	

Confirmation, Invitations, and Prompts

- Once an appointment is scheduled, rescheduled, or cancelled, respondents and Clinical Interviewers (CIs) received automated confirmation emails/texts
- CIs sent a personal invitation with Zoom link to respondents for the scheduled appointment
- Respondents got alerts the day before the appointment
- CIs received daily list of appointments

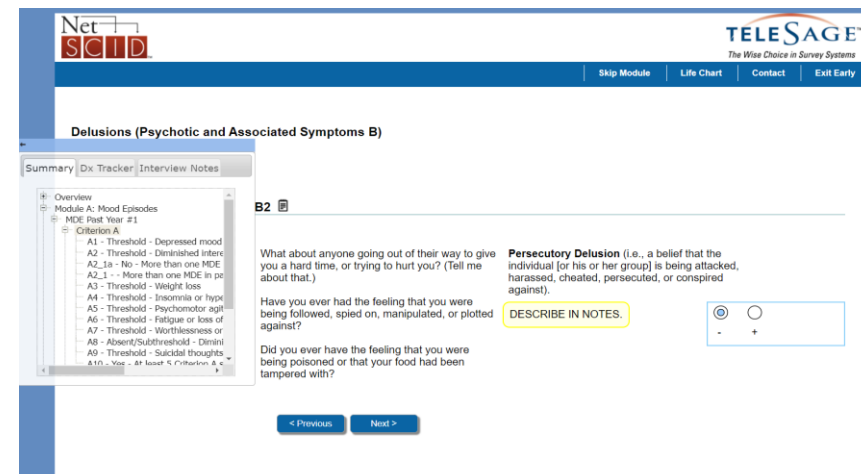
The screenshot shows a mobile browser interface for the NSMH Clinical Interview Appointment Scheduler. The page title is "Clinical Interview Appointment Scheduler" and the URL is "nsmh.rti.org/ApptScheduler/Confirma". The page features the NSMH logo and a confirmation message: "Confirm option to schedule appointment on 3/31/2022 from 9PM to 11PM Eastern." Below this, a table displays appointment details:

Date: 3/31/2022	Case ID: TT939521	Language: English
Time zone: Eastern	Assigned CI: Preethi	

Below the table, there is a section for contact information with the heading "In order to contact you, ensure contact information is correct:". It includes three input fields: "Email address:" (m@yahoo.com), "Confirm email address:" (m@yahoo.com), and "Mobile number:" (555-555-5555). At the bottom, there are two buttons: "Return Without Saving" and "Confirm Appointment".

Clinical Interview

- Blaise 5 instrument on a MS Windows laptop
 - Socio-demographics, Medication, Treatment, Housing
 - NetSCID clinical interview
 - COVID experience
- Zoom used with all household interviews
- Zoom/Webex used with non-household interviews
- Recordings from Zoom were securely uploaded to RTI into a FIPS Moderate environment for review and then deleted off Zoom cloud
- Average interview length:
 - 77 min HH
 - 71 min hospital
 - 72 min shelter
 - 59 min prison
- 93.3% agreed to be recorded



Quality Control: Review of Recordings

- Recordings were made available to supervisor for review
- Supervisors could launch NetSCID instrument again and confirm that the responses match their observations
- In addition, more experienced clinicians could weigh in on the responses in NetSCID to confirm or revise the findings
- Authentication of interviews was much easier because we had the audio and video recording of the full interview

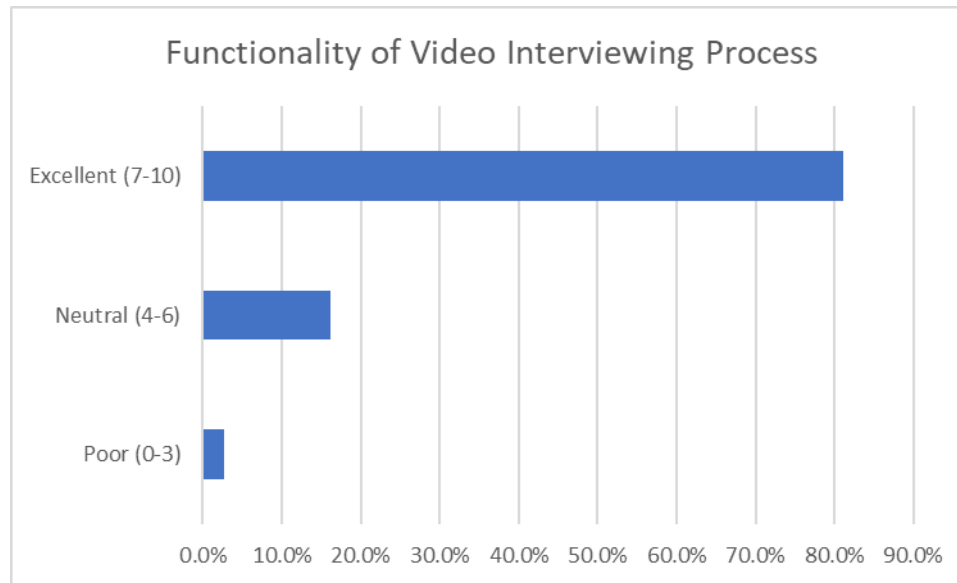


Findings / Results

- Original plan was to do a subset of interviews by video but COVID-19 forced our hands
- Fully remote, video-based interviewing was possible with household respondents
 - 90% reported being comfortable with completing a video-based interview
 - 94% reported being comfortable with virtual interviewing software
- Video-based data collection is feasible in non-household facility settings
 - Additional onsite coordination required
 - May need to provide hardware (tablet) to facility
 - Private location with internet connection required

Findings / Results (continued...)

- Lost connection: 7% of interviews
- Interviewer could hear respondent clearly: 98%
- Very/Extremely good visual quality: 91%
- Visual observation helpful in completing interview: 69%
- Respondent was attentive throughout the interview: 95%



Lessons Learned

- Setting up Zoom was quite easy, initial account setup required tech support but not much support after that
- Uploading large video files took a lot of bandwidth; better solution might be to review the files directly in the cloud
- Respondents need to be reminded multiple times before the interviews and might have last minute conflicts
- Using a single device (with dual monitors) might be easier than using two devices





Thank you!

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