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

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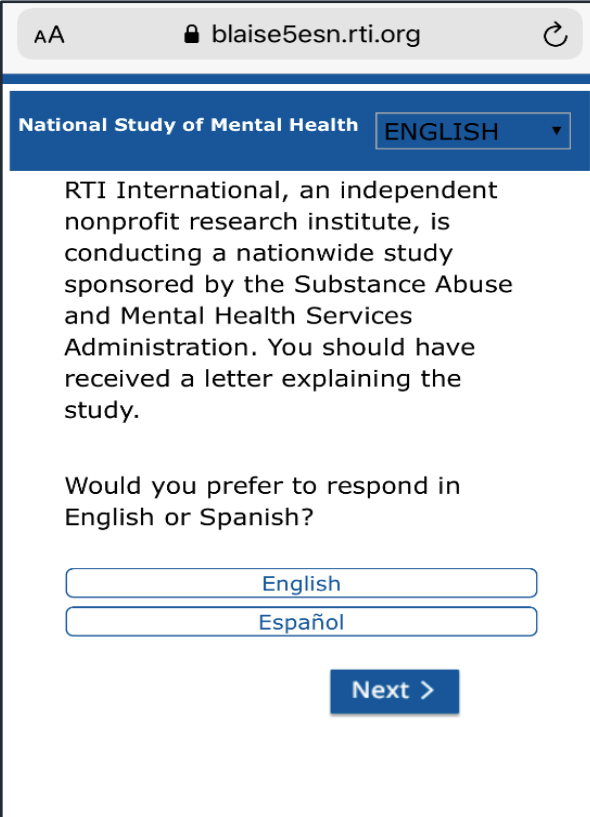Lilia Filippenko

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RTI INTERNATIONAL

Acknowledgments: MDPS Funding and SAMHSA Disclaimer

Mental and Substance Use Disorders Prevalence Study (MDPS)

- o Conducted to estimate the prevalence of specific mental health and substance use disorders, and treatment in adults across the United States

- o Clinical Interviews with adults 18-65

- o National Samples
  - Households
  - Prisons

- o Local Samples
  - Homeless Shelters
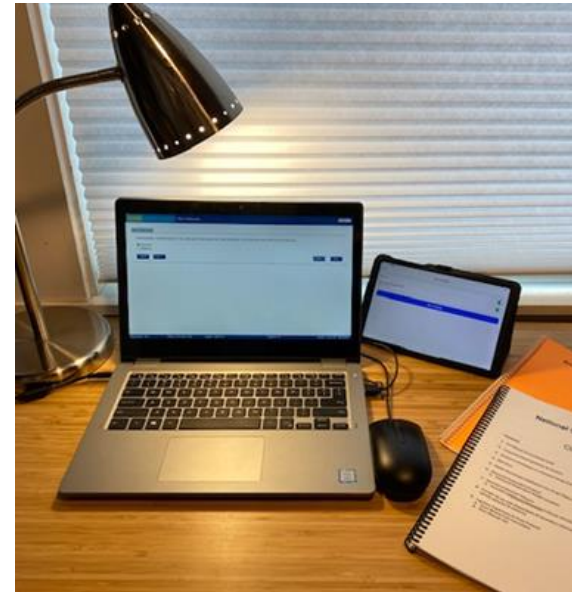 - State Psychiatric Hospitals

- o Data collection 2020-2022

Video-based Interviewing

o Clinical interviewers conducted interviews from their homes

o Systems and processes developed to support and integrate video-interviewing

o 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

o Trained approximately 90 Clinical Interviewers (CIs) and 15 Clinical Supervisors

o Hardware:

- Laptop with case management system and interview
- Tablet with Zoom connection
- Centralized phone system for CIs privacy

o In-home clinical interviewer requirements:

- Private location
- Secure location for study equipment
- Sufficient bandwidth for video
- Professional background

Household Data Collection

Rostering	Screening	Clinical Interview	Scheduling Call or Email	Clinical Interview
Modes: Web, Phone, In Person, Mail	Modes: Web, Phone, In Person, Mail	Appointment Scheduler		Modes: Video or Phone (Zoom)

- **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

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

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
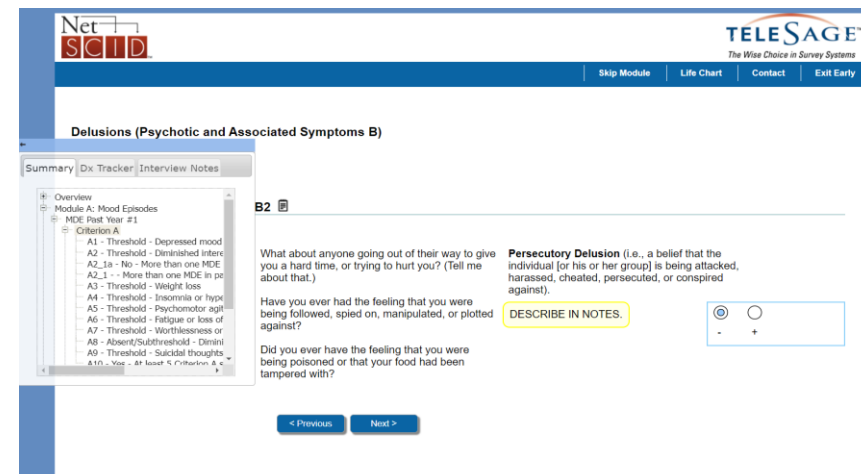
Quality Control: Review of Recordings

- 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%

Functionality of Video Interviewing Process
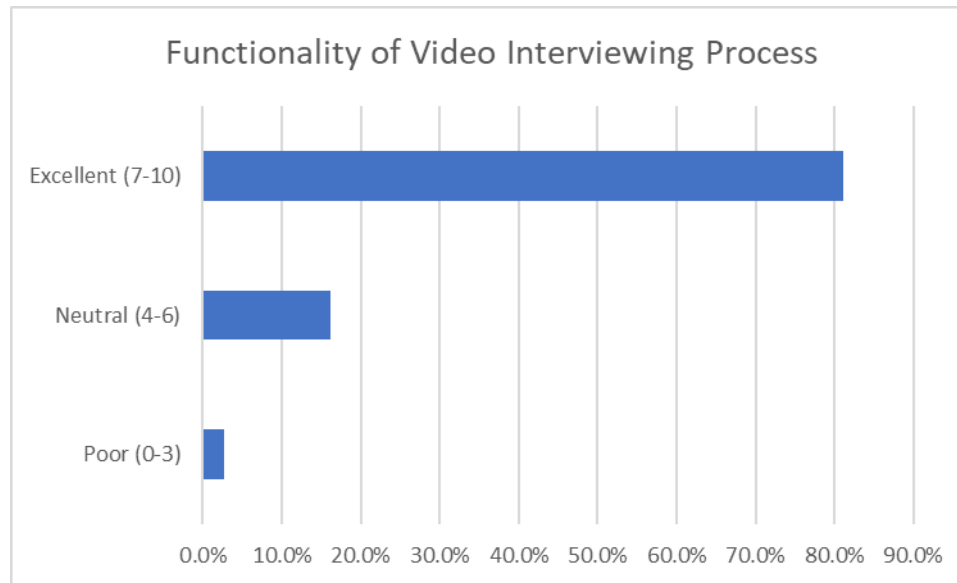
Lessons Learned

- 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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