Key Questions

General

Q: I have a general question about ATLAS. Where can I find out more?

Q: Other people at my agency would like to receive information about the Shatterproof ATLAS Treatment Facility Survey. I am wondering how to go about adding additional people at my agency to this listserv.

Q: Is my facility required to complete the ATLAS Treatment Facility Survey?

Q: Are responses to all the ATLAS Treatment Facility Survey questions required?

Q: What if we can’t or do not want to respond to all of the questions?

Q: When does data collection for the ATLAS Treatment Facility Survey end? NEW

Q: How frequently will we be asked to complete the survey to keep our information current in ATLAS?

Q: Who at my facility should complete this survey?

Q: Our organization received multiple ATLAS Treatment Facility Surveys from RTI. Do we need to respond to all of them?

Q: I received multiple emails – one for each site. Does it matter which email I forward to which site?

Q: We also have an outpatient clinic that opened in April 2019. Is that clinic eligible for the survey, and if so, what would their passcode be?

Q: We will begin offering a service in the next 6 months – should we say on the survey that we offer the service?

Q: My agency will be opening a new OTP in the near future. Can it be included in the survey?

Q: I want other members of my staff to complete certain sections of the survey. Is this possible?

Q: My organization has two separate programs at one address. We also have an Opioid Treatment Program located in a different building. How should we submit surveys for these sites?

Q: Our facility offers crisis stabilization. Are we eligible to complete the ATLAS Treatment Facility Survey?

Q: We have a mobile treatment unit, which is effectively delivering outpatient care across multiple regions. Are we eligible to complete the ATLAS Treatment Facility Survey?

Q: I thought I submitted this survey months ago. Is that not the case?
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Updated 12/11/19

Attestation and Validation

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Q: I read that some facilities responding to the Shatterproof ATLAS Treatment Facility Survey will be asked to provide additional data. Is my facility going to be asked to do that?

Making Corrections to a Submitted Survey

Q: Our survey responses have been submitted, but we have found a mistake. How do we correct this?

Issues Completing Sections of the Survey

Q: My facility is open and accepts new patients 24/7. Under hours of operation, there is no check box for open 24/7.

Q: I have to complete two ATLAS Treatment Facility Surveys. I completed one but can’t remember which one I completed. Can you help?

Q: I started the survey but was timed out and then asked for a PIN (Access Code) to get back in. I do not have a PIN or Access Code. Can you assist?

Q: What should I do if my survey Access Code (PIN) doesn’t work?

Q: Why do we need to give an email address for our facility on the survey? We do not like to share this information publicly.

Q: Our facility does not have a facility email address, but the survey will not let me proceed if I leave the field blank. What should I do?

Q: In Section J, do you want the number of unique patients served per month or the total number of visits per month.

Q: I just completed the first page of the Survey and clicked “save and complete later” at the top of the screen, closed out of the survey and went back in, and the information wasn’t saved. Is there a different way I should have saved the info?

Q: Our facility employs a .05 FTE physician; however, the survey will not permit us to enter less than .1 FTE for staffing questions. What should we do? NEW
Key Definitions

- Electronic Health Record
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- Standardized Assessments
- State-financed Health Insurance
- Treatment Program
General

Q: I have a general question about ATLAS. Where can I find out more?
A: Please visit https://www.shatterproof.org/atlas-faq

Q. Other people at my agency would like to receive information about the Shatterproof ATLAS Treatment Facility Survey. I am wondering how to go about adding additional people at my agency to this listserv.
A: If other members of your staff/stakeholders wish to find out more about ATLAS, please visit https://www.shatterproof.org/atlas. Individuals can also request to be added to the ATLAS listserv to receive updates for their specific state. To be added, individuals should email ATLAS@shatterproof.org.

Q: Is my facility required to complete the ATLAS Treatment Facility Survey?
A: This depends on the facility location and funding source(s), but if participation in ATLAS is required, it has been communicated by our state agency partners in the six pilot states. For example, completion of the ATLAS Treatment Facility Survey is a requirement for programs receiving funding from the West Virginia Department of Health and Human Resources’ Bureau of Behavioral Health.

Q: Are responses to all the ATLAS Treatment Facility Survey questions required?
A: We strongly encourage you to submit responses to all questions in the Treatment Facility Survey to publicly display the important work of your addiction treatment program and to drive quality improvement efforts at your facility and in the addiction treatment field overall.
Responses to some Treatment Facility Survey questions are required, without completing these questions you will not be able to submit the survey. While not all survey questions require a response, answering all questions completely and to the best of your ability ensures accurate information about your facility can be shared with the public.

Q: What if we can’t or do not want to respond to all of the questions?
A: Answering all questions completely and to the best of your ability ensures accurate information about your facility can be shared with the public via your facility profile on the ATLAS website.

You are encouraged to contact the ATLAS RTI Help Desk at ATLAShelpdesk@rti.org if you have difficulty answering any of the Treatment Facility Survey questions. We are here to assist you!

**Q: When does data collection for the ATLAS Treatment Facility Survey end?**

A: Due to feedback from stakeholders, we are extending the data collection timeframe. Data collection ends on January 31, 2020.

**Q: How frequently will we be asked to complete the survey to keep our information current in ATLAS?**

A: This is the initial launch of the ATLAS Treatment Facility Survey. Once the ATLAS website launches, the Treatment Facility Survey will be fielded at regular data collection intervals (at least once a year), at which point you will be able to update your responses, or respond for any new facilities your organization has opened. You will be able to update your facility contact information at any time. More information about updating facility survey responses will be provided at a later date and the determination of how frequently to update the survey will be informed by this initial phase of ATLAS.

**Q: Who at my facility should complete this survey?**

A: We recommend that an individual most familiar with the services provided by your facility, such as a clinical or program director, complete this survey, but feel free to gather information from several staff members if needed.

**Q: Our organization received multiple ATLAS Treatment Facility Surveys from RTI. Do we need to respond to all of them?**

A: The survey is being conducted at the facility level, which we define as a physical location. We understand that some addiction treatment organizations oversee multiple facilities or sites, but you should respond to this survey in the context of the facility that is identified by the address listed in the survey introduction. A connection to a larger organization will be captured in the survey. If you received
**ATLAS Treatment Facility Survey**

**Frequently Asked Questions**

*Updated 12/11/19*

multiple surveys related to a single physical address, please contact the ATLAS RTI Help Desk at [ATLAShelpdesk@rti.org](mailto:ATLAShelpdesk@rti.org) for additional clarification.

Q: I received multiple emails – one for each site. Does it matter which email I forward to which site?

A: Yes, when you open the Treatment Facility Survey link in each email, it will display the name and the address of the site it corresponds to. The emails should be sent/used for the corresponding site because the responses to the Treatment Facility Survey and Patient Experience Survey need to be linked with the correct site. You should complete a Treatment Facility Survey and implement the Patient Experience Survey for each site.

Q: We also have an outpatient clinic that opened in April 2019. Is that clinic eligible for the survey, and if so, what would their passcode be?

A: Yes, we would like to include all facilities that are operational as of January 31, 2020. Please send [ATLAS@shatterproof.org](mailto:ATLAS@shatterproof.org) the name and address of the new facility as well as the appropriate contact for completing the ATLAS Treatment Facility Survey and Patient Experience Survey. We will update our database with the information, and you will receive another survey invitation letter with the necessary links in about 2 weeks.

Q: We will begin offering a service in the next 6 months – should we say on the survey that we offer the service?

A: Please only report on services you are currently offering. Once the ATLAS website launches, you will have the opportunity to update your Treatment Facility Survey responses at regular data collection intervals (at least once a year). You will be able to update your facility contact information at any time.

Q: My agency will be opening a new OTP in the near future. Can it be included in the survey?

A: If your new OTP facility will be open and accepting patients before January 31, 2020 when the ATLAS Treatment Facility Survey data collection ends, please contact the ATLAS RTI Help Desk at [ATLAShelpdesk@rti.org](mailto:ATLAShelpdesk@rti.org) for assistance in getting your facility included in the ATLAS Treatment Facility Survey.
Survey data collection. If your facility will not be opening until after January 31, 2020, you will be able to enter its information during the next ATLAS data collection interval.

Q: I want other members of my staff to complete certain sections of the survey. Is this possible?

A: If you would like to let other members of your staff review the survey and complete a section of the survey for an area they are more familiar with, please forward the survey by sending them the link and access code (PIN) to the survey that were included in the invitation email to participate. They will be able to use the same link and PIN.

Q: My organization has two separate programs at one address. We also have an Opioid Treatment Program located in a different building. How should we submit surveys for these sites?

A: The ATLAS Treatment Facility Survey is being administered at the physical site level, therefore if the programs share the same address, you would enter all their information into the same survey. To do so, where given the option within the Survey, you would answer these sections differently by level of care, rather than completing an entirely different survey for each program.

With regard to the OTP located at a different site, this facility should complete a separate survey. One should have been sent to them, with a different Treatment Facility Survey Access Code (PIN) and the name and address of the OTP on the first page of the survey. If this email was not received, please contact the ATLAS RTI Help Desk at ATLAShelpdesk@rti.org.

Q: Our facility offers crisis stabilization. Are we eligible to complete the ATLAS Treatment Facility Survey?

A: Yes, if you offer withdrawal management for crisis stabilization, your facility is in-scope for ATLAS. The ATLAS platform is for all levels of care for substance use disorder treatment, including outpatient, intensive outpatient, inpatient, and residential. Facilities that aren’t included in this phase are those that do not offer detox/withdrawal management OR SUD treatment. For example, sober living facilities that do not offer treatment are out of scope in this phase.
Q: We have a mobile treatment unit, which is effectively delivering outpatient care across multiple regions. Are we eligible to complete the ATLAS Treatment Facility Survey?

A: In this first phase of ATLAS, we are only assessing physical, stationary facilities, and therefore mobile or telemedicine sites will not be included. We are considering ways to incorporate these sites into future phases of the project.

Q: I thought I submitted this survey months ago. Is that not the case?

A: In the interest of transparency, as part of provider engagement efforts, and to aid facilities in preparing for data collection, Shatterproof shared reference copies of the Treatment Facility Survey, both before feedback processes run in the spring of 2019, and to convey the revisions to the Survey that came out of this process. However, these reference copies, shared as email attachments, were not for submission. When data collection opened on Monday, October 14th you should have received a unique link for your facility which enables you to fill out the survey online. This is the official survey that needs to be completed.

Attestation and Validation

Q: Why is an attestation by our CEO or other facility leadership required?

A: Before publicly reporting the information provided by facilities on ATLAS, we are taking additional steps to ensure the information is accurate. Requiring the facility CEO, or other responsible party, to review and attest to the survey responses prior to submission is one step in ensuring accuracy.

Q: I read that some facilities responding to the Shatterproof ATLAS Treatment Facility Survey will be asked to provide additional data. Is my facility going to be asked to do that?

A: In order to ensure the accuracy of data collected, Shatterproof and RTI have jointly created a data validation process to promote greater confidence in the publicly available survey responses. This process involves selecting a sample of approximately 5% of facilities per pilot state to complete validation processes. Some validation processes will occur while data are being collected, while others will be undertaken after the ATLAS Treatment Facility Survey has been submitted. For validation, the team will only request deidentified data from a facility. Every effort will be made to reduce the possible burden on facilities selected for validation.
Making Corrections to a Submitted Survey

Q: Our survey responses have been submitted, but we have found a mistake. How do we correct this?

A: We aim to ensure that the information gathered through the ATLAS Treatment Facility Survey that is publicly reported is accurate. There is therefore a two week “grace period” after the survey is submitted for the facility’s primary respondent to make any needed corrections to the survey responses.

To make the correction, please return to the survey using the link provided via the email invitation, navigate to the part of the survey you wish to change, make the necessary changes, and click next on the page(s) to ensure the information is saved.

Additionally, prior to the ATLAS launch, facilities will be given time to review the information that will be publicly displayed in their profiles. At that time, we will make requested changes in limited cases, such as an error in entering data during the creation of the facility profiles. If necessary, facilities may also submit an appeal to request that Treatment Facility Survey data not be displayed in their facility profiles.

Issues Completing Sections of the Survey

Q: My facility is open and accepts new patients 24/7. Under hours of operation, there is no check box for open 24/7.

A: We apologize for the inconvenience and will make this addition in the next iteration of the survey. Please set your hours as 12:00 AM to 11:45 PM, and we will adjust your response to indicate that you are open 24 hours.

Q: I have to complete two ATLAS Treatment Facility Surveys. I completed one but can’t remember which one I completed. Can you help?

A: If you need to find out which survey you completed, please contact the ATLAS RTI Help Desk at ATLAShelpdesk@rti.org. Please include the names of the facilities and their locations.
Q: I started the survey but was timed out and then asked for a PIN (Access Code) to get back in. I do not have a PIN or Access Code. Can you assist?

A: The PIN (Access Code) for the ATLAS Treatment Facility Survey is located on the email invitation you received to complete the survey. If you cannot locate the PIN, please contact the ATLAS RTI Help Desk at ATLAShelpdesk@rti.org and provide the name and location of your facility, and we will provide you with your PIN.

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Q: What should I do if my survey Access Code (PIN) doesn’t work?

A: Please contact the ATLAS RTI Help Desk at ATLAShelpdesk@rti.org, and we will assist you. When you contact the Help Desk, please be certain to include your facility name and location. If you are able to provide the PIN used, this will facilitate the troubleshooting process.

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Q: Why do we need to give an email address for our facility on the survey? We do not like to share this information publicly.

A: The email address you submit on the survey will not be displayed publicly – this email is instead for the purposes of contacting your facility about ATLAS-related updates or issues and will be used to give your facility access to the password-protected facility portal once the site launches.

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Q: Our facility does not have a facility email address, but the survey will not let me proceed if I leave the field blank. What should I do?

A: Provision of certain information in Section 2 is required to proceed. If you do not have facility email address for your facility, please enter no@email.com; and you should be able to proceed with the survey.

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Q: In Section J, do you want the number of unique patients served per month or the total number of visits per month.

A: Please provide the number of unique patient admissions per month.

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Q: I just completed the first page of the Survey and clicked “save and complete later” at the top of the screen, closed out of the survey and went back in, and the information wasn’t saved. Is there a different way I should have saved the info?

A: Your survey responses are recorded and saved for a page once you click “next.” If you did not click on next before you clicked “save and complete later,” the information on that page would not have been saved. If you’re having issues with your responses saving in the survey, please contact the ATLAS RTI Help Desk at ATLAShelpdesk@rti.org.

Q: Our facility employs a .05 FTE physician; however, the survey will not permit us to enter less than .1 FTE for staffing questions. What should we do?

A: We apologize for the inconvenience. We have now updated the survey so that facilities may enter FTE values for .01 and greater.
Definitions

*Electronic Health Record* – An electronic health record (EHR) is the systematized collection and digital storage of health information. Records can be shared across different health care settings through enterprise-wide systems or other exchanges. EHRs may include data such as clinical notes, assessment results, physical and behavioral health treatment history, medication and allergies, treatment plans, and referrals. EHRs facilitate access to patient information for staff supporting the delivery of quality care.

*Facility* – The physical location where services are provided. SUD providers may be made up of multiple facilities, and there may be multiple treatment programs at a single facility. The public facing ATLAS will report data at the facility level.

*Health Information Exchange* – A health information exchange (HIE) is the electronic movement of health-related information among organizations according to nationally recognized standards. HIE is also sometimes referred to as a health information network (HIN).

*Integrated Delivery Network* – A formal system of providers and sites of care that provides both health care services and a health insurance plan to patients in a defined geographic area.

*Level of Care* – Refers to the intensity of treatment program. According to the [American Society of Addiction Medicine (ASAM)](https://www.asam.org), there are four main levels of care in addiction treatment:

- Outpatient services
- Intensive outpatient services
- Residential services/inpatient services
- Medically managed intensive inpatient services

*Management Company* – An administrative entity other than the aforementioned parent organization.
Parent Organization – If your facility is part of an organization that operates multiple facilities, that organization is your parent organization.

Peer Recovery Counselor – According to SAMHSA, a peer provider or peer recovery counselor (e.g., certified peer specialist, peer support specialist, recovery coach) is a person who uses his or her lived experience of recovery from mental illness and/or addiction, plus skills learned in formal training, to deliver services in behavioral health settings to promote mind-body recovery and resiliency.

Primary Health Care – Primary care includes health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses. Primary care is performed and managed by a personal physician often collaborating or referring to other health professionals as appropriate. This question captures the extent to which primary care is integrated with SUD treatment at your facility, based on a framework developed by the Center for Integrated Health Solutions.

Specifically-tailored Programs – A facility may offer a standard substance use disorder program to all clients but, in addition, offer a specially designed program or group for specific types of clients. Although the treatment methods could be the same, specially designed programs or groups are exclusively for a specific type of client and discussions are particularly relevant to that type of client.

Standardized Assessments – Assessments which have structured procedures for administration and for interpreting results.

State-financed Health Insurance – State-financed health insurance programs are programs created, sponsored, and/or funded (all or in part): by a state, county or local government, and may provide: Medical care or financial assistance for medical care, health insurance, prescription assistance, medical supplies, medical equipment, disease screening, respite care or other medical assistance.
**Treatment Program** – Used to distinguish between services for different groups (i.e., programs specific to pregnant women) or types of services (e.g., Opioid Treatment Program [OTP]). There may be multiple programs at a single facility or in some cases, a treatment program may operate at several facilities.