

# Patient Perspectives on Telehealth

A Health IT Regional Extension Center Collaboration

Please note: Patient videos, shown during this presentation, can be viewed in the recording at <https://www.chitrec.org/webinars/archive/#promoting-interoperability>

# HITREC COVID-19 Collaborative

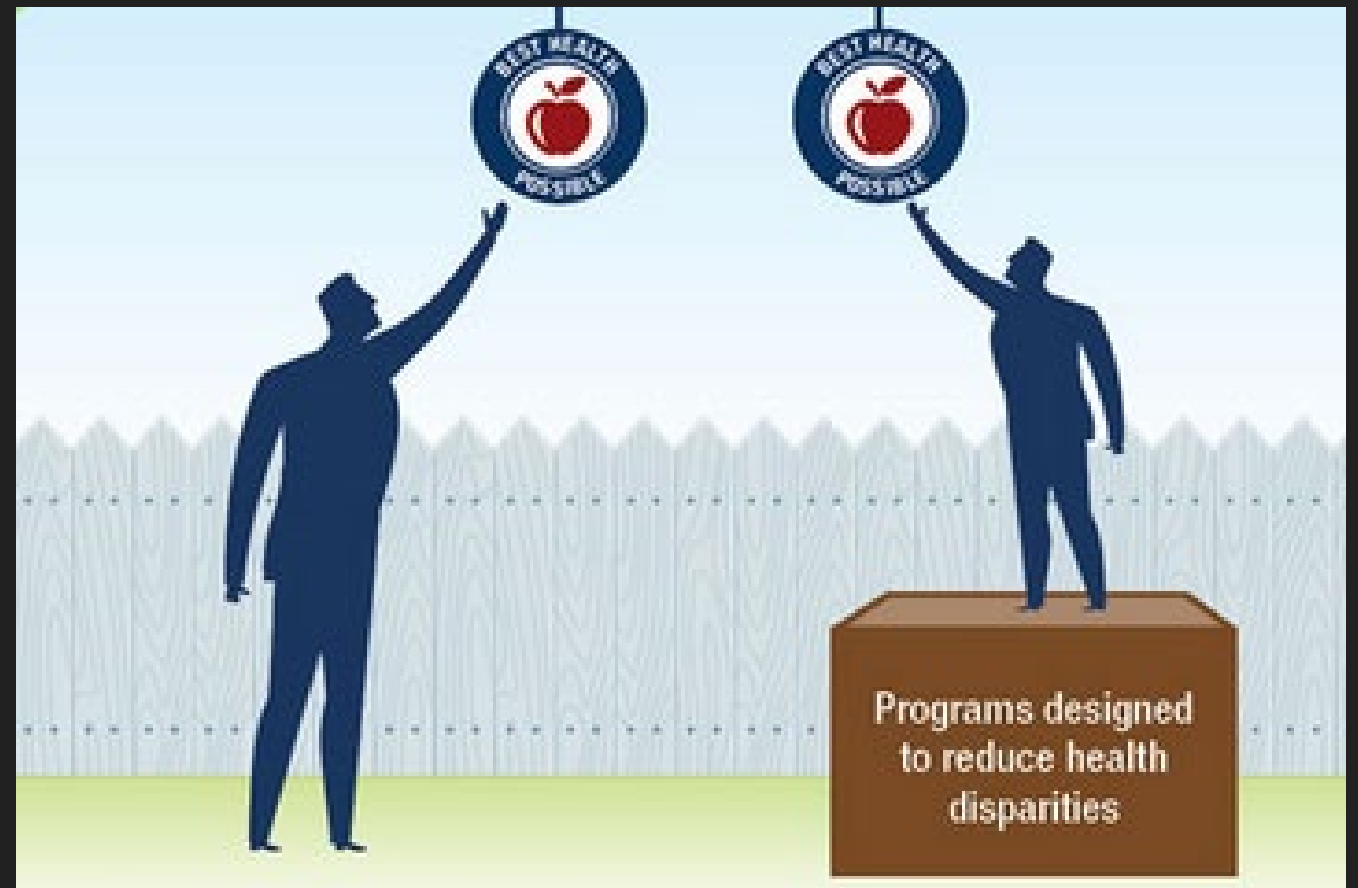
Today's presentation is a joint effort between participants in a HITREC COVID-19 collaborative:

- Altarum (MI)
- Chicago Health IT Regional Extension Center at Northwestern University (IL)
- Illinois Health IT Regional Extension Center at Northern Illinois University (IL)
- MetaStar (WI)
- Purdue Healthcare Advisors (IN)
- University of Colorado (CO)



# Health Equity Week

- For 2020, Health IT Week is Health Equity Week
- Public stakeholders partnered with HIMSS Global Health Equity Network
- Focus on power of digital health
- Visit <https://www.healthitweek.org/>



# Agenda

Today's presentation includes data from patient surveys and comments from interviews with three patients about their telehealth experiences, which focus on several themes:

- Safety Concerns
- Personal Connection
- Convenience and Savings
- Overall Experience



# A Note on Representation

- Patient experiences in telehealth have not been carefully studied across populations and contexts
- Available data is not necessarily representative of all patient experience
- Survey participants and interviewees may not be representative of your patients
- Our collaborative intends to continue exploring patient attitudes on telehealth across communities

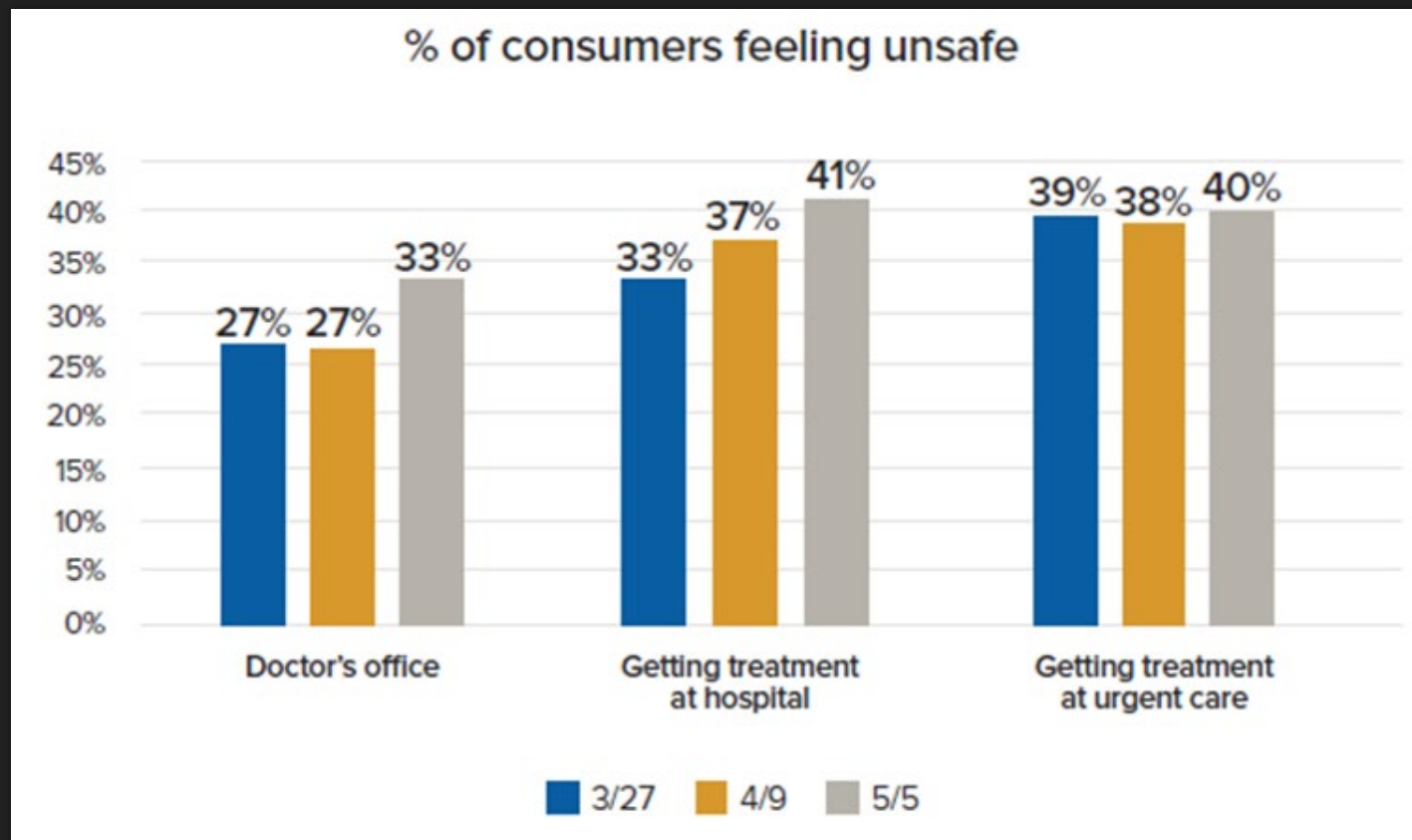


# Patient Safety

“Even as states begin reopening, anxiety will keep many consumers away from healthcare facilities for an extended period of time.”

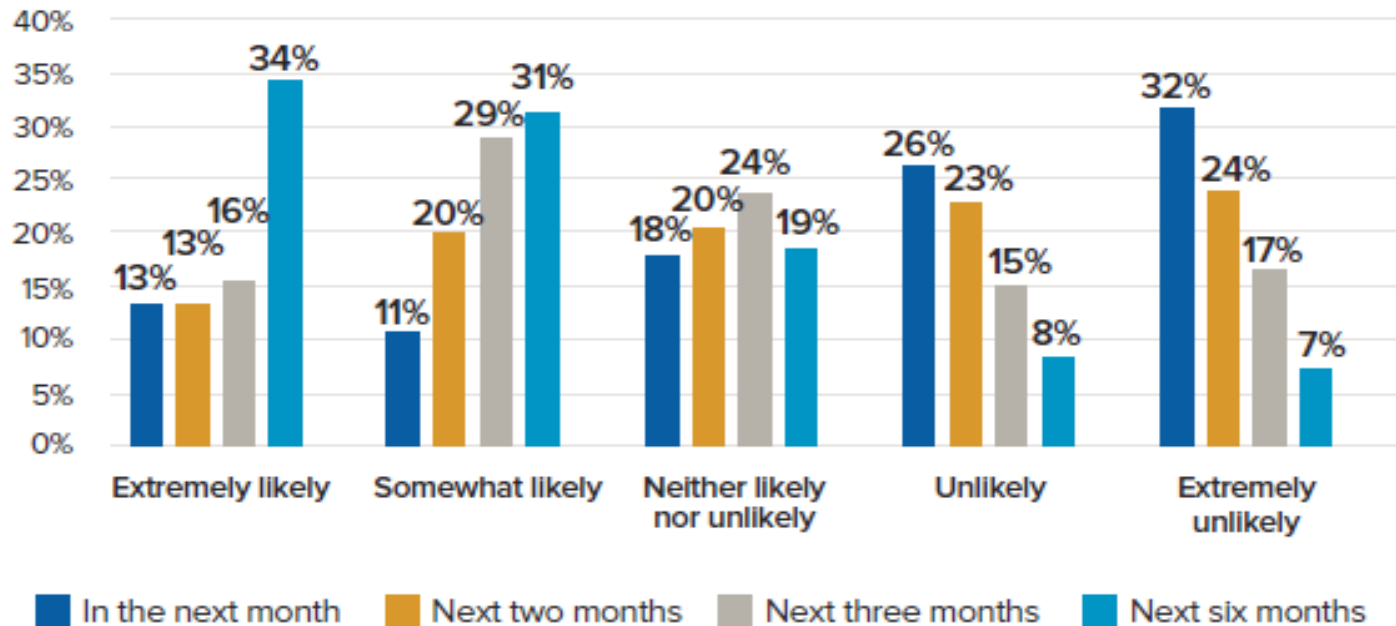


# Safety Concerns



# Safety Concerns

What's the likelihood that you will return to your doctor's office in person for non emergent care?

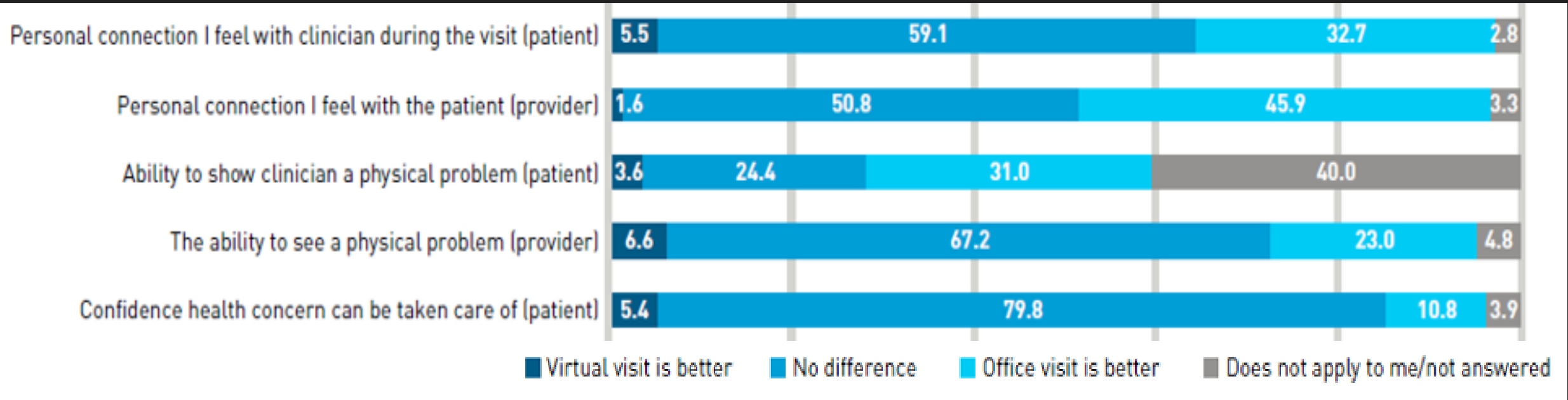




# Personal Connection

“The fears of distracted, overwhelmed providers and a loss of human connection between patient and provider have been raised repeatedly with the rising use of computers in the doctor’s office. Interestingly, this issue was not a central concern to participants in our [telehealth] program.”

# Personal Connection



# Personal Connection

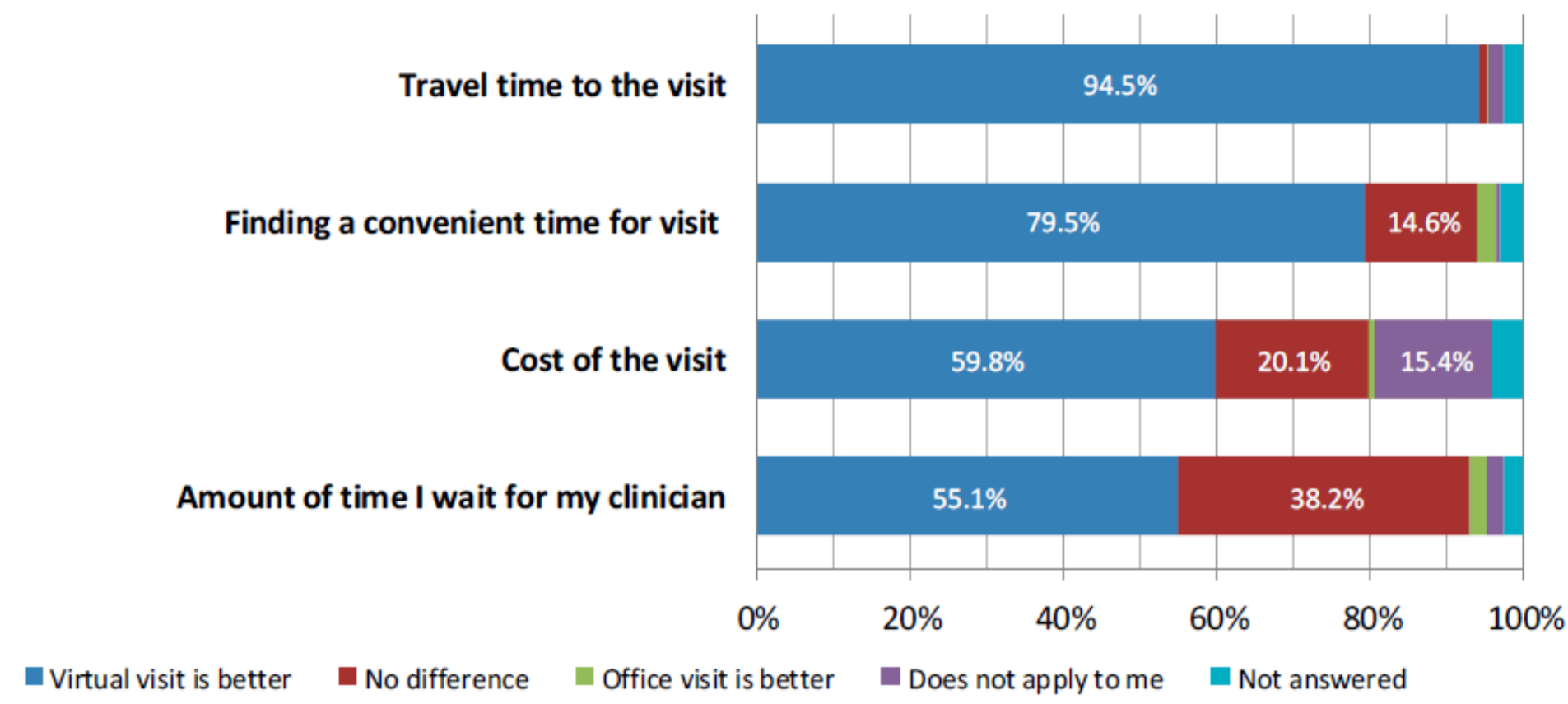
## Supplemental Data: Concerns about telehealth visits among adults age 50–80 surveyed in June 2020

	Had a telehealth visit	No telehealth visit
Health care providers not being able to conduct a physical exam	79%	74%
Quality of care is not as good in telehealth visits compared to in-person visits	64%	69%
Not feeling personally connected to the health care provider	39%	47%
Having difficulty seeing/hearing health care providers	19%	27%

# Convenience and Savings

“Patients perceived considerable added convenience, saved travel time, and expressed willingness to pay co-payments for this visit option.”

# Convenience and Savings



# Convenience and Savings



**\$40**

The average cost of a telemedicine visit. Far less costly than other health care options.



**\$43**

Average additional time-cost saved from skipping travel and time off work.



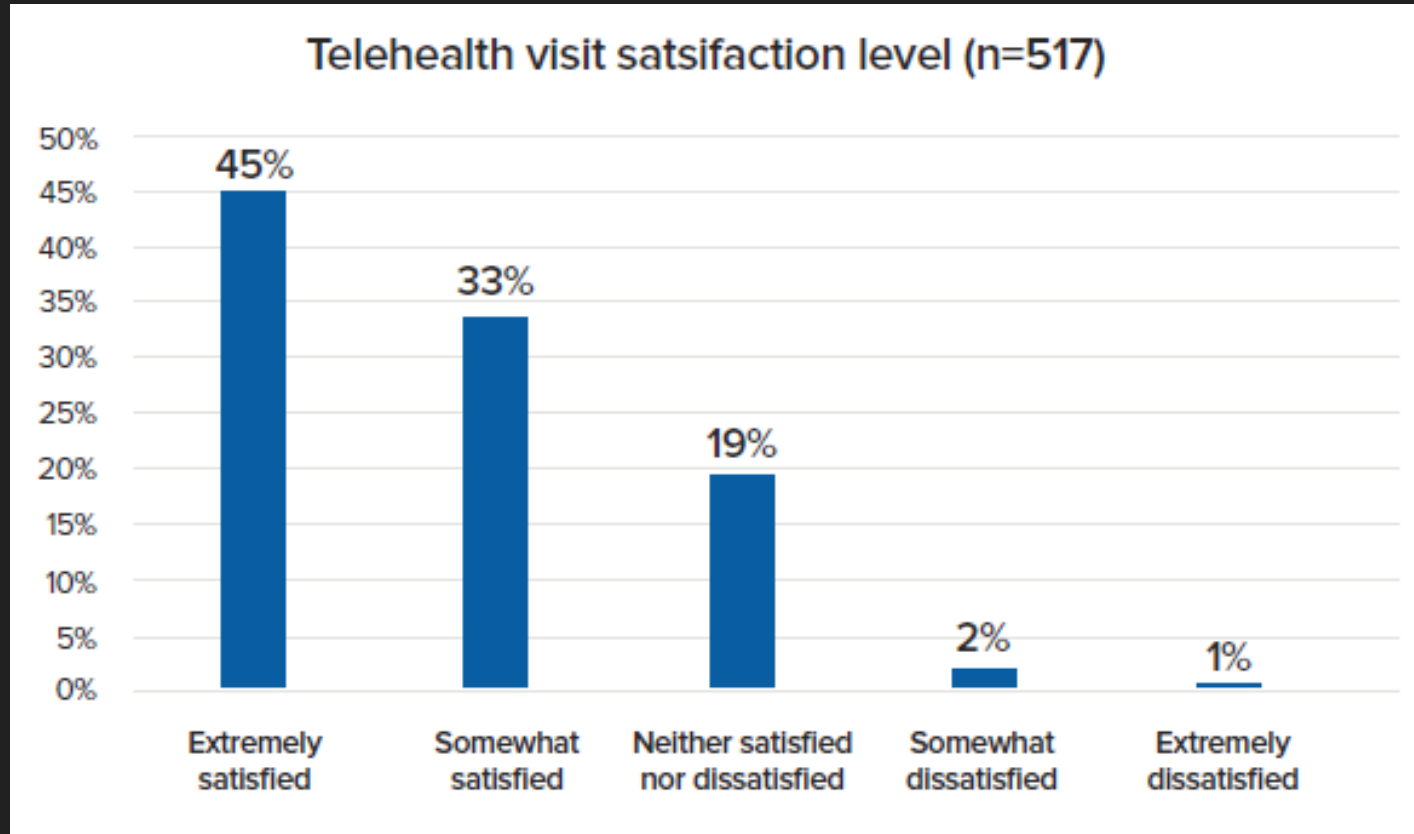
# Overall Satisfaction

“Our data show a high degree of patient and clinician satisfaction, as measured by both ratings of overall visit quality and willingness to recommend the visits.”

# Overall Satisfaction

	Specialties			
	Total (N = 254)	Psychiatry (n = 113)	Neurology (n = 92)	Cardiology (n = 30)
On a scale from 0 to 10, where 10 is your BEST visit and 0 is your WORST possible visit, how would you rate your virtual video visit?		Reference	<i>P</i> = .771	<i>P</i> = .168
9-10	68.5%	66.3%	67.4%	80.0%
7-8	25.2%	27.5%	23.9%	20.0%
≤6	5.1%	5.3%	6.5%	0.0%

# Overall Satisfaction



# Q&A



# References

Survey, Sage Growth/Black Book Research:  
<http://go.sage-growth.com/covid-19-market-report>

Survey, Massachusetts General Hospital:  
<https://ajmc.com/link/3588>

Survey, National Poll on Healthy Aging:  
<http://hdl.handle.net/2027.42/156253>

Analysis, Harvard Medical School:  
<https://www.ajmc.com/view/opportunity-costs-of-ambulatory-medical-care-in-the-united-states>

Survey, NY-Presbyterian:  
<http://www.jmir.org/2020/9/e20786/>

Systematic Review (Orthopaedic Surgery):  
<https://pubmed.ncbi.nlm.nih.gov/33009231/>

Survey (GI):  
<https://doi.org/10.1016/j.cgh.2020.07.014>

Systematic Review (All Specialty):  
<https://cornerstone.lib.mnsu.edu/etds/982/>

Taskforce Report, NCQA:  
[https://www.ncqa.org/wp-content/uploads/2020/09/20200914\\_Taskforce\\_on\\_Telehealth\\_Policy\\_Final\\_Report.pdf](https://www.ncqa.org/wp-content/uploads/2020/09/20200914_Taskforce_on_Telehealth_Policy_Final_Report.pdf)

# Contact Us

For questions about today's presentation or implementing telehealth, please contact:

Team (State)	Contact
Altarum (MI)	mceita@altarum.org / 888-642-4347
CHITREC (IL-Chicago)	muhelpdesk@chitrec.org / 855-684-3571
IL-HITREC (IL-outside Chicago)	info@il-hitrec.org / 815-753-5900
Metastar (WI)	Lanette Hesse / lhesse@metastar.com / 608-441-8296
Purdue Health Advisors (IN)	Patty Rose / prose@purdue.edu / 574-229-2642
University of Colorado (CO)	Andrew Bienstock / Andrew.Bienstock@cuanschutz.edu / 303-724-7374