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

% of consumers feeling unsafe

- Doctor's office: 27% 27%
- Getting treatment at hospital: 33% 37% 41%
- Getting treatment at urgent care: 39% 38% 40%

Sage Growth/Black Book Research
Safety Concerns

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

- Extremely likely: 13% in the next month, 16% next two months, 18% next three months, 20% next six months
- Somewhat likely: 20% in the next month, 29% next two months, 24% next three months, 24% next six months
- Neither likely nor unlikely: 29% in the next month, 31% next two months, 19% next three months, 15% next six months
- Unlikely: 34% in the next month, 31% next two months, 26% next three months, 23% next six months
- Extremely unlikely: 32% in the next month, 24% next two months, 17% next three months, 7% next six months

Sage Growth/Black Book Research
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Option 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal connection I feel with clinician during the visit (patient)</td>
<td>5.5</td>
<td>59.1</td>
<td>32.7</td>
<td>2.8</td>
</tr>
<tr>
<td>Personal connection I feel with the patient (provider)</td>
<td>1.6</td>
<td>50.8</td>
<td>45.9</td>
<td>3.3</td>
</tr>
<tr>
<td>Ability to show clinician a physical problem (patient)</td>
<td>3.6</td>
<td>24.4</td>
<td>31.0</td>
<td>40.0</td>
</tr>
<tr>
<td>The ability to see a physical problem (provider)</td>
<td>6.6</td>
<td>67.2</td>
<td>23.0</td>
<td>4.8</td>
</tr>
<tr>
<td>Confidence health concern can be taken care of (patient)</td>
<td>5.4</td>
<td>79.8</td>
<td>10.8</td>
<td>3.9</td>
</tr>
</tbody>
</table>

Legend:
- Virtual visit is better
- No difference
- Office visit is better
- Does not apply to me/not answered

Massachusetts General Hospital
## Personal Connection

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

<table>
<thead>
<tr>
<th>Concern</th>
<th>Had a telehealth visit</th>
<th>No telehealth visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health care providers not being able to conduct a physical exam</td>
<td>79%</td>
<td>74%</td>
</tr>
<tr>
<td>Quality of care is not as good in telehealth visits compared to in-person visits</td>
<td>64%</td>
<td>69%</td>
</tr>
<tr>
<td>Not feeling personally connected to the health care provider</td>
<td>39%</td>
<td>47%</td>
</tr>
<tr>
<td>Having difficulty seeing/hearing health care providers</td>
<td>19%</td>
<td>27%</td>
</tr>
</tbody>
</table>
“Patients perceived considerable added convenience, saved travel time, and expressed willingness to pay co-payments for this visit option.”
Convenience and Savings

- Travel time to the visit: 94.5%
- Finding a convenient time for visit: 79.5% (virtual visit is better), 14.6% (office visit is better)
- Cost of the visit: 59.8% (virtual visit is better), 20.1% (office visit is better), 15.4% (no difference)
- Amount of time I wait for my clinician: 55.1% (virtual visit is better), 38.2% (office visit is better)

Legend:
- Blue: Virtual visit is better
- Red: No difference
- Green: Office visit is better
- Purple: Does not apply to me
- Cyan: Not answered

Massachusetts General Hospital
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.

eVisit Virtual Blog
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

<table>
<thead>
<tr>
<th>Specialties</th>
<th>Total (N = 254)</th>
<th>Psychiatry (n = 113)</th>
<th>Neurology (n = 92)</th>
<th>Cardiology (n = 30)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reference</td>
<td>P = .771</td>
<td>P = .168</td>
<td></td>
</tr>
<tr>
<td>9-10</td>
<td>68.5%</td>
<td>66.3%</td>
<td>67.4%</td>
<td>80.0%</td>
</tr>
<tr>
<td>7-8</td>
<td>25.2%</td>
<td>27.5%</td>
<td>23.9%</td>
<td>20.0%</td>
</tr>
<tr>
<td>≤6</td>
<td>5.1%</td>
<td>5.3%</td>
<td>6.5%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

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?

Massachusetts General Hospital
Overall Satisfaction

Telehealth visit satisfaction level (n=517)

- Extremely satisfied: 45%
- Somewhat satisfied: 33%
- Neither satisfied nor dissatisfied: 19%
- Somewhat dissatisfied: 2%
- Extremely dissatisfied: 1%
References


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

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


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


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

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

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

<table>
<thead>
<tr>
<th>Team (State)</th>
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<tbody>
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