

Patient Satisfaction with Telehealth Services Compared to In-Office Visits

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INTRODUCTION

Telehealth is a form of patient visit utilizing video and audio mechanism when provider and patients are in two different locations. Telehealth services should be commensurate with quality patient satisfaction.

BACKGROUND & SIGNIFICANCE

The problems identified were;

- ❑ Missed appointments
- ❑ Cancellations

Missed appointments, and cancelations have a profound impact on the patients, population, and the clinic.

What we currently know:

- ❑ Before the pandemic, telehealth was not commonly used at this clinic due to reimbursement constrains.
- ❑ Phone calls were used for medication refills and reporting of lab results

What we need to know:

- ❑ Telehealth can be used as an alternative to in-office-visit.

Impact of the problem:

- ❑ Population: Increased transmission of infectious diseases.
- ❑ Cost: Reduced revenue and low work productivity to the clinic.
- ❑ Healthcare: Increased complications and hospitalizations

METHODOLOGY

- ❑ Quality improvement initiative, guided by the framework of Plan- Do- Study- Act (PDSA).
- ❑ Quantitative survey design using anonymous online questionnaires on a 5 point Likert scale.
- ❑ Questions covering:
 - ❖ patient satisfaction in telehealth visit compared to in-office visit
 - ❖ technology barriers,
 - ❖ continuity of care,
 - ❖ quality of care
 - ❖ and accessibility of care.
- ❑ A suburban family practice clinic in Central New Jersey NJ.
- ❑ Targeted population were adults aged between 18-90 years that have received care in the clinic.
- ❑ The sample size was tailored to 78 adult male and female participants.
- ❑ Data analysis utilized the Statistical Package for Social Sciences (SPSS) software version 25 from IBM.
- ❑ Descriptive statistics were used to describe the sample mean, standard deviation, frequencies, and percentiles of the study participants.
- ❑ A one-sample z-test of proportions was conducted for each survey question.



RESULTS

- ❑ Almost 70% of participants preferred in-office visit to telehealth among overall quality and other outcomes measured.
- ❑ In-office was generally accepted by patients of various demographic backgrounds.
- ❑ Most participants indicated a willingness to use telehealth after the pandemic.
- ❑ Telehealth can be complimentary to in-office visit.
- ❑ Adding to the body of knowledge that telehealth should be for select patients and can be used as an addition to in-office visit to improve care and patient access.



- ❑ Plans for sustainability:
 - ❖ Patients can still have access to telehealth even after the pandemic is over.
 - ❖ Patients should be informed of the particular visits that can be used with telehealth.
 - ❖ Provide the staff with the adequate education needed to ensure that telehealth platforms are working effectively, and developing the right equipment, and technology for easy access, video and voice calls.
 - ❖ Ensuring a user-friendly platform and providing skills and education that is needed to navigate through the platform easily.

DISCUSSION

Overall, In-office visits were preferred to telehealth visits. Patients are willing to use telehealth as an alternative to in-office visits during periods of timely response or recommendations by the provider. Telehealth can be used in complementary to an in-office visit when appropriate.

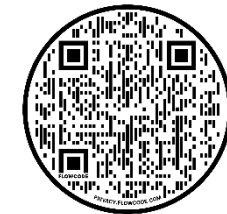
Implication for Telehealth:

- ❑ Clinical practice: Prevent spread of disease and increase continuity of healthcare.
- ❑ Healthcare policy: Reimbursement, incentives and support for telehealth in all forms, must be made available to implement and sustain the practice.
- ❑ Economics: Added revenue replacing missed appointments.
- ❑ Quality/Safety: chronic disease management and mobility restrictions and immunocompromised patients.

REFERENCE LIST

<https://ihuomam.wixsite.com/dnpproject>

Or



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