

NARBHA 10-Year Telemedicine Client Satisfaction Survey Results

Attachment B: Comparison of Patients' Satisfaction with Telemedicine by Age Group

Of the 76 patients who completed the satisfaction survey, age groups are as follows.

- **Ages 10-19:** 8 patients (5 males, 3 females)
- **Ages 20-29:** 10 patients (1 male, 9 females)
- **Ages 30-39:** 19 patients (5 males, 14 females)
- **Ages 40-49:** 13 patients (7 males, 6 females)
- **Ages 50-59:** 17 patients (6 males, 11 females)
- **Ages 60-69:** 9 patients (5 males, 4 females)

1. Quality of telemedicine medical care vs. in-person medical care

Survey question:

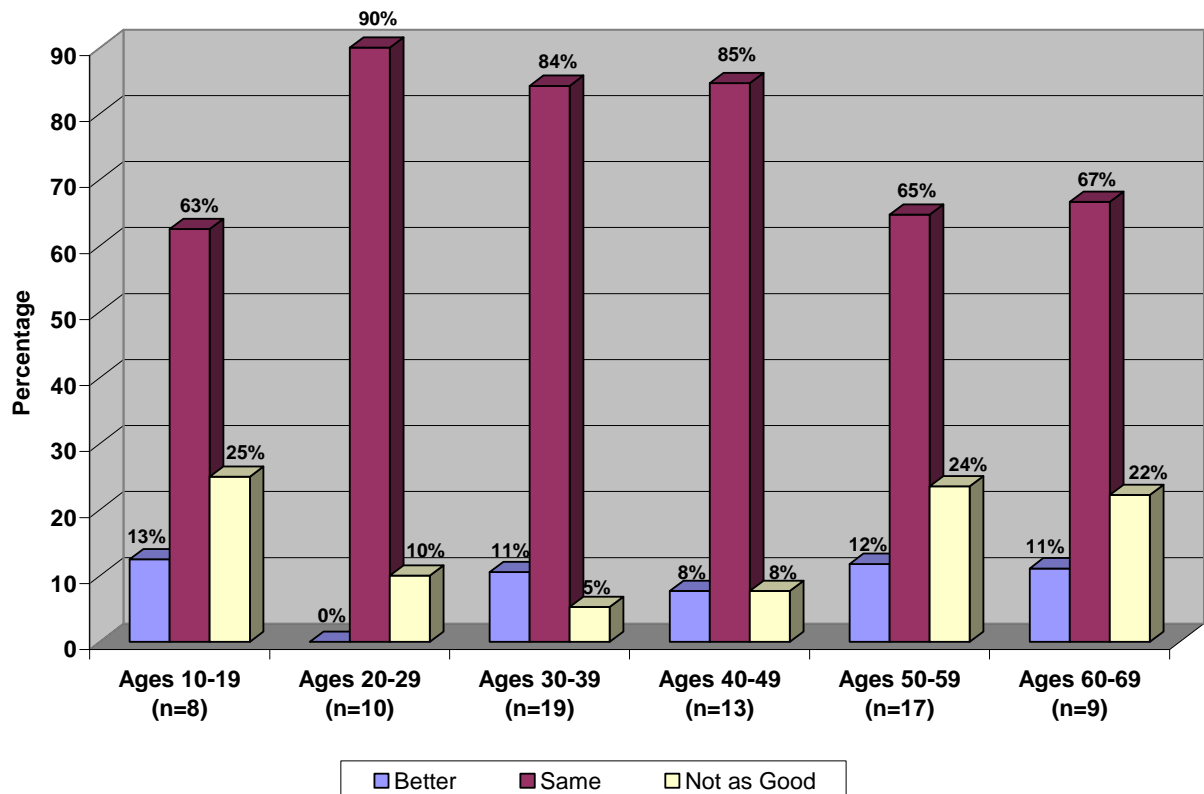
“I think the quality of medical care over telemedicine is:

better than in-person

same as in person

not as good as in-person”

Quality of telemed vs. in-person by age group



The youngest age group's responses paralleled the responses from the two oldest age groups, with acceptance (rating telemedicine better than or the same as in-person care) between 76% and 78% for all three groups. All three groups had similar percentages rating telemedicine as better than in-person care (between 11% and 13%) ($X^2 = 49.36, p < 0.001$) and relatively high percentages rating telemedicine quality not as good as in-person medical care (between 22% and 25%).

The three age groups between age 20 and age 49 had much higher acceptance rates (90% to 95%) with only 5% to 10% finding telemedicine not as good as in-person care. The 30-39 age group has the highest acceptance rate: 95%. The 10-19 age group had the lowest at 76%.

The two psychiatric providers for these clinics have mentioned that children are much more accepting of telemedicine than older people, which doesn't completely match with the results of this survey. It should be noted that at least one of the satisfaction forms in the 10-19 age group was actually filled out by the minor patient's father, age 40. Possibly other young patients' forms were filled out by their parents as well.

Overall, the view of telemedicine quality compared to in-person care is positive.

2. Patients' preference between telemedicine and in-person care

Survey question:

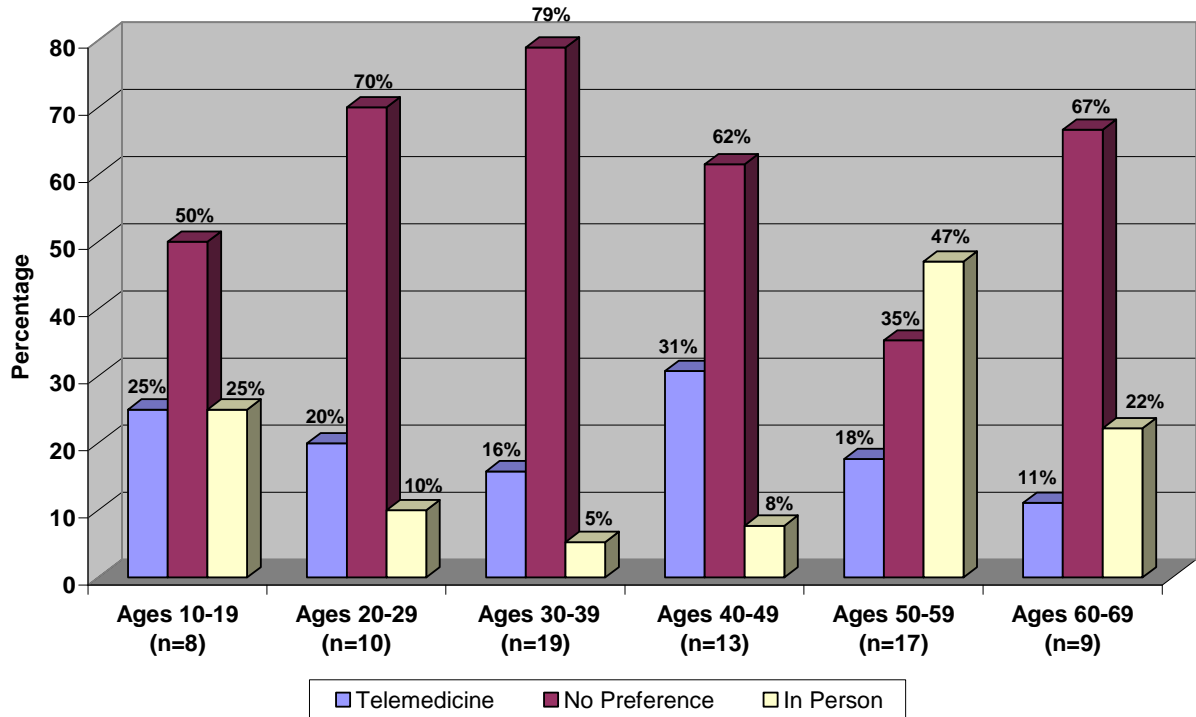
“Given the choice of seeing my medical practitioner in person or via telemedicine, I would prefer:

telemedicine

no preference

in person”

Preference for telemed vs. in-person by age group



All patients at LCBHC are seen by their psychiatric providers exclusively via video. All patients have the option to refuse services via video, but their alternatives are limited: To drive or be transported to another location about an hour away where they could see a different psychiatrist face to face. Almost all patients choose to see their providers via video.

The aim of this question was to determine if patients might actually prefer telemedicine services to in-person medical care if both were easily accessible.

Overall, the preference for telemedicine services was between 11% (60s age group) and 31% (40s age group).

The youngest age group and the two oldest age groups showed relatively high rates of preferring in-person care (22-47%), compared to only 5-10% of the 20-49 age groups preferring in-person care.

The 50s age group was the only group with a higher “in person” percentage (47%) than “no preference” percentage (35%). All other age groups showed at least half the patients not having a preference between telemedicine and in-person care, which indicates an overall positive view of telemedicine.

Counting “no preference” as positive toward telemedicine, the least positive group here is the 50s age group, with the 10-20 age group coming in second least positive. As in question one, the most positive groups are the 30s and 40s age groups ($X^2 = 97.57, p < 0.001$).

3. Patients’ feelings about having a clinician in the room

NARBHA recommends that a clinician is in the room with each patient for each session.

Survey question:

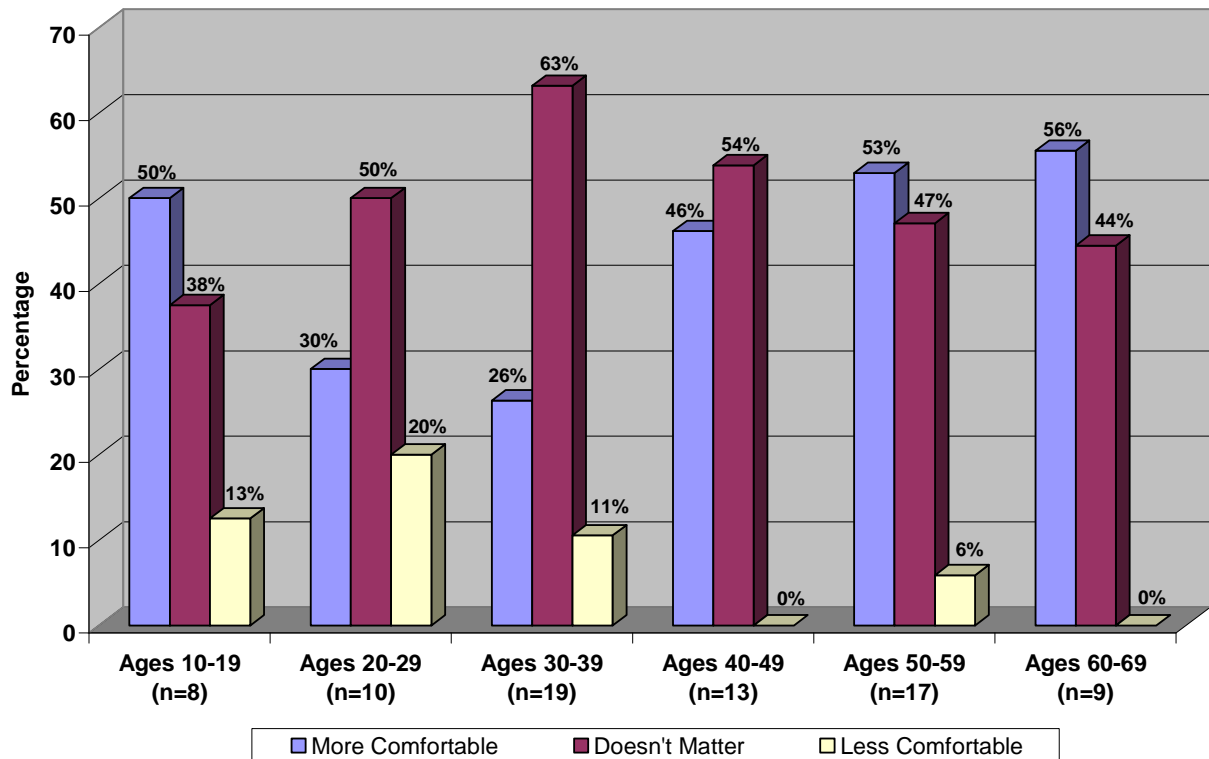
“Having a clinician (therapist, nurse, or case manager) in the room with me during my telemedicine sessions makes me feel:

more comfortable

doesn’t matter

less comfortable”

Clinician in room: comfort level by age group



The youngest and two oldest age groups had the highest rates (half or more) of feeling more comfortable with a clinician in the room ($\chi^2 = 53.00, p < 0.01$).

The 20s and 30s age groups showed the lowest need for a clinician in the room. We can speculate that these age groups are more comfortable with technology overall. The three youngest age groups also showed the least tolerance for a clinician in the room, with 11% to 20% feeling less comfortable.

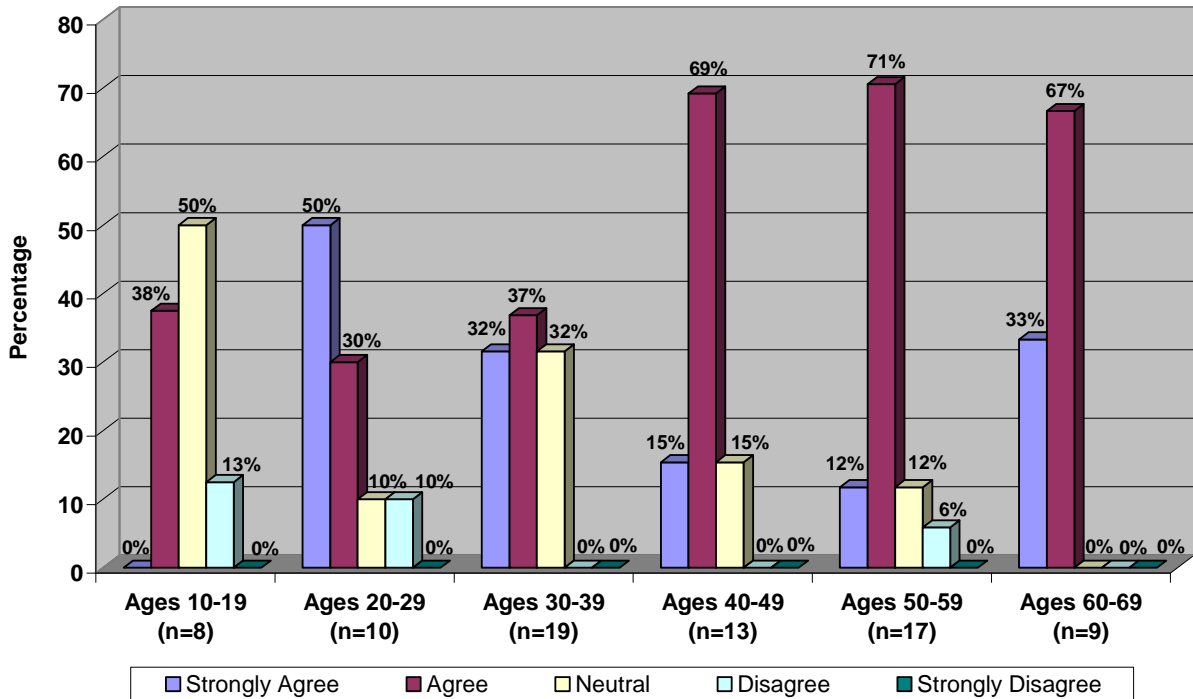
A 50-year-old male answered this survey question by circling both “more comfortable” and “less comfortable” and wrote “Depends who it is!”

Survey question:

“Having a clinician (therapist, nurse, or case manager) in the room with me during my telemedicine sessions helps me feel that I have a team of people contributing to my treatment.

strongly agree agree neutral disagree strongly disagree”

Clinician in room: team feeling by age group



The 60s age group agreed or strongly agreed 100% that a clinician present in the room enhanced their feeling of having a team helping them. The 40s and 50s age groups had 84% and 83% agreement/strong agreement, while the 20s age group had 80% agreement/strong agreement. The

20s age group had more strong agreement to this statement than any other age group ($X^2 = 216.48, p < 0.0001$).

The group that reported the least team feeling from a clinical in the room was the 10-19 age group, with only 38% agreement/strong agreement and 50% neutral.

Overall, patients felt that having a clinician in the room with them helped them feel that they had a team of people contributing to their treatment.

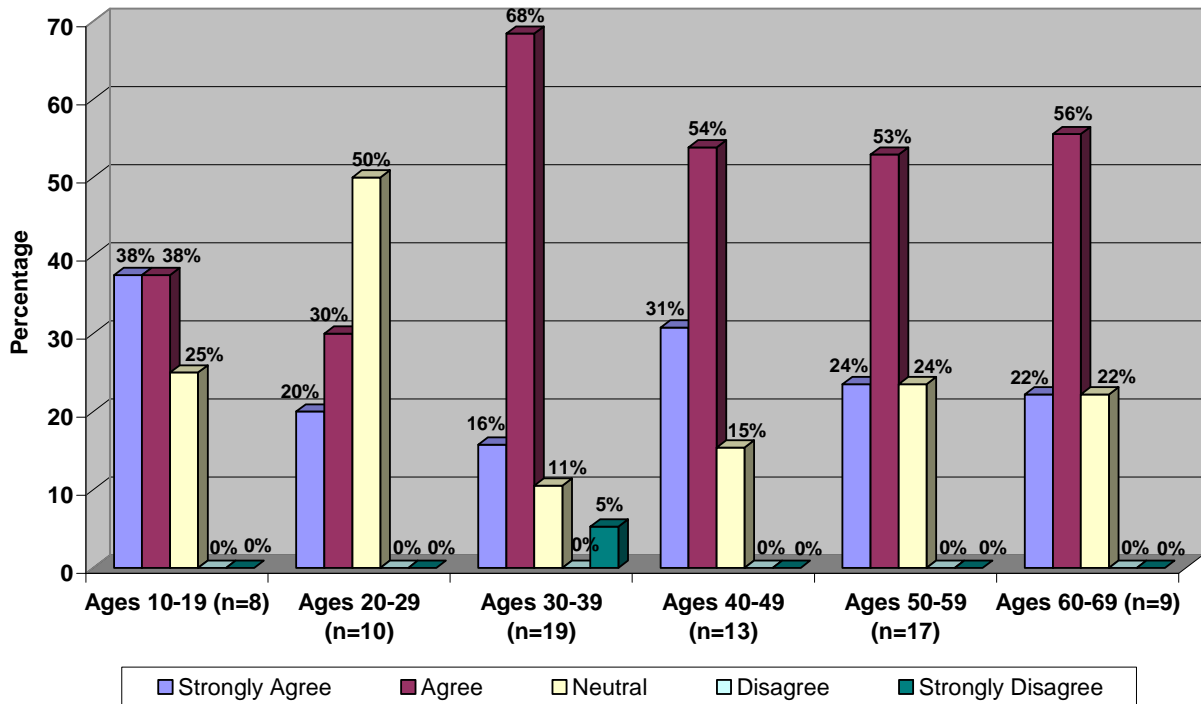
4. Patients’ feelings about telemedicine sessions now vs. first sessions

Survey question:

“Compared to my first sessions, the ones I attend now run more smoothly.

strongly agree agree neutral disagree strongly disagree”

Compared to first sessions, now run more smoothly: by age group



All age groups except the 20s agree or strongly agree 76% to 85% that their sessions now run more smoothly ($X^2 = 90.22, p < 0.0001$). The 20s age group is the only group that is half neutral,

half in agreement. Only one person indicated that their sessions now run less smoothly than their initial sessions did.

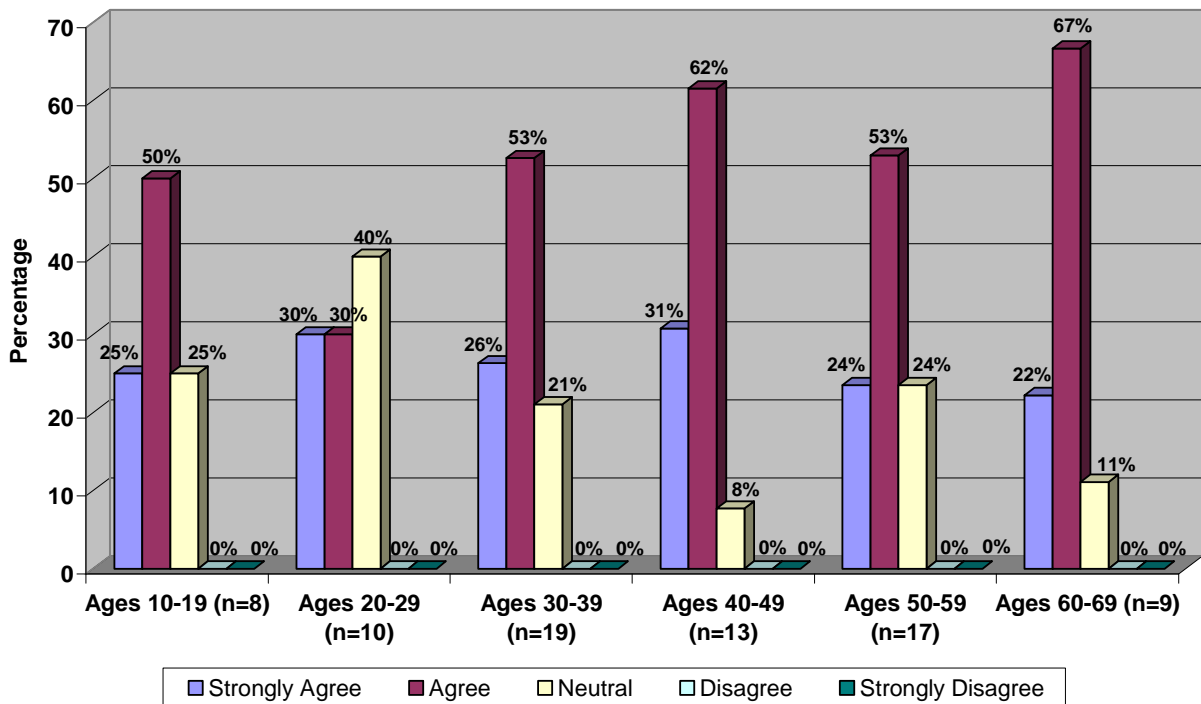
It is not clear whether patient sessions are now running more smoothly in general due to patients themselves becoming more comfortable with the equipment and the interface or due to processes and equipment actually running more smoothly.

Survey question:

“Compared to my first sessions, I am more comfortable with the audio and video equipment.

strongly agree agree neutral disagree strongly disagree”

Compared to first sessions, now more comfort with A/V equipment: by age group



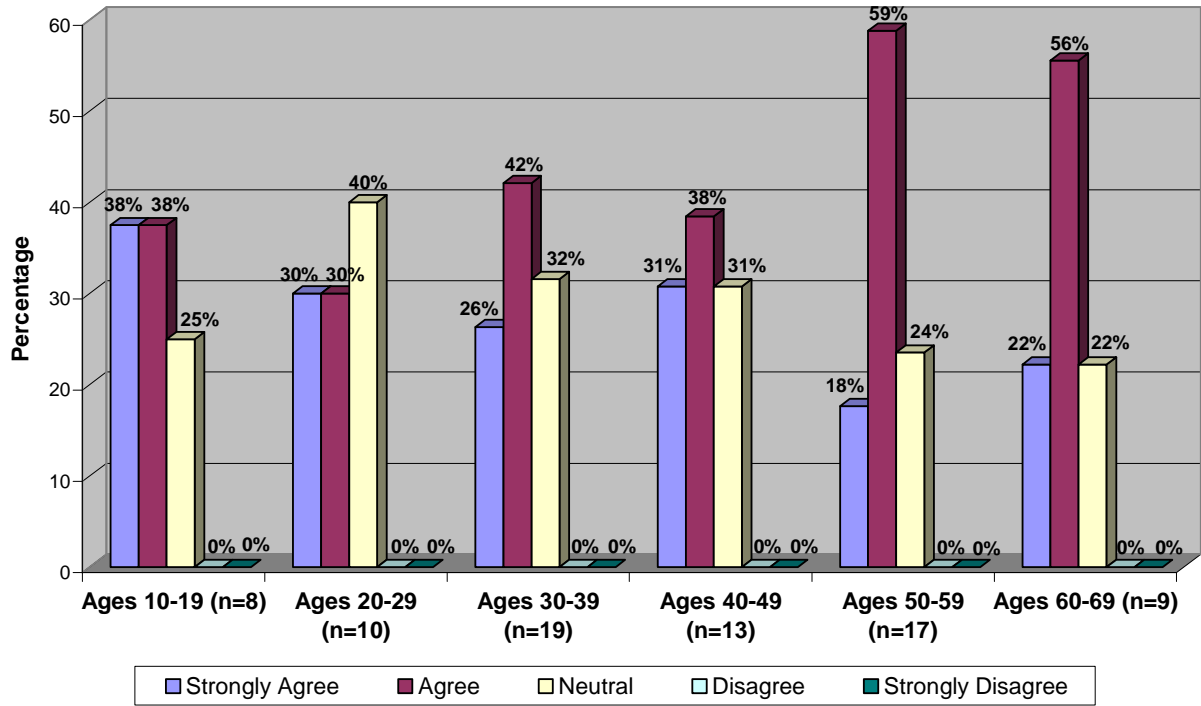
All age groups show an improvement in their comfort with using the equipment. The high agreement/strong agreement rate of the oldest age group and the high “neutral” rate of the 20s age group ($X^2 = 49.26, p < 0.001$) may correlate to these age groups’ initial comfort levels with technology in general.

Survey question:

“Compared to my first sessions, I feel more at ease using telemedicine to see my medical practitioner.

strongly agree agree neutral disagree strongly disagree”

Compared to first sessions, now more at ease using telemed: by age group



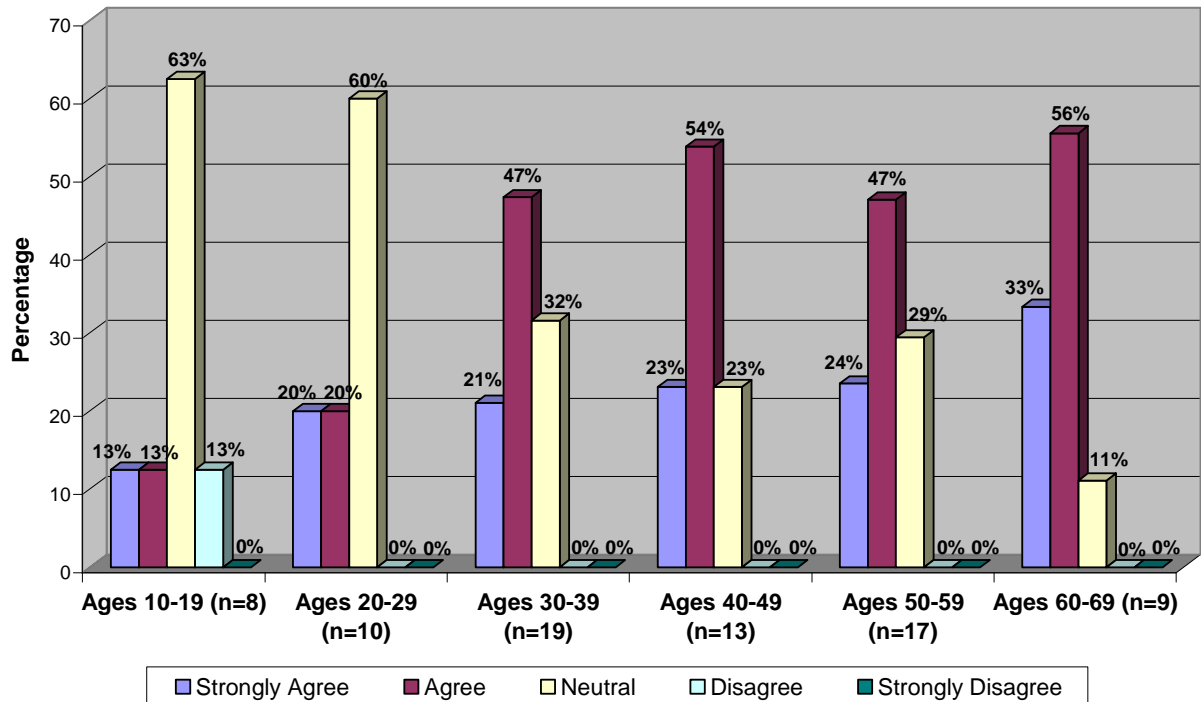
All age groups are significantly more at ease with telemedicine now compared to their first sessions ($X^2 = 31.65, p < 0.001$), with all groups except the 20s between 68% and 78% agreement/strong agreement. The 20s had the lowest agreement/strong agreement rate (60%) and the highest neutral rate (40%), again likely due to this age group’s initial comfort with technology. No one felt less at ease than they originally had.

Survey question:

“Compared to my first sessions, I have fewer privacy and confidentiality worries about using telemedicine.

strongly agree agree neutral disagree strongly disagree”

Compared to first sessions, now fewer privacy/confidentiality worries: by age group



Only one person (correlating to 13% of the 10-19 age group) noted that they do not now have fewer privacy/confidentiality worries. It is unclear whether this means the person’s concern level increased or simply did not change.

Most age groups agreed or strongly agreed that they now have fewer privacy/confidentiality worries than during their first sessions ($X^2 = 186.48, P < 0.0001$), generally trending downward from the 60s age group (89% agreement) to the 50s (71% agreement) to the 40s (77% agreement) to the 30s (68% agreement). The two youngest age groups reported feeling mostly neutral on this question. This can possibly mean these age groups had fewer privacy and confidentiality worries to begin with. It could also mean that whatever worries they initially had have not been addressed.