

NARBHA 10-Year Telemedicine Client Satisfaction Survey Results

Attachment A: Comparison of Male vs. Female Patients' Satisfaction with Telemedicine

Of the 76 patients who completed the satisfaction survey, 47 (61.8%) are females and 29 (38.2%) are males. Below are comparisons of male vs. female responses to the questions.

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

Survey question:

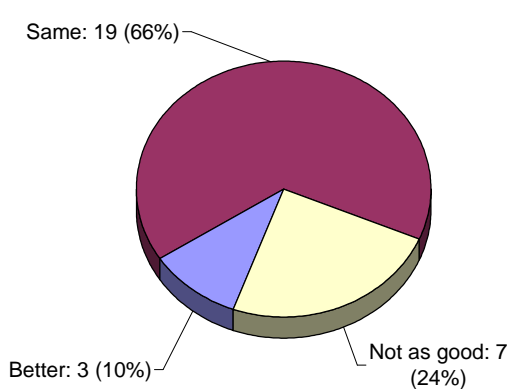
“I think the quality of medical care over telemedicine is:

better than in-person

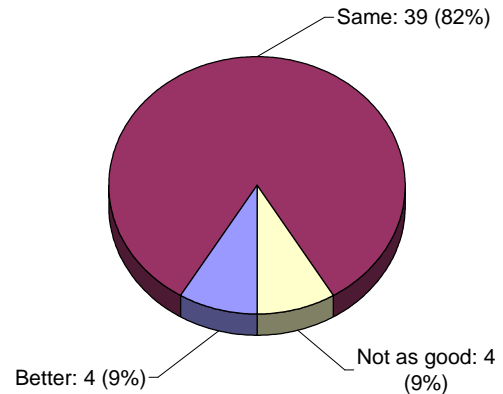
same as in person

not as good as in-person”

Male Patients: Quality of Telemed vs. In Person Sessions is:



Female Patients: Quality of Telemed vs. In Person Sessions is:



Female patients appear more accepting of the quality of medical care via telemedicine ($X^2 = 4.16, p < 0.05$), with 82% rating it the same as in-person, vs. 66% of males, and with only 9% of females (vs. 24% of males) rating it not as good as in-person. Both groups had a similar percentage (10% males vs. 9% females) rating telemedicine better than in-person care.

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

Survey question:

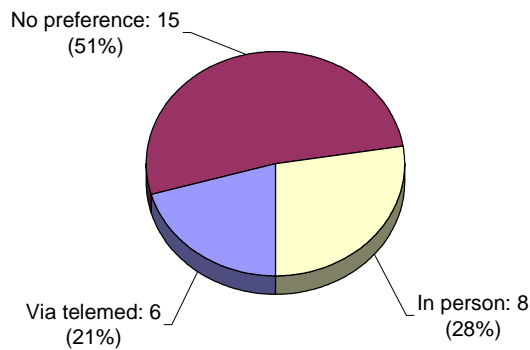
“Given the choice of seeing my medical practitioner in person or via telemedicine, I would prefer:

telemedicine

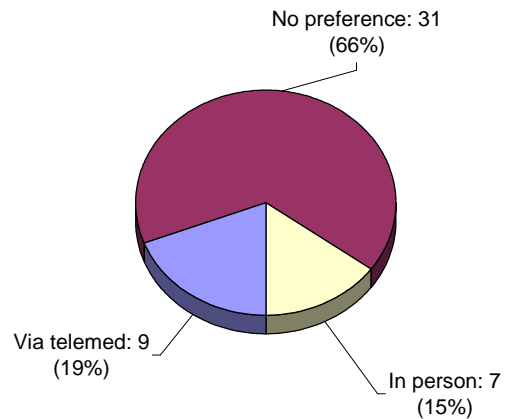
no preference

in person”

Male Patients: Given choice, would prefer to see psychiatric provider via telemedicine or in person



Female Patients: Given choice, would prefer to see psychiatric provider via telemedicine or in person



Those who would prefer to see their provider via telemedicine were approximately equal (males 21% vs. females 19%). However, significantly more males than females (28% vs. 15%) would prefer to see their provider in person. Overall, again female patients appear more accepting of telemedicine, although the difference on this question was not statistically significant ($X^2 = 1.93, p > 0.05$).

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

Survey question:

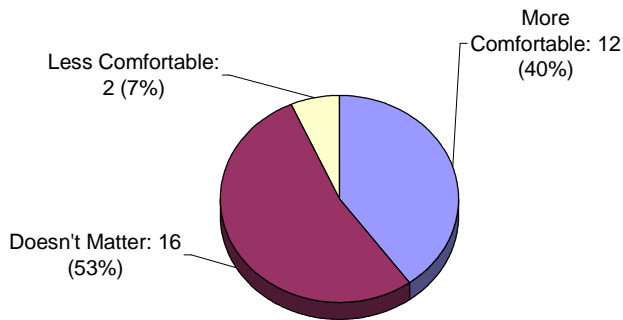
“Having a clinician (therapist, nurse, or case manager) in the room with me during my telemedicine sessions makes me feel:

more comfortable

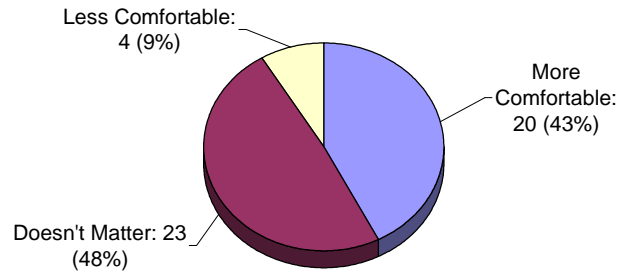
doesn't matter

less comfortable”

Male patients: Having a Clinician in the Room Makes Me Feel:



Female Patients: Having a Clinician in the Room Makes Me Feel:



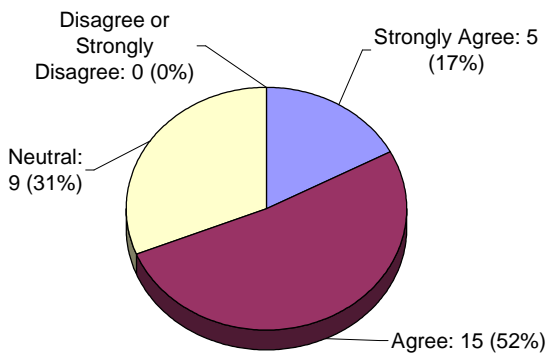
Patient comfort level with having a therapist, nurse, or case manager in the room with them during their telepsychiatry sessions is approximately equal between males and females ($X^2 = 0.11, p > 0.05$).

Survey question:

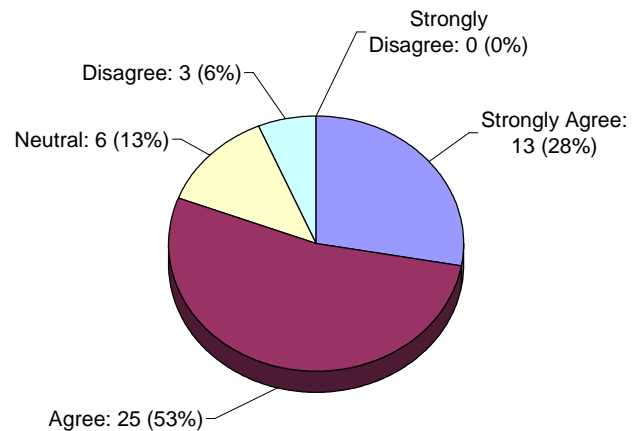
“Having a clinician (therapist, nurse, or case manager) in the room with me during my telemedicine sessions helps me feel that I have a team of people contributing to my treatment.

strongly agree agree neutral disagree strongly disagree”

Male Patients: Clinician in room helps me feel that I have a treatment team



Female Patients: Clinician in room helps me feel that I have a treatment team



There was not a significant difference between males and females ($X^2 = 3.93, p > 0.05$).

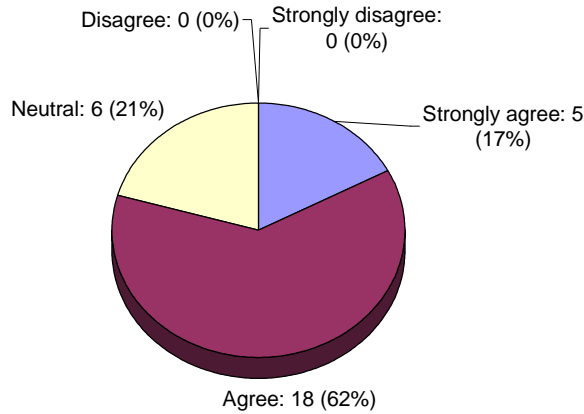
4. Patients’ feelings about telemedicine sessions now vs. first sessions

Survey question:

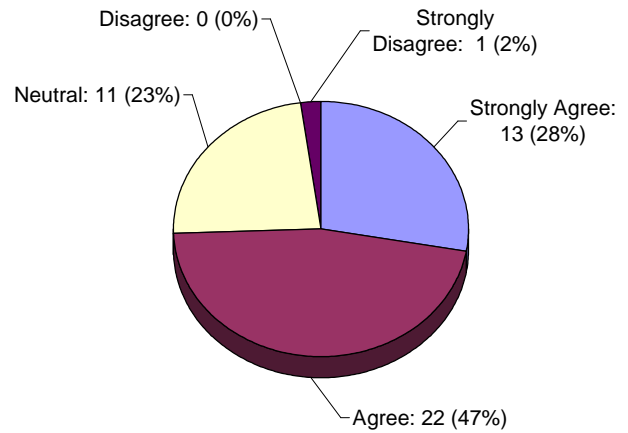
“Compared to my first sessions, the ones I attend now run more smoothly.

strongly agree agree neutral disagree strongly disagree”

Male Patients: Telemed Sessions now run more smoothly



Female Patients: Telemed sessions now run more smoothly



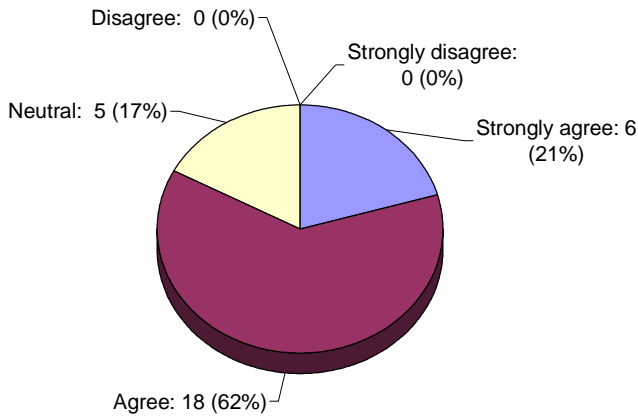
Female patients don't report as much of an improvement in telemedicine sessions over time as male patients do, but there is no significant difference ($X^2 = 2.89, p > 0.05$) One female patient strongly disagrees that sessions now run more smoothly. Because the surveys are anonymous, it is not possible to follow up with this patient to find out why the quality of her telemedicine experiences seems to have declined.

Survey question:

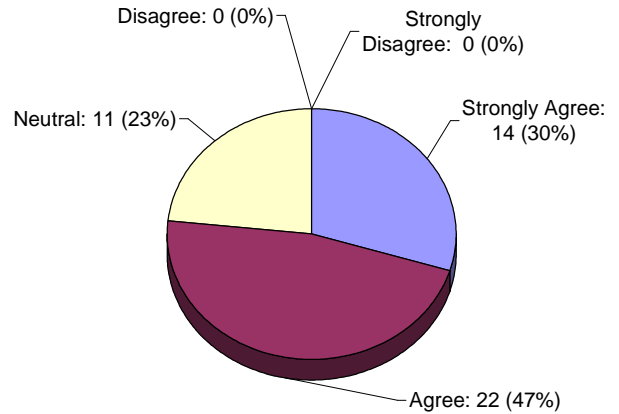
“Compared to my first sessions, I am more comfortable with the audio and video equipment.

strongly agree agree neutral disagree strongly disagree”

Male Patients: Now more comfortable with A/V equipment



Female Patients: Now more comfortable with A/V equipment



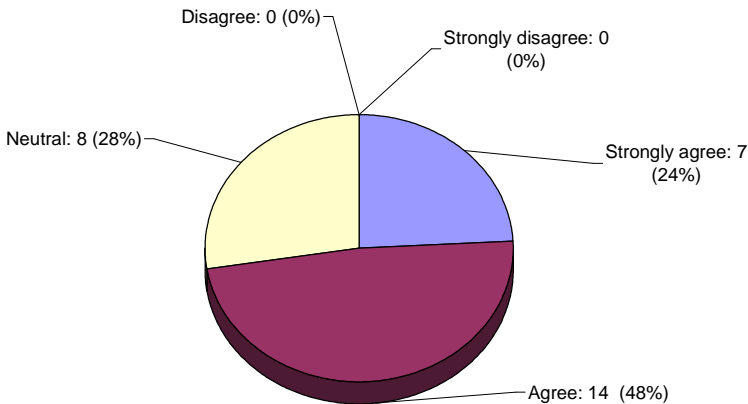
There was not a significant difference between men and women ($X^2 = 2.06, p > 0.05$).

Survey question:

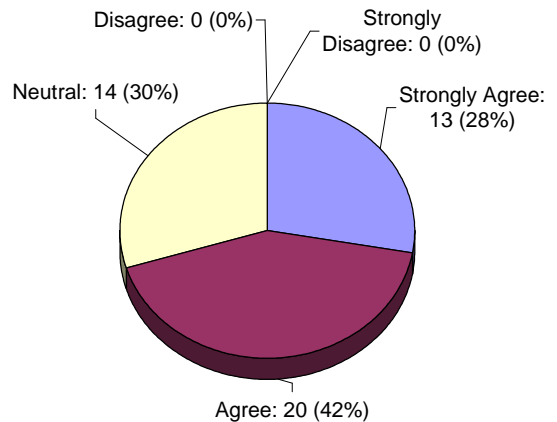
“Compared to my first sessions, I feel more at ease using telemedicine to see my medical practitioner.

strongly agree agree neutral disagree strongly disagree”

Male Patients: Now more at ease using telemedicine



Female Patients: Now more at ease using telemedicine



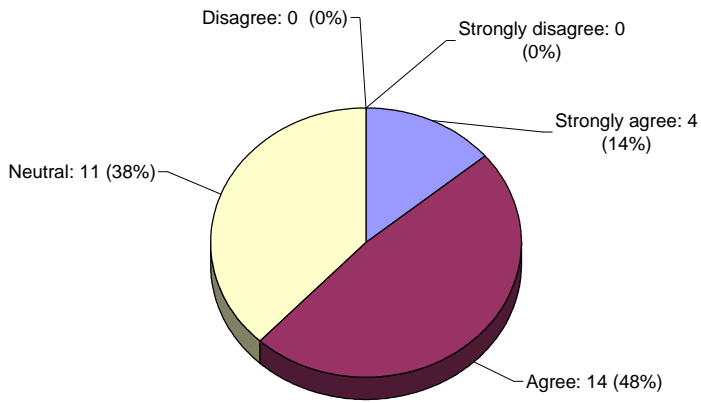
There was no significant difference between men and women ($X^2 = 0.34, p > 0.05$).

Survey question:

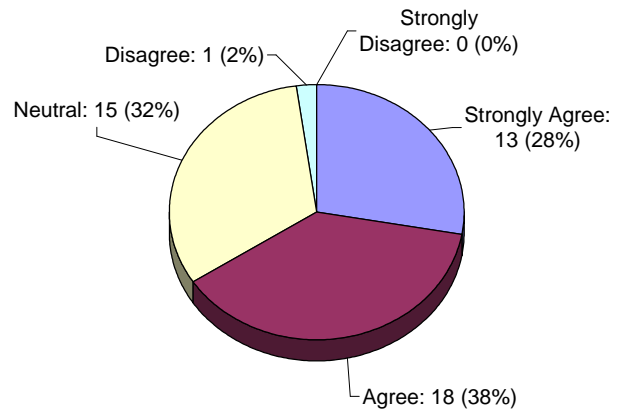
“Compared to my first sessions, I have fewer privacy and confidentiality worries about using telemedicine.

strongly agree agree neutral disagree strongly disagree”

Male Patients: I now have fewer privacy/confidentiality worries



Female Patients: Now have fewer privacy/confidentiality worries



There was no significant difference between men and women ($X^2 = 2.72, p > 0.05$).