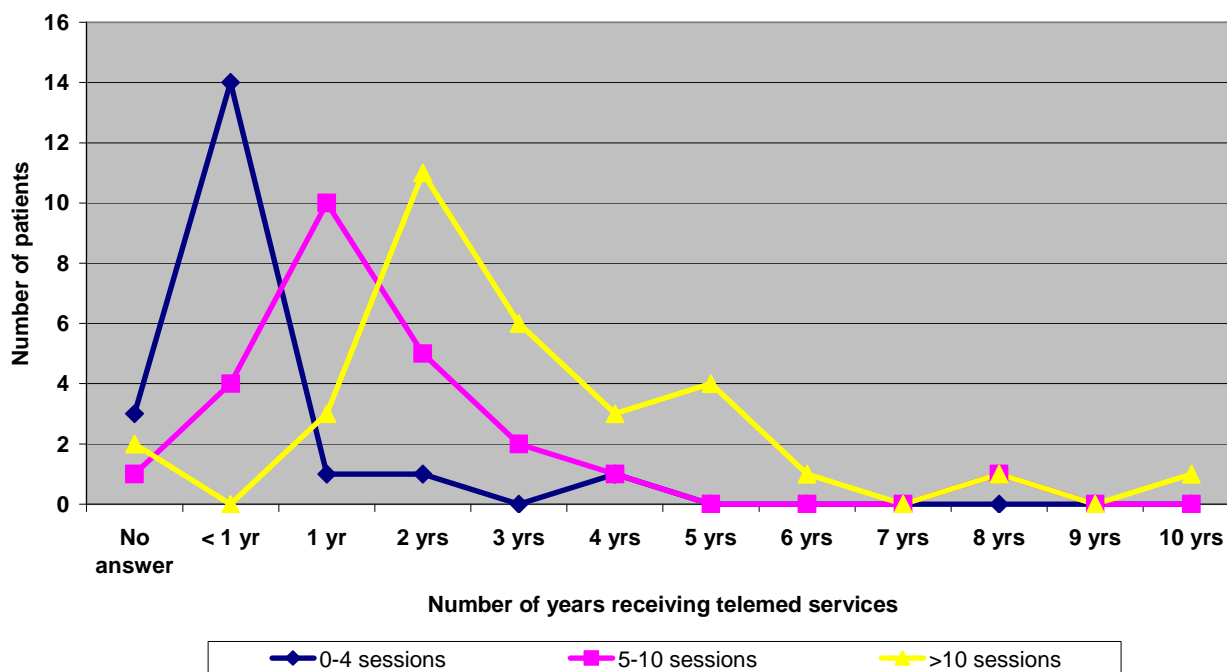


# NARBHA 10-Year Telemedicine Client Satisfaction Survey Results

## Attachment C: Comparison of Patients' Satisfaction with Telemedicine by Number of Sessions Experienced

76 patients completed the satisfaction survey.

### Patient distribution by number of years and number of sessions of telemedicine



- 70% of patients who had experienced four or fewer telemedicine sessions had been receiving telemedicine services for less than one year.
- 79% of patients who had experienced 5 to 10 sessions had been receiving telemedicine services for zero to two years.
- 75% of patients who had experienced more than 10 sessions had been receiving telemedicine services for 2 to 5 years.
- Number of years of receiving telemedicine treatment roughly correlates to number of telemedicine sessions attended.
- Although trends were apparent in the data, there were no statistically significant differences between the three groups of patients (Kruskal-Wallis H = 0.531, p = 0.7668).

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

Survey question:

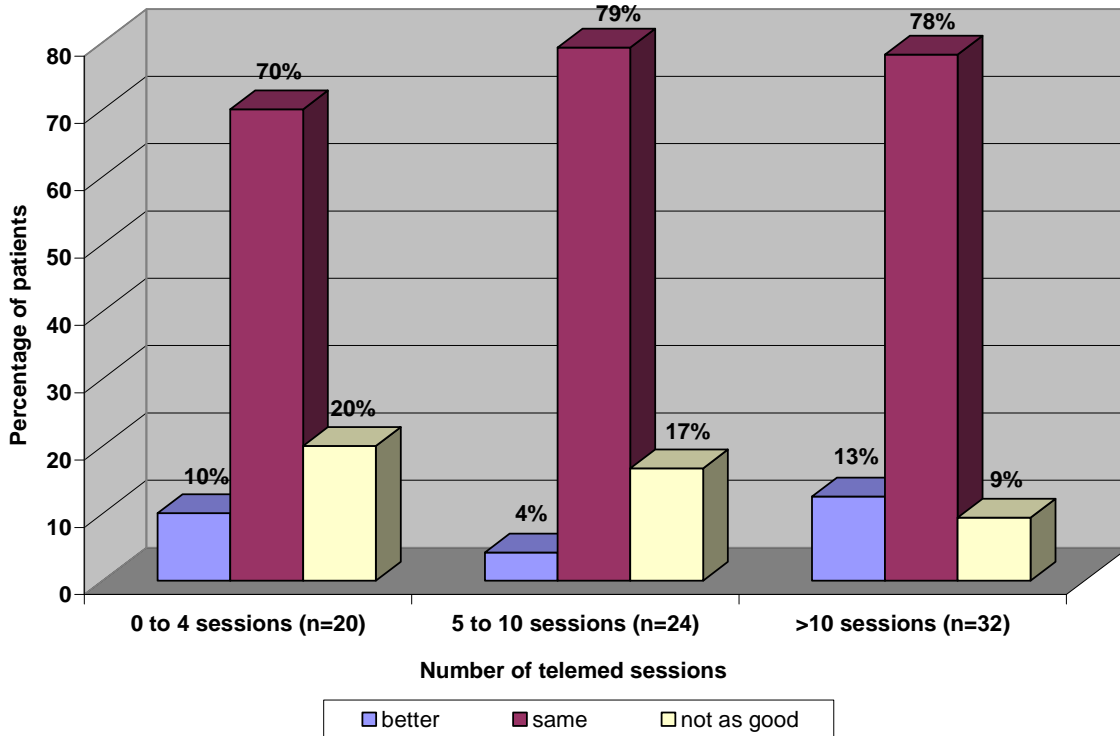
“I think the quality of medical care over telemedicine is:

better than in-person

same as in person

not as good as in-person”

## Quality of telemed vs. in-person care



Those patients who had experienced the most sessions rated telemedicine most positively ( $X^2 = 9.65$ ,  $p < 0.05$ ), with slightly higher rates of “same,” slightly higher rates of “better,” and much lower rates of “not as good.”

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

### Survey question:

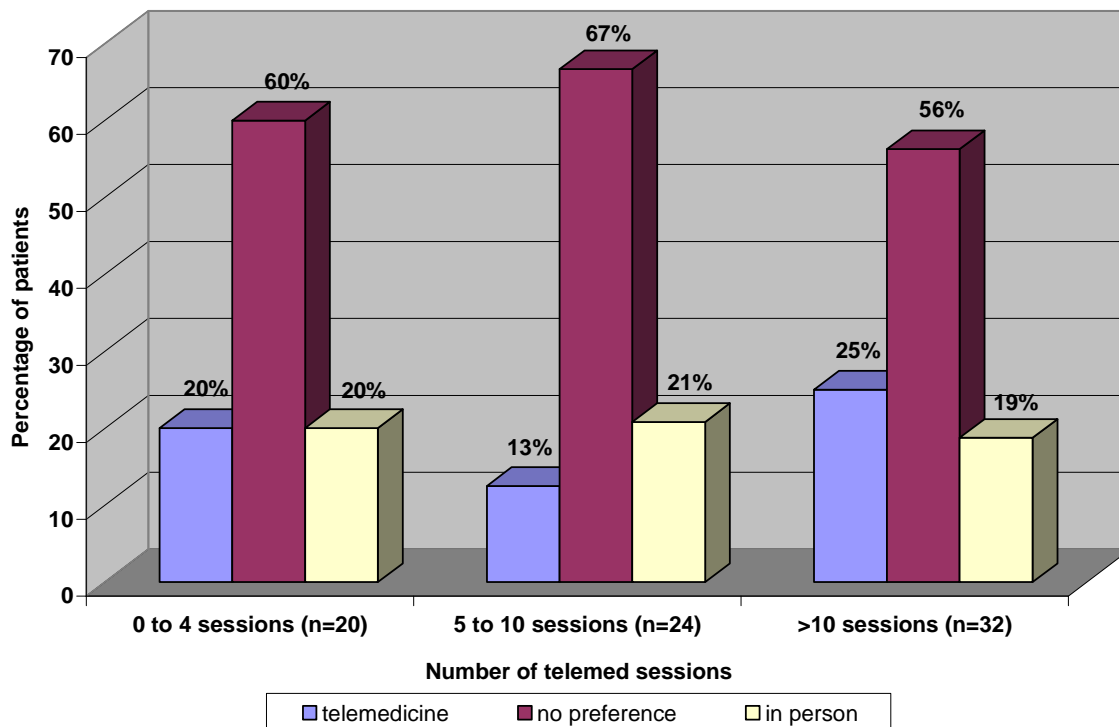
“Given the choice of seeing my medical practitioner in person or via telemedicine, I would prefer:

telemedicine

no preference

in person”

### Given choice, would prefer:



Again, patients who had experienced the most telemedicine sessions rated telemedicine most positively, although there were no statistically significant differences between the groups ( $X^2 = 4.50, p > 0.05$ ). Percentages of those preferring in-person care are very close among all three groups. The percentage of those who would prefer telemedicine is 25% higher among those who have experienced more than 10 telemedicine sessions than among those who have experienced four or fewer and nearly double the percentage of those who have experienced between 5 and 10 sessions.

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

**Survey question:**

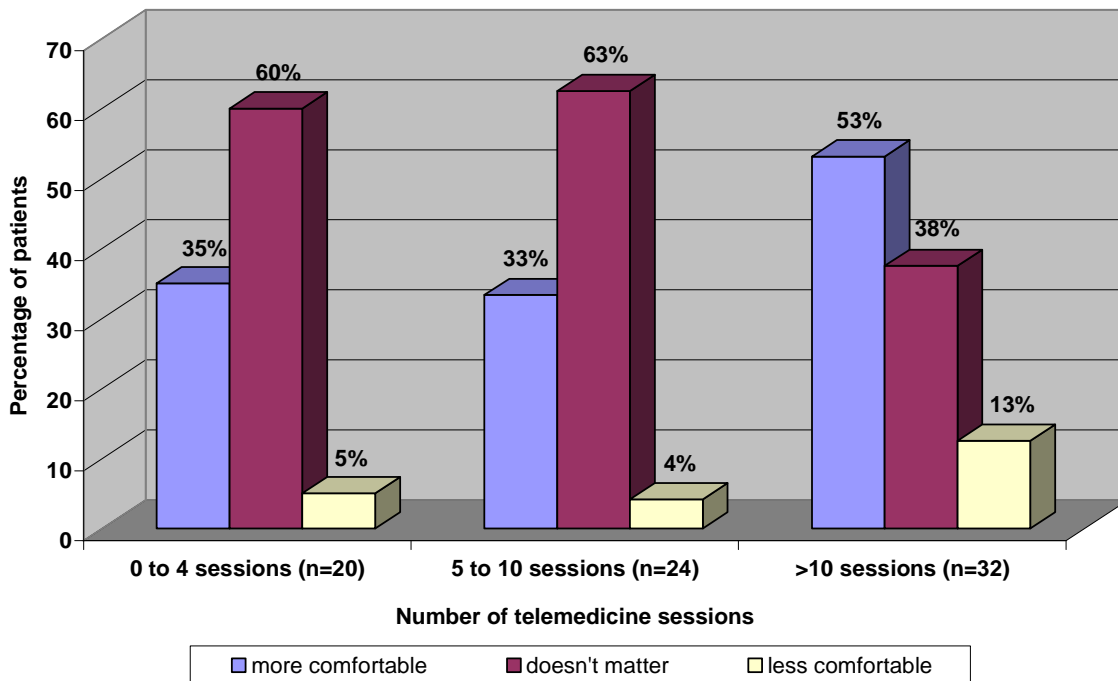
“Having a clinician (therapist, nurse, or case manager) in the room with me during my telemedicine sessions makes me feel:

more comfortable

doesn't matter

less comfortable”

#### Clinician in room: comfort level



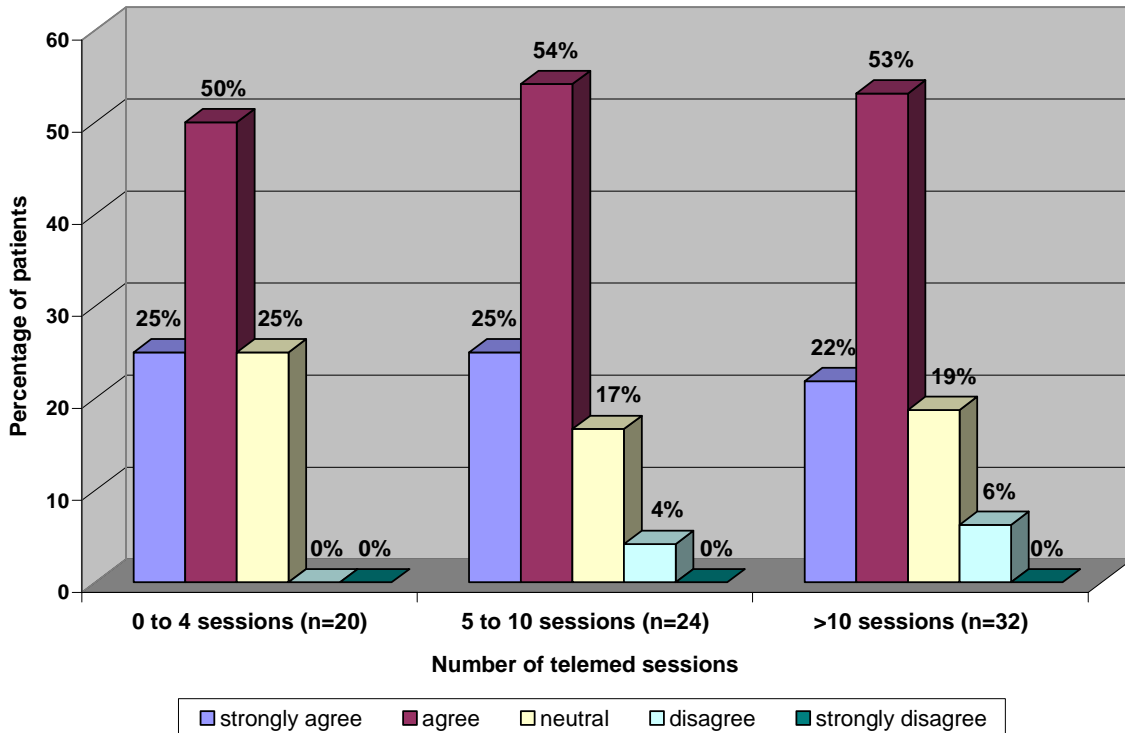
The 0-4 and 5-10 sessions groups are about the same. However, in the more than 10 sessions group, more patients report feeling more comfortable with a clinician in the room and more patients report feeling LESS comfortable ( $X^2 = 19.99, p < 0.01$ ).

**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



Results are about the same across all three groups ( $X^2 = 8.51, p > 0.05$ ), with slightly stronger disagreement that a clinician in the room contributes to team feeling as the number of sessions experienced increases.

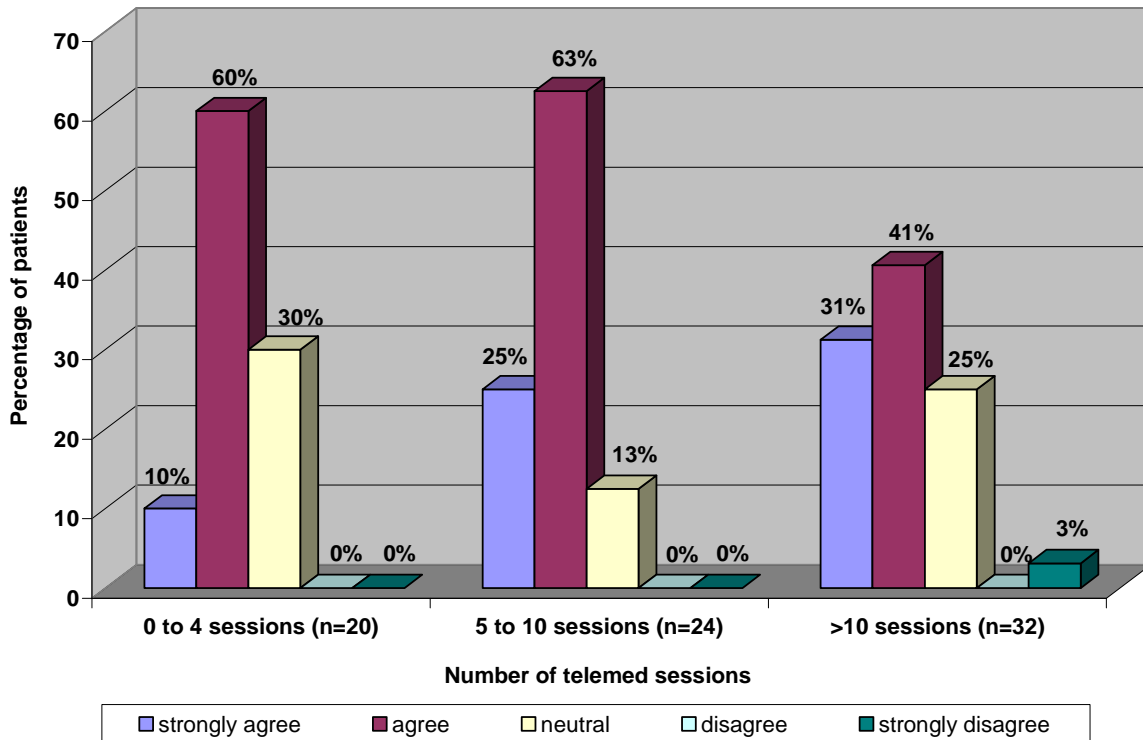
#### 4. Patients’ feelings about telemedicine sessions now vs. first sessions

**Survey question:**

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

strongly agree      agree      neutral      disagree      strongly disagree”

#### Telemedicine sessions now run more smoothly



Results show sharp improvement between 0-4 sessions and 5-10 sessions ( $X^2 = 28.46, p < 0.01$ ).

This trend does not continue as the number of sessions increases, however. Those who had experienced more than 10 sessions showed only a 24% increase in strong agreement that sessions now run more smoothly, but 35% less agreement and a 92% increase in neutrality.

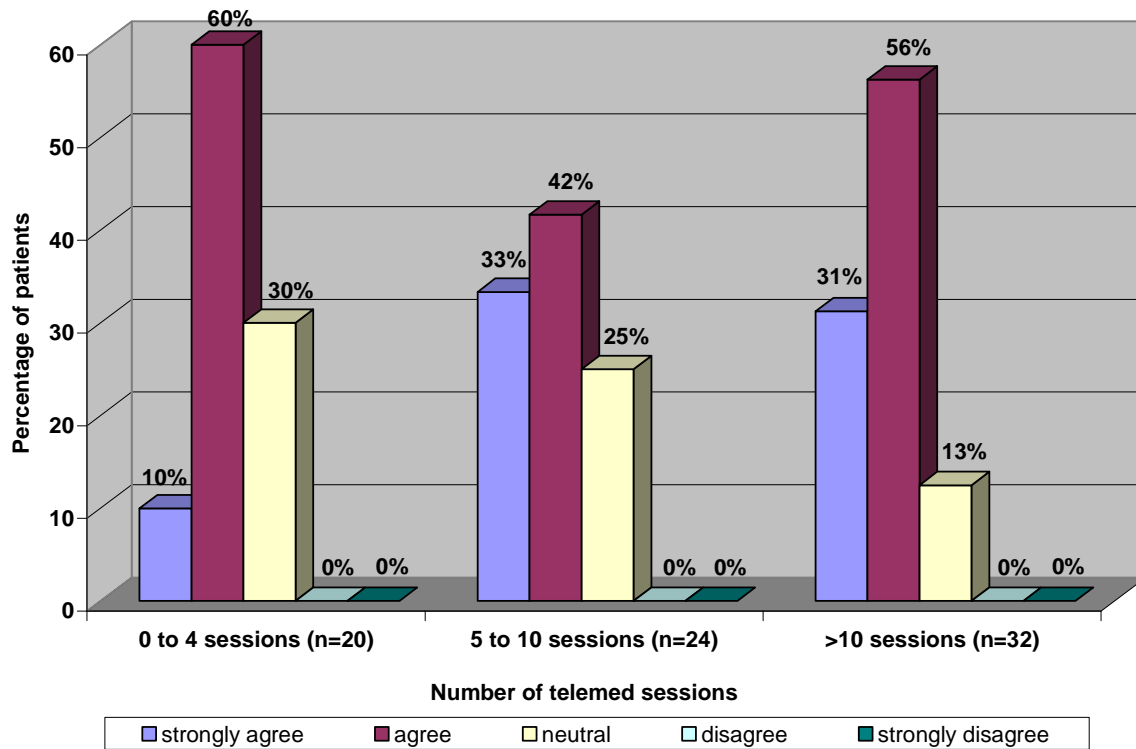
Only one patient indicated that sessions now run LESS smoothly—that patient has experienced more than 10 sessions.

**Survey question:**

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

strongly agree      agree      neutral      disagree      strongly disagree”

**Now more comfortable with A/V equipment**



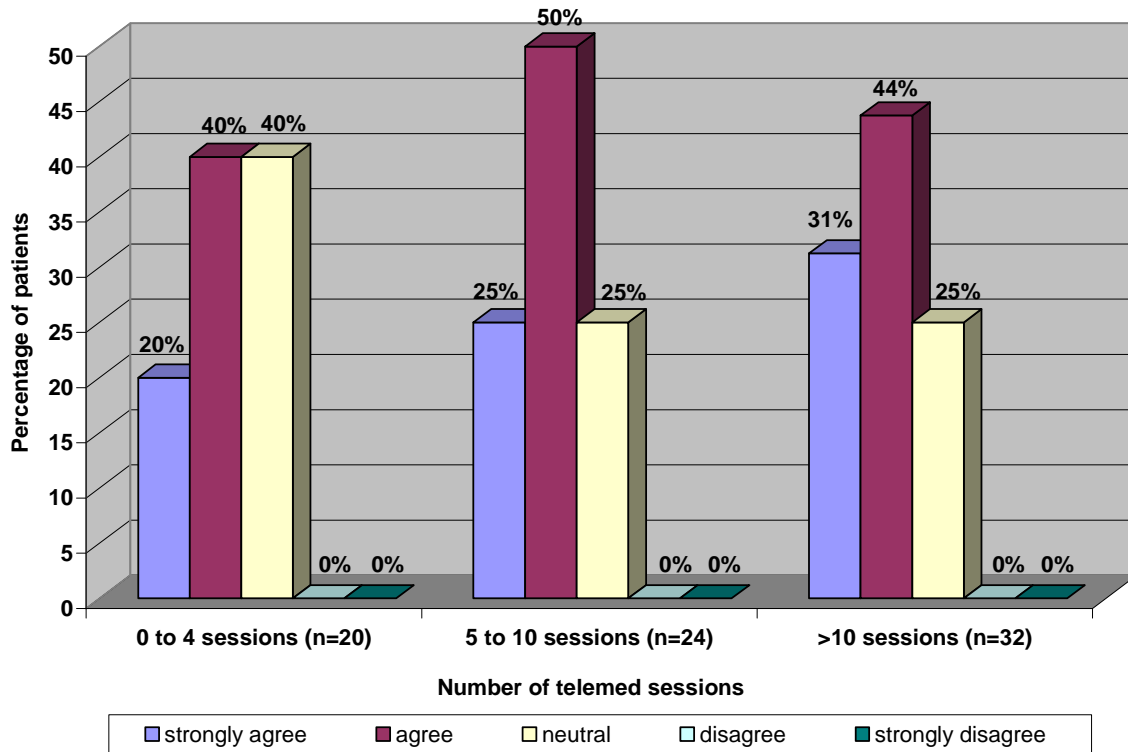
Comfort level with the audio/video equipment increases as the number of telemedicine sessions experienced increases ( $X^2 = 23.02, p < 0.01$ ). Even within the 4 sessions or fewer group, 70% of patients said they were now more comfortable than at first. That number increased slightly to 75% in the 5-10 sessions group, but with three times as many patients agreeing strongly. Patients who experienced more than 10 sessions agreed/strongly agreed 87% that they are now more comfortable with the A/V equipment.

**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”

### Now more at ease using telemedicine



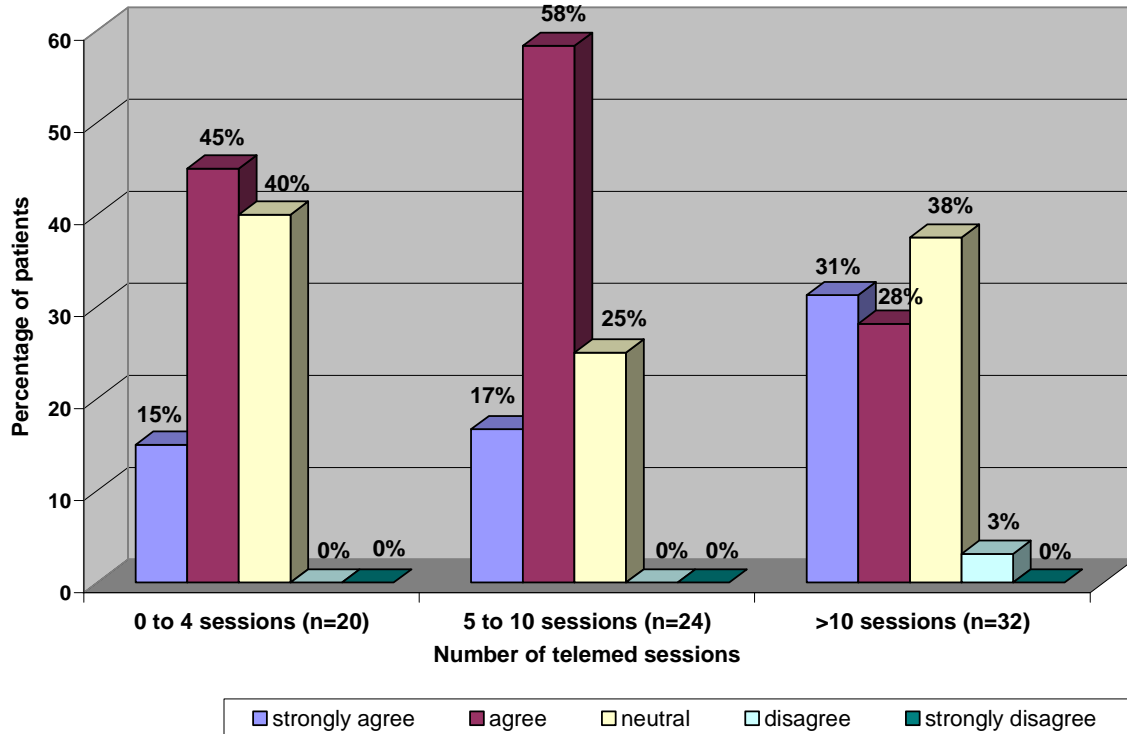
There is a trend toward feeling more at ease using telemedicine as patients experience more sessions, although not statistically significant ( $X^2 = 8.55, p > 0.05$ ).

**Survey question:**

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

strongly agree      agree      neutral      disagree      strongly disagree”

**Now fewer privacy/confidentiality worries**



There is a significant trend toward having fewer privacy and confidentiality worries as the number of sessions experienced increases from 4 or fewer sessions to 5 to 10 sessions ( $X^2 = 27.43, p < 0.01$ ). However, after 10 or more sessions, fewer patients agree or strongly agree that they have fewer privacy worries.