

# EVALUATING TELEHEALTH VISITS FOR ONCOLOGY PATIENTS:

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SATISFACTION AND  
FEASIBILITY DURING THE  
COVID-19 PANDEMIC

SRI FINAL PRESENTATION

AUG 6, 2020

JUSTIN ABE

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# WHAT IS TELEHEALTH?

“The use of medical information... exchanged from one site to another through electronic communication to improve a patient’s health.”  
(Tuckson et al., 2017)



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# PURPOSE OF THIS STUDY



Assess satisfaction with telehealth visits



Telehealth comparable with face-to-face



Standard of Care



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# HYPOTHESES

1. Patients are equally satisfied with telehealth visits as they are with face-to-face visits.
2. Patients will want to continue telehealth visits rather than face-to-face visits after the COVID-19 pandemic ends.
3. Satisfaction with telehealth will vary depending on patient sociodemographic factors.



# METHODS

Patients were identified through EPIC electronic medical records

Eligibility criteria

Contacted by phone and offered to complete a cross sectional survey

Demographic data collected



# DATA ANALYSIS



Frequencies



Chi Square test



Logistic Regression



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# BASELINE DEMOGRAPHICS

	<b>Patients (N=142)</b>
<b>Gender</b>	
Female	71 (50%)
Male	71 (50%)
<b>Age, years</b>	
< 40 years	1 (0.7%)
40-49 years	10 (7%)
50-59 years	20 (14.1%)
60-69 years	47 (33.1%)
70-79 years	43 (30.3%)
80 years or older	20 (14.1%)
Prefer not to say	1 (0.7%)

<b>Race</b>	
White	30 (21.1%)
Asian	80 (56.3%)
Native Hawaiian	21 (14.8%)
Mixed or Other	11 (7.7%)
<b>Education</b>	
Elementary through high school	8 (5.6%)
High school	24 (16.9%)
Some college, no degree received	22 (15.5%)
2-year college program	30 (21.1%)
4-year college program	29 (20.45%)
Post-graduate school	29 (20.45%)



# BASELINE DEMOGRAPHICS

## Income

Less than \$30,000	22 (15.5%)
\$30,000-59,999	23 (16.2%)
\$60,000-89,999	26 (18.3%)
More than \$90,000	43 (30.3 %)
Prefer not to say	28 (19.7%)

## Insurance

QUEST or Medicaid	9 (6.3%)
Private	59 (41.5%)
Medicare w/ supplement	50 (35.2%)
Medicare w/o supplement	21 (14.8%)
I don't know	3 (2.1%)

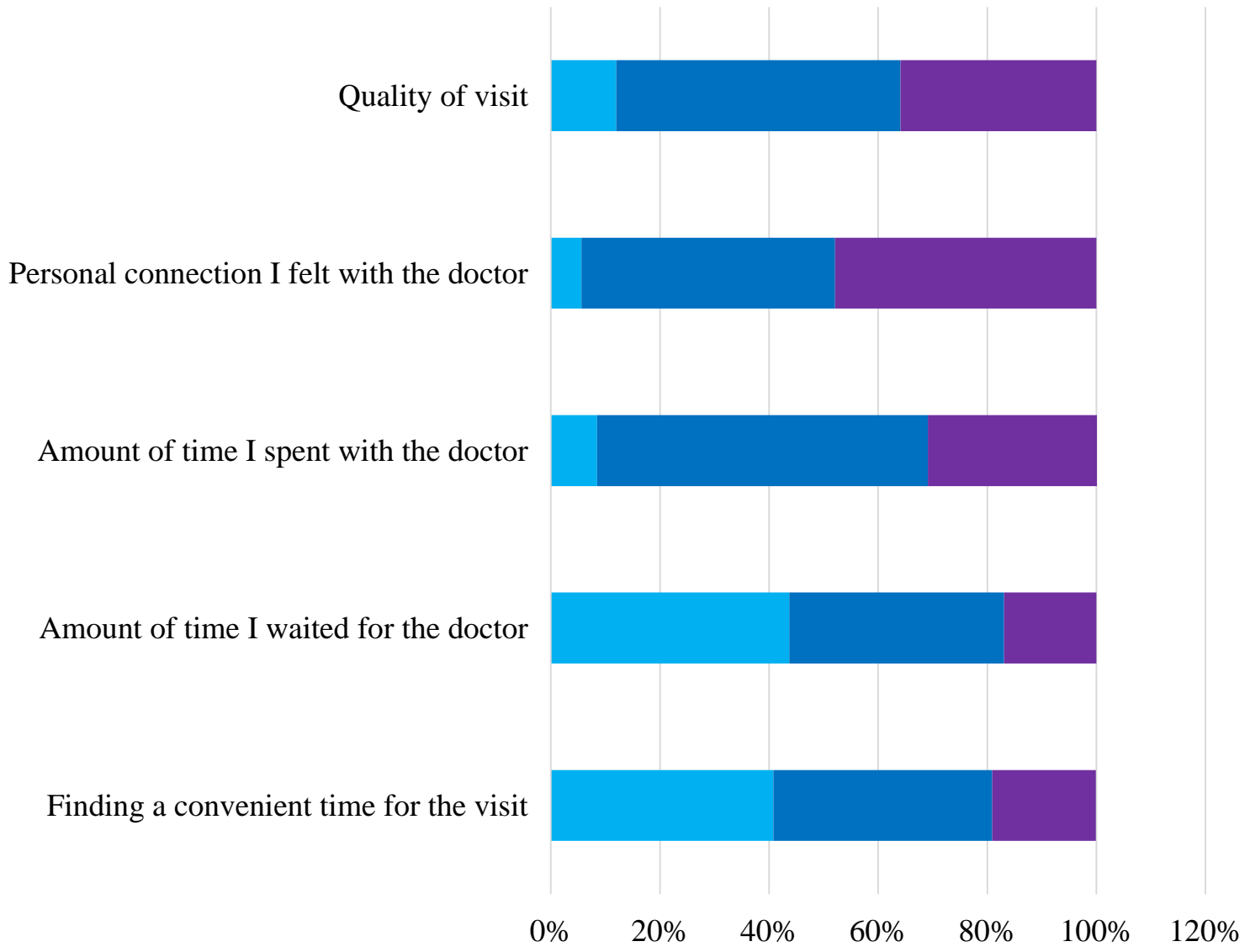
## Location

15-minute drive or less	34 (23.9%)
Between a 16 to 30-minute drive	57 (40.1%)
More than 30-minute drive	31 (21.8%)
Outer islander	20 (14.1%)



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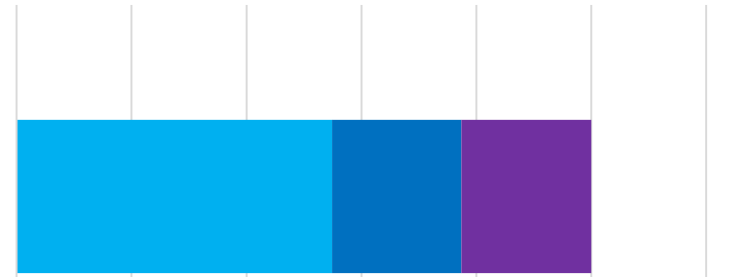
■ Telehealth visit is better
 ■ No difference
 ■ Office visit is better

# PATIENT PERCEPTION OF TELEHEALTH VS. OFFICE VISITS



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I would like some of my future visits to be telehealth visits rather than in-person visits



It was easy to set up my telehealth visit



I felt comfortable with my telehealth visit



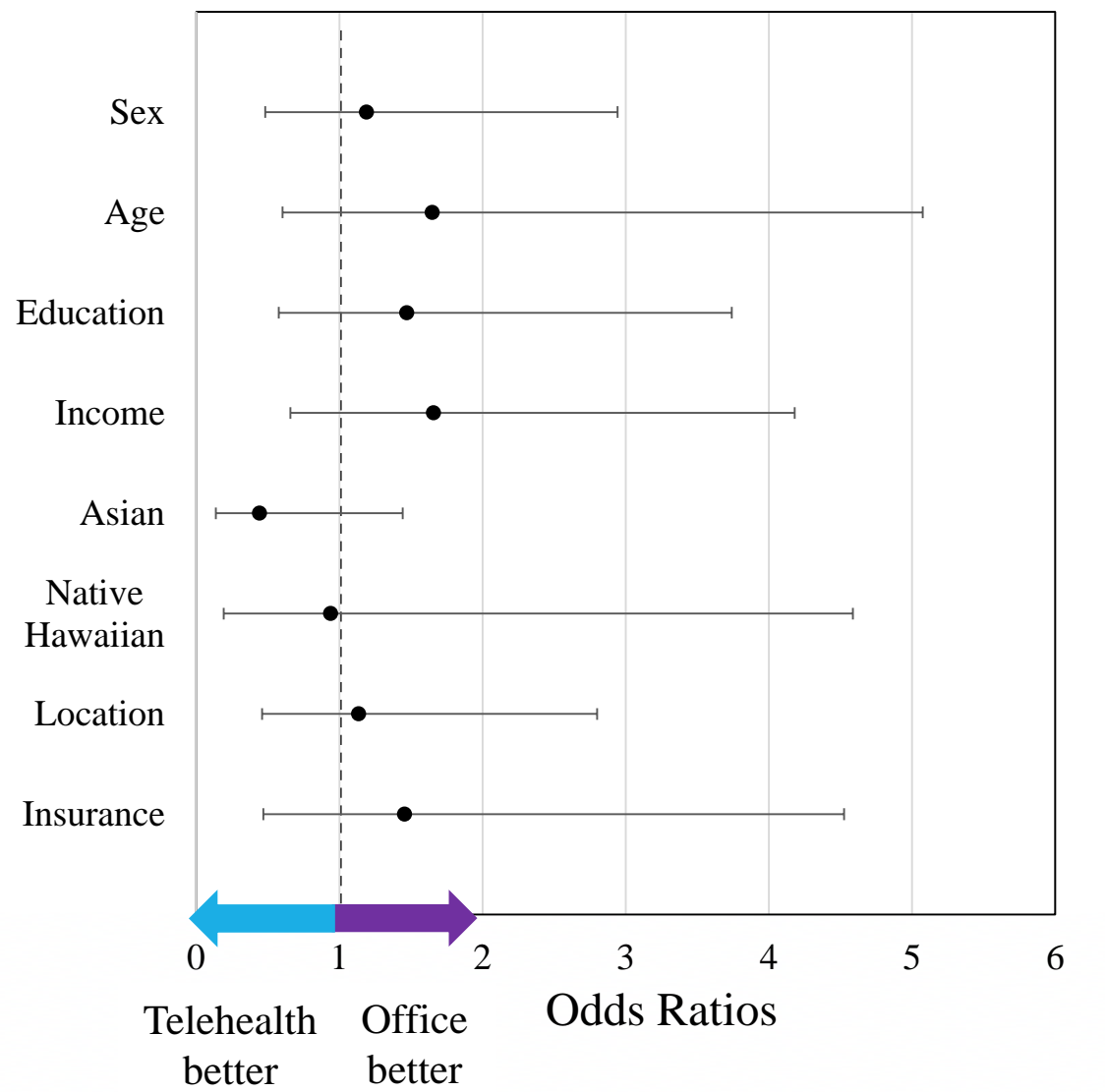
0% 20% 40% 60% 80% 100% 120%

■ Agreed ■ Neutral ■ Disagreed

# PATIENT PERCEPTION OF TELEHEALTH VISIT



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	Odds Ratio	95 % CI	p value
<b>Time spent with the physician</b>	25.773	6.159 - 107.845	<0.05
<b>Patient-physician relationship</b>	37.574	7.905 - 178.59	<0.05
<b>Wait time</b>	3.235	0.495 - 21.13	NS
<b>Finding a convenient time for the visit</b>	1.391	0.225 - 8.589	NS

# PREDICTORS OF QUALITY OF TELEHEALTH VISIT



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# Other Findings

1. Patients who were comfortable with their telehealth visit were significantly more likely to want to continue telehealth ( $p < 0.05$ )
2. Patients whose telehealth visit included video viewed the visit more favorably than patients whose visit only included audio ( $p < 0.05$ )
3. Ability to set up a telehealth visit independently was not associated with feeling comfortable with the visit

# SIGNIFICANCE OF THE STUDY

- Abrupt shift in practice from face-to-face visits to telehealth visits
- Social distancing precautions are still in effect
- Further understand and continue to improve telehealth interventions

# COMPARED TO OTHER STUDIES

Less satisfied with the quality of telehealth

- 64% satisfaction in current teleoncology study
- 82% satisfaction in past rural teleoncology study

Source: Majeed et al., 2019

Fewer patients are willing to have future telehealth visits

- 77% desire to continue in current teleoncology study
- 89% desire to continue in past rural teleoncology study

Source: Hamilton et al., 2018

No relationship between sociodemographic factors and quality

- No statistically significant relationship
- Female gender and insurance status was predictive of satisfaction

Source: Polinski et al., 2019



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# LIMITATIONS OF THE STUDY

Hard of hearing

Two types of biases

- Recall bias
- Social desirability bias

Sample size



# FUTURE DIRECTIONS



Patient physician relationship



Type of device



Other types of patients in Hawaii



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# MAHALO!

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