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Spotlight on Special Topics

PATIENT SATISFACTION WITH TELEHEALTH FOR OUTPATIENT CARDIOVASCULAR CARE DURING THE COVID-19 PANDEMIC

Poster Contributions

Monday, May 17, 2021, 9:45 a.m.-10:30 a.m.

Session Title: Spotlight on Special Topics: Innovation, Digital Health, and Technology 7

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Authors: *David Cho, Megan Kamath, Suzan Khalil, Holly Wilhalme, Melissa Moore, Angelica Lewis, Ali Nsair, University of California, Los Angeles, David Geffen School of Medicine, Los Angeles, CA, USA*

Background: Healthcare providers rapidly deployed telehealth due to the COVID-19 pandemic. We studied patient satisfaction with telehealth for outpatient cardiovascular care and evaluated variables associated with greater satisfaction.

Methods: Eligible patients seen by video telehealth in ambulatory cardiology clinics at a single healthcare system during a six-month period were recruited electronically. A validated telehealth usability questionnaire was utilized in this prospective study to evaluate six domains: usefulness, ease of use, interface quality, interaction quality, reliability, and satisfaction. P Values were obtained through Chi-square test for categorical variables and Students T-test for continuous variables. Survey responses were coded 0 through 4 (Strongly disagree to Strongly agree).

Results: 14878 patients were seen via telehealth during a consecutive 6-month period. 1201 patients (8%) responded, and 1038 patients (7%) consented to participate and completed the survey. Mean and median satisfaction scores were 3.18 (SD 0.72) and 3.37, respectively. Self-identified Innovators and Early Adopters of new technology demonstrated a higher proportion of satisfaction scores greater than the median ($p<0.01$). Longer travel distance and time ($p<0.01$), and a need for arranging childcare ($p<0.01$) also demonstrated similar findings, as did younger age ($p<0.01$), female gender ($p<0.01$), and non-white ethnicity ($p<0.03$). Previous Telehealth experience and underlying cardiovascular conditions did not demonstrate statistically significant differences between the proportion of satisfaction scores greater than the median ($p>0.05$).

Conclusion: Overall, patients reported favorable levels of satisfaction with telehealth during the COVID-19 pandemic. Interestingly, satisfaction did not depend on specific cardiovascular diseases or previous telehealth experience. Rather, a greater proportion of higher satisfaction scores were associated with younger age, female sex, ethnicity, convenience and familiarity with technology. Further research into the impact and generalizability of telehealth on patient satisfaction, safety and clinical outcomes is needed.