

## Evaluating Telehealth Visits

### DID YOU KNOW ...

Evaluation of telehealth visits may include assessing some, or all of: Satisfaction, Experience, Technical Quality, Usefulness, Effect on interaction, Effectiveness



Satisfaction questionnaires typically show ceiling effects e.g. most report 80-100% satisfaction

Satisfaction questionnaires are not designed to be sensitive to variations in quality of services

**Focus:** Whether expectations were met  
**What is measured:** Overall satisfaction and/or willingness to re-use or recommend

Satisfaction



**Focus:** Experiences  
**What is measured:** Comfort; **safety**; matches values, **equity**; needs & preferences, participation in decisions, treated with compassion & **respect**

Experience



**Focus:** Technical quality of the platform  
**What is measured:** audio &/or picture quality, reliability, ease of use, security

Technical Quality



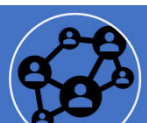
**Focus:** Benefit(s) or met purpose  
**What is measured:** Convenience, time & cost, **accessibility, efficiency, acceptability, intent to use again, appropriateness**

Usefulness



**Focus:** Effect on clinician-patient interaction  
**What is measured:** Effect on communication, ability to do assessment; effect of visual & non-verbal cues

Effect on Interaction



**Focus:** Effect on health status &/or wellbeing  
**What is measured:** Change in knowledge, quality of life, health status, wellbeing, function etc.; clinician confidence in diagnosis; **effectiveness**

Effectiveness



### Key messages

- Think carefully about what you want to ask and why
- Don't interpret responses to satisfaction, experience & usability questions as indicators of effectiveness

Developed by A Hoens & M Westby Aug 2020 @PhysioKTBroker

Derived from: Langbecker D et al, 2017. Using survey methods in telehealth research: A practical guide

Note: The terms bolded in green reflect the 'Dimensions of Quality' from the BC Quality Matrix

## Evaluating Telehealth Visits

Satisfaction, Experience, Technical Quality & Usefulness -Not Physical Therapy Specific



Tool	Where to find information about the tool
Telemedicine Satisfaction Questionnaire	<a href="https://doi.org/10.1258/135763303321159693">https://doi.org/10.1258/135763303321159693</a>
Telemedicine Satisfaction and Usefulness Questionnaire	<a href="https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1656962/">https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1656962/</a>
Telemedicine Perception Questionnaire	<a href="https://pubmed.ncbi.nlm.nih.gov/11070589/">https://pubmed.ncbi.nlm.nih.gov/11070589/</a>
Patient Assessment of Communication during Telemedicine	<a href="https://pubmed.ncbi.nlm.nih.gov/19919189/">https://pubmed.ncbi.nlm.nih.gov/19919189/</a>
Telehealth Usability Questionnaire	<a href="https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4985278/">https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4985278/</a>

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## Evaluating Physiotherapy Visits

Note: None of these questionnaires were designed specifically for telehealth visits

### Satisfaction, Experience, Technical Quality & Usefulness – Physical Therapy Specific

Tool	Where to find information about the tool
Physical Therapy Outpatient Satisfaction Survey	<a href="https://academic.oup.com/ptj/article/79/2/159/2837109">https://academic.oup.com/ptj/article/79/2/159/2837109</a>
Physical Therapy Patient Satisfaction Survey	<a href="https://pubmed.ncbi.nlm.nih.gov/10960933/">https://pubmed.ncbi.nlm.nih.gov/10960933/</a>
Patient Satisfaction with Physical Therapy	<a href="https://academic.oup.com/ptj/article/82/7/682/2857659">https://academic.oup.com/ptj/article/82/7/682/2857659</a>
MedRisk: Patient Satisfaction with Physical Therapy Care*	<a href="https://academic.oup.com/ptj/article/82/6/557/2836972">https://academic.oup.com/ptj/article/82/6/557/2836972</a>
Patient Satisfaction with Outpatient Physiotherapy	<a href="https://pubmed.ncbi.nlm.nih.gov/17934966/">https://pubmed.ncbi.nlm.nih.gov/17934966/</a>
Treatment Outcome Satisfaction Questionnaire	<a href="https://pubmed.ncbi.nlm.nih.gov/27888355/">https://pubmed.ncbi.nlm.nih.gov/27888355/</a>

\*The MedRisk reported as most robust in systematic review by Gutiérrez-Sánchez et al (2020)

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Derived from: Gutiérrez-Sánchez D et al. Instruments for measuring Satisfaction with Physical Therapy Care: A Systematic Review. American Journal of Physical Therapy. E publication ahead of print. June 2020.  
[abstract/doi/10.1093/ptj/pzaa111/585770](https://doi.org/10.1093/ptj/pzaa111/585770)

## Evaluating Physiotherapy Telehealth Visits: Effectiveness

Where possible, report the change relative to the Minimally Clinically Important Difference (MCID)

Examples of outcomes currently being used by BC PTs to evaluate effectiveness of telehealth visits

General Patient-Reported Measures	Specific Patient-Reported Measures	Performance Measures	Special Tests	Individualized Measures	Functional Observation	Impairment Measures	Activity – independence, time, freq
SF-12	Lower Extremity Functional Scale	10 Metre walk test/ Gait Speed	Empty Can Test	Patient Specific Functional Scale	Bed mobility	ROM - Measure on screen or on photos	Walking distance, duration, freq
EuroQol (EQ-5D)	Upper Extremity Functional Scale	Timed up and Go	FABER	Goal Attainment Scale	Transfers	Pain - Numeric pain rating scale	Duration to complete a task e.g. dress
	Disability of the Arm & Hand	5 Times Sit to Stand			Gait	Strength - Grades 0-4	
	Rating of Perceived Exertion	30 Sec Sit to Stand			Functional ROM e.g. HBB		
	Fatigue Severity Scale	Functional Reach Test					
	Falls Efficacy Scale	Modified Berg e.g. SLS, TS					
	ABC Scale						
	Owestry Disability Index						
	Oxford Hip/Knee Score						

### Databases for potential outcome measures:

Rehabilitation Measures Database  
<https://www.sralab.org/rehabilitation-measures>

OrthoToolKit  
[www.orthotoolkit.com](http://www.orthotoolkit.com)

EULAR Outcome Measures Library  
<http://oml.eular.org/index.cfm>

SCIRE Outcome Measures  
<https://scireproject.com/outcome-measures/>

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# References

- Gutiérrez-Sánchez D et al. Instruments for measuring satisfaction with physical therapy care: A systematic review. American Journal of Physical Therapy. E-publication ahead of print. June 2020. <https://academic.oup.com/ptj/advance-article-abstract/doi/10.1093/ptj/pzaa111/5857701>
- Langbecker D et al. Using survey methods in telehealth research: A practical guide. Journal of Telemedicine and Telecare. 2017, Vol. 23(9) 770–779.
- Patient-reported outcome measures may be integrated into virtual orthopedic care [https://www.healio.com/news/orthopedics/20200709/patientreported-outcome-measures-may-be-integrated-into-virtual-orthopedic-care?utm\\_source=selligent&utm\\_medium=email&utm\\_campaign=news&mbt=6070593110624&utm\\_source=OA+Action+Alliance&utm\\_campaign=7f1de7f358-Biweekly+2%2F28%2F2020+COPY+01&utm\\_medium=email&utm\\_term=0\\_a8b77d1bbb-7f1de7f358-99700829](https://www.healio.com/news/orthopedics/20200709/patientreported-outcome-measures-may-be-integrated-into-virtual-orthopedic-care?utm_source=selligent&utm_medium=email&utm_campaign=news&mbt=6070593110624&utm_source=OA+Action+Alliance&utm_campaign=7f1de7f358-Biweekly+2%2F28%2F2020+COPY+01&utm_medium=email&utm_term=0_a8b77d1bbb-7f1de7f358-99700829)
- BC Quality Matrix <https://bcpsqc.ca/resource/bc-health-quality-matrix/>