

## 2020 Telehealth Survey Results

### Background

With the introduction of MBS-funded COVID-19 telehealth arrangements in March 2020, ADEA in collaboration with several Allied Health peak bodies developed two surveys to collect information about telehealth services. One survey was for health professionals and the other for their clients who utilised telehealth services. The Department of Health has requested advice from Allied Health peak bodies about their members' experiences with telehealth, as well as their clients' experiences. The results of the combined Allied Health peak bodies' surveys is currently being compiled. They will be provided to the Department of Health to inform discussions about the potential continuation of telehealth, and ADEA will also share these results with members.

A summary of the key results of the survey of ADEA members is provided below.

### Method

On 2 June 2020 members were invited via e-newsletter to complete the telehealth survey. The survey covered services delivered between 1 March and 31 May 2020 and was open for the four weeks to 30 June 2020. Participants were asked demographic questions, followed by questions about the number of consultations, satisfaction level provided by telehealth, cost outlays for telehealth consultations and client outcomes/benefits

### CDE Survey results

#### Summary of the results:

Survey results indicate that the majority of CDE participants plan to provide telehealth consultations in the future and were satisfied with the level of clinical support they had been able to provide via telehealth.

Almost all consumer participants found telehealth consultations gave them a health benefit and most found telehealth consultation to be less costly than in-person consultations.

This survey also shows that while telehealth is an important tool for CDEs, face-to-face consultations are regarded as best practice in the delivery of diabetes education and care.

## Demographics of respondents:

### **A total of 300 members across all states and territories responded**

- Majority of responses were from Victoria (44%), NSW (19%), Queensland (17%) and WA (8%)

### **Half of the respondents' primary place of practice was a capital city followed by:**

- 20% in a regional centre, 14% in a large rural town, 14% in a small to medium sized rural town, and 1% from a remote community

### **The primary disciplines of the majority of respondents was registered nurse (72%) followed by:**

- accredited practicing dietitian (13%), registered pharmacist (4%), and registered midwife (1.3%). Other primary disciplines listed were: enrolled nurse, accredited exercise physiologist, registered podiatrist

### **Respondents primarily work in the following settings: private practice (34%), GP Practice (30%), public hospital (30%), followed by:**

- Home and community care/ community health (15%), non-government organisation (9%), private hospitals (6%), Primary Health Network (5%), Aboriginal Medical Service (4%), pharmacy (3%), and residential aged care settings (3%). Other workplace settings listed were: government department, university or training organisation

## Telehealth consultations:

### **Almost all (96%) of respondents provided a telehealth consultation between 1 March 2020 and 31 May 2020, and 38% had provided a telehealth service prior to March 2020, and:**

- 84% plan to provide telehealth consultations in future, and 15% are considering providing telehealth consultations in future. 1% are not planning to provide telehealth consultations
- 38% provided between 21 and 80 consultations between 1 March 2020 and 31 May 2020, 28% provided between 6 and 20 consultations, and 16% provided between 81 and 170 consultations
- For 43% of respondents telehealth consultations represented more than 70% of all consultations between 1 March and 31 May 2020
- Landline telephone and smartphone were the most used technological devices for telehealth consultations, closely followed by desktop and laptop computers, and then by tablets/ ipads
- Respondents used multiple platforms for telehealth consultations, with the most popular being: telephone (78%), Zoom (43%), Microsoft Teams (29%), FaceTime (22%) and Skype (19%)
- Across all types of diabetes, telehealth was used for initial and follow up consultations. It was more frequently used for consultations with people with type 1 and type 2 diabetes, than for gestational diabetes and diabetes in pregnancy. Telehealth was used by more respondents for initial consultations with people with type 2 diabetes, than for people with type 1 diabetes.

- Overall, respondents were very satisfied with the level of clinical support they had been able to provide via telehealth.

#### Satisfaction with telehealth services:

- Members were satisfied with the level of clinical support they had been able to provide via telehealth, with the average ranking being 4 on a scale of 1 to 5 (with 1 being very unsatisfied and 5 being very satisfied)
- Members' clients were satisfied with their telehealth consultation, with the average ranking being 4 on a scale of 1 to 5 (with 1 being very unsatisfied and 5 being very satisfied)

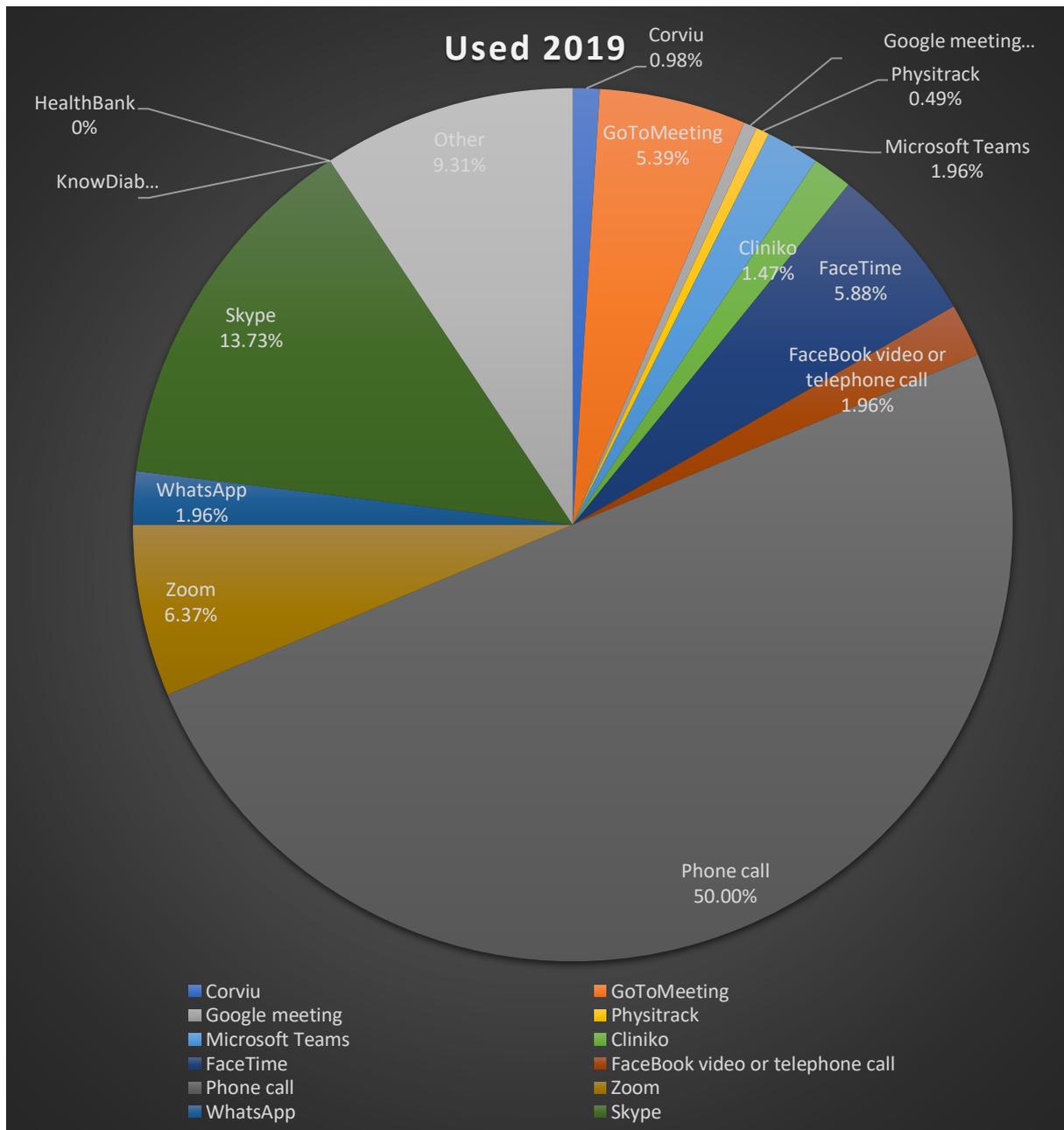
#### Cost outlays for telehealth consultations:

- 46% of members find telehealth consultations to be less costly than in-person consultations, 27% find them as costly, and 27% find them more costly
- 50% of members found telehealth consultations involved roughly the same amount of work and administration as an in-person consultation, 40% found them more work, and 10% found them less work

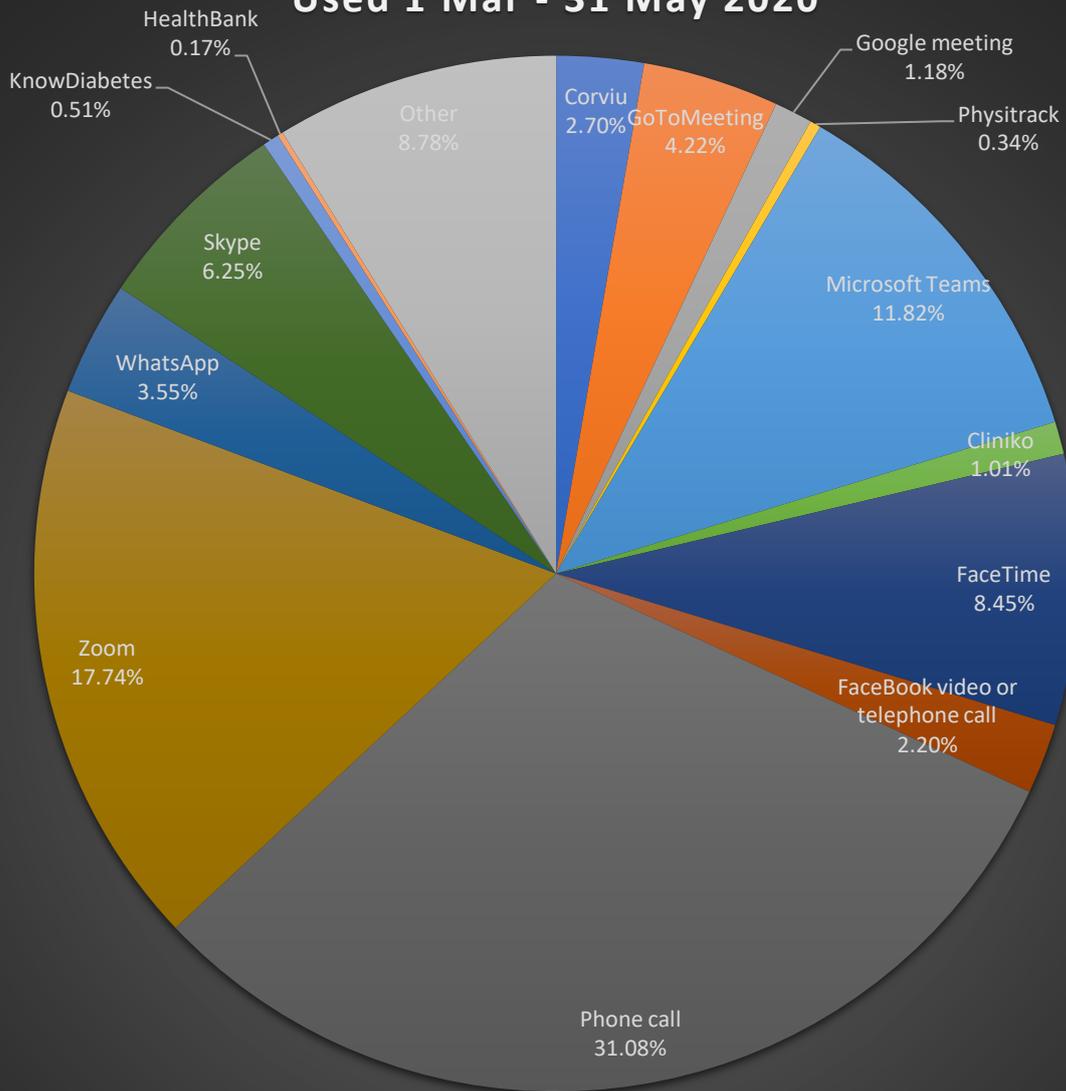
#### Client outcomes/ benefits

- 67% of members assessed clients outcomes/ benefits similar when compared to in-person consultations, 26% considered them improved, and 7% considered them worse

Q25) What technological platforms or applications did you use for telehealth consultations between 1 March and 31 May 2020 as compared to 2019 (select all applicable)



## Used 1 Mar - 31 May 2020



- Corviu
- GoToMeeting
- Google meeting
- Physitrack
- Microsoft Teams
- Cliniko
- FaceTime
- FaceBook video or telephone call
- Phone call
- Zoom
- WhatsApp
- Skype
- KnowDiabetes
- HealthBank
- Other

## Consumer Survey Results:

A total of 136 people with diabetes responded to the survey.

### Demographics of respondents:

- 76% were female and 24% were male
- 55% were aged between 30 and 49 years of age; 16% were aged under 30 years of age; 29% were aged over 49 years of age
- Respondents were from all states and territories, except the ACT. 63% were from Victoria, 18% from NSW, 9% from Queensland and 5% from WA
- 2% were of Aboriginal and Torres Strait Islander descent
- 9% spoke a language other than English at home

### Satisfaction with telehealth services:

On a scale of 1 to 5 with (with 1 being very unsatisfied and 5 being very satisfied), the majority of respondents:

- were very satisfied that their telehealth consultation with the ease of their telehealth consultation: they and their CDE could hear and see each other, and they could understand what their CDE said
- were very satisfied that their telehealth consultation benefitted them across all aspects of their diabetes self-management education covered in the consultation

89% were happy with the cost of their telehealth consultation, 8% were neither happy nor unhappy, 3% were unhappy

96% believed telehealth gave them a health benefit, 3% were unsure and 1% did not believe it gave them a health benefit

89% would like more telehealth sessions with their CDE, 5% were unsure, and 6% would not like more telehealth sessions