

# Virtual Care Survey 2020

Measuring outpatient experiences

Development Report

November 2020

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State Health Publication Number: (BHI) 200763

Suggested citation:

Bureau of Health Information. Development Report – Virtual Care Survey 2020. Sydney (NSW): BHI; 2020

Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

Published November 2020

The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

## The NSW Patient Survey Program

The Bureau of Health Information (BHI) is a board-governed statutory health corporation that produces independent reports and information about the performance of the healthcare system in NSW.

BHI manages the NSW Patient Survey Program on behalf of NSW Health. Every year, this statewide program gives thousands of patients the opportunity to provide feedback about their experiences of care in the health system and subsequent outcomes, using evidence-based, validated survey instruments.

## Background

Virtual care takes place over the telephone or by video call, rather than at an in-person appointment. The use of virtual care in NSW has been rapidly extended in the context of the COVID-19 pandemic. NSW Health wants to capitalise on this opportunity while ensuring further roll-out is informed by systematic, NSW-level feedback from patients about their experiences of virtual care.

In July 2020, the NSW Ministry of Health requested that BHI develop a rapid survey to systematically collect information about patients' experiences and outcomes of virtual care provided by NSW healthcare services. This work will help inform improvement by monitoring and evaluating the NSW Health Virtual Care Strategy 2020–2025 (eHealth, 2020).

In the first phase of this work, BHI has developed a statewide online survey tool – the Virtual Care Survey 2020 – to directly collect feedback from patients who have received virtual care. This pilot survey will generate early NSW-level findings to inform the development of a survey module for ongoing use (Phase 2) as part of the NSW Patient Survey Program. The survey will complement a parallel piece of research, and a secondary survey, being facilitated by the NSW Ministry of Health to gauge clinician experiences of virtual care (NSW Health Clinician Experience Measure – Prototype, 2020).

## Development (Phase 1)

The Virtual Care Survey 2020 questions were developed following a rapid literature scan, which included a review of existing virtual care/telehealth questionnaires. Priority was given to existing instruments currently in use within NSW Health, such the Agency of Clinical Innovation (ACI) platform MyVirtualCare.

BHI reviewed more than 20 surveys (listed below in alphabetical order) as part of this process:

- Accenture (global), Accenture Patient Survey, 2020
- Agency for Clinical Innovation (ACI, NSW Health), Clinician Evaluation Survey Questions, 2020
- Agency for Clinical Innovation (ACI, NSW Health), Virtual Care: Patient Reported Experience Measure, 2020
- American College of Physicians (ACP) (USA), Member Survey about Telehealth Implementation, Telemedicine for Practice Surveys, 2019
- Association of Family Health Teams of Ontario (AFHTO, Canada), Primary Care Patient/Client Virtual Care Experience Survey, 2020
- Center for Online Health/UQ Business School (Queensland), Using survey methods in telehealth research: a practical guide, 2020
- National First Nations Telehealth Research Project – Telehealth Satisfaction Questionnaire for telerehabilitation and televisitation sessions (Canada), Telehealth Satisfaction Scale (TeSS), 2014
- NRC Picker (UK), Telehealth, 2020

- NSW Ministry of Health (NSW Health), Clinician Experience Measure – Prototype, 2020
- Mater Hospitals and Queensland University of Technology (Brisbane), School of Continuing Education (Hong Kong), Baptist University (China), Telemedicine Satisfaction Questionnaire (TSQ), 2003
- Parmanto et al (USA), Telehealth Usability Questionnaire (TUQ), 2016
- Polinski et al (USA), Patients' Satisfaction with and Preference for Telehealth Visits, 2015
- Press Ganey (USA), Top 3 Actions to Support Safe, Exceptional Care in Crisis Situations, 2020
- Queensland Health, Allied Health Telehealth Capacity Building Project, 2016
- Royal Prince Alfred Hospital (RPA, NSW Health), rpavirtual COVID-19 Patient Experience Survey, 2020
- St Vincent's Health Network Sydney (SVHNS, NSW Health), Telehealth Patient Survey, 2020
- The British Columbia Patient-Centred Measurement (Canada), Transitions In Care Survey (COVID-19 module), 2020
- University of Washington, UW Telemedicine Patient Satisfaction Survey, 2016
- Victorian Agency for Health Information (VAHI, DHHS Vic Health), Patient Experience During COVID-19 –Telehealth, 2020
- Western New South Wales Local Health District (NSW Health), Telehealth Patient Satisfaction Survey, 2017
- Yale Survey Press Ganey (USA), Telemedicine Questions, 2020

Additionally, BHI asked NSW Health, ACI, the Victorian Agency of Health Innovation (VAHI) and patient experience staff within NSW local health districts to provide feedback on key questions and insights regarding their existing surveys.

Following the rapid literature scan and consultation process, a pilot questionnaire was drafted which underwent iterative review within BHI.

The final Virtual Care Survey 2020 questionnaire contains 34 questions, including six demographic and two free-text questions. Of these, BHI drafted four new questions. The remaining questions are either taken directly from existing BHI surveys or are based on validated questions already in use within other virtual care/telehealth surveys. Minor amendments were made to some questions to tailor them to the context and to align them with the BHI style guide. No licensed questions are used within this questionnaire. The Virtual Care Survey 2020 questions are listed in Appendix 1.

# Appendix 1

## Virtual Care Survey 2020 questions

### My virtual care appointment

*Virtual care refers to interactions with your healthcare professional(s) using any form of communication or information technologies, rather than in person. In this survey, we are interested in your experience of virtual care appointments with a hospital or outpatient centre, not with your general practitioner/family doctor. For the following questions, please think about your most recent virtual care appointment.*

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
1	What was the purpose of <u>your most recent</u> virtual care appointment? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"><li>• Receive test results</li><li>• Initial consultation</li><li>• Follow-up consultation</li><li>• Medical diagnosis or advice</li><li>• Regular check-up</li><li>• Treatment or therapy review</li><li>• Treatment or therapy</li><li>• Other</li></ul>	BHI – modified	This question is used across BHI outpatient surveys.  The question wording and some response options were amended to refer to virtual care appointments.
2	Were you able to get an appointment time that suited you? <ul style="list-style-type: none"><li>• Yes</li><li>• No</li><li>• I didn't have an appointment arranged in advance</li></ul>	BHI	This question is used across BHI outpatient surveys.  The question and response options are unchanged.
3	Who did you see during this virtual care appointment? Please X <u>all</u> the boxes that apply to you	BHI – modified	This question is used across BHI outpatient surveys.

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
	<ul style="list-style-type: none"> <li>• Doctor/specialist</li> <li>• Nurse</li> <li>• Physiotherapist</li> <li>• Podiatrist</li> <li>• Radiographer (X-ray, ultrasound, MRI)</li> <li>• Dietician</li> <li>• Mental health professional</li> <li>• Occupational therapist</li> <li>• Psychologist or counsellor</li> <li>• Social worker</li> <li>• Speech pathologist</li> <li>• Other healthcare professional(s)</li> </ul>		<p>The question wording was amended to refer to the virtual care appointment.</p> <p>The response option 'podiatrist' was added.</p>
4	<p>Had you seen this/these health professional(s) before, either in person or via telephone or video?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Don't know/can't remember</li> </ul>	VAHI – modified	The question wording and response options were modified to align with the BHI style guide and to simplify response options.
5	<p>What kind of virtual care did you use at your <u>most recent</u> appointment?</p> <ul style="list-style-type: none"> <li>• Telephone (landline or mobile), audio only</li> <li>• Online, with both video and audio (e.g. Skype or myVirtualCare)</li> <li>• Online, audio only</li> <li>• Other</li> </ul>	St Vincent's Health Network, Sydney – modified	<p>The question wording was modified to refer to the virtual care appointment and to align with the BHI style guide.</p> <p>The response options were amended, with examples provided and the addition of 'online, audio only'.</p>

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
6	<p>Did you experience any problems with the connection or technology during this virtual care appointment?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	St Vincent's Health Network, Sydney – modified	The question wording was modified to refer to the virtual care appointment and to align with the BHI style guide.
7	<p>Did you receive technical support from staff to help you participate in your virtual care appointment?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No, but I would have liked technical support</li> <li>• No, but I did not need any technical support</li> <li>• Don't know/can't remember</li> </ul>	VAHI – modified	<p>The question wording was amended to change 'telehealth' to 'virtual care' and 'hospital staff' to 'staff'. The phrase 'help you participate' was added to provide context.</p> <p>The final response option was changed from 'I am unsure' to 'Don't know/can't remember' for consistency with other BHI patient surveys.</p>
8	<p>Was the health professional(s) adequately prepared for your most recent virtual care appointment?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> </ul>	St Vincent's Health Network, Sydney – modified	<p>The question wording was modified to refer to the virtual care appointment and to align with the BHI style guide.</p> <p>In the response options, the 5-point Likert scale was changed to a 3-point scale for consistency with other BHI patient surveys.</p>
9	<p>Were you adequately prepared for this virtual care appointment?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> </ul>	St Vincent's Health Network, Sydney – modified	<p>The question wording was modified to refer to the virtual care appointment and to align with the BHI style guide.</p> <p>In the response options, the 5-point Likert scale was changed to a 3-point scale for consistency with other BHI patient surveys.</p>
10	<p>How many virtual care appointments have you had in 2020 with a hospital or outpatient centre (not counting any appointments with your general practitioner/family doctor)?</p> <ul style="list-style-type: none"> <li>• 1 to 2</li> <li>• 3 to 5</li> </ul>	New	This new question was drafted to gain insights into the number of virtual care appointments respondents had in 2020.

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
	<ul style="list-style-type: none"> <li>• More than 5</li> <li>• Don't know/can't remember</li> </ul>		

## My care and treatment

For the following questions, please think about your most recent virtual care appointment. In this survey, we are interested in your experience of virtual care appointments with a hospital or outpatient centre, not with your general practitioner/family doctor.

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
11	<p>Thinking about the care and treatment at your most recent virtual care appointment, did the health professional(s) explain things in a way you could understand?</p> <ul style="list-style-type: none"> <li>• Yes, always</li> <li>• Yes, sometimes</li> <li>• No</li> </ul>	BHI – modified	<p>This core question is used across BHI patient surveys.</p> <p>The question wording was amended to refer to the virtual care appointment.</p>
12	<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> <li>• I did not want or need to be involved</li> </ul>	BHI	<p>This core question is used across BHI patient surveys.</p> <p>The question and response options are unchanged.</p>
13	<p>Did the health professional(s) listen carefully to any views and concerns you had about your care and treatment?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> <li>• I didn't have any views and concerns</li> </ul>	BHI	<p>This core question is used across BHI patient surveys.</p> <p>The question and response options are unchanged.</p>



Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
14	<p>Did you have confidence and trust in the health professional(s) treating you?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> </ul>	BHI	<p>This core question is used across BHI patient surveys.</p> <p>The question and response options are unchanged.</p>
15	<p>Was the health professional(s) kind and caring towards you?</p> <ul style="list-style-type: none"> <li>• Yes, always</li> <li>• Yes, sometimes</li> <li>• No</li> </ul>	BHI	<p>This core question is used across BHI patient surveys.</p> <p>The question and response options are unchanged.</p>
16	<p>Were you treated with respect and dignity during your virtual care appointment?</p> <ul style="list-style-type: none"> <li>• Yes, always</li> <li>• Yes, sometimes</li> <li>• No</li> </ul>	BHI – modified	<p>This core question is used across BHI patient surveys.</p> <p>The question wording was amended to refer to the virtual care appointment.</p>
17	<p>During your virtual care appointment, did you feel that your privacy was maintained?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> <li>• Don't know/can't remember</li> </ul>	VAHI – modified	<p>The question wording was modified to refer to the virtual care appointment and to align with the BHI style guide.</p> <p>The final response option was changed from 'I am unsure' to 'Don't know/can't remember' for consistency with other BHI patient surveys.</p>
18	<p>During your virtual care appointment, were you given enough information about how to manage your care between appointments?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, to some extent</li> <li>• No</li> <li>• I did not need this type of information</li> </ul>	BHI – modified	<p>This core question is used across BHI patient surveys.</p> <p>The question wording was amended to refer to the virtual care appointment.</p>

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
19	<p>During your virtual care appointment, were you told who to contact if you were worried about your condition or treatment afterwards?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• I did not need this type of information</li> <li>• Don't know/can't remember</li> </ul>	BHI – modified	<p>This core question is used BHI patient surveys.</p> <p>The question wording was amended to refer to the virtual care appointment.</p>

## My Overall Experience

For the following questions, please now think about all of your experiences of virtual care provided by a hospital or outpatient centre in 2020 (not with your general practitioner/family doctor).

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
20	<p>Overall, how would you rate the virtual care you received?</p> <ul style="list-style-type: none"> <li>• Very good</li> <li>• Good</li> <li>• Neither good nor poor</li> <li>• Poor</li> <li>• Very poor</li> </ul>	BHI – modified	<p>This core question is used across BHI patient surveys.</p> <p>The question wording was amended to refer to the virtual care appointment.</p>
21	<p>If asked about your virtual care experience by friends and family, how would you respond?</p> <ul style="list-style-type: none"> <li>• I would speak highly of virtual care</li> <li>• I would neither speak highly nor be critical</li> <li>• I would be critical of virtual care</li> </ul>	BHI – modified	<p>This core question is used across BHI patient surveys.</p> <p>The question wording was amended to refer to the virtual care appointment.</p>
22	<p>Did the care and treatment received through virtual care help you?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> </ul>	BHI – modified	This core question is used across BHI surveys.

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
	<ul style="list-style-type: none"> <li>• Yes, to some extent</li> <li>• No, not at all</li> </ul>		The question wording was amended to refer to the virtual care appointment.
23	<p>Compared to in-person appointments, was your virtual care experience...?</p> <ul style="list-style-type: none"> <li>• Better</li> <li>• About the same</li> <li>• Not as good</li> </ul>	ACI/ MyVirtualCare – modified	<p>The question wording was modified for consistency with other BHI patient surveys.</p> <p>In the response options, the 5-point Likert scale was changed to 3-point scale for consistency with other BHI patient surveys.</p>
24	<p>If given the choice, would you use virtual care again?</p> <ul style="list-style-type: none"> <li>• Yes, definitely</li> <li>• Yes, in some circumstances</li> <li>• No</li> <li>• Don't know</li> </ul>	ACI/ MyVirtualCare – modified	<p>The question wording was modified for consistency with other BHI patient surveys.</p> <p>In the response options, the 5-point Likert scale was changed to 3-point scale for consistency with other BHI patient surveys.</p>
25	<p>Thinking about your experiences of virtual care, what have been the benefits for you?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> <li>• I thought it was convenient</li> <li>• I saved time</li> <li>• I saved money</li> <li>• I had timely access to healthcare</li> <li>• I felt at ease being in my own home/surroundings</li> <li>• I was able to stay closer to home and/or my family</li> <li>• I didn't have to take as much time off work as I would have with an in-person appointment</li> <li>• I didn't need to arrange care for child or dependant(s)</li> <li>• I could invite my family to join the appointment</li> <li>• I was able to have other members of my health care team attend the appointment</li> <li>• I was able to access a type of care that isn't available where I live</li> </ul>	ACI/ MyVirtualCare, BHI – modified	<p>The question wording was modified to refer to the virtual care appointment and to align with the BHI style guide.</p> <p>Additional response options were added and existing response options modified for consistency with other BHI patient surveys.</p>

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
	<ul style="list-style-type: none"> <li>I thought it benefitted me in other ways</li> <li>I had <u>no</u> benefits</li> </ul>		
26	<p>Thinking about your experiences of virtual care, what have been the challenges for you? Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> <li>I would have been more comfortable talking in person</li> <li>I had to wait too long for the appointment to start</li> <li>I had concerns about privacy</li> <li>I had concerns about the security of my health information</li> <li>I had issues with the technology</li> <li>The healthcare professional(s) had issues with the technology</li> <li>I had issues with the quality of the connection</li> <li>I had other challenges</li> <li>I had <u>no</u> challenges</li> </ul>	New	This new question was drafted to gather information regarding the challenges patients experienced with virtual care.

## About me

*The following questions will help us to see how experiences vary between different groups of the population.*

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
27	<p>What year were you born? Write in (YYYY)</p>	BHI	<p>This demographic question is used across BHI patient surveys. The question is unchanged.</p>
28	<p>What is your gender?</p> <ul style="list-style-type: none"> <li>Male</li> <li>Female</li> </ul>	BHI	<p>This demographic question is used across BHI patient surveys. The question is unchanged.</p>

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
29	<p>What is the highest level of education you have completed?</p> <ul style="list-style-type: none"> <li>• Less than Year 12 or equivalent</li> <li>• Completed Year 12 or equivalent</li> <li>• Trade or technical certificate or diploma</li> <li>• University degree</li> <li>• Post graduate/higher degree</li> </ul>	BHI	<p>This demographic question is used across BHI patient surveys.</p> <p>The question is unchanged.</p>
30	<p>Are you of Aboriginal origin, Torres Strait Islander origin, or both?</p> <ul style="list-style-type: none"> <li>• Yes, Aboriginal</li> <li>• Yes, Torres Strait Islander</li> <li>• Yes, both Aboriginal and Torres Strait Islander</li> <li>• No</li> </ul>	BHI	<p>This demographic question is used across BHI patient surveys.</p> <p>The question is unchanged.</p>
31	<p>Which language do you mainly speak at home?</p> <ul style="list-style-type: none"> <li>• English</li> <li>• A language other than English</li> </ul>	BHI – modified	<p>This demographic question is used across BHI patient surveys.</p> <p>'What is that language?' comment box removed from second response option.</p>
32	<p>Do you have longstanding health conditions that cause you difficulty with your day-to-day activities?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> <li>• Deafness or severe hearing impairment</li> <li>• Blindness or severe vision impairment</li> <li>• A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease)</li> <li>• A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis)</li> <li>• An intellectual disability</li> <li>• A mental health condition (e.g. depression)</li> <li>• A neurological condition (e.g. Alzheimer's, Parkinson's)</li> </ul>	BHI	<p>This demographic question is used across BHI patient surveys.</p> <p>The question is unchanged.</p>

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
	<ul style="list-style-type: none"> <li>• <u>None</u> of these</li> </ul>		

## My Comments

Question # 2020	Question and response options (as they appear in the questionnaire)	Source	Rationale
33	What was the <u>best part</u> of your virtual care experience?	BHI – modified	This core question is used across BHI patient surveys. The question wording was amended to refer to the virtual care appointment.
34	What <u>most needs improving</u> about your virtual care experience?	BHI – modified	This core question is used across BHI patient surveys. The question wording was amended to refer to the virtual care appointment.