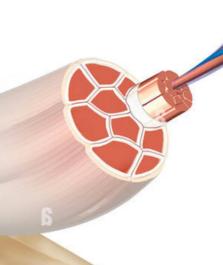# RAPID RESEARCH

August 2023

Inside This Week:
Telehealth is Changing Healthcare

- ✅ **Telehealth & Patient Satisfaction**

- ✅ **Telehealth v In-Person for Allied Health Professionals**

- ✅ **The Promise & Perils of Telehealth in This Era**
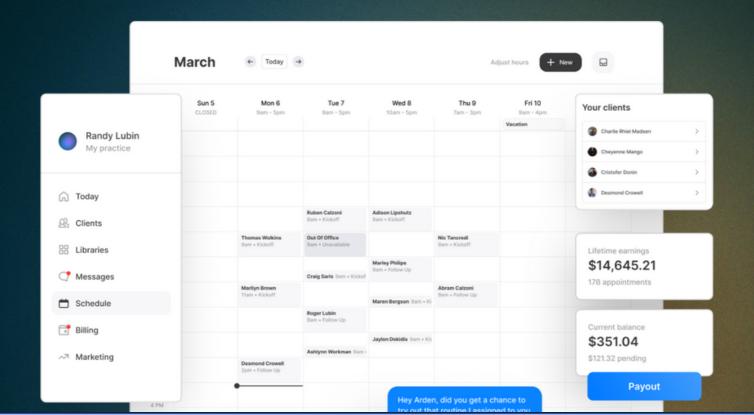
TELEHEALTH & PATIENT SATISFACTION

Click for Full Text (Kruse et al. 2017)

This systematic review and narrative analysis explored the association of Telehealth and patient satisfaction in regards to effectiveness and efficiency.

KEY FINDINGS

2193 articles assessed; 44 studies with factors relating to effectiveness and efficiency were identified using consensus.

Factors Identified and Listed Most Often:
Improved outcomes (20%)
Preferred modality (10%)
Ease of use (9%)
Low cost 8%)
Improved communication (8%)
Decreased travel time (7%)
Improved Self-management (4%)
Reduced Wait Time (4%)

[*Accounted for >63% of occurrences]

MAIN TAKEAWAYS

Telehealth's Potential:
Overcome previous geographical barriers that many patients struggle with to get quality care.

Benefits of Telehealth:
Improved communication with healthcare providers, higher service quality, increased access to care, enhanced patient self-awareness, and better chronic condition management.
It can also reduce missed appointments, provide effective education, decrease wait times, lower readmissions, and improve medication adherence.
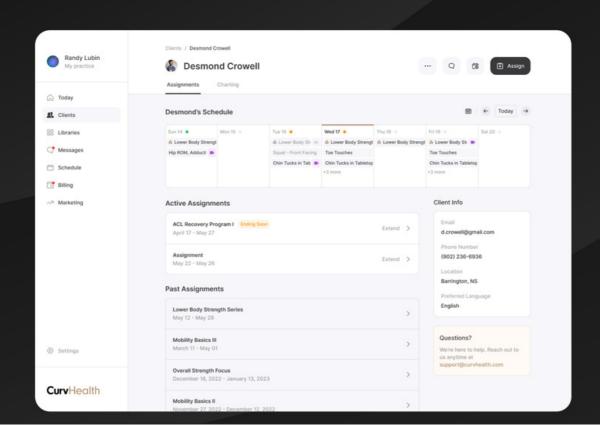
TELE-HEALTH V. IN-PERSON FOR ALLIED HEALTH PROFESSIONALS

Click for Full Text (Speyer et al. 2018)

This systematic review described telehealth interventions delivered by allied health professionals in rural and remote areas, and compared the effects of telehealth interventions with standard face-to-face interventions

Track your clients progress

KEY FINDINGS

43 studies were included; Majority of strong quality of evidence

Telehelath v. In-Person Effectieness:

Cognitive Approach vs. Standard Treatment: No significant differences. The effects slightly favored standard treatment. (Effect: Hedge's $g = -0.121$).

Physical Approach vs. Standard Treatment: No significant differences. The effect size slightly favored telehealth. (Effect: Hedge's $g = 0.178$).

Combined Cognitive and Physical Approaches: Significant differences were observed. Telehealth had moderate positive effect. (Effect: Hedge's $g = 0.500$).

MAIN TAKEAWAYS

The study found varying effects of telehealth compared to standard treatment based on the type of approach used (cognitive, physical, or combined).
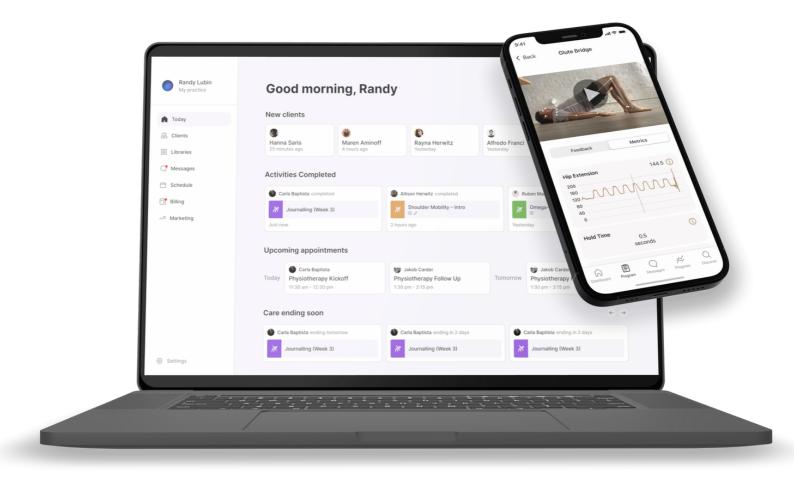
While no significant differences were observed for cognitive and physical approaches individually, a moderate positive effect was seen for interventions combining cognitive and physical elements when delivered through telehealth.

Tele-health appears to have similar, and in some cases better outcomes v. In-person.

THE PROMISE & PERILS OF TELEHEALTH IN THIS ERA

This review evaluated the data to investigate the merits as well as potential failings of telehealth.

KEY FINDINGS

Positive Healthcare Outcomes and Cost-effectiveness:
Telehealth services have been linked to improved healthcare outcomes while maintaining cost-effectiveness as a mode of healthcare delivery.

1. Enhanced Access and Timeliness
2. Emergency Preparedness and Supply-Demand Mismatch

Challenges Associated with Telehealth:

1. Health Disparities and Minority Groups
2. Healthcare Expenditure and Over-utilization:
3. Patient Data Security

MAIN TAKEAWAYS

Telehealth During COVID-19: The shift from pandemic-driven telehealth policies to post-pandemic policies is a significant consideration.

Balancing Access and Expenditure: Post-pandemic telehealth policies should address access inequalities, especially for minority groups, while ensuring responsible resource utilization.

Strategies like removing restrictions in underserved areas, offering telephone visits for communities lacking broadband, and limiting telehealth visits can aid targeted service delivery.

GIVE US YOUR FEEDBACK!

MEMBERS

We are on a mission to make research more accessible, easier to interpret, and quicker to implement.

Help us by giving 1 minute of your time to leave feedback for us.

We would greatly appreciate any feedback you have, as it helps us continually improve!

Leave Review