



@physicaltherapyresearch

# RAPID RESEARCH

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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

AUGUST 2023

[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.

## CurvHealth

your new digital private practice

The screenshot displays the CurvHealth interface for the month of March. The main calendar shows appointments for various days, including: Sun 5 (CLOSED), Mon 6 (9am - 5pm), Tue 7 (9am - 5pm), Wed 8 (10am - 5pm), Thu 9 (7am - 3pm), and Fri 10 (9am - 4pm, marked as Vacation). Appointments listed include Ruben Calzoni, Adison Lipschutz, Thomas Watkins, Out Of Office, Nic Tancredi, Marilyn Brown, Craig Saris, Marley Philips, Maren Bergson, Roger Lubin, Jayson Dokidis, Ashlynn Workman, Desmond Crowell, and Abram Calzoni. A sidebar menu on the left includes: Randy Lubin (My practice), Today, Clients, Libraries, Messages, Schedule (highlighted), Billing, and Marketing. On the right, 'Your clients' lists Charlie Rhiel Madsen, Cheyenne Mango, Cristofer Dorin, and Desmond Crowell. Summary cards show 'Lifetime earnings \$14,645.21 (178 appointments)' and 'Current balance \$351.04 (\$121.32 pending)'. A blue 'Payout' button is visible at the bottom right. A chat bubble at the bottom says 'Hey Arden, did you get a chance to try out that routine I assigned to you?'.

# 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

AUGUST 2023

[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

The screenshot displays the CurvHealth interface for a client named Desmond Crowell. The interface is organized into several sections:

- Header:** Shows the user's name (Randy Lubin, My practice) and the client's name (Desmond Crowell).
- Left Sidebar:** Contains navigation options: Today, Clients, Libraries, Messages, Schedule, Billing, Marketing, and Settings.
- Client Profile:** Includes an "Assign" button and tabs for "Assignments" and "Charting".
- Desmond's Schedule:** A calendar view showing assignments for the week of Sun 14 to Sat 20. Assignments include "Lower Body Strength", "Hip ROM, Adduct", "Squat - Front Facing", "Chin Tucks in Tab", "Toe Touches", and "Chin Tucks in Tabletop".
- Active Assignments:** Lists "ACL Recovery Program I" (April 17 - May 27, Ending Soon) and "Assignment" (May 22 - May 26).
- Past Assignments:** Lists "Lower Body Strength Series" (May 12 - May 29), "Mobility Basics III" (March 11 - May 01), "Overall Strength Focus" (December 16, 2022 - January 13, 2023), and "Mobility Basics II" (November 27, 2022 - December 17, 2022).
- Client Info:** Provides contact details: Email (d.crowell@gmail.com), Phone Number ((902) 236-6936), Location (Barrington, NS), and Preferred Language (English).
- Questions?:** A section with the text: "We're here to help. Reach out to us anytime at support@curvhealth.com".

The CurvHealth logo is visible in the bottom left corner of the interface.

**43 studies were included; Majority of strong quality of evidence**

## Telehealth v. In-Person Effectiveness:

***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).

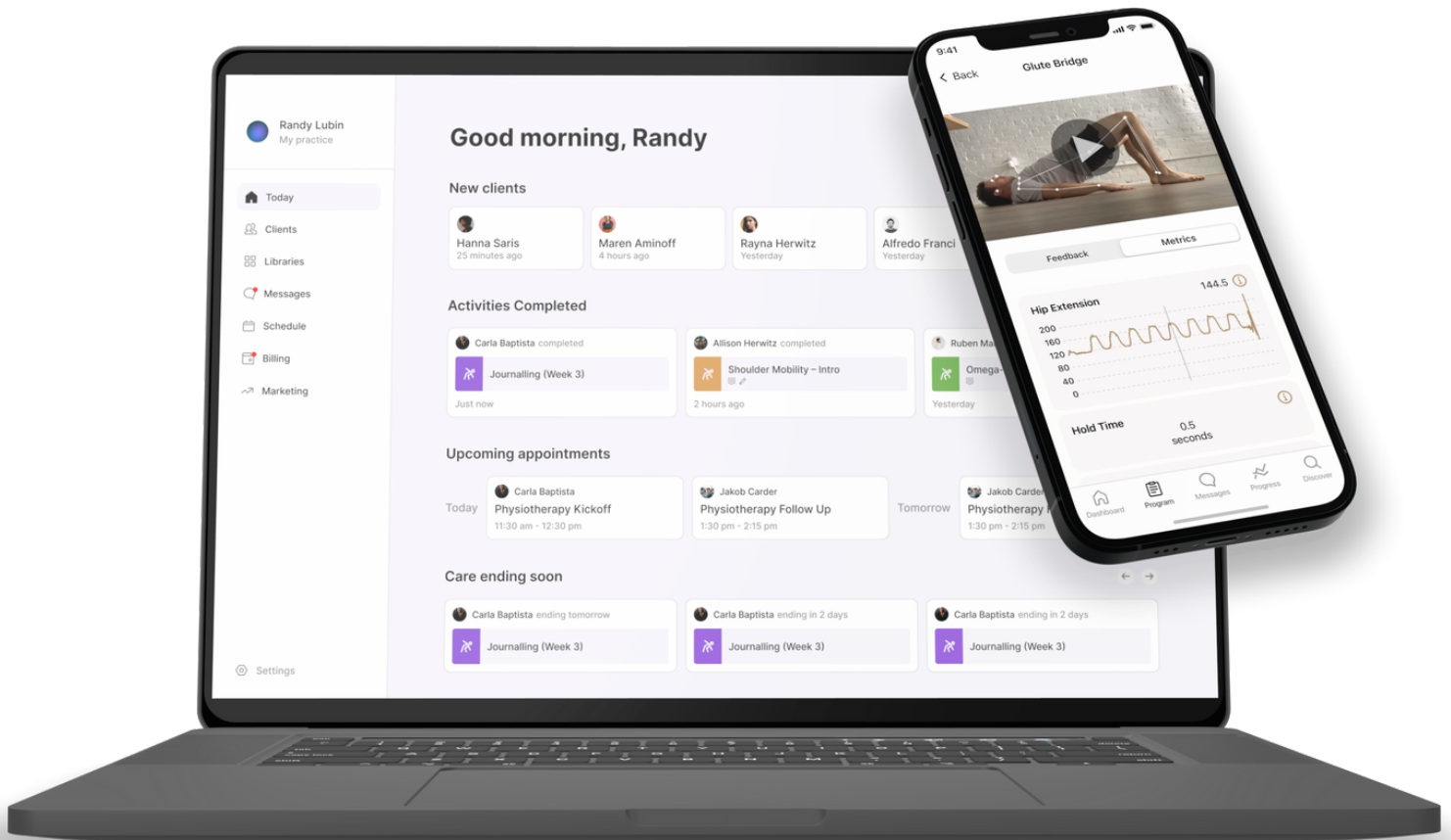
While no significant differences were observed for cognitive and physical approaches individually, a moderate positive effect was seen for interventions combining cognitive and physical elements when delivered through telehealth.

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

# THE PROMISE & PERILS OF TELEHEALTH IN THIS ERA

[Click for Full Text \(Mahtta et al. 2021\)](#)

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](#)

