



Centre hospitalier
universitaire
de Sherbrooke

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Social Acceptability and patient's confidence in Telehealth

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HTAi 2011
Brasil
June 29. 2011

OUTLINE

- *Telehealth*
- *Objective*
- *Methodology*
- *Results*
- *Conclusion*



TELEHEALTH

- Delivering health-related services and information using telecommunications technologies.



TELETRAUMATOLOGIE

Active research

- Starting from R&D
- Robotized camera system
- Healthcare facility partner

Assessing the efficacy in an emergency room



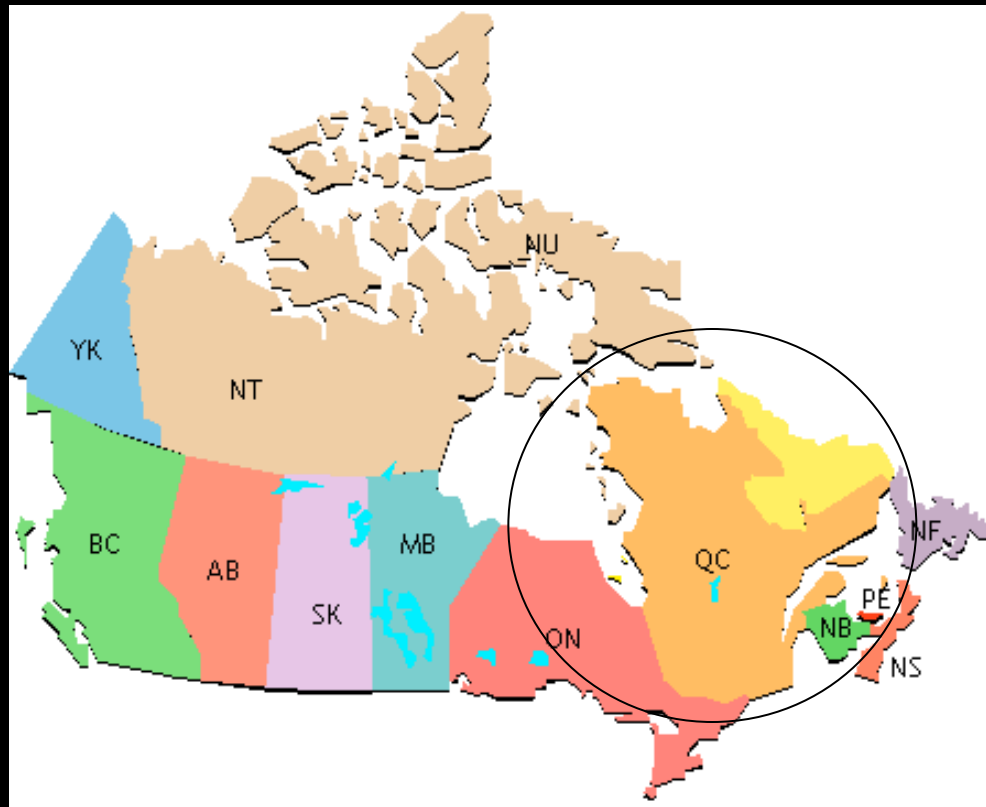
WOUND CARE MANAGEMENT

- 65 service points in QUEBEC (Sherbrooke)



OBJECTIVE

- To assess social acceptability and patient's confidence in telehealth in the province of Quebec.



METHODOLOGY

- We conducted a survey using a questionnaire
- Two strategies
 - Written questionnaires
 - sent in two Quebec's hospitals
 - Online questionnaires
 - Sent randomly by a survey specialized firm using their database
 - Representative population of the province of Quebec

METHODOLOGY

- Social acceptability assessed using a four-level Likert scale :
 - ✓ Completely (3)
 - ✓ Moderately (2)
 - ✓ Slightly (1)
 - ✓ Not at all (0)Level of agreement for each question
- Patient's confidence using
 - % Scale [0,100]

METHODOLOGY

- The questionnaire
 - 4 scenarios
 - Respondent answers
 - For himself
 - For a member of its family

8 questions

DESCRIPTIVE STATISTICS

	Age	Men (%)	Years of education	Income (CAD)	Having children (%)
Total	46.5 (N=1809)	51.0 (1814)	11.3 (N=)	36000 (N=1813)	67.5 (N=1811)
Stat. Québec	47.9	49.0	10.7	35400	NA
Online Q	46.6 (N=1587)	52.7* (N=1587)	11.2 (N=1567)	36086 (N=1586)	66.5* (N=1587)
Written Q	45.5 (N=222)	39.2* (N=227)	11.9 (N=226)	35166 (N=195)	74.1* (N=224)

1816 questionnaires were analyzed 587 online and 229 Written questionnaires

*Significant differences ($p < 0.05$)

1. % Men (more represented in online questionnaire)
2. Having children (respondents with children are more represented in written questionnaire)

SCORE

	Social acceptability	confidence
	Mean score [Max = 24]	Mean %
Total	16.1 (N=1746)	65.8 (N=1742)
Online Questionnaire	16.0 (N=1538)	64.6 (N=1538)
Written Questionnaire	16.8 (N=208)	74,8 (204)

- Social acceptability perception score is estimated at Completely (24) **Moderately (16)** Slightly (8) Not at all (0)
- Confidence score over 65%
- We found significant differences ($p < 0.05$)
 - between written and online questionnaires regarding social acceptability (0.8 points)
 - between written and online questionnaires regarding patient's confidence (64.6 % vs. 74.8%).

- Strategy seems to influence the results (Written questionnaire have a higher score).**
- Gender influences the social acceptability and patient's confidence in telehealth (men have a higher score)
- Having children influences the acceptability and patient's confidence in telehealth (respondents with children have a higher score)

CONCLUSION

1. Our results suggest that the Quebec population encourages the development of telehealth for real time diagnosis and treatment at distance for regions deprived of healthcare professionals in order to improve quality of care.
2. Further studies are needed to improve understanding the factors influencing social acceptability and patient's confidence in telehealth

QUESTIONS ?

Obrigado
Thank you
Merci



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