A Comparison of Home Infusion Patient Satisfaction Telehealth Visits Versus Home Visits Research Study

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Introduction

• COVID-19 Pandemic drew an increase of the use of alternate methods of care delivery
• Medicare temporarily expanded coverage for telehealth services
• Home Infusion providers implemented the use of telehealth as an alternative to the traditional home visit
• 2000 meta-analysis of 32 studies found teleconsultation was acceptable to patients in a variety of settings
• This study will be the first to review patient satisfaction and telehealth in the home infusion patient population
• All data is de-identified
Objectives

1. To describe the telehealth home and specialty infusion patient using the following demographic variables; therapy type, gender, and age.

2. To determine the telehealth patient’s understanding of five basic instructions: how to wash hands, how to give the home infusion medication(s), how to care for the IV catheter, how to store the home infusion medication(s), and how to use the home infusion pump.

3. To determine if there is a significant difference in home and specialty infusion patient satisfaction when comparing telehealth with the traditional home healthcare visit and/or consultation with a pharmacist regarding drug therapy.
Methodology

The study will evaluate patient satisfaction of home infusion patients that received telehealth services with those receiving traditional service and compare survey results to the NHIF 2019 industry benchmarks.

Ex post facto investigation with a static comparison group looking at those patients who have experienced a telehealth visit with those who have not.

Utilize the *Uniform Patient Satisfaction Survey for Home Infusion Providers*
Uniform Patient Satisfaction Survey for Home Infusion Providers

EXHIBIT 6. FINAL QUESTIONS TO BE INCLUDED IN THE UNIFORM PATIENT SATISFACTION SURVEY QUESTIONS FOR HOME INFUSION PROVIDERS

1. The home infusion pump was clean when it was delivered.
   a. Yes
   b. No
   c. I did not have a home infusion pump.
   Comments:

2. The home infusion pump worked properly.
   a. Yes
   b. No
   c. I did not have a home infusion pump.
   Comments:

3. The home infusion medications and supplies arrived before I needed them.
   a. Always
   b. Very Often
   c. Sometimes
   d. Rarely
   e. Never
   Comments:

4. I knew who to call if I needed help with my home infusion therapy.
   a. Yes
   b. No
   Comments:

5. The response I received to phone calls for help on weekends or during evening hours met my needs.
   a. Always
   b. Very Often
   c. Sometimes
   d. Rarely
   e. Never
   f. I did not need to call for help on weekends or during evening hours.
   Comments:

6. The home infusion nurse or pharmacist informed me of the possible side effects of the home infusion medication.
   a. Yes
   b. No
   Comments:

7. I understood the explanation of my financial responsibilities for home infusion therapy.
   a. Yes
   b. No
   Comments:

8. Using the table below, rate how often each staff were courteous.
   Scale: 1=Always, 4=Very Often, 3=Sometimes, 2=Rarely, 1=Never, NA = Not applicable
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   Comments:

9. Using the table below, rate how often each staff were helpful.
   Scale: 1=Always, 4=Very Often, 3=Sometimes, 2=Rarely, 1=Never, NA = Not applicable
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   Comments:

10. I understood the instructions provided for:
    Hours to wash my hands.
    How to give the home infusion medication.
    How to care for the N catheter.
    How to store the home infusion medications.
    How to use the home infusion pump.
    *NA = Not Applicable
    Comments:

11. I was satisfied with the overall quality of the services provided.
    a. Strongly Agree
    b. Agree
    c. Uncertain
    d. Disagree
    e. Strongly Disagree
    Comments:

12. I would recommend this home infusion company to my family and friends.
    a. Strongly Agree
    b. Agree
    c. Uncertain
    d. Disagree
    e. Strongly Disagree
    Comments:
Data Collection

Identify patients who have received a telehealth visit (both audio and visual)

Complete the Uniform Patient Satisfaction Survey for Home Infusion Providers
NHIF recommends completing this via telephonic interview

Complete the Data Collection Form

Submit data to NHIF via our online Portal
If you are currently a non-SHP participant in the NHIF Patient Satisfaction program, the process is the same.

If you are a SHP customer or not participating:

- Complete surveys and document on the data collection tool
- Submit to the NHIF portal
The Tool

- Guide to outline how to correctly fill out the excel spreadsheet

### SAMPLE DATA COLLECTION TOOL

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Each patient will have the 12 questions (22 data points) entered on the spreadsheet.

We recommend telephonic patient contact to complete the survey.
Analysis

- Use of IBM® SPSS
- One-sample t-test to determine significant difference ($p = .05$)
- Top box percentages and descriptive statistics (means and standard deviations) will be determined for all survey questions
- Each participating organization will receive all analysis and publications free of charge
- ALL DATA is DE-IDENTIFIED
More Information

Contact
nhidata@nhia.org

Check
Check our new website
https://www.nhia.org/nhif_research/

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