

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*

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 use a home infusion pump.

Comments: _____

2. The home infusion pump worked properly.

- a. Yes
- b. No
- c. I did not use 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: 5=Always, 4=Very Often, 3=Sometimes, 2=Rarely, 1=Never, NA – Not applicable

Delivery Staff	5	4	3	2	1	NA
Billing Staff	5	4	3	2	1	NA
Pharmacy Staff	5	4	3	2	1	NA
Nursing Staff	5	4	3	2	1	NA

Comments: _____

9. Using the table below, rate how often each staff were helpful.

Scale: 5=Always, 4=Very Often, 3=Sometimes, 2=Rarely, 1=Never, NA – Not applicable

Delivery Staff	5	4	3	2	1	NA
Billing Staff	5	4	3	2	1	NA
Pharmacy Staff	5	4	3	2	1	NA
Nursing Staff	5	4	3	2	1	NA

Comments: _____

10. I understood the instructions provided for:

How to wash my hands.	Yes	No	NA
How to give the home infusion medication(s).	Yes	No	NA
How to care for the IV catheter.	Yes	No	NA
How to store the home infusion medication(s).			
How to use the home infusion pump	Yes	No	NA
*NA = Not Applicable	Yes	No	NA

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: _____

Uniform Patient Satisfaction Survey for Home Infusion Providers

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

Data Collection Tool



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
COLLECTI
ON TOOL

dpc	survid	h	samplemont	survinfo	survinfo	q1pumpc	q2pumpw	q3arriv	q4cal	q5phone	q6side	q7fina	q8dsc	q8bsc	q8psc	q8nsc	q9dsh	q9bsh	q9psh	q9nsh	q10was	q10giv	q10care	q10stor	q10use
			1	2																	h	m			p
123456	65579	09/01/2018	75	2	1	0	4	1		4	1	1	5	N	4	5	5	M	4	5	0	1	N	1	N
123456	45579	09/01/2018	59	M	1	1	3	0		4	0	1	3	3	5	5	5	2	4	4	1	0	1	0	1
123456	12758	10/01/2018	82	1	N	N	5	1		5	M	0	2	4	4	4	5	5	3	5	1	1	1	1	1
123456	32165	10/01/2018	47	1	0	1	5	1		N	1	1	4	2	N	4	3	4	3	5	1	1	1	1	1

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



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Check

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