

The logo for Rutgers University, featuring the word "RUTGERS" in a large, white, serif font. The letter "R" is stylized with a long, sweeping tail that extends to the left. The background of the slide is a solid red color with a faint, large watermark of the Rutgers University seal in the center.

THE STATE UNIVERSITY
OF NEW JERSEY

The Impact of Telemedicine on Patient and Provider Satisfaction and Cost Savings

Disclosure

We have no actual or potential
conflict of interest in relation to
this presentation

Objectives

1. Participants will be able to summarize the basics of telemedicine consultation as it applies to a correctional facility
2. Given UCHC provider and patient satisfaction data, participants will be able to benchmark as a comparison with their provider and patient satisfaction scores (telemedicine or face-to-face consultations).
3. Participants will be able summarized the cost savings telemedicine services has provided for the New Jersey Department of Corrections

Benefits of Telemedicine in Corrections

1. Cost-savings (transportation cost)
2. Increased timeliness and efficiency of health care encounters
3. Reduction in ground transportation to specialists and hospitals
4. Improved times between referrals and appointments
5. Increased access to specialists
6. May improve health care outcomes
7. Minimizes hijacking of the consultation
8. Eliminate need for admission

Telemedicine at UCHC

Telemedicine is being used for specialty clinics.

Clinics are scheduled on a monthly basis with some variation:

Cardiology (4 x per month)

Nephrology (1x per month)

Surgery (2x per month)

Orthopedics (1x per month)

Urology (2x per month)

Gastroenterology (1x per month)

Endocrinology (1x per month)

Oncology (1x per month)

Infectious Disease (1x per month)

Patient Satisfaction

One of the 1st measures implemented by UCHC in 2005 was an annual assessment of patient satisfaction with mental health services

The initial goal was to be able to bench mark inmate satisfaction of mental health care to demonstrate the effectiveness of services being provided.

In 2008 UCHC assumed responsibility for the medical services and initiated patient satisfaction with medical care and dental care.

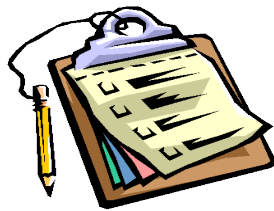


Patient Satisfaction

In late 2014, UCHC began collecting data on patient satisfaction with Telemedicine. For the purpose of benchmarking.

Questions were adapted from the survey developed and presented by Lemuel Shattuck Hospital/UMass Medical School at the Academic & Health Policy Conference on Correctional Health in 2012

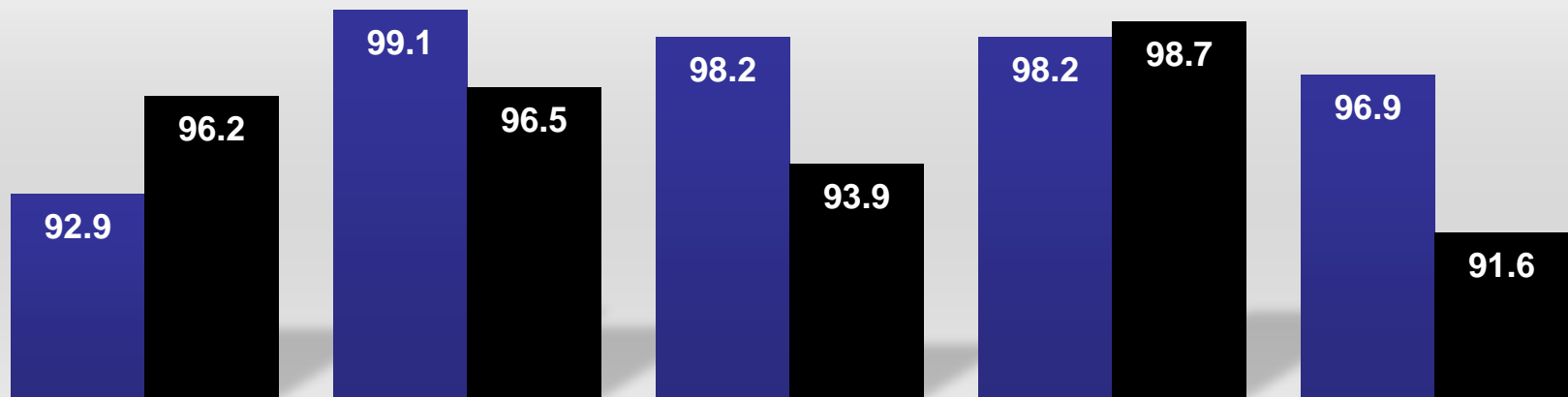
At the end of CY14, UCHC started asking patients for their feedback about the telemedicine services they received. As of 1/14/16, 175 patients responded to the survey.



Patient Satisfaction

Percent of Patients Responding “Yes”

■ UCHC ■ UMASS



Able to Hear Opportunity Clearly Opportunity to Ask Questions Your Questions Answered Next Steps Explained to You Satisfied

NJDOC/UCHC Respondents=225;

Lemuel Shattuck Hospital/UMASS Medical School Respondents=288

Primary Care Provider Satisfaction (n=19)

1. Overall, how satisfied are you with the quality of UCHC's telemedicine consultations visits

Very dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
		1 (5.9%)	14 (82.4%)	2 (11.8%)

2. Telemedicine consultations are useful in answering questions about patient diagnostic and treatment planning needs

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
			13 (72.2%)	5 (27.8%)

3. The quality of telemedicine transmissions are adequate (n=18)

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	5 (26.3%)	2 (10.5%)	9 (47.4%)	3 (15.8%)

4. Telemedicine consultations with the specialist and patient meet standards of good medical care (n=18)

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
		6 (31.6%)	11 (57.9%)	2 (10.5%)

Primary Care Provider Satisfaction

5. Telemedicine is a good format for consultations with the specialist and patient

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
		2 (10.5%)	14 (73.7%)	3 (15.8%)

6. The telemedicine equipment is easy to use

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	5 (26.3%)	1 (5.3%)	11 (57.9%)	2 (10.5%)

7. Most patients are satisfied with telemedicine consultations

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	1 (5.3%)	2 (10.5%)	13 (73.7%)	2 (10.5%)

8. The specific telemedicine medical encounters whether initial or follow-up are appropriate for this form of consultation

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	2 (10.5%)	2 (10.5%)	13 (68.4%)	2 (10.5%)

Primary Care Provider Satisfaction

9. Telemedicine consultations improve communication among patients, primary care providers and specialists

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	1 (5.3%)		15 (79.0%)	3 (15.8%)

10. Telemedicine consultations provides primary care providers with information to improve the care they provide to the patient

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
		1 (5.3%)	15 (79.0%)	3 (15.8%)

11. Telemedicine consultations in prison settings improve patients' willingness to meet with the medical specialists

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
			10 (52.6%)	9 (47.4%)

12. Procedures for telemedicine visits are adequate and meet my needs (n=18)

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	4 (21.1%)	3 (15.8%)	10 (52.6%)	2 (10.5%)

Primary Care Provider Satisfaction

13. How frequently do you take the opportunity to participate in telemedicine consultations

Never	Very Rarely	Rarely	Occasionally	Frequently	Very Frequently
	1 (5.3%)		7 (36.8%)	5 (26.3%)	6 (31.6%)

Comments

Item #2: Tend not to answer pt's questions.

Item #3: Have problems fixing is difficult

Item #6: Equipment problems do not get fixed well
 Frequent breakdowns had no teled for long time
 An earlier problem has been resolved

Item #11: No Trips!
 Not when scheduled during count times

Item #12: Sometimes does not start on time

Cost Savings

1. Vehicle cost
2. Staff cost including over time
3. Distance for travel
4. Public safety cost (unmeasurable/extremely costly)

References:

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