

National Research Project: Assessing patient perceptions of Telehealth (Primary Care)

Invitation to Participate



In association with
 PRESS GANEY®



Assessing patient perceptions of Telehealth

The pandemic has both reinforced digital behaviours and altered the experience of care itself. In the early days, the unknown dangers of the COVID-19 virus drove many people to seek out and use telemedicine, often for the very first time. Digital convenience not only drives trust and loyalty pre- and post-visit, but patients are increasingly looking for care that meets them where they are.

Are your patients getting excellent Telehealth care and service?

Insync, in association with Press Ganey, the world leader in patient experience assessment and improvement, will be undertaking a national research project to assess and profile the primary care response to delivering compassionate, connected care to patients through telehealth and is seeking your participation in this important initiative.

Why participate in this project?

Participation in this project will allow your primary care practice to understand and respond to your patients' attitudes and perceptions of telehealth in an independent way, in real-time, and validate your performance compared to peer organisations across Australia.

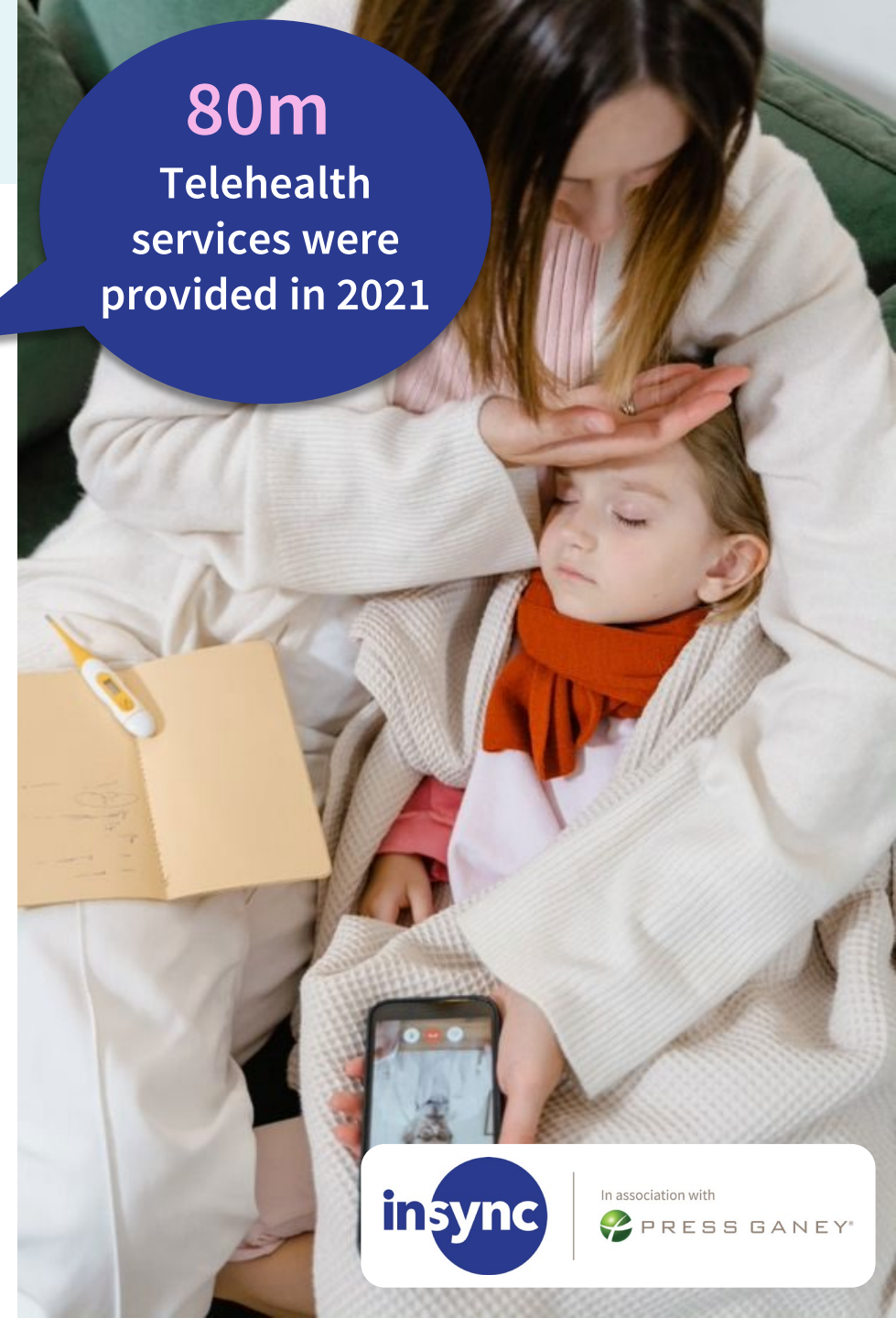
Asking your patients to participate in a survey tells them you value and respect their opinions. It signifies you care what they think, which will help you retain your current patients and reduce attrition.

“Patients are clearly making the case for Telehealth consultations to become a permanent feature of our health system for both GPs and non-GP specialists”

”

- Dr Bartone, AMA President 2020

80m
Telehealth
services were
provided in 2021



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What can you expect from your participation in this study?

Benefits of participating

For Your Medical Practice

- ✓ your practice will gain a deep understanding of patient feedback in the delivery of your telehealth services
- ✓ you will be able to access your patient feedback in real time to identify strengths, issues/concerns raised by your patients
- ✓ you will contribute to the development of a general practice specific, national telehealth PX performance benchmark, and be able to compare your performance
- ✓ you will receive post survey support on how to improve your telehealth services

For Your Patients

- ✓ provides your patients with an opportunity to give you feedback about their interactions with your practice, your clinicians' empathy for their concerns, their involvement in decision-making, and communication throughout the telehealth process and experience of the technology
- ✓ provides an opportunity for them to tell you what went well and what needs improvement so their connection with you next time will be the best it can be

For Your PHN

A number of PHNs are supporting this project:

- ✓ PHNs will receive de-identified quantitative data from their region to enable additional research at a local level
- ✓ PHNs will be able to support you and all practices in your area to identify issues/trends for region-wide telehealth improvement planning

Research Coordinator – Insync

Insync is the regional partner for Press Ganey solutions in the Asia Pacific region.

For more than 35 years Insync and Press Ganey's mission has been to support health care providers in understanding and improving the patient experience across the continuum of care. As a strategic business partner to more than 25,500 health care organisations across 18 countries, we lead the industry in helping clients transform the patient experience and create continuous, sustainable improvement. Insync is also an RACGP accredited provider of patient experience assessment in Australia.



Participation details

Key dates

17th of June

Last day to register to participate

July - August

Participating practices distribute survey invitations to all telehealth patients. Online results will be available in real-time via your dedicated portal

September

Benchmark uploaded to the portal, scorecards available to download and results analysed by Insync

October

Research paper released

November - December

Good practice guide and improvement planning workshops available

The survey for the study will be a customised version of the validated Press Ganey medical practice telehealth tool used by 10,000+ practices globally. The survey contains 12 ratings items, a set of background and demographic items and open-ended questions for qualitative feedback.

Sample survey items and formatting below.

Telehealth Technology

1 Ease of talking to the care provider over the telehealth connection

2 How well the video connection worked (if used) during your telehealth appointment

3 How well the audio connection worked during your telehealth appointment

very poor	poor	fair	good	very good
				
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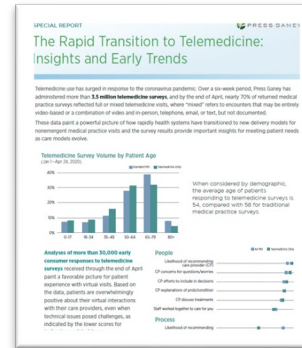
- There is a nominal contribution of \$250 (ex GST) per participating practice, regardless of the number of surveys distributed, to cover some administrative costs, such as the generation of an online survey link and dedicated reporting portal, unique to your practice.
- If your practice is from a supporting Primary Health Network (PHN), a 50% discount of \$125 (ex GST) will be applied on registration.



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Resources to support managers and employees

We will provide genuine **insights** into how to engage Telehealth patients through our advanced analytics and post-survey improvement support and resources.



HOW TO BOUNCE BACK AFTER COVID-19'S SAFETY DECLINES



COVID-19, THE NEW CONSUMERISM, AND BUILDING TRUST



LISTENING FOR SIGNALS IN SURVEY DATA

Click the button to register your participation

Register your participation

Following registration, we will contact you with the study protocol document and additional resources.

Should you require any clarification or additional information please contact us at: telehealthstudy@insync.com.au

Project Manager
Terry Grundy - Principal



Project Lead
Amanda Byers - Practice Leader



Research Analyst
Joyce Prescher - Manager

