Client Telehealth Survey Results

CARS Research & Evaluation Team
Survey Distribution

- Survey responses collected electronically via Qualtrics
  - Responses received between November 12th 2020 – January 31st 2021
- 15 items, including basic demographic questions
- 132 Responses Received
Survey Distribution – Demographics of Respondents

**Race/Ethnicity**
- Black/African-American (n=61): 46.21%
- White/Caucasian (n=58): 43.94%
- Hispanic/Latino (n=6): 4.55%
- Other (n=7): 5.30%

**Gender**
- Female (n=81): 61.36%
- Male (n=51): 38.64%

**Age Range**
- 0-30 (n=19): 14.39%
- 31-50 (n=52): 39.39%
- 51+ (n=37): 28.03%
- Blank (n=24): 18.18%

**Length of Time in Program**
- Less than 6 months (n=19): 14.39%
- More than 12 months (n=48): 36.36%
- 6-12 months (n=16): 12.12%
- Unknown (n=49): 37.12%
Primary Mode of Telehealth

Overall (n=132)
- Phone calls (n=94) 69.63%
- Both phone and video calls (n=18) 13.33%
- Video calls (n=15) 11.11%
- N/A or Other (n=5) 3.70%

Distribution for each Race/Ethnicity
- Black/African-American (n=61)
- White/Caucasian (n=58)
- Hispanic/Latino (n=6)
- Other (n=7)

Distribution by Age Range
- 0-30 (n=19)
- 31-50 (n=52)
- 51+ (n=37)
- Unknown (n=24)
Telehealth Mode Preference

Distribution for Each Race/Ethnicity
- Black/African-American (n=61)
- White/Caucasian (n=58)
- Hispanic/Latino (n=6)
- Other (n=7)

Distribution for each Age Group
- 0-30 (n=19)
- 31-50 (n=52)
- 51+ (n=37)
- Unknown (n=24)
Percent of Respondents Stating They Liked Telehealth More Than, or the Same as, Face-to-Face Services

Initial Survey (n=695) 61.29%
Follow-up Survey (n=132) 74.24%
Percent of Respondents Stating that they think Telehealth is Easier to Use than, or as Easy as, Face-to-Face Services

- Initial Survey (n=693): 73.74%
- Follow-up Survey (n=132): 86.36%
Percent of Respondents Stating that they think Telehealth is More Helpful than, or Just as Helpful as, Face-to-Face Services

- Initial Survey (n=693): 72.44%
- Follow-up Survey (n=132): 83.33%
Satisfaction and Telehealth Mode

Percent of Respondents by Primary Telehealth Mode in Agreement with Each Statement

- Like telehealth services more than, or the same as, face-to-face services
- Telehealth services are easier, or just as easy, to use
- Telehealth services are just as helpful as, or more helpful than, face-to-face services
- Telehealth services are more convenient than, or just as convenient as face-to-face services

Phone (n=94)  Video (n=15)  Both (n=18)
Compared to face-to-face visits, telehealth services have been more, less, or just as convenient.

Overall, telehealth services have been more convenient (53.03%), just as convenient (36.36%), and less convenient (10.61%).

**Distribution for each Race/Ethnicity**
- Black/African-American (n=61):
  - More convenient: 51.67%
  - Just as convenient: 45.16%
  - Less convenient: 3.17%
- White/Caucasian (n=58):
  - More convenient: 53.44%
  - Just as convenient: 41.38%
  - Less convenient: 5.17%
- Hispanic/Latino (n=6):
  - More convenient: 83.33%
  - Just as convenient: 16.67%
- Other (n=7):
  - More convenient: 71.43%
  - Just as convenient: 28.57%

**Distribution for each Age Range**
- 0-30 (n=19):
  - More convenient: 84.21%
  - Just as convenient: 15.79%
- 31-50 (n=52):
  - More convenient: 53.85%
  - Just as convenient: 46.15%
- 51+ (n=37):
  - More convenient: 70.27%
  - Just as convenient: 29.73%
- Unknown (n=24):
  - More convenient: 62.50%
  - Just as convenient: 37.50%
What barriers have you experienced in accessing telehealth services?

- Access to phone for phone calls: 18.94%
- Internet access: 20.45%
- Acces to smartphone for video calls: 23.48%
- Unfamiliar with the technology needed to use: 18.18%
- Limited time/minutes on phone: 16.67%
Summary

• Most respondents received phone calls as their primary mode of telehealth. Most respondents also preferred phone calls over video calls.
  • Older clients, as well as African-American clients, were more likely to report both their primary mode and preference for telehealth as phone calls.
• The percentage of respondents that liked telehealth more or the same, thought that telehealth was easier or just as easy, and thought that telehealth was more helpful, or just as helpful as face-to-face services was higher for the second survey than for the first.
• Those that received phone calls as their primary mode of telehealth were not less satisfied than those receiving video calls or both video phone calls in terms of likeness, ease of use, helpfulness, or convenience.
• 23.48% of respondents reported that access to a smartphone was a barrier to receiving telehealth services.
  • Over 20% of respondents also reported that internet access was a barrier.

• Limitations
  • Relatively small sample size
  • Survey distribution was uneven among programs
    • The vast majority of responses were from CCS, TCM, and CSP. Relatively fewer responses were received from other programs, especially AODA programs.
    • Potential survey fatigue as this was the second survey to be distributed to consumers regarding this topic
• More data is available upon request. Please contact the CARS Research and Evaluation Team.