



Patient Satisfaction with Sports Medicine Telehealth Visits

**Jacob C Tilmon, Hassan Farooq, Cameron M Metzger, Stephen H Schlecht, Robert
G Klitzman**

Department of Orthopedic Surgery

Disclosures

- All authors have no disclosures to report



Objectives

- Many proposed benefits have been shown with telehealth healthcare delivery in different fields of medicine
- Research is limited regarding telehealth implementation in orthopaedic surgery sports medicine clinics
- Goal to compare overall patient satisfaction as well as total time spent between in-person and telehealth modes of healthcare delivery



Materials and Methods

- Survey tool was administered to patients from March, 2020 to November, 2020
- Patients presented to a single orthopaedic sports medicine physician for initial consultation, routine clinical follow-up, or postoperative follow-up
- Two-sample t-test for significance utilizing P-value <0.05 for significance
- Pearson correlation coefficient utilized to determine correlations
- Overall satisfaction score calculated from summations of answers to patient satisfaction questions



Results

- 175 patients enrolled
- 82 patients underwent telehealth appointments
- 93 patient underwent in-person appointments
- Median patient age: 48



Results

Table I. Demographic Data

N	1205
Age	
Mean	45.78
St. Dev.	16.94
Sex	
Female	659 (55%)
Male	546 (45%)
Visit Type	
Follow-Up	678 (56%)
Post-Operative	241 (20%)
New Patients	286 (24%)
Mode of Visit	
Telehealth	281 (23%)
In-Person	924 (77%)



Results

- No significant difference between composite patient satisfaction score between in-person and telehealth encounters ($p=0.63$)
- Total time spent for care encounter was significantly less in telehealth encounters ($p<0.001$)
- 91% of patient who underwent a telehealth encounter reported their experience as "Good" or better
- 4% of patients reported they were "Unlikely" or "Very Unlikely" to pursue a telehealth encounter in the future



Results

Table II. Total Duration of Care

	Telehealth	In-Person
0-15 min	41 (50%)	8 (9%)
15-30 min	34 (41%)	24 (26%)
31-45 min	4 (5%)	16 (17%)
46-60 min	3 (4%)	21 (23%)
>60 min	0 (0%)	24 (26%)

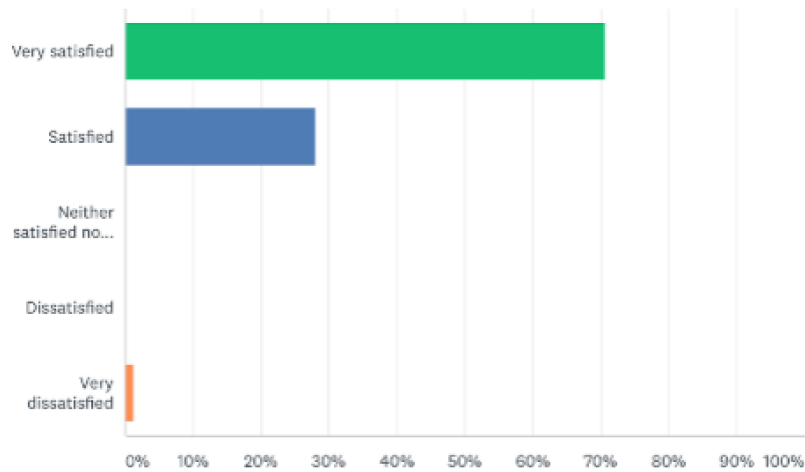


Results

Telehealth

How satisfied are you with the overall visit experience?

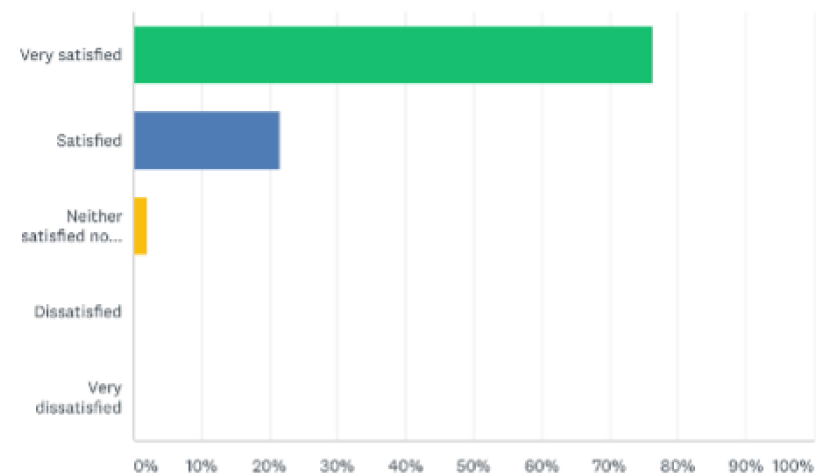
Answered: 82 Skipped: 0



In-Person

How satisfied are you with the overall visit experience?

Answered: 93 Skipped: 0



Results

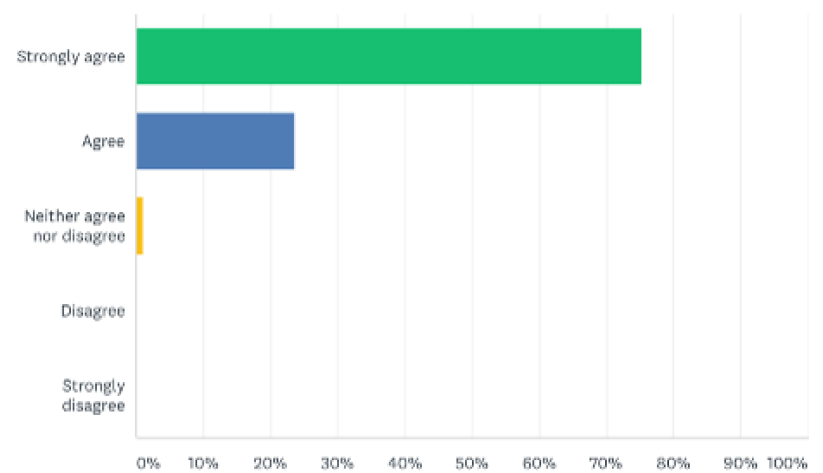
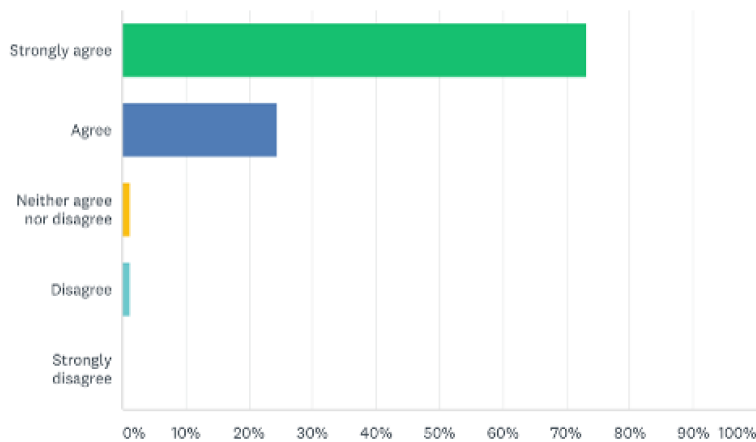
Telehealth

In-Person

As a whole, this appointment experience was made easy for you. As a whole, this appointment experience was made easy for you.

Answered: 82 Skipped: 0

Answered: 93 Skipped: 0

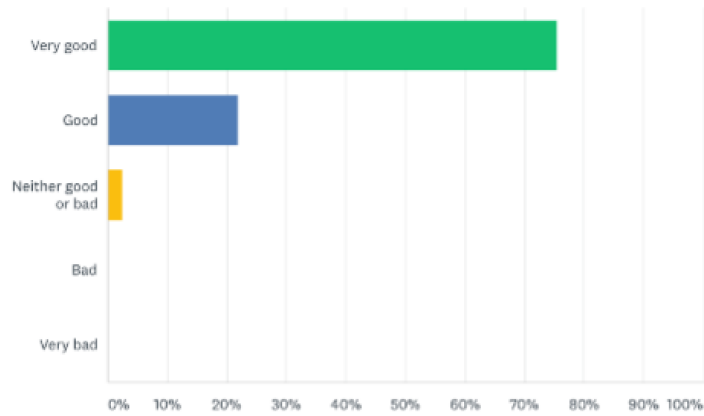


Results

Telehealth

How would you rate the amount of time spent with you on this visit?

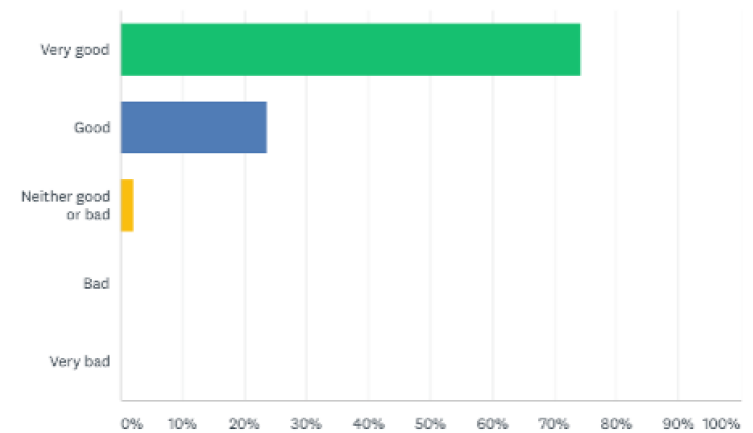
Answered: 82 Skipped: 0



In-Person

How would you rate the amount of time spent with you on this visit?

Answered: 93 Skipped: 0



Conclusions

- No significant difference in patient satisfaction scores between telehealth and in-person healthcare delivery
- Significant difference in total time spent on healthcare delivery favoring telehealth visits
- 91% of patients took 30 minutes or less for their telehealth appointments
- >50% of patients took 45 minutes or more for their in-person visits



Significance

- Our findings suggest most patients are open to telehealth, recognize its utility, and believe it to be just as comparable to in-person clinical visits
- Telehealth appointments have potential to increase convenience, efficiency, and decrease costs in healthcare delivery
- Telehealth visits are a tool in the clinician's armamentarium to deliver better care to patients in situations where virtual communication is sufficient

