

Provider Perspectives and Satisfaction of Virtual Care during the COVID-19 Pandemic

PARTICIPANT INFORMATION AND CONSENT FORM

Project Title: Patient and Provider Perspectives and Satisfaction of Primary Virtual Care in the COVID-19 Pandemic

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Dear Participant,

The following questions are designed to understand your experiences using Virtual Care during the COVID-19 pandemic. "Virtual Care" means interacting with health care provider in some way that is not face-to-face. This can include by telephone, videoconference, email. A health care worker includes seeing any of the following: a Family Doctor, a Specialist Doctor, a Resident Doctor, a Nurse Practitioner, or a Pharmacist.

You are invited to participate in this survey because you have used Virtual Care to provide medical care to patients during the COVID-19 pandemic. You will have the opportunity to provide your contact information at the end if you would like to participate in a follow up interview.

The purpose of this research is to understand the how the COVID-19 pandemic has affected provider satisfaction, perceptions, and attitudes to Virtual Care in Saskatchewan.

Potential Benefits: We hope our results will identify the problems with Virtual Care for patients and health care providers, explore solutions, and inform planning for the future. Although these benefits are not guaranteed.

Potential Risks: There are no known or anticipated risks to you by participating in this research.

This survey should take less than 10 minutes of your time.

Participation is voluntary. You can decide not to participate at any time by closing your browser, or choose not to answer any questions you do not feel comfortable with. Survey responses will remain anonymous. Since the survey is anonymous, once it is submitted it cannot be removed.

Your participation and responses will be anonymous. As such, it will be impossible to withdraw your responses if you choose to participate then later change your mind. Responses will be stored in a password-protected folder on the University of Saskatchewan server, and permanently deleted after 5 years. Results may be published and presented at conferences.

A summary of study results will be available in September 2020 and will be posted on the Department of Anesthesiology's publicly available website. We also intend to present parts of this work at scholarly conferences and publish a manuscript in a scholarly journal.

This research project has been approved by the University of Saskatchewan Behavioural Research Ethics Board. Any questions regarding your rights as a participant may be addressed to that committee through the Research Ethics Office ethics.office@usask.ca (306) 966-2975, or toll free (888) 966-2975.

If you have any questions or concerns, please contact the researcher(s) using the information at the top of this page.

By completing and submitting this questionnaire, your free and informed consent is implied and indicates that you understand the above conditions of participation in this study.

Do you agree to participate?

Yes

No



Provider Perspectives and Satisfaction of Virtual Care during the COVID-19 Pandemic

Demographics

How old are you?

- 18-25 years old
- 26-35 years old
- 36-45 years old
- 46-55 years old
- 56-65 years old
- Over 65 years old
- Prefer not to answer

Gender

- Male
- Female
- Other
- Prefer not to answer

Where do you live?

- Regina
- Saskatoon
- Moose Jaw
- Swift Current
- Prince Albert
- North Battleford
- Yorkton
- La Ronge
- Prefer not to answer
- Other (please specify)

Please indicate your current practice.

- Family Physician
- Specialist Physician
- Resident Physician
- Nurse Practitioner
- Pharmacist
- Other (please specify)

Please indicate your experience in your profession.

- 0-5 years of experience
- 6-10 years of experience
- 11-15 years of experience
- 16-20 years of experience
- More than 20 years of experience

Please indicate your familiarity with technology (i.e. Apple, Google, Android, world wide web)

- Very familiar
- Familiar
- Neutral
- Unfamiliar
- Very unfamiliar

Have you used virtual care in the past 5 years?

- Yes
- No

Are you using virtual care because of the COVID-19 pandemic?

- Yes
- No

How many years of experience do you have with virtual care?

- 0-5 years of experience
- 6-10 years of experience
- 11-15 years of experience
- 16-20 years of experience
- More than 20 years of experience

What tools have you utilized for virtual consults? Please select all that apply.

- Telephone consults
- Videoconference
- Healthcare applications (i.e. TELUS Babylon)
- Robotic - Remote healthcare delivery
- PEXIP
- Email
- Not applicable/ No experience
- Other (please specify)

Have you had previous "face-to-face" consults with most of the patients you had virtual consults with?

- Yes
- No

While providing virtual care, which of the following did you ask your patients to perform or measure? Please select all that apply.

- Blood pressure
- Temperature
- Blood sugar
- Any other physical exam maneuver



Over the past month, how many telephone consults do you typically complete in a week?

- 1 to 10 telephone consults
- 11 to 30 telephone consults
- 31 to 50 telephone consults
- More than 50 telephone consults
- Do not provide telephone consults

Over the past month, how many days per week do you typically provide telephone consults?

- Everyday
- 5 to 6 days per week
- 2 to 4 days per week
- 1 day per week
- Do not provide telephone consults

Over the past month, how many video consults do you complete in a week?

- 1 to 10 video consults
- 11 to 30 video consults
- 31 to 50 video consults
- More than 50 video consults
- Do not provide video consults

Over the past month, how many days per week do you provide video consults?

- Everyday
- 5 to 6 days per week
- 2 to 4 days per week
- 1 day per week
- Do not provide telephone consults



Virtual Care Experience

Please indicate your level of agreement with the following statements:

Scheduling

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
It was easy to schedule virtual consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to start most of the virtual consults on time/as scheduled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found I was able to manage the time for virtual consults better than face-to-face consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Technology

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
It was easy to connect with patients for the virtual consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of connection during the virtual consults was adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to hear clearly and understand the patients during virtual consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had a lack of technology knowledge when connecting for virtual care with my patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients had a lack of technology knowledge when connecting to me for virtual care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There were recurrent technology failures (i.e. failure of communication system/platform (videoconference) downtime/slow speed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Personal

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
As a health care provider, I had all the information I needed for virtual consults.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a health care provider, I felt I had appropriate amount of time with patients for virtual consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was confident about the protection of privacy of the patients during virtual consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When asking patients to measure (blood pressure, blood sugars, temperatures, etc.), I felt that patients understood my directions and were able to relay their findings back to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a health care provider, I was concerned about the feasibility of performing a physical examination on patients during virtual consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
As a health care provider, I felt that virtual consults are as good as having face-to-face (in person) consults with patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My expectations with virtual consults were met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a health care provider, I felt that my patients' expectations from virtual consults were met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, virtual consults can effectively resolve many patients' concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a health care provider, I was concerned about the feasibility of performing physical examination maneuvers on patients during virtual consults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am likely to continue to use virtual care through telephone (audio) virtual consults, even if face-to-face options are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am likely to continue to use virtual care through video consults, even if face-to-face options are available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am likely to continue using virtual care to complement to my current practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am likely to continue using virtual care in replacement of my current practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What percentage of your patients needed face-to-face (in person) consults because they required further assessment after the virtual consult?

- 0 to 25% of the virtual consults
- 26 – 50% of the virtual consults
- 51 – 75% of the virtual consults
- 76 to 100 % of the virtual consults

Compared to face-to-face (in person) consults, does your approach to investigations or tests change?

- Order significantly more investigations with virtual care
- Order more investigations with virtual care
- No change in investigations
- Order less investigations with virtual care
- Order significantly less Investigations with virtual care
- Other (specify): _____

How would you rate the length of time required to assess and treat your patient compared to an office consult?

- Significantly more time is required (office consult better)
- More time is required
- Neutral
- Less time is required
- Significantly less time is required (virtual consult is better)
- I have not provided virtual care yet

During the COVID-19 pandemic, I found clear guidelines regarding virtual care for the following areas (please select all that apply):

- SARS-CoV-2 / COVID-19
- Newborn patients
- Pediatric patients
- Prenatal care
- Gynecological conditions
- Oncology conditions
- Chronic disease management
- Diabetes
- Hypertension
- Chronic obstructive pulmonary disease
- Congestive heart failure
- Asthma
- Care of the elderly
- Mental health
- Chronic pain management
- Other (please specify)

If I had to choose between using a virtual consult or having a face-to-face (in person) consult with patients, which one would I rather choose?

- Virtual consult
- Face-to-face (in person) consult

What do you think are advantages of virtual care? Please select all that apply.

- Improved time management
- Increased work efficiency
- Improved flexibility to connect with patients
- Increased ability to complete follow ups
- Better quality of care
- Improved ability to provide care in remote areas
- Reduced physician stress
- Reduced burnout
- Increased ability to provide care outside of the practice times
- Reduced risks of physical contact and disease transmission
- Improved patient satisfaction
- Increased patient adherence
- Increased patient safety
- Improved ability to provide prescriptions
- Improved scheduling
- Other (please specify)

What do you think are disadvantages or barriers of virtual care? Please select all that apply.

- Reduced ability to assess new patients to the practice
- Reduced ability to address mental health concerns when managing severe symptoms
- Reduced ability to provide palliative care
- Reduced ability to provide pediatric care
- Reduced ability to connect with older patients or individuals without access to phone or devices
- Limited ability to connect with patients with hearing impairment
- Limited ability to deliver bad news
- Limited ability to assess patients
- Limited ability to establish a patient-provider relationship
- Limited ability to conduct physical examination
- Limited ability to assess patients through their body language
- Increased risk of privacy breaches
- Increased risk of malpractice
- Unfamiliarity with digital health tools
- Billing codes not adequate for services provided
- Patients are not interested in doing virtual care
- Increased time doing virtual care
- Other (please specify)

What are top 3 important requirements for you to use virtual care or digital health today? Please check the three options that apply to you.

- Ability to dictate directly into electronic health record from software
- Well integrated with electronic health record
- As good as office consults
- Requires minimal training
- Data security
- Demonstration videos
- Training offered for digital health
- Billing codes added for digital health
- Low startup costs
- Covered by malpractice insurance
- Other (please specify)

How likely would you recommend virtual care options to your colleagues?

- Very likely
- Likely
- Neutral
- Unlikely
- Very unlikely

If you have any additional comments regarding your virtual care experience, please feel free to share them

Would you be willing to be contacted to conduct a 30-minute semi-structured interview around virtual care and digital health? If yes, please provide your email address or phone number to be contacted: