



TELEHEALTH AND HEALTH EQUITY SURVEYS – CYCLE ONE

FIELDDED MARCH 31, 2021 – MAY 19, 2021

SURVEY 1

FIELDDED MARCH 31, 2021

1. **How often do you use telehealth** in your practice? *Please check best possible answer.*
 - I don't
 - Rarely, **less than 5%** of my time
 - I use it for **5-20%** of my patient care
 - I use it for **more than 20%** of the care I provide
2. How does your level of **telehealth use now compare to pre-pandemic use**? *Please check best possible answer.*
 - I use it **more** now than before the pandemic
 - I use it **less** now than before the pandemic
 - My use now is the **same as** before the pandemic
3. How does your level of **telehealth use now compare to May 2020, during the pandemic**? *Please check best possible answer.*
 - I use it **more** now than I did in May 2020
 - I use it **less** now than I did in May 2020
 - My use now is the **same as** I did in May 2020
4. **What portion of your telehealth use involves phone-based care**? *Please check best possible answer.*
 - I use **phone and video** about the **same** amount
 - I use **phone more** than video
 - I use **video more** than phone
 - I **don't use phone**-based care
 - I **don't use video**-based care
 - I don't use either
5. What is the **name of the video-based program** you use for telehealth? If you do not use a video-based platform or do not know the name, please type N/A or "don't know".
6. **For what types of care, visits, or services** does your practice use telehealth? *Please check all that apply.*
 - I don't use telehealth
 - Visits involving respiratory symptoms
 - Monitoring patients at home
 - Well child visits
 - Adult preventive care
 - Visits concerning injuries or accidents
 - Acute illness or pain
 - Stable chronic conditions
 - Non-stable chronic conditions
 - Developmental assessments
 - Cognitive or memory assessments
 - Addiction related care
 - Mental or behavioral health counseling
 - Chronic pain



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- Transitions in care planning
- Cancer and/or survivor care
- Other (please specify)

SURVEY 2

FIELDDED APRIL 7, 2021

- 1. How much do you agree** with the following statement? "I have been able to use telehealth to reach patients across diverse (socio)economic circumstances."
 - Completely disagree**
 - Somewhat **disagree**
 - Somewhat **agree**
 - Completely agree**
- 2. Which of these common barriers to telehealth** have you noticed among your patients while using telehealth? *Please check all that apply.*
 - Lack of **broadband** access
 - Lack of **computer literacy**
 - Language** barriers for non-English speaking patients
 - Reading comprehension** issues
 - Lack of **computer access**
 - Lack of access to **private** settings
 - Lack of **insurance** coverage
- 3. Which patient groups** in your practice do you find **MORE LIKELY to use telehealth**, as compared to the rest of your patient population? *Please check all that apply.*
 - Children under 12
 - Seniors 65+
 - Those with transportation challenges
 - Those with hourly or non-full time employment
 - People classified as "essential workers"
 - Black or brown patients
 - Latinx patients
 - Undocumented patients
 - Uninsured patients
 - Patients with learning disabilities
 - Patients with mobility issues
 - Patients responsible for child or elder care
- 4. Which patient groups** in your practice do you find **LESS LIKELY to use telehealth**, as compared to the rest of your patient population? *Please check all that apply.*
 - Children under 12
 - Seniors 65+
 - Those with transportation challenges
 - Those with hourly or non-full time employment
 - People classified as "essential workers"



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- Black or brown patients
- Latinx patients
- Undocumented patients
- Uninsured patients
- Patients with learning disabilities
- Patients with mobility issues
- Patients responsible for child or elder care

5. **OPTIONAL:** Is there anything you didn't get to express through this survey that you would like to add?

SURVEY 3

FIELDDED APRIL 14, 2021

1. **How has your practice workflow adapted for telehealth?** *Please check all that apply. If you do not use telehealth, please check none of the above.*

- Patients are pre-screened for technical ability
- Patients are trained to use our telehealth platform before their visit
- Patients are "roomed" by a staff member before a clinician "joins" the encounter
- When a clinical visit concludes, there is a hand-off to a staff member to close the visit
- Co-pays and checking insurance is now automated through the telehealth platform
- Scheduling follow up visit is now automated through the telehealth platform
- I am able to have a nurse or MA join me in a visit with a patient
- We have a "go to" person to trouble shoot when there are problems with our telehealth platform
- Each clinician has two screens - one for telehealth, one for their HER
- Telehealth has added complexity to EHR documentation
- We are able to have specialist join directly in clinician encounters through telehealth
- None of these happened, but could be helpful
- None because we don't use telehealth
- Other - any additional workflow comments you would like to make, please enter here

2. **What steps were taken before you began using telehealth?** *Please check all that apply.*

- We shopped around for the best vendor of software
- We picked up the first software we found
- Our EHR platform said "use this", so I did
- We tried software that didn't work and switched to something new
- We self-installed the software we use
- Someone came in and installed the software we use
- I received brief training from the platform vendor
- I received brief training for the platform from our practice (or health system)
- Training? I trained myself!
- Our staff received brief training on use of the platform
- We had discussions about how to rework our workflow before we started
- We had daily and weekly problem solving until the workflow made sense
- None of these - we just don't use it that much
- Other - any additional comments you would like to make about adoption, add here



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3. Please adjust the slider below to indicate the percent of time you think you will use telehealth after the pandemic is over. If your answer is zero, move the slider out and back to zero.
 4. **OPTIONAL:** Is there anything you didn't get to express through this survey that you would like to add?
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SURVEY 4

FIELDDED APRIL 21, 2021

1. With which of the following statements about telehealth do you agree? Please check all that apply.
 - It is a service line of care, much like in person visits are a service line of care.
 - It is an instrument of care, like a blood pressure cuff or computer monitor.
 - It is easier with patients that are already known to you.
 - It is no easier or harder with new patients than with known patients.
 - It has allowed you to connect in new and helpful ways with your patients.
 - It has created an unwanted barrier between you and your patients.
 - It is easier when used with a patient you know you will be seeing again.
 - It has reduced no show rates in our practice.
 - It has reduced the number of patients that "fall through the cracks"
 - It has encouraged more use of non-primary care health services by our patients
 - It has reduced the number of non-primary care health services used by our patients
 - None of these
 - Other (please specify)
 2. What are your **biggest concerns regarding obstacles to care** because of telehealth? Please **provide 1 to 3 single word/phrase**, answers.
 - Regarding access to care?
 - ... quality?
 - ... payment?
 3. What do you see as the **greatest benefits to care** resulting from telehealth? Please **provide 1 to 3 single word/phrase**, answers.
 - Regarding access?
 - ... quality?
 - ... payment?
 4. **OPTIONAL:** Please feel free to add any additional comments.
-

SURVEY 5

FIELDDED APRIL 28, 2021

1. How often are you expecting to use telehealth after the pandemic? Please check best possible answer.
 - I'm not - I really don't like it
 - Rarely, **less than 5%** of my time
 - Likely for **5-20%** of patient care



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- It's been great - I think I'll use it for **more than 20%** of the care I provide
- I really **don't know** - ask me later
- Other (please specify)

2. **Gut answer... telehealth use** post-pandemic, which **factors matter to you most?** *Please check best possible answer for each row.*

	Crazy important!	Important, but not a deal-breaker	Matters, but doesn't push my decision	Eh, whatever	N/A
Comfort with telehealth					
Issues of accessibility					
Job expectations					
Patient preference					
Payment					
Quality of care					
Risk of medical error					
Human touch					
Patient relationship					
Ease of workflow					

3. **One year from now**, what's your best guess regarding **which types of care you will use telehealth for?** *Please check all that apply.*

- I won't use telehealth
- Visits involving respiratory symptoms
- Monitoring patients at home
- Well child visits
- Adult preventive care
- Visits concerning injuries or accidents
- Acute illness or pain
- Stable chronic conditions
- Non-stable chronic conditions
- Developmental assessments
- Cognitive or memory assessments
- Addiction related care
- Mental or behavioral health counseling
- Chronic pain
- Transitions in care planning
- Cancer and/or survivor care

SURVEY 6

FIELDDED MAY 5, 2021

1. Below are some characteristics of patients you might see. To what extent **have you noticed an increased COVID-related health burden for these subgroups?** This could be a COVID or non-COVID related health burden that you believe resulted from general pandemic conditions. Sub groups such as... *Please check all that apply.*

- Pre-existing chronic conditions



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- Pre-existing mental health concerns
- Jobs classified as essential
- Jobs that require working outside the home
- Lost employment
- Unable to participate in physical distancing
- No or limited access to internet
- Children unable to attend school in person
- Mobility issues
- Residents in dense housing
- Low income individuals
- Frail elderly
- Primary care clinicians and staff
- Health care workers other than primary care
- Those with no or limited social networks
- African Americans
- Asian Americans
- Asian Americans
- Native Americans
- Latinx Americans
- Non-English speaking
- Immigrants of any kind
- Men
- Women
- Transgender
- Rural area residents
- Urban area residents
- At risk/currently suffering substance abuse
- At risk/currently suffering alcohol abuse
- At risk/currently suffering tobacco use
- Adults or children living in group homes
- None of these
- Other (please specify)

2. **Optional:** Anything you want to add?

SURVEY 7

FIELDDED MAY 12, 2021

1. Which of the following has been true of **telehealth in your practice** since the start of the pandemic? Telehealth has... *Please check all that apply.*
- ... improved communication among practice members
 - ... decreased communication among practice members
 - ... led to a lot of confusion for workflow
 - ... resulted in new job descriptions or roles
 - ... caused us to rethink how our team functions
 - ... increased the effectiveness of our team
 - ... reduced the effectiveness of our team



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- ... increased the complexity of documenting work
 - None of these
2. Which of the following has been true of telehealth among your patients since the start of the pandemic? Telehealth has... *Please check all that apply.*
- ... improved my connection to my patients
 - ... improved my ability to monitor patients at home
 - ... increased use of chronic care maintenance visits
 - ... improved adherence to treatment
 - ... changed the nature of things patients discuss during a visit
 - None of these
3. Which of the following has been true regarding **your experience of telehealth** since the start of the pandemic? Telehealth has... *Please check all that apply.*
- ... increased the speed of my work
 - ... reduced my number of RVUs
 - ... made me faster at diagnosing concerns
 - ... made me a better listener
 - ... allowed me to have more eye contact with my patients
 - ... made me nervous about missed diagnoses
 - ... resulted in greater job fatigue
 - ... allowed me to reclaim time during the day for myself
 - None of these
4. **Optional:** Is there anything you would like to add?
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SURVEY 8

FIELDDED MAY 19, 2021

1. **When not in direct contact with a patient, are you able to regularly see/access this information** in your EHR, or other computer systems? It could be neighborhood or personal level information. *Please check all that apply.*
- Education level
 - Income bracket or poverty level
 - Employment status/job stability
 - Housing status/stability
 - Food security level (e.g., does the person experience food insecurity)
 - Food environment (e.g., does the person live in a food desert)
 - Race/ethnicity
 - Primary language spoken
 - Community crime rate
 - Community pollution levels
 - Social environment or networks
 - History of abuse or neglect
 - Sexuality
 - Other (please specify)



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2. When interacting with a patient, are you personally aware of the patient's personal characteristics, such as...

Please check all that apply.

- Education level
- Income bracket or poverty level
- Employment status/job stability
- Housing status/stability
- Food security level (e.g., does the person experience food insecurity)
- Food environment (e.g., does the person live in a food desert)
- Race/ethnicity
- Primary language spoken
- Community crime rate
- Community pollution levels
- Social environment or networks
- History of abuse or neglect
- Sexuality
- Other (please specify)

3. Which of characteristics are routinely considered in day-to-day delivery of care in your practice? Please check all that apply.

- Education level
- Income bracket or poverty level
- Employment status/job stability
- Housing status/stability
- Food security level (e.g., does the person experience food insecurity)
- Food environment (e.g., does the person live in a food desert)
- Race/ethnicity
- Primary language spoken
- Community crime rate
- Community pollution levels
- Social environment or networks
- History of abuse or neglect
- Sexuality
- Other (please specify)

4. Optional: Is there anything else you would like to add?