Video Appointments in Pediatric Surgery: Will They Still Have a Place after Covid?

Janelle Sherman, RN, MSN, CPN and Alfred Kennedy, MD

Disclosure Information

Janelle Sherman and Dr. Alfred Kennedy have nothing to disclose.

Geisinger

• Rural hospital in Pennsylvania
• Approximately 600 licensed beds total, approximately 90 of these are neonatal and pediatric beds in our Children’s Hospital
Objectives

• Objective 1: Determine percentage of patients who were scheduled for video appointments versus telephone versus in person appointments during the survey timeframe.
• Objective 2: Discern patient satisfaction and clinician perceived patient experience based on type of appointment.
• Objective 3: Calculate percentage of patients desiring to stay with video appointments post Covid.

Start of Video Appointments

• Education on completing video appointments
• Education on making appointments
• Criteria for video appointments
• Go live April 2020
• Refined criteria for video appointments in November 2021

Study Timeline

• November 15, 2021 – January 31, 2022
• According to the World Health Organization, the below graph represents the daily cases of Covid numbers on the left
• The graph on the right represents our facility
Survey Questions

1. I am satisfied with how my appointment went
2. I had easy access to the appointment
3. I preferred an in-person visit
4. I preferred a video visit
5. When Covid is over, would you prefer to go back to in-person visits or stay with video visits?

- Each question was answered on a 5-point Likert scale

<table>
<thead>
<tr>
<th>Survey</th>
<th>Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Disagree</td>
</tr>
<tr>
<td>2</td>
<td>Neutral</td>
</tr>
<tr>
<td>3</td>
<td>Agree</td>
</tr>
<tr>
<td>4</td>
<td>Strongly agree</td>
</tr>
</tbody>
</table>

Objective 1

- Determine percentage of patients who were scheduled for video appointments versus telephone versus in person appointments during the survey timeframe.

- 83% in person
- 14% video
- 3% telephonic

Objective 2

- Discern patient satisfaction and clinician perceived patient experience based on type of appointment.

- 4.5 rate of satisfaction for in person
- 4.8 rate of satisfaction for video
- 5 rate of satisfaction for clinician perceived
Objective 3

- Calculate percentage of patients desiring to stay with video appointments post Covid.
- 72% stay with in person
- 16% stay with video
- 9% wanted a combination of both video and in person

Completed Surveys

- 83 in person
- 22 video
- 0 telephonic
- 74% of the surveys were answered

Other Data Points

- Date of appointment
- Tried the video call but changed to telephone due to technical difficulties
- Appointment was scheduled for
- Appointment was scheduled with
- Day of week
- Clinic location
- Eligible for video
- New or returning patient
Study Limitations

• Call after video/telephonic for survey
• Not everyone got a survey (these were not included in our numbers)

Suggestions for Future

• Compare type of appointment with desired future appointment type
• Does outreach change desired future appointment type?
• How have video appointments increased access?

References

Thank you for your attention 😊

Are there any questions we can answer for you?