

Telepsychiatry is a widely accepted form of psychiatric care. While telepsychiatry can never replace face to face care, academic and clinical research shows that it is an effective, reliable, and satisfactory supplement to in person care.

telepsychiatry satisfaction



COMMUNITY SERVICES GROUP: ALL SEASONS THERAPY

Facility: Pennsylvania provider of community-based mental health and intellectual and development disability services in a predominantly rural area with a shortage of psychiatrists

Survey: CSG implemented a quality assurance program with the launch of telepsychiatry in order to carefully monitor the effectiveness and consumer satisfaction with telepsychiatry. Following each telepsychiatry appointment between June and December 2010, staff gave the individual receiving services an 8 question survey. 312 surveys were administered.

Response:
98.4% of respondents felt comfortable using telepsychiatry

99.3% of respondents could easily hear the on-screen doctor during their session

98.7% of respondents could easily see the on-screen doctor during their session

99.4% of respondents were able to understand their clinicians recommendations

98.4% of respondents felt their psychiatrists responded adequately to their questions and concerns

97.7% reported that they had an effective interaction with their telepsychiatrist

The telepsychiatry visits were rated 4.12/ 5.00 with 73% of respondents rating their visit as "Excellent" or "Very Good."

WEST MICHIGAN COMMUNITY MENTAL HEALTH SYSTEM

Facility: 3 clinics in Michigan with a mix of adults and children receiving psychiatric care via telemedicine

Survey: This consumer satisfaction survey data was collected by the QI team at WCMCHS on July 5, 2011.

Response:
I feel I am able to talk with the doctor during my telemedicine sessions about the same information that I would talk to him/her about in person.

- 28.9% Strongly Agree
- 55.6% Agree
- 8.9% Neutral
- 4.4% Disagree
- 0.0% Strongly Disagree

Have you experienced any equipment problems during your telemedicine sessions?

- 13.3% Yes
- 86.7% No

I am able to clearly see and hear the doctor during my telemedicine sessions.

- 40% Strongly agree
- 55.6% Agree
- 2.2% Neutral
- 0.0% disagree
- 0.0% Strongly Disagree

Overall, I think the quality of medical care provided over telemedicine is:

- 51.1% Excellent
- 40.0% Good
- 4.4% Fair
- 0.0% Poor

NHS CAPITAL REGION

Facility: Community-based mental health center in Pennsylvania

Survey: 174 out of 191 consumer who were seen via telepsychiatry between September and December 2011 voluntarily completed this survey.

Response:
How much has Telepsychiatry helped you?

- 57% Extremely
- 38% Very Much
- 5% Moderately
- <1% Slightly
- 0% Not at all

Are you treated with respect?

- 76% Extremely
- 24% Very Much
- <1% Moderately
- 0% Slightly
- 0% Not at all

How satisfied are you with telepsychiatry?

- 70% Extremely
- 28% Very Much
- 2% Moderately
- 0% Slightly
- 0% Not at all

I feel as though my doctor truly listens to my concerns.

- 76% Extremely
- 23% Very Much
- 1% Moderately
- 0% Slightly
- 0% Not at all

Would you recommend telepsychiatry to others?

- 98% Yes
- 2% No