

SELF-care For the Nurse! **APRIL 16, 2021**

POSTER PRESENTATION ABSTRACTS

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Assessing Providers Perspective on Telehealth

1. The participant will gain a better understanding of telehealth and how it can increase access and quality of care.

Introduction:

The United States has a primary care shortage crisis with approximately 84 million Americans lacking access to adequate primary care (Buerhaus, 2018). Expansion of telehealth services prompted by a global pandemic have occurred in primary care and specialty areas. The rapid expansion of services and onboarding of new telehealth providers to meet healthcare demands created an opportunity to determine provider satisfaction with telehealth care delivery. Improving provider telemedicine experience and training will lead to increased provider efficiency and satisfaction.

Methods:

The study was a mixed-method design utilizing a confidential and anonymous 22-question single-site digital survey to measure the NURX healthcare provider experience and satisfaction delivering care to patients using a telehealth software technology platform.

Results:

It was reported that 100% of respondents believe telehealth improves patient outcomes and 89% believe it improves access to care. Synchronous video simulation training with an experienced provider reviewing the platform was the most beneficial training technique and was preferred by 78% of respondents. The greatest perceived barrier to adapting to telehealth identified by 44% of respondents was the platform. Transitioning to telehealth was prompted by Covid-19 for 17% of the respondents and 83% reported telehealth promotes more work life balance than traditional "in-clinic" practice.

Conclusion:

Provider satisfaction is higher in telehealth than a traditional "in-clinic" setting. Real time simulation training is the most beneficial training technique. Many providers are transitioning to telehealth due to COVID-19. Additional research needs to be done to evaluate provider satisfaction and training effectiveness to facilitate this transition.