

Patient Satisfaction With Telehealth Usage Among UCSD Students

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Introduction

•Public health restrictions during the COVID-19 pandemic accelerated the transition to virtual healthcare, moderated by audiovisual media such as online platforms, video, email, and telephone (Monaghesh & Hajizadeh, 2020).

•Little research exists for telehealth protocols unrelated to mental health that necessitate physical exams or procedures, especially for ethnically diverse student bodies, so our findings can contribute to future improvements in the patient experience of college students by identifying shortcomings in current telehealth access and care.

Objective

To measure patient satisfaction with usage of telehealth unrelated to mental health among students at UCSD.

Methods

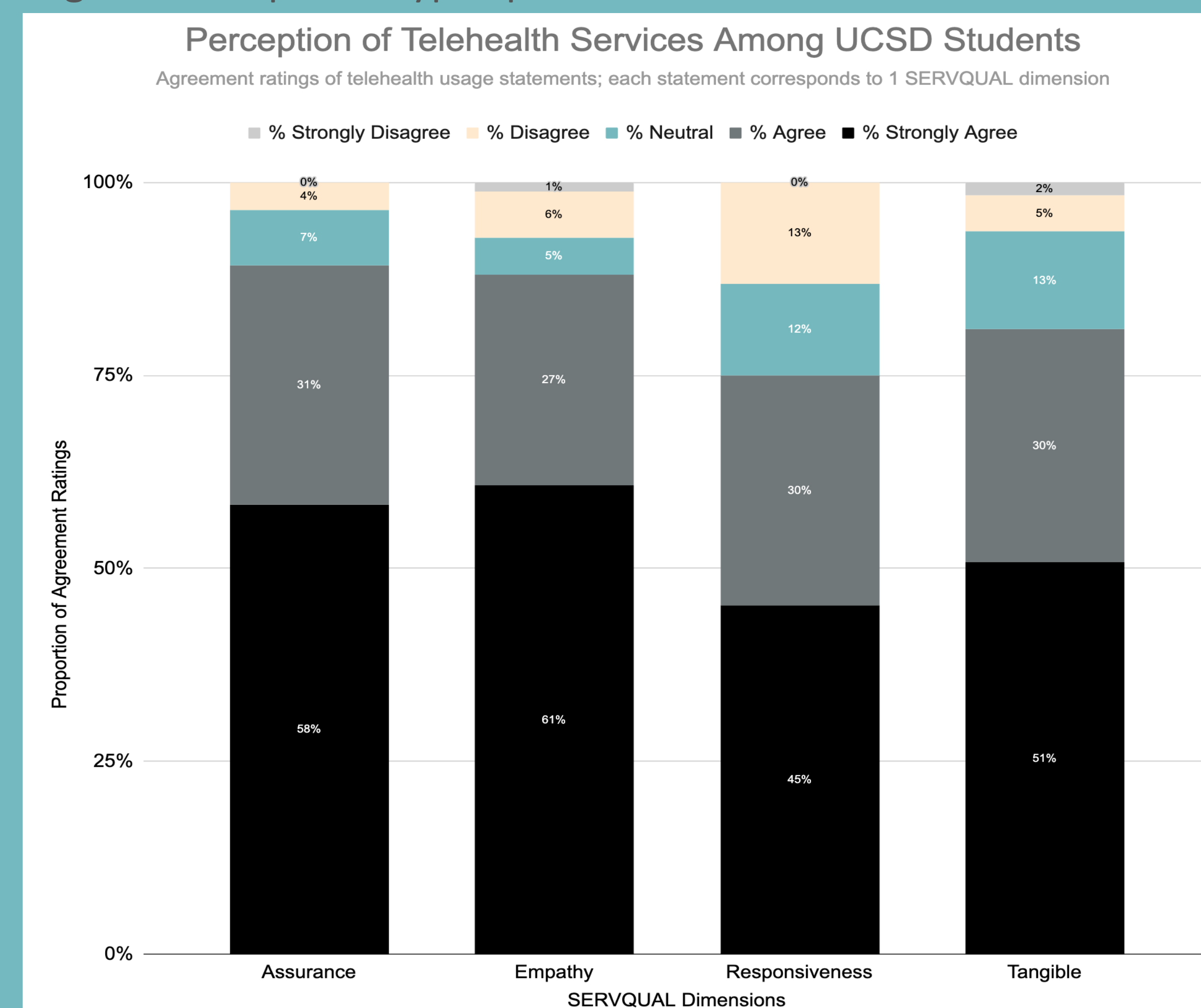
- We conducted a cross-sectional research study using valid data from an anonymous online Qualtrics survey adapted from a SERVQUAL (Service Quality) questionnaire to investigate the patient satisfaction of telehealth usage by UCSD students.
- The survey was distributed electronically to UCSD college students in April-May of 2022 through the Public Health Department email listserv, Discord servers, Instagram, Facebook, Reddit, and Slack.
- Pearson's correlations were performed. Questions requiring respondents to mark their degree of agreement, which was converted into a numerical score answers using a 5-point Likert scale, with 1 being Strongly Agree and 5 being Strongly Disagree.
- The SERVQUAL questionnaire was modified from previous research (Al-Neyadi et al., 2018) to analyze the four dimensions of telehealth services:
 - *Tangibles*: the patient's perceptions of the provider's appearance, call quality, and ease of use of telehealth portals.
 - *Assurance*: the patient's sense of trust and confidence in their provider.
 - *Empathy*: the health provider's ability to impart a sense of individualized care.
 - *Responsiveness*: the ease that a patient has in reaching the provider.

Results

Table 1. Survey Demographics

	N=42	Percent
Race		
Asian	13	31%
Latino	4	10%
Black or African American	4	10%
Native American or Alaskan Native	4	10%
Pacific Islander or Native Hawaiian	3	7%
White or Caucasian	8	19%
Biracial or Multiracial	6	14%
Ethnicity		
Hispanic	10	24%
Insurance Ownership		
Yes	35	84%
Gender		
Male	17	40%
Female	20	47%
NonBinary	5	13%
Years Enrolled At UCSD		
Up to 1 Year	5	12%
2	11	27%
3	11	27%
4	12	29%
5+	2	5%

Figure 1: Response Types per SERVQUAL Dimension



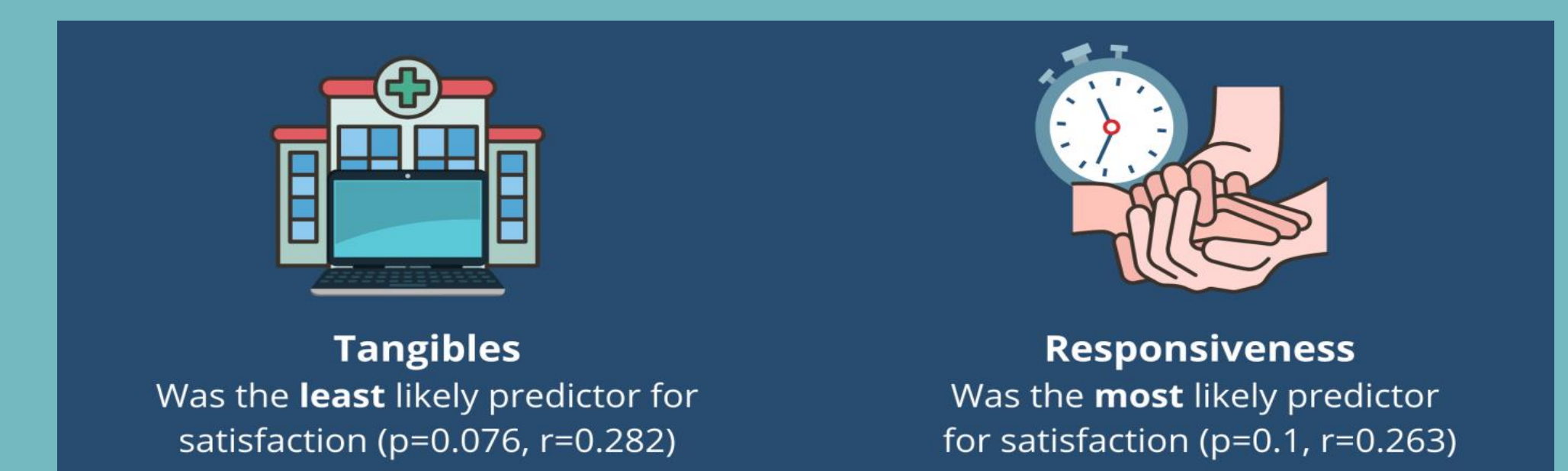
Majority agree/strongly agree across all four dimensions:
Assurance (strongly agree + agree 89%),
Tangibles (strongly agree + agree 81%),
Responsiveness (strongly agree + agree 75%),
Empathy (strongly agree + agree 88%)

Conclusions

•Our study found that a majority of UCSD students (n=34, 81%) are satisfied with their telehealth usage experience for non-mental health services.

•On average, Native Americans were the most satisfied with telehealth usage (1.2 satisfaction score avg); Caucasian respondents were the least satisfied racial group with telehealth usage (2.38 satisfaction score avg).

•A rather low number (n = 42, 21%) of students utilizes telehealth for non mental health purposes.



Policy Implications

•UC San Diego ought to promote the regulation and usage of telehealth services for more comprehensive services aside from telemental health.

•Increasing the awareness on telehealth satisfaction rates being comparable to in-person options, while putting lower burden on the students regarding time and transportation, may aid students' wellbeing while lowering costs.

Acknowledgements

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References

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