

Patient Experience Survey

OTN Telehomecare
2017/2018

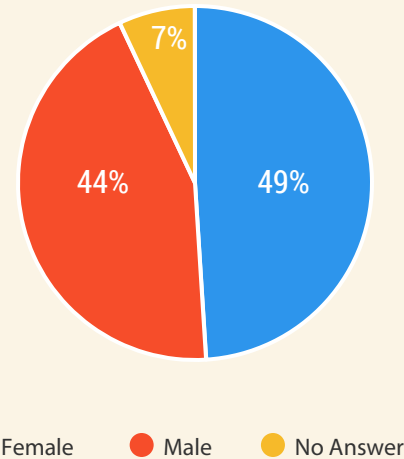
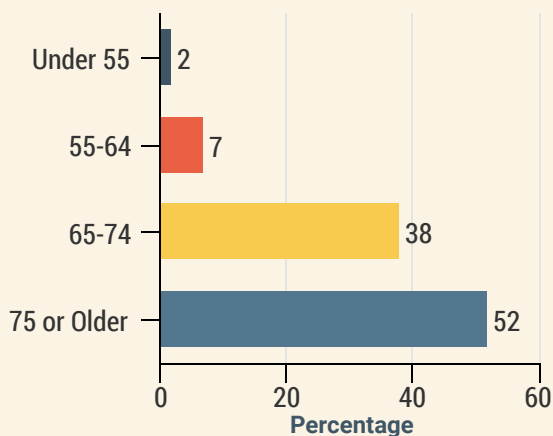
ABOUT THE SURVEY

OTN partnered with Infoway to design a comprehensive survey to capture the patient experience. This aligns with THC's patient-centered focus and determined efforts to improve quality based on patient and provider feedback.

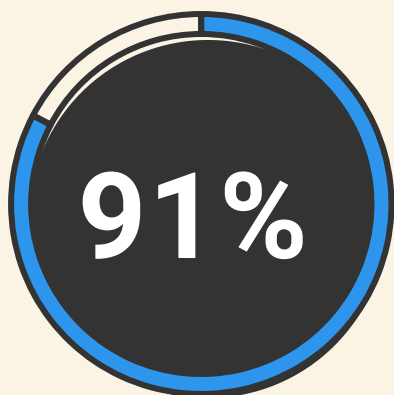
The survey focused on areas of patient experience, satisfaction with technology, self-management, health coaching, system usage and included an area for comments or suggestions. The survey also incorporated patient reported outcome measures related to healthcare service utilization.



RESPONDENTS (n=134)



TECHNOLOGY USE



felt this program improved their quality of life



96% of patients felt the equipment for the telehomecare program was easy to use

SELF-MANAGEMENT AND COACHING

87% agreed caregivers felt confident in the care they were receiving



96%

of patients were satisfied with the health coaching they received

93%

felt participation enabled better management of their condition



SYSTEM USAGE



81%

had less need to visit an ED after starting the program



76% agreed use of technology reduced travel time to see a healthcare provider



"I understand my condition better now. I found that this program made me more sure of myself. I didn't panic the way I used to."
Respondent

