

myVirtualCare Survey Results

July 2021 to March 2022

myVirtualCare was developed by NSW Health. It is a custom-built web-based videoconferencing platform that helps patients, healthcare providers and carers to access and manage care. myVirtualCare was first introduced in November 2019, scaled up to support the NSW COVID-19 response, and released across the state in September 2020.

At the end of a myVirtualCare session, patients or carers are invited to complete a short survey about their experience using the platform. This chart pack describes the results of the survey between July 2021 and March 2022.

During that time, 25,759 surveys were completed across 15 local health districts and two specialty health networks.



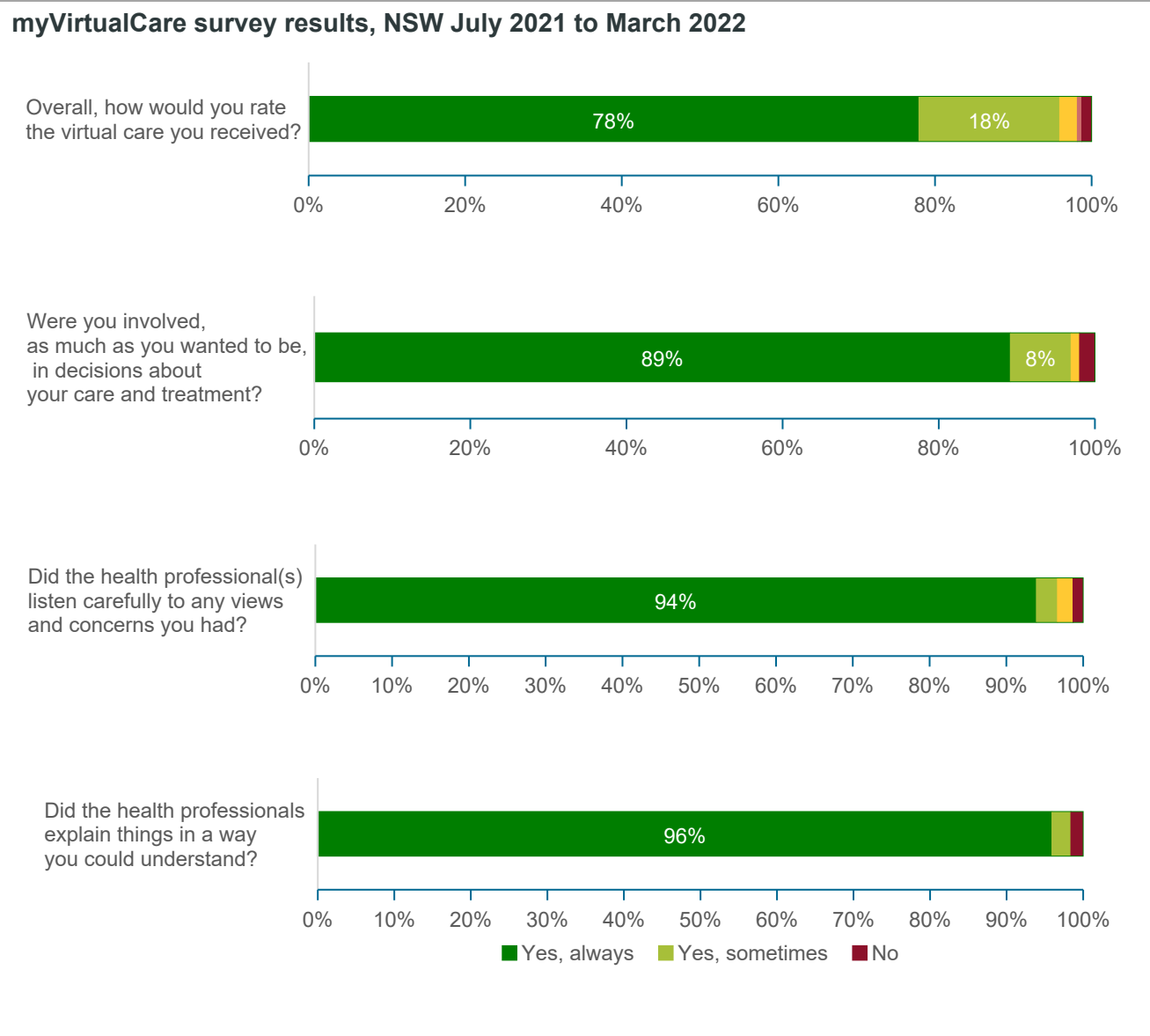
Commentary	Illustration
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Overall, survey respondents were positive about their experience using myVirtualCare.

About 78% rated their virtual care as 'very good' and 18% rated it as 'good'.

Most survey respondents (89%) were definitely involved as much as they wanted to be in decisions about care and treatment.

Almost all survey respondents felt that health professionals listened carefully and explained things clearly (94% and 96% respectively).



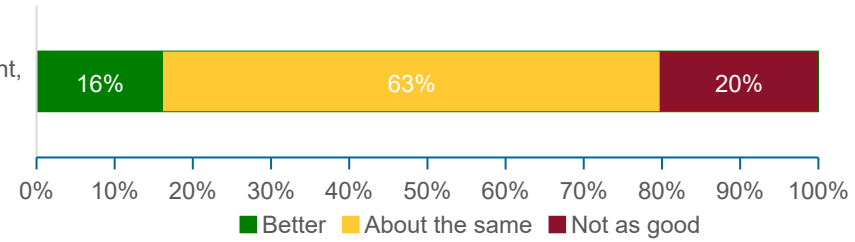
About 20% of survey respondents said

myVirtualCare survey results, NSW July 2021 to March 2022

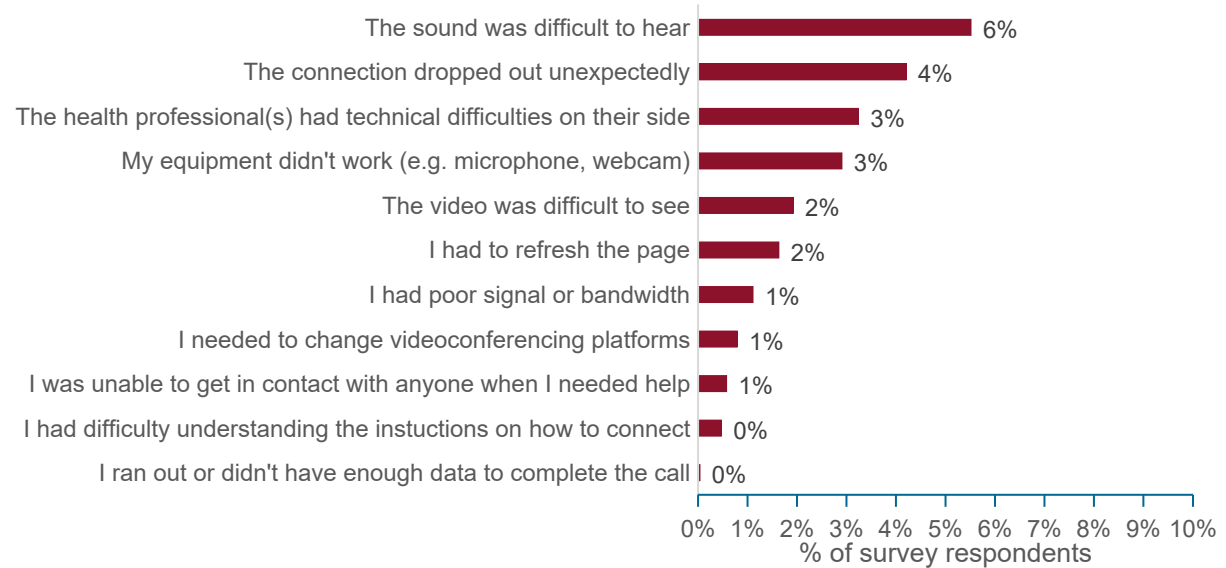
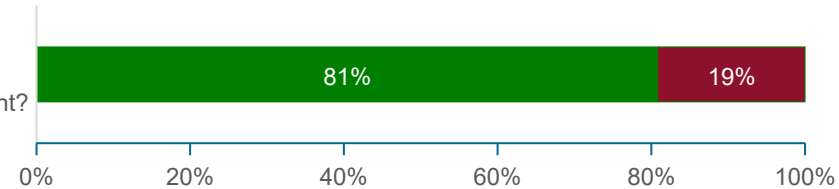
that their virtual care experience was not as good as an in-person appointment, but 16% said it was better. Appointment type preference may depend on personal circumstances such as health condition, location, mobility, and finances.

Some problems with connection or technology were experienced by 19% of survey respondents. The most common problem reported was 'the sound was difficult to hear' (6%).

Compared to an in-person appointment, was your virtual care experience:



Did you experience any problems with the connection or technology during this virtual care appointment?

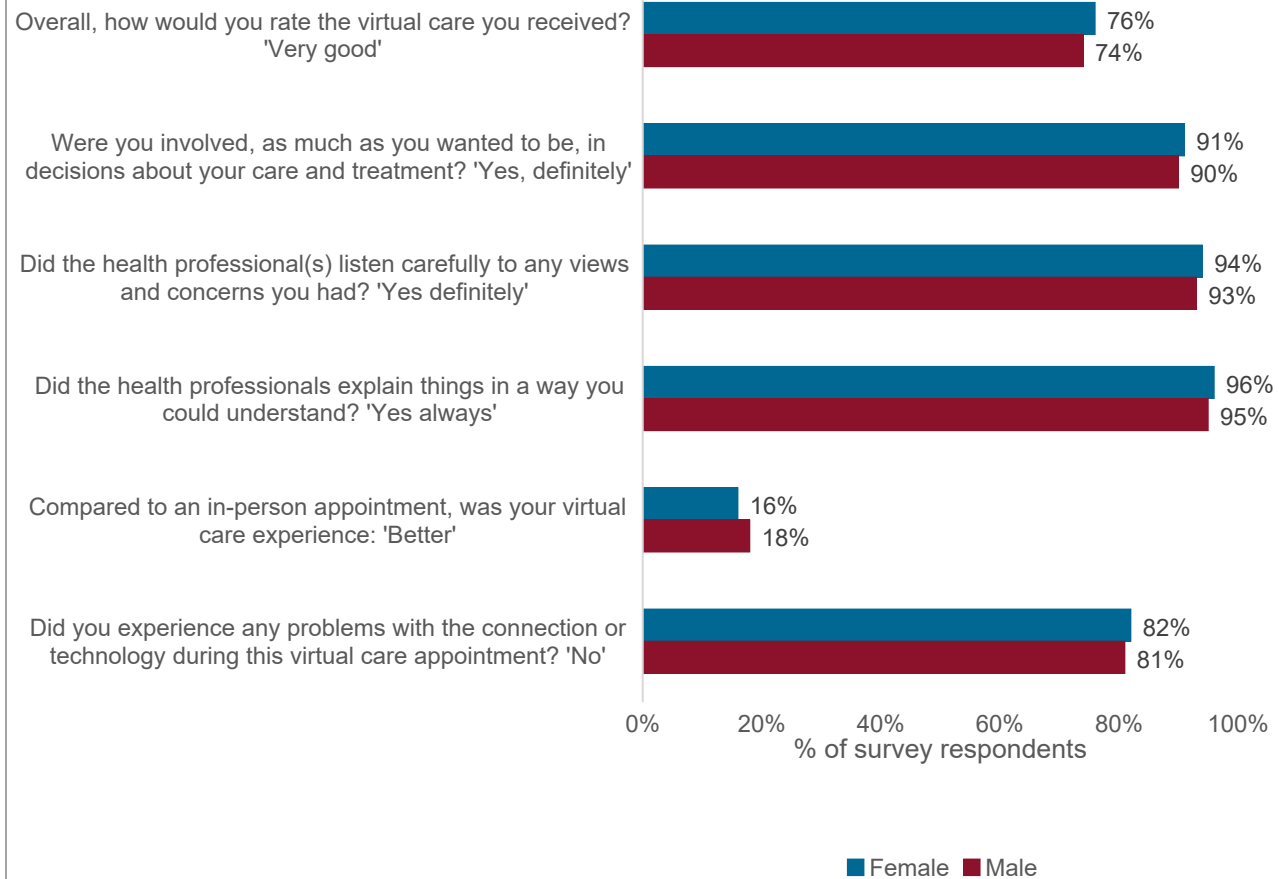


Across all local health districts (LHDs) and specialty health networks (SHNs), survey respondents were positive about

myVirtualCare survey results by LHD/SHN, July 2021 to March 2022



<p>their experience using myVirtualCare, although there was some variation in results.</p> <p>The percentage of survey respondents that, overall, rated their virtual care as 'very good' ranged from 61% to 85% for metropolitan LHDs/SHNs and 76% to 82% for rural and regional LHDs.</p> <p>The percentage of survey respondents that said their virtual care experience was 'better' compared to an in-person appointment ranged from 14% to 25% for metropolitan LHDs/SHNs and 15% to 20% for rural and regional LHDs.</p> <p>There was no evidence of better results based on LHD/SHN location (metropolitan versus rural and regional).</p> <p>Notes: We are reporting by the LHD/SHN of the myVirtualCare session. We have used the NSW Health classification of LHDs as metropolitan or rural/regional.</p> <p>The results for five LHDs (four rural and one metropolitan) are not available. Their surveys were collected together and deidentified. They are included in the NSW total.</p>	
<p>The gender of survey respondents was collected by seven LHDs/SHNs.</p> <p>Among these LHDs/SHNs, there were no marked differences in myVirtualCare ratings between females and males.</p>	<p>myVirtualCare survey results by gender, July 2021 to March 2022</p>



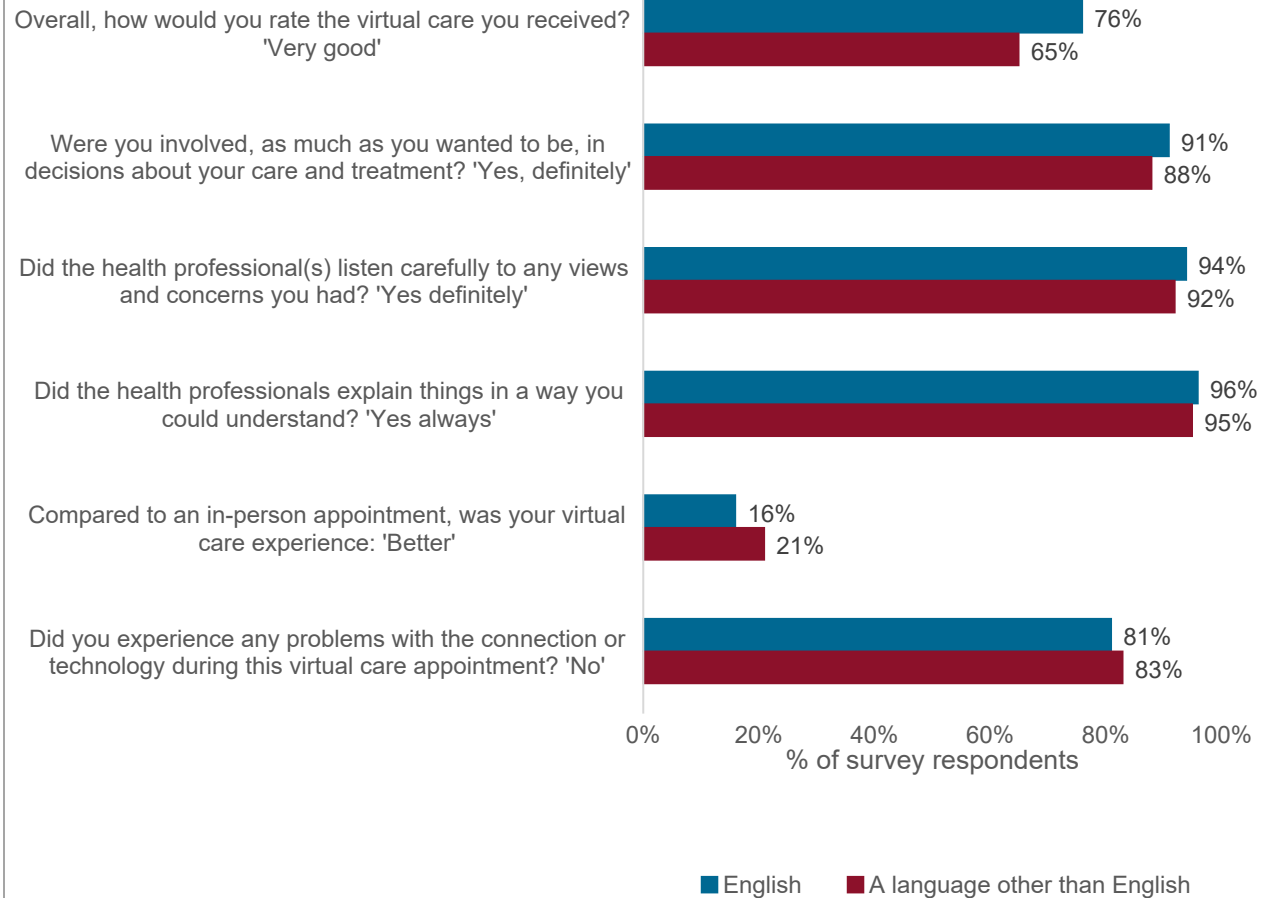
Note: age group was collected by some LHDs/SHNs but not in uniform groups that would allow for analysis across LHDs/SHNs.

Language spoken at home was collected by seven LHDs/SHNs.

myVirtualCare survey results by language spoken at home, July 2021 to March 2022

Among these LHDs/SHNs, the percentage of survey respondents that, overall, rated their virtual care as 'very good' was lower for non-English speakers compared with English speakers (65% vs 76%).


However, the percentage of survey respondents that said their virtual care experience was 'better' compared to an in-person appointment was higher for non-English speakers compared with English speakers (21% vs 16%).



Patients were invited to provide comments on what would have made their virtual care appointment better. These are ten comments selected at

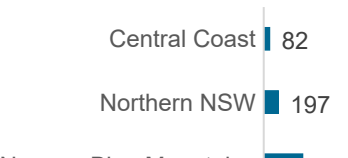
“It was great as it was.”

“Nothing, I was very impressed with the service today.”

<p>random (typos are corrected and where necessary comments are deidentified).</p>	<p>“Nothing, I have been really enjoying the appointments.”</p> <p>“In person or better telehealth software.”</p> <p>“In person is of course better but the clinician was very good with directions for exercises.”</p>  <p>“Nothing. The nurse was calm and reassuring and answered and explained everything very clearly and carefully. Thank you.”</p> <p>“Quite happy with appointment and the results.”</p> <p>“Was very good, physio is just easier in person.”</p> <p>“Easier initial connection, but otherwise nothing.”</p> <p>“It was good, cannot replace face to face, sometimes it would be hard to hear. If it was face to face, may be easier to communicate?”</p>
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Appendices – survey questions, methods, limitations, and response numbers

Commentary	Illustration or further information
myVirtualCare survey questions	<p>myVirtualCare survey questions</p> <ol style="list-style-type: none"> 1. Were you able to get an appointment time that suited you? 2. What equipment did you use for the appointment?

	<ol style="list-style-type: none"> 3. Did you experience any problems with the connection or technology during this virtual care appointment? 4. What problems did you have with the connection or technology? 5. Were you involved, as much as you wanted to be, in decisions about your care and treatment? 6. Did the health professional(s) listen carefully to any views and concerns you had? 7. Did the health professionals explain things in a way you could understand? 8. Compared to an in-person appointment, was your virtual care experience better, about the same, or not as good? 9. Overall, how would you rate the virtual care you received? 10. What would have made your appointment better? <p>Demographic data such as age, gender and language spoken at home were collected by some LHDs/SHNs.</p>								
<p>myVirtualCare data collection, analysis methods, and limitations</p>	<p>At the end of a myVirtualCare session, patients or carers were invited to complete the myVirtualCare survey.</p> <p>Most LHDs and SHNs collected their own myVirtualCare survey data and submitted it to ACI for analysis. ACI collected survey data for five LHDs. These LHDs were deidentified in the data collected and so individual results for these LHDs could not be produced. These LHDs are included in the NSW result.</p> <p>Data on the number of myVirtualCare sessions conducted between July 2021 and March 2022 was not available. Response rates could not be calculated and survey weights could not be produced to ensure the survey sample was representative of the myVirtualCare population in terms of characteristics such as age and gender. The survey results are based on unweighted survey responses and may be skewed towards a particular group within the myVirtualCare population who were more likely to complete the survey.</p> <p>Demographic data (age group, gender, and language spoken at home) were collected by some LHDs and SHNs. Age group was not collected in uniform groups that would allow for analysis across LHDs and SHNs. Survey results by gender and language spoken at home are provided for the surveys where it was collected.</p> <p>The clinical reason for the myVirtualCare appointment was not collected. We are unable to provide survey results by clinical reason, noting that the suitability of virtual care may depend on the clinical reason for care.</p>								
<p>The number of surveys completed by LHD/SHN ranged from 82 to 7,706.</p> <p>Survey results</p>	<p>Number of myVirtualCare surveys completed by LHD/SHN, July 2021 to March 2022</p>  <table border="1"> <thead> <tr> <th>Region</th> <th>Number of Surveys</th> </tr> </thead> <tbody> <tr> <td>Central Coast</td> <td>82</td> </tr> <tr> <td>Northern NSW</td> <td>197</td> </tr> <tr> <td>New South Wales</td> <td>7,706</td> </tr> </tbody> </table>	Region	Number of Surveys	Central Coast	82	Northern NSW	197	New South Wales	7,706
Region	Number of Surveys								
Central Coast	82								
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were similar across LHDs/SHNs so the larger sample from Northern Sydney did not skew the result for NSW.

When results were calculated for NSW excluding Northern Sydney LHD, the result for the most positive category changed by a maximum two percentage points across questions.

A substantial proportion of surveys were from Northern Sydney LHD, and in the earlier part of the collection period.

Number of myVirtualCare surveys completed by month and LHD/SHN, July 2021 to March 2022

LHD/SHN	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Date missing	Total
Central Coast	0	4	35	30	9	2	2	0	0	0	82
Far West, Western NSW, Mid North Coast, Southern NSW, Sydney	125	468	561	383	299	194	629	490	321	0	3,470
Hunter New England	148	820	913	621	523	344	507	548	293	0	4,717
Illawarra Shoalhaven	0	0	217	167	166	47	97	172	113	0	979
Murrumbidgee	26	102	188	160	170	82	137	134	116	0	1,115
Nepean Blue Mountains	30	82	95	76	61	40	40	59	41	0	524
Northern NSW	3	9	18	16	13	6	56	60	16	0	197

Northern Sydney											
Sydney Children's	131	217	261	179	125	90	85	105	82	0	1,275
South Eastern Sydney	0	83	121	78	73	56	84	110	78	0	683
St Vincent's	147	308	265	244	225	151	163	204	175	0	1,882
South Western Sydney	198	302	322	193	165	121	278	233	132	0	1,944
Western Sydney	0	0	0	0	0	0	0	0	0	1,185	1,185
NSW	1,907	3,686	4,118	2,994	2,479	1,485	2,592	2,609	1,725	2,164	25,759

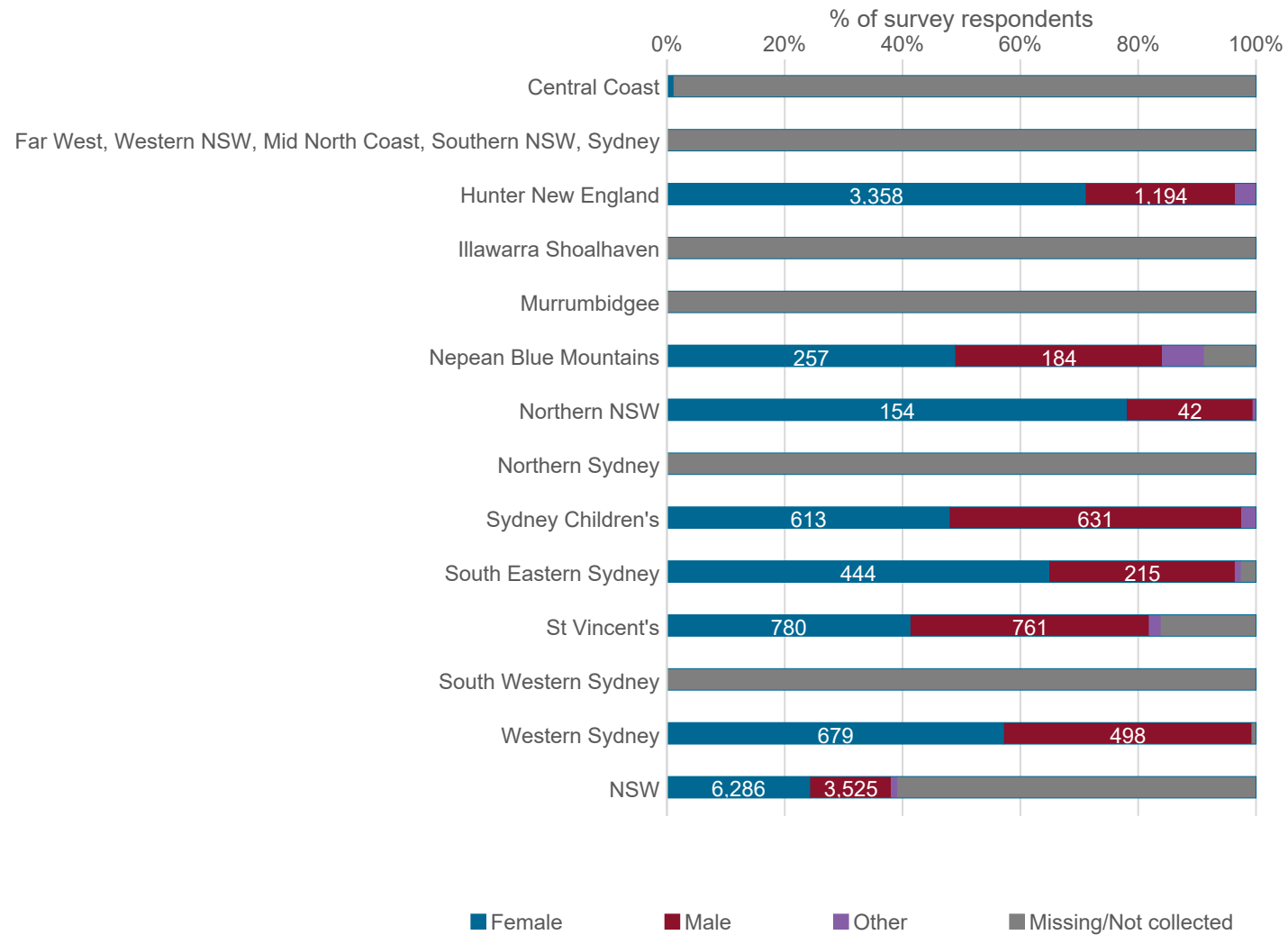
Gender was collected for most patients by seven LHDs / SHNs and on 10,090 (39%) surveys.

In LHDs/SHNs where it was collected, 6,286 (62%) of survey respondents were female, 3,525 (35%) were male, and 279 (3%) defined

Number and percent of myVirtualCare surveys completed by gender and LHD/SHN, July 2021 to March 2022

themselves as a gender other than female or male.

Note: age group was collected by some LHDs/SHNs but not in uniform groups that would allow for analysis across LHDs/SHNs

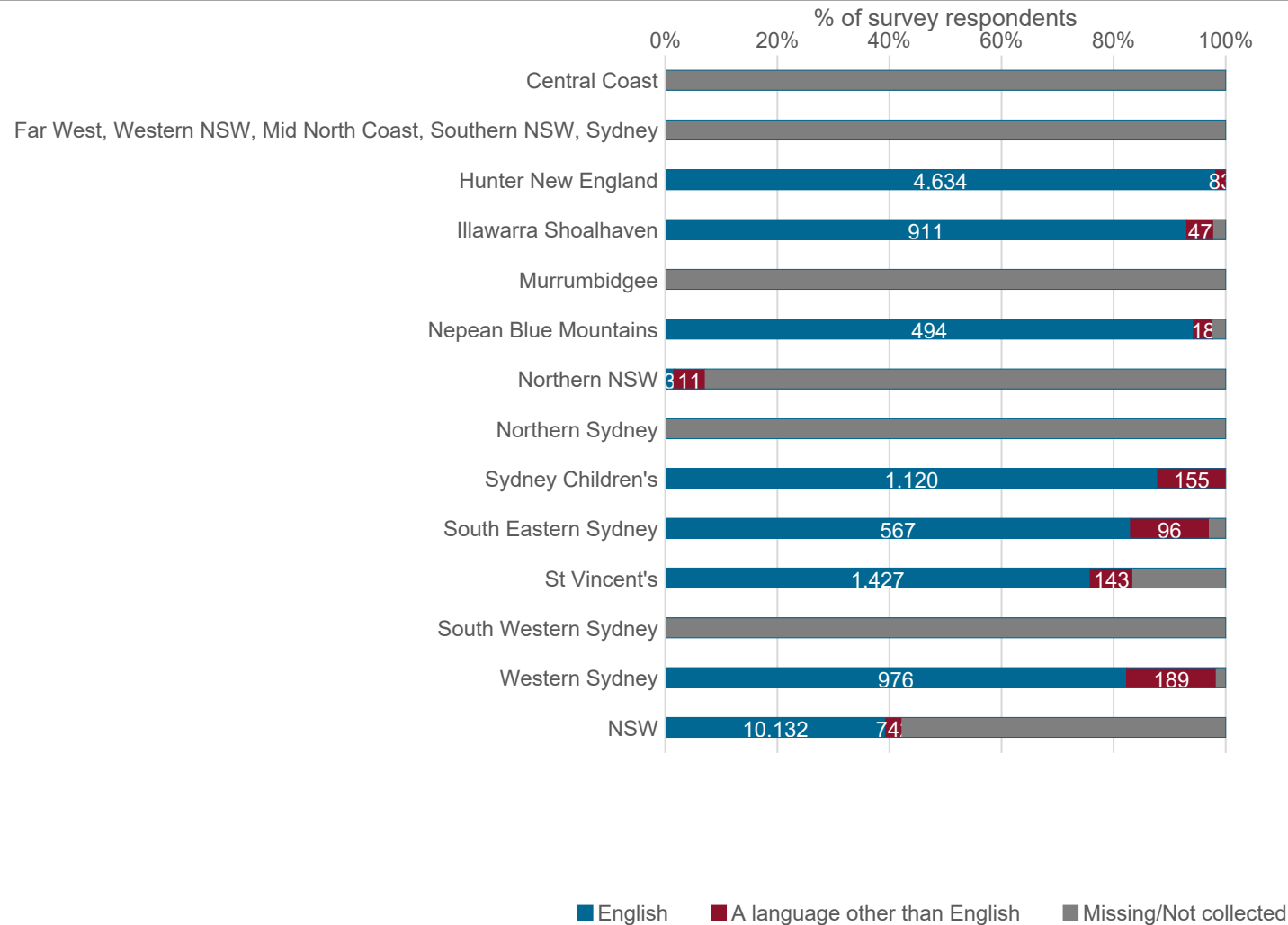


Language spoken at home was collected for

Number and percent of myVirtualCare surveys completed by language spoken at home and LHD/SHN, July 2021 to March 2022

most patients by seven LHDs / SHNs and on 10,874 (42%) surveys.

In LHDs/SHNs where it was collected, 10,132 (93%) of survey respondents spoke English at home and 742 (7%) spoke a language other than English at home.



The Bureau of Health Information (BHI) conducted a

A comparison of virtual care survey results

Question	ACI myVirtualCare July 2021 to March 2022		BHI Virtual Care 2020	
Were you able to get an appointment time that	Yes, definitely	85%	Yes	95%
	Yes, to some extent	12%		

<p>Virtual Care Survey in 2020. Patients were surveyed a few months after their virtual care experience, as opposed to immediately after in the ACI survey. For the BHI survey, a representative sample received an invitation to complete the survey and responses were weighted, whereas for the ACI survey all patients were invited to complete the survey and results are unweighted. Some of the questions in the BHI survey were also used in the ACI survey. ACI respondents had an online video session while most BHI</p>	suited you?	<p>Yes, definitely 85%</p> <p>Yes, to some extent 12%</p> <p>I don't know/can't remember</p>	<p>Yes 95%</p> <p>No 5%</p>
	ACI: What equipment did you use for the appointment? BHI: What kind of virtual care did you use at your most recent appointment?	<p>Windows computer 42%</p> <p>Mac computer 19%</p> <p>iPad 8%</p> <p>Android tablet 2%</p> <p>Smartphone 27%</p> <p>Hospital computer 1%</p>	<p>Telephone (landline or mobile), audio only 72%</p> <p>Other 14%</p> <p>Online, with both video and audio 13%</p> <p>Online, audio only 1%</p>
	Did you experience any problems with the connection or technology during this virtual care appointment?	<p>Yes 19%</p> <p>No 81%</p>	<p>Yes 6%</p> <p>No 94%</p>
	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<p>Yes, definitely 89%</p> <p>Yes, to some extent 8%</p> <p>No 2%</p> <p>I didn't want or need to be involved 1%</p>	<p>Yes, definitely 77%</p> <p>Yes, to some extent 19%</p> <p>No 4%</p>
	Did the health professional(s) listen carefully to any views and concerns you had?	<p>Yes, definitely 94%</p> <p>Yes, to some extent 3%</p>	<p>Yes, definitely 85%</p> <p>Yes, to some extent 13%</p>
		<p>No 1%</p> <p>I didn't have any views or concerns 2%</p>	<p>No 2%</p>
	Did the health professionals explain things in a way you could understand?	<p>Yes, always 96%</p> <p>Yes, sometimes 2%</p> <p>No 2%</p>	<p>Yes, always 86%</p> <p>Yes, sometimes 12%</p> <p>No 2%</p>
	Compared to an in-person appointment, was your virtual care experience:	<p>Better 16%</p> <p>About the same 63%</p>	<p>Better 16%</p> <p>About the same 53%</p>
		<p>Not as good 20%</p>	<p>Not as good 31%</p>
	Overall, how would you rate the virtual care you received?	<p>Very good 78%</p> <p>Good 18%</p> <p>Neither good nor poor 2%</p>	<p>Very good 69%</p> <p>Good 22%</p> <p>Neither good nor poor 6%</p>

respondents had a telephone session.	Poor	1%	Poor	2%
	Very poor	1%	Very poor	1%

A higher percentage of respondents experienced technology problems in the ACI survey compared with the BHI survey (19% vs 6%).

Respondents were more positive about their overall virtual care experience in the ACI survey compared with the BHI survey (78% 'very good' vs 69% 'very good').

Source: Bureau of Health Information. Patients' experiences of virtual care from NSW public hospitals, Results from the 2020 outpatient survey. Sydney (NSW); BHI; 2021