

myVirtualCare Survey Results

April 2022 to June 2023

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 and / 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 April 2022 and June 2023.

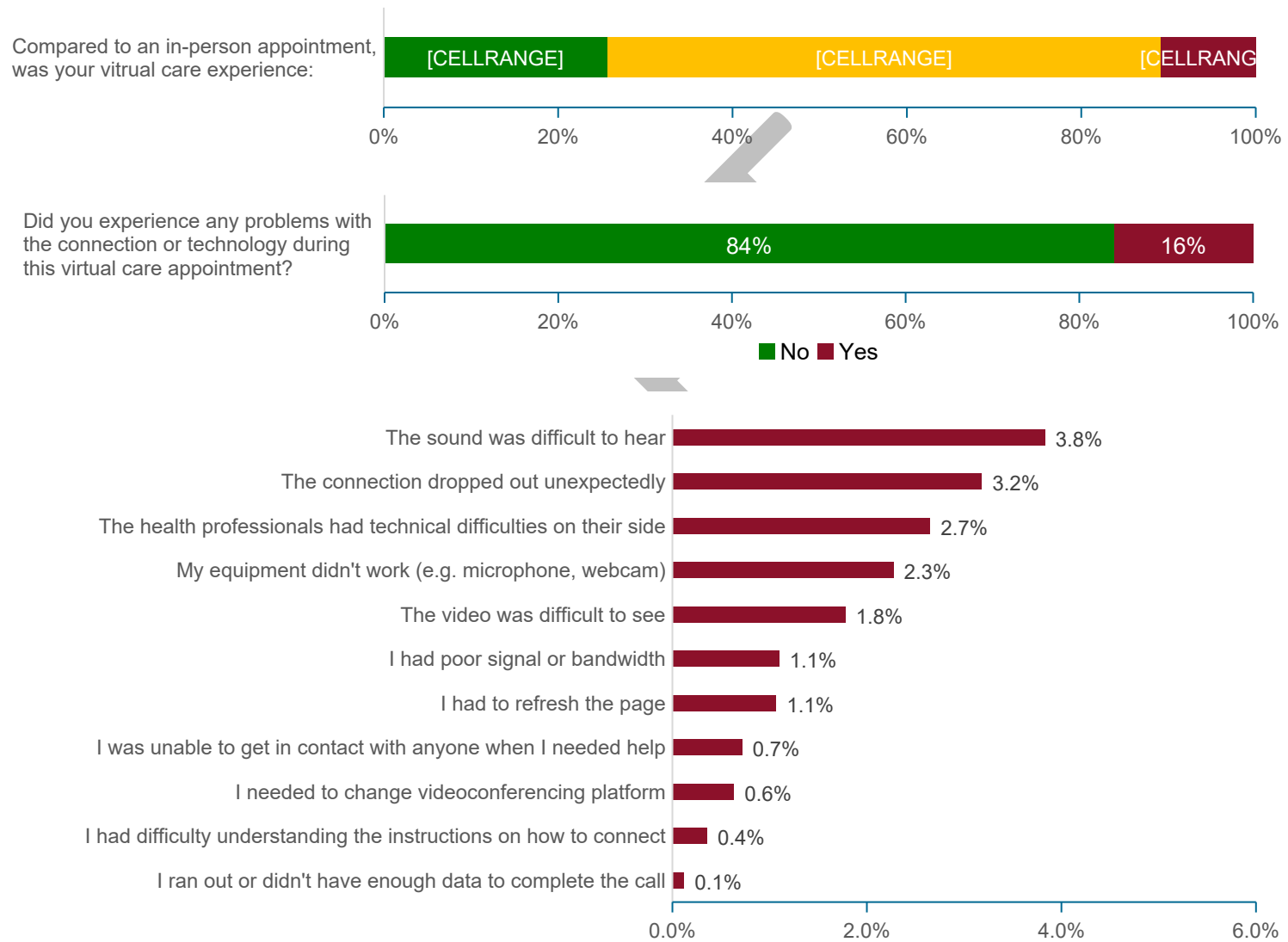
During that time, 16,959 surveys were completed across 15 local health districts (LHDs) and two specialty health networks (SHNs). Justice Health and Forensic Mental Health Network is excluded from the state report as their setting and access is not comparable to other LHDs and SHNs.



Commentary	Illustration																										
<p>Overall, survey respondents were positive about their experience using myVirtualCare.</p> <p>About 81% rated their virtual care as 'very good' and 14% rated it as 'good'.</p> <p>Most survey respondents (90%) were definitely involved as much as they wanted to be in decisions about care and treatment.</p> <p>Almost all survey respondents felt that health professionals listened carefully and explained things clearly (93% and 95% respectively).</p>	<p>myVirtualCare survey results, NSW April 2022 to June 2023</p> <p>Overall, how would you rate the virtual care you received?</p> <table border="1"> <tr> <td>Very good</td> <td>81%</td> </tr> <tr> <td>Good</td> <td>14%</td> </tr> <tr> <td>Not good</td> <td>5%</td> </tr> <tr> <td>Very not good</td> <td>0%</td> </tr> </table> <p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <table border="1"> <tr> <td>Definitely</td> <td>90%</td> </tr> <tr> <td>Somewhat</td> <td>6%</td> </tr> <tr> <td>Not at all</td> <td>4%</td> </tr> </table> <p>Did the health professionals listen carefully to any views and concerns you had?</p> <table border="1"> <tr> <td>Definitely</td> <td>93%</td> </tr> <tr> <td>Somewhat</td> <td>2%</td> </tr> <tr> <td>Not at all</td> <td>5%</td> </tr> </table> <p>Did the health professionals explain things in a way you could understand?</p> <table border="1"> <tr> <td>Definitely</td> <td>95%</td> </tr> <tr> <td>Somewhat</td> <td>2%</td> </tr> <tr> <td>Not at all</td> <td>3%</td> </tr> </table>	Very good	81%	Good	14%	Not good	5%	Very not good	0%	Definitely	90%	Somewhat	6%	Not at all	4%	Definitely	93%	Somewhat	2%	Not at all	5%	Definitely	95%	Somewhat	2%	Not at all	3%
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<p>About 26% of</p>	<p>myVirtualCare survey results, NSW April 2022 to June 2023</p>																										

survey respondents said that their virtual care experience was better than an in-person appointment, while 11% said it was not as good. About 63% of respondents said it was the same.

Some problems with connection or technology were experienced by 16% of survey respondents. The most common problem reported was 'The sound was difficult to hear.' (3.8%).



Across all LHDs and SHNs, survey

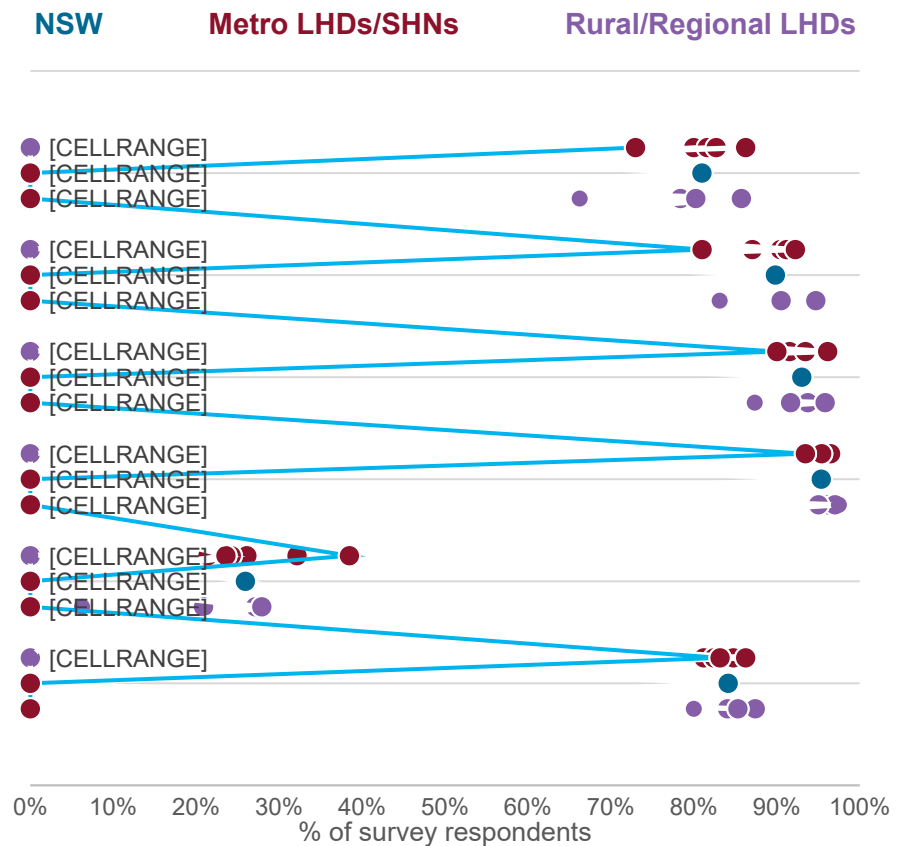
myVirtualCare survey results by LHD/SHN, April 2022 to June 2023

respondents were positive about their experience using myVirtualCare.

The percentage of respondents who rated their virtual care as 'very good' ranged from 73% to 86% for metro LHDs/SHNs and 66% to 86% for rural/regional LHDs.

The percentage of respondents that said their virtual care experience was 'better' compared to an in-person appointment ranged from 21% to 38% for metro LHDs/SHNs and 6% to 28% for rural/regional LHDs.

There was no evidence of better results based on LHD/SHN locations.



Notes:

- Reporting is based on the LHD/SHN of the myVirtualCare session.
- The NSW Health classification of LHDs as metro or rural/regional is used.
- The results for six LHDs (five rural/regional and one metro) are only included in the NSW total. Their surveys were collected together and deidentified. It is not possible to differentiate these LHDs.

Language spoken at home was collected by eight

myVirtualCare survey results by language spoken at home, April 2022 to June 2023

<p>LHDs/SHNs.</p> <p>Among these LHDs/SHNs, the percentage of survey respondents that rated their virtual care positively was lower for non-English speakers compared with English speakers.</p> <p>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 (33% vs 26%).</p>	<p style="text-align: center; font-size: 48px; opacity: 0.3; transform: rotate(-15deg);">DRAFT</p>
<p>Patients were invited to provide comments on what would have made their virtual care appointment better. These are ten</p>	<p style="text-align: center;">"All good very easy"</p> <p style="text-align: center;">"very seamless, no problems, clinicians were both delightful."</p> <p style="text-align: center;">"Dr was absolutely fantastic! 12/10! First time using this service and found it amazing experience!"</p>

comments selected at random (typos are corrected and where necessary comments are deidentified).

“Appointment was fine and fitted it in around work which made it easier for me as well.”

“A great service and saved us an 8 hour drive”



“A physical in person appointment because I learn better face to face and through doing not just watching and listening.”

“Had to change from Firefox browser to Chrome for webcam to work.”

“Being able to attend in person. But grateful for the virtual appointment.”

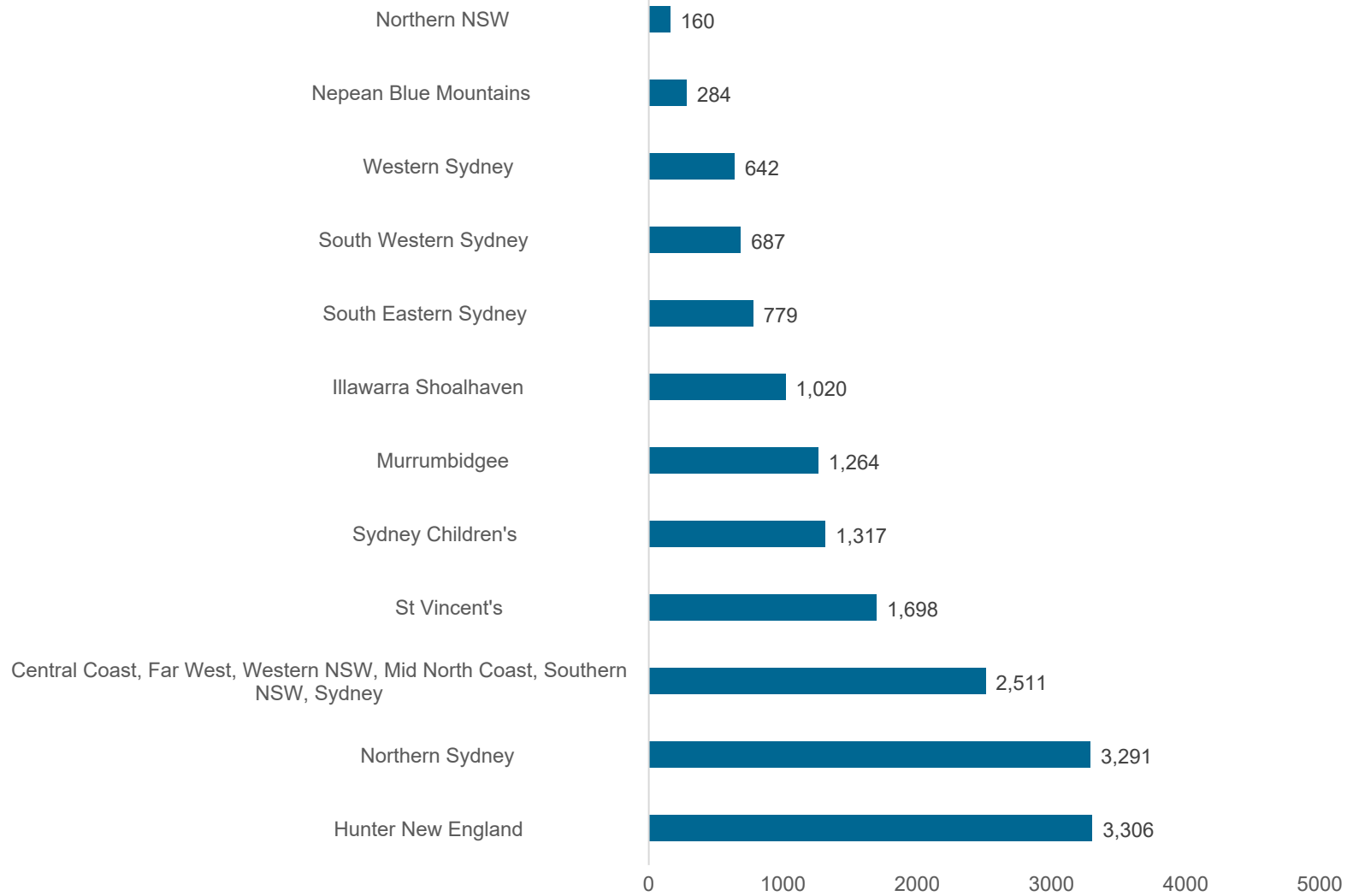
“A 5 min notification advising me the conference is going to start, had 30 min between schedule start and actual start”

“A delay in the sound meant we were talking over the top of each other. Better sound quality would have made it better”

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

	<ol style="list-style-type: none"> 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>
myVirtualCare data collection, analysis methods, and limitations	<p>At the end of a myVirtualCare session, patients or carers were invited to complete the myVirtualCare survey. Some LHD and SHN survey questions were different to the myVirtualCare survey questions to suit local needs. Each survey question was assessed and recoded, as appropriate, to align with the myVirtualCare survey questions for state analysis. Survey questions that were unable to be recoded were excluded from the analysis.</p> <p>Most LHDs and SHNs collected their own myVirtualCare survey data and submitted it to ACI for analysis. ACI collected survey data for six 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. Justice Health and Forensic Mental Health Network is excluded from the state report as their setting is not comparable to other LHDs and SHNs.</p> <p>The number of myVirtualCare sessions conducted between April 2022 and June 2023 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 but not all LHDs and SHNs. Data on age group and gender were insufficient for reporting. Survey results by 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>
The number of surveys completed by LHD/SHN ranged from 160 (Northern NSW) to 3,306 (Hunter New England).	<p>Number of myVirtualCare surveys completed by LHD/SHN, April 2022 to June 2023</p>



Language spoken at home was collected for

Number and percent of myVirtualCare surveys completed by language spoken at home and LHD/SHN, April 2022 to June 2023



most patients by eight LHDs / SHNs and on 8,841 (52%) surveys.

In LHDs / SHNs where it was collected, 8,209 (93%) of survey respondents spoke English at home and 632 (7%) spoke a language other than English at home.

The Bureau of Health Information (BHI) conducted a Virtual Care Survey in 2022. 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 comparison of virtual care survey results

Question	ACI myVirtualCare April 2022 to June 2023		BHI Virtual Care 2022 (public hospital outpatient only)	
ACI: Were you able to get an appointment time that suited you? BHI: Did the appointment time suit you?	Yes, definitely	85%	Yes	97%
	Yes, to some extent	12%	No	3%
	No	3%		
	Don't know/can't remember	1%		
ACI: What equipment did you use for the appointment? BHI: How did you access your most recent virtual care appointment?	Windows computer	33%	Telephone/online, audio only	57%
	Mac computer	15%	Online, with video	33%
	iPad	8%	Other	10%
	Android tablet	2%		
	Smartphone	39%		
	Hospital computer	2%		

<p>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.</p> <p>Some of the questions in the BHI survey were also used in the ACI survey.</p> <p>A higher percentage of respondents experienced technology problems in the ACI survey compared with the BHI survey (16% vs 7%).</p> <p>Respondents were more positive about</p>	Did you experience any problems with the connection or technology during this virtual care	Yes 16% No 84%	Yes 7% No 93%
	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	Yes, definitely 90% Yes, to some extent 6% No 2% I didn't want or need to be involved 2%	Yes, definitely 83% Yes, to some extent 13% No 4%
	Did the health professional(s) listen carefully to any views and concerns you had?	Yes, definitely 93% Yes, to some extent 2% No 2% I didn't have any views or concerns 3%	Yes, definitely 86% Yes, to some extent 10% No 4%
	Did the health professionals explain things in a way you could understand?	Yes, always 95% Yes, sometimes 2% No 2%	Yes, always 88% Yes, sometimes 9% No 3%
	Compared to an in-person appointment, was your virtual care experience:	Better 26% About the same 63% Not as good 11%	Better 18% About the same 58% Not as good 24%
	Overall, how would you rate the virtual care you received?	Very good 81% Good 14% Neither good nor poor 2% Poor 1% Very poor 2%	Very good 67% Good 25% Neither good nor poor 6% Poor 1% Very poor 1%

Source: Bureau of Health Information. Patients' experiences of virtual care in 2022, Results from the 2022 outpatient survey. Sydney (NSW); BHI; 2023

Note: Some question totals do not add up to 100% due to rounding.

their overall virtual care experience in the ACI survey compared with the BHI survey (81% 'very good' vs 67% 'very good').

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