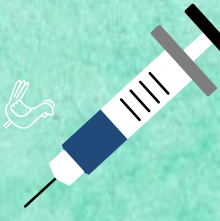


IAFP GERIATRIC MIG PICO DE POEM



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Barriers to telehealth access among homebound older adults



PRESENTING QUESTION

What are the barriers faced by homebound older adults in regards to using video-based telehealth?



INDEPENDENT VARIABLE

Homebound older adults living in the community



COMPARATOR

No comparators were used in this study



OUTCOMES

- The majority of homebound patients using video-based telehealth (82%) required assistance from a family member and/or paid caregiver to complete the visit.
- Among patients who had not used telehealth, providers deemed 27% (n = 153) "unable to interact over video" for reasons including cognitive or sensory impairment and 14% lacked access to a caregiver to assist them with technology.



TIMEFRAME

Cross-Sectional Survey

SYNOPSIS

- A cross-sectional survey was completed by physicians in a large home-based primary care (HBPC) program in New York City, serving 873 homebound patients living in the community.
- The survey was an 11-item assessment of provider perceptions of patients' experience with and barriers to telehealth.
- Physicians were not knowledgeable of their patients' internet connectivity, ability to pay for cellular plans, or video-capable device access.
- According to physicians in the HBPC program, more than one-third (35%) of homebound patients engaged in first-time video-based telehealth encounters between April and June 2020 during the first COVID-19 surge in NYC.



KEY TAKEAWAY

- 4 months into the pandemic a majority of patients had not participated in a video-based telehealth encounter due to a number of barriers
- Patients lacking caregiver support to assist with technology may benefit from novel approaches such as deploying community health workers to assist with device setup.
- Physicians may not be able to identify potentially modifiable barriers to telehealth use among their patients, highlighting the need for better systematic data collection before targeted interventions to increase video-based telehealth use.



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