

Clinician Experience Survey



Professional satisfaction is a core piece of the Quadruple Aim and should be an element of how your team evaluates the success of your telehealth program.

The sample survey below can be used to periodically check in with clinicians providing telehealth visits, assess their experience, and identify any ongoing challenges or additional support needs.

TELEHEALTH EVALUATION FORM – CLINICIAN

1. Do you believe telehealth is helping deliver high-quality care to your patients for the following purposes?
☐ Yes ☐ No
2. What types of visits do you offer to your patients through telehealth? Check all that apply:
 - ☐ Acute care (rash, cough)
 - ☐ Chronic disease management (asthma, migraines)
 - ☐ Preventative care (preventative care, screening)
 - ☐ Hospital or ED follow-up care
 - ☐ Care coordination
 - ☐ Medical management
 - ☐ Mental/behavioral health
 - ☐ Other _____
3. How often do you have time scheduled specifically for delivering care through telehealth?
 - ☐ Time scheduled every day
 - ☐ Time scheduled at least once a week
 - ☐ Time scheduled at least once a month
 - ☐ Time scheduled at least yearly
 - ☐ No time specifically scheduled for telehealth
4. How has your use of telehealth impacted the following in your practice? (Use scale: Worse/Same/Better)
 - Health of my patients _____
 - Safety of my patients _____
 - Timeliness of care for my patients _____
 - Patient and family centeredness of care for my patients (patient experience) _____
 - Equity in access among my patients (more access to care for hard-to-reach patients) _____
 - Equity in health of my patients _____
 - Costs of care for my patients _____
 - Financial health of my practice (i.e., reduced no-show rates, helps me meet quality measures) _____
 - Satisfaction with my work minute-to-minute _____

Clinician Experience Survey (Cont.)



Sense of accomplishment from my work _____

Feeling of connectedness with patients _____

Improved continuity of care (i.e., my patients seeing me vs. retail option) _____

5. What, if any, technical issues do you or have you encountered with telehealth visits? Check all issues that apply:

- ☐ Video not working at all
- ☐ Video stopped working in the middle of the visit
- ☐ Video working but inadequate for what I needed to look at
- ☐ Audio not working at all
- ☐ Audio stopped working in the middle of the visit
- ☐ Audio working but inadequate for what I needed to hear
- ☐ Had problems connecting to service
- ☐ Resorted to telephone call
- ☐ Others _____
- ☐ I did not encounter any technical issues (exclusive)

6. What existing challenges did you or do you still have related to telehealth?

- ☐ Lack of reimbursement
- ☐ Licensure
- ☐ Technology challenges for my patient population (i.e., access to Wi-Fi, internet connection, etc.)
- ☐ Low patient engagement
- ☐ Lack of implementation support
- ☐ Other (with free text) _____
- ☐ I do not have any challenges related to telehealth (exclusive)

7. Overall, how would you describe ease of use for telehealth in your practice?

- ☐ It was simple to implement and use telehealth in my practice
- ☐ It was easy to learn to use telehealth in my practice
- ☐ I have become productive quickly using telehealth in my practice

8. How do you anticipate the proportion of patient encounters you provide through telehealth to change in the upcoming year?

- ☐ Increased telehealth use
- ☐ Same amount of telehealth use
- ☐ Decreased telehealth use