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Telemedicine Needs Assessment Survey

*5-point Likert scale for each question with responses rated as*

**Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree**

**Resident survey**

1. What level of training are you?
2. Approximately how many telephone visits have you done?
3. I feel comfortable with chart review prior to beginning the virtual visit
4. I feel comfortable with documentation during a virtual visit
5. I feel comfortable conducting a phone visit start to finish
6. I feel comfortable conducting a video visit start to finish
7. I feel comfortable consenting a patient to receive a telehealth appointment
8. I feel comfortable taking a focused history for common chief complaints
9. I feel comfortable ruling out red-flag type symptoms for common chief complaints.
10. I feel comfortable teaching physical exam maneuvers to patients via phone
11. I feel comfortable teaching physical exam maneuvers to patients via video visit
12. I feel comfortable caring for patients with multiple chief complaints through a virtual visit.
13. I feel comfortable reviewing medications during a virtual visit
14. I feel comfortable establishing a diagnosis over the phone
15. I feel comfortable establishing a diagnosis over a video visit
16. I feel comfortable creating a follow up plan for patients at the end of a visit
17. I feel comfortable deciding which patients need to be seen in person
18. I feel comfortable deciding on appropriate transportation for a patient who needs higher levels of care
19. I feel comfortable prescribing controlled medications over a virtual visit to a patient not on my panel
20. I am comfortable with my efficiency in my virtual visits
21. I would benefit from more education on how to improve virtual visit efficiency
22. I think an elective consisting of a focused telehealth experience would be beneficial within residency training
23. I am comfortable conducting a virtual visit where English is not the patient’s primary language
24. I feel comfortable with the currently level of supervision and support that I receive from faculty.
25. I feel comfortable with the patient care that I am providing given my current level of supervision and support

**Faculty Survey**

1. I feel comfortable evaluating a resident’s ability to elicit a focused history based on chief complaint
2. I feel comfortable evaluating a resident’s ability to guide a patient through a physical exam during a telehealth visit
3. I feel comfortable evaluating a resident’s ability to establish a broad differential for a chief complaint
4. I feel comfortable evaluating a resident’s ability to express empathy during a telehealth visit.
5. I feel comfortable evaluating a resident’s clinical decision making during a telehealth visit
6. I feel comfortable evaluating a resident’s ability to explain their diagnosis and plan to the patient during a telehealth visit
7. I feel comfortable evaluating a resident’s ability to establish a follow up plan during a telehealth visit
8. I feel comfortable giving feedback to a resident regarding their assessment and plan.
9. I feel comfortable evaluating a resident’s communication skills during a telehealth visit.
10. I feel comfortable delivering feedback to residents to improve their telehealth communication skills
11. I feel comfortable evaluating a resident’s ability to establish rapport with a patient during a telehealth visit
12. I feel comfortable evaluating a resident’s ability to identify a patient’s “true agenda” during a telehealth visit
13. I feel as satisfied supervising resident telehealth visits as supervising in-person, face to face visits
14. I have tools, such as evaluation forms, to help support my supervision of resident telehealth visits
15. I have been trained effectively to optimize my supervision of resident telehealth visits
16. What additional training would be useful to optimize your supervision of telehealth visits?

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August 2020

Kaiser Permanente San Diego Family Medicine Residency