

# WQPHN Telehealth-Care Stocktake of Commissioned Service Providers

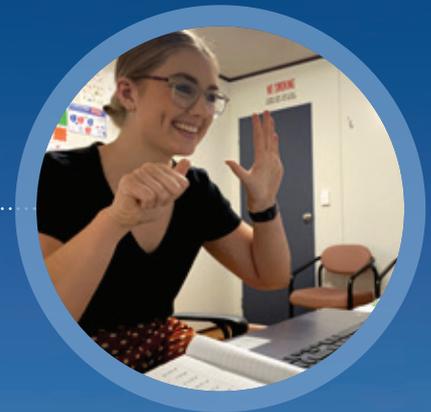
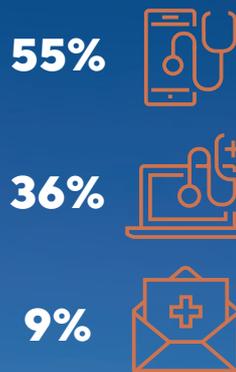
## Self-Assessment Survey Outcomes

**Purpose:** Identify trends in business continuity, uptake and adoption of Telehealth-Care across WQPHN Commissioned Service Providers (CSP) following COVID-19 pandemic.



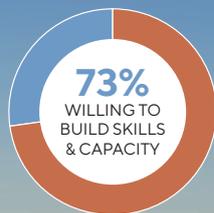
### TELEHEALTH-CARE UPTAKE

Nearly half (48%) of respondents identified they had satisfactory and advanced telehealth uptake.

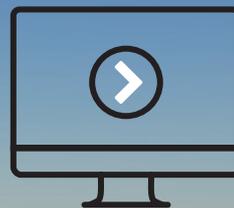


### CURRENT TELEHEALTH MODALITY USE

The preferred telehealth modality currently in use across CSPs includes phone (55%), followed by video (36%) and email (9%).



An overwhelming percentage of respondents are willing to change (88%) and build skills and capacity to embed telehealth into routine care (73%).



**39%**  
ZOOM

**28%**  
MIXED METHOD

**9%**  
NO SOFTWARE

### PREFERRED VIDEO PLATFORM

The preferred video platform in use by CSPs includes Zoom (39%), followed by a mix method (28%) based on client preference including Zoom, Microsoft Teams, CoviU, FaceTime and Skype. Nine percent (9%) of CSPs have no video software in place.

### KEY BARRIERS

Majority of respondents identified that connectivity (84%) and patient literacy (75%) were the key barriers impacting telehealth uptake.



CONNECTIVITY **84%**



LITERACY **75%**



**63%**



**37%**



**36%**

### RESOURCE SUPPORT

The highest demand for resource support is for training with 63%, followed by hardware (37%) and software (36%).

A total of **59 Commissioned Service Providers (CSP)** respondents across **37 organisations** and **27 programs** participated in the Stocktake survey data collection between **April 27 - May 1, 2020**.