

**Clinical Video Telehealth (CVT) Patient Satisfaction Survey**  
**VA Form 10-0481a    OMB 2900-0770**

**CVT Supplemental Statistical Methods**

The respondent universe is currently 10,000 (rounded) unique veterans that are currently utilizing Clinical Video Telehealth (CVT) programs across the nation at the end of FY 10. The number of veteran encounters using this technology is well over 60,000 nationwide. National targets have been set to increase the number of encounters (50% increase in FY 11) using this modality nationwide. The number of unique veterans connecting with their providers using CVT continues to grow daily with the target for CVT encounters set to increase by 100% by 2012. The respondent universe will continue to grow as well.

Each VISN CVT Lead will distribute satisfaction surveys to a convenience sample no greater than 30% of the total number of unique veterans using CVT in the network. The total number of unique veterans using CVT will be determined from the VSSC data cube at the end of the previous FY. The sample amount is equally divided for quarterly distribution in each VISN. The CVT lead will distribute the blank survey tools to the actual point of care sites within the network on a quarterly basis.

The Telehealth Clinical Technician (TCT) or designee located at the point of care sites in the VISN will administer the satisfaction survey to patients following their CVT encounter. The TCT provides the patient with written instructions (with survey instrument) as well as verbally reinforcing reasons for completion. Each patient places their completed survey in an envelope to preserve their anonymity. The envelope is sealed and sent directly to the centralized scanning location at the Rocky Mountain Telehealth Training Center (RMTTC) in Denver, Colorado whereby the completed surveys will then be scanned into a Scantron device.

This Scantron data collected from the patient satisfaction surveys will be automatically uploaded into an SPSS database for tabulation and analysis for reporting. Individual patient responses are scored utilizing a five - point satisfaction scale. The results are provided to clinical and administrative staff members in a quarterly report developed by Scantron and the RMTTC. The report provides for rate and frequency of results of survey data to be shown at the national, VISN or facility levels for comparison over time and for benchmarking across sites.

The data will be collected by the OTS RMTTC. The VISN CVT leads will send the completed satisfaction survey data to the RMTTC for collection and analysis. A Scantron consultant will assist in the design and methodology used for the survey. The analysis will include Descriptive Statistics to match the discrete and continuous data used in the survey. The survey is primarily quantitative data with an expected normal distribution. The hypothesis will be tested to determine if the CVT service is attributed to the satisfaction of the veteran.