

Barriers and Facilitators to Telemedicine for Older Adults in Specialty Clinics

Authors: Soe Han Tha BA, Katrina Hough BS, Carla Perissinotto MD MHS,

Key Takeaway: Specialized tablets used to overcome digital divide are hard to implement if they follow a diverse workflow to the rest of the clinics.

Barriers and Facilitators to implementing the GrandPad in a Specialty Clinic

Barriers	Facilitators
Tracking utility for telemedicine is more challenging in specialty care clinics where frequency of visits is low	Other features on device to boost familiarity with device to facilitate using it for telehealth (games, photos, calls with loved ones)
Lack of appropriate level of telehealth readiness: some participants found the device being too difficult to use	Device support team that is readily available and with interpreters
Low level of integration on the health provider side (using Zoom as opposed to the secure GrandPad calling system)	Collaborative effort to include care providers and scheduling staff (ex. scheduling staff had to mark in record that patient had GrandPad to inform/ remind care provider to use for telehealth)
Low level of regular health check-ins (compared to a home health or primary care setting)	

Lessons Learned:

- A telehealth readiness survey can help understand barriers to technology adoption (see Figure 1 below or on back)
 - In our collection of telehealth readiness:
 - 71.4% had successfully used telemedicine previously, and 14.3% reported it not working well.
 - 90.9% of caregivers noted they would have to be present to conduct the telehealth appointment.
- Specialty clinics may be less suited to the implementation of telehealth technologies such as the GrandPad due to barriers involving low levels of integration and minimal follow up appointments with patients (see Table above).
- For clinics interested in implementing new telehealth protocols and/or devices, certain facilitators, like quality device support and collaboration between scheduling staff and clinicians, may help improve the ease and frequency of use for both patients and clinic staff (see Table above)

Background:

- The GrandPad is a tablet specifically designed for the use older adults.
- We piloted the use of GrandPad in a specialized memory clinic--UCSF's Memory and Aging Clinic (MAC)--a specialized clinic for people with suspected or diagnosed neurodegenerative disorders to determine if it could be used to address dementia related behaviors.
- **Goal:** To determine if GrandPad could be successfully used to provide asynchronous care to individuals with dementia and their caregivers.

Telehealth Readiness Survey

1. Have you tried telephone visits before with your provider?
 - a. Yes- worked well, Yes- but it did not work, No- have not tried
2. Would you agree to being seen in your home via video Telemedicine for some of your doctor's visits, using a new technology designed for older adults, called the GrandPad?
 - a. If no, why not?
3. Do you or a caregiver have a computer, tablet, or smartphone?
4. What kind of technology do you have in your home?
 - a. May include but not limited to: desktop computer, laptop computer, tablet, smartphone, cellular phone (not smart phone), landline telephone
 - b. If yes to a computer: does your computer have a camera? Does your computer have speakers? Does your computer have a microphone or do you have a headset that includes a microphone?
 - c. If yes to a computer or tablet: do you have a highspeed internet connection in your home? Do you have wireless (WiFi) internet access in your home?
5. Do you have a quiet, private space at home where you could sit to participate in a video appointment with your physician?
6. Would a caregiver want or need to be present during the visit in order to work the video conference?

Figure 1: Telehealth Readiness Survey