



**Department
of Health**

Telehealth Survey Results

**Early Intervention Coordinating Council Meeting
September 12, 2024**

**Dr. Shu-kuang Tai and Ronni Jones, Data and
Program Evaluation Unit**

Survey Background

- Created as a result of the Early Intervention Coordinating Council (Council) Provider Workforce Capacity Task Force work
- Two surveys; one for families, one for providers
- The purpose was to gather specifics regarding telehealth experiences by both groups

Survey Result Highlights

- Telehealth is provided whenever it is needed.
- Telehealth is accepted by families, even after the in-person service is provided, mainly due to its flexibility.
- Parents/caregivers are more engaged in telehealth, while children are more responsive during in-person session.
- Families are more satisfied with in-person service.

Survey Result Highlights

- 2/5 of Providers think all/mostly in-person service has worked for the children they serve. However, 1/3 of providers still prefer “75% or more telehealth” of their weekly workload.

Family Survey

Family Survey Distribution

The Family Survey was sent via:

- Early Intervention Family Facebook Group - 03/13/24 (755 views)
- Early Intervention Families Electronic Listserv - 03/04/2024 (158 names)

Family Survey Distribution

- Early Intervention Listserv (includes providers of early intervention services, parents of enrolled children, municipal staff, and other interested parties) - 03/04/2024 (3,737 names)
- Listservs for Early Intervention Officials and Manager, requesting they distribute to parents/guardians - 03/04/2024 (196 providers)

Family Survey Responses

- 25 questions
- 164 responses
- 70% Completion Rate: The percentage of survey takers that completed the entire survey.
- 6 minutes 16 seconds: The average time it took for people to complete the entire survey.
- Race/ethnicity of respondents: 49.57% White, 23.48% Black, 21.74% Hispanic

Family Survey Results

- 87% of respondents indicated their child attended at least 1 telehealth session; 35.22% received 1-9 telehealth sessions, 28.31% 10-29 sessions and 23.27% 30+ sessions.
- 98% of the families or caregivers attended at least 1 telehealth session with their child; 66% attended 1-29 telehealth sessions with their child and 32% attended as high as 30+ telehealth sessions.
- 84.04% of respondents learned about telehealth from their service coordinator

Family Survey Results

- Top things they like about telehealth compared to in-person services:
 - 44.57% no time spent on traveling for services
 - 34.78% more providers available
 - 34.78% learned more about how to help their child

Family Survey Results

- Top issues faced using telehealth
 - 46.15% stated child was not able to engage
 - 34.07% hard to hold/position device during the session
 - 32.97% indicated n/a (not applicable)

Family Survey Results

- Therapist's time split in-person by service: mostly with child for all services
- Therapist's time split during telehealth by service: significantly less with child for all services
- Therapist's spent time during session with parent/caregiver:
 - In-person - Always 54.55%
 - Telehealth - **Always 59.34%**

Family Survey Results

- Therapist spent enough time with child:
 - In-person - Always 75.32%
 - Telehealth - Always 53.85%
- Child responded well to services:
 - In-person: 39.76% Always, 42.17% Usually, Sometimes 4.82%, Rarely 1.20%
 - Telehealth: 12.77% Always, 27.66% Usually, Sometimes 27.66%,
Rarely 20.21%, Never 6.38%

Family Survey Results

- Indicated Satisfied/Very Satisfied with:
 - In-person 76.19%
 - Telehealth 52.63%
- Best combination of services:
 - Almost all/all should be in-person 40%
 - Mostly in-person/some telehealth 16.84%
 - Half and Half 13.68%
 - Mostly telehealth/some in-person 9.47%
 - Almost all/all telehealth 13.68%

Provider Survey

Provider Survey Distribution

The Provider Survey was sent via:

- Early Intervention Listserv (includes providers of early intervention services, parents of enrolled children, municipal staff, and other interested parties) - 03/04/2024 (3,737 names)
- Listservs for Early Intervention Officials and Managers, requesting they distribute to providers - 03/04/2024 (196 names)
- Emails sent to non-service coordinator providers who are approved in the central directory – 03/04/2024 (10,302 emails)

Provider Survey Responses

- 26 questions
- 636 responses
- 100% Completion Rate - The percentage of survey takers that completed the entire survey.
- 8 minutes 37 seconds - The average time it took for people to complete the entire survey.
- Requested responses from providers of Early Intervention general services.

Provider Survey Results

- 79% provided telehealth service to at least one family in the past year; 43.4% provide telehealth for 1-9 families, 35.6% for 10+ families
- Majority of respondents indicated they are Speech or Special Instruction providers
- 59.84% provide telehealth to 10% or less of their children

Provider Survey Results

- 30.15% of respondents had families that declined to continue with telehealth sessions
 - Among them, 74% indicate those families are only 10% or less of all the families they served.
- 30.25% of respondents themselves switched to telehealth from in-person
 - Reasons for above switch:
 - 51.54% more flexibility to provide service during family routines
 - 44.62% family/caregiver preference

Provider Survey Results

- Families actively engaged in sessions: in-person 71.4%, **telehealth 79.39%**
- Success engaging children in sessions: in-person 96.56%, telehealth 72.55%
- Children session responsive: in-person 97.29%, telehealth 70.42%

Provider Survey Results

- Caregiver evaluation engagement: in-person 84.85%, telehealth 79.73%
- Success engaging children in evaluations: in-person 87.93%, telehealth 67.43%
- Children evaluation response: in-person 85.56%, telehealth 64.10%

Provider Survey Results

- Telehealth/in-person combination works best for children served:
 - 25.91% stated all or almost all in-person,
and 16.49% Mostly in-person supplemented with telehealth.
 - 26.09% stated it depends on child and is hard to generalize.

Provider Survey Results

- Telehealth/in-person combination provider preference:
 - 29.45% of providers prefer 75% or more telehealth.
 - 24.13% of providers prefer No telehealth services at all and 20.47% Less than 25% telehealth.

Telehealth Survey Results

Questions?