POSTER: Creating and Piloting a Survey to Determine Readiness in Rural Populations in Ohio

Annie Bowen
Otterbein University, annie.bowen@otterbein.edu

Kay Ball
Otterbein University, kball@otterbein.edu

Follow this and additional works at: https://digitalcommons.otterbein.edu/stu_doc

Part of the Public Health and Community Nursing Commons

Recommended Citation
Bowen, Annie and Ball, Kay, "POSTER: Creating and Piloting a Survey to Determine Readiness in Rural Populations in Ohio" (2020). Doctor of Nursing Practice Scholarly Projects. 48.
https://digitalcommons.otterbein.edu/stu_doc/48

This Project is brought to you for free and open access by the Student Research & Creative Work at Digital Commons @ Otterbein. It has been accepted for inclusion in Doctor of Nursing Practice Scholarly Projects by an authorized administrator of Digital Commons @ Otterbein. For more information, please contact digitalcommons07@otterbein.edu.
**TELEHEALTH SURVEY FOR RURAL POPULATIONS IN OHIO**

Annie Bowen, MSN, RN, CPN, NE-BC, Kay Ball, PhD, RN, CNOR, CMLS-O, FAAN, Mr. Kim Wortman, Community Partner
Otterbein University, Westerville, Ohio

**ABSTRACT**

In 2015, the Affordable Care Act and Medicaid expansion allowed over 700,000 Ohioans to gain access to healthcare insurance, but having health insurance did not improve access to healthcare providers. In rural populations in Ohio, there are several counties in which less than five healthcare providers are available for the entire county with little or no specialists available for patients. People in rural areas of Ohio may have significant travel time and distance to see a provider which decreases preventative health visits.

Telehealth is the next big wave of technology and advancement for healthcare, but most rural populations in Ohio have no definition of telehealth and no experience with telehealth. This project addresses the need for a telehealth survey to determine readiness and provides results from a telehealth survey in rural Ohio. This project identifies three themes; a knowledge gap related to telehealth, infrastructure, and a desire for closer access to healthcare. By identifying readiness to telehealth, real solutions to benefit the rural populations in Ohio can begin. This project concludes with recommendations for successful implementation of telehealth in a rural population in Ohio.

**PROBLEM STATEMENT**

Rural people in Ohio Lack Access to Healthcare

**PICO**

- **P**: How do rural people with lack of access to healthcare perceive telehealth?
- **I**: To determine the barriers associated with utilizing telehealth among persons who live in rural areas.
- **C**: The barriers associated with utilizing telehealth among persons who live in rural areas.
- **O**: To design a telehealth survey to determine readiness and provides results from a telehealth survey in rural Ohio.

**OBJECTIVES**

- To determine the perceptions of people who live in rural areas to the use of telehealth.

**SIGNIFICANCE**

- Vinton County, Ohio is a healthcare desert.
- There are no urgent care centers or emergency rooms in Vinton County, Ohio.
- Telehealth has been used by Veteran’s Affairs (VA) since 2014 in rural areas and has been proven sustainable.
- A desire for increased access to healthcare.
- Infrastructure
- A desire for closer access to healthcare.

**INTRODUCTION**

All people have a right to quality care which is easily accessible and affordable. Ohio has 4,158,554 people living in health provider shortage areas (PHSAs) (Henry L. Kaiser Family Foundation, 2019). Health disparities have always existed in rural and underserved areas within the United States, while access to care and care coordination are severely lacking. The 2017 National Healthcare Quality and Disparities Report explains that the health disparities gap, while improving in some areas, overall is widening for the poor and uninsured (U.S. Department of Health and Human Services, 2018, p. 3). People living in rural areas utilize urgent care centers and emergency rooms for routine care instead of travel time and distance to see a provider which decreases preventative health visits. People could be frightened of the technology or mistrustful of the healthcare provider if people are not educated on the advantages and disadvantages or if the local infrastructure is not sustainable for a telehealth program. People could be frightened of the technology or mistrustful of the healthcare provider if people are not educated on the advantages and disadvantages or if the local infrastructure is not sustainable for a telehealth program.

**METHODS**

**Telehealth Survey**

- **Measure**: Lack of Limited Source of Primary Care (HHS)
- **Primary Care Physicians**: 100,000 (per 100,000 pop.)
- **Description**: % of adults without any regular doctor
- **Meigs County**: 30.3%
- **Jackson County**: 25.6%
- **Vinton County**: 31.8%
- **Ohio**: 18.7%

(Community Health Needs Assessment, 2019, p. 11)

**PROBLEM STATEMENT & SIGNIFICANCE**

Framework Appreciative Inquiry

**Framework**

1. **Discovery**
   - Conducted meetings/phone calls with staff from Meigs, Jackson, and Vinton Health Departments.
   - Gave information about telehealth and its benefits to local health department staff.
   - Listened to suggestions from health department staff re: questions which might show readiness in rural populations.
   - For the telehealth survey:
     - Questions re: what would be cultural and appropriate.

2. **Dream**
   - Met with local health department staff.
   - Discussed questions to see what was culturally appropriate.
   - Listened at characteristics & experiences to understand what questions should be used in survey.
   - Questioned assumptions of local health department.

**OUTCOMES & EVALUATION**

80 respondents to the telehealth survey

- **3 themes identified within the survey to indicate readiness for telehealth in rural populations in Ohio**
  - A knowledge gap related to telehealth
  - Infrastructure
  - A desire for closer access to healthcare

These responses determine the population surveyed has a positive response to telehealth and would welcome more information of the benefits regarding telehealth.

What do you like about telehealth? (choose all you agree with)

<table>
<thead>
<tr>
<th>Responses</th>
<th>Total</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to use</td>
<td>13</td>
<td>81.25%</td>
</tr>
<tr>
<td>Didn’t have to drive to far</td>
<td>12</td>
<td>68.75%</td>
</tr>
<tr>
<td>Would use again</td>
<td>9</td>
<td>56.25%</td>
</tr>
</tbody>
</table>

What are some barriers you have identified with telehealth use? (choose all you agree with)

<table>
<thead>
<tr>
<th>Responses</th>
<th>Total</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not a face-to-face visit with a doctor</td>
<td>8</td>
<td>50.00%</td>
</tr>
<tr>
<td>The doctor doesn’t know me</td>
<td>12</td>
<td>75.00%</td>
</tr>
</tbody>
</table>

**CONCLUSIONS & RECOMMENDATIONS**

The responses of the survey determine the rural population in Ohio is ready for telehealth. There are two recommendations for moving forward with a successful implementation of telehealth in rural populations in Ohio.

1. An educational program which focuses on the definition, advantages, and barriers of telehealth must be conducted for rural population residents and healthcare providers to encourage acceptance.
2. Engage rural populations in Ohio as a means to determine readiness of telehealth acceptance and usage and access to increase usage to healthcare.

**References**


