

KO/Knet Report

Perspectives of Rural and Remote First Nation Community Members Toward Telehealth Services: The Case of Keewaytinook Okimakanak Telemedicine (KOTM)

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Susan O'Donnell, Tina Kakepetum-Schultz

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research conference in Levis, Quebec
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Background

- Responses from a online survey of Knet account holders conducted in November 2011
- Invitations were sent to all Knet email account holders to participate in study
- An overall response of 663, including 362 from KOTM communities
- Knet and Videocom collaboration



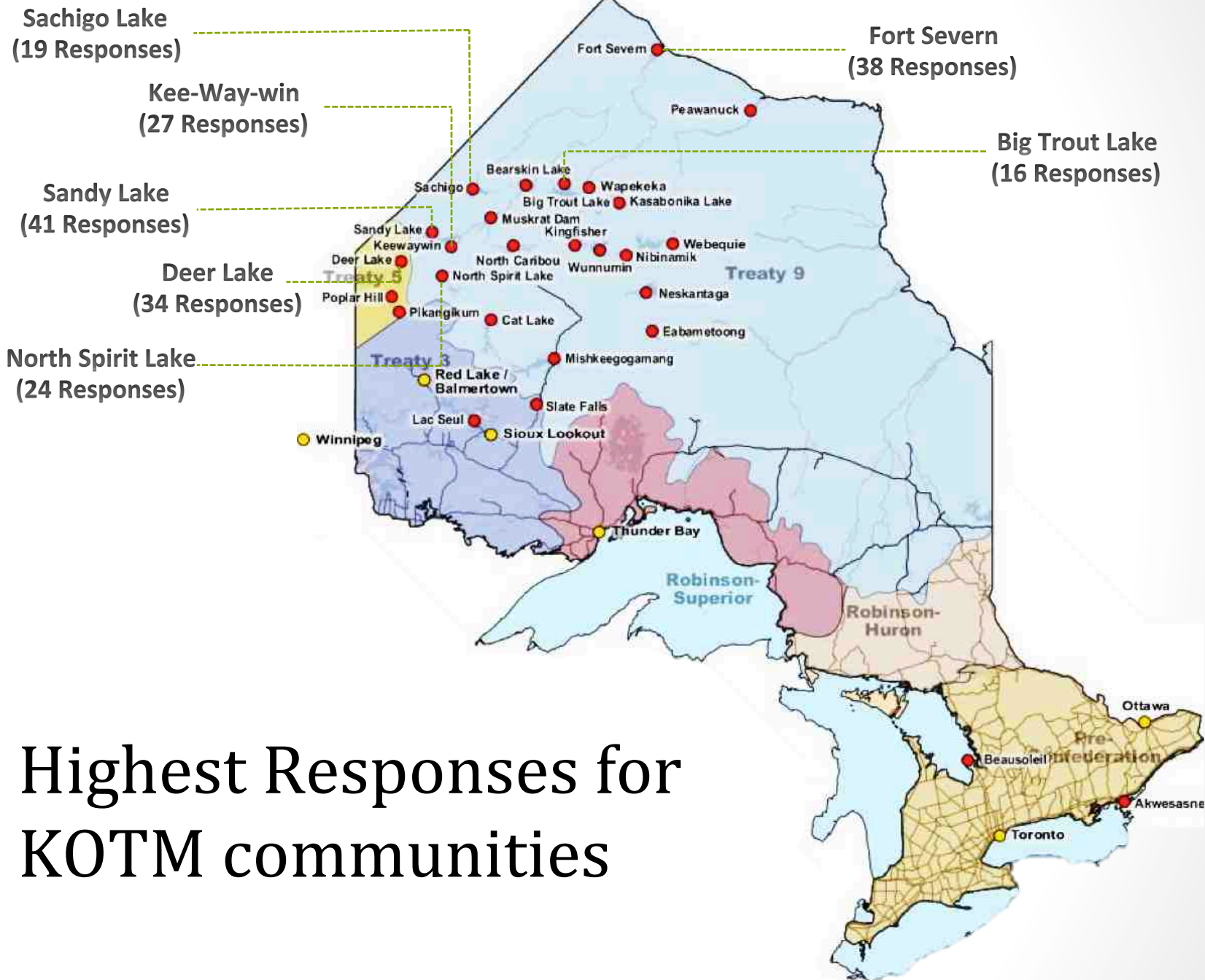
Survey Responses

Question: What community do you live in most of the time?

(n= number of respondents)

663 Knet mail account holders from all over North Western Ontario responded to the survey, **362** of which were from communities where Keewaytinook Okimakanak Telemedicine (KOTM) services are provided





Highest Responses for KOTM communities

Overview of Research



- A broad range of qualitative and quantitative information that examines the use of technologies and the importance of KO/Knet services, such as KOTM, in communities.
- Survey analysis conducted with the University of New Brunswick
- Communities and leadership can use this information to help improve KO/Knet services.
- Other research papers and publications are being prepared from the overall survey
- The survey is a part of the VideoCom research project, with partners KO/Knet and KORl.

<http://www.videocom.firstnation.ca>

Purpose for Report

- To stimulate community feedback and input on the results in order to help improve KOTM's relations with patients
- Information can help identify areas of KOTM that are doing well, as well as areas that need improvement
- Explores the perspectives of community members toward Telehealth services



Satisfaction Ratings for KOTM



Summary

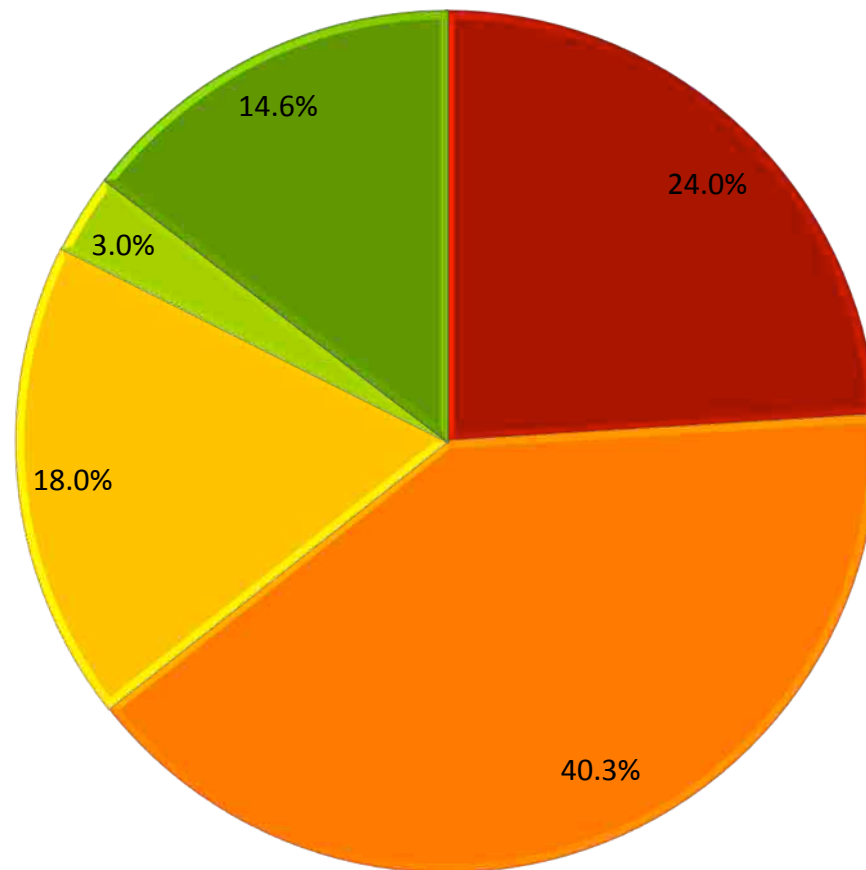
- Out of all the respondents, most people agree that Telehealth/Telemedicine is a good service.
- Slightly more women (29.4%) than men (17.1%) said they think Telemedicine is an excellent service.
- 0% of people up to age 29 think KOTM is a poor service



KOTM Satisfaction Ratings

Responses from KOTM communities – n=362
chart below shows responses in percentages

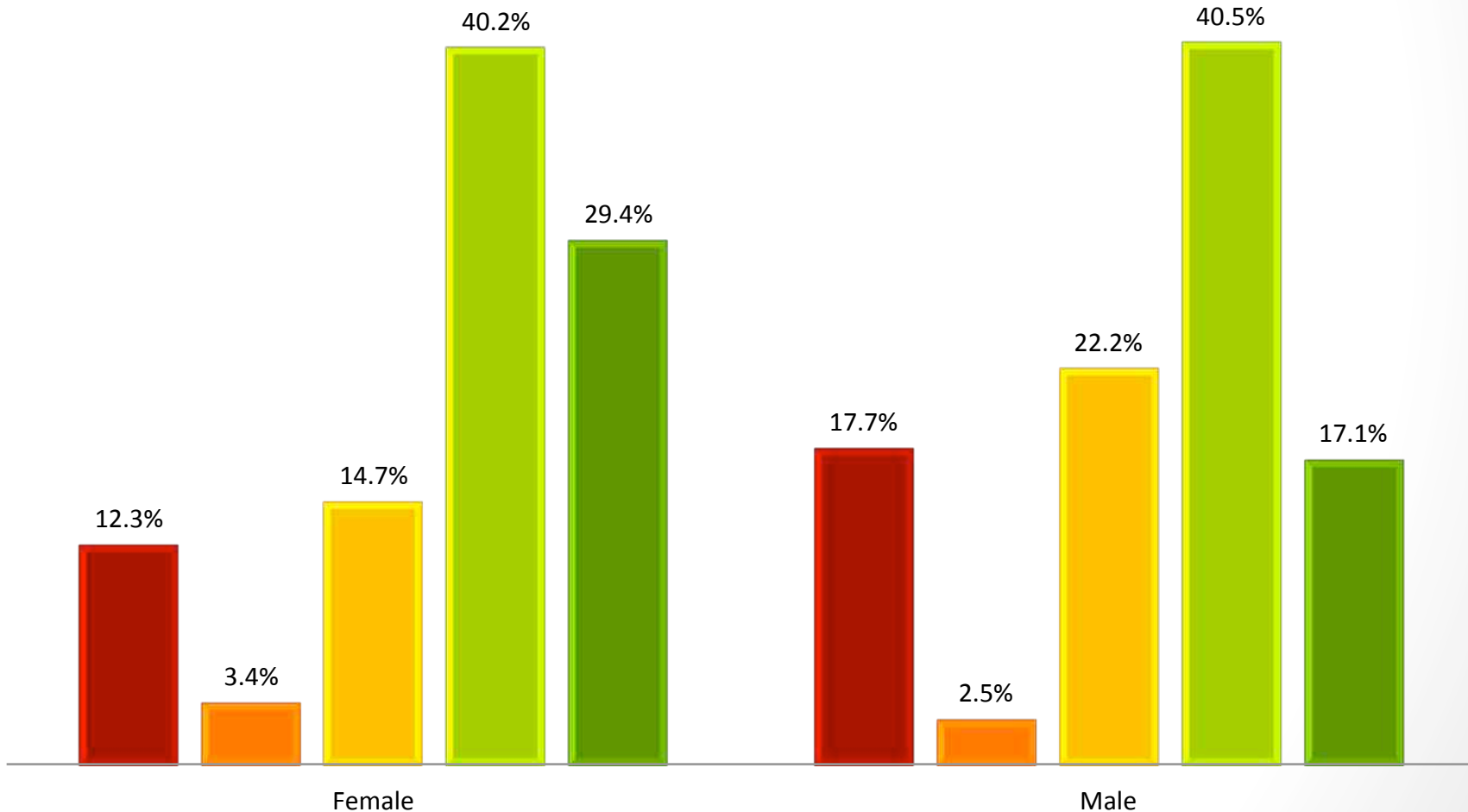
■ Excellent ■ Good ■ Fair ■ Poor ■ I don't know this service



KOTM Satisfaction Ratings

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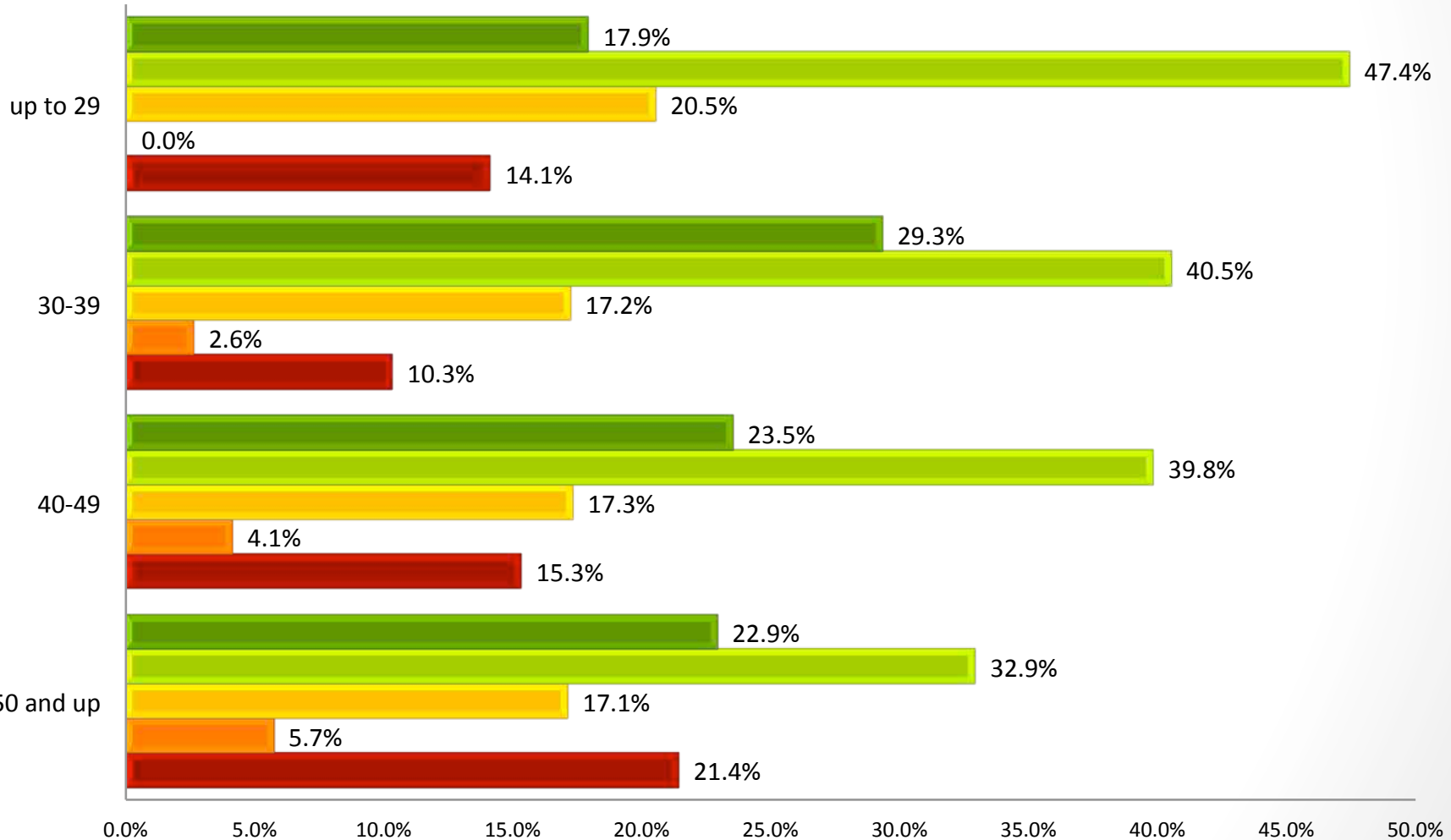
■ I don't know what this service is ■ Poor ■ Fair ■ Good ■ Excellent



KOTM Satisfaction Ratings

Responses from KOTM communities – n=362
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■ Excellent ■ Good ■ Fair ■ Poor ■ I don't know what this service is



Quotes from participants

I suppose more information on the services I don't know about. Honestly, I thought Telehealth was through another service provider.

telemedicine would sort of be beneficial in our community for our elders that can't always go by themselves to an appointment, at least with this their family members would be available to aid them with the appointment or the health staff that we have.

More education and awareness should be done on the KNET services especially from the local people to talk about the I.T.'s. It'll be good to create champions that speak the local language to bring education and awareness - do some marketing on the services at the community level. I learned that some workers have addiction issues such as drugs and it's affecting the services..One way is to exercise/ support the Local policies and procedures to have healthy workers run the workplace. Some communities have mandatory drug testing policies right now. So think about it..what is just cause! Improvements: the video conference in the nursing station need sound barriers..

Community Feedback on Keewaytinook Okimakanak Telemedicine (KOTM)



Summary

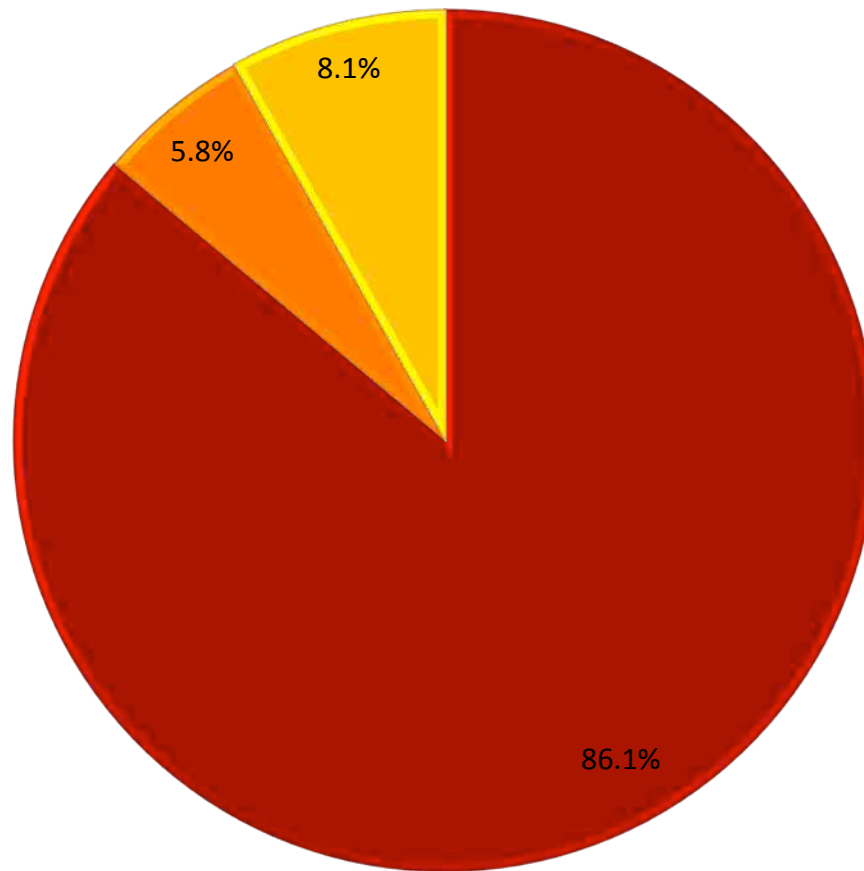
- 86.1% of people have heard about telemedicine, but only 39.2 have used it.
- 91.8% of people in their 40's have heard of telemedicine
- Females use telemedicine more often than men
- 67.6% of people think Telemedicine would be a good alternative to visiting a health professional in person, yet 46.8% still would rather travel.
- 49.6% of people are concerned with the privacy of a telemedicine session
- 60.5% of people wish KOTM would be increased in their community



I have heard about telemedicine

Responses from KOTM communities – n=360
chart below shows responses in percentages

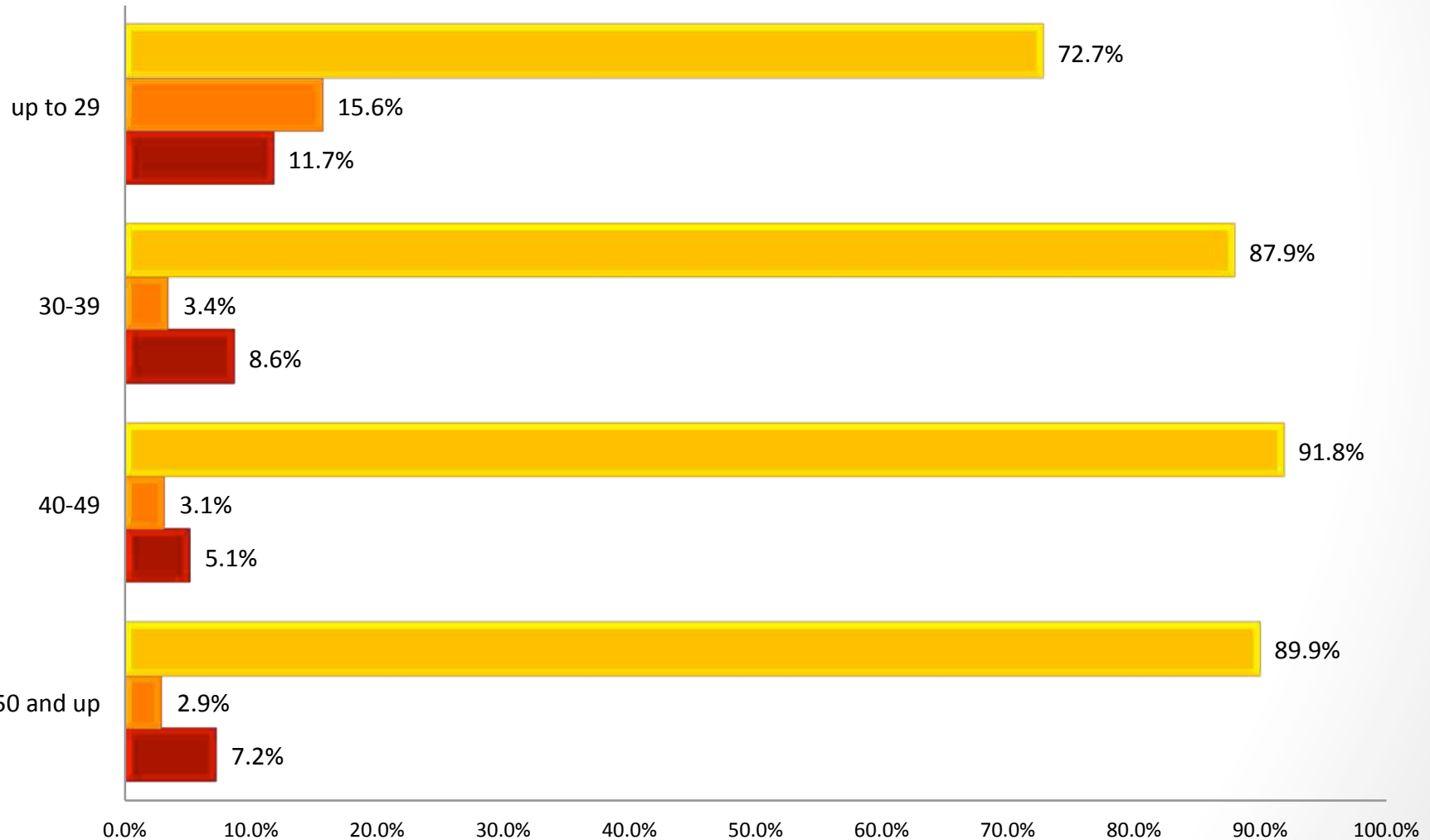
■ Yes ■ No ■ I don't know



I have heard about telemedicine

Responses from KOTM communities – n=360
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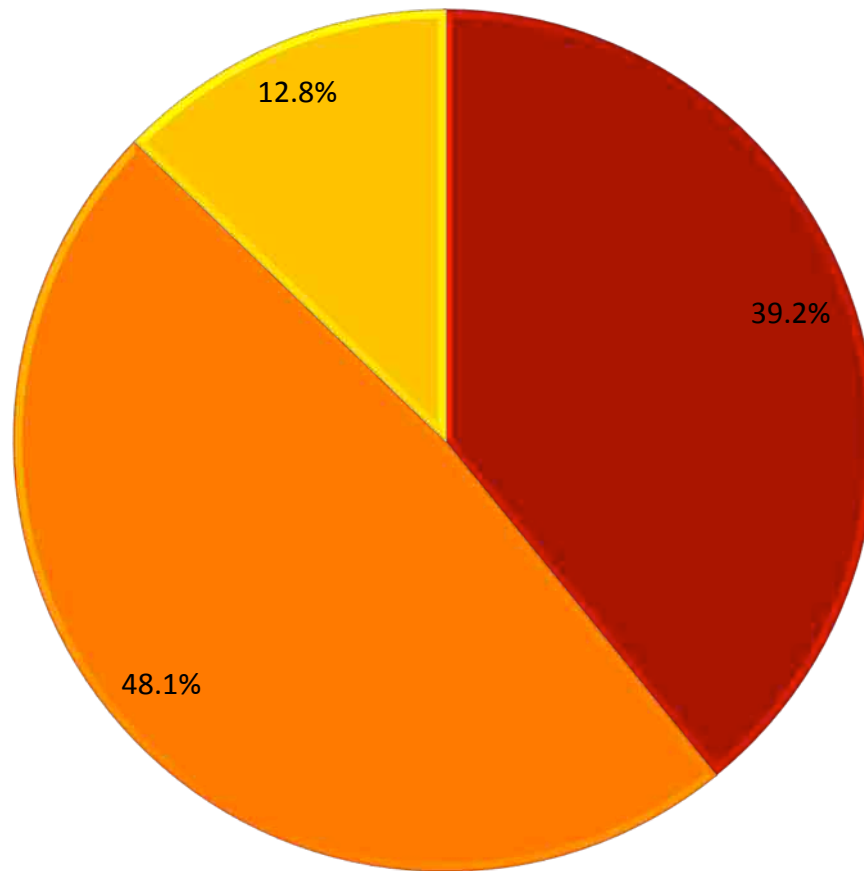
Yes No I don't know



I have used telemedicine

Responses from KOTM communities – n=360
chart below shows responses in percentages

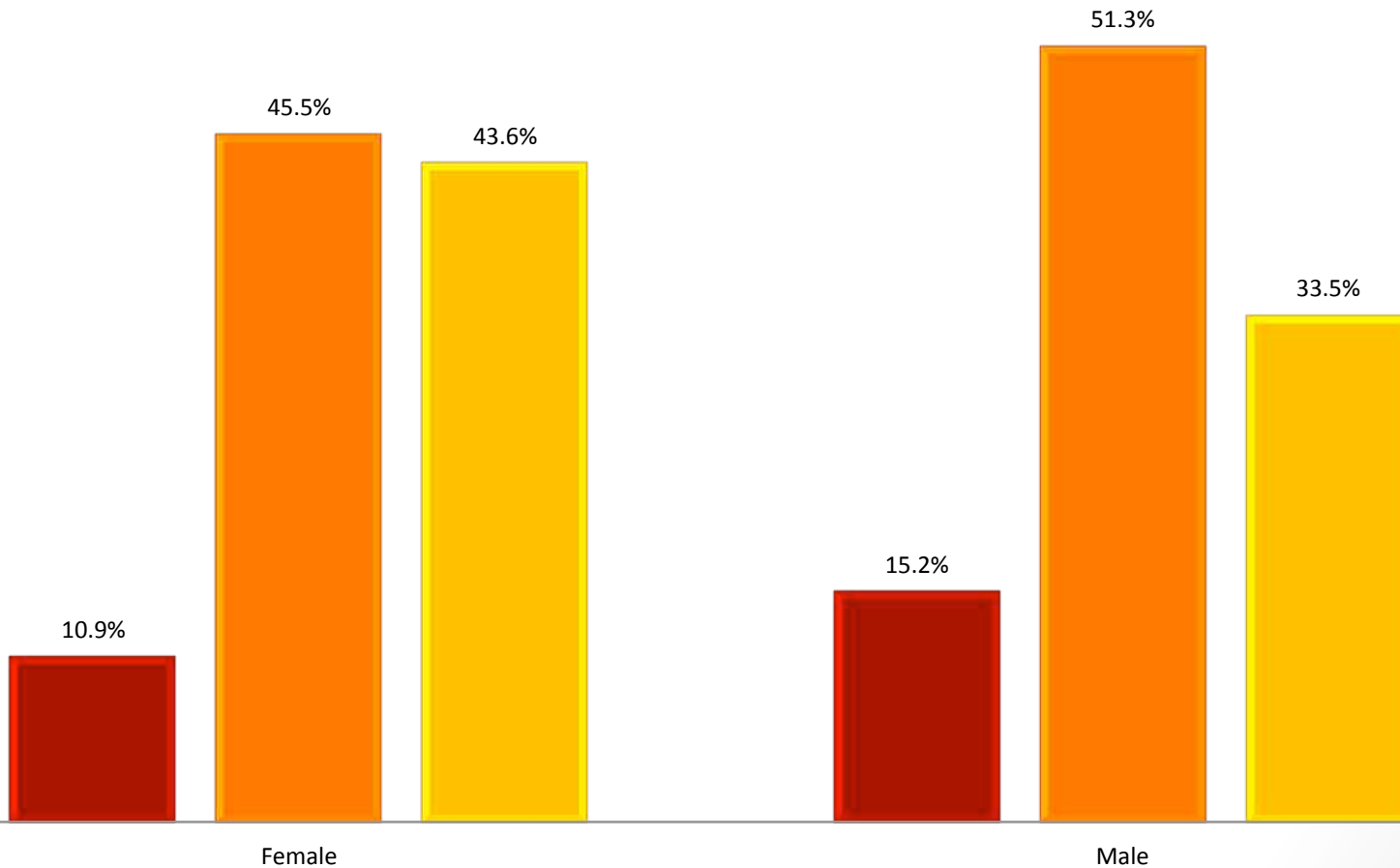
■ Yes ■ No ■ I don't know



I have used telemedicine

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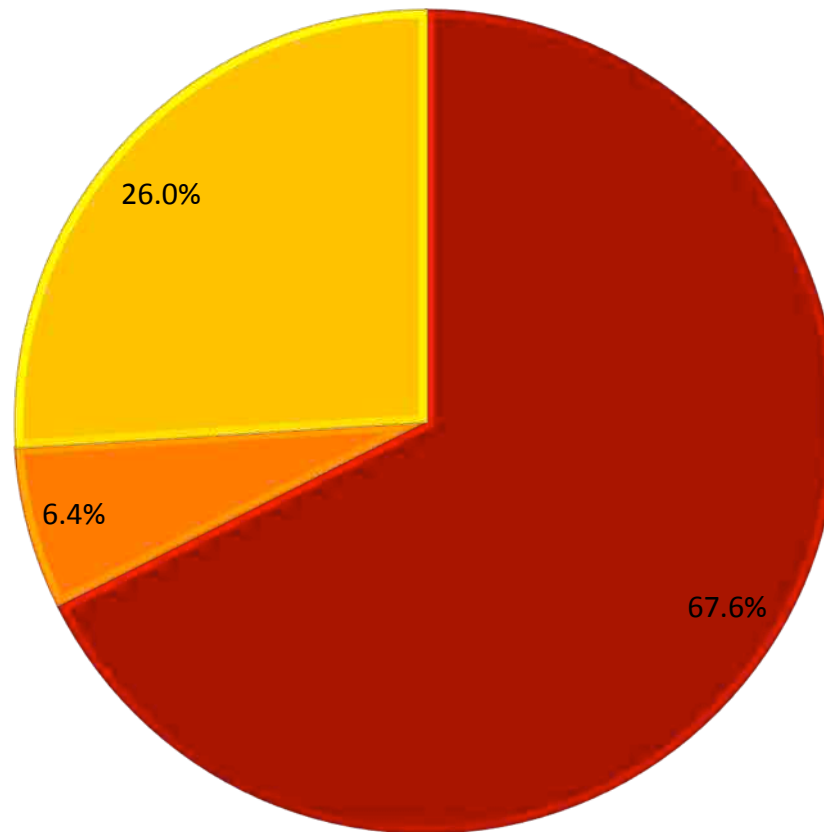
■ I don't know ■ No ■ Yes



Telemedicine could be a good alternative to visiting the health professional in person

Responses from KOTM communities – n=361
chart below shows responses in percentages

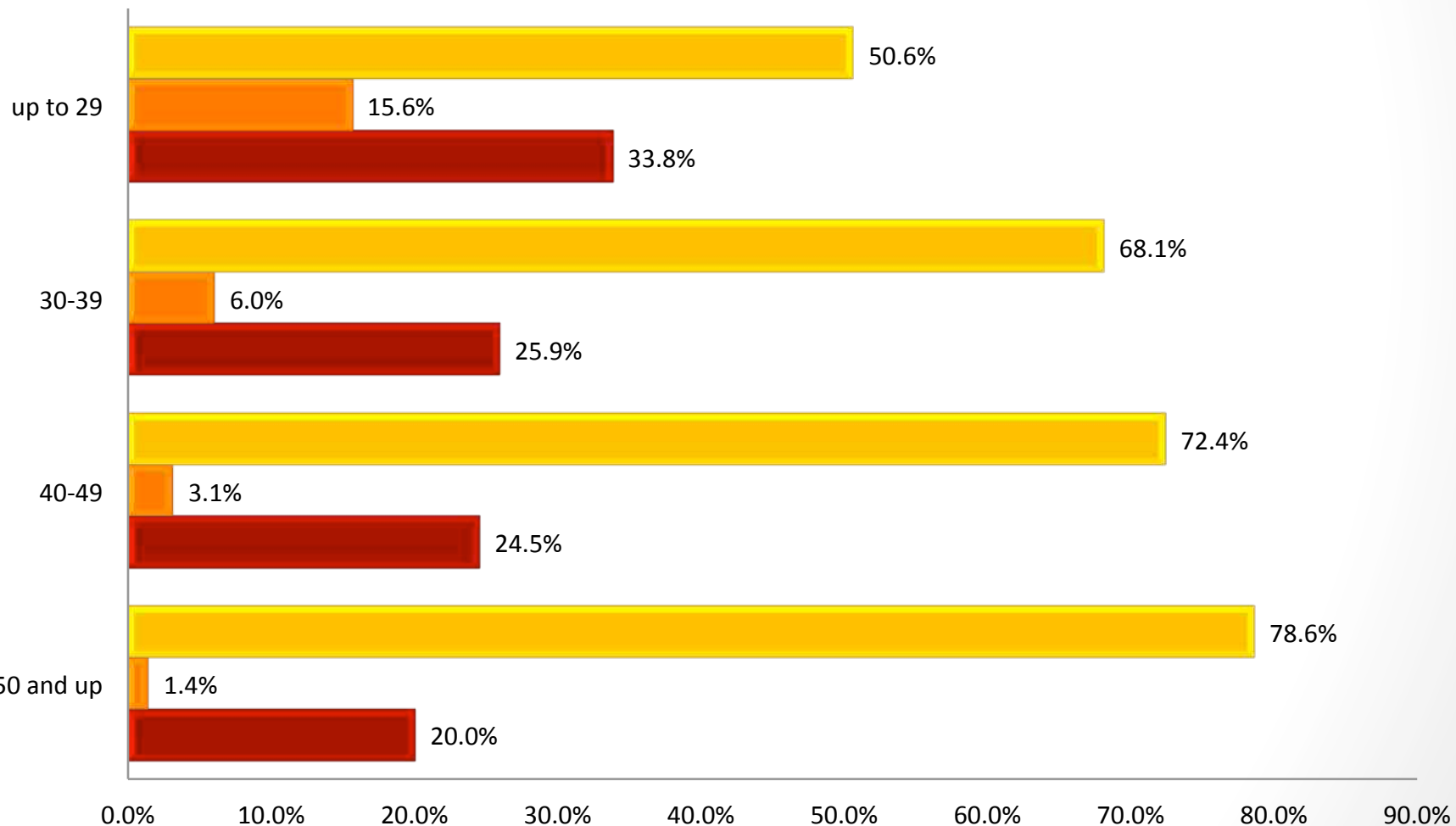
■ Yes ■ No ■ I don't know



Telemedicine could be a good alternative to visiting the health professional in person

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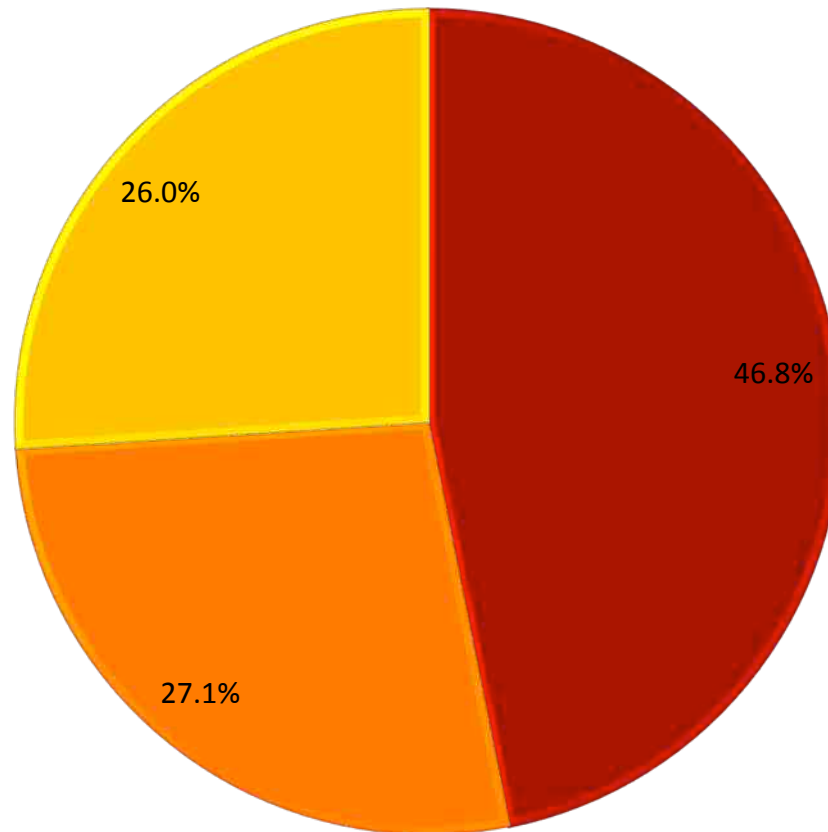
Yes No I don't know



I would rather travel to visit the health professional in person

Responses from KOTM communities – n=361
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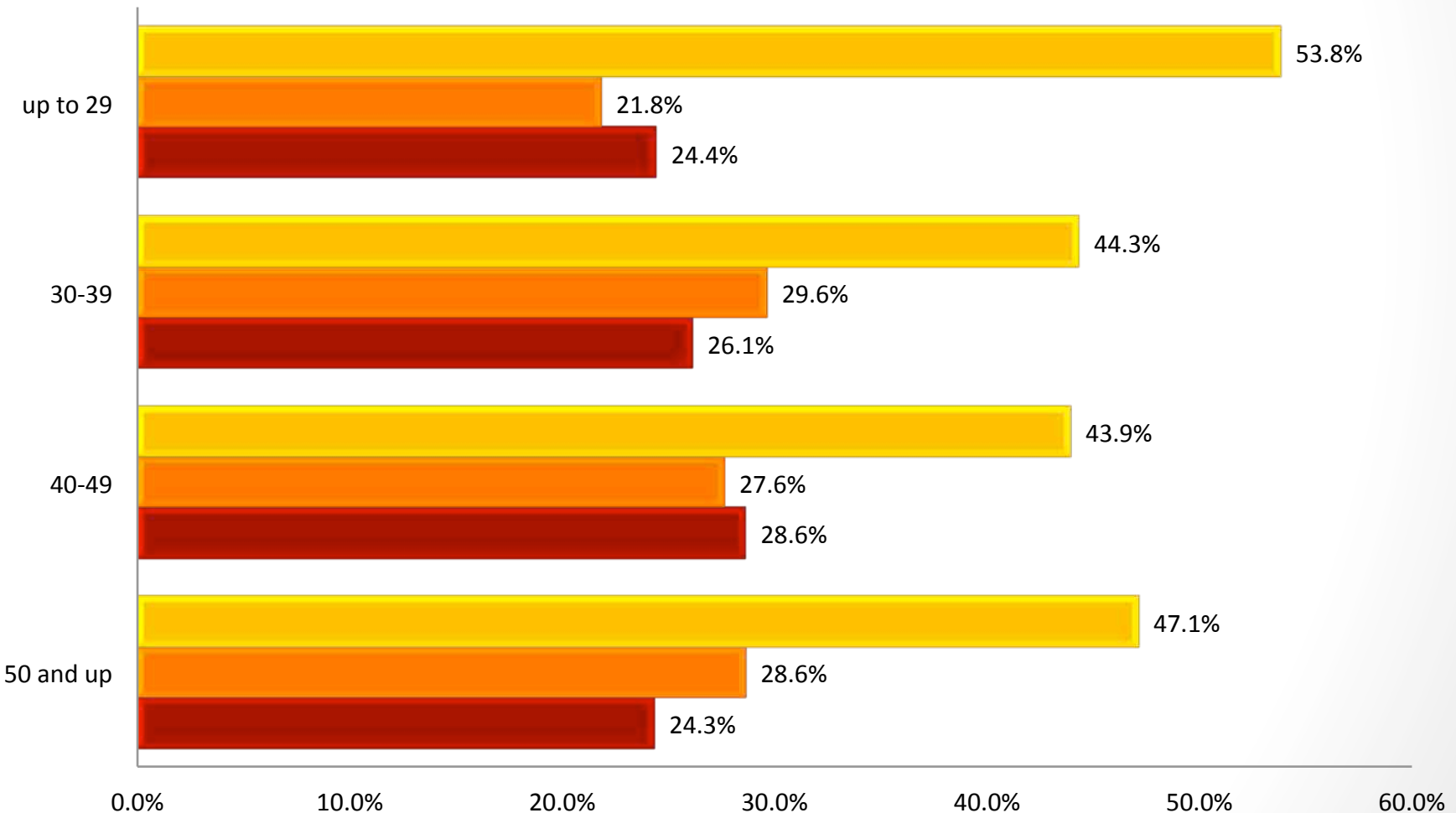
■ Yes ■ No ■ I don't know



I would rather travel to visit the health professional in person

Responses from KOTM communities – n=361
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Yes No I don't know

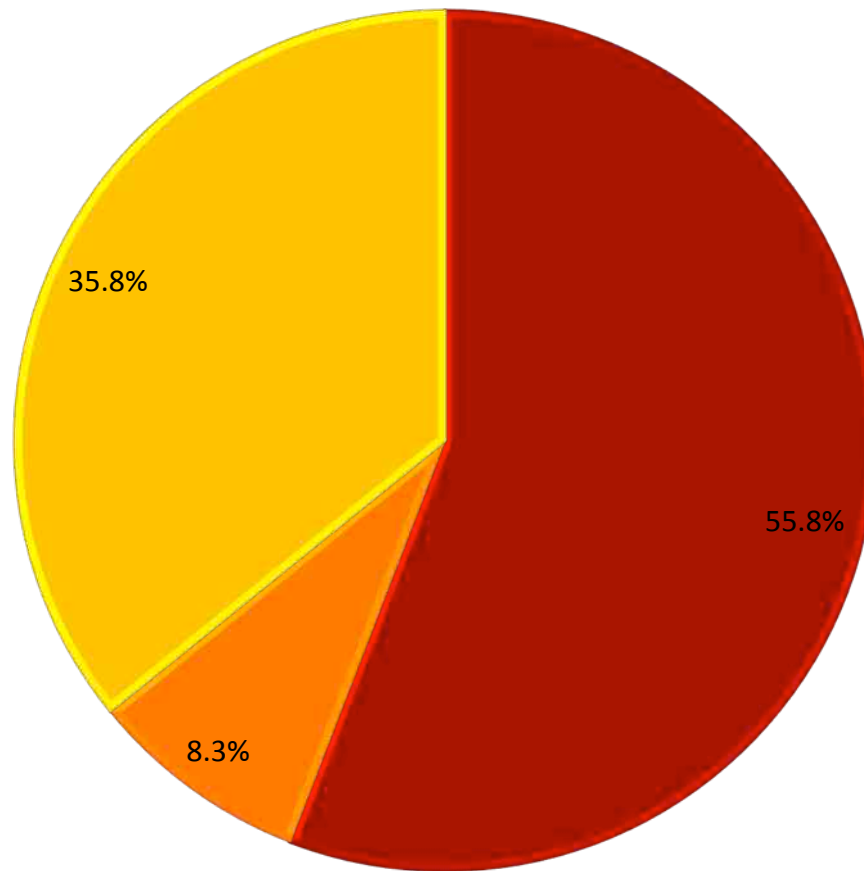


Telemedicine would be a useful service for me

Responses from KOTM communities – n=360

chart below shows responses in percentages

■ Yes ■ No ■ I don't know

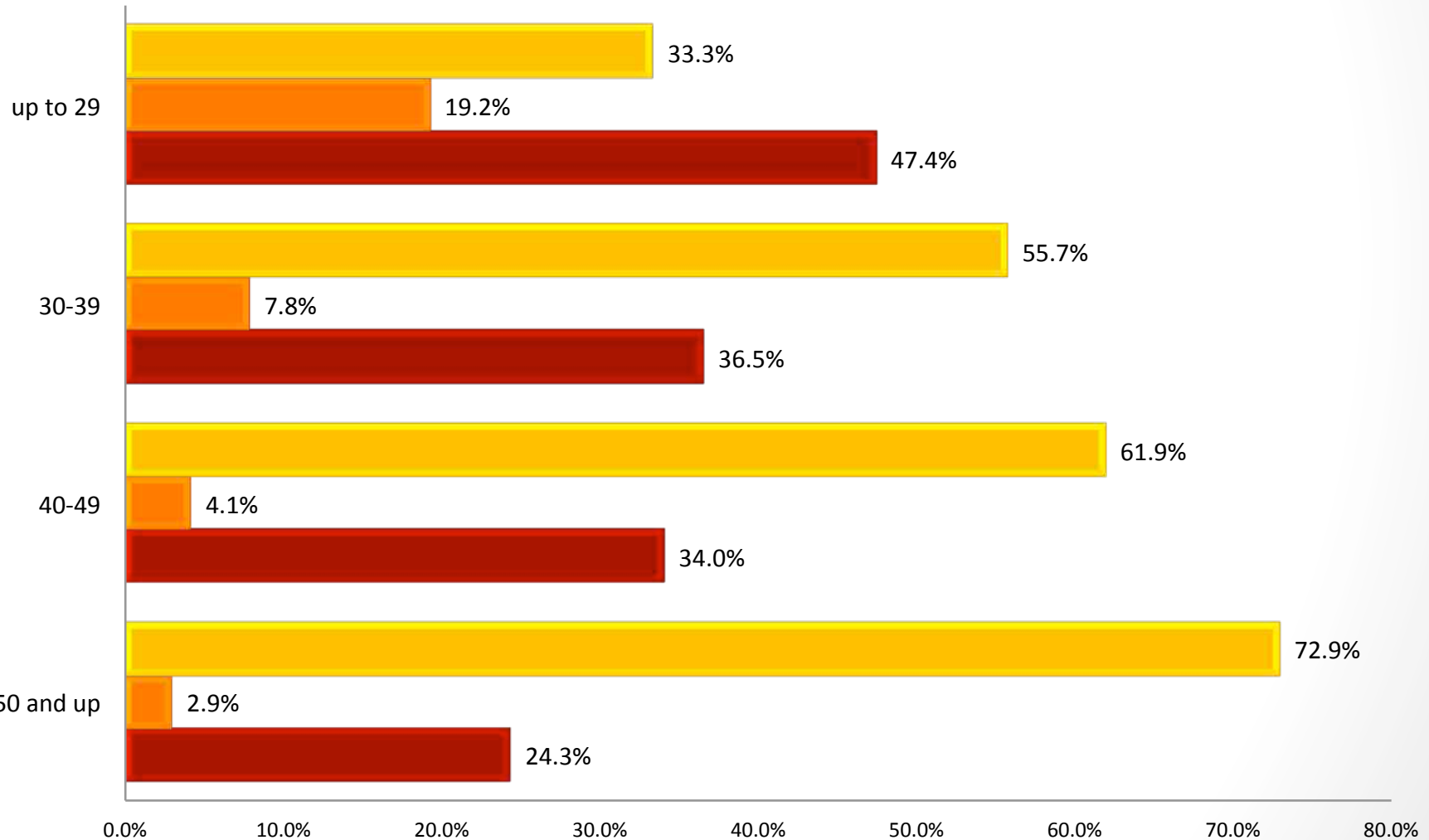


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Yes No I don't know

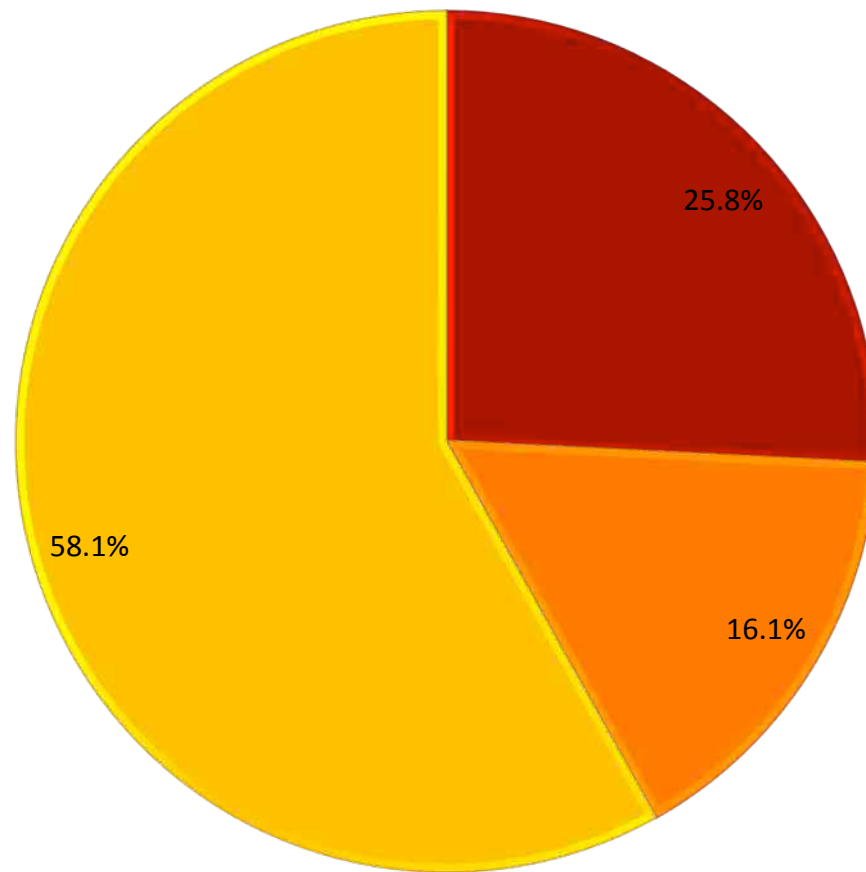


I intend to use telemedicine in the next year

Responses from KOTM communities – n=360

chart below shows responses in percentages

■ Yes ■ No ■ I don't know

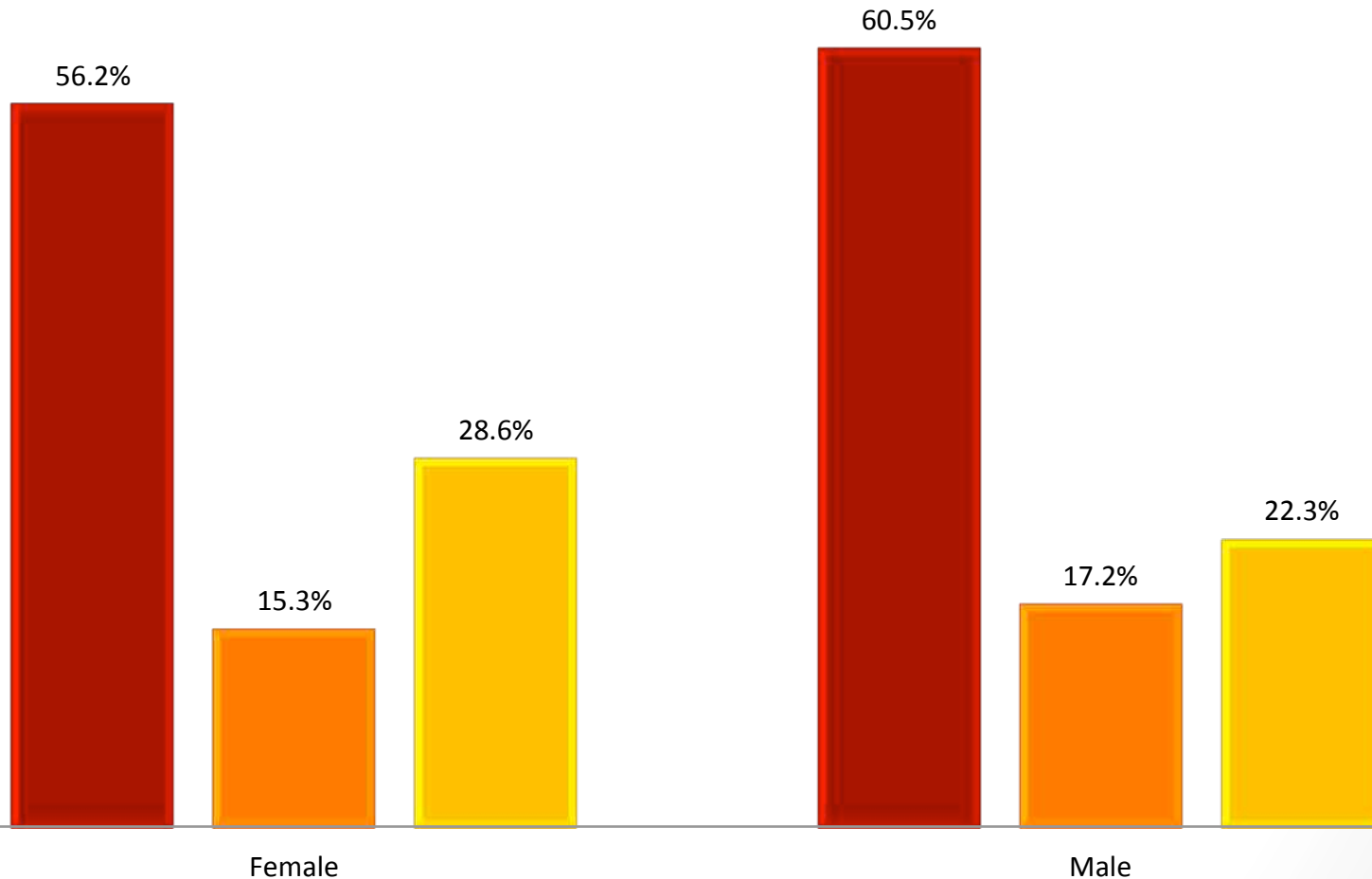


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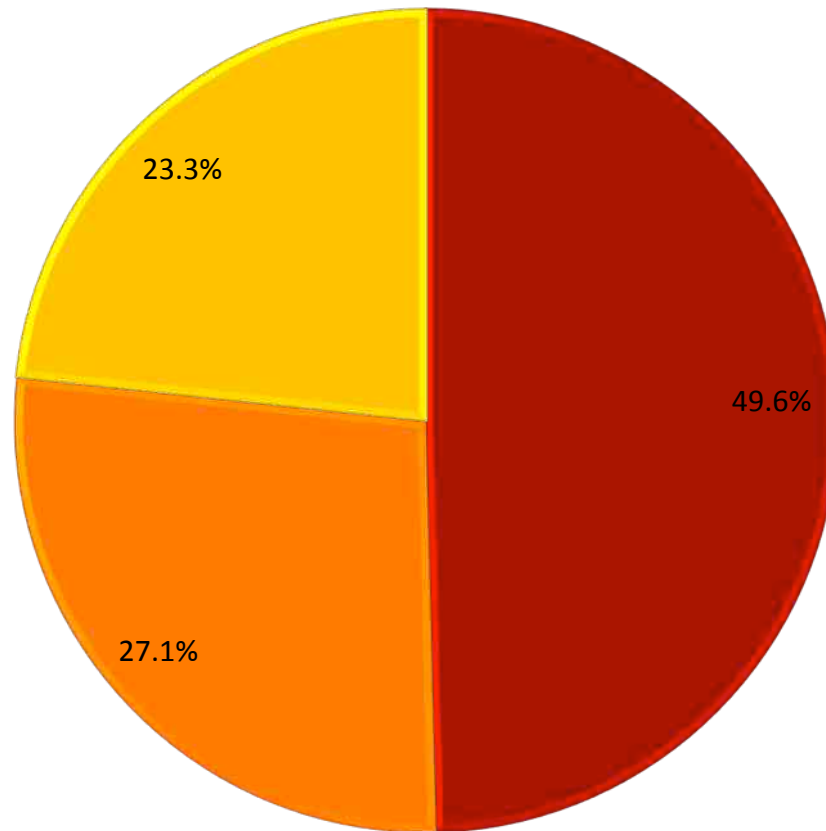
■ I don't know ■ No ■ Yes



I would be concerned about the privacy of a telemedicine session

Responses from KOTM communities – n=361
chart below shows responses in percentages

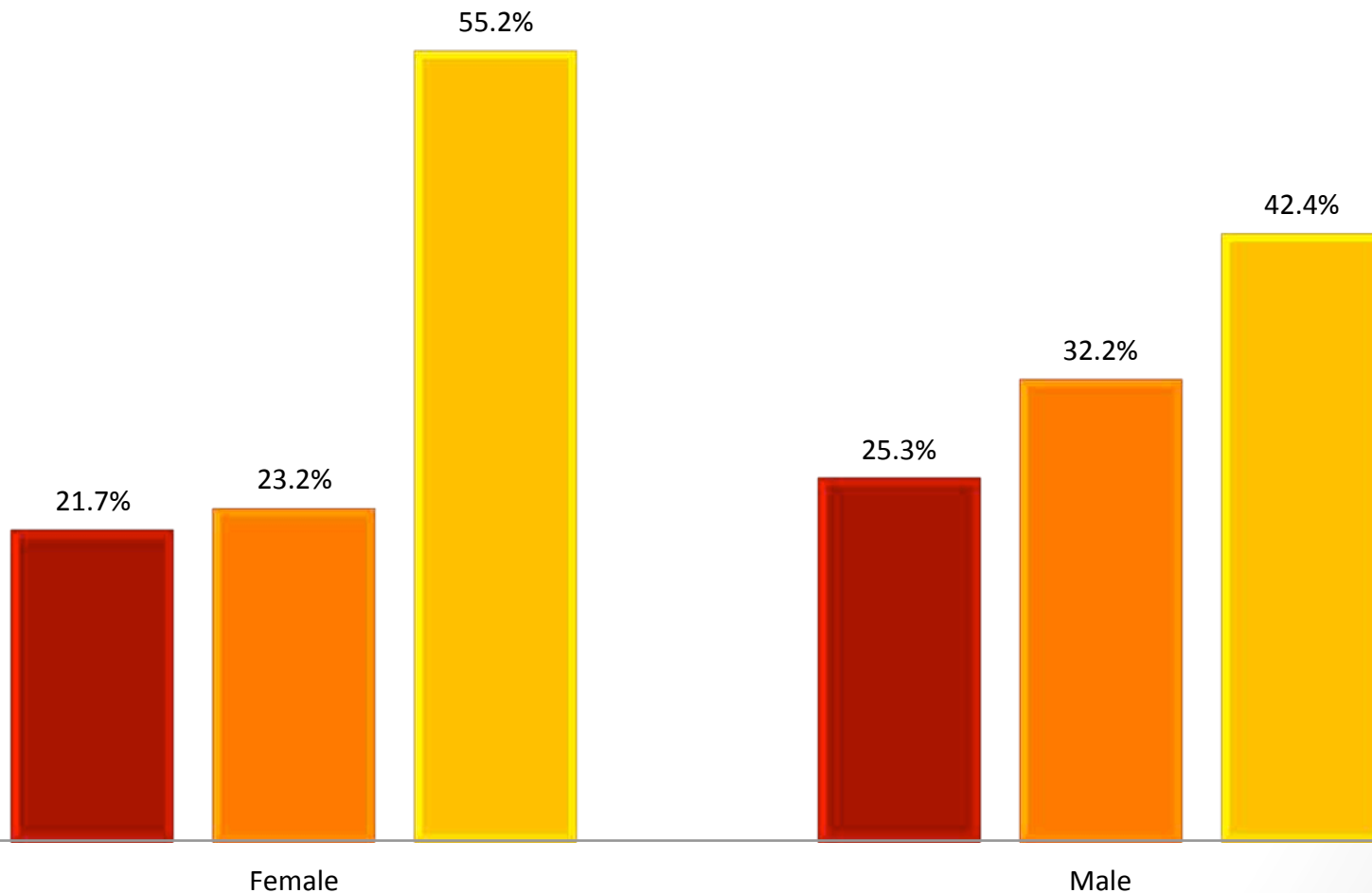
■ Yes ■ No ■ I don't know



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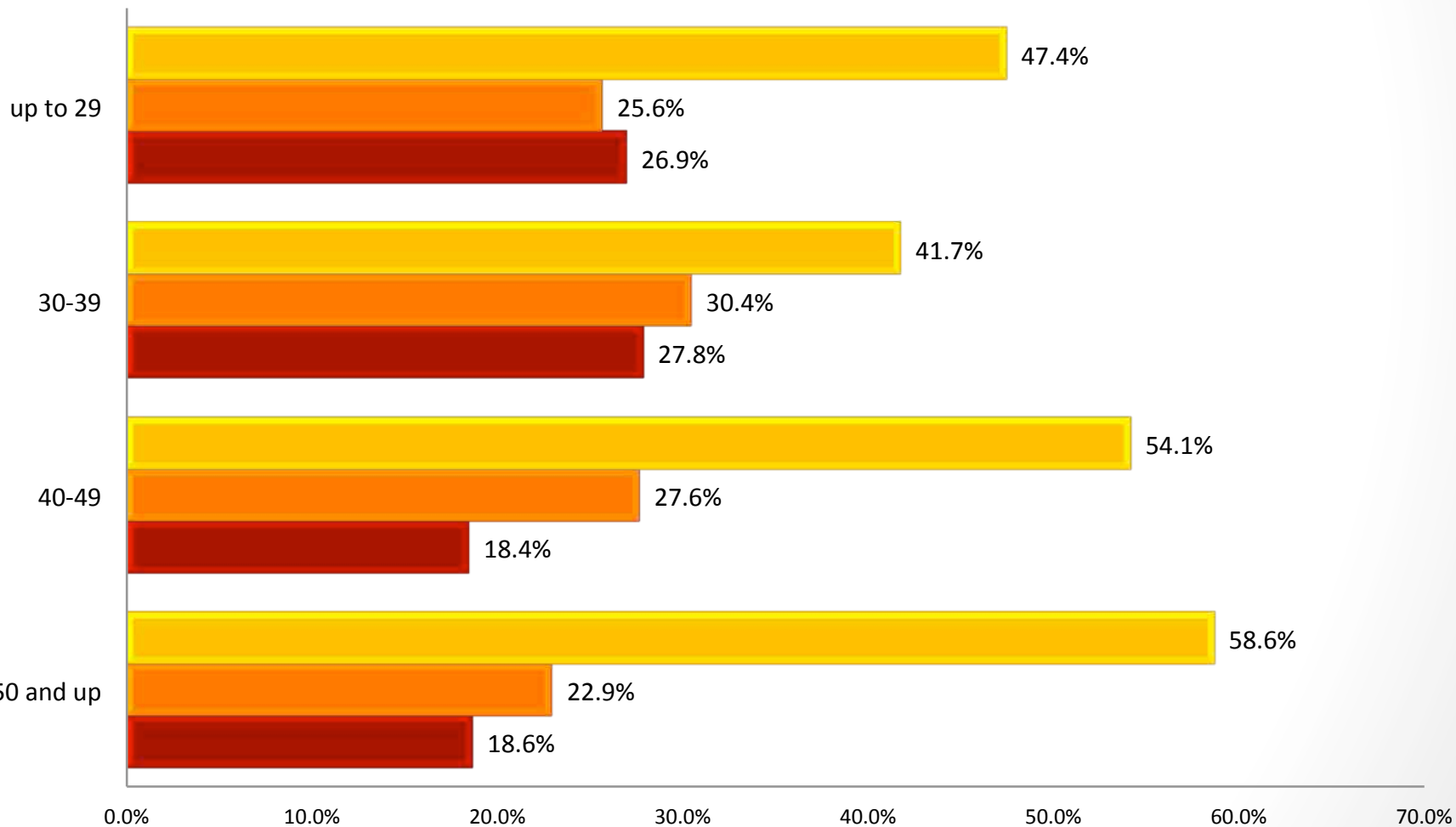
■ I don't know ■ No ■ Yes



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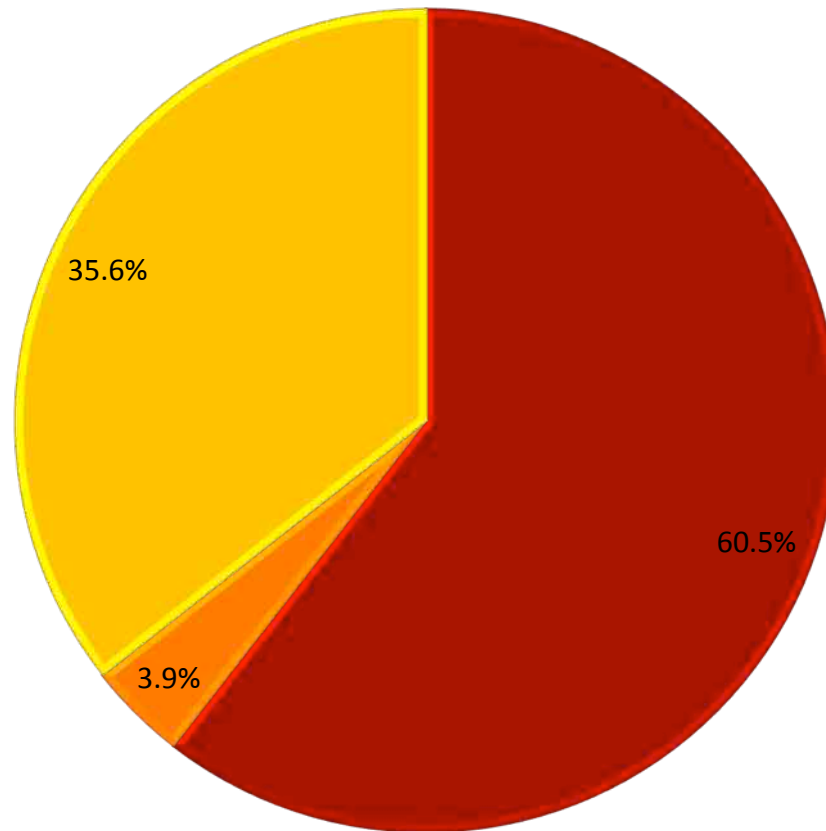


Telemedicine should be increased in my community

Responses from KOTM communities – n=362

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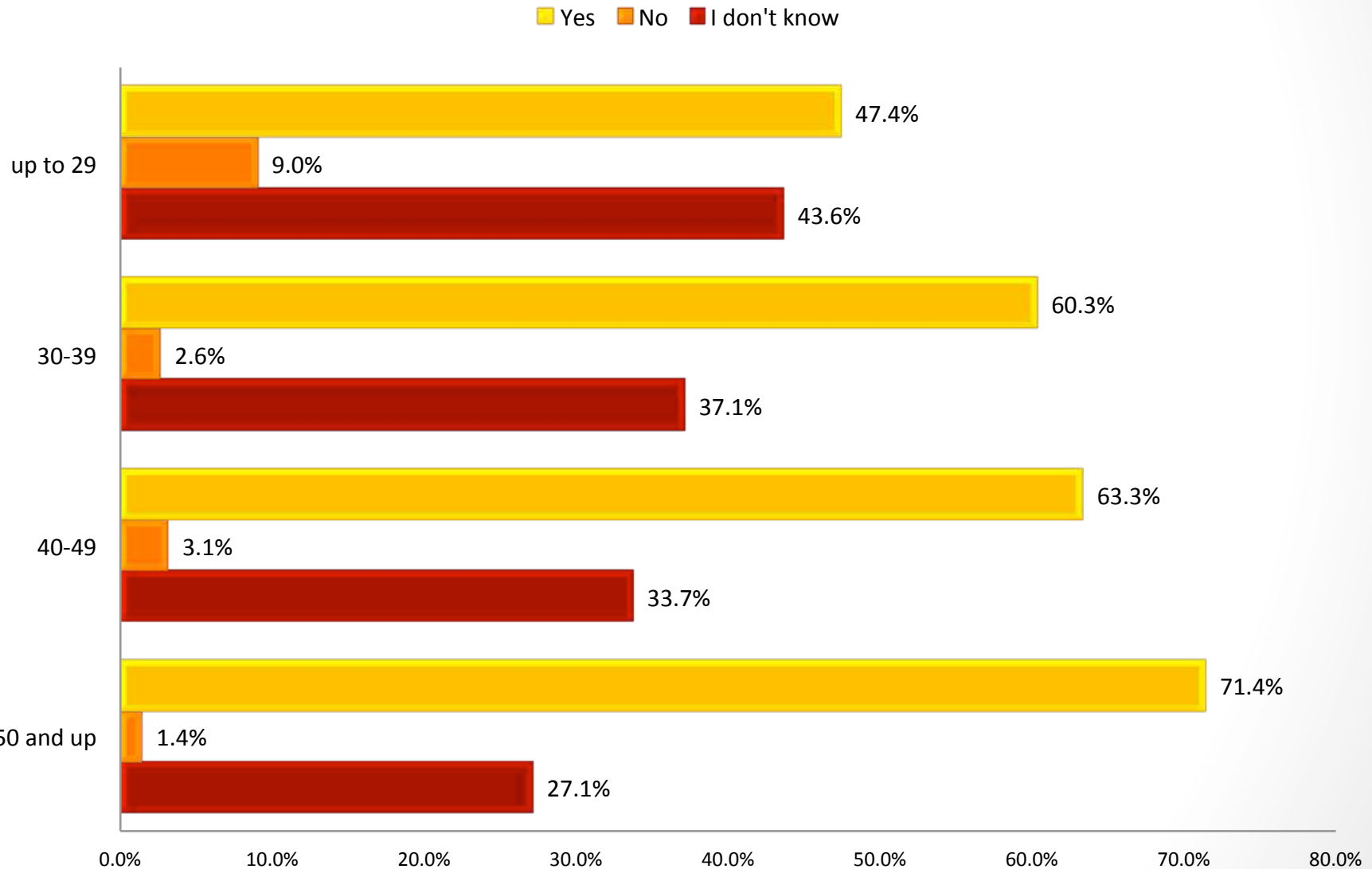
■ Yes ■ No ■ I don't know



Telemedicine should be increased in my community

Responses from KOTM communities – n=362

chart below shows responses in percentages



Quotes from Respondents

It would be nice to see more tech support in the remote communities for connectivity and quality. Also more support for the tele-medicine network to be utilized more effectively. More bandwidth also from the government to support the initiatives.

Communities need to upgrade. The internet in this community is really bad. Trying to do this survey is a test on one's patience. Even going to my Telehealth appointment last week was unsuccessful because they could not get on...gatekeeper issue and no body could fix it...even SI . Now awaiting a new date...

I would like to see issues with our internet dealt with in our reserve. The connection we have is not good at all. We have lousy connections to the internet, with it going off quite a bit. I would like to see it fixed, as it does affect my job as the telemedicine coordinator for my reserve. It seems my consults never happen as i always have gatekeeper issues along with the lousy connection. I hope it gets fixed so there will be no more cancelled appointments for my fellow band members who don't want to travel to see doctors. Thanks.

KOTM & Videoconferencing



Summary

- 3.0% of people use videoconferencing for telemedicine weekly, and 10.5% of people say they use it monthly
- Females use videoconferencing for telemedicine more often than men
- People age 50 and up use videoconferencing for telemedicine less than any other age group

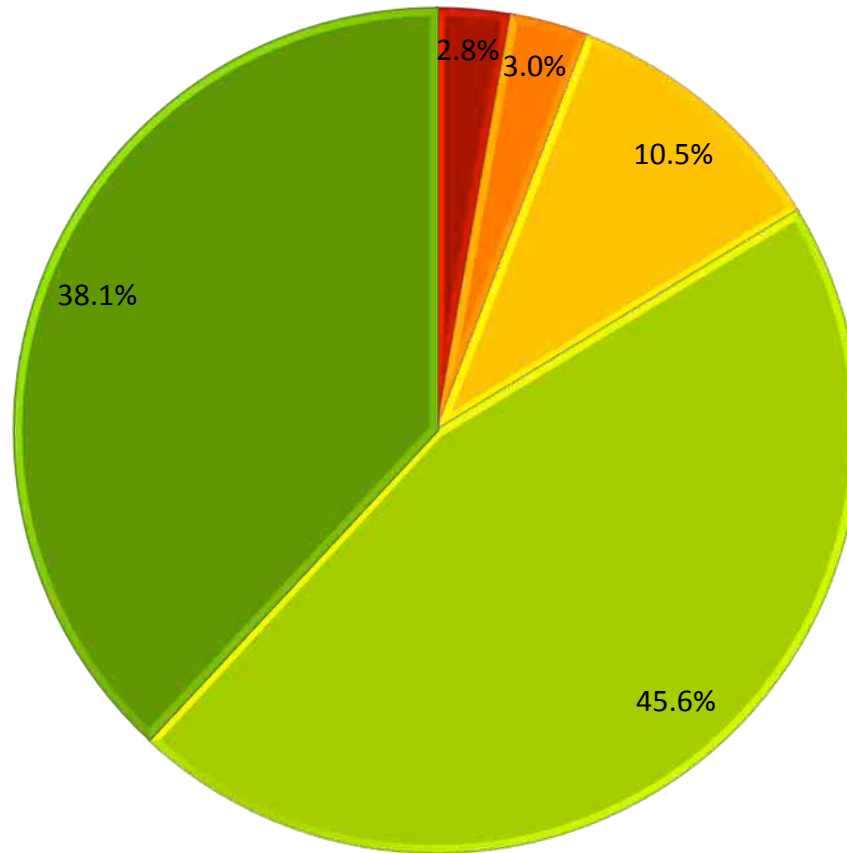


Frequency of videoconferencing for Telehealth

Responses from KOTM communities – n=362

chart below shows responses in percentages

■ Daily ■ Weekly ■ Monthly ■ Rarely ■ Never

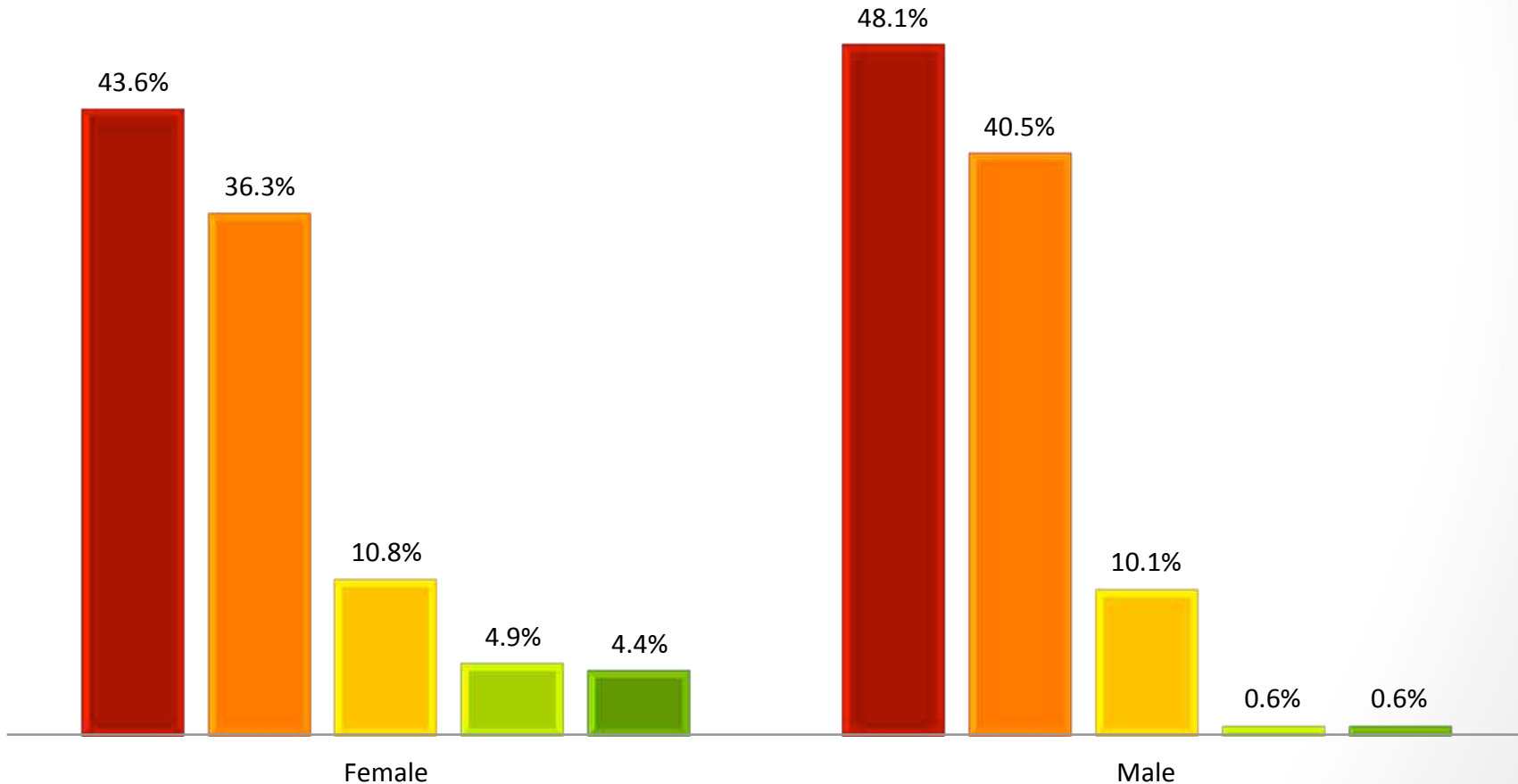


Frequency of videoconferencing for Telehealth

Responses from KOTM communities – n=362

chart below shows responses in percentages

■ Never ■ Rarely ■ Monthly ■ Weekly ■ Daily

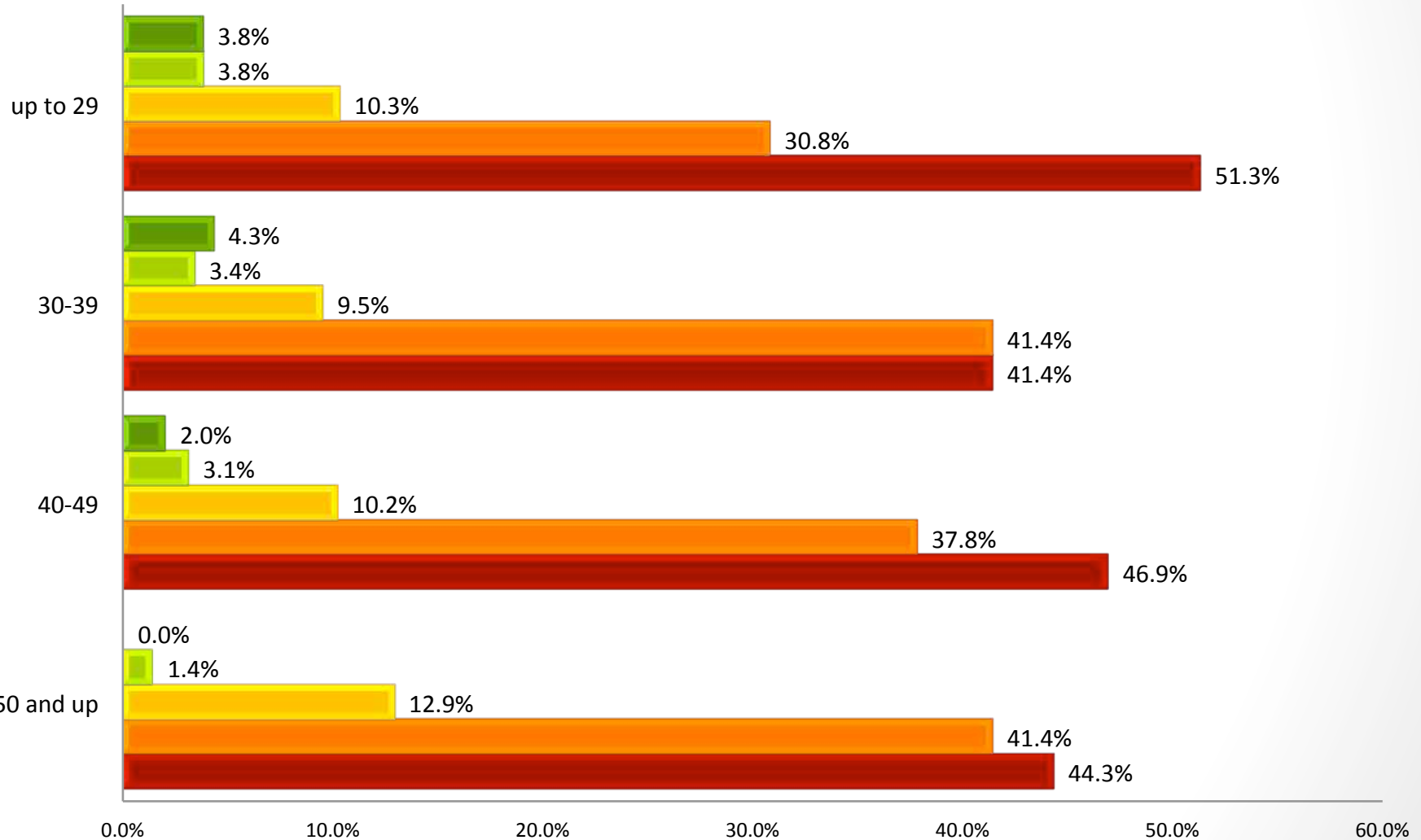


Frequency of videoconferencing for Telehealth

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■ Daily ■ Weekly ■ Monthly ■ Rarely ■ Never



Constructive feedback from respondents



Feedback from respondents

Telehealth -Doctors to see patients on time for Telehealth appointment, patients leave by the time the doctors come around and we have left for lunch or something else and not to be reported as missed appointments. Internet connectivity to be faster, sometimes it just slows right up. Phone services that are cheaper (IP based).

improve the technology in our community as the technology improves....update more frequently..i have not seen any improvements in my community. The Telemedicine struggles to keep their internet working smoothly.

Telehealth and Videoconferencing can be improved by Knet providing more information and education to the community organizations, on how and the benefits of using these technologies.

Videoconferencing can be improved. As sometimes you can't understand what is being said or don't get a clear picture. This is a ongoing technical issue. It's hard to participate when the video isn't clear.

I think that the connection speed for communities need to improve. In order to participate effectively in education, telehealth or videoconferencing, the speed needs to be there in order for it to run smoothly. Most of the KO communities that I have been to have slow internet and some even have internet speeds similar to my old dial-up during certain periods of the day.

Feedback from respondents

Spreading the Christian Religion. A faster internet connection. Both, wired and wireless. An Alcoholics Anonymous program in my community. Thank you.

Teleconference on AA meetings across northwestern Ontario including the Manitoba region or Parenting Conferences for the young mothers/ couples.

That there be more news stories with health issues.

Develop an online physical fitness program catered to all levels, and like mentioned previously online resources (ie. personality and aptitude tests) for hiring within First Nations.

I think that all northern communities are entitled as the same [quality] service as the southern

Conclusions and Next Steps



A few conclusions about KOTM

- There needs to be more community awareness for KOTM.
- Privacy of KOTM sessions could be a focus of a awareness campaign.
- Elders need to become more aware of KOTM and the benefits of this service.



Acknowledgements

A warm and sincere thank you to:

- All of the participants who took the time and effort to share their thoughts and opinions with us.
- KO staff, interns, and Videocom project members and associates who provided feedback on the project.
- Knet staff who helped with technical aspects of the data collection.
- This survey is part of the Videocom project, funded by in-kind contributions from the social sciences and the Humanities research council of Canada (SSHRC).
- **Meegwetch!**

Follow Up

- For feedback and ideas about next steps, contact Orpah McKenzie, KO Telemedicine orpahmckenzie@knet.ca
- For more details on survey analysis, contact Susan O'Donnell, University of New Brunswick susanodo@unb.ca

You are welcome to refer to this report in any future publications and reports. The reference is:

McKenzie, Orpah., Kakekaspan, C., & O'Donnell, S. (2012) Perspectives of Rural and Remote First Nation Community Members Toward Telehealth Services: The Case of Keewaytinook Okimakanak Telemedicine (KOTM). Presentation from Lévis, Quebec, October 25-27, 2012