

Perception of Quality of Care in Obstetrics and Gynecology Outpatients' Clinic During COVID-19 Pandemic

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Background

As waves of COVID-19 cases rose, modifications were made on a city and statewide level. Places providing an essential service continued to run. Outpatient clinics modified their serviced by mandating masks, incorporating telemedicine, and decreasing the patient load to 25% capacity. Our study was created to get an overview of how patients perceive their care. We also looked at whether patients believe that their access to care has been restricted.

Study Population

OB/Gyn patients who are either pregnant or nonpregnant in the outpatient clinic

Data Collection Methods

Quality of care was assessed through the use of a survey with fourteen questions. A total of 115 patients were given a survey and 107 of those patients completed the study. Patients were provided with an information sheet detailing the study and how their answers would be used. The mean and standard deviations were calculated for each question.



Results

Patients' mean response was neutral for the use of telemedicine in visits (Q.A,5,6,7,8,9)
 Patients reported above the mean for felt safe during their doctor's appointment and felt satisfied with their care during the COVID pandemic (Q.4, Q.10)
 Patients reported less than the mean for preferring telemedicine over face-to-face visits(Q.11)
 Other questions did not have a statistical significance in difference

Healthcare Questionnaire

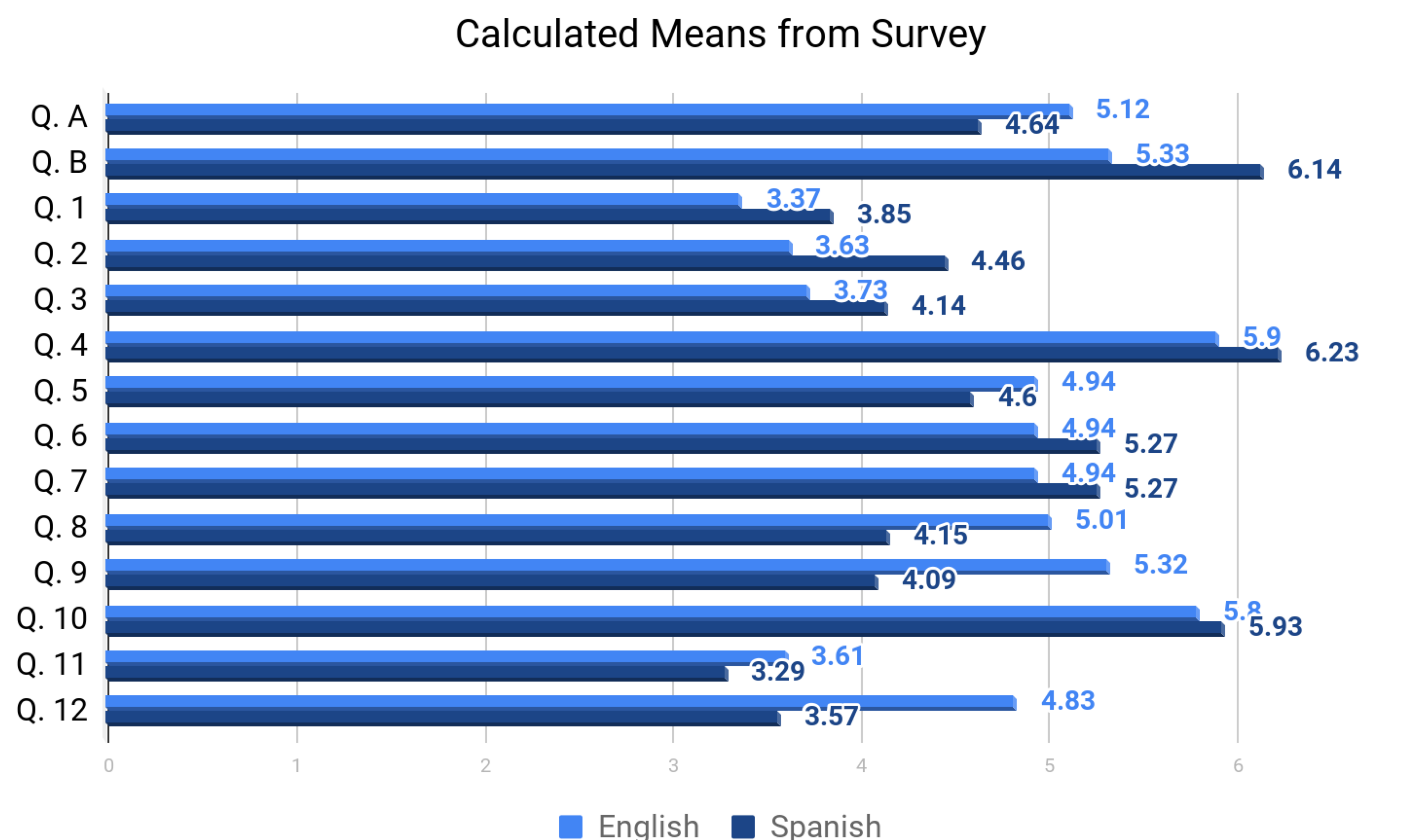
On a scale of 0-10, 0 being not likely at all and 10 being extremely likely, answer the following questions.

A. If given the option, how likely are you to schedule a future appointment as telemedicine?
 B. How likely are you to recommend telemedicine to another person?

Do you agree or disagree with the following statements?

- The COVID-19 pandemic has negatively impacted my access to health care.
- The COVID-19 pandemic has negatively impacted my access to resources.
- I am concerned about going to my doctor's appointments due to COVID-19.
- I felt safe during my doctor's appointment.
- Telemedicine made it easier to talk to my doctor about my concerns.
- The use of telemedicine technology was an effective use of my time.
- I look forward to my visits using telemedicine.
- The use of telemedicine technology is a convenient way to receive care.
- I am satisfied with the care I received through telemedicine.
- I am satisfied with the medical care provided to me during this COVID-19 pandemic.
- I prefer using telemedicine over face-to-face visit.
- I prefer using both telemedicine and face-to-face visits for my care.

Figure 1: Survey Used during study



Conclusions

After analyzing the results, the majority of patients responded neutrally with their experience with telemedicine. Less than the majority of patients felt negatively impacted by the pandemic. Between the Spanish-speaking and English-speaking patient, Spanish-speaking patients felt more negatively impacted than English-speaking patients. Overall telemedicine, has made it more convenient and an effective use of time for patients. The implications of this study could be to provide the opportunity in the future for patients to choose telemedicine appointments in order to provide patients with more access to care. It is possible that these results were taken too early in the pandemic before a significant loss in economic stability was apparent, which would result in patients not noticing a significant impact in access to care.

Next Steps

- In a larger study, have equal number of Spanish-speaking and English-speaking patients
- Survey patients with chronic conditions and ask if care has been affected.

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