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Submission date: 23-Nov-2020 03:11AM (UTC+0800)

Submission ID: 1454027932

File name: telehealth_1.edited.docx (19.22K)

Word count: 707

Character count: 4160

Effects of Telehealth on Quality of Care

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Effects of Telehealth on Quality of Care

The advancement of technology has resulted in significant changes in the operation of medical care. Therefore, the main purpose of every medical care is to provide or enhance the patient well-being and quality of care, technology progression resulting in improved patient security due to the use of telehealth. The research question under study is, what are the effects of telehealth on quality of care? Although patients care has increased many people have not realized how telehealth has impacted medical care, thus, the purpose of this paper is to review two research studies portraying the effects of telehealth on quality of care.

Quantitative research conducted by Hah et al. (2019), focused on the effects of a digital communication system to frontline health workers on provider-to-provider communication. The research utilized a survey to collect data from 142 nurses who were in their master-level education. Among the samples, 121 data were relevant to be used in research and the results obtained indicated that sixty percent of the care providers used technology exploitatively (Hah et al., 2019). However, this had negative effects on the quality of care. Nevertheless, the care providers involved in the utilization of telehealth technology for the intended purpose have increased their professional behavior and thus improving the quality of care.

The strength of this research is based on the participants involved in the study. Nurses students are offering medical services to patients, and for that reason, information obtained from them is what is happening in the industry. Another strength of the study is more research available on the topic that provides the gaps left unaddressed while focusing on existing theories. However, the weakness of the study is the analysis of providers' characteristics and behaviors which result in bias. The ¹ internal threat to the validity of the study is the experimental variable which is telehealth adaptation behavior of providers' communication. The external threat is the

missing policies that would help increase and motivate providers to use telehealth technology on enhancing virtual care services.

Qualitative research conducted by Sauers-Ford et al. (2019) focused on the availability, serviceability and usefulness of telehealth in pediatric programs. Pediatric emergency telemedicine session has proved to deliver sustenance to society emergency department giving vital ill individuals. Nevertheless, irrespective of the identification of value of telemedicine, the implementation of the technology is slow (Sauers-Ford et al., 2019). Hence the need to realize the reason behind the providers regularly not utilizing telemedicine when in existence for pediatric patients and study how to enhance telemedicine program. The research used grounded theory methodology and collected data using interviews. 16 participants took place in data collection and all of them have participated in telemedicine consultation for five times or more. This led to a conclusion that telemedicine needs to advance based on technology progression and intensification of collaboration between clinicians and patient care procedures.

The main strength of the study is the data collection method used. Interviews present significant information from participants. However, the weakness of the study was the participants involved as they were all pediatric patients despite the research focusing on the family and patients benefits of using telemedicine in pediatric emergency, it did not include family members as participants. The internal threat validity of the study was on selection bias, as participants involved in the study were from one health care facility. Also, the external threat validity in the study is the generalizability of participants under intervention which resulted in variation in outcome. The best research study to be used in this paper is qualitative study because it will present the best answer to the research question and provide outcomes that are based on frequent analysis.

References

- Hah, H., Goldin, D., & Ha, S. (2019). The Association Between Willingness of Frontline Care Providers' to Adaptively Use of Telehealth Technology and Virtual Service Performance in Provider-to-Provider Communication: Quantitative Study. *Journal of medical Internet research*, 21(8), e15087. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6740163/>
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