



Telehealth Resource Center – Listserv: Analysis of Usage and Efficiency



Omer Malik^{1,3}, Mirna Becevic^{1,4}, Winfred Phillips^{2,3}, Rachel Mutrux¹

¹ Missouri Telehealth Network, ² Informatics Institute, ³ Health Management and Informatics, ⁴ Department of Dermatology

Overview

- **Listservs** are used to **create an open path of communication** between participants. Listservs are not meant to replace e-mails but to add another dimension to expanding channels of communicating knowledge.
- **Listservs** are created to **generate a buzz about a specific topic** that allows staff to communicate and post about these topics while also simplifying the process of communication and requesting information.
- **The Telehealth Resource Center - Listserv (TRC-L)** is federally funded by HSRA and is located in several different regions that **span across thirteen states**. All posts within the listserv follow the regulations of privacy and confidentiality of the organization and is meant to be a database of knowledge.

Methods

- A study was conducted at the University of Missouri in order to evaluate the efficiency of the Telehealth Resource Center – Listserv. TRCs serve as a focal point for advancing efficient use of telehealth and support in underserved areas, refer to Figure 1 for locations (American Telemedicine Association).
- A survey was developed using REDCap, which has been validated by a number of sources.
- The objective of the study was to create a survey that allows the usefulness of the listserv to be gauged by its participants. There are a total of 62 members in the listserv; members are added to the listserv by an administrator and are professionals currently working in the telehealth field. Users can post on a wide variety of topics within telehealth.

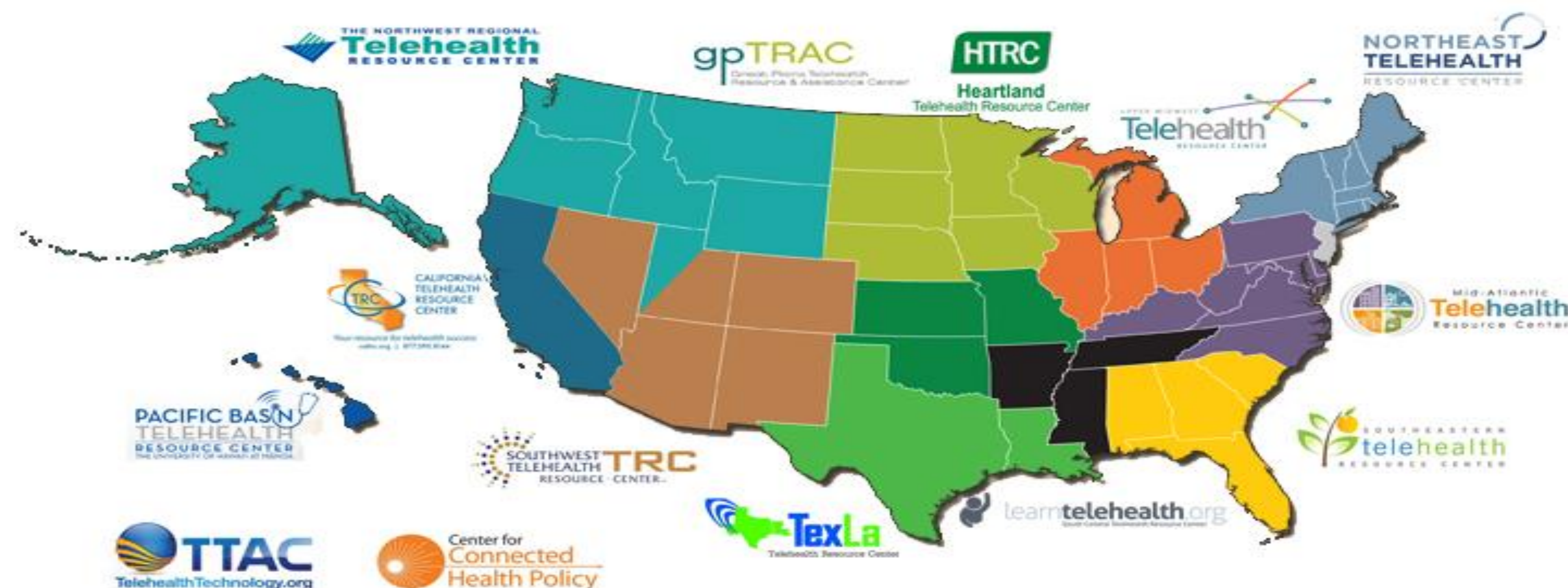


Figure 1: TRC Map

Topics vary from: upcoming conferences, reimbursement, and questions that are discussed within the organization and would like input from an outside source. The developmental tool that was used to create and distribute the survey was RedCap. RedCap is used as a data collection web application. Data that has been collected can be analyzed using statistical packages such as SPSS, and SAS. Topics such as: frequency, quality, and usefulness were asked in multiple choice and open-ended form. The following provides details to the listserv, TRC-L (trc-l@po.missouri.edu) which is currently used at multiple locations within the United States to troubleshoot questions in the Telehealth Resource Center

Results

Survey results:

- There were a total of 33 responses, with a response rate of 56%.
- The results showed that a mean rate of 77.42% of users felt the listserv was beneficial, refer to Table 1; and the median rate being 85% with a standard deviation of 19.87
- 66.7% of users reported that the listserv was “Helpful”.
- Figure 2 shows the diversity of respondents that the survey was administered to.
- The main use for the listserv was to learn about new and developing issues in telehealth with 81.8%; and 75.8% said to engage in dialogue with other listserv members.

Comments:

- “It is a great way to get telehealth news sent to many who are in the field of telehealth whether it is new legislature, new technology, protocols, upcoming webinars or meetings”.
- “Even if I do not ask a question....I learn from that question and the responses”
- “Provides rapid access to the opinions and experience of other members and specific information they have that I need”

Table 1: How Beneficial is the listserv?

Total (N)	Missing	Unique	Min	Max	Mean	StDev	Percentile						
							.05	.10	.25	.50 Median	.75	.90	.95
33	0 (0%)	26	30.00	100.00	77.42	19.87	35.00	45.50	64.00	85.00	91.50	98.00	100.00

Table 1: Participants

Counts/frequency: a. Faculty (4, 12.1%), b. Program Director/Assistant Program Director (18, 54.5%), c. Telehealth Coordinator (3, 9.1%), d. Analyst (0, 0.0%), e. Intern (0, 0.0%), f. Other (please specify) (8, 24.2%)

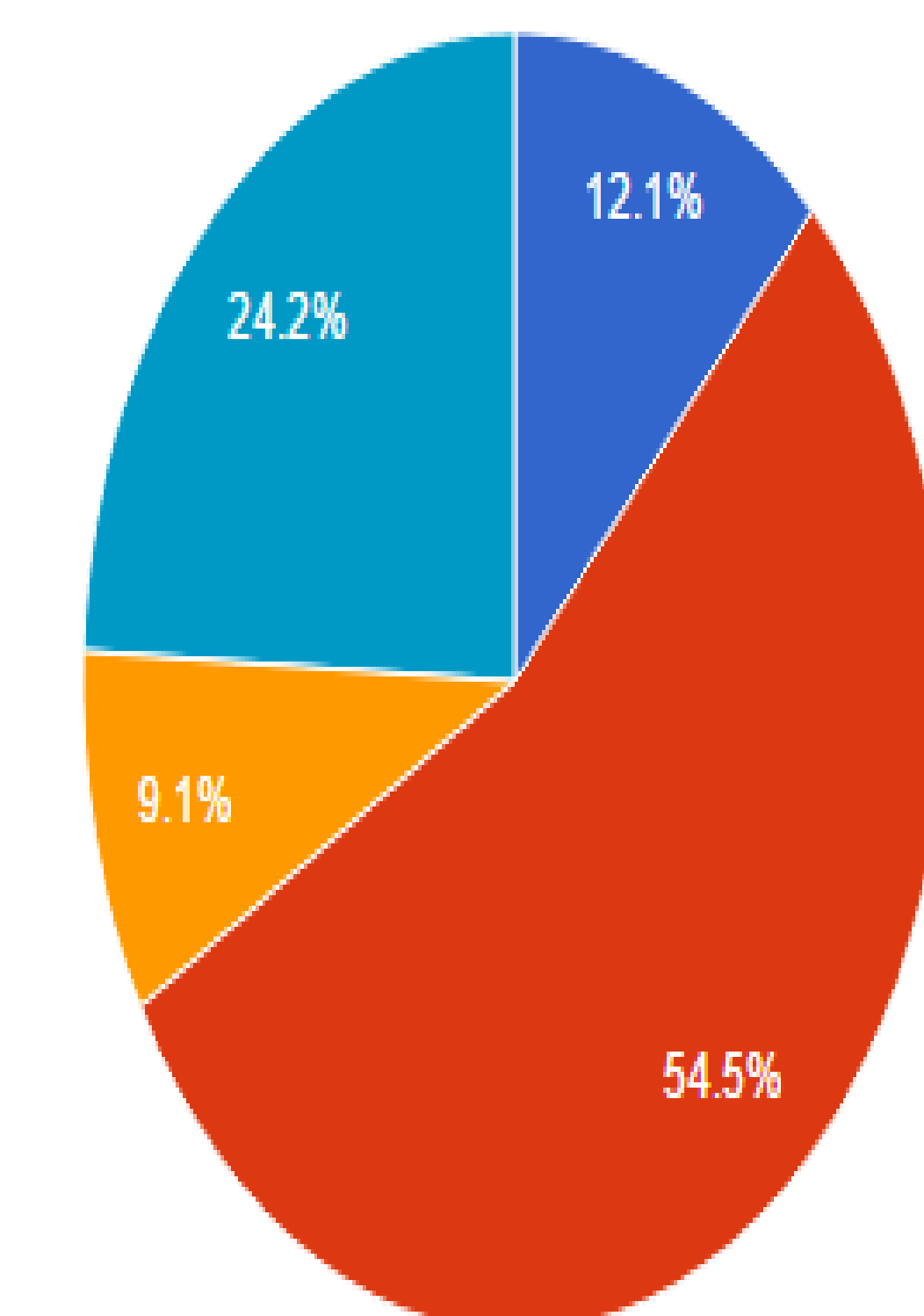


Figure 2: Job Title

Conclusions

- Listservs allow easy access to obtain knowledge from professionals in a certain field. **Listserv's create many benefits for the users, but most importantly it provides an avenue for learning and education.** Subscribers indicated high satisfaction with the fact that even if they are not directly asking the question, they learn from answers and group discussions on the listserv.
- Other benefits the telehealth resource center listserv provides is the ability to get the input of many experts in a discussion type format. Many users indicated that the listserv should be more organized when searching for previous posts. By creating a more organized account of the previous posts it allows users to search previous answers so that the same question is not asked multiple times. **For research questions and a list of references, please contact:**

Omer Malik osmxb@mail.missouri.edu Phone: (573) 882-8240