Resources for Telehealth Experience and Satisfaction Surveys

The following resources are provided for informational purposes only. The list of telehealth experience and patient satisfaction surveys is intended to provide an example of the available published telehealth survey tools. We also recommend consulting the American Association for Public Opinion Research's Best Practices for Survey Research https://www.aapor.org/Standards-Ethics/Best-Practices.aspx prior to developing or administering a telehealth survey.

Survey/Report Title	Author	Sub Domain	Domain
Care Transitions Measure (CTM) Specifications	E. Coleman	Cost Effectiveness	Cost Effectiveness
Assessing the Quality of Preparation for Posthospital Care from the Patient's Perspective	E. Coleman	Cost Effectiveness	Cost Effectiveness
2018 BRFSS Questionnaire	Behavioral Risk Factor Surveillance System (BRFSS)	Cost Effectiveness	Cost Effectiveness
NASA Task Load Index	Hart, Steveland	Usability	Experience
System Usability Scale	Brook	Usability	Experience
Questionnaire for User Interaction Satisfaction	Human-Computer Interaction Lab team	Usability	Experience
NASA-TLX Assessment of Surgeon Workload Across Specialties	B. Lowndes	Workload	Experience
Universal Provider Datasource Provider Survey Report	CAQH	Provider Experience	Experience
RENEWING Draft Questionnaire for Data Collection	K Kidholm, A. Dyrvig Nielson, R. Prior	Patient/Provider Experience	Experience
Factors Affecting Physician Professional Satisfaction and Their Implications for Patient Care, Health Systems, and Health Policy	Friedberg, Chen, Van Busum, Aunon, Pham, Caloyera, Mottke, Pitchforth, Quigley, Brook	Provider Experience	Experience
American Medical Group Associated Provider Satisfaction Survey Protocol	AMGA	Provider Experience	Experience
American Medical Group Associated Provider Satisfaction Survey: A VERY Brief Overview	M. Miller	Provider Experience	Experience
Organizational Culture Associated with Provider Satisfaction- NIH Author Manuscript	Scammon, Tabler, Brunisholz, Gren, Kim, Tomoaia-Cotisel, Day, Farrell, Waitzman, Magill	Provider Experience	Experience
Virtual TeleConsult Clinic Referring Provider Post-Participation Survey	MUSC	Provider Experience	Experience
National Survey of Physician Organizations and the Management of Chronic Illness II	Shortell	Provider Experience	Experience
Primary Care Provider and Imaging Technician Satisfaction with a Teledermatology Project in Rural Veterans Health Administration Clinics	McFarland, Raugi, Reiber	Provider Experience	Experience
Provider Satisfaction and Patient Outcomes Associated with a Statewide Prison Telemedicine Program in Louisiana	Glaser, Winchell, Plant, Wilbright, Kaiser, Butler, Goldshore, Magnus	Provider Experience	Experience
2014 Survey of America's Physicians-Practice Partners and Perspectives	The Physicians Foundation	Provider Experience	Experience
2011 Provider Satisfaction Survey	Bridgeway Health Solutions	Provider Experience	Experience
User Satisfaction with Telehealth-Study of Patients, Providers, and Coordinators	Becevic, Boren, Mutrux, Shah, Banerjee	Patient/Provider Experience	Experience
2012 Provider Satisfaction Survey	Care 1st Health Plan	Provider Experience	Experience
Provider Satisfaction Survey-Telemedicine	Children's Mercy Hospitals & Clinics	Provider Experience	Experience

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Telehealth Program Satisfaction Survey-Consulting Health Care Provider: Real-Time Consultation		Provider Experience	Experience
Virtual TeleConsult Clinic Referring Provider Pre-Participation Survey	MUSC	Provider Experience	Experience
Virtual TeleConsult Clinic MUSC Specialist Post-Participation Survey	MUSC	Provider Experience	Experience
Medical University of South Carolina Telehealth Stroke Program-Provider Survey	REACH/ MUSC	Provider Experience	Experience
Development, Validation, and Use of English and Spanish Versions of the Telemedicine Satisfaction and Usefulness Questionnaire	Bakken, Grullon-Figueroa, Izquierdo, Lee, Morin, Palmas, Teresi, Weinstock, Shea, Starren	Patient Experience	Experience
Clinician and Group CAHPS Survey	Press Ganey	Patient Experience	Experience
Patient Satisfaction with Video Teleconsultation in a Virtual Diabetes Outreach Clinic	Fatehi, Matin-Khan, Smith, Russell, Gray	Patient Experience	Experience
Development of a Remote Monitoring Satisfaction Survey and its Use in a Clinical Trial with Lung Transplant Recipients	Finkelstein, MacMahon, Lindgren, Robiner, Lindquist, VanWormer, Hertz	Patient Experience	Experience
Medical Practice Telemedicine Survey	Press Ganey	Patient Experience	Experience
Survey on Attitudes on Virtual Visits Between Providers and Patients (Phone Script)	Gardner	Patient Experience	Experience
Perceptions of Video-Based Appointments from the Patient's home- A Patient Survey	Gardner, Jenkins, O'Neil, Wood, Spurrier, Pruthi	Patient Experience	Experience
Perceptions of the Care Experience in Critical Care Units Enhanced by a Tele-ICU	Golembeski, Willmitch, Kim	Patient Experience	Experience
National First Nations Telehealth Research Project- Telehealth Satisfaction Questionnaire		Patient Experience	Experience
Patient Satisfaction with a Teleradiology Service in General Practice	Jacobs, Ekkelboom, Jacobs, van der Molen, Sanderman	Patient Experience	Experience
Evaluation and Measurement of Patient Experience	LaVela, Gallan	Patient Experience	Experience
Patient and Provider Satisfaction with the Use of Telemedicine: Overview and Rationale for Cautious Enthusiasm	Love	Patient Experience	Experience
Patterns of Use and Correlates of Patient Satisfaction with a Large Nationwide Direct to Consumer Telemedicine Service	Martinez, Rood, Jhangiani, Kou, Rose, Boissy, Rothberg	Patient Experience	Experience
Patient Evaluation of an Acute Care Pediatrics Telemedicine Service in Urban Neighborhoods	McIntosh, Cirillo, Wood, Dozier, Alaire, McConnochie	Patient Experience	Experience
Measuring Patient Experience	Robert Wood Johnson Foundation	Patient Experience	Experience
The Telehealth Satisfaction Scale (TeSS): Reliability, Validity, and Satisfaction with Telehealth in a Rural Memory Clinic Population	Morgan, Kosteniuk, Stewart, O'Connell, Karunanyake, Beever	Patient Experience	Experience
MUSC Health MyChart E-Visit Survey	MUSC	Patient Experience	Experience
Telephone Post-Visit Survey Script: Patient Satisfaction Survey	MUSC	Patient Experience	Experience
Virtual TeleConsult Clinic Patient Post-Participation Survey	MUSC	Patient Experience	Experience
Virtual TeleConsult Clinic Patient Pre-Participation Survey	MUSC	Patient Experience	Experience
Development of the Telemedicine Satisfaction Questionnaire to Evaluate Patient Satisfaction with Telemedicine: A Preliminary Study	Yip, Chang, Chan, Mackenzie	Patient Experience	Experience
Medical Practice Telemedicine Survey (2)	Press Ganey	Patient Experience	Experience
Telemedicine for Medical Practice Surveys-Description	Press Ganey	Patient Experience	Experience
Telemedicine for Medical Practice Surveys-FAQs	Press Ganey	Patient Experience	Experience
Patients' Satisfaction with and Preference for Telehealth Visits	Polinksi, Barker, Gagliano, Sussman, Brennan, Shrank	Patient Experience	Experience
RENEWING Draft Questionnaire for Data Collection	K Kidholm, A. Dyrvig Nielson, R. Prior	Patient Experience	Experience

Sample Patient Survey	Nursing & Midwifery Telehealth Consortia	Patient Experience	Experience
Telemedicine in Urban and Suburban Childcare and Elementary Schools Lightens Family Burden	McConnochie, Wood, Herendeen, Hoopen, Roghmann	Patient Experience	Experience
UCDHS Telemedicine Clinical Consultation Patient Satisfaction Survey	UCDHS	Patient Experience	Experience
Telehealth Patient Satisfaction Survey	Utah Telehealth Network	Patient Experience	Experience

The following survey tools on this site are presented without any guaranty regarding the accuracy, relevance, or completeness of the resources.

To learn more about surveys that can be used for measuring experience and satisfaction of patients and providers, feel free to reach out to your local Telehealth Resource Center (https://www.telehealthresourcecenter.org) or contact the MUSC Telehealth Center of Excellence (TelehealthCOE@musc.edu).