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Conference abstract

## Heart failure patients monitored with telemedicine: patient satisfaction, a review of the literature

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### Abstract

**Background:** Remote monitoring of the clinical status of heart failure patients has developed rapidly and is the subject of several trials. Patient satisfaction is an important outcome and is recommended by the FDA to use in clinical research. Therefore, it should be included in studies concerning remote monitoring. Patient satisfaction with telemedicine is a multi-dimensional concept and has to be measured with standardised and validated measurement tools.

**Objective:** To describe the current state of literature on patient satisfaction with non-invasive telemedicine, with regard to the description, measurement and overall level of patient satisfaction with telemedicine.

**Results:** In total 193 articles were screened and fourteen articles were included in this review. None of the included articles described a clear definition or concept of patient satisfaction with telemedicine. Patient satisfaction with telemedicine was measured with self-developed questionnaires, face-to-face or telephonic interviews. None of the articles used the same questionnaire or telephonic survey to measure patient satisfaction. One questionnaire was assessed for validity and reliability. In general, patients seemed to be satisfied or very satisfied with the use of telemedicine.

**Conclusions:** Measurement of patient satisfaction is still under-exposed in telemedicine research; well-developed and validated instruments are hardly available. It is strongly recommended that patient satisfaction becomes more prominent and that well designed, validated and standardised instruments with theoretical foundation will be used to measure patient satisfaction with telemedicine.

### Keywords

perception, telemonitoring, remote monitoring, satisfied

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