International telepsychiatry (patient acceptability study)

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Definition

“Telepsychiatry” refers to the use of telecommunication technologies with the aim of providing psychiatric services from a distance. Most often used is videoconferencing in real-time.
• Among numbers of potential applications of telepsychiatry, the treatment of asylum seekers, refugees and migrants on their respective mother tongue(s) has never been explored.
The first international telepsychiatry collaboration was established between New Zealand and Australia[1], while such trials have never been done in Europe.

The aim of the service

- Providing of psychiatric service on patients’ respective mothertongue(s) where the access to ethnic clinicians is limited
Clinicians involved in the project are affiliated to Psychiatric Centre Little Prince in Copenhagen. They all have ethnic background and selected cross-cultural skills, which make the use of interpreters unnecessary.
• Mentally ill migrants, refugees and asylum seekers
• Total number of participants involved in the survey until October 2007. was 30 (9 woman and 21 man).

• Mean age for males were 42,5 years (range 20-58 years) and 41,7 years for females (range 30-55 years).
• Total number of provided telepsychiatry sessions within period of 1½ year was 203.
• (range 1-22; average 6,8 sessions per patient)
Previous psychiatric treatment in homeland

<table>
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<tr>
<th>Yes</th>
<th>No of patients</th>
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No of patients
Psychiatric treatment in Denmark

No of patients

Yes

No
• Participants received written information about telepsychiatry and undersigned consent before the first telepsychiatry session.

• Questionnaire in order to determine satisfactory level, advantages and disadvantages by using telepsychiatry.
Patient satisfaction questionnaire consists of 10 items. It was designed for the project purpose and was based on patient satisfaction questionnaires used in prior published surveys.
Four telepsychiatry stations in Denmark established during the Telepsychiatry Project have been linked by videoconference to one station in Sweden.

Polycom VSH 7000-videoconferencing was via sHDSL by 2Mb/s.
• The distances from the Swedish station located in Malmoe to the Danish telepsychiatry stations range from 140-300 km.
Diagnose distribution

- Acute psychosis
- Schizoaffective psychosis
- Paranoid psychosis
- General anxiety
- Hypochondria
- Acute stress disorder
- Substance dependence
- Mental retardation
- Personality disorder
- Depression
- PTSD

No of patients
Did you get enough information about telepsychiatry?

- Yes, in high degree: 20 patients
- Yes, in some degree: 5 patients
Do you perceive "contact via TV" as uncomfortable?

- Yes, in high degree
- Yes, in some degree
- No, only in less degree
- Not at all

No of patients
Did you feel safe under telepsychiatry contact?

Yes, in high degree

Yes, in some degree
Have you been satisfied with sound quality?

- Yes, in high degree: 25 patients
- Yes, in some degree: 0 patients
Have you been satisfied with picture quality?

- Yes, in high degree: 20
- Yes, in some degree: 5
Did you achieve your goal via telepsychiatry / could you express everything you wanted to?

- Yes, in high degree: 18 patients
- Yes, in some degree: 2 patients
Would you prefer contact via interpreter in future?

- Yes, in high degree: 2 patients
- Yes, in some degree: 4 patients
- Not at all: 10 patients

PSYCHIATRIC CENTRE LITTLE PRINCE
WE SPEAK THE LANGUAGE OF THE CLIENTS

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• What were you most satisfied with during the telepsychiatry contact?

1. Having possibility to express myself on motherhood language.

1. Being understand by someone who has the same cultural background and who knows traditions and culture of my people.

1. No need for traveling.
What were you most dissatisfied with during the telepsychiatry contact?

1. Physical environment (little room, without windows)
Discussion

• Key predictor of patients’ satisfaction with telepsychiatry in this survey was possibility to communicate on motherhood language.
Conclusion

This is the first international telepsychiatry collaboration established in Europe.
The results of the Danish survey may contribute to positive changes in policy and routines within mental health service(s) towards cross-cultural patient population not only in Denmark but also in the rest of EU.
Vision for the future

- Conducting of *International Telepsychiatry Network* capable to increase access to sign language and many foreign languages staff in whole EU.

- Increase speed and accuracy of diagnosis and treatment without compromising with quality of care.
Acknowledgments

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