

**A QUALITATIVE-QUANTITATIVE STUDY OF
HEALTH PROFESSIONALS PERCEPTION ON THE
BH-TELEHEALTH PROJECT IMPLEMENTED IN
BELO HORIZONTE, BRAZIL**

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Introduction

- The BH-Telehealth project: implemented since 2003;
- Activities of tele-education and teleconsultation to support health family teams.
- A low cost model developed by a partnership between the Federal University of Minas Gerais and the Belo Horizonte City Department of Health

BH-Telehealth Project

- Videoconferences fortnightly
 - Medicine
 - Nursing
 - Dentistry
- Teleconsultations
 - **Online** - access to image and voice of the expert, with whom to share and exchange of radiological images, ECG and information contained in electronic medical records.
 - **Store and Forward** – information between professionals of the health centers and experts shared through a secured system.

BH-Telehealth Project



Units of Health Connected	
District	Units
Oeste	15
Centro-sul	12
Venda Nova	11
Barreiro	20
Norte	16
Noroeste	20
Nordeste	17
Leste	14
Pampulha	8
Administração Distrital	9
Centro de Especialidade Médica	2
Outros	7
Total	151

Objectives

- To study the perceptions of medical, dental and nursing professionals in relation to the BH-Telehealth project, which conducts teleconsultations and videoconferences to health family teams located in 144 primary care units (UBS) in the city of Belo Horizonte, state of Minas Gerais, Brazil

Methodology

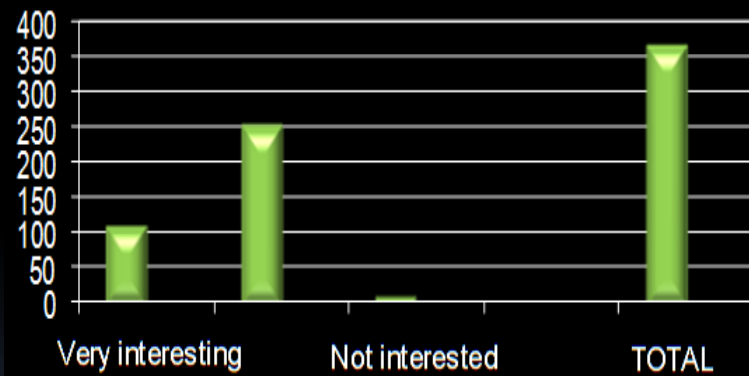
- Qualitative and quantitative analysis, through semi-structured questionnaire with closed and opened answers to enable the use of content analysis.
- Questionnaires sent to teleconsultation and videoconference user. A total of 105 questionnaires on teleconsultation and 373 on videoconferences were answered. The closed questions were organized to meet the following dimensions: impact care, work process, interaction and system utilization. They were subsequently consolidated and quantified.

Methodology

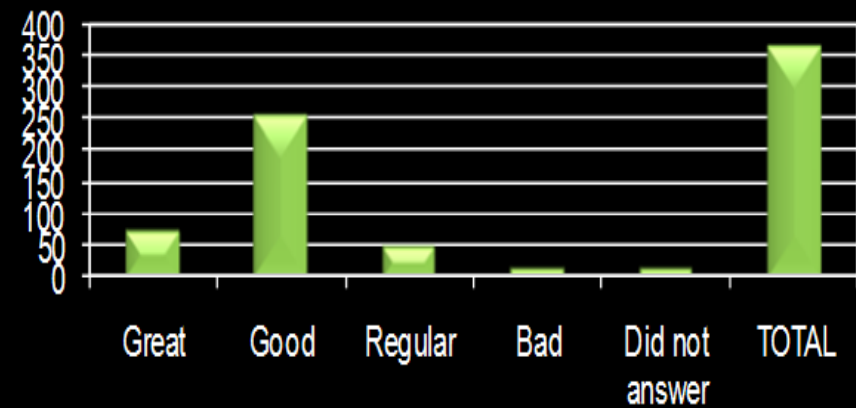
- The open questions were initially treated by block of questions. The reading allowed recurring themes identification which were then organized and transformed into categories and subcategories of analysis.
- The category list was included in the free software QDA - Weft. The categories were organized related on topics addressed: infrastructure (equipment, system, network,), technical support, process organization (time, subjects, teaching material) and UBS organization (tasks division, internal physical structure).

RESULTS

Assessment on the topics covered in the activities of telehealth

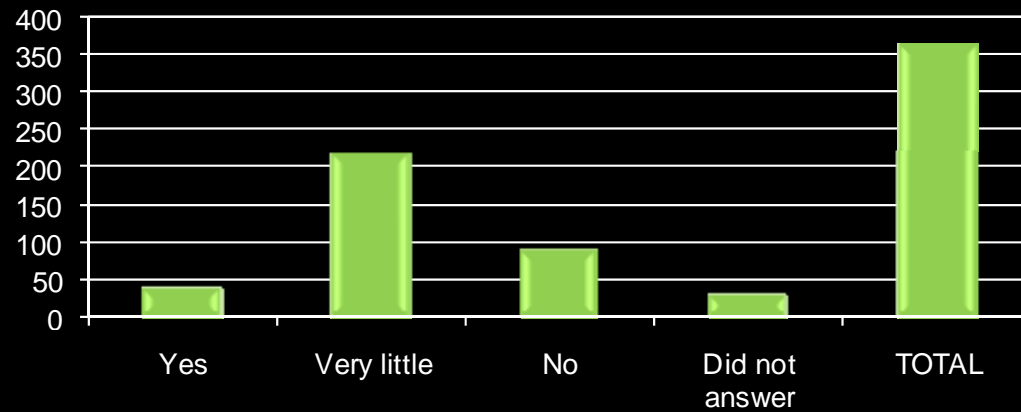


Evaluation of the methodology that integrates conceptual approach and concrete experiences

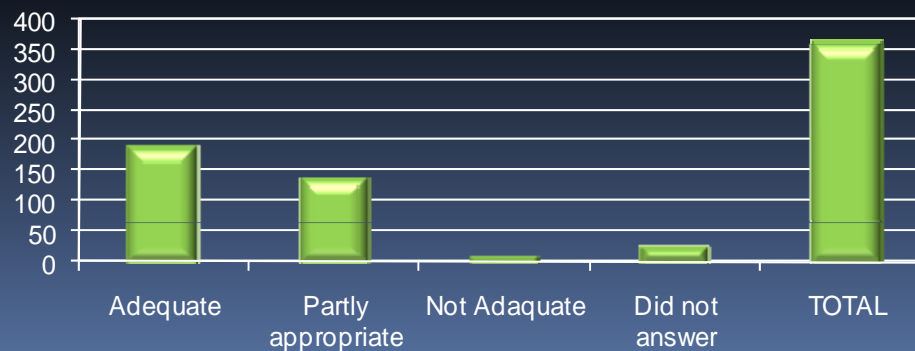


RESULTS

Distribution as the perception of the difficulty in implementing the daily work of the themes discussed

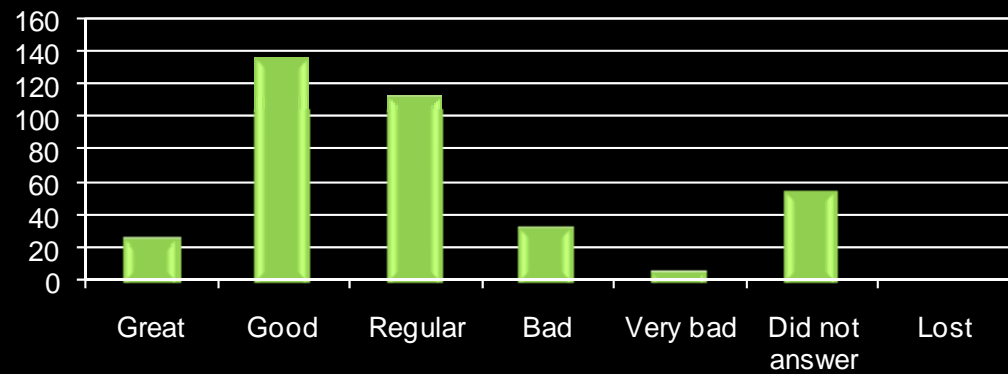


Appropriateness distribution of the topics to solving problems everyday care

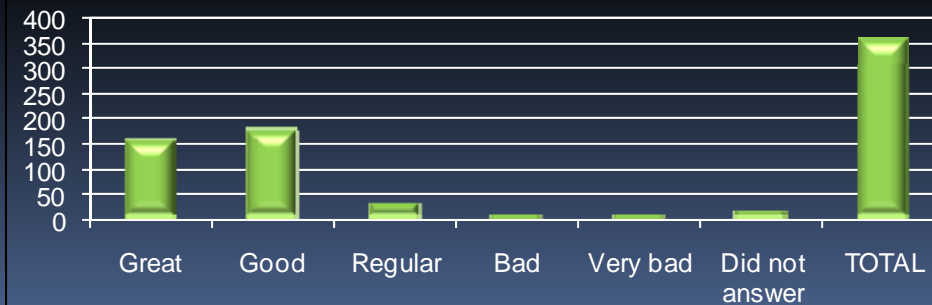


RESULTS

Distribution of the evaluation of the system stability



Distribution of the geral evaluation of the BHTelehealth programme



RESULTS

Distribution of the recommendation for implementation of the programme in other units



RESULTS

- The BH-Telehealth programme implementation has improved health care process in the city of Belo Horizonte - 71% of professionals reported knowledge renewal, 74% said that it helped in carrying out assistance and more than 85% referred to telehealth as a very useful tool for solving cases, conducting diagnostic and therapeutics;
- The low complexity and low cost of the technology used, replicable in different sizes, has been evaluated positively by professionals
- There are still difficulties on the routine of the care process for the full utilization of telehealth resources available.