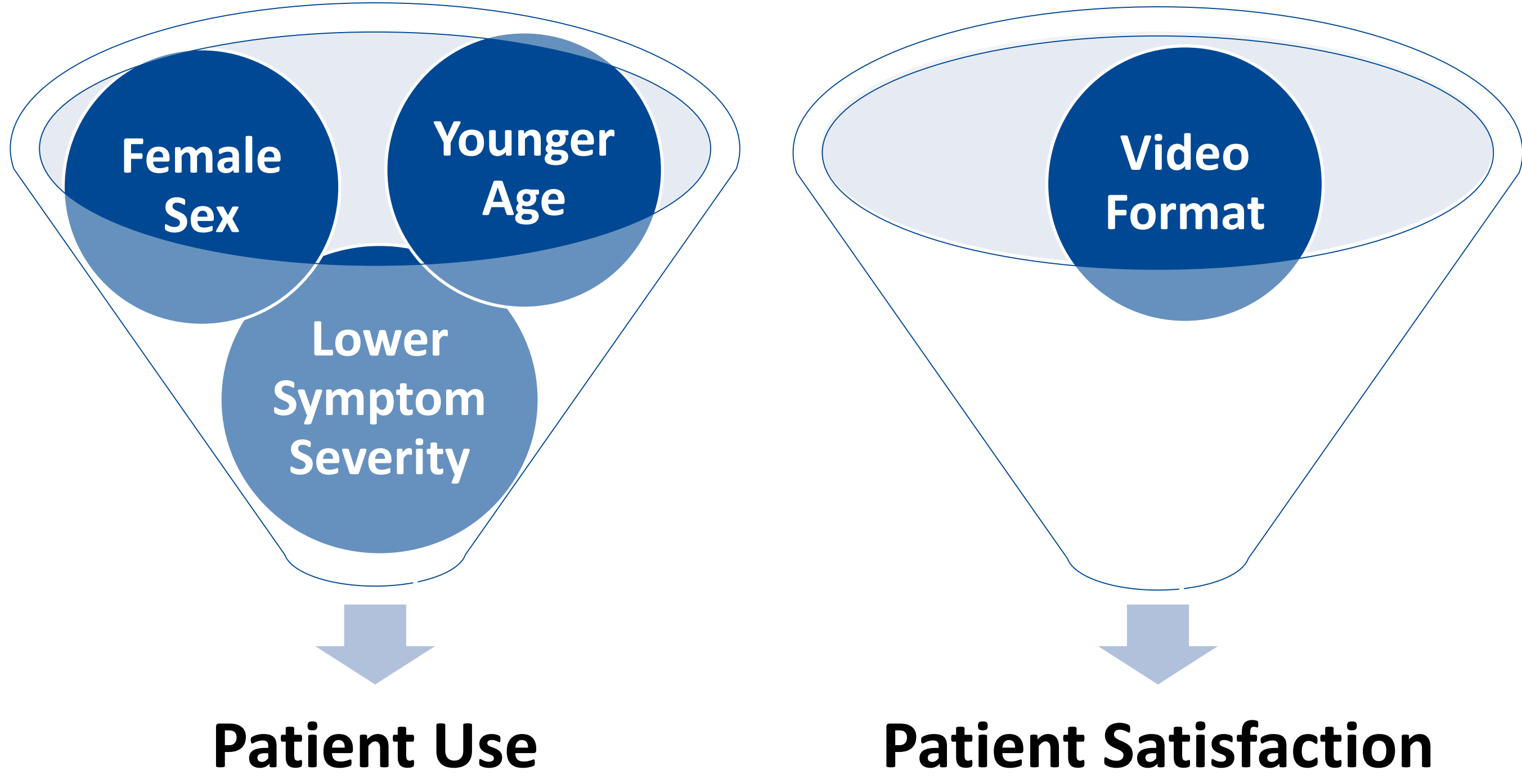

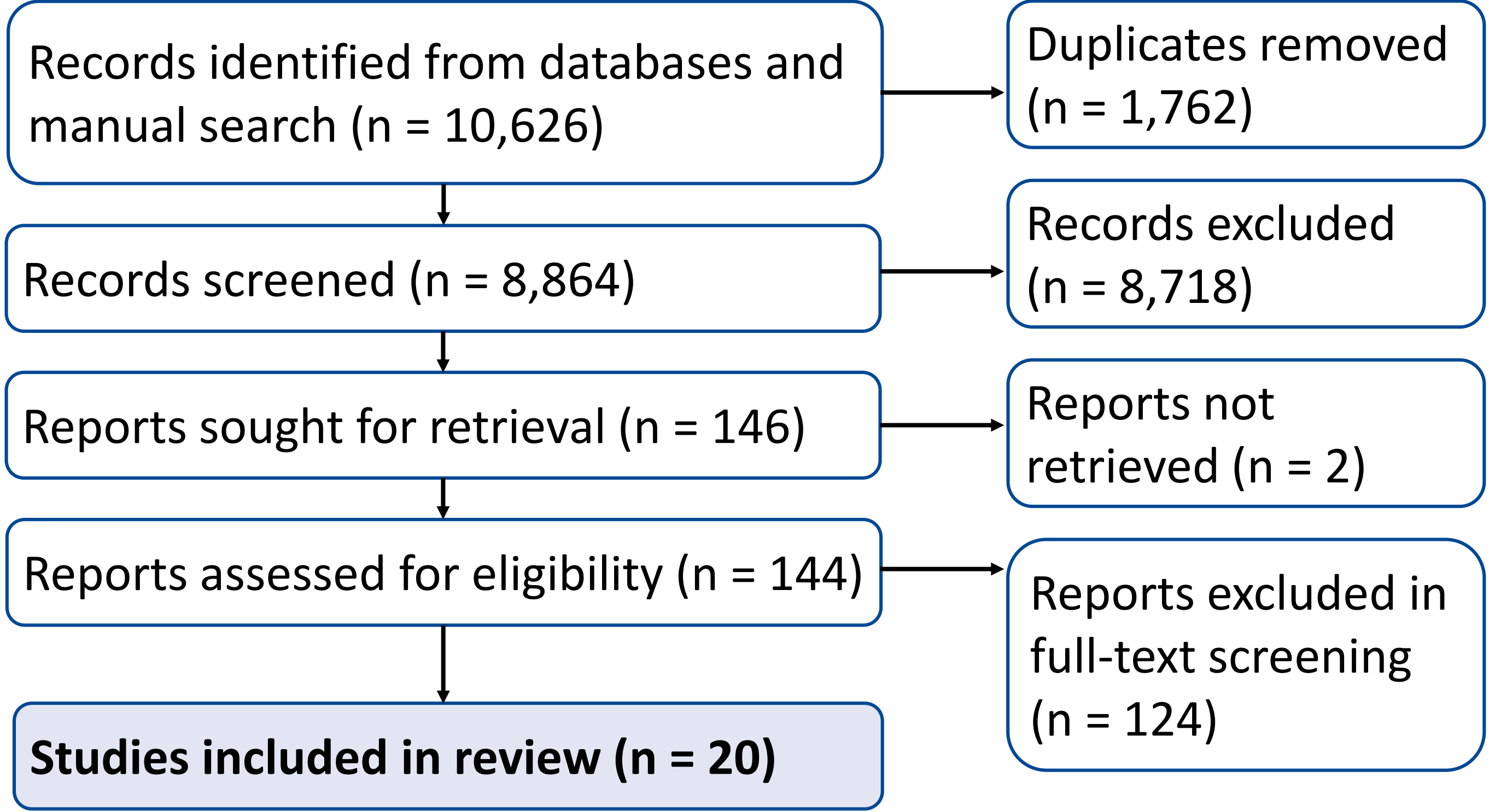




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# Determinants of patient use and satisfaction with synchronous telemental health services during the COVID-19 pandemic: A systematic review

Background	Results
<ul style="list-style-type: none"> <li>Widespread implementation of telemental health services during COVID-19 pandemic</li> <li>Triggered new research that examined patient use and satisfaction with the services – including determinants of those outcomes</li> <li>A systematic review of the recent literature is lacking</li> </ul>	<ul style="list-style-type: none"> <li>n = 13 studies observed determinants of patient use, n = 10 determinants of patient satisfaction</li> <li>Mainly good (n = 12) or fair (n = 6) study quality</li> <li>From North America (n = 14), Europe (n = 5) and Asia (n = 1)</li> <li>Sample sizes ranged from n = 28 to n = 1,054,670</li> <li>Great heterogeneity concerning study designs, methods and findings</li> <li>Sociodemographic and health-related determinants were mostly considered, UTAUT dimension were partly neglected (e.g., effort and performance expectancy, psychosocial influence, facilitating conditions)</li> <li>While most findings were mixed or non-significant, some indications for potential relationships were found:</li> </ul>
<p><b>Aim</b></p> <p>To give an extensive overview of the literature on and highlight influential determinants of patient use and satisfaction with synchronous telemental health services during the COVID-19 pandemic.</p>	
<p><b>Methods</b></p> <ul style="list-style-type: none"> <li>Prospero registration, followed PRISMA guidelines</li> <li>Study selection, data extraction and study quality assessment were performed by two reviewers</li> </ul>  <ul style="list-style-type: none"> <li>Eligibility criteria <ul style="list-style-type: none"> <li>✓ Mental health patients</li> <li>✓ Synchronous telemental health services</li> <li>✓ Determinants of use and/or satisfaction included</li> <li>✓ Data collection during COVID-19 pandemic</li> <li>✓ Published from 2020 onwards</li> <li>✓ Peer-reviewed, quantitative studies</li> <li>✓ German or English-language articles</li> </ul> </li> <li>Data extraction categories were chosen informed by the Unified Theory of Acceptance and Use of Technology (UTAUT; Venkatesh et al., 2003)</li> </ul>	<p><b>Future Research &amp; Conclusion</b></p>
<p><b>Results</b></p> 	<p><b>Future research</b></p> <ul style="list-style-type: none"> <li>🔍 Research including theoretical models</li> <li>🔍 Application of established scales</li> <li>🔍 Longitudinal (post-pandemic) studies</li> <li>🔍 Qualitative studies</li> </ul> <p><b>Conclusion</b></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="1071 2418 1522 2864"> <p>Potential target groups for future post-pandemic telemental health interventions were identified (e.g., female and young patients with mild symptoms)</p>  </div> <div data-bbox="1554 2418 1984 2864"> <p>Patient groups that were harder to reach and require further attention were detected (e.g., older patients with severe symptoms)</p>  </div> </div>