

Center for Health

Policy Research

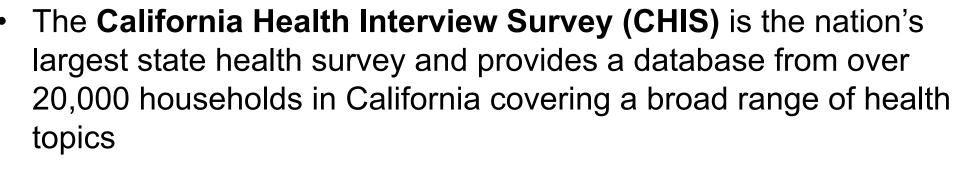
Disparities in Telehealth Usage Across Gender, Language, and Race/Ethnicity

Ava Mousavi ¹, Juan J. Andino MD, MBA¹

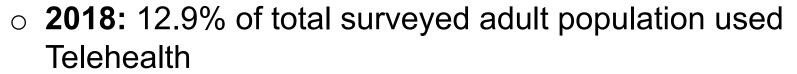
1 – University of California Los Angeles David Geffen School of Medicine, Department of Urology, Los Angeles, CS



Introduction







 2022: 49.6% of total surveyed adult population used Telehealth

Benefits of Telehealth:

- Allows for continuity of care, increased access to specialty care
- Improves transportation and time barriers
- Reaches rural patients, healthcare professional shortage areas

Challenges of Telehealth:

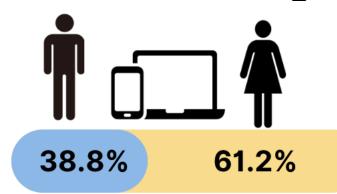
- May create a "digital divide" by exacerbating health disparities
- Expanded telehealth reimbursements approved during COVID-19 pandemic are being re-evaluated in 2024

Research Questions

- 1. Are there any differences in patient characteristics among telehealth users?
- 2. What are potential reasons for these disparities?

Results

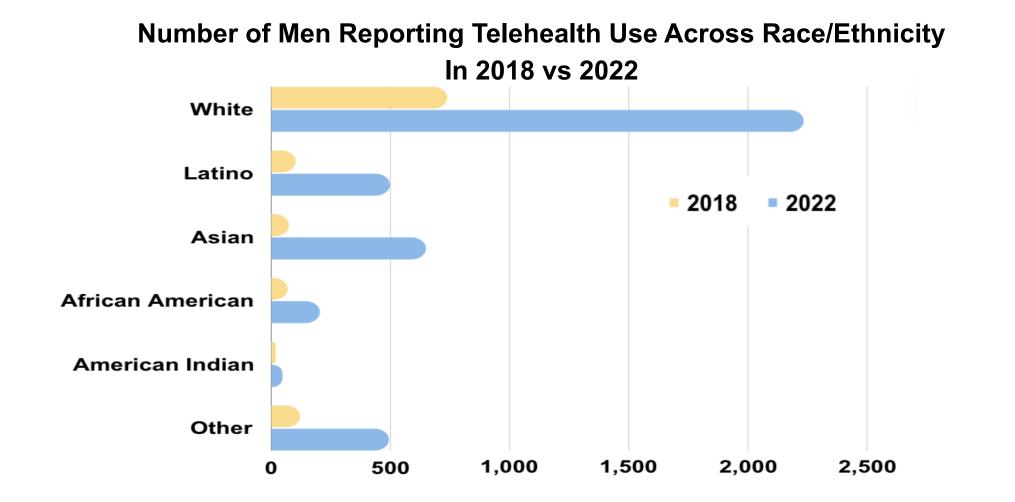
California Telehealth Usage Statistics in 2022



Men were less likely to report using telehealth services than women



Percent of men who reported phone or video visit "about the same or better" compared to in person

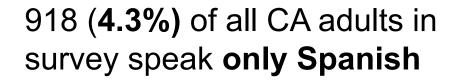


- In 2018 (pre COVID-19) the majority of male telehealth users were White (738 (65.6%)), 103 (9.2%) were Latino, 74 (6.6%) Asian, 69 (6.1%) African American, and 20 (1.8%) American Indian/Alaska Native.

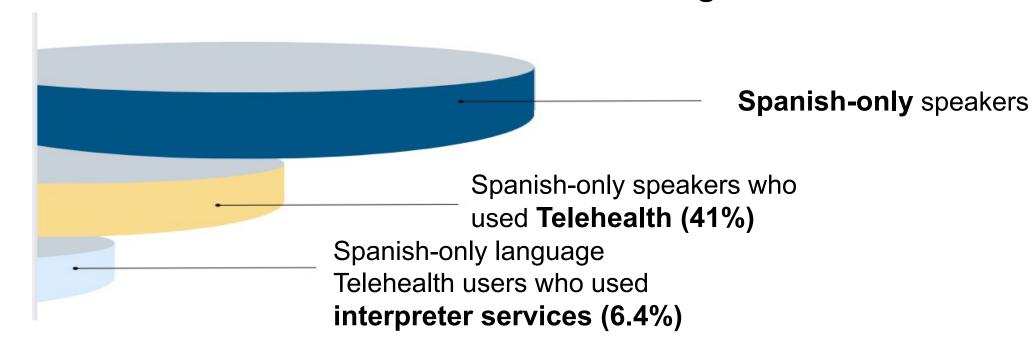
- Similarly in 2022, while 2,234 (54.1%) of male telehealth users were White, only 498 (12.1%) were Latino, 649 (15.7%) were Asian, 204 (4.9%) were African American, and 47 (1.1%) were American Indian/Alaska Native.

Results

Language Barriers in Telehealth Use in 2022

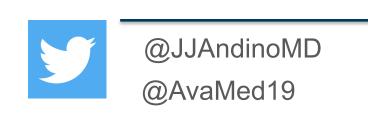


3,157 (**14.7%**) of all CA adults in survey speak **Spanish and English** at home



Conclusion

- Large disparities in telehealth usage identified a significant gap in healthcare equity for Men of Color in California across gender and race/ethnicity, despite high satisfaction with telehealth
- Men of Color have historically faced worse health outcomes, and it is crucial to prevent further exacerbation of existing disparities as telehealth becomes more widespread in Urology
- Addressing this disparity and improving telehealth access could be key to improving some healthcare outcomes overall in these populations
- Policymakers and community advocates could use this data and implement support programs that facilitate access to care. Examples include:
 - Maintaining phone visits as an option for telehealth
 - Subsidized internet and computers/ phones to decrease gaps in technology access
 - **Expanded interpreter services** to decrease language barriers







Contact: amousavi@mednet.ucla.edu