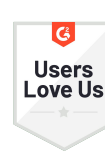# 7 Mandatory Telehealth KPIs & Benchmarks for 2023

**Matt McBride, MBA**

CEO & Co-Founder of Mend

mend

7 Mandatory Telehealth KPIs & Benchmarks for 2023

#1 Telehealth No-Show Rate

- **23%** U.S. Average no-show rate[1]

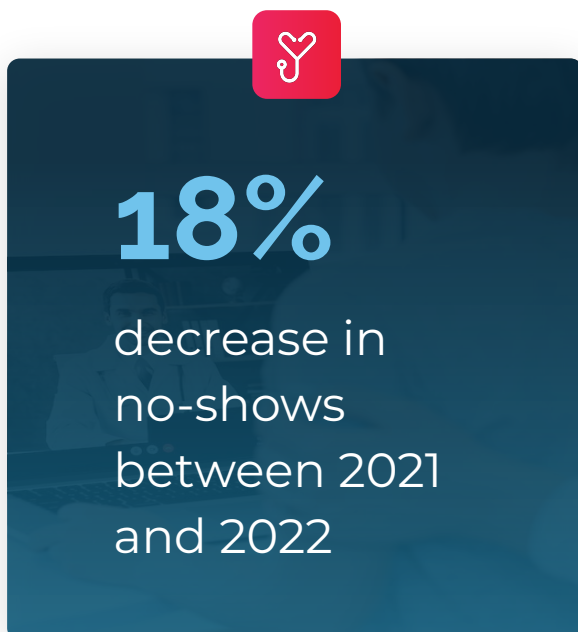- **7.4%** Mend average no-show rate for 2022[2]

[1]Elsevier B.V. Health Policy 122 (2018) 412-421;
[2]Mend Report: The Key Performance Indicators of Successful Telehealth & Patient Engagement Programs in 2023

7.4%

Mend average no-show rate for 2022[2]
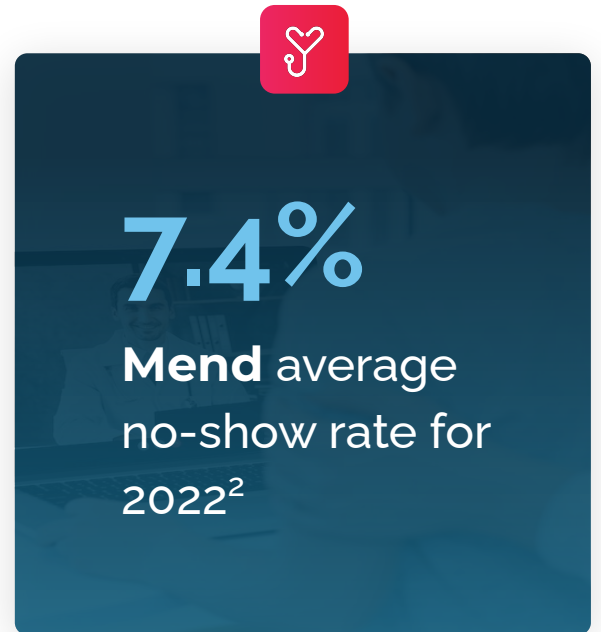
Telemedicine has been shown to reduce no show rates for appointments. There are several reasons why telemedicine may lead to fewer missed appointments. First, patients may be more likely to keep their appointment if they can see their doctor from the comfort of their own home. Second, patients may be more likely to cancel an in-person appointment if they are feeling sick or have transportation issues. Third, patients may be more likely to reschedule a telemedicine appointment than an in-person appointment. A reduction in no shows is beneficial for both patients and doctors, as it reduces the number of missed appointments and can lead to better health outcomes for patients.

Additional No-show Insights

18%

decrease in no-shows between 2021 and 2022

✓ **YoY Decrease**
18% decrease in no-shows between 2021 and 2022

✓ **Best Month**
June was the best month at 5.99%. July and January followed with 6.17% and 6.39% respectively.

✓ **Worst Month**
February was the worst month at 8.54%. April and March followed with 8.47% and 8.37% respectively.

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#2 Telehealth Wait Times

15-20 min.

U.S. Average Telehealth Wait Times[1]

10:20 min.

Mend Telehealth avg. wait time in 2022[2]

[1]HCC Patient Survey Results
[2]Mend Report: The Key Performance Indicators of Successful Telehealth & Patient Engagement Programs in 2022

Mend Frictionless Telehealth

Fast

Engage any patient virtually, anywhere with the strongest telehealth connection.

Secure

Protect your patients, providers, and institutions with unparalleled security.

Easy

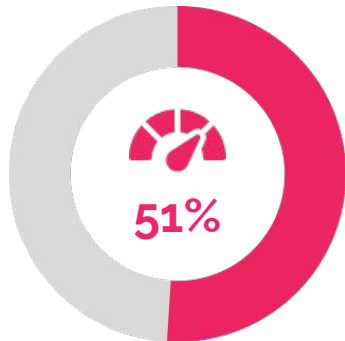Mend offers beautifully simple telemedicine that you can join with a single click.

Scalable

Adopt a single solution that grows with your business.

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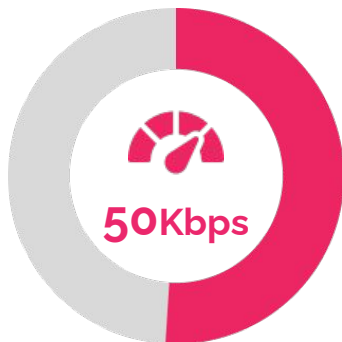# 7 Mandatory Telehealth KPIs & Benchmarks for 2023

#3 Telehealth Connection Quality

51% increase in YoY average bandwidth

51%

Source: Mend Report: The Key Performance Indicators of Successful Telehealth & Patient Engagement Programs in 2023

Mend can maintain audio & video on connections as low at **50 Kbps**.

50Kbps

2022 average bitrate was **699.7 Kbps** vs. 464.5 in 2021

860.1 Kbps average provider bitrate in 2022

625 Kbps average patient bitrate in 2022

614.4 Kbps average staff bitrate in 2022

Mend offers beautifully simple telemedicine that patients can join with a simple click and authenticating using their date of birth. Any friction in the process to connect could result in a missed patient encounter, frustration, and even negative online reviews. Locating a patient portal on your website, completing a lengthy registration process, or logins can create friction for the patient to connect that will result in more no-shows. App downloads create an additional step where passwords to an app store can be required or a lack of storage space for new apps can introduce additional friction to connect, resulting in fewer successful visits.

If someone is having trouble connecting right before their appointment, the lack of technical support could create additional no-shows. Most technical issues are resolved by a simple refresh or device restart. However, if that guidance is not available in a timely manner, productivity rates could suffer. **Mend** includes instant technical support within seconds for patients, providers, and staff.

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7 Mandatory Telehealth KPIs & Benchmarks for 2023

#4 Telehealth Satisfaction

77.6%

Healthcare Coalition telehealth patient satisfaction rating[1]

82.7%

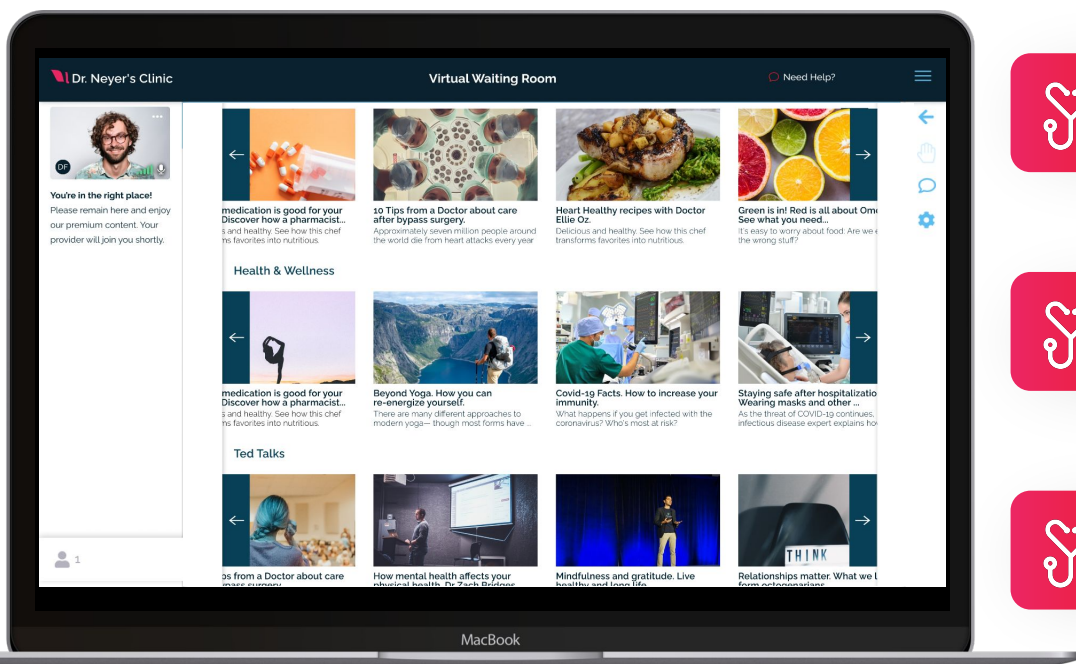National Library of Medicine telehealth patient satisfaction rating[2]

★ ★ ★ ★ ★

Mend has the only **5-star** telemedicine patient satisfaction experience

→ **96% Patient** Satisfaction Rate (4.78/5)

→ **93% Provider** Satisfaction Rate (4.64/5)

[1]HCC Patient Survey Results; [2]National Library of Medicine

Enhanced Virtual Waiting Room Patient Experience

23% increase in patient satisfaction

Netflix style wait experience

Add custom organizational videos

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7 Mandatory Telehealth KPIs & Benchmarks for 2023

#5 Reachable vs. Unreachable Telehealth Patients

In the pursuit of digital health initiatives, it will be important to measure and monitor the quality of the contact information you have on file. Creating strong processes to ensure that you have an accurate phone number and email address will affect the success of your organization online. If you are unable to send a link to the visit prior to the telemedicine appointment, no-shows are almost inevitable. How will the patient connect?

The following are statistics across all of **Mend** that should serve as a benchmark in determining contact profile health. This data spans over five million patient records. **As you can see, organizations are not providing any method of valid contact information 4.6% of the time.** This is the biggest opportunity to increase revenue while increasing patient engagement.

To determine if someone is reachable, we look at appointment records only and the patient records for those appointments. We make sure the contact information is valid and that we have at least a mobile phone number or email address. From there, we look to see if there are any deliverability issues like an email bouncing back, someone replying "STOP" to a text, or an unsubscribe.

4.6% of patients on Mend are **NOT** reachable
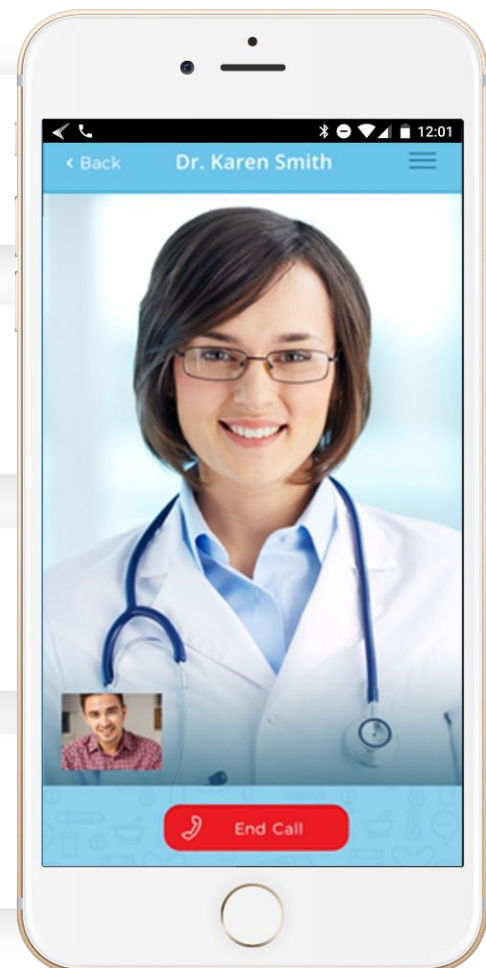
95.4% of patients on Mend have valid contact information

87% of patients have a valid **mobile number**

95.8% of patients have a valid **email address**

Source: Mend Report: The Key Performance Indicators of Successful Telehealth & Patient Engagement Programs in 2023

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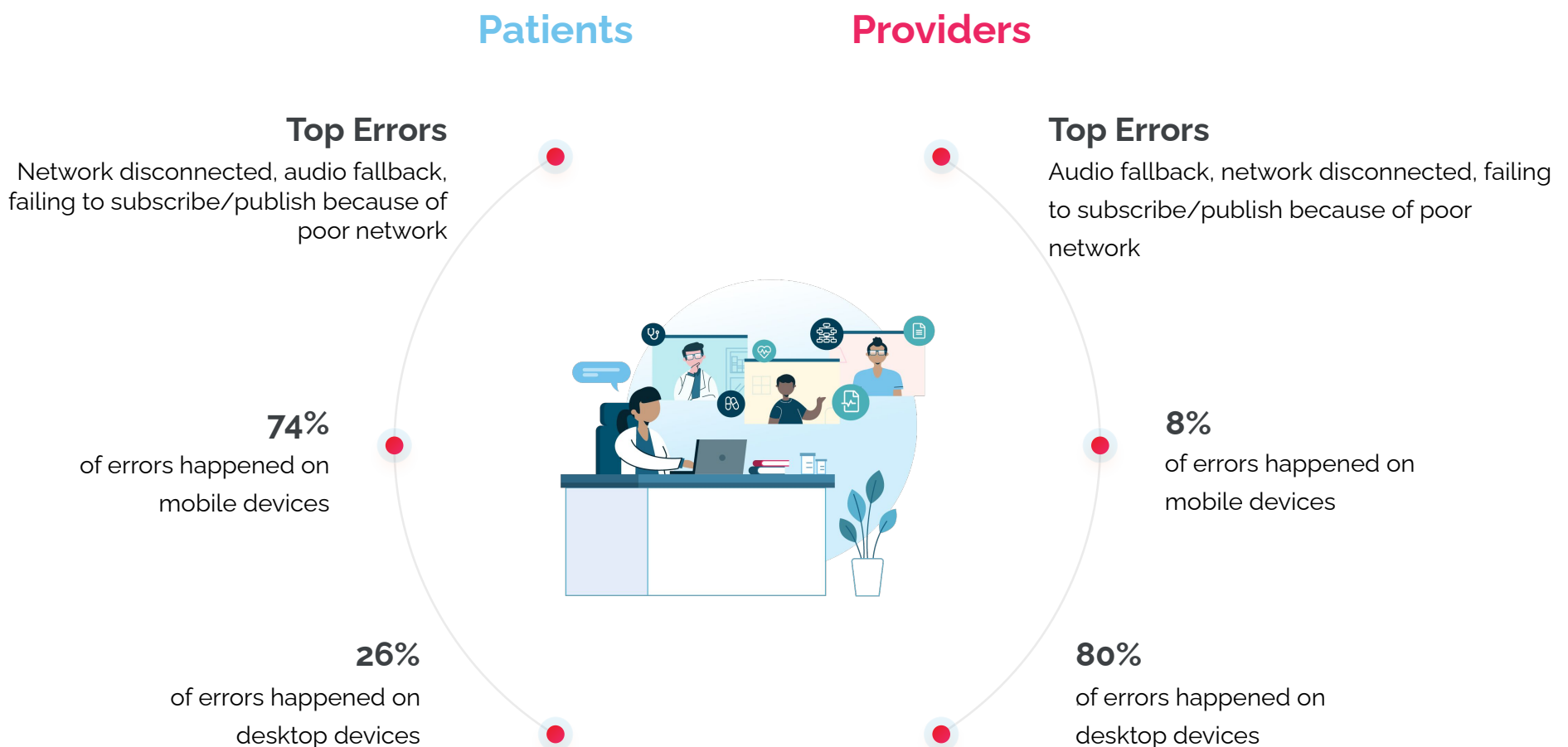# 7 Mandatory Telehealth KPIs & Benchmarks for 2023

#6 Telehealth Video Errors

Mend tracks every participant of every video session and shares all of this data with customers. Staff or clinicians even have access to this data in real-time during a video visit. Audio bitrate, video bitrate, packet loss, or any errors received during a session are provided and accessible to staff accounts and above.

This data can be used to identify and correct issues utilizing **Mend** technical support or internal technical resources within your organization. Your organization may have specific no-show policies that bill patients in the event of a missed appointment. However, if the patient disputed a no-show and claimed a technical issue, access to this data could verify that patient's claim.

In addition to granular, per visit connection data, **Mend** also provides aggregate reporting of errors, overall user connectivity, and feedback scores that can optionally be collected immediately post-visit.

Having full transparency to the data will make your telemedicine program far more effective!

Patients   **Providers**

Top Errors
Network disconnected, audio fallback, failing to subscribe/publish because of poor network

Top Errors
Audio fallback, network disconnected, failing to subscribe/publish because of poor network

74%
of errors happened on mobile devices

8%
of errors happened on mobile devices

26%
of errors happened on desktop devices

80%
of errors happened on desktop devices

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# 7 Mandatory Telehealth KPIs & Benchmarks for 2023

#7 Proactive Telehealth Connectivity Risk AI

The goal of Proactive Telehealth Connectivity Risk AI is to identify and manage risks related to telehealth connectivity. The app uses data from various sources to generate a risk score for each patient. The score is based on several factors, including past video visit counts, past bitrate averages, successful connection tests, engagement, and final risk score.The app also allows providers to see which patients are at risk for poor connectivity and take steps to improve their connection. By doing this, Proactive Telehealth Connectivity Risk AI helps providers improve the quality of care for their patients and avoid potential problems down the road.
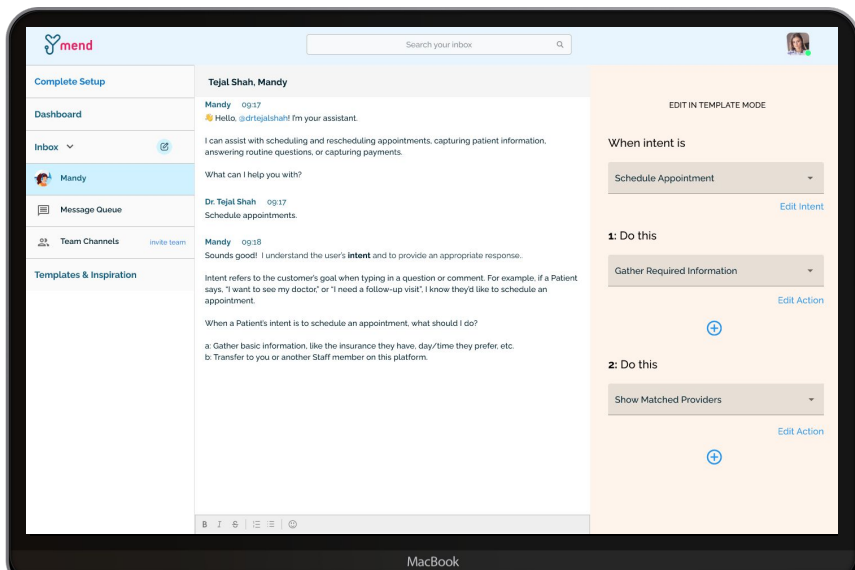
KPIs by Future Appointment

- Reachable
- Past video visit count
- Past bitrate average
- Successful connection tests
- Engagement
- Risk score
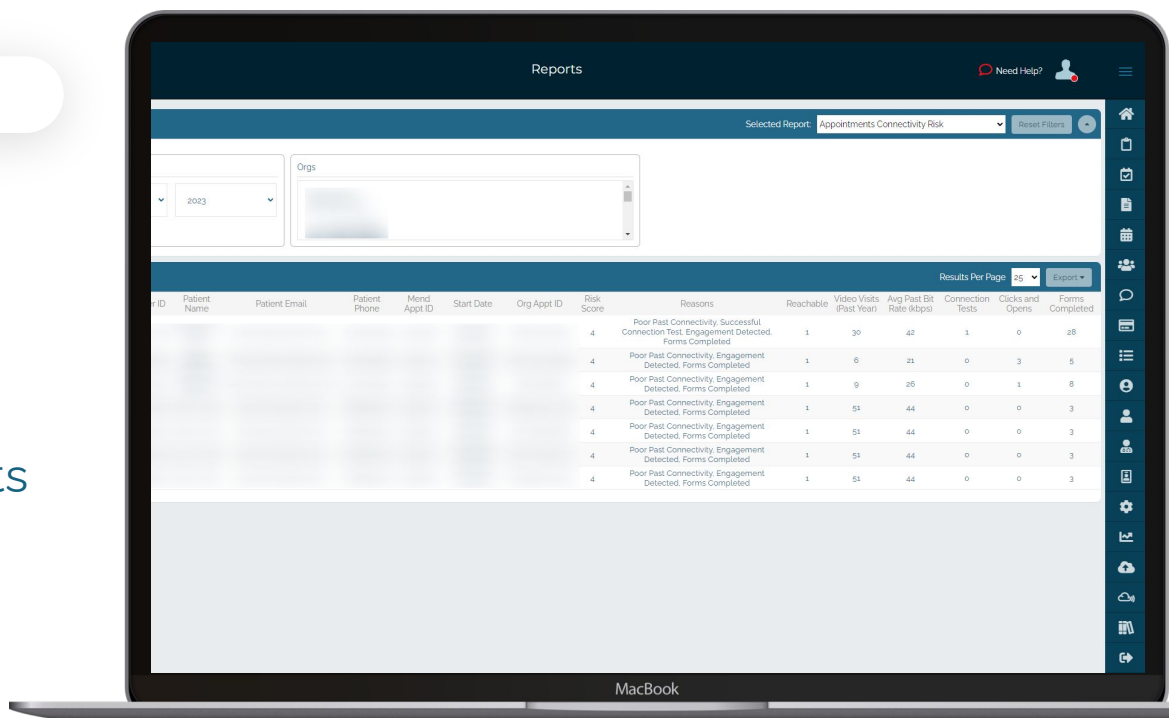
Secure, HIPAA Compliant Two-Way Messaging
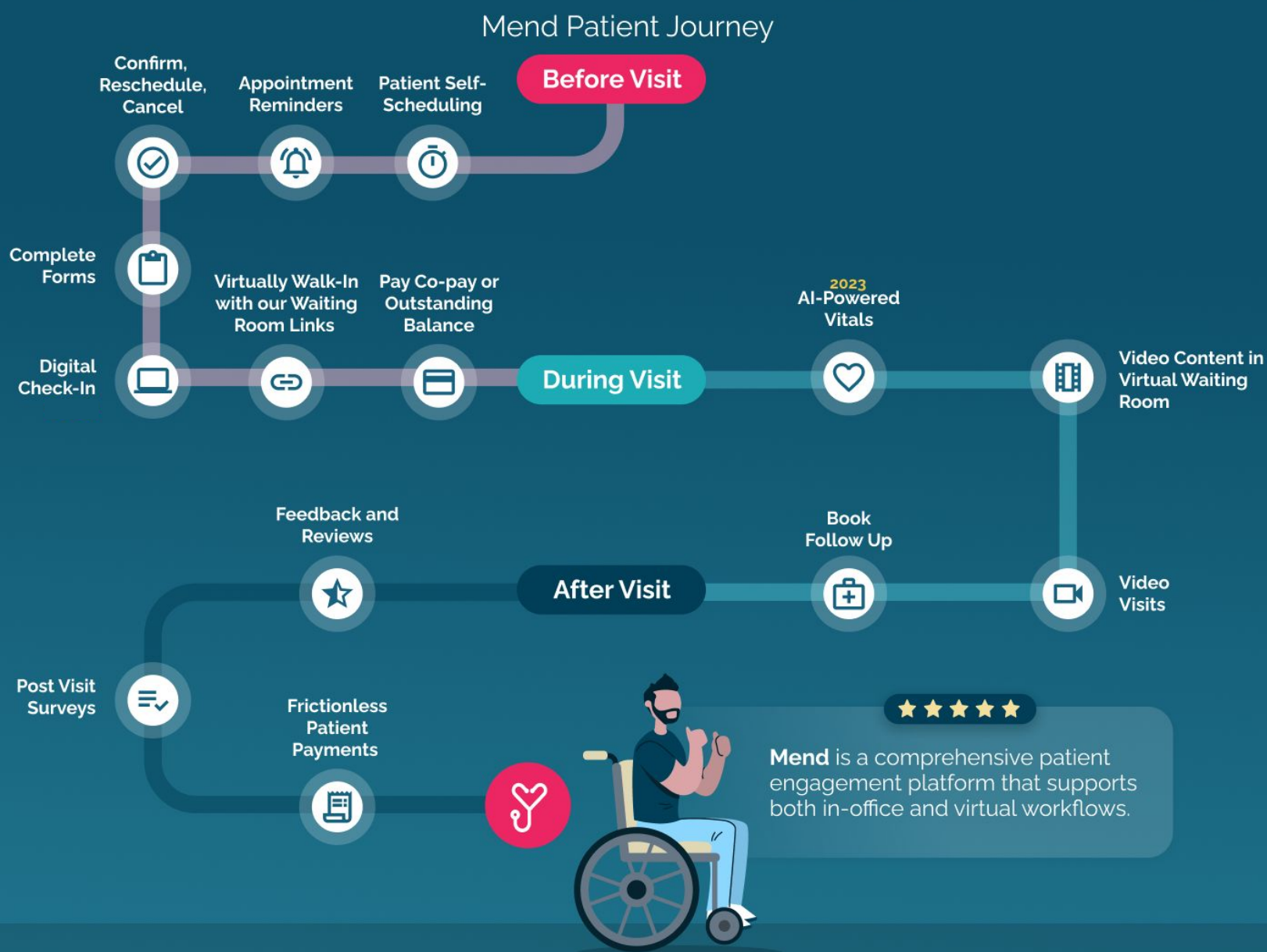

- Secure messaging by text & email
- Messaging visits
- Access by link & DOB only
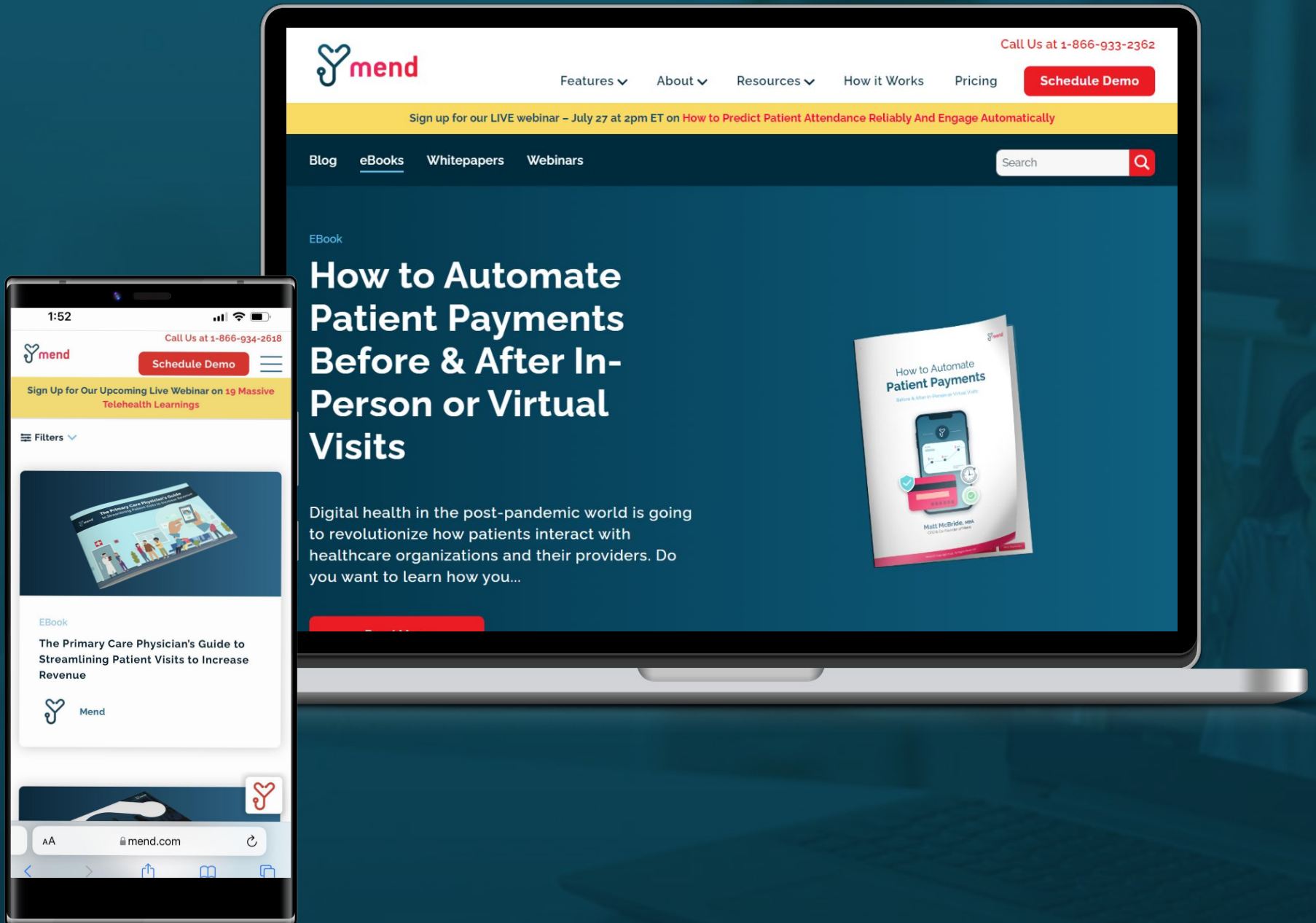
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Automate Your Patient Engagement

If your organization is scheduling appointments manually, making phone call reminders, handing out paper forms, or collecting payments manually then there is room for improvement to reduce the need for manual labor.

The healthcare organizations of the future will automate patient outreach and empower patients to complete the needed tasks before, during, or after an appointment.

How Can Automated Patient Engagement Help?

Mend Patient Journey

Before Visit

- Confirm, Reschedule, Cancel
- Appointment Reminders
- Patient Self-Scheduling
- Complete Forms
- Virtually Walk-In with our Waiting Room Links
- Pay Co-pay or Outstanding Balance
- Digital Check-In

During Visit

- 2023 AI-Powered Vitals
- Video Content in Virtual Waiting Room

After Visit

- Feedback and Reviews
- Book Follow Up
- Video Visits
- Post Visit Surveys
- Frictionless Patient Payments

★★★★★

Mend is a comprehensive patient engagement platform that supports both in-office and virtual workflows.

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Mend.com has many other resources available that you may enjoy including other eBooks, blogs, white papers, webinars, podcasts, and more.

To Visit Our Resource Center, **Click Here**

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Thank you

We're extremely grateful that you took the time to download and review our ebook. We hope you found the information valuable and that you share it with others. If you have any questions or comments, please don't hesitate to reach out to me anytime. We would love to help you help more patients.

Thanks,

Matt McBride, MBA
CEO & Co-Founder
matt@mend.com
www.mend.com

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