

# **The role of interaction for caller satisfaction in telenursing: a quantitative study**

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## **Background**

In the era of telehealth, the telephone remains a common and easily accessible tool for the provision of health care at distance. Interaction is vital in telephone consultations and should be tailored according to needs of the individual caller, but few studies have quantitatively and systematically explored interactional aspects and how they relate to overall satisfaction with calls.

## **Aim of the study**

The aim of this study was to explore caller satisfaction with interaction and its association to overall satisfaction with calls.

## **Methods**

Callers to the Swedish Medical Advisory Service received the Telenursing Interaction and Satisfaction Questionnaire. Complete data were returned from 466 callers. Satisfaction with four theoretically anchored dimensions of interaction were compared using repeated measures ANOVA. Associations between satisfaction with interaction and overall satisfaction with calls were evaluated with ordinal logistic regression models with and without adjustment for age, sex, health status, waiting time, time for call, main result of the call, and expectations.

## **Results**

Callers were the most satisfied with affective support, followed by professional-technical competence, health information, and decisional control. A summated score of satisfaction with all four dimensions of interaction was positively and significantly associated with overall satisfaction with calls before and after adjustment for waiting time, main result of call and variables related to the individual caller.

## **Conclusions and implications**

Callers' satisfaction with interaction is generally high but can be improved, especially regarding decisional control. Development of best practice for telenurses need to consider all four dimensions of interaction.