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ADVANCING INTEGRATED HEALTHCARE



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# Impact of COVID-19 in Rhode Island: Frontline Primary Care Provider Survey Results

AUGUST 26, 2021

# August 13 – August 17 (Series 30)

## Key Messages from RI providers

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- RI providers are **unable to hire staff** for open positions (79% vs 54% Nationally)
- RI providers have seen a **rise in mental health issues among children** (e.g., depression, anxiety, ADHD) (79% vs 65% Nationally)
- RI providers are constantly **worried about the poor mental health of practice members** (67% vs 53% Nationally)
- **COVID-19 is again surging** in my area and I don't know if I can take it. (59% vs 50%)
- RI providers personally know primary care clinicians who have retired early or left practice because of the pandemic (59% vs 45%) and primary care practices that have closed during the pandemic (56% vs 29%)
- **Only 18%** of RI providers feel their practice is **financially healthy** (vs 26% nationally)

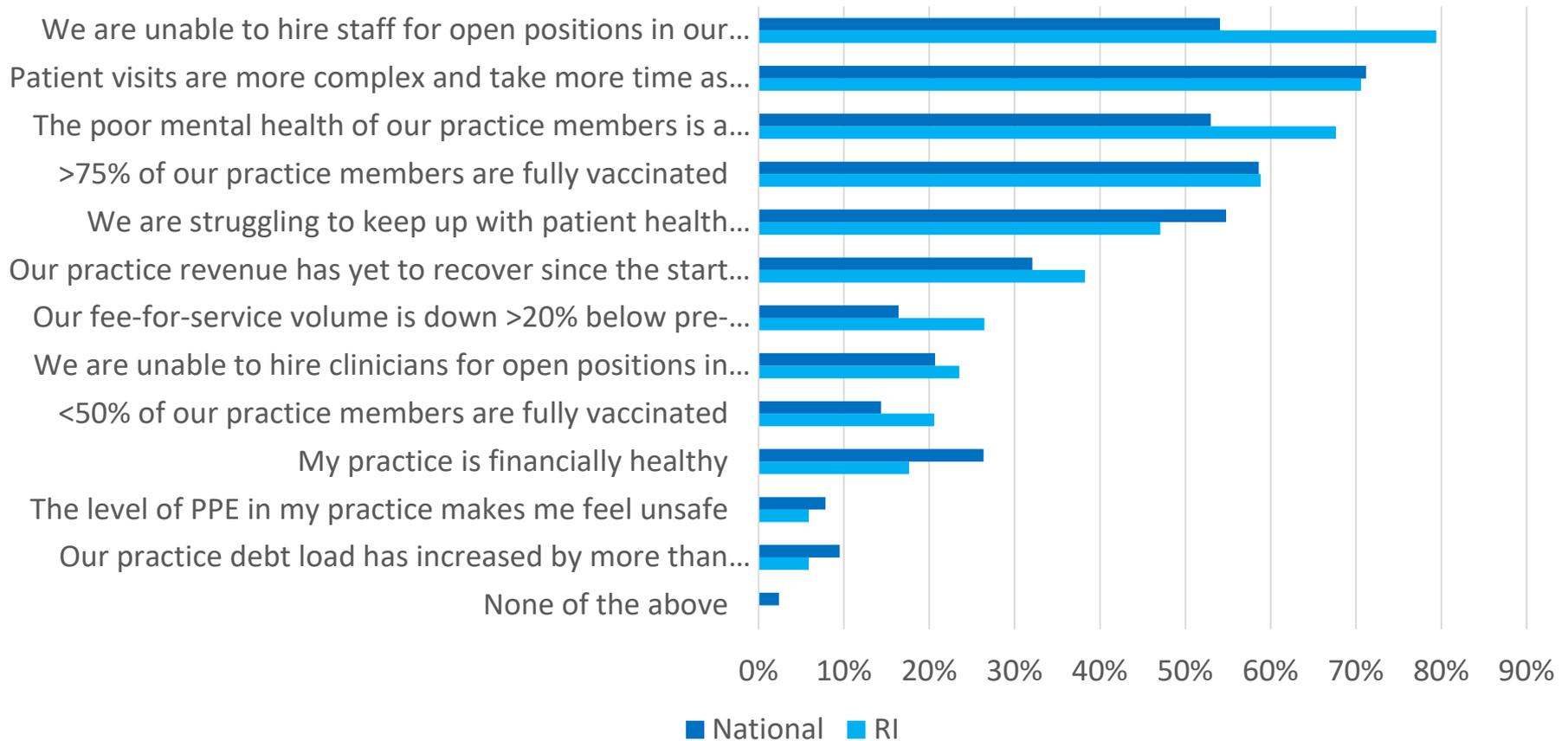
# August 13 – August 17 (Series 30)

## Key Messages from RI providers on Vaccine Hesitancy & Telehealth

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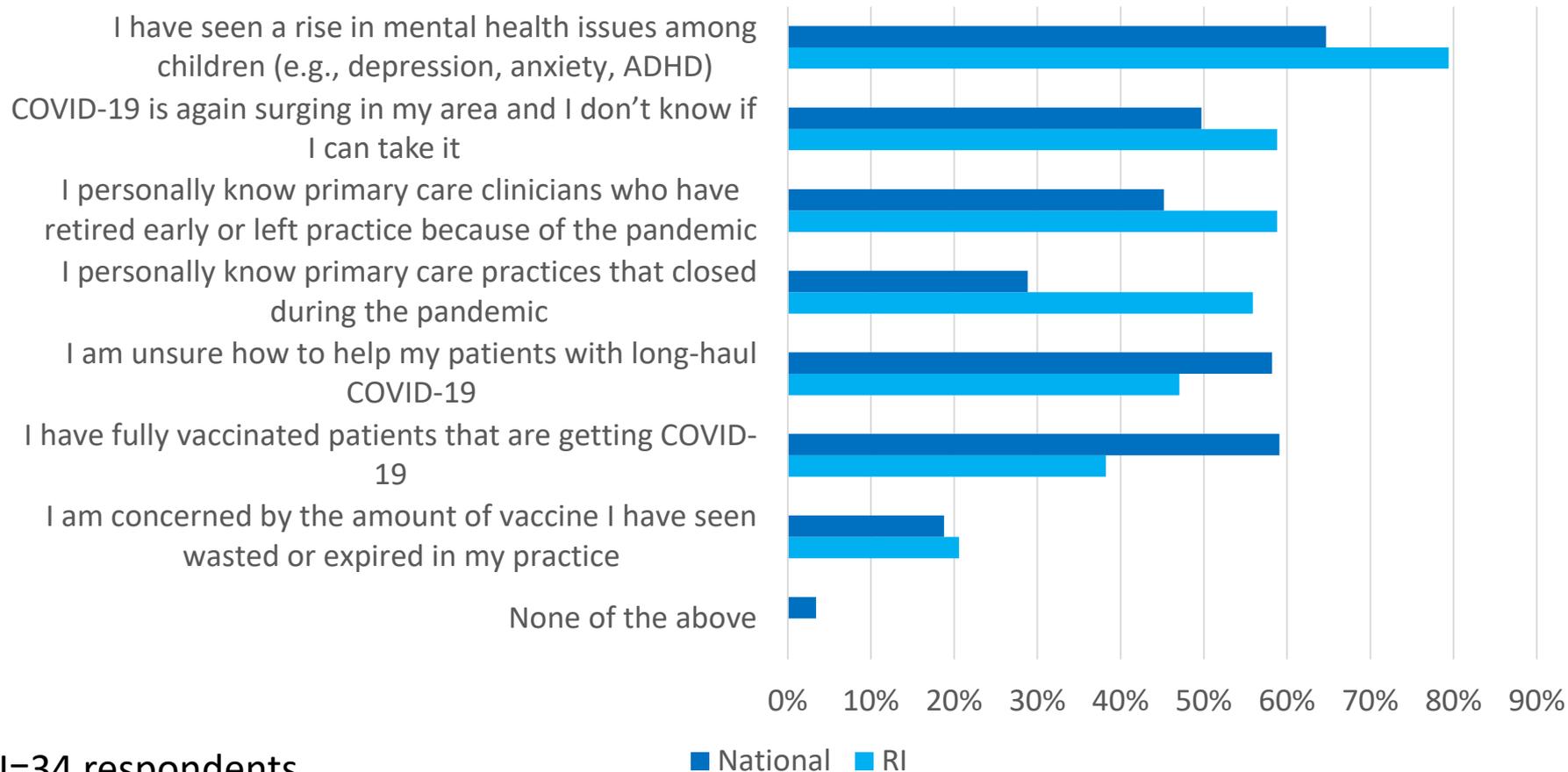
- RI providers are experiencing the following with vaccine hesitancy:
  - Conversations with vaccine hesitant patients take several minutes (85% vs 80% Nationally)
  - For most vaccine hesitant patients, **it's a gut or political opinion** that cannot be changed (68% vs 67% Nationally)
  - 2-3 conversations are needed to change the mind of vaccine hesitant people (56% vs 52% Nationally)
  - For most vaccine hesitant patients, **education on the issues can make a difference** (44% vs 26% Nationally)
- **Use of telehealth has been essential** to maintaining access to patients says 71% of RI providers (compared to 64% Nationally); however if Pre-COVID telehealth regulations are restored, practices will not be able to provide telehealth services (47% vs 41%)

# IN THE LAST 4 WEEKS, have any of these things happened in your practice?



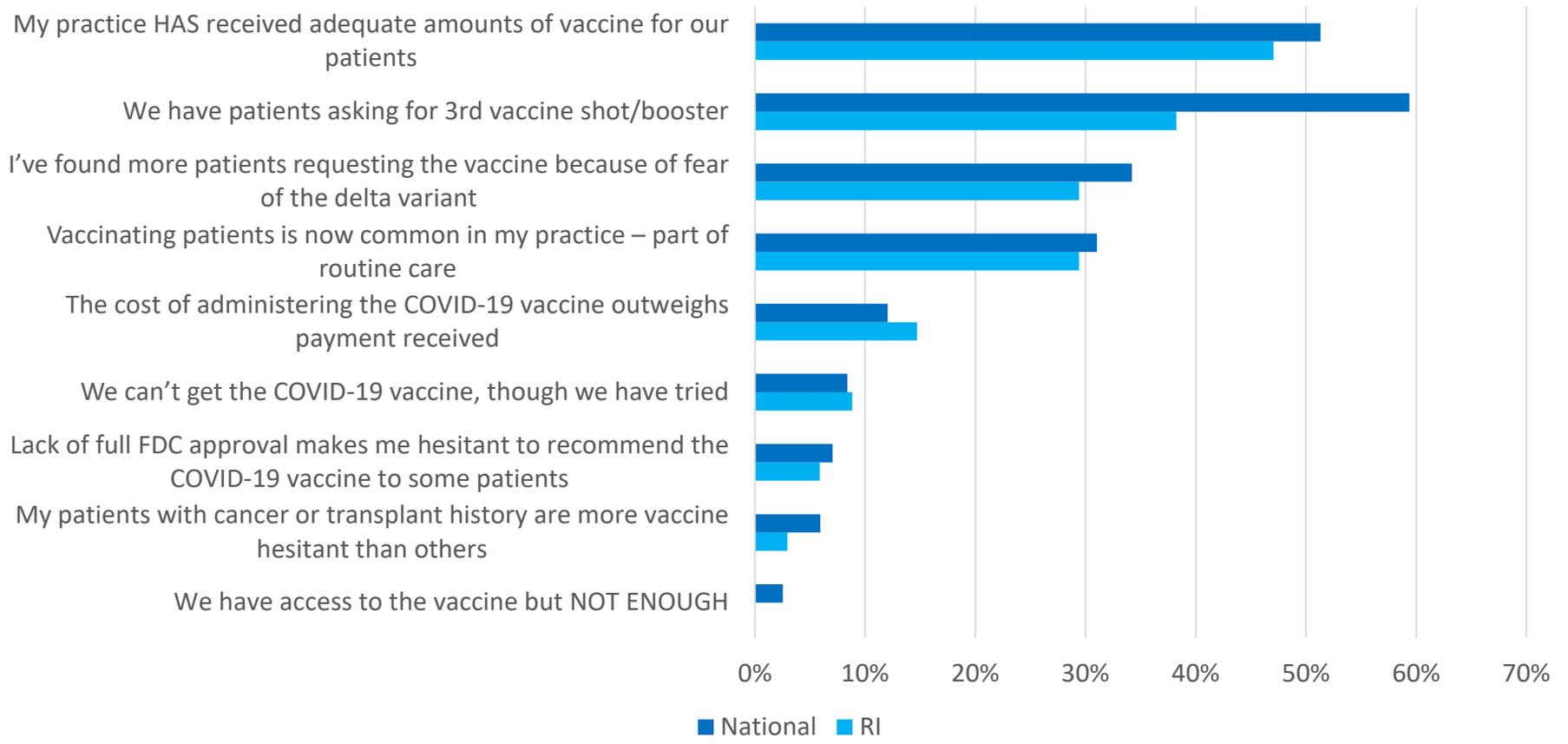
RI=34 respondents

# YOU SAID - ASK US THIS!



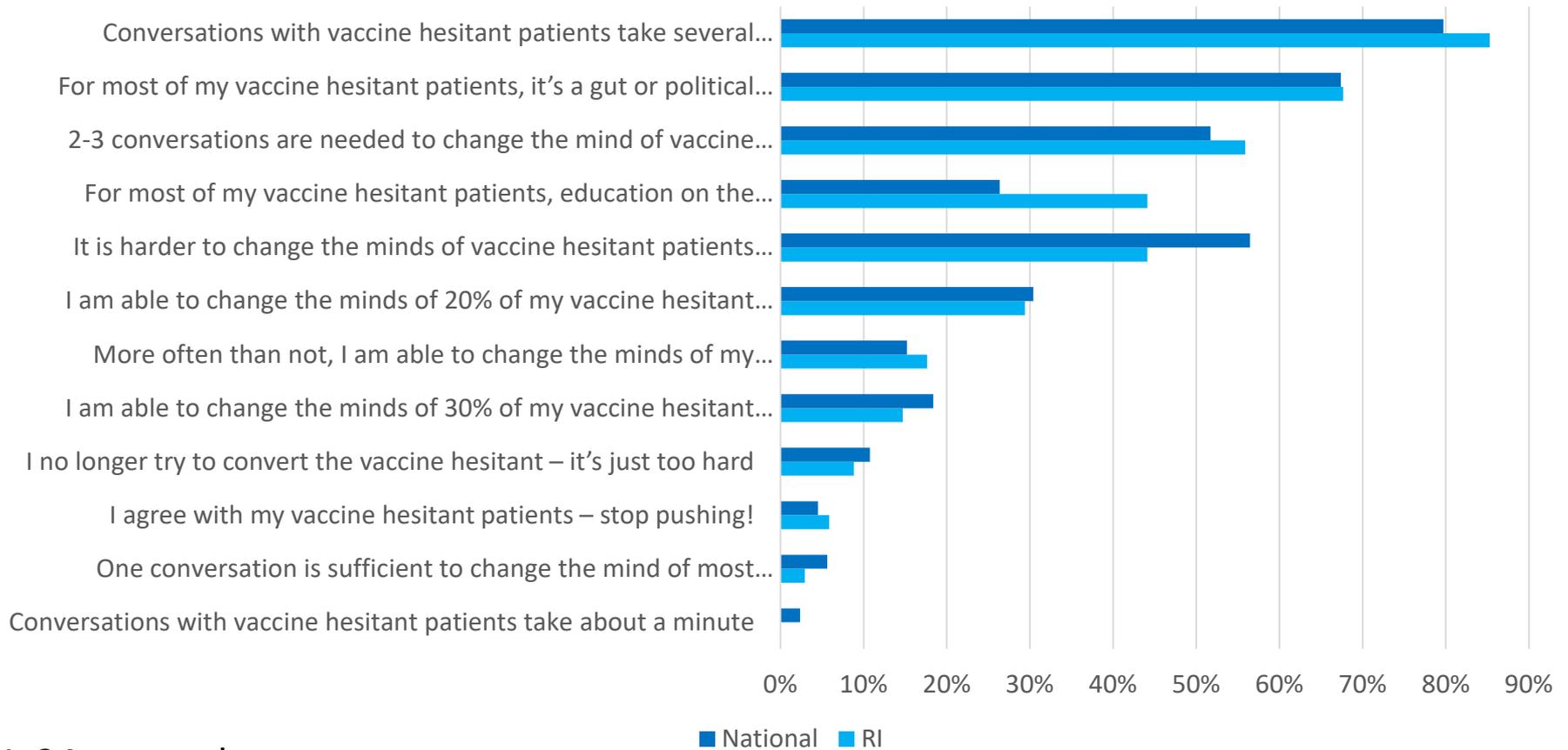
RI=34 respondents

# VACCINE. AT THIS POINT IN TIME...



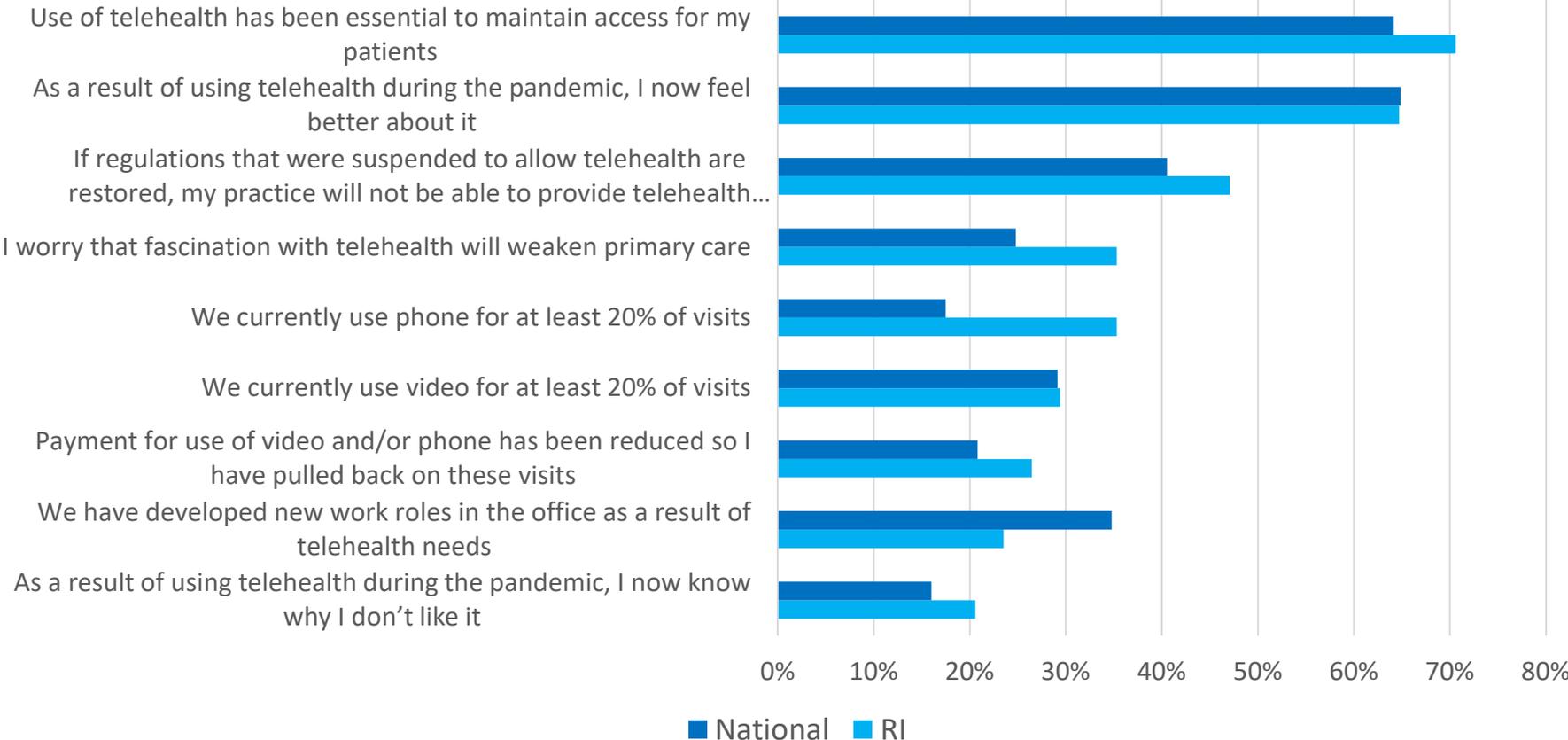
RI=34 respondents

# VACCINE HESITANCY. What is your experience with vaccine hesitant patients? In general...



RI=34 respondents

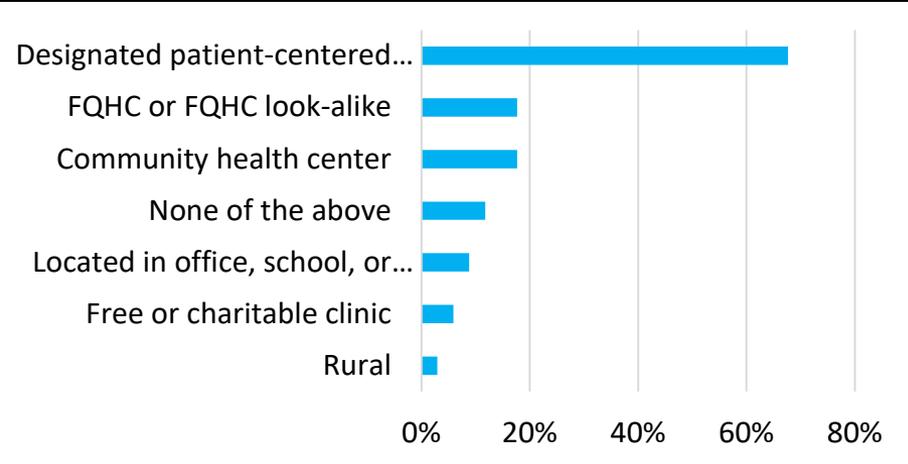
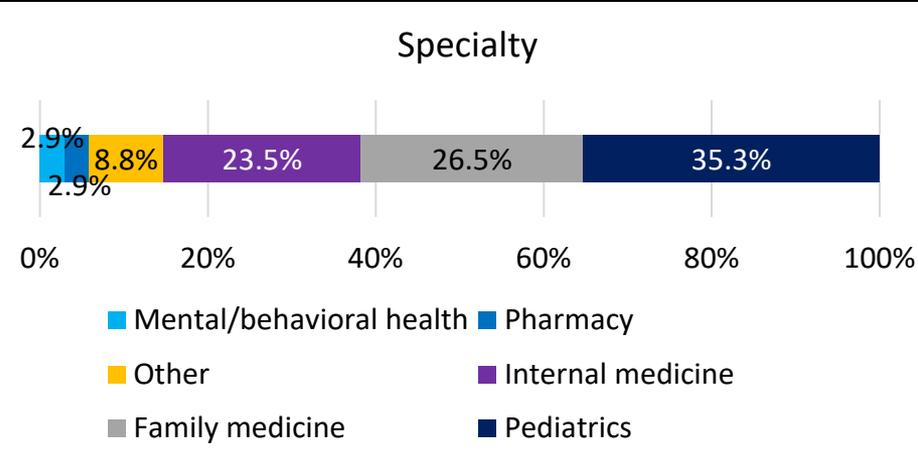
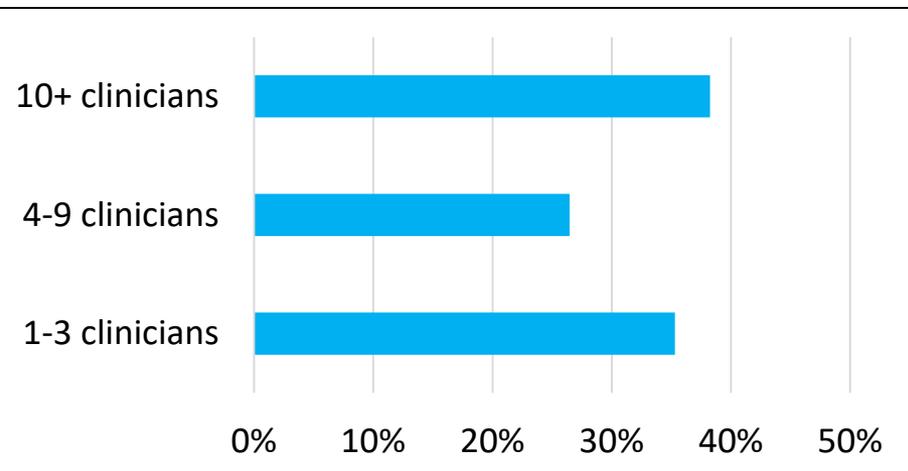
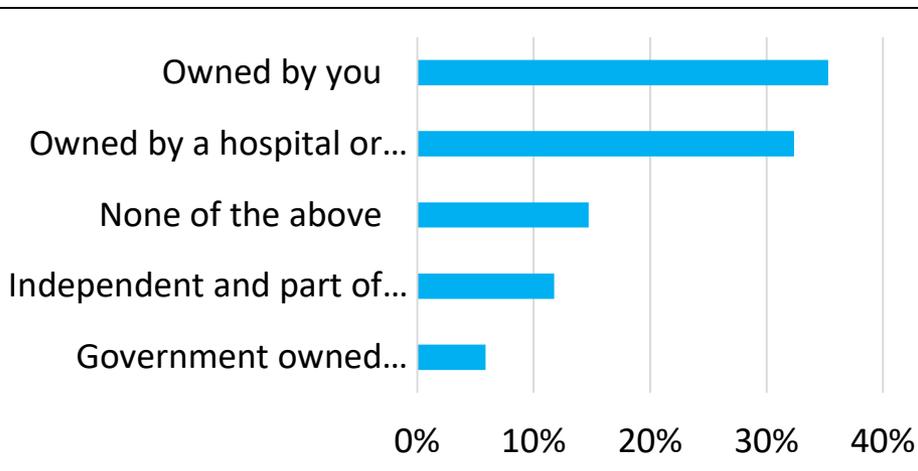
# TELEHEALTH. At this point in time ...



RI=34 respondents

# RI Primary Care demographics

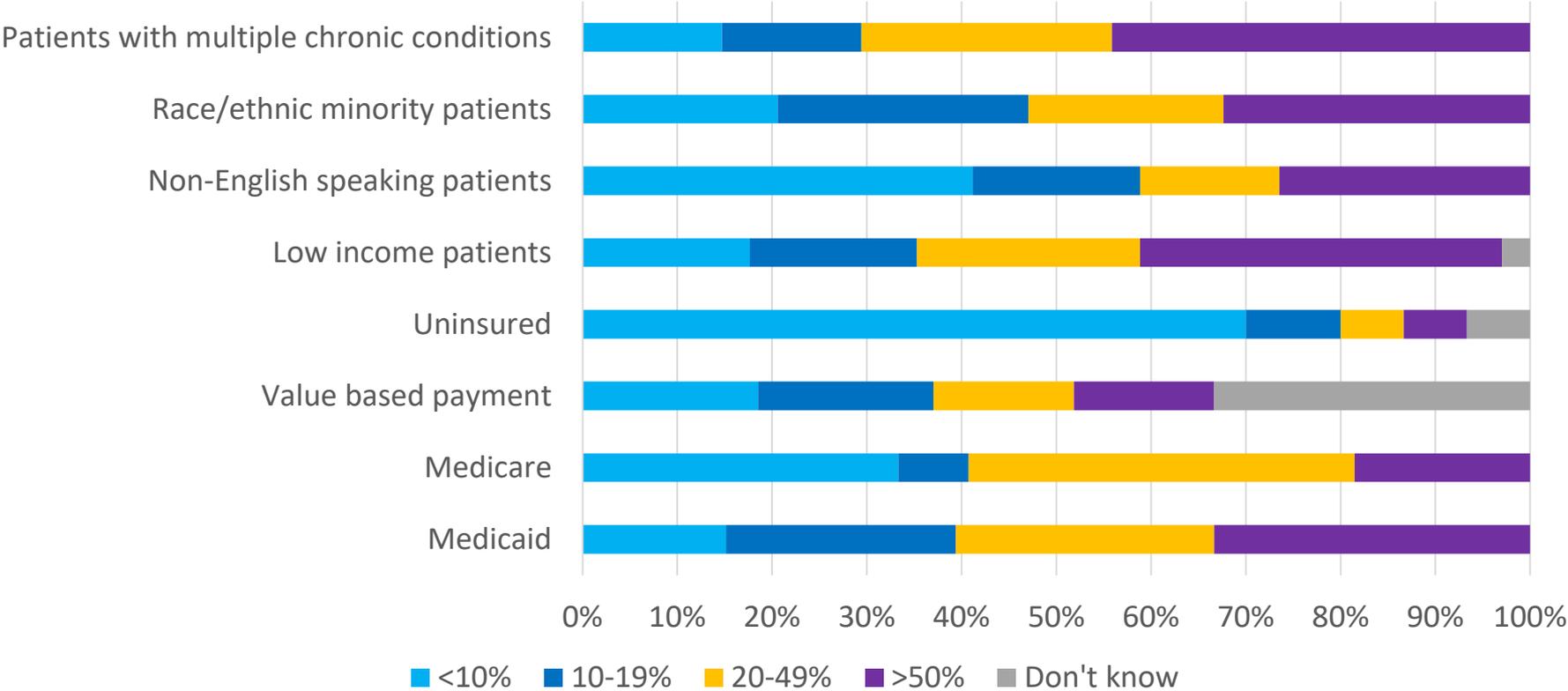
## Aug 13-17th (Series 30) survey results



# RI Primary Care demographics

## Aug 13-17th(Series 30) survey results

Roughly how much of your practice is...



RI=34 respondents

# Vaccine Hesitancy – National response

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## PROVIDER COMMENTS

- I am exhausted from trying to counter the myths about Covid and the vaccine.
- Vaccine hesitancy requires at least 5-10 minutes for counseling for a less than 30% success rate.
- Patients who aren't vaccinated now are much more resistant than people that I was counseling a month or two ago.
- Vaccines are readily available but pts are not receptive to obtain.
- Dealing with patients who don't want to get vaccinated is leading to burnout.
- ***I feel undermined and devalued by the government, CDC, and system as they gave everyone else the vaccine before PCP's. We finally got them but too little, too late.***

## PATIENT COMMENTS - YOU WERE PREVIOUSLY HESITANT AND NOW YOU ARE VACCINATED. WHAT/WHO CHANGED YOUR MIND?

- ***“My doctor” ... The doctor showing me the facts of the vaccine made me confident.***
- Seeing loved ones suffering, family members dying...
- The information provided by my doctor and people who have extensive knowledge of the subject made me feel more secure.
- I felt better once I learned it wasn't a live vaccine.
- I wanted to get out of the house and enjoy life again!!!
- Other people getting it and just the overall thinking about the greater good.

# *July 9 – July 13 (Series 29)*

## Key Messages from RI providers

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- Vaccine hesitancy among patients not yet vaccinated is high and hard to counter
- Protect primary care as a "common good" - available to anyone regardless of ability to pay
  - Worry that PC will be gone in 5 years or I will leave within 3 years
  - I worry that primary care as we know it will be gone 5 years from now
  - I wish we could just change to a hybrid capitation/FFS model and get on with it already
- Constantly lethargic or struggle to maintain clear thinking

*National survey conducted by the **Primary Care Collaborative** and the **Larry Green Center** - started March 13<sup>th</sup>.*

Rhode Island started survey participation in Series 6 (April 17<sup>th</sup>).