



ADVANCING INTEGRATED HEALTHCARE



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

OCTOBER 23, 2020

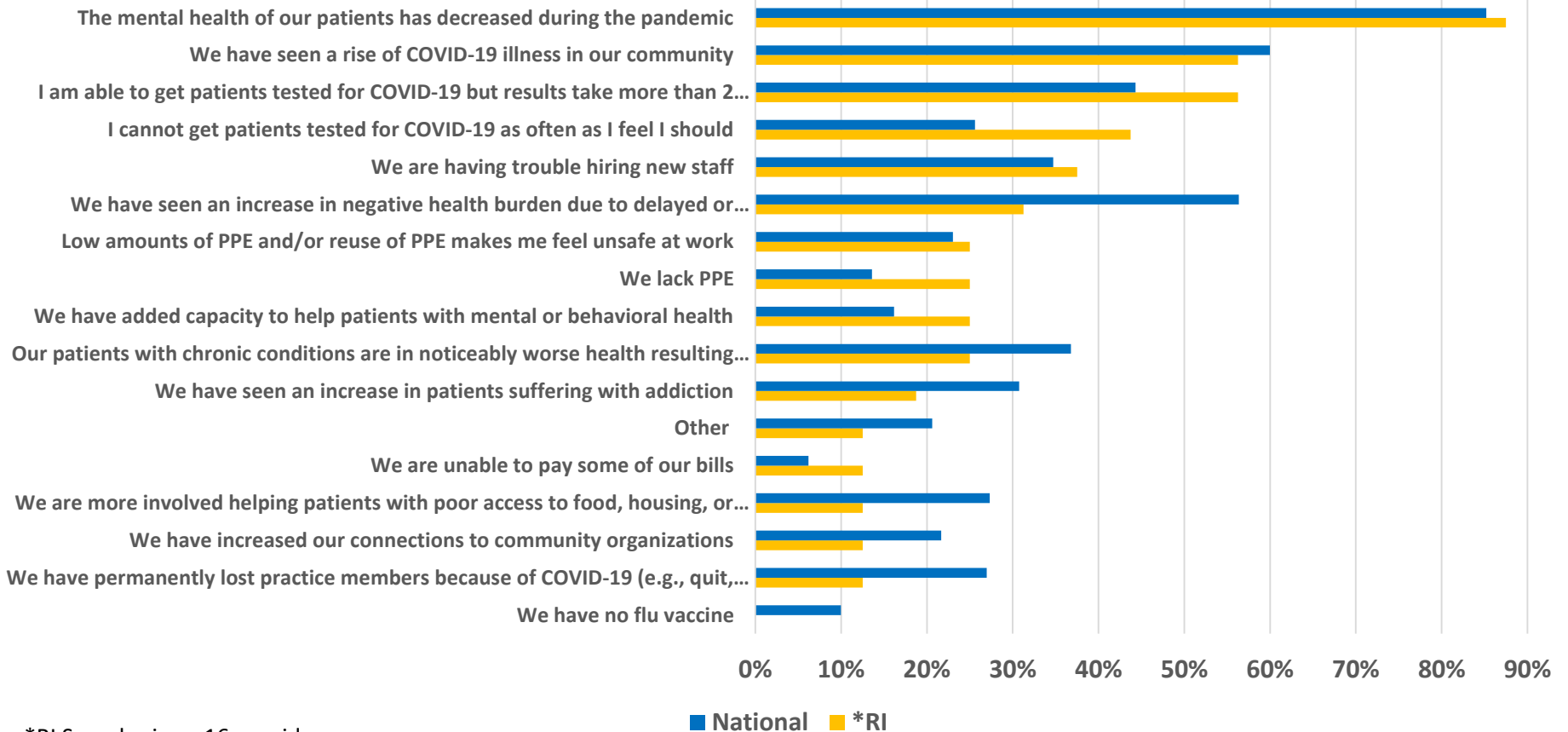
October 16 – October 19 (Series 22)

Key Messages

- Over half of RI providers that responded to the survey, reported that they were experiencing high to severe strain on their practice **(56%)**
- Stressors: In the past 4 weeks, RI providers responded to the survey that
 - Mental health of patients has decreased during the pandemic **(88%)**
 - There's a rise of COVID-19 illness in the community **(56%)**
 - Patients are getting tested for COVID-19 but results take more than 2 days to receive **(56%)**
- Telehealth: RI providers responded to the survey that
 - Telehealth is being used to screen sick patients to prevent unnecessary exposure within the practice **(75%)**
 - They started to increase use of telehealth as part of plan for flu season **(63%)**
 - Telehealth has been important for their capacity to see patients **(63%)**

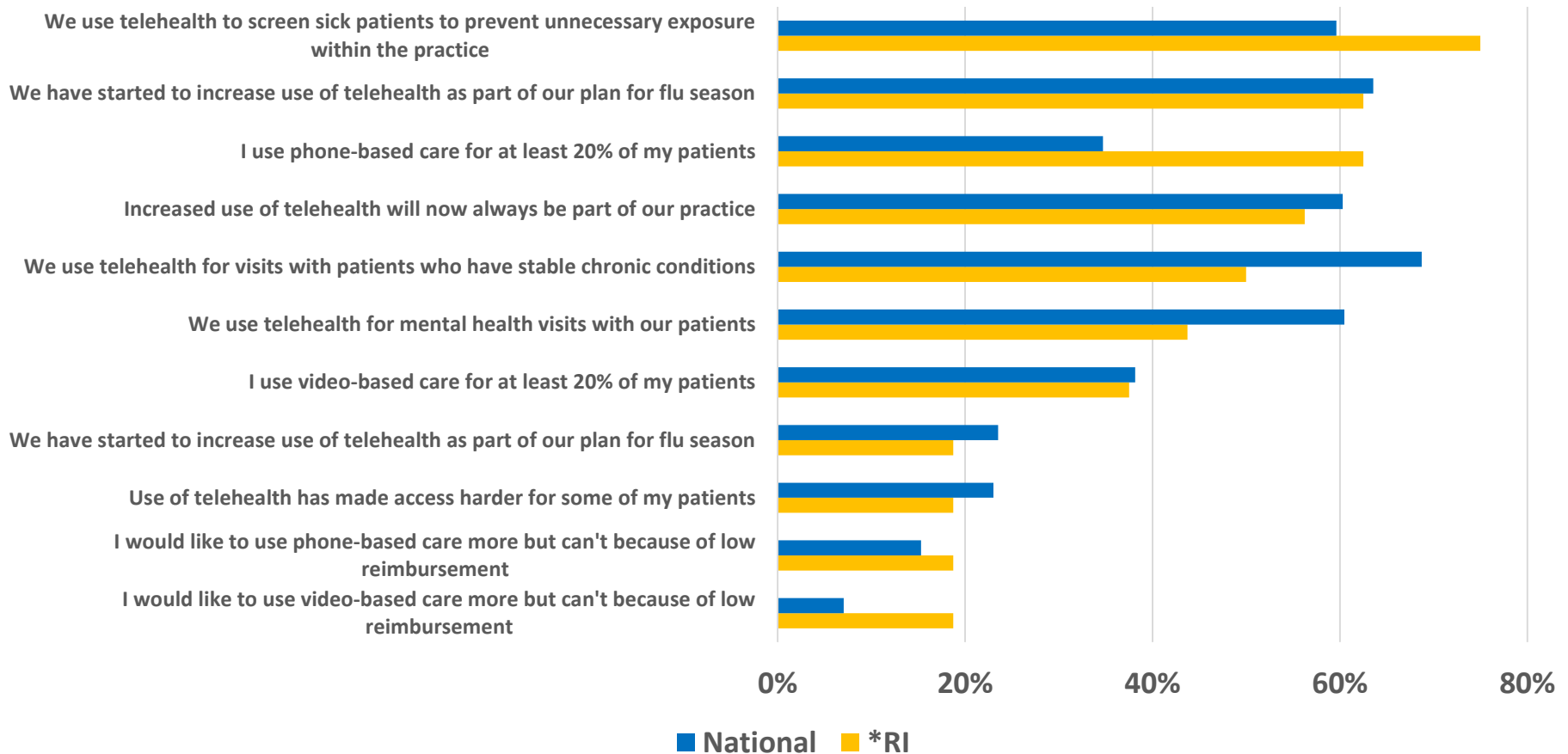
STRESSORS. Over the last 4 weeks, which of these things are true for your practice?

Mental health of patients has decreased during the pandemic



*RI Sample size = 16 providers

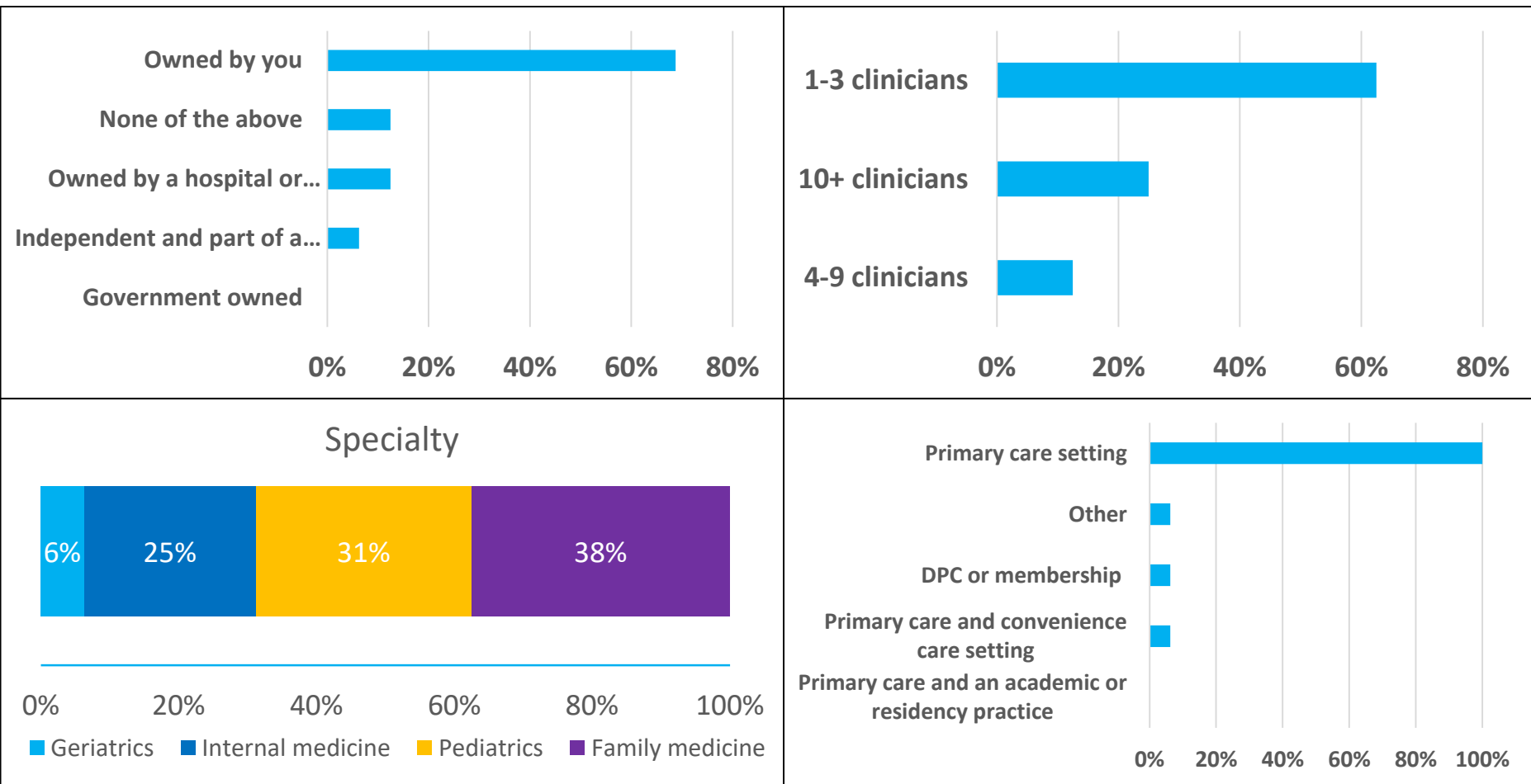
TELEHEALTH. Over the past 4 weeks, how would you describe your use of video and phone based care?



*RI Sample size = 16 providers

RI Primary Care demographics

October 16 –19th (Series 22) survey results

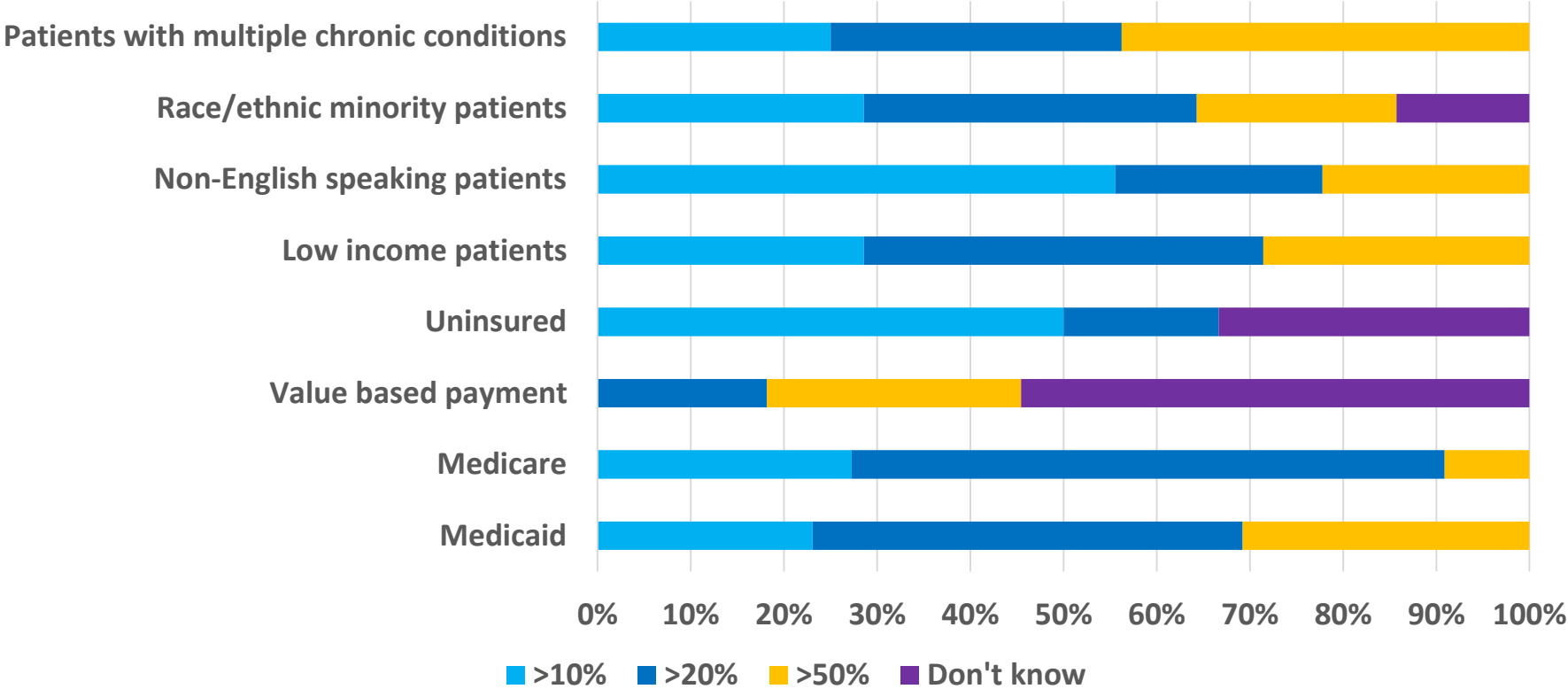


*RI Sample size = 16 providers

RI Primary Care demographics

October 16 – 19th (Series 22) survey results

Roughly how much of your practice is...



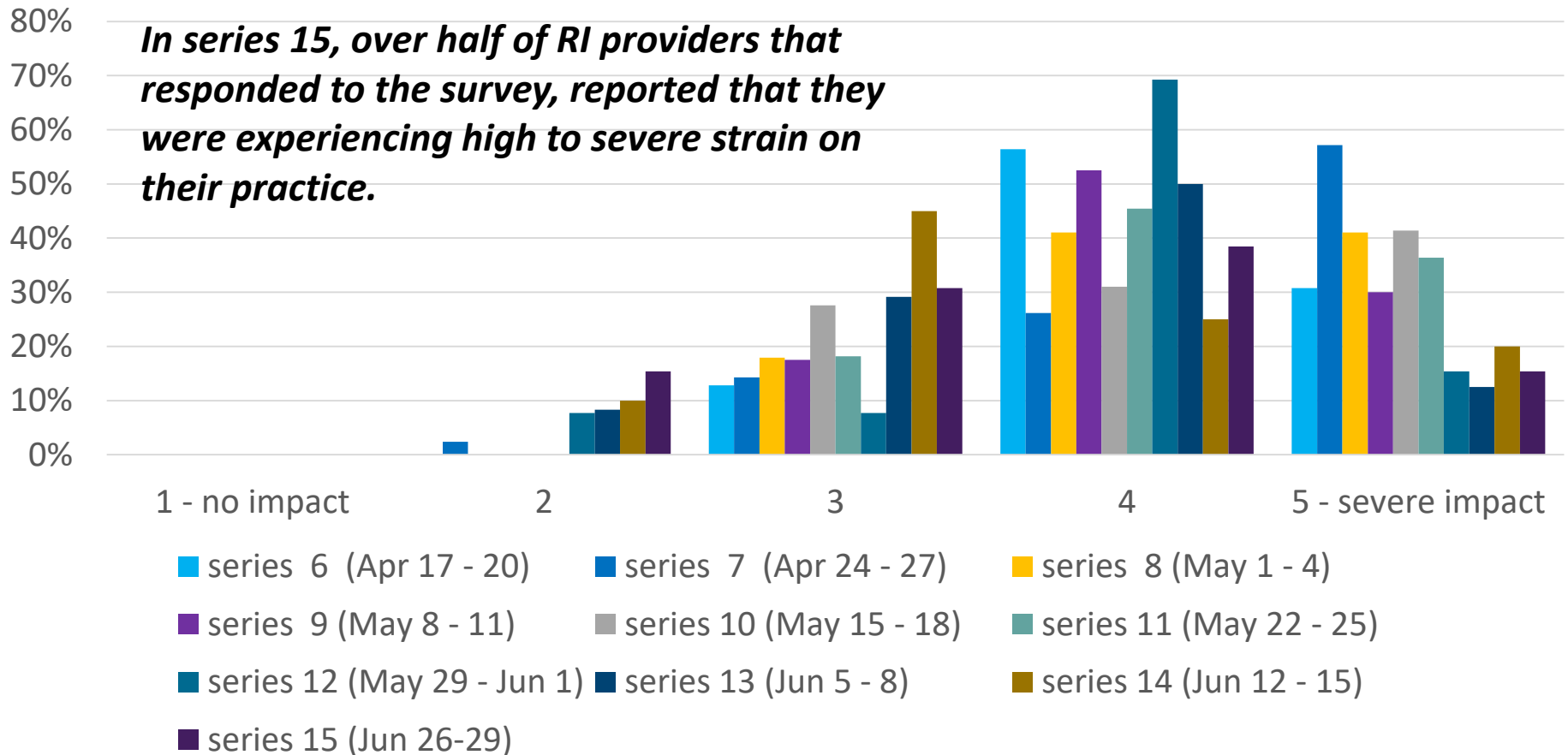
*RI Sample size = 16 providers

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

Rhode Island started survey participation in Series 6 (April 17th).

Prior Series

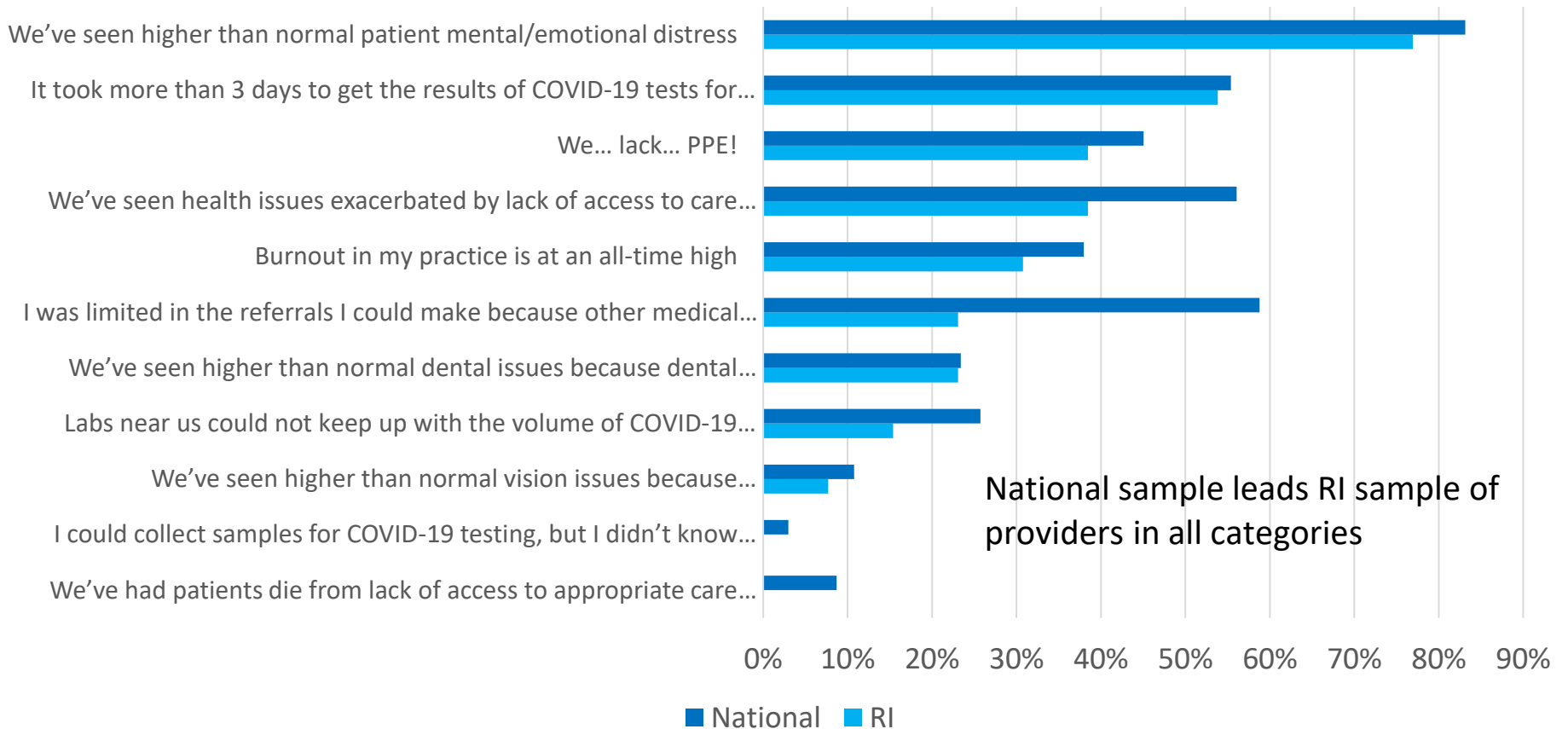
Level of strain related to COVID-19 on your practice?



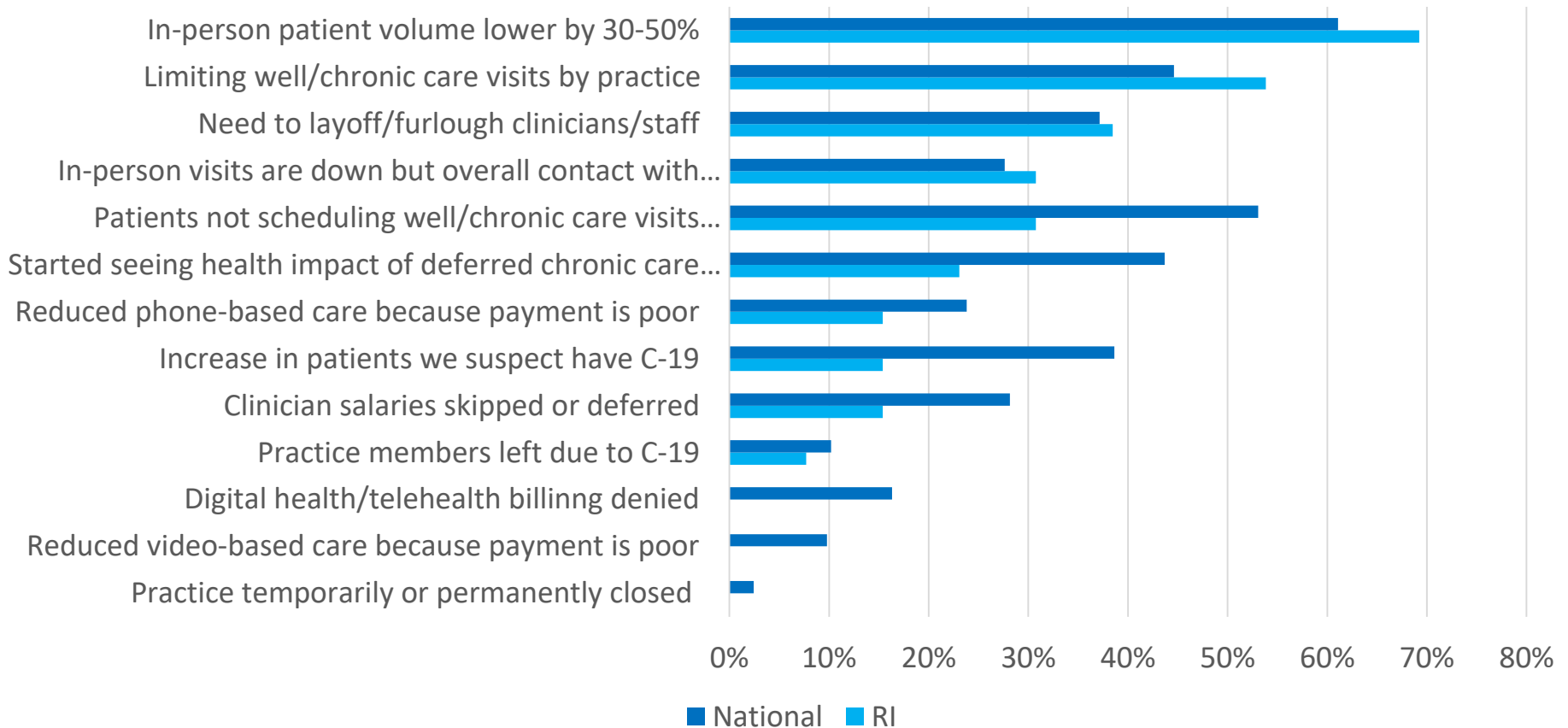
RI Provider Comments

- June 12 – June 15th (Series 14): Regarding closing practices –
 - “Feels like a suicide mission. I quit.”
 - “Leaving practice. Very sad.”
- June 5 – June 8th (Series 13): “Patients are getting restless, as the rest of society starts to reopen. There are special considerations that distinguish reopening a medical office from reopening a hair salon. Once it is explained, patients understand. However, we are accumulating a large volume of needed visits for patients whose care we deferred or who made that decision themselves, which will result in the combination of greater-than-usual demand for in-person visits at a time that we will need to offer fewer in-person visits for safety purposes.”
- May 29 – June 1st (Series 12): “The ability to delay care that can be delayed is getting thin. Adapting the office so that it can provide safe in -person care is a growing need.”

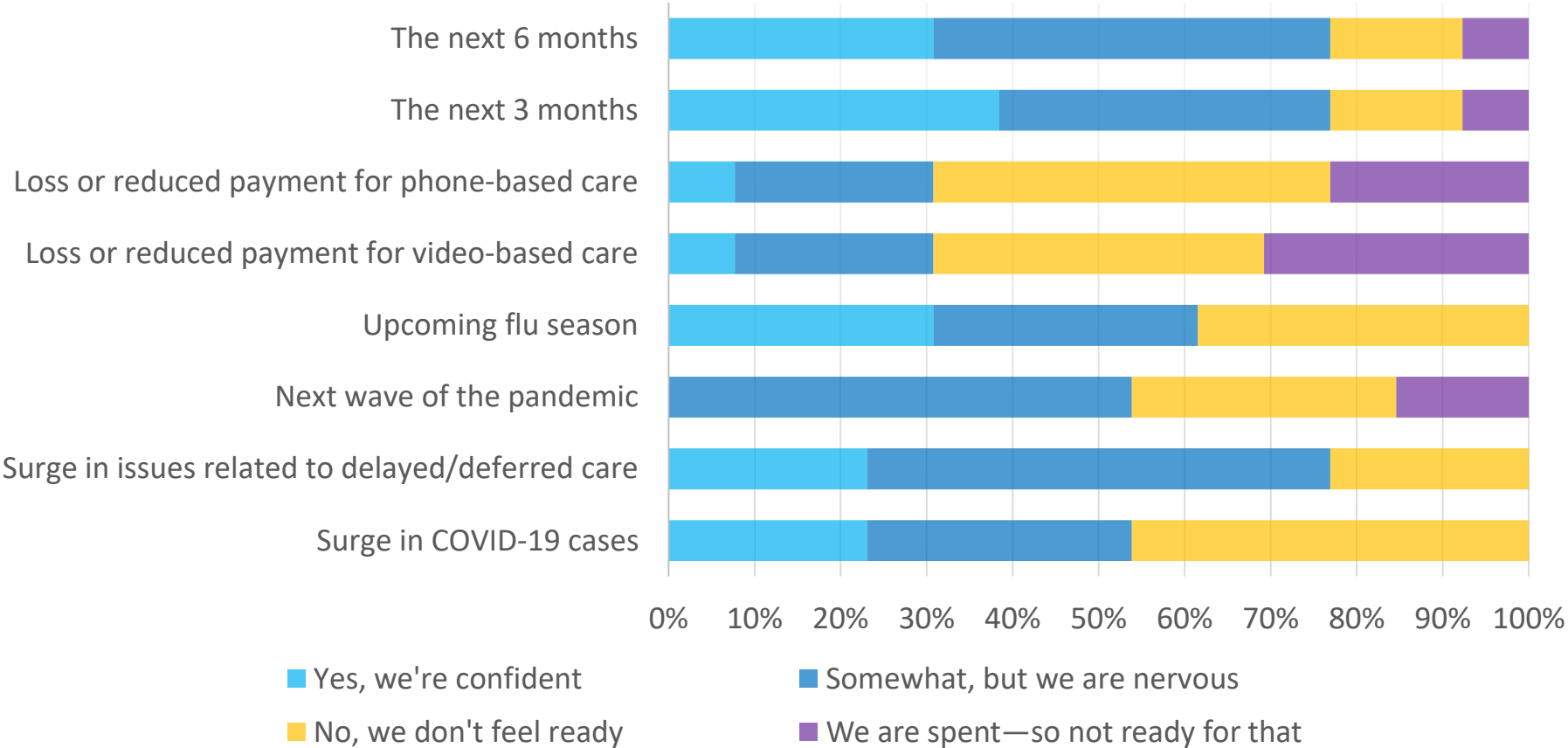
In the last 4 weeks...



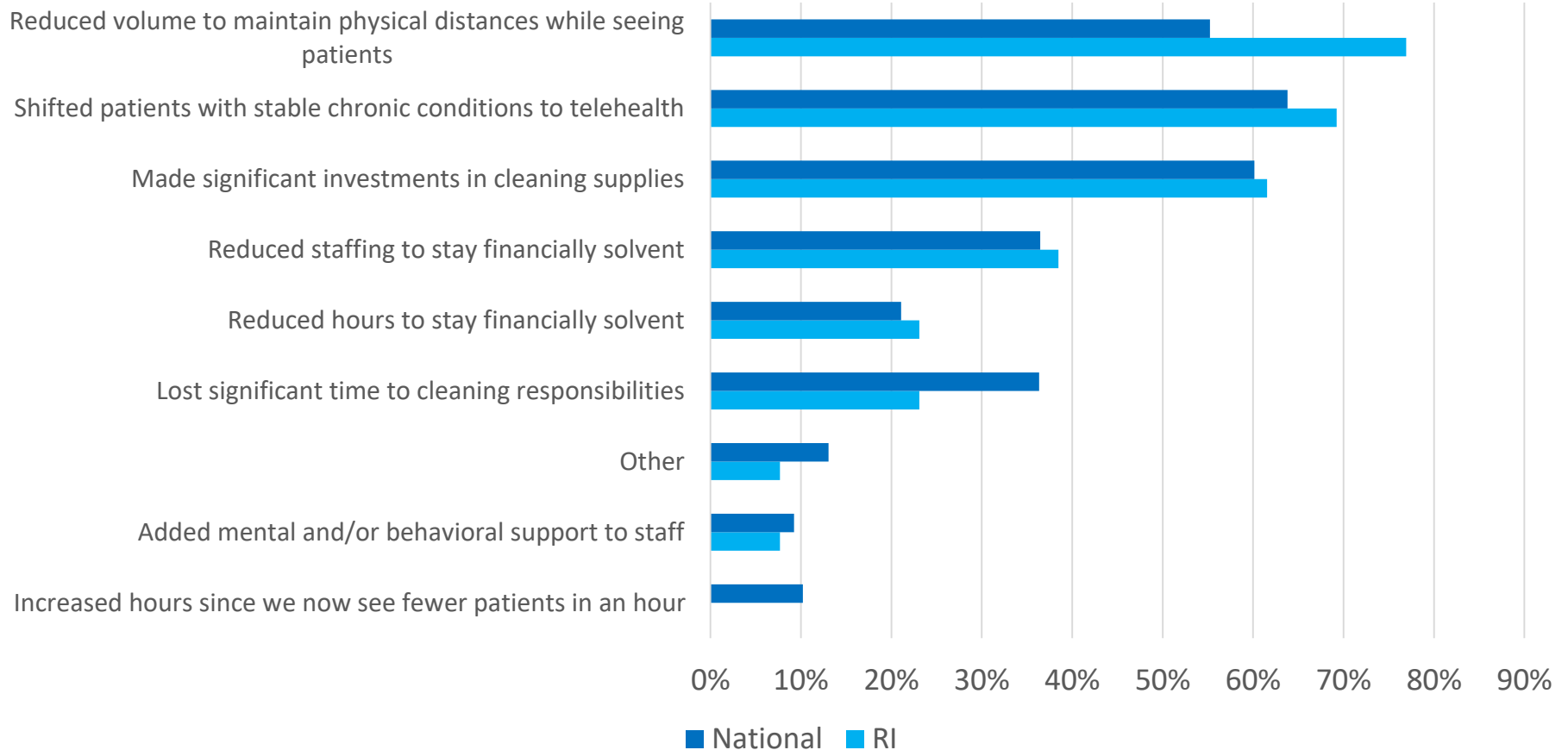
Which of these possible C-19 stresses have you had in the last 4 weeks?



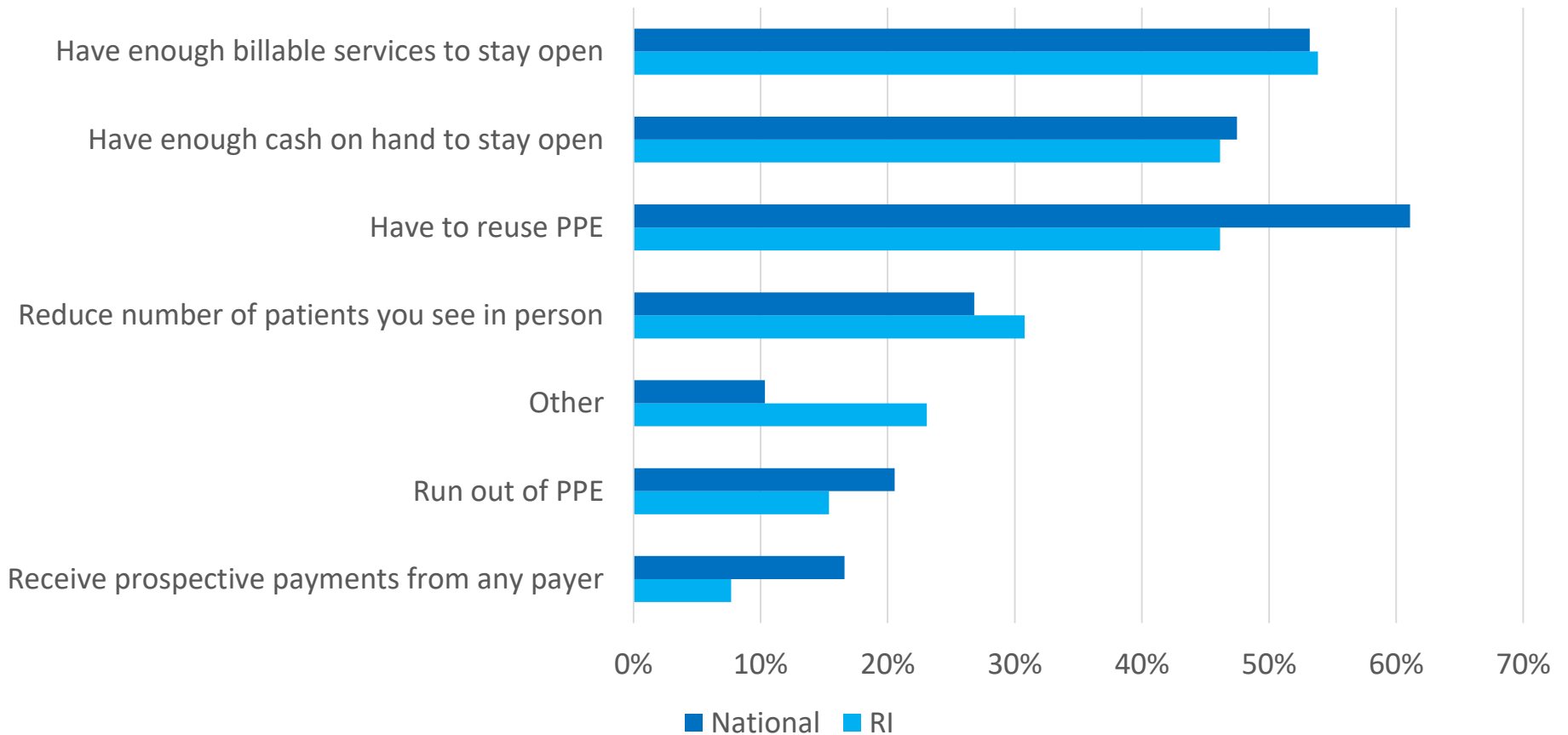
Do you feel your practice is ready for...



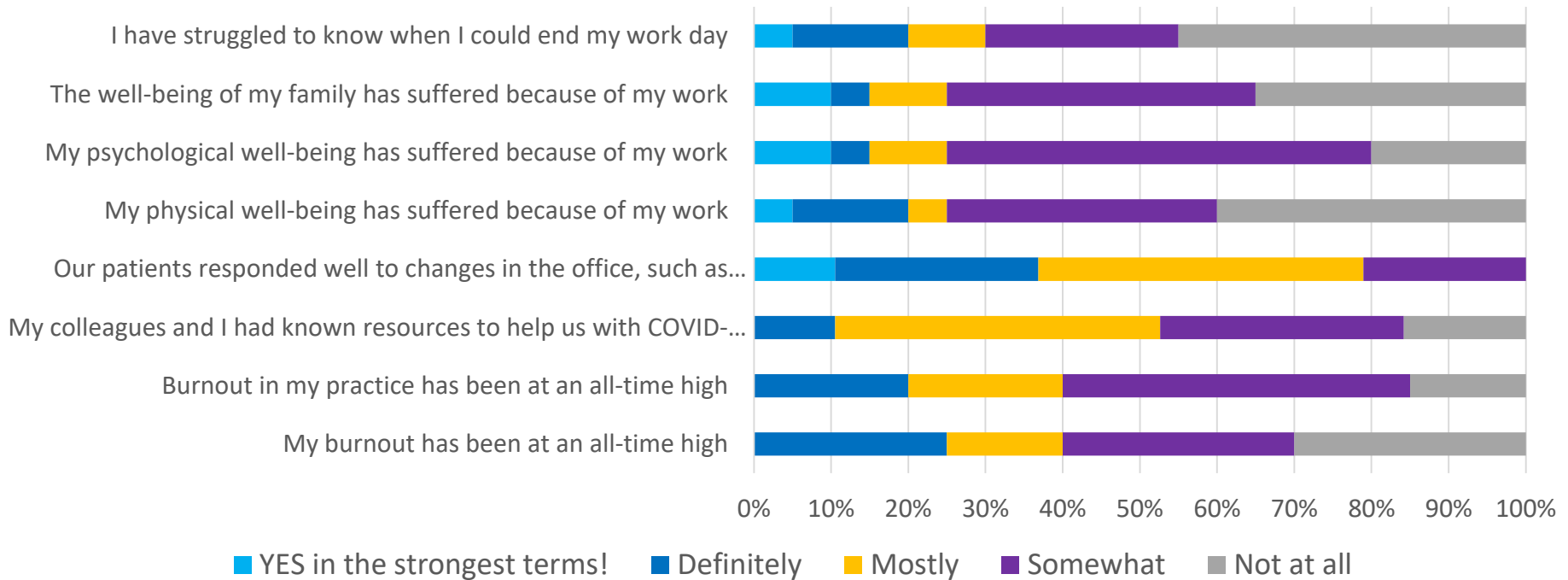
OVER THE PAST 4 WEEKS, what changes have you made to your practice to accommodate care delivery during the pandemic?



FOR THE NEXT 4 WEEKS, are you likely to...

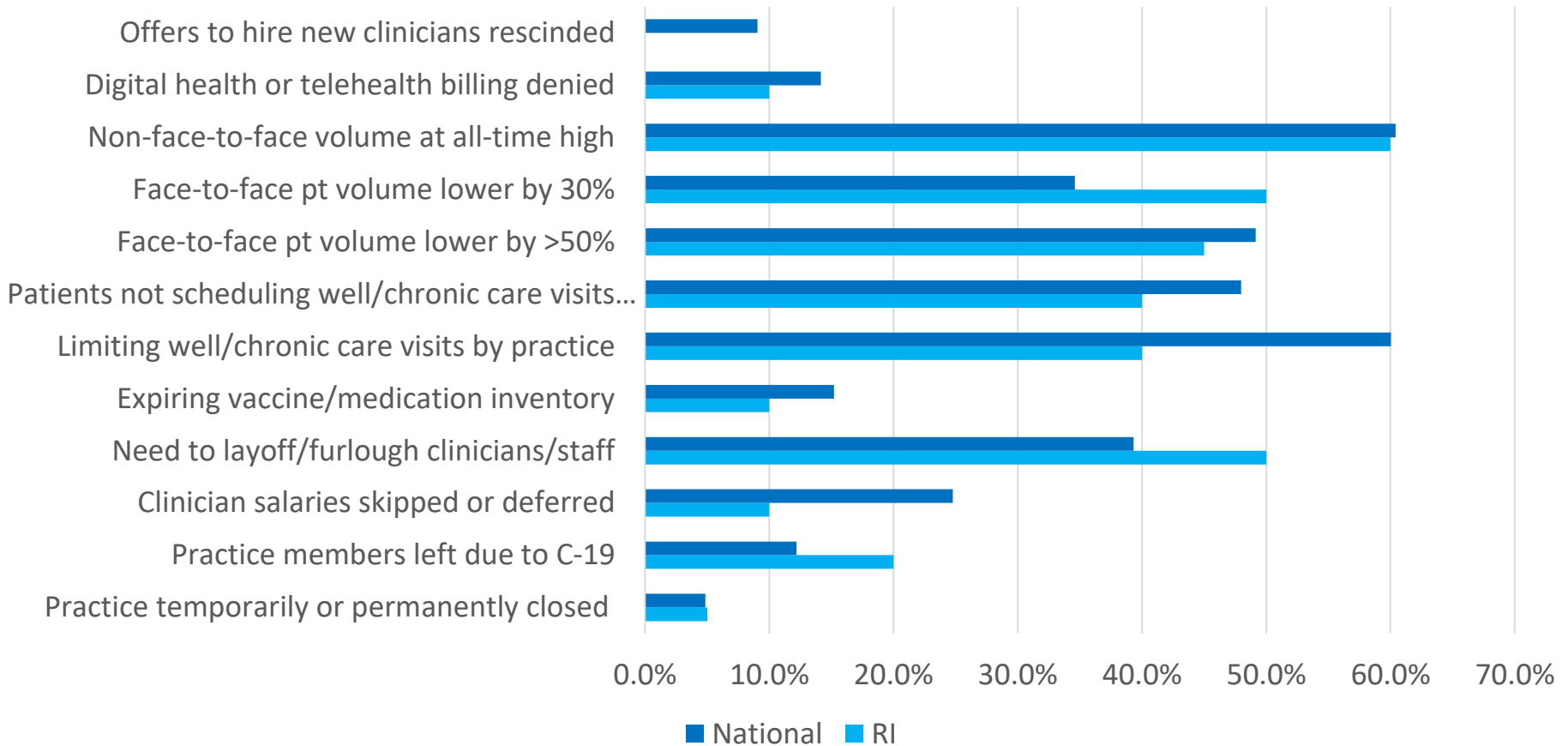


In the last 8 weeks, would you say...?



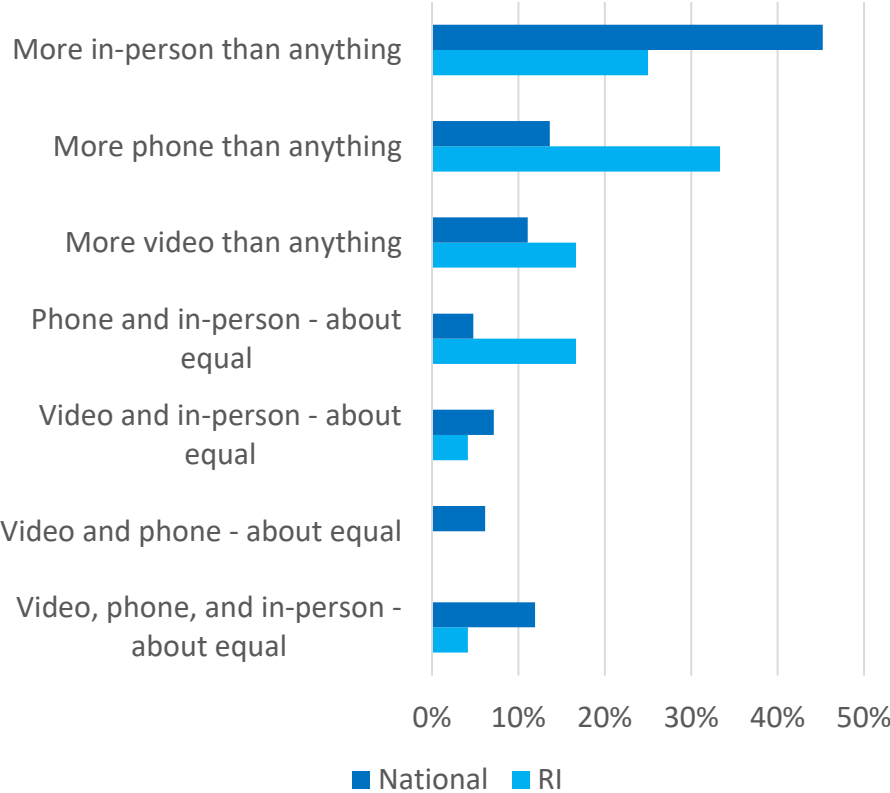
- **RI providers psychological well-being has somewhat suffered because of work.**
- **Patients mostly responded well to changes in the office, such as wearing masks.**
- **Resources were mostly available to help with COVID-19 related job stress.**

Which of these possible COVID-19 stresses have you had in the last 4 weeks?

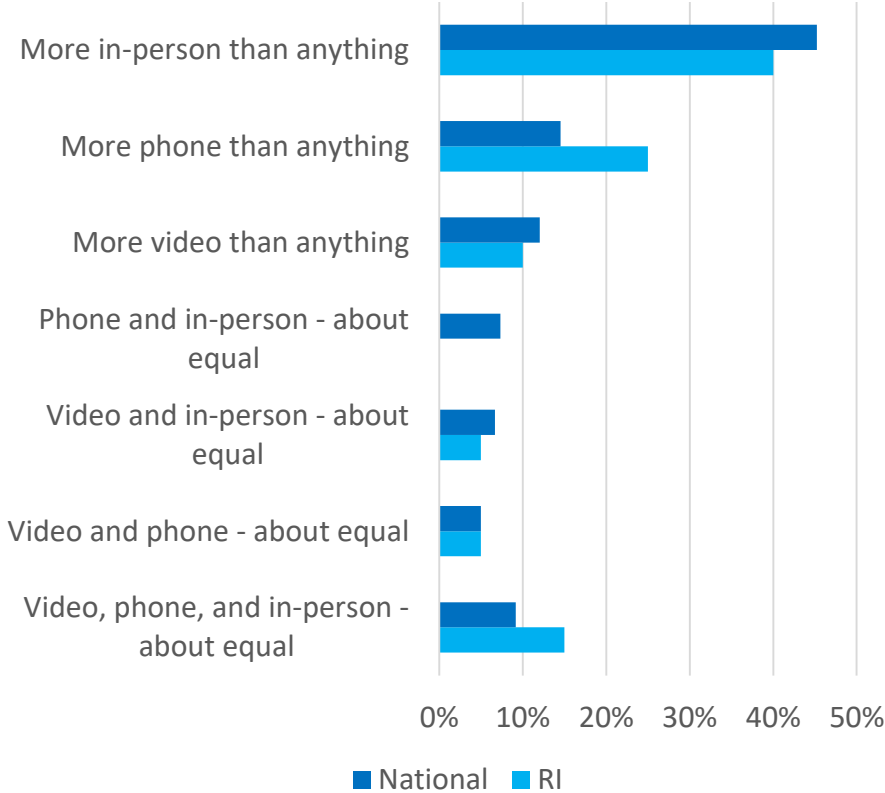


Over the past week, would you say your modes of care delivery have been...

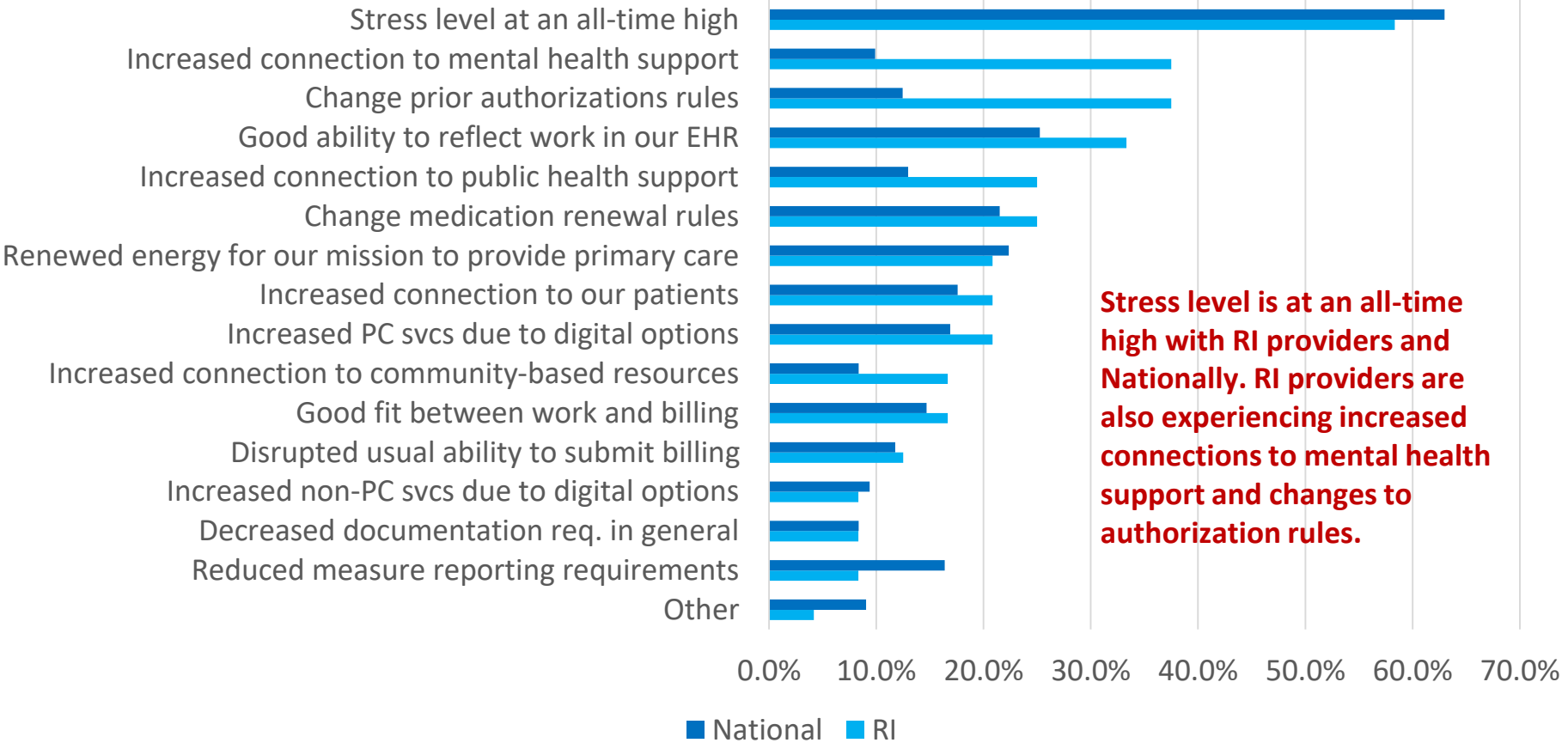
Series 13



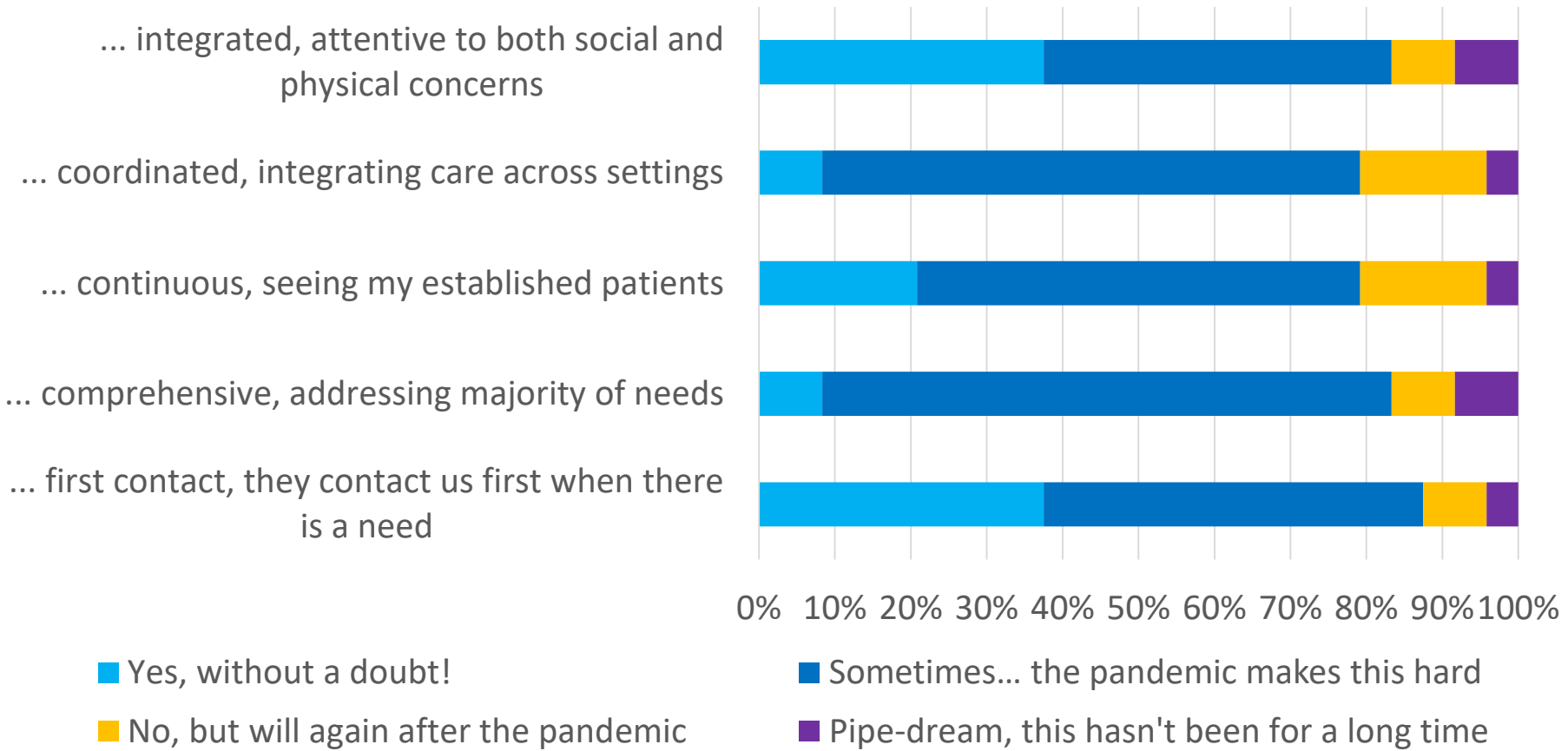
Series 14



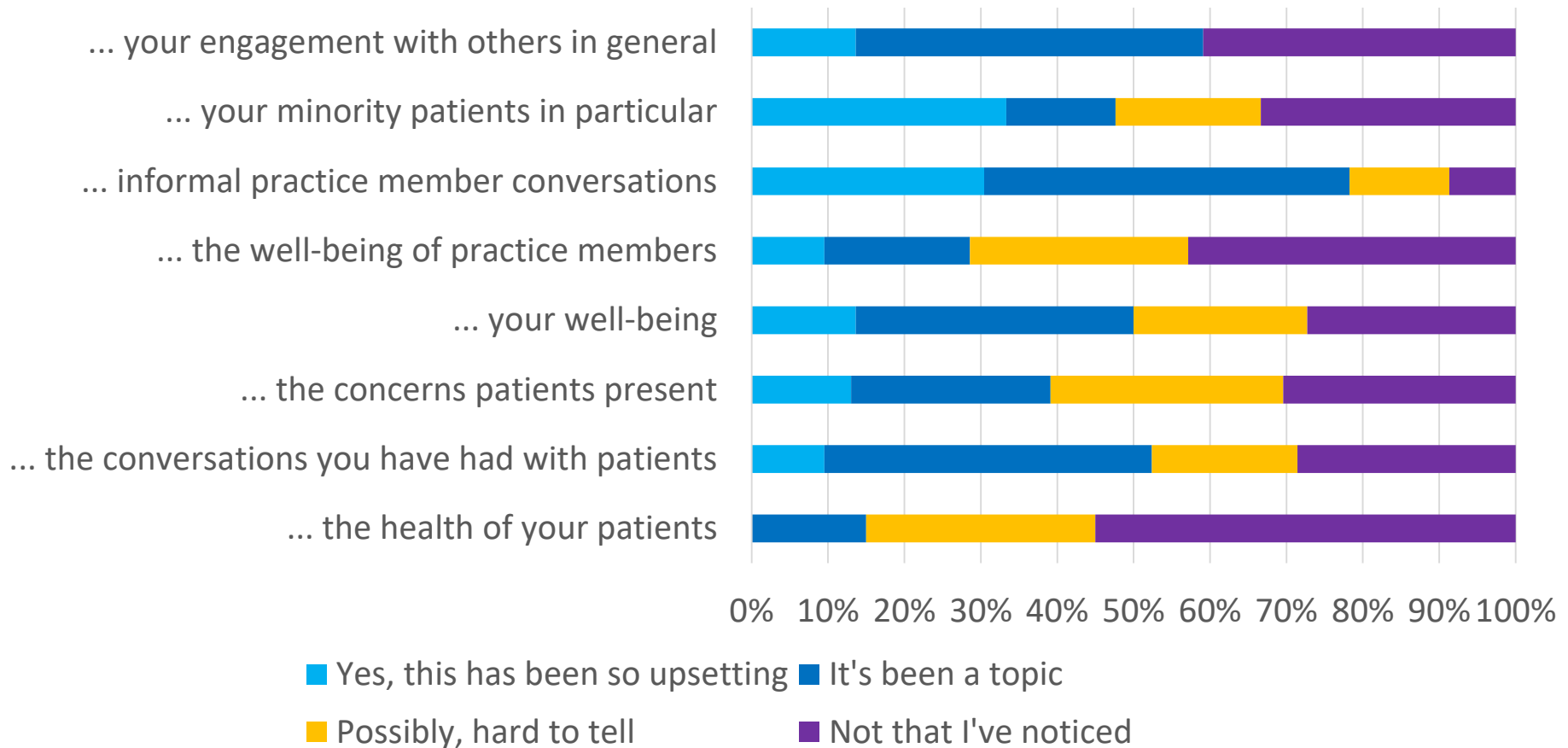
Over the past 4 weeks, which of the following has your practice experienced?



Over the past 4 weeks, have you been able to care for your patients in a way that was...?

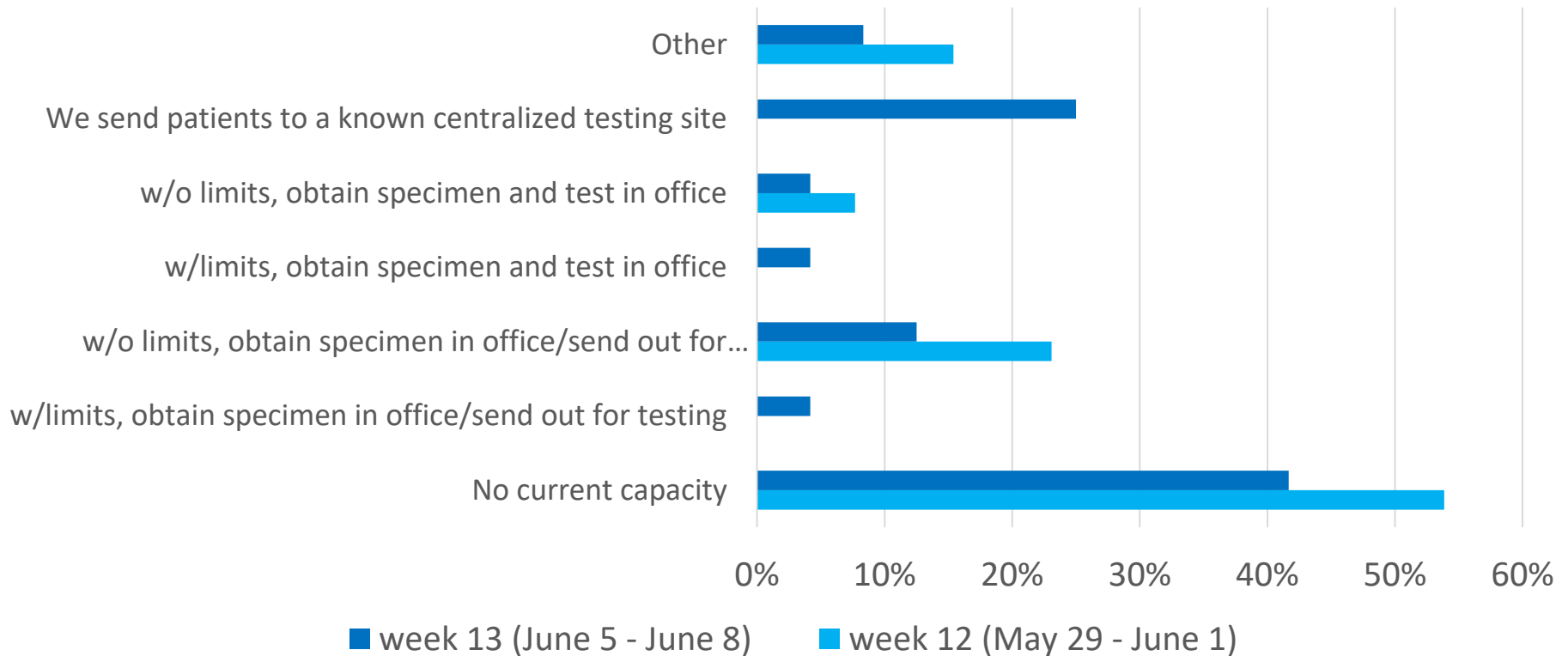


Has the death of George Floyd, and other similar events, had an impact on...?

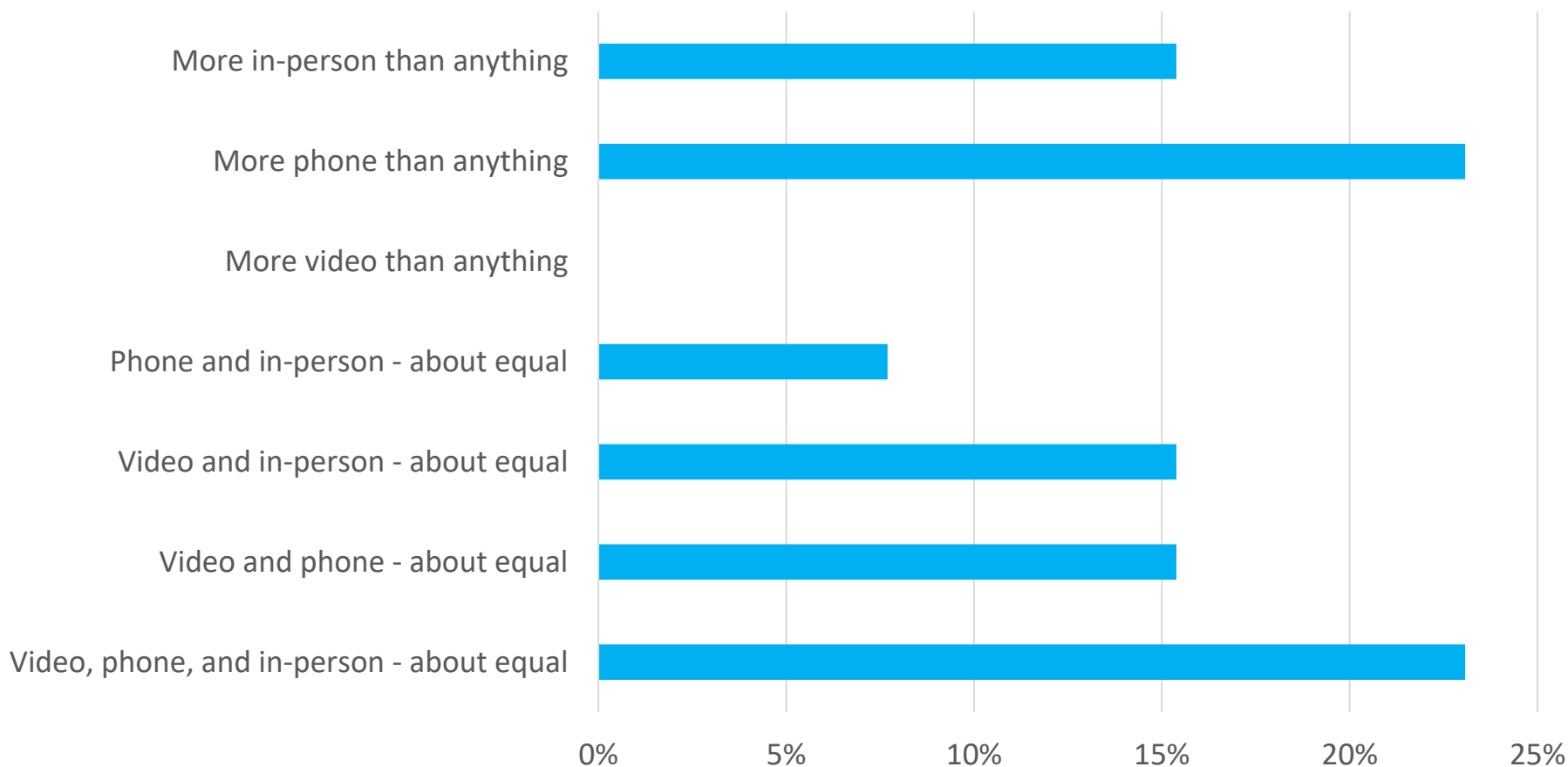


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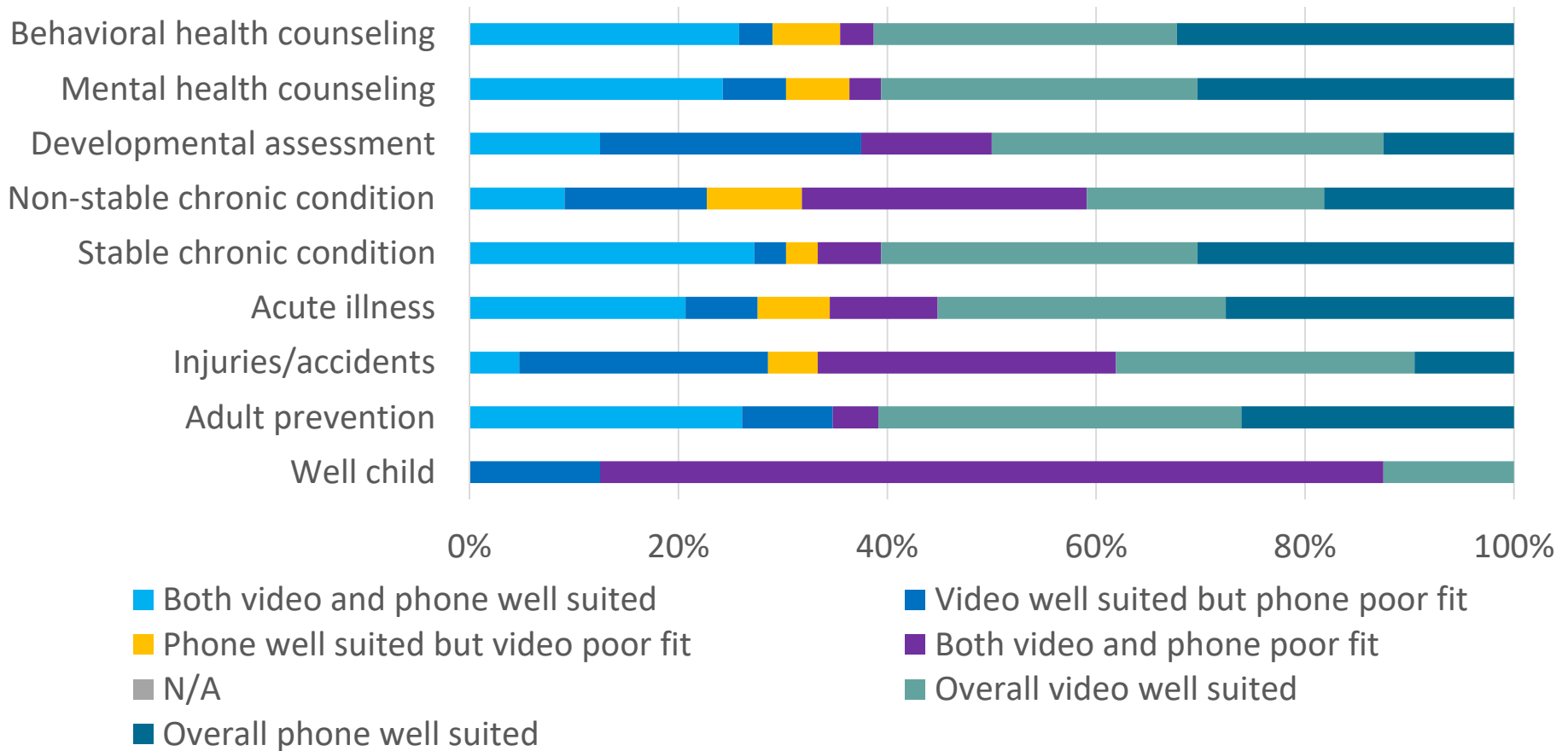
RI Primary Care COVID-19 Testing Capacity – Series 12 vs Series 13:



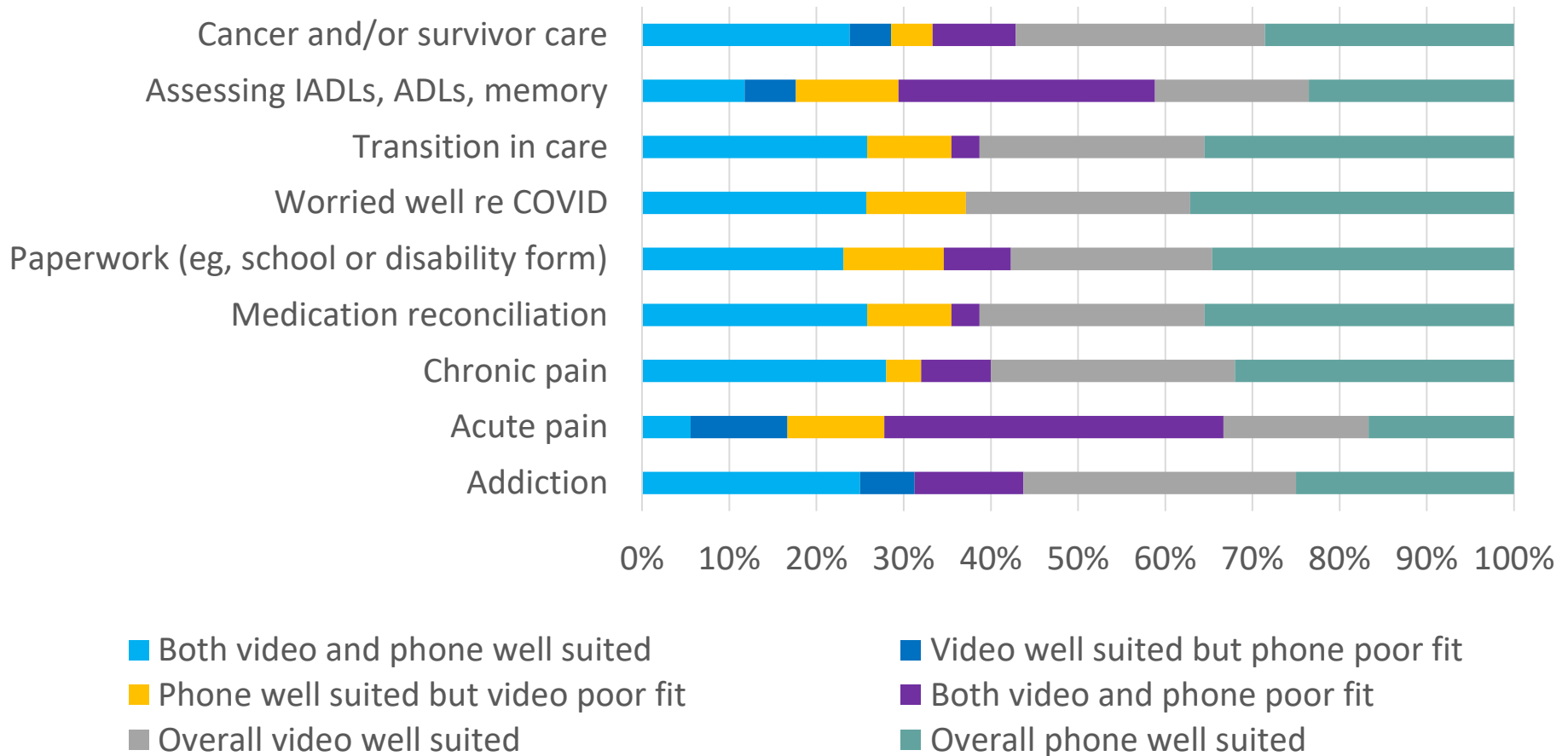
Over the past week, would you say your modes of care delivery have been...?



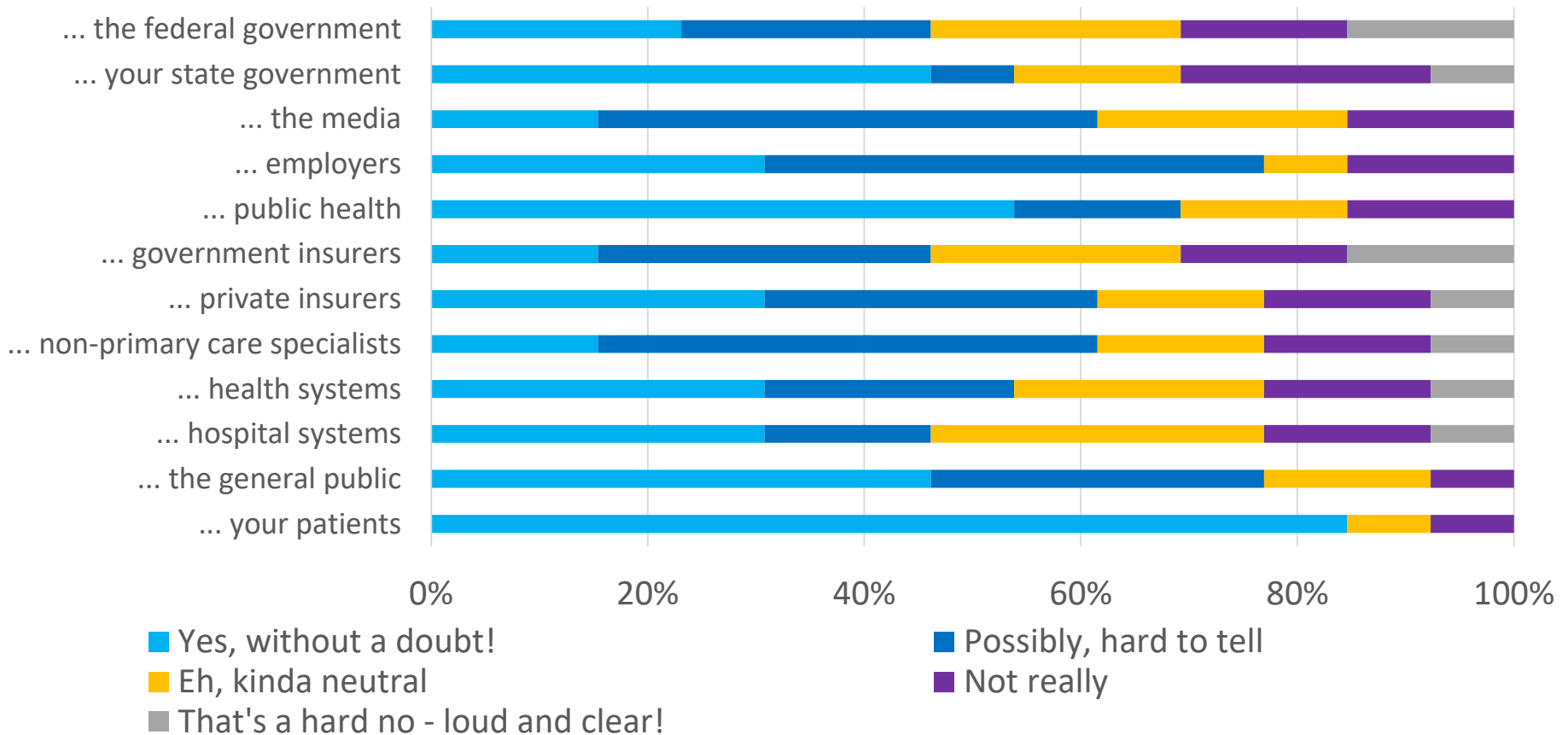
How well suited are video and phone for each of the following types of primary care visits?



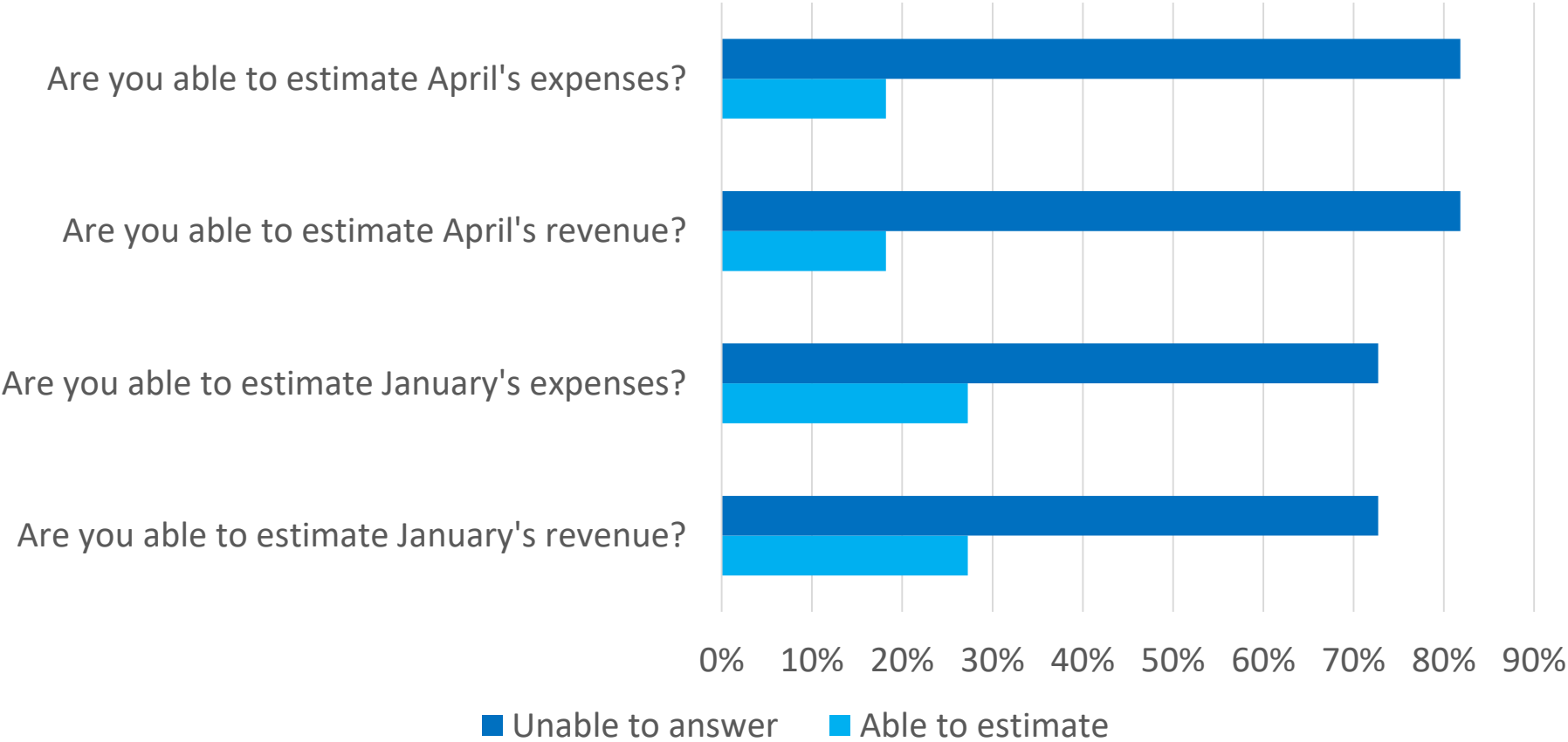
How well suited are video and phone for each of the following types of visits?



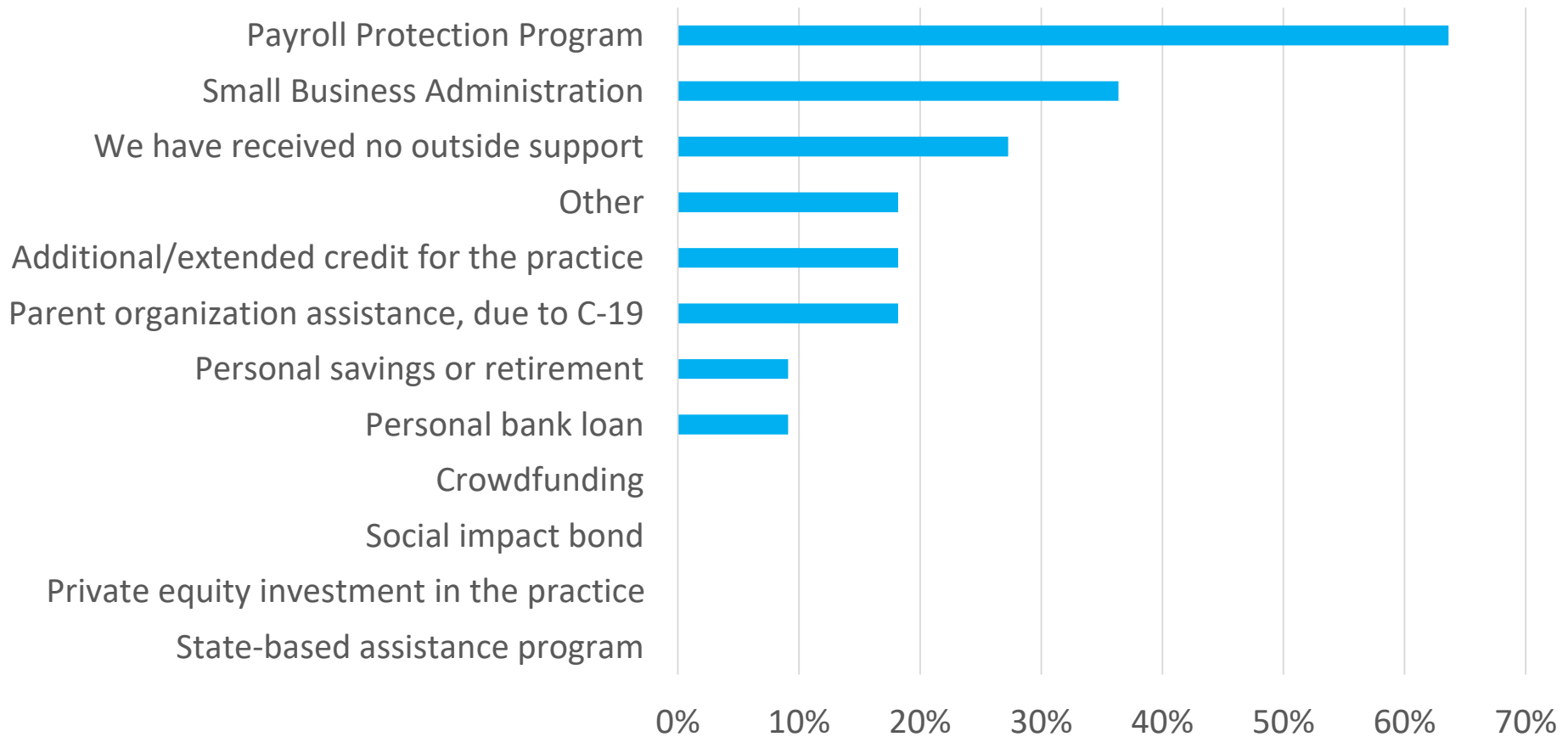
Over the past 8 weeks, have you felt primary care was valued by...?



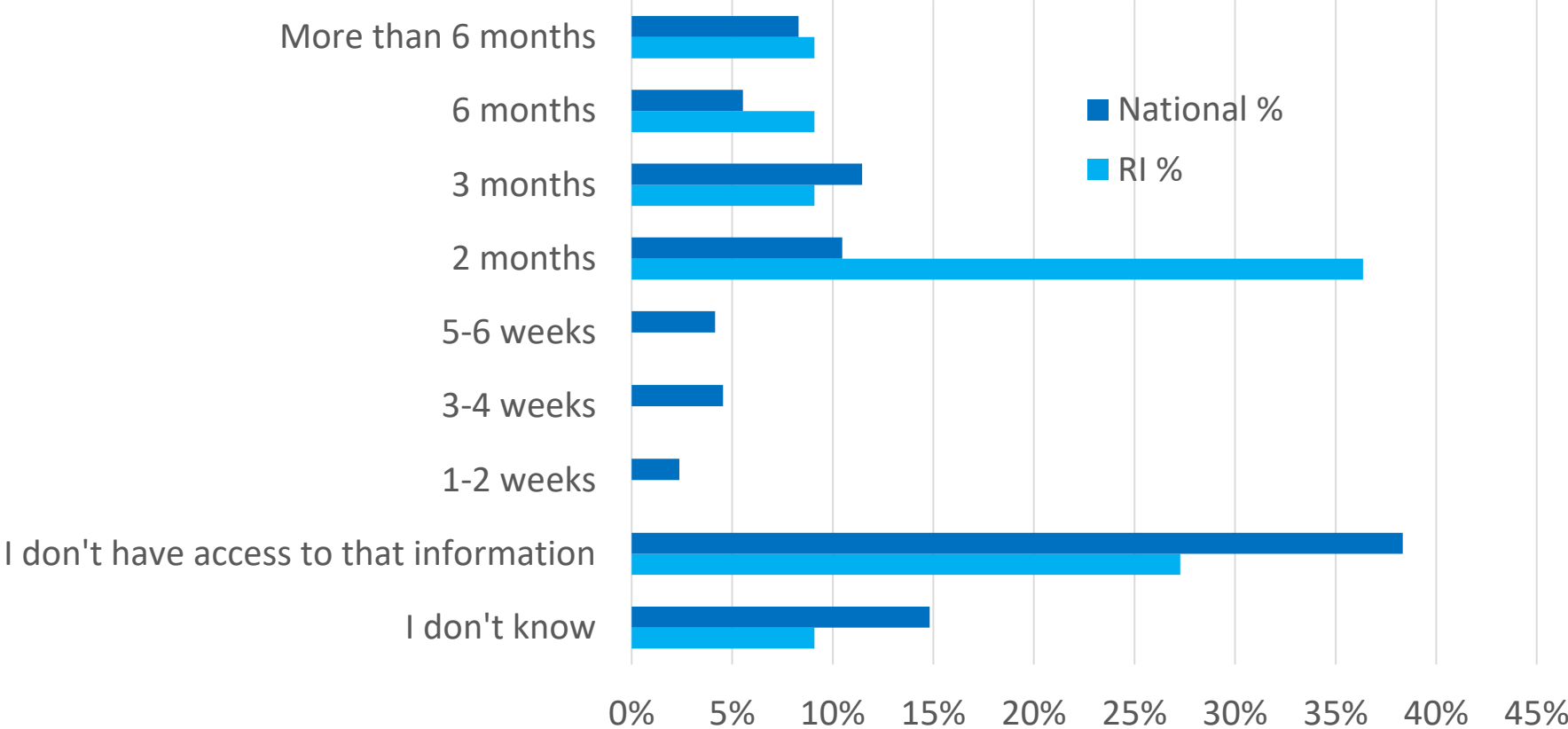
Estimating Revenue and Expense Flash Questions



Flash Question: Has your practice received financial support from any of the following sources?



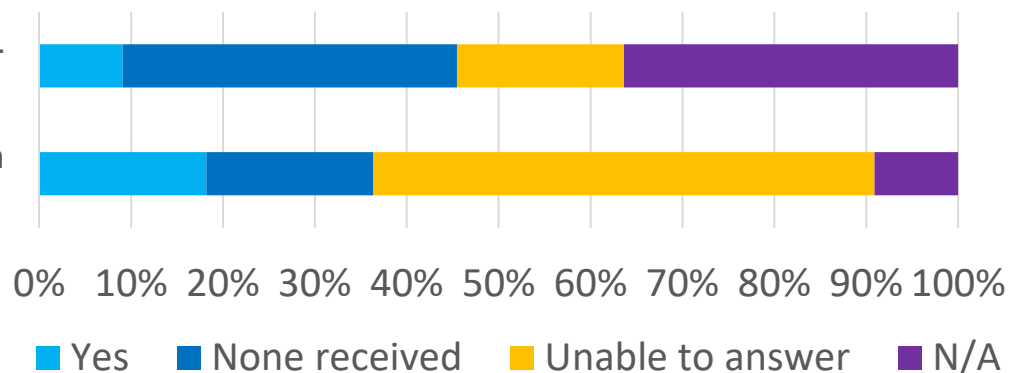
FQ: How many weeks/months might your current financial reserves for your practice last?



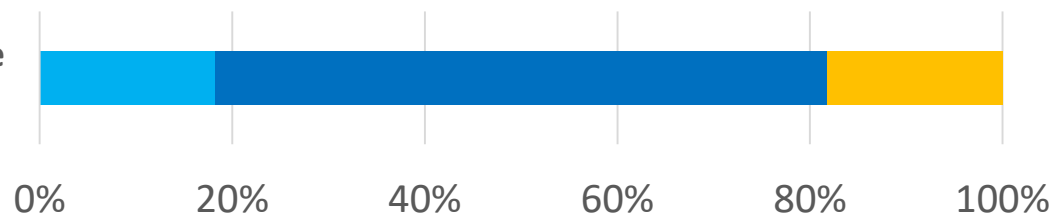
Flash Questions

Has your practice received donations from clinician-based decisions to defer salaries?

Has your practice received financial support from federal or state sources?



Has your practice furloughed any positions since January 2020?

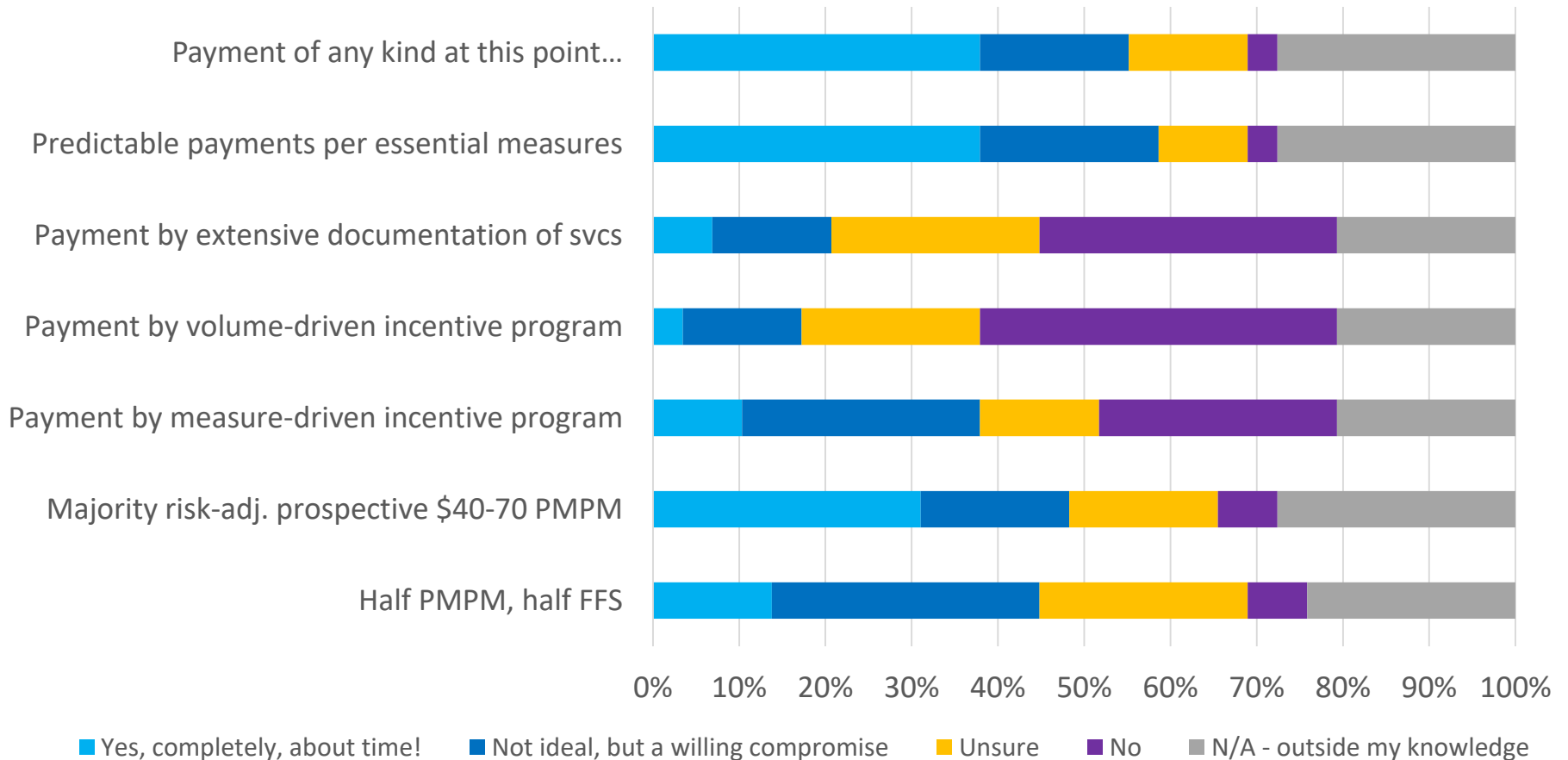


% practice members furloughed since January 2020?

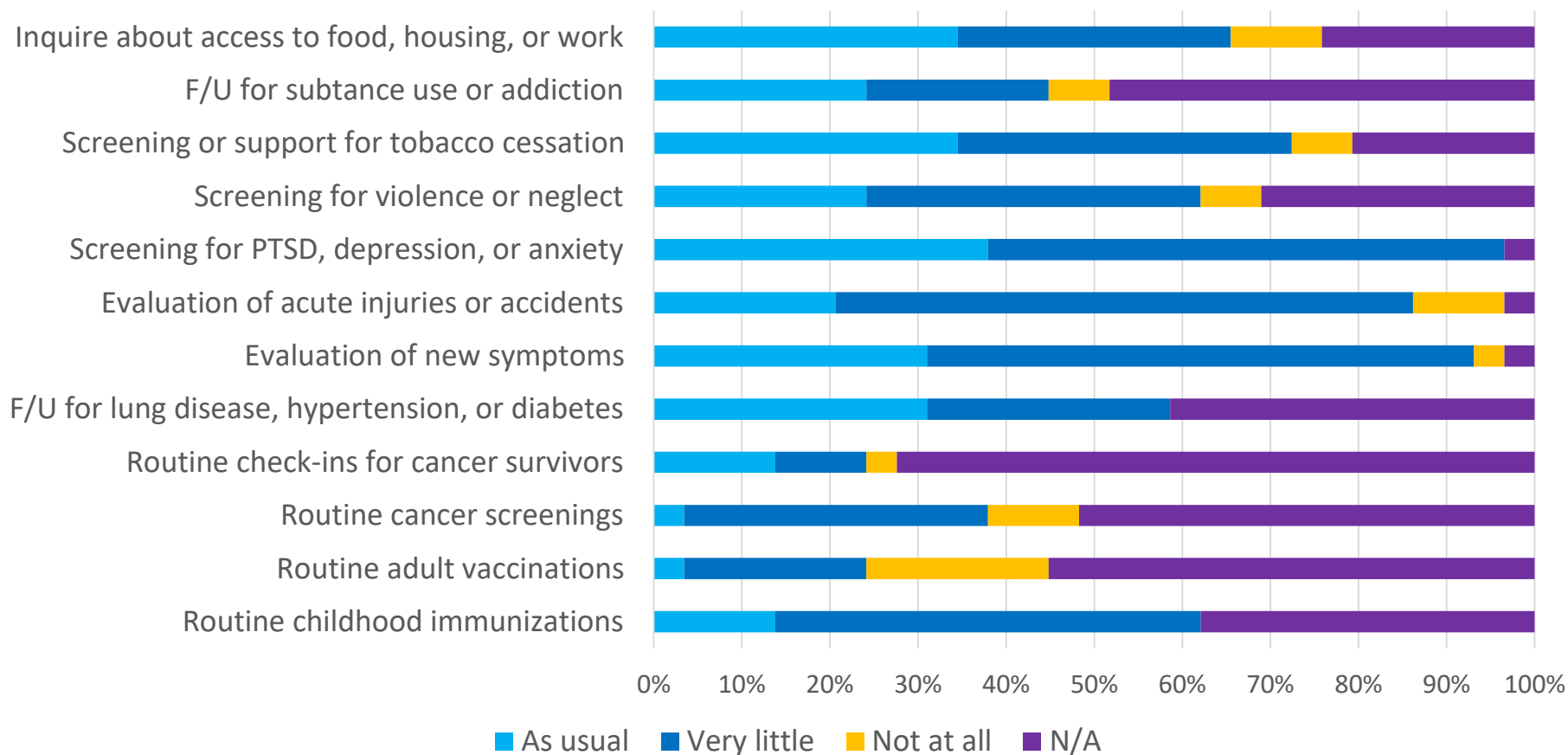
Mean 25.0%
Range 20-30%
SD 7.1%

■ Yes
 ■ We have not experienced furloughs
 ■ Unable to answer

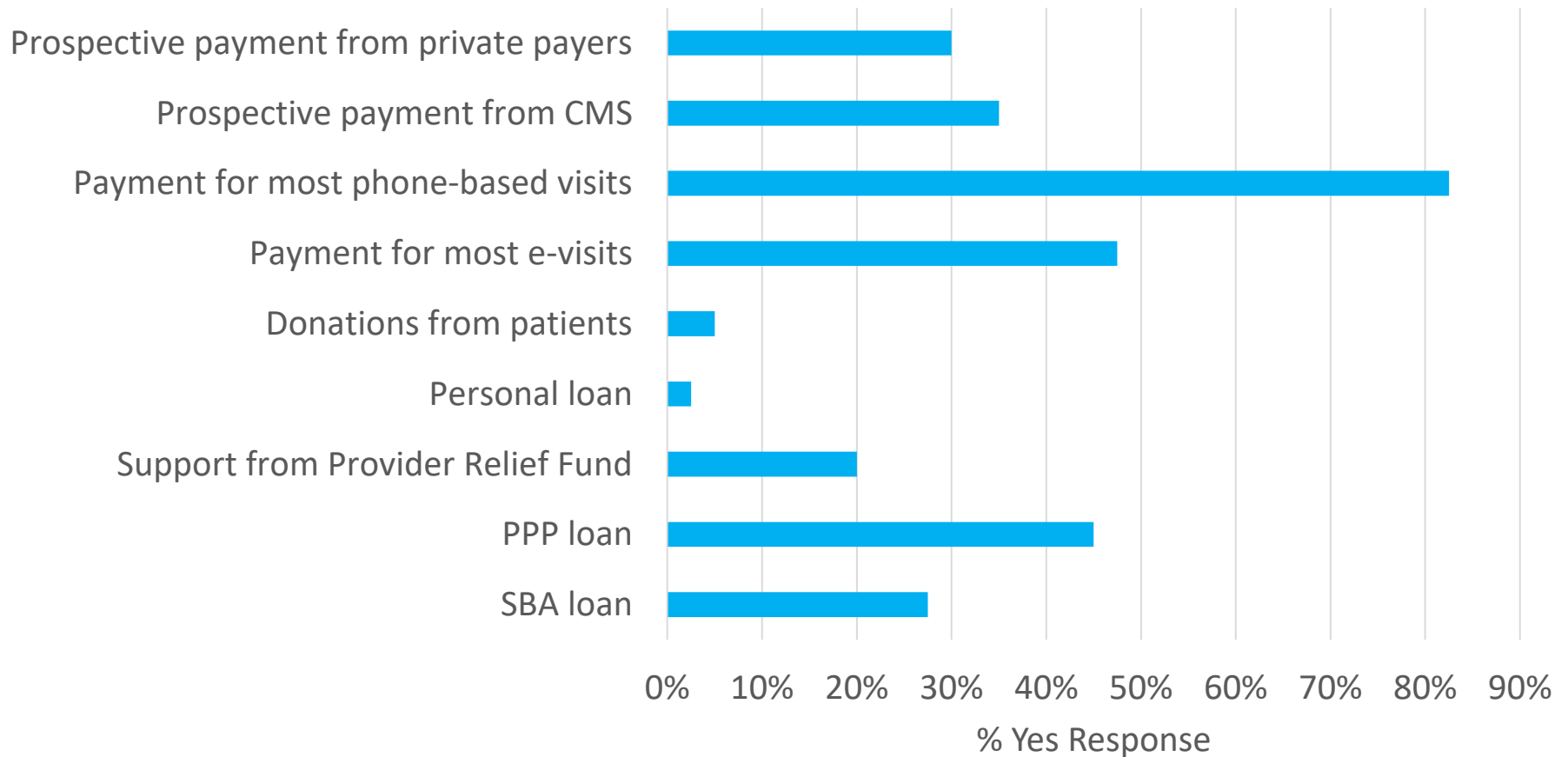
Payment structure to better weather the COVID-19 pandemic?



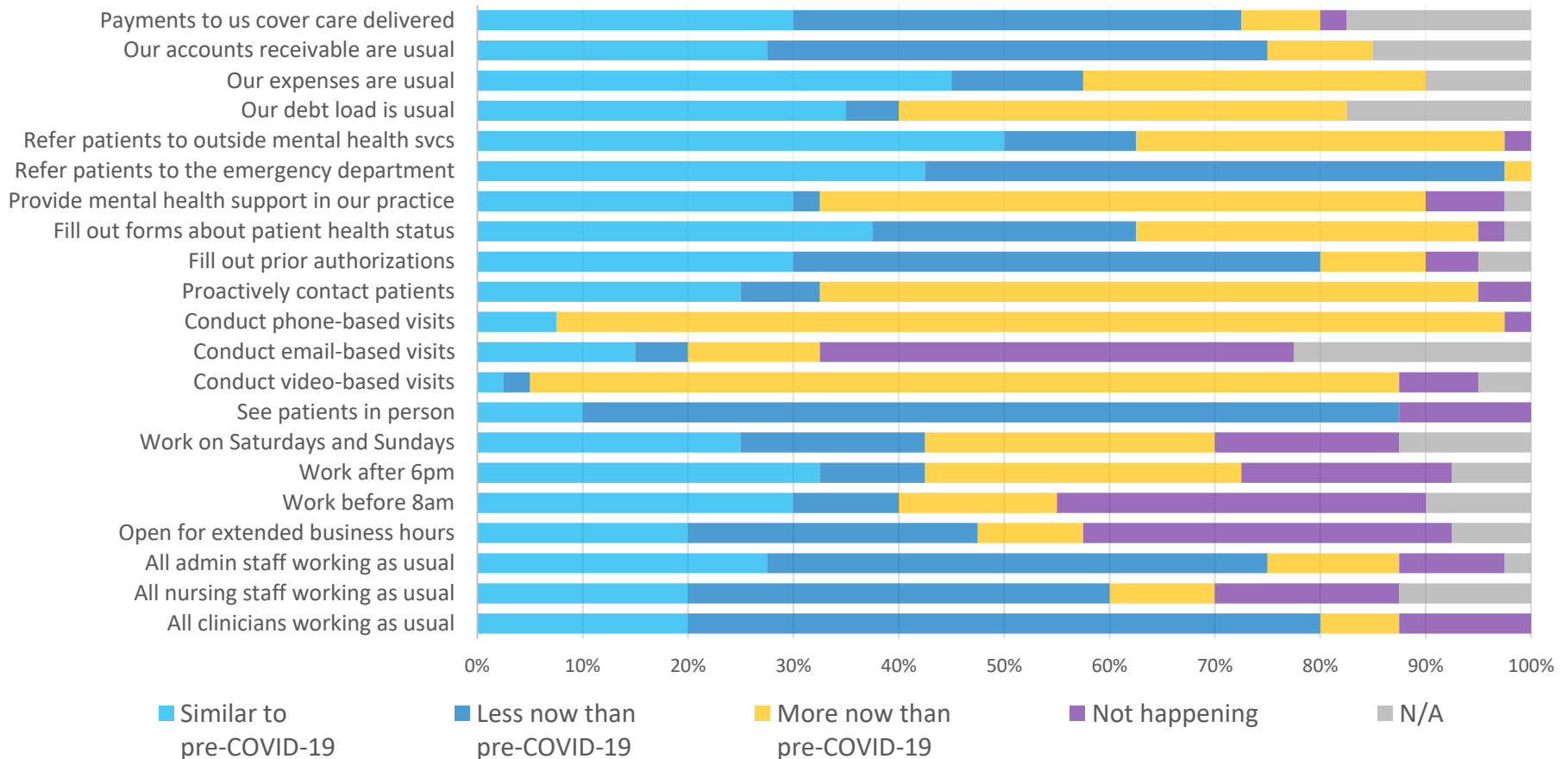
Flash Question: Over the past 8 weeks, have you been able to do...?



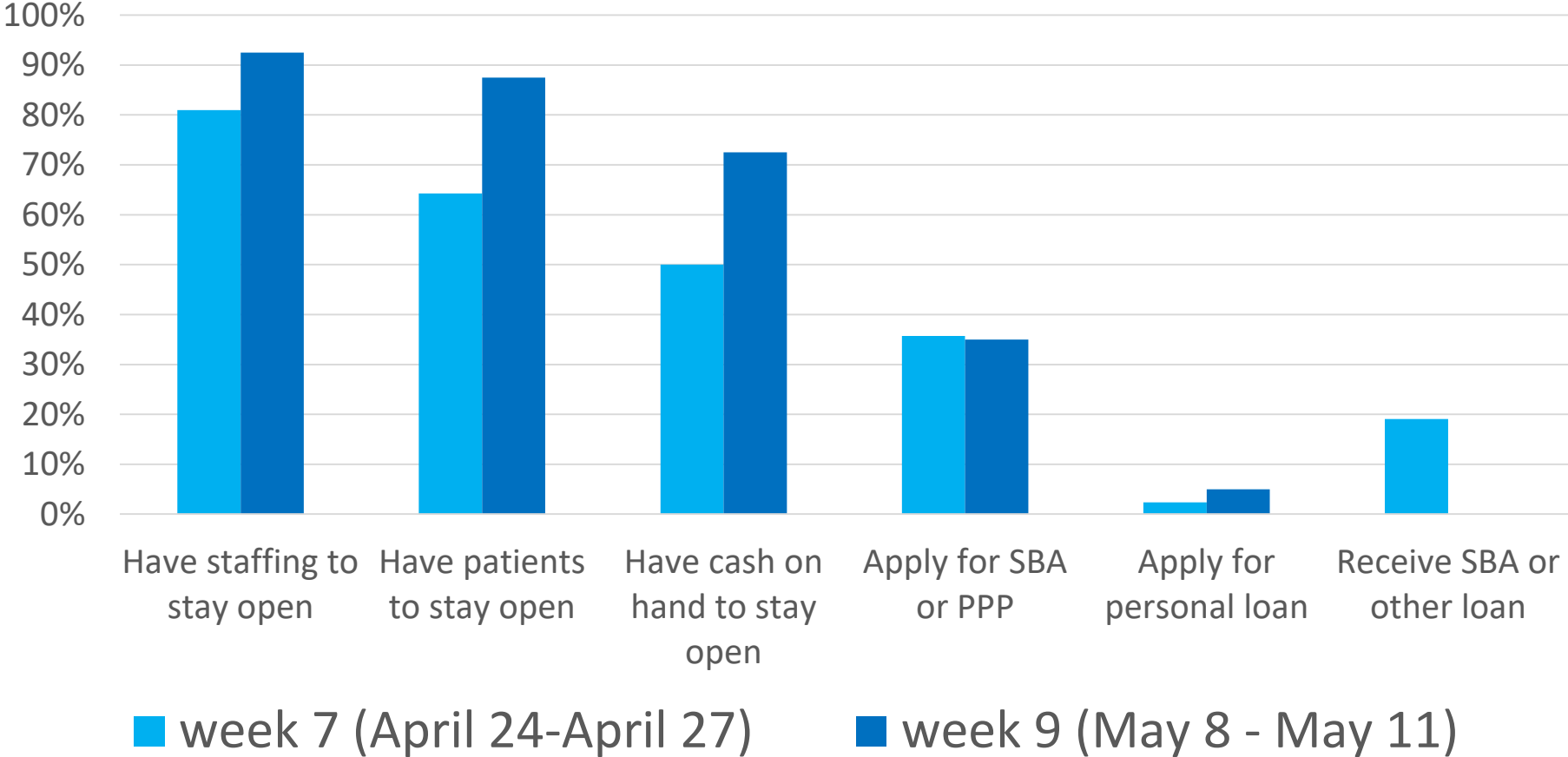
Flash Question: During the past 4 weeks, did you receive...?



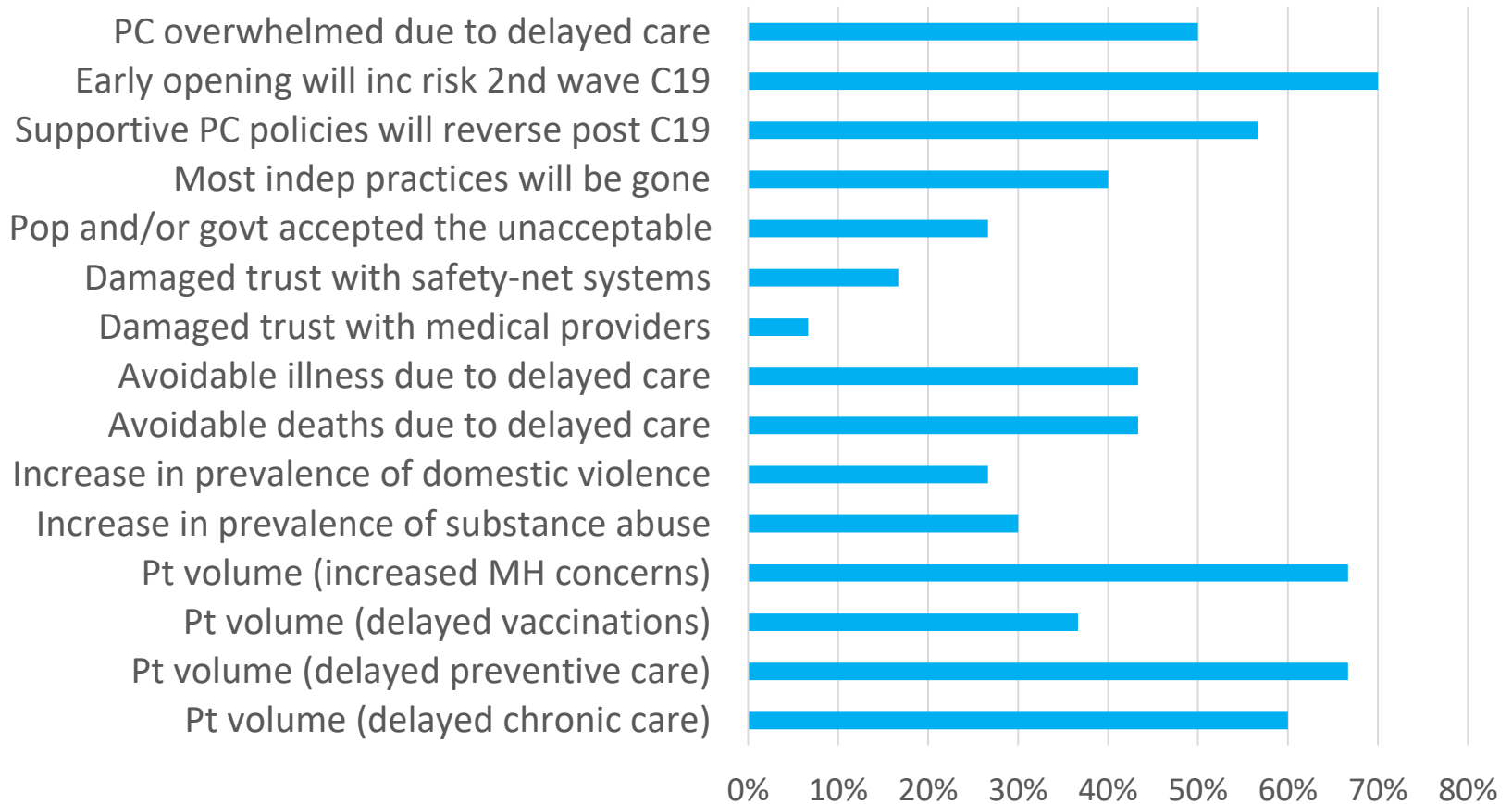
Flash Question: Thinking about your practice today, how has your practice changed since before COVID-19?



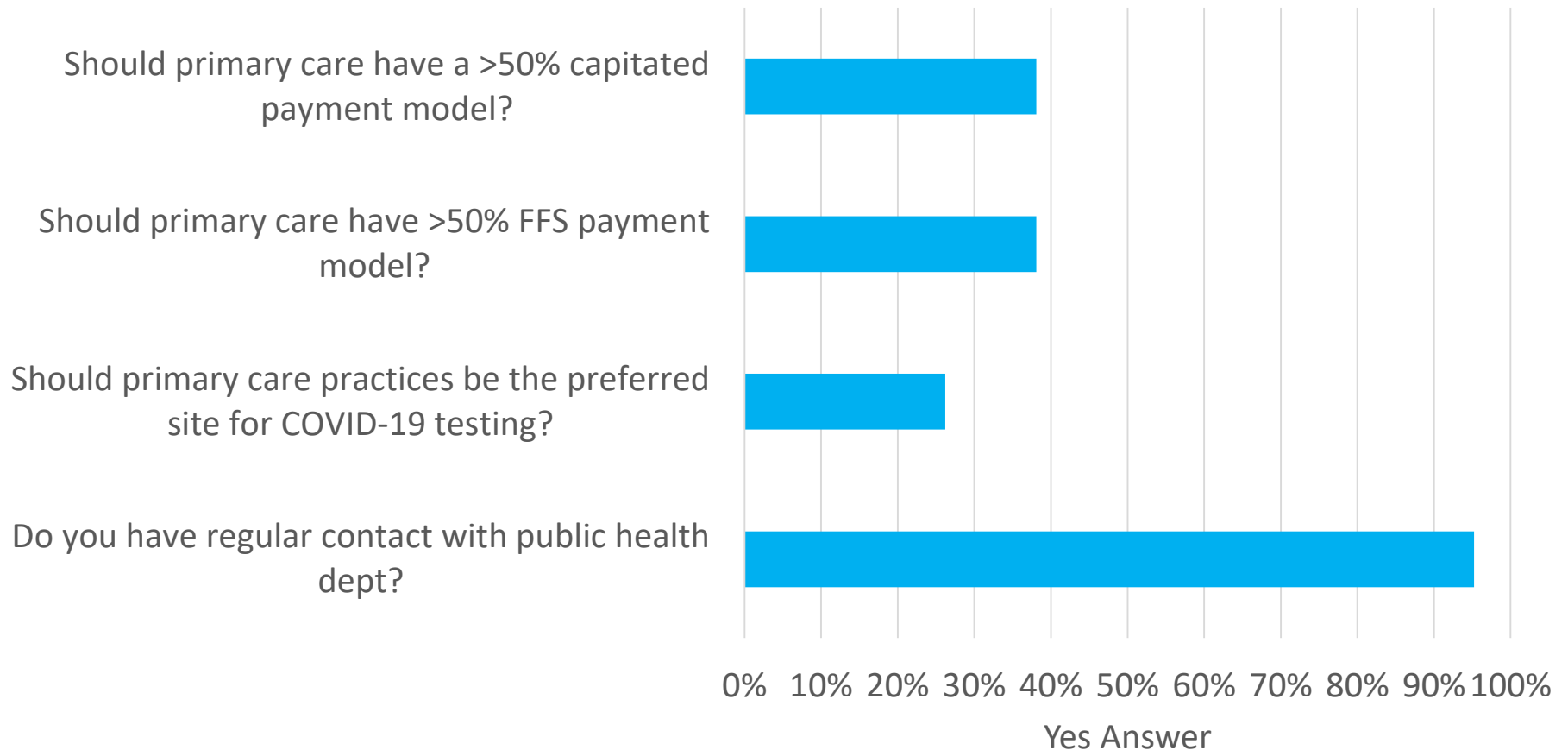
Flash Question: For the next 4 weeks, are you likely to...?



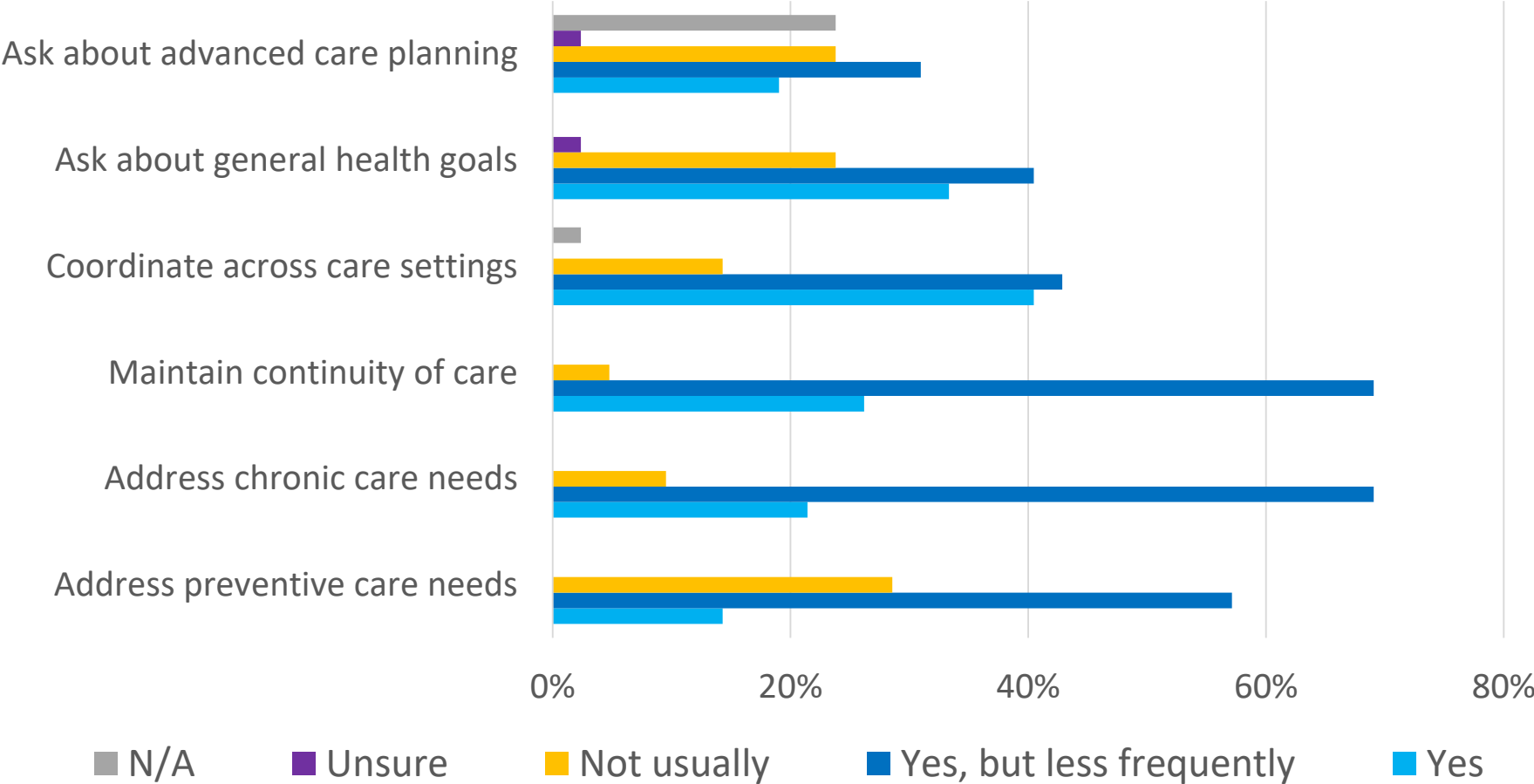
Flash Question: How will your practice be different after COVID-19?



Flash Question: Thinking of your most recent experiences...



Flash Question: Due to COVID-19, are you currently able to...?



Opinion Question

Safe to open up the country?

