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ADVANCING INTEGRATED HEALTHCARE



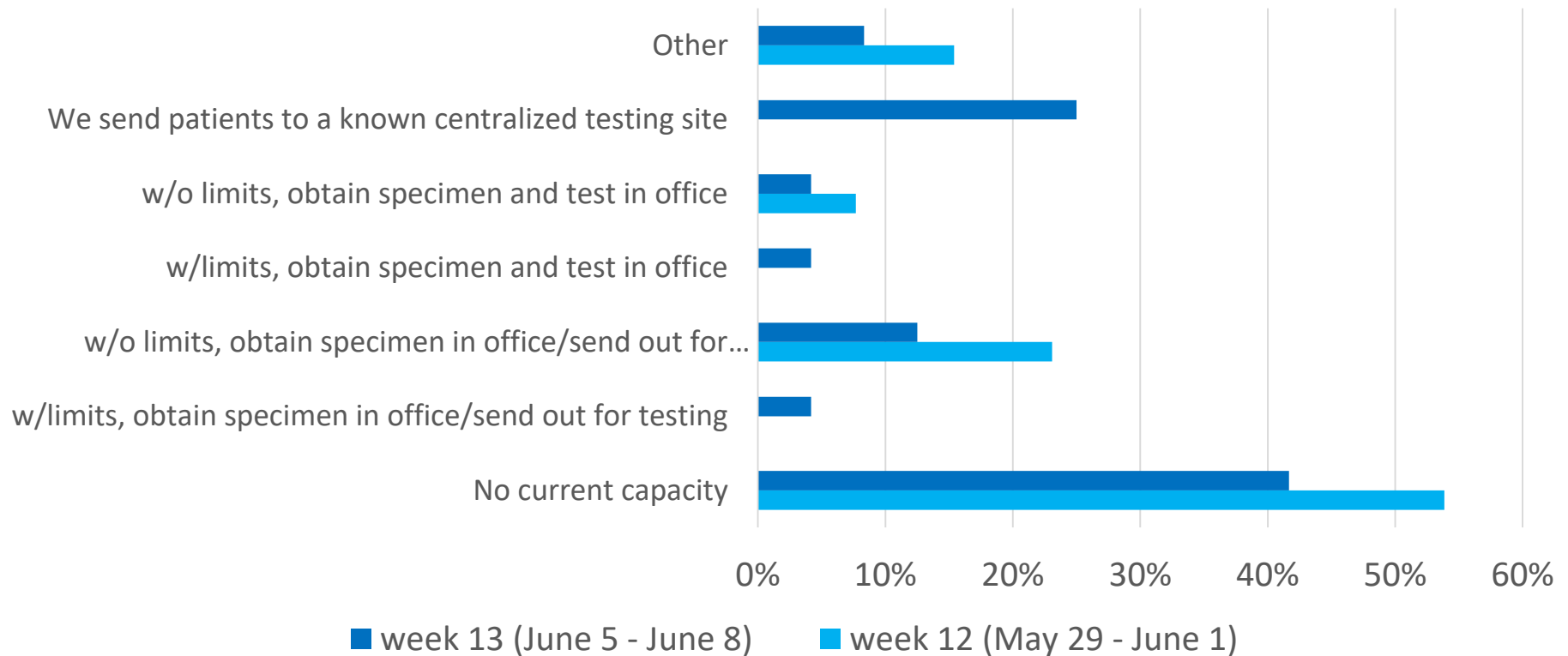
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# Impact of COVID-19 in Rhode Island: Frontline Primary Care Provider Survey Results

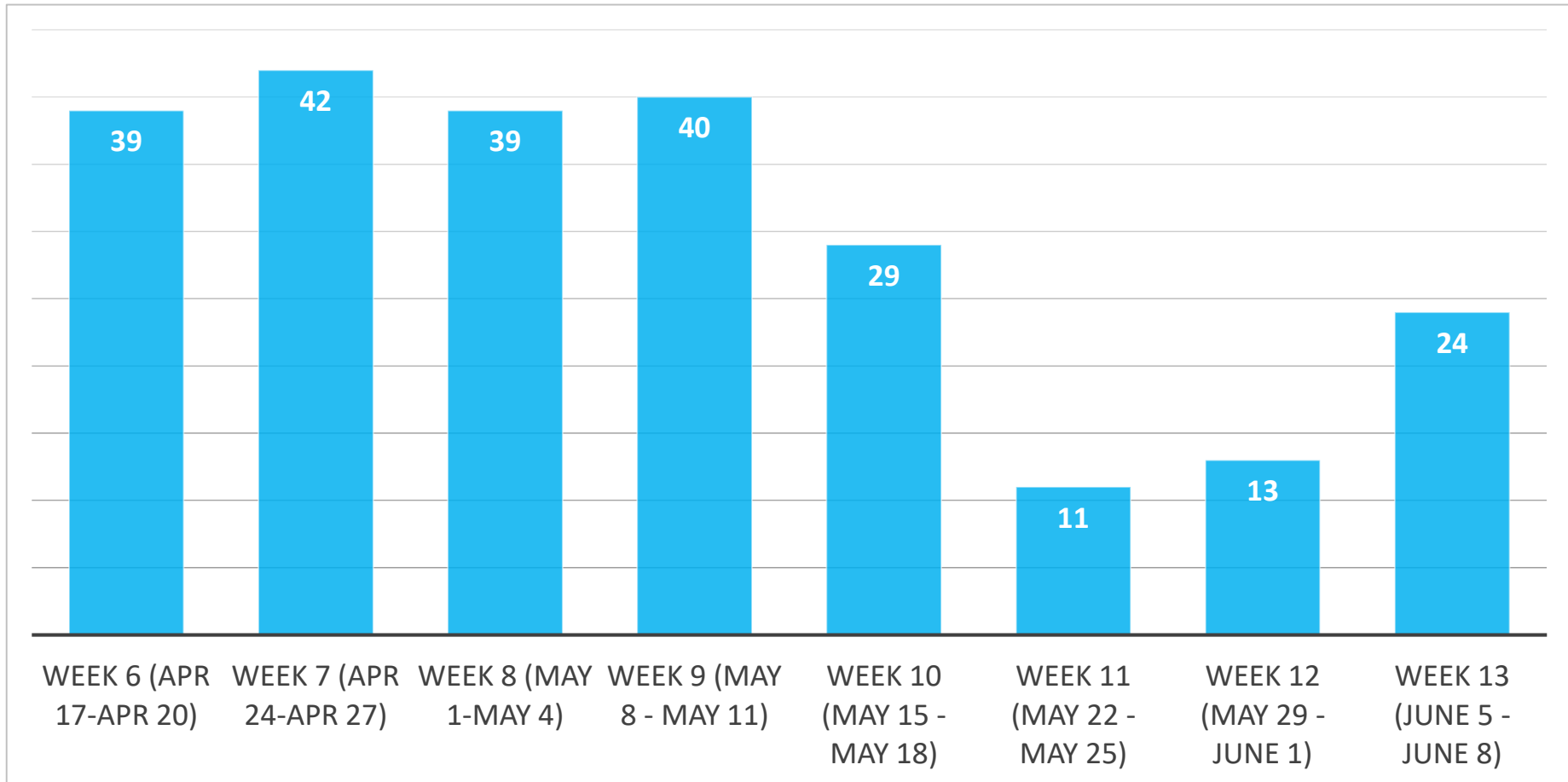
JUNE 12, 2020

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

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



# RI Sample Size



# June 5 – June 8 (Week 13)

## Key Messages

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- 63% of RI providers that responded to the survey, reported that they were experiencing high to severe strain on their practice, about the same as the National average and **significantly lower than prior weeks**. Lead **stressors** continue to be
  - Lack of PPE
  - Limiting well/chronic care visits by patients lead as causes of stress for RI providers.
- RI providers are utilizing phone more for care delivery, whereas nationally, providers are providing more in-person care
- Stress level is at an all-time high with RI providers and Nationally.
- RI providers are also experiencing increased connections to mental health support

National Patient Survey suggests that **nearly 9 in 10 patients surveyed feel racism in the US has an impact on health, with 57% identifying racism as a public health concern**. 33% continue to struggle with feelings of isolation and loneliness, 13% with addiction, and more than 30% with anxiety and depression.

# RI Provider Comments

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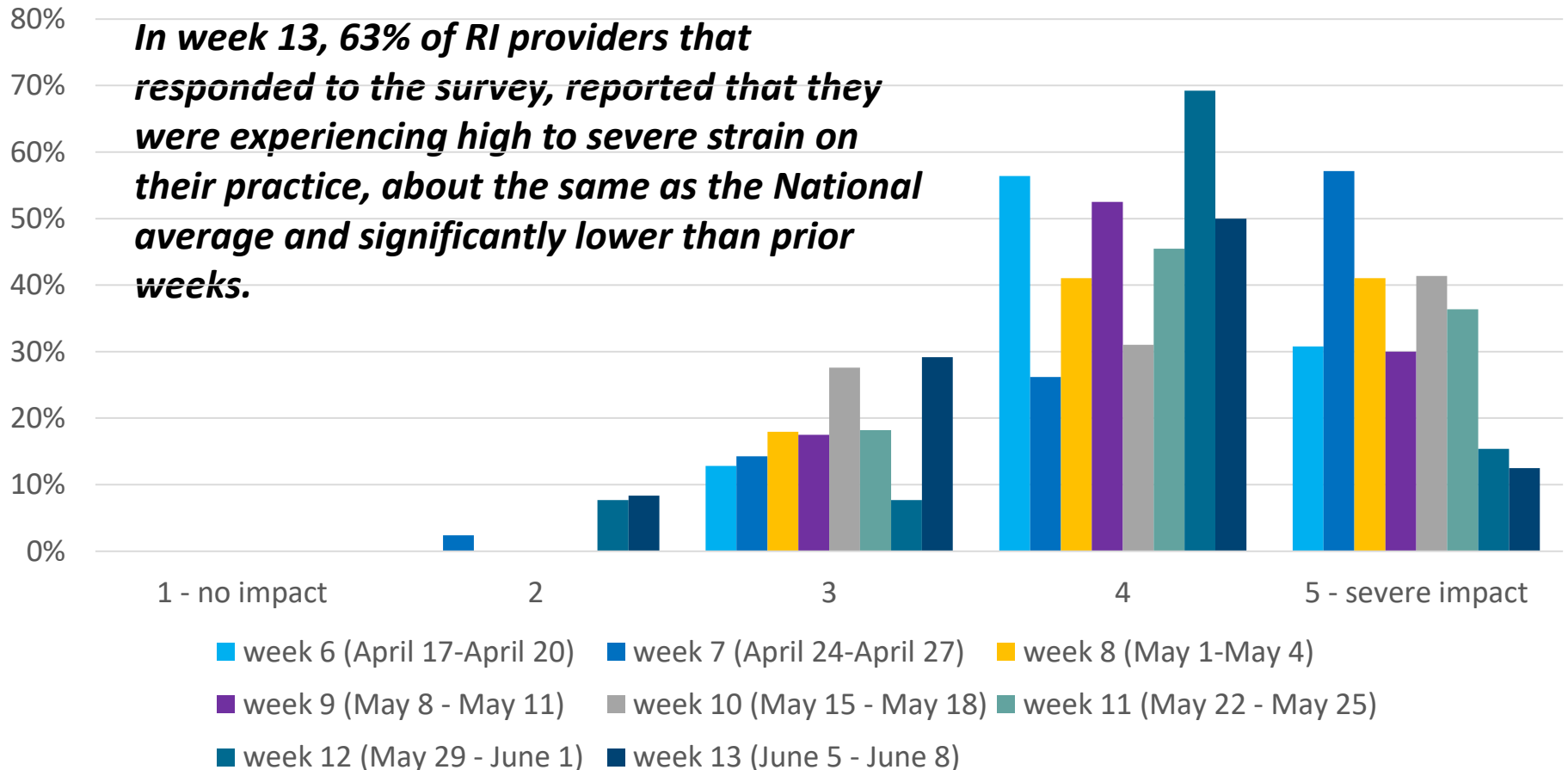
May 15 – May 18<sup>th</sup> (Week 10): “We do not have easy access to adequate affordable PPE. We desperately need help with this! We are seeing/billing <50% of our usual schedule yet being asked to lay out money for telehealth and PPE.”

May 22 – May 25<sup>th</sup> (Week 11): “Primary care gasping for air as it has been, poor thing. I almost want to say put it out of its FFS misery!”

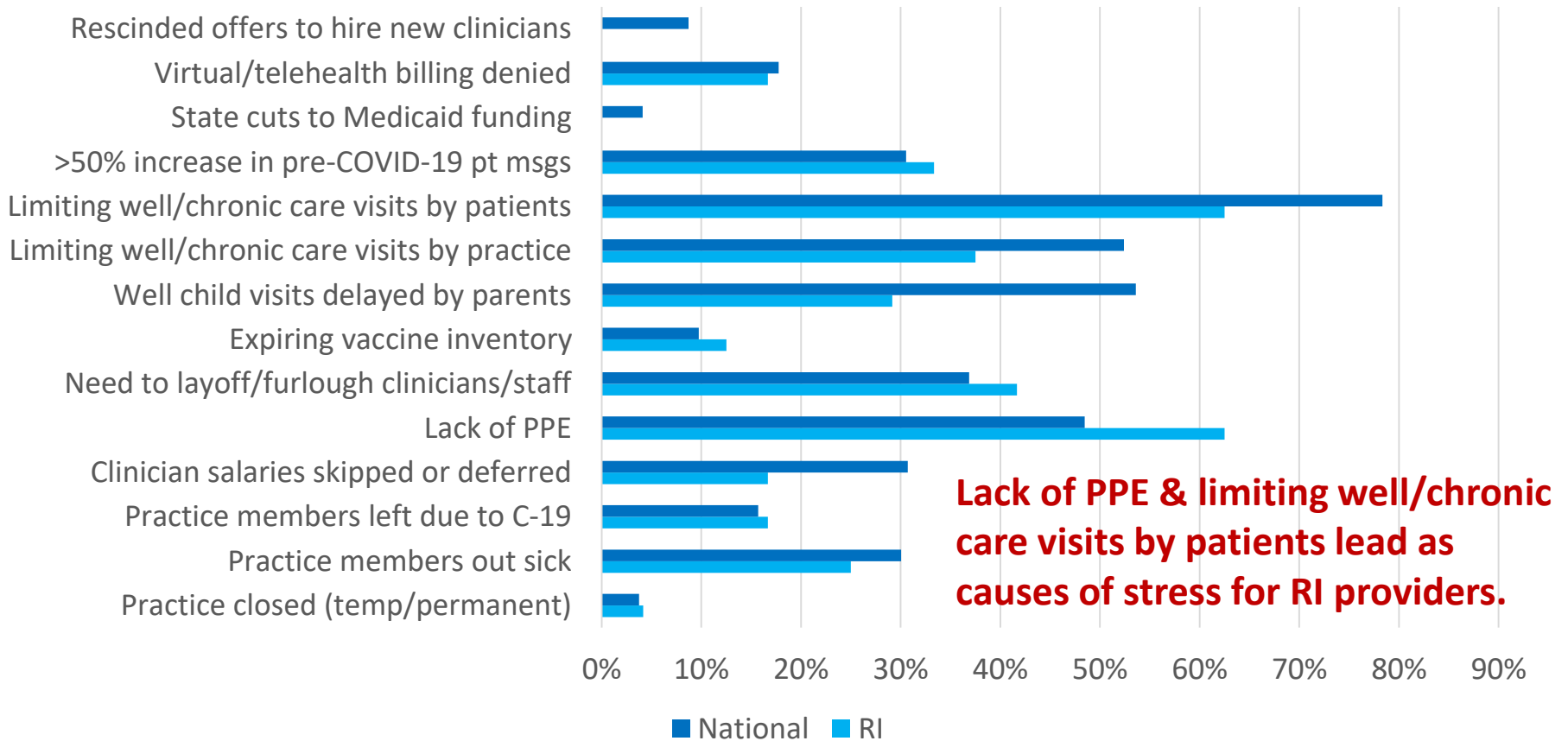
May 29 – June 1<sup>st</sup> (Week 12): “The ability to delay care that can be delayed is getting thin. Adapting the office so that it can provide safe in -person care is a growing need.”

June 5 – June 8<sup>th</sup> (Week 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.”

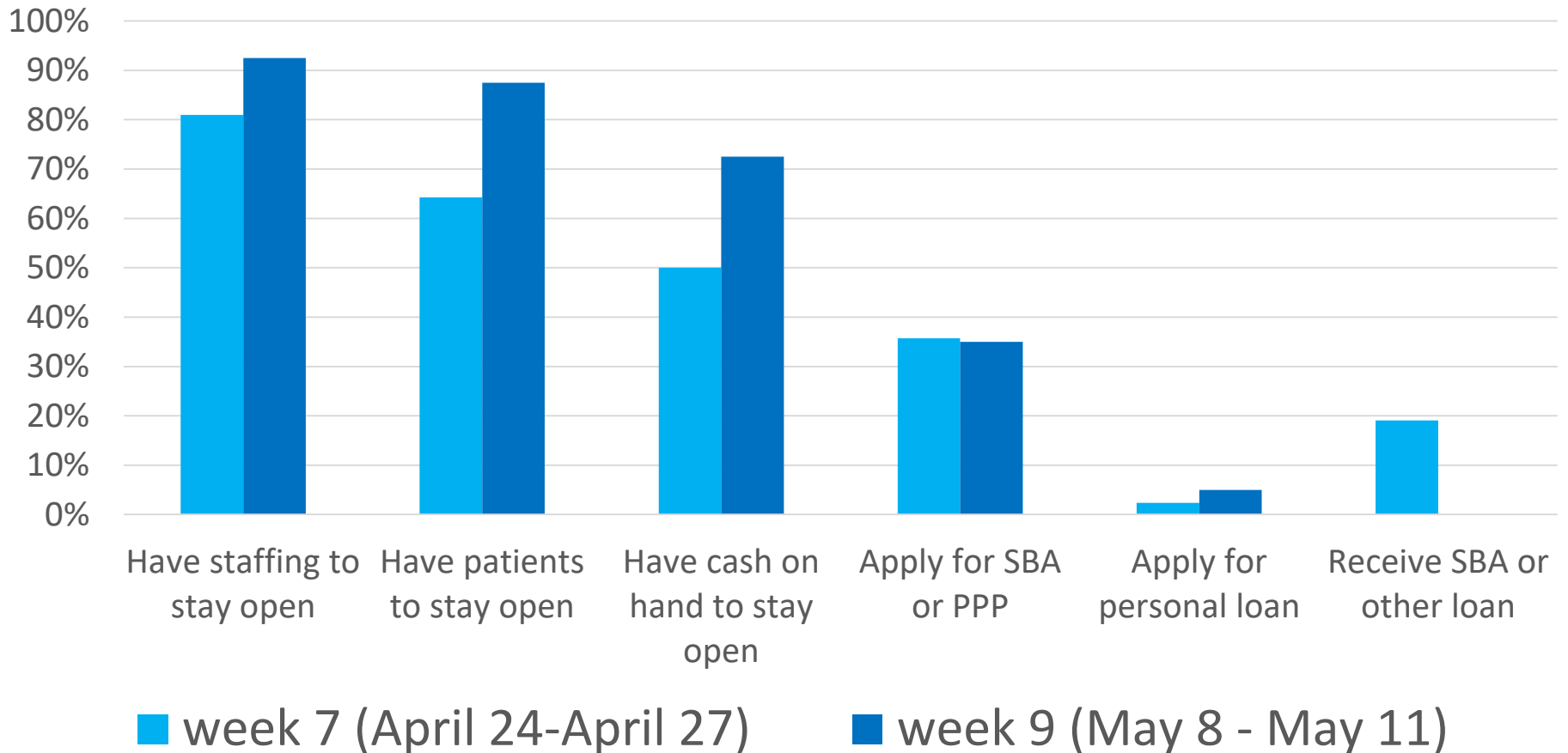
# Level of strain related to C-19 on your practice?



# Which of these possible C-19 stresses have you had?

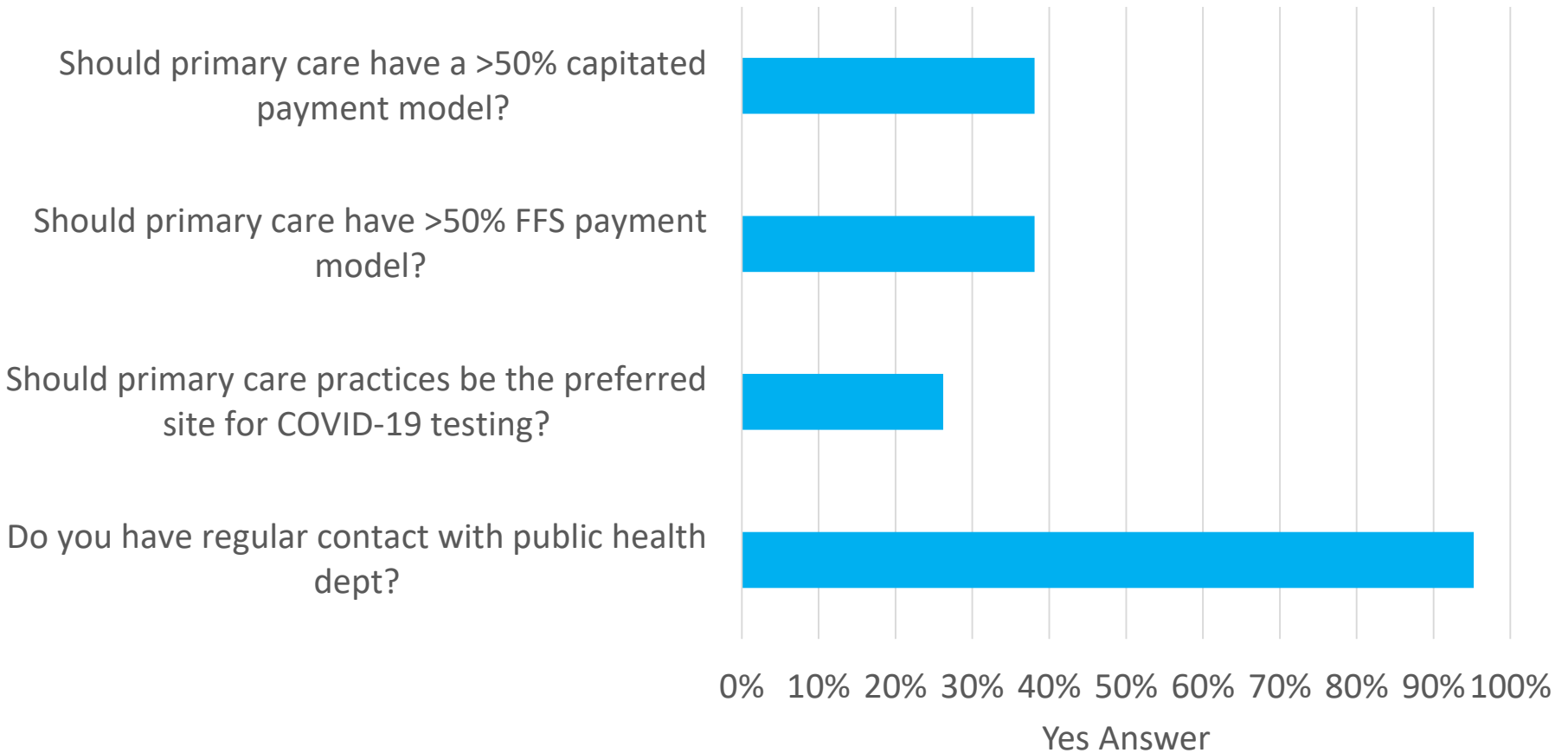


# Flash Question: For the next four weeks, are you likely to...

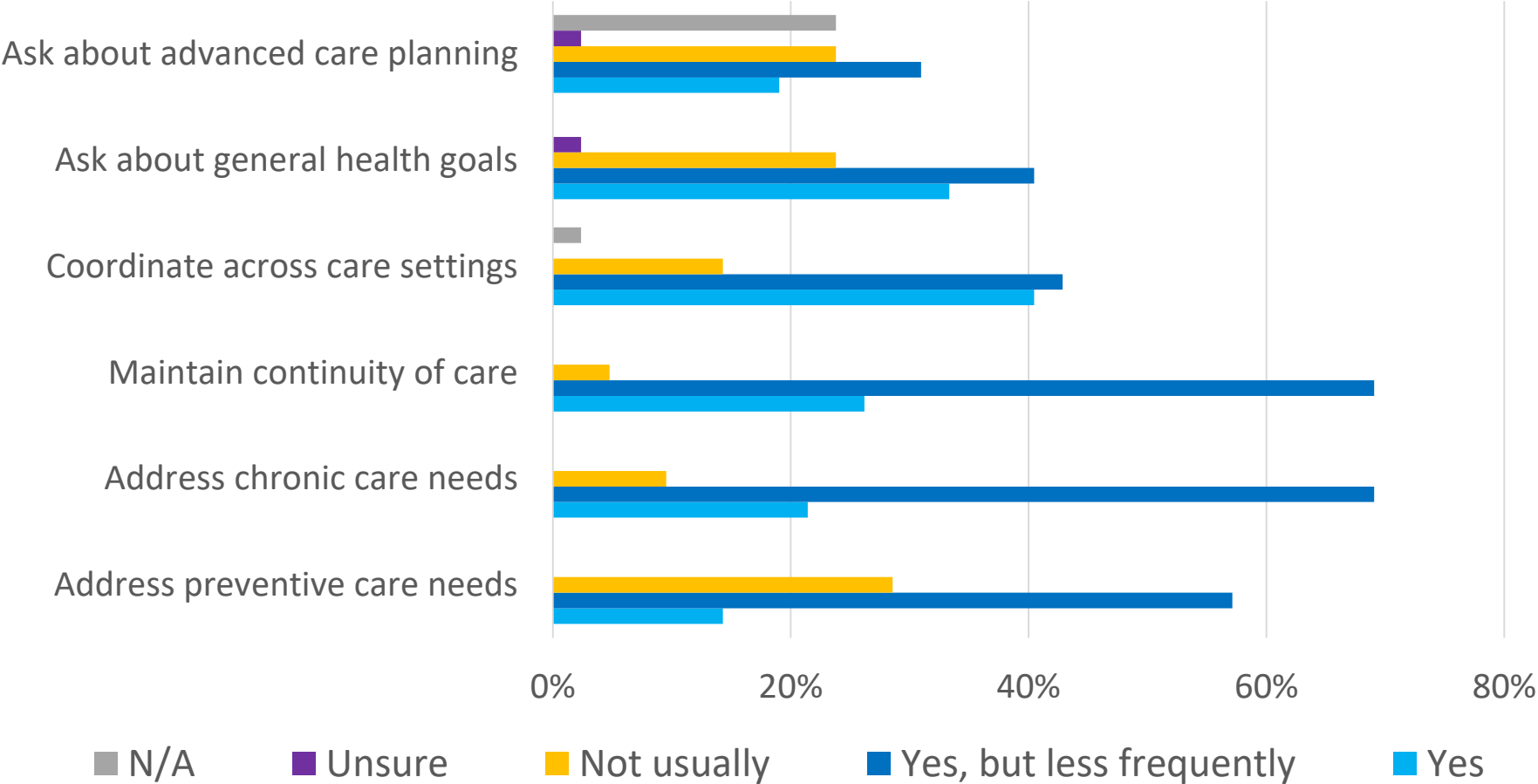




# Flash Question: Thinking of your most recent experiences...

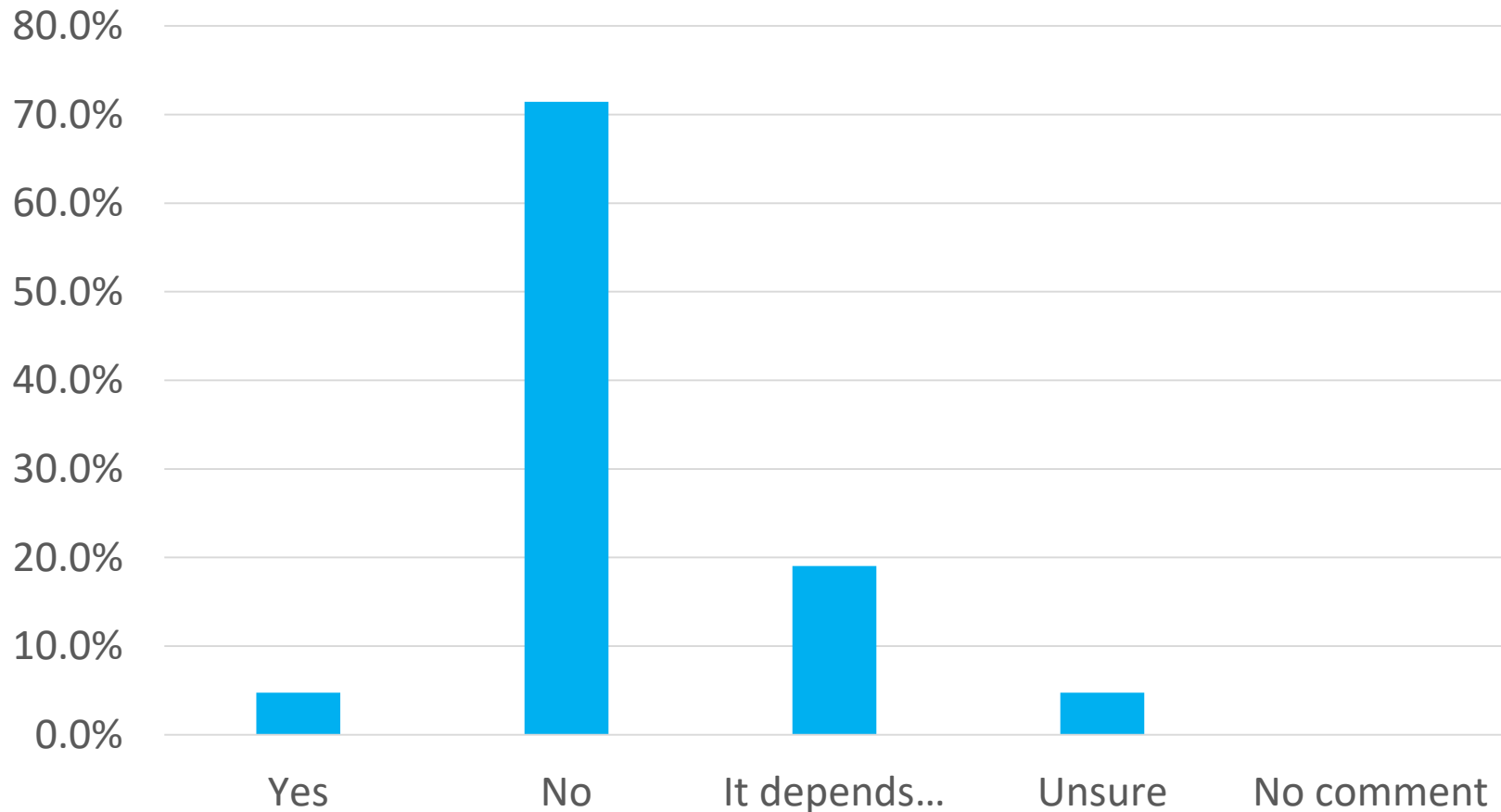


# Flash Question: Due to COVID-19, are you currently able to...

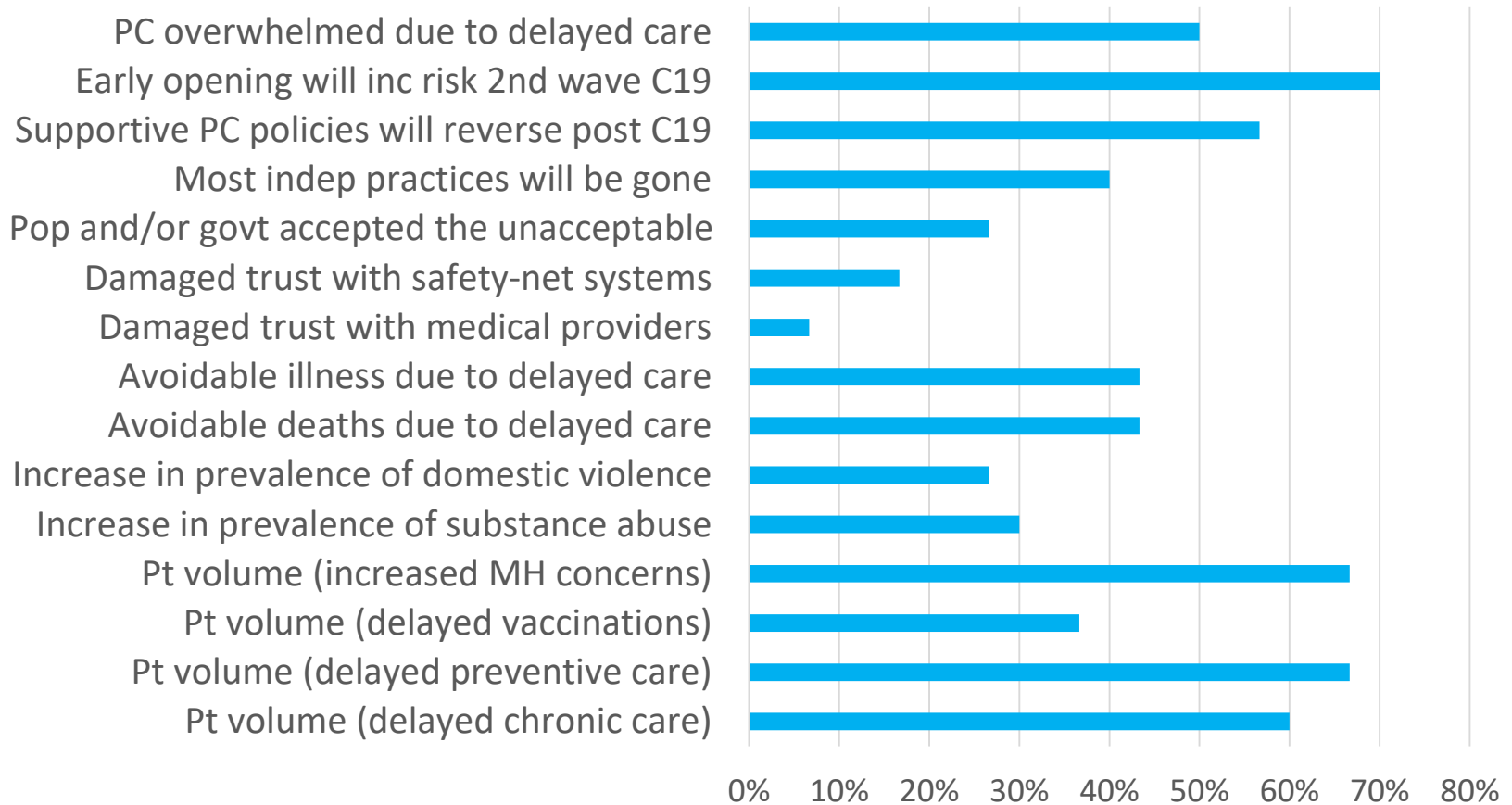


# Opinion Question

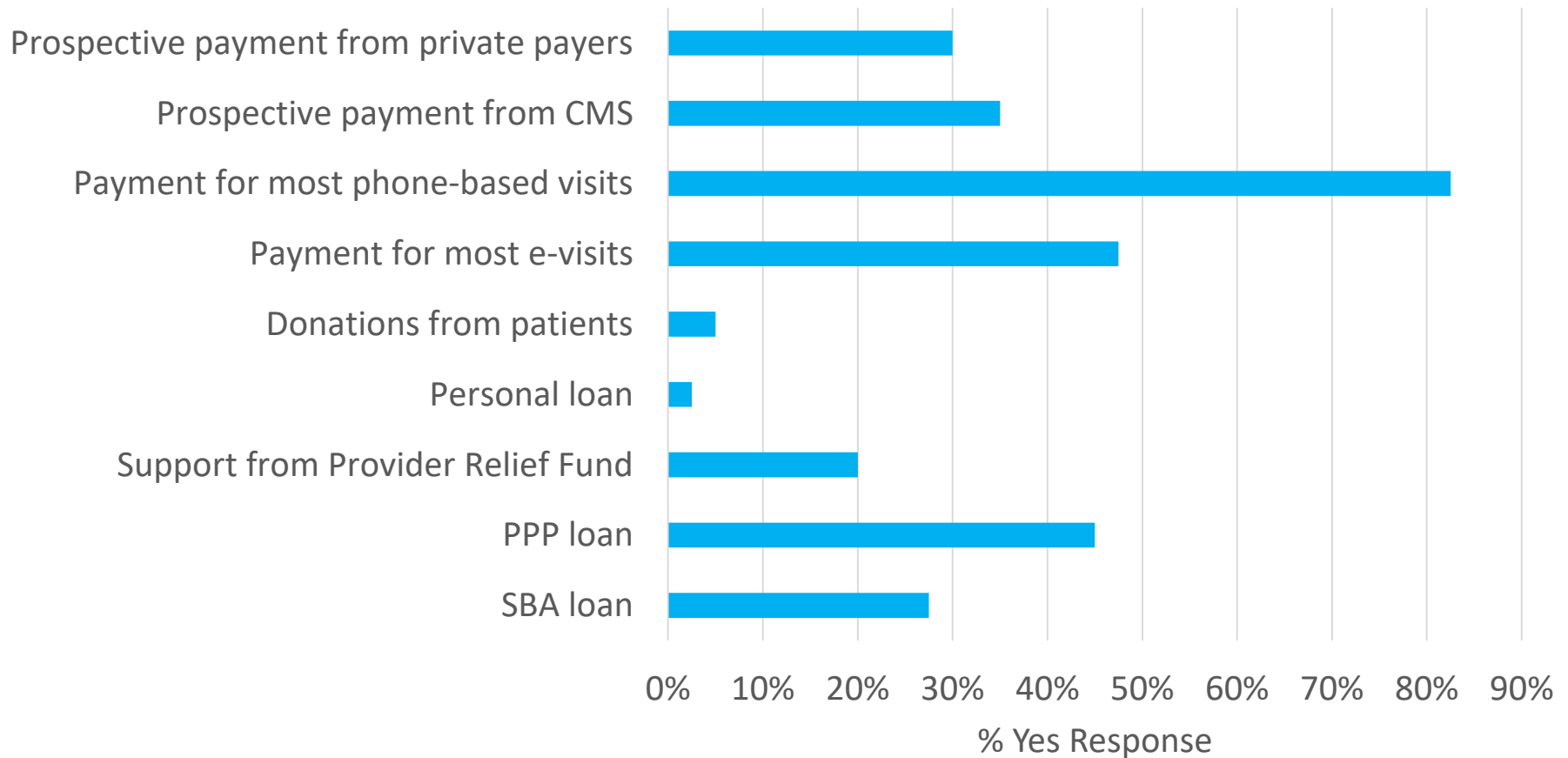
## Safe to open up the country?



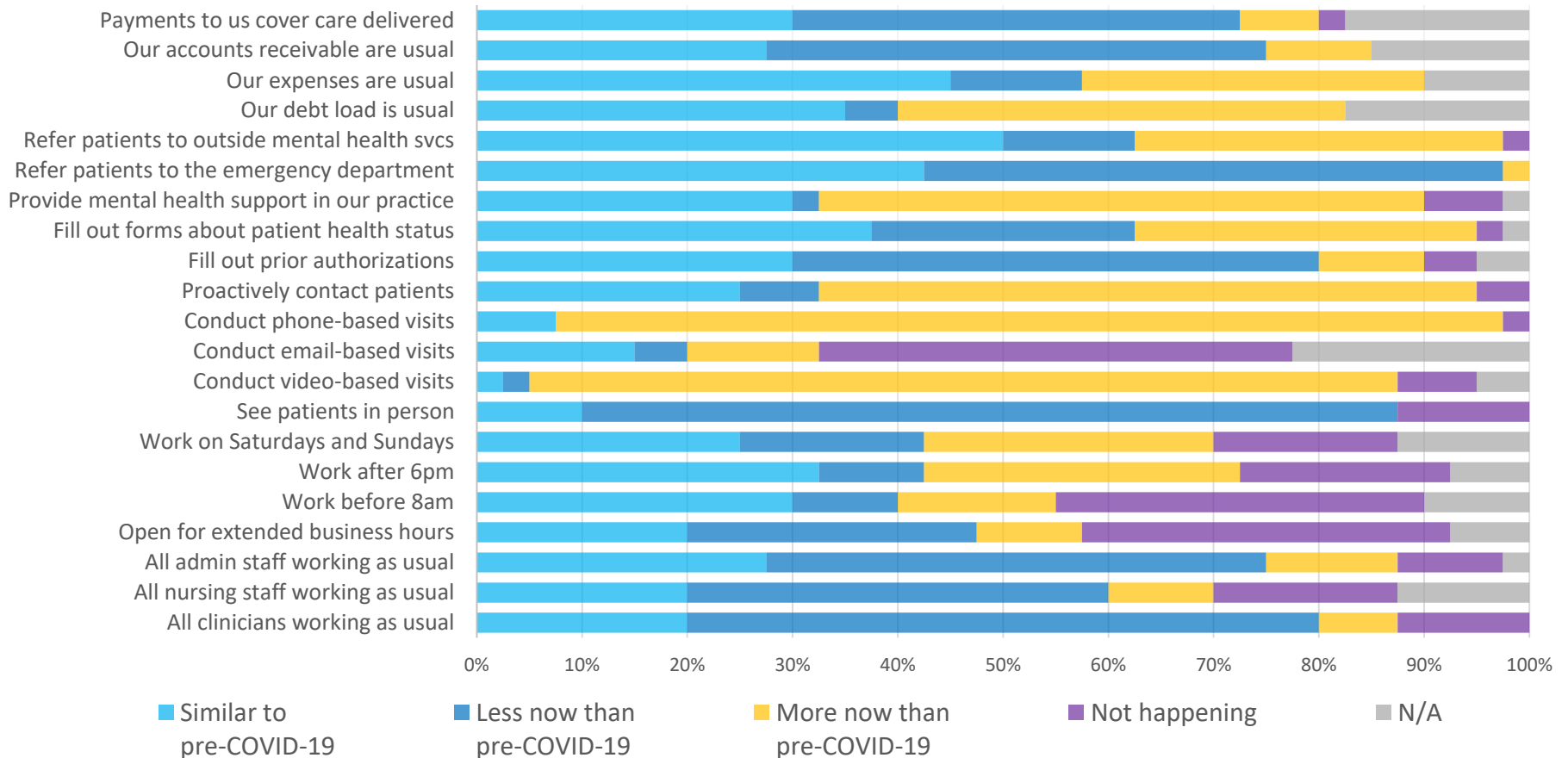
# Flash Question: How will your practice be different after COVID-19?



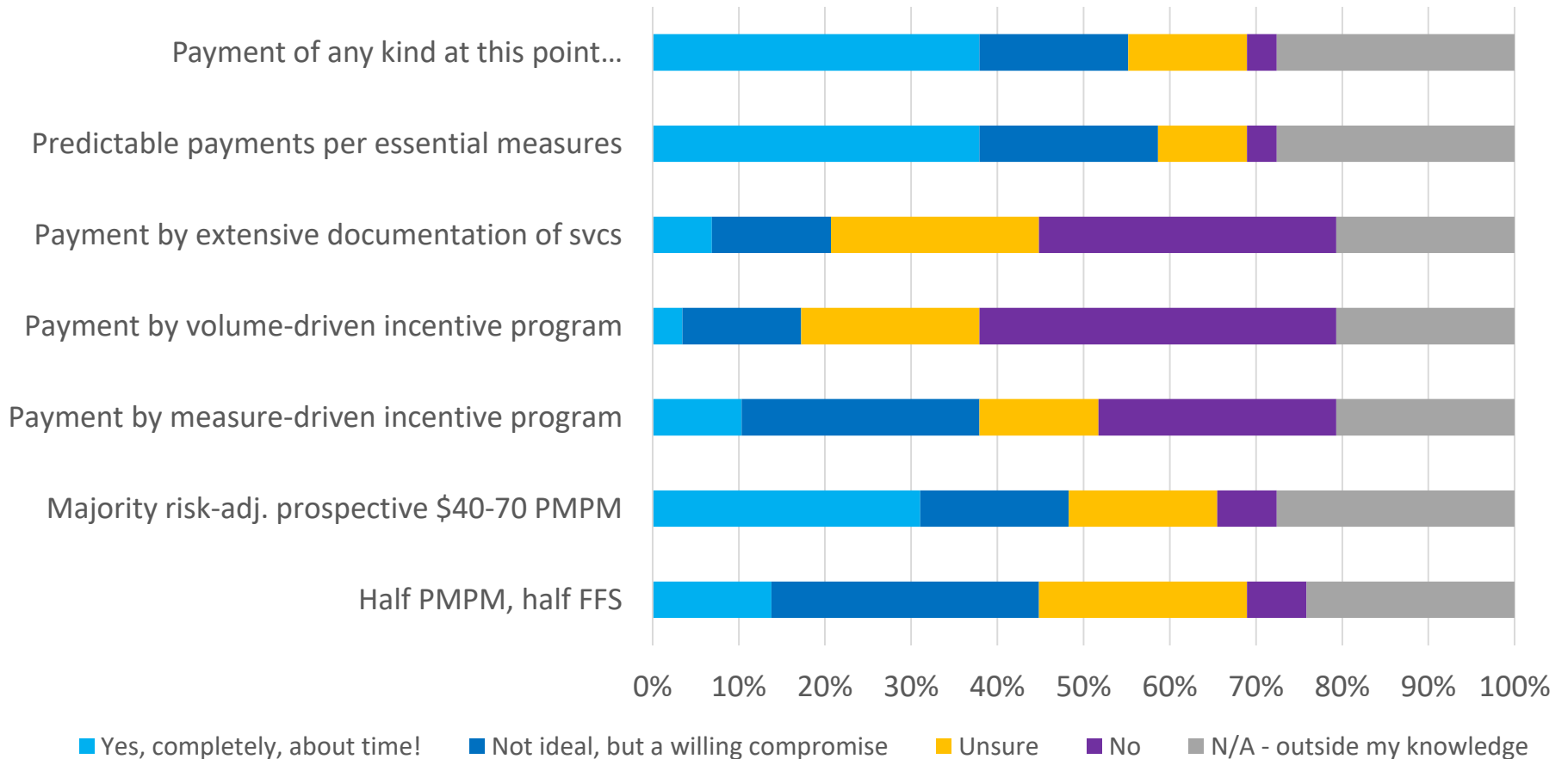
# Flash Question: During the past four weeks, did you receive...



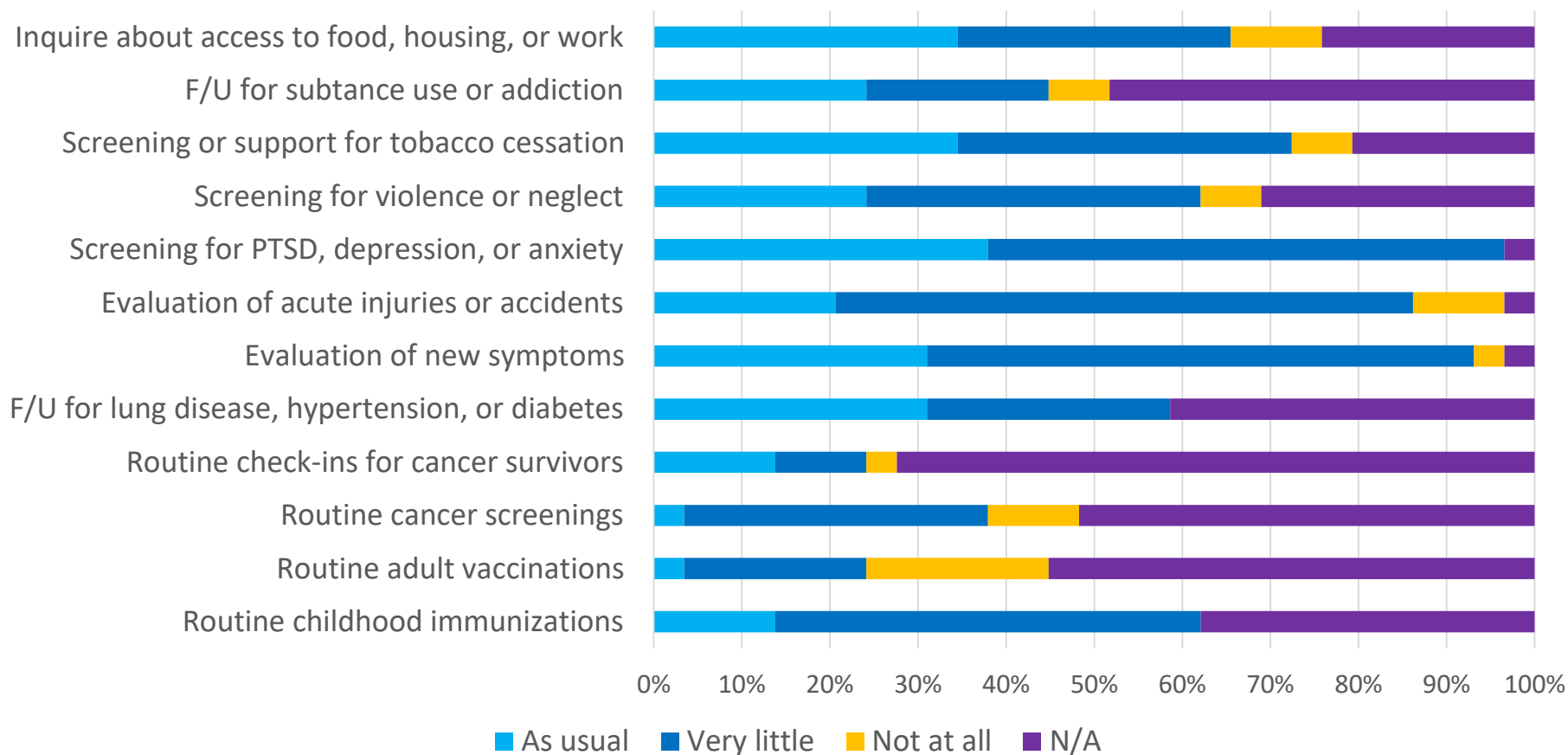
# Flash Question: Thinking about your practice today, how has your practice changed since before COVID-19?



# Payment structure to better weather the COVID-19 pandemic?

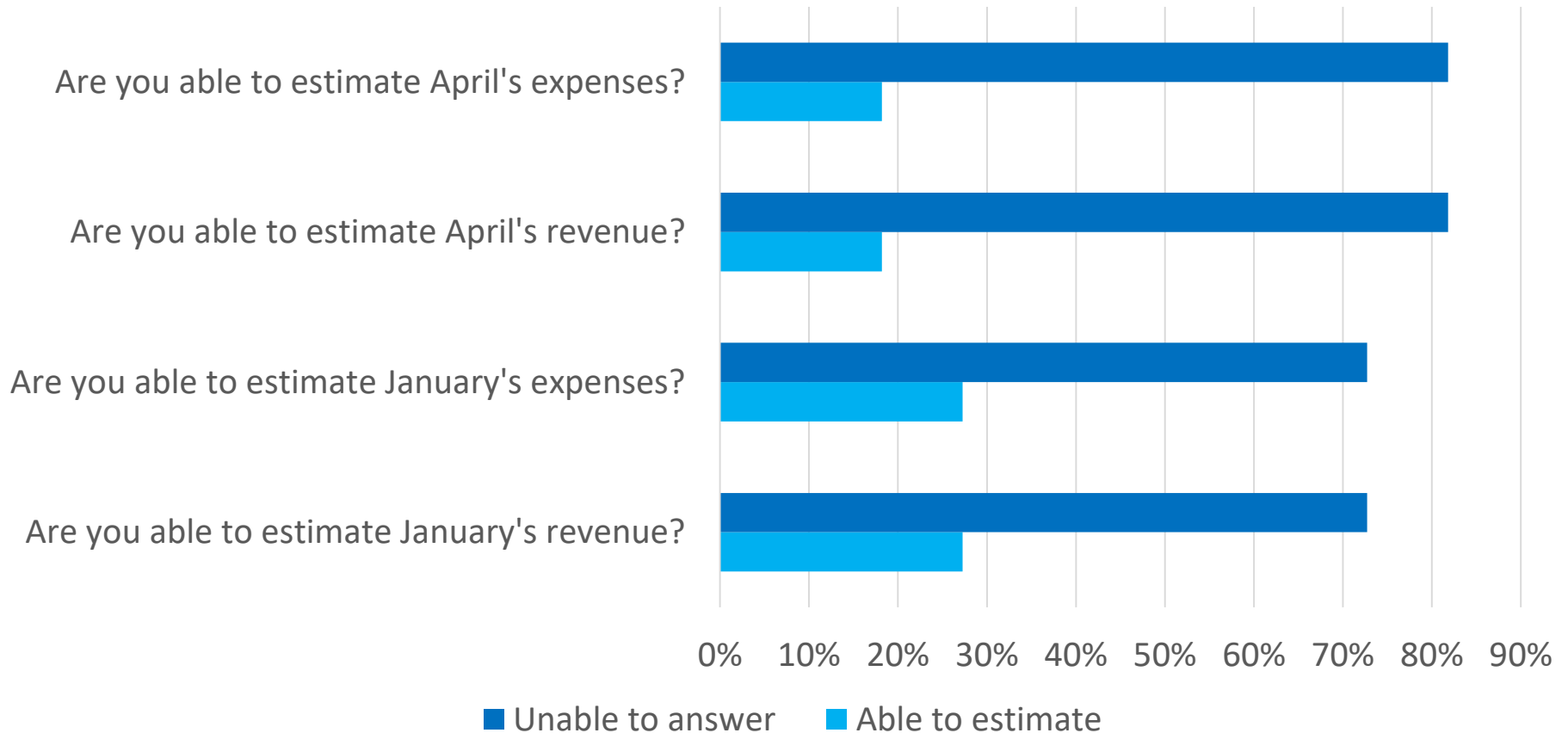


# Flash Question: Over the past 8 weeks, have you been able to do...

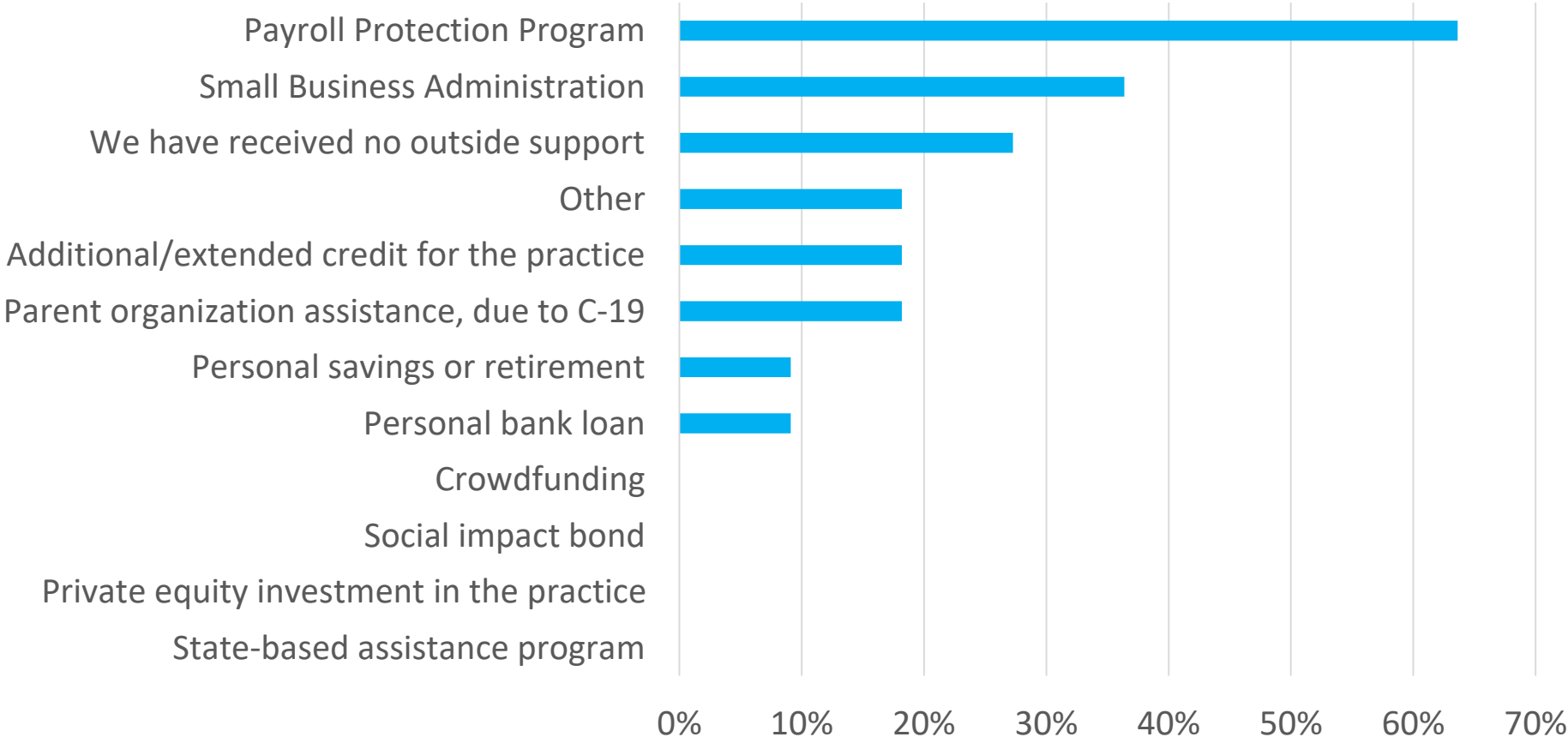




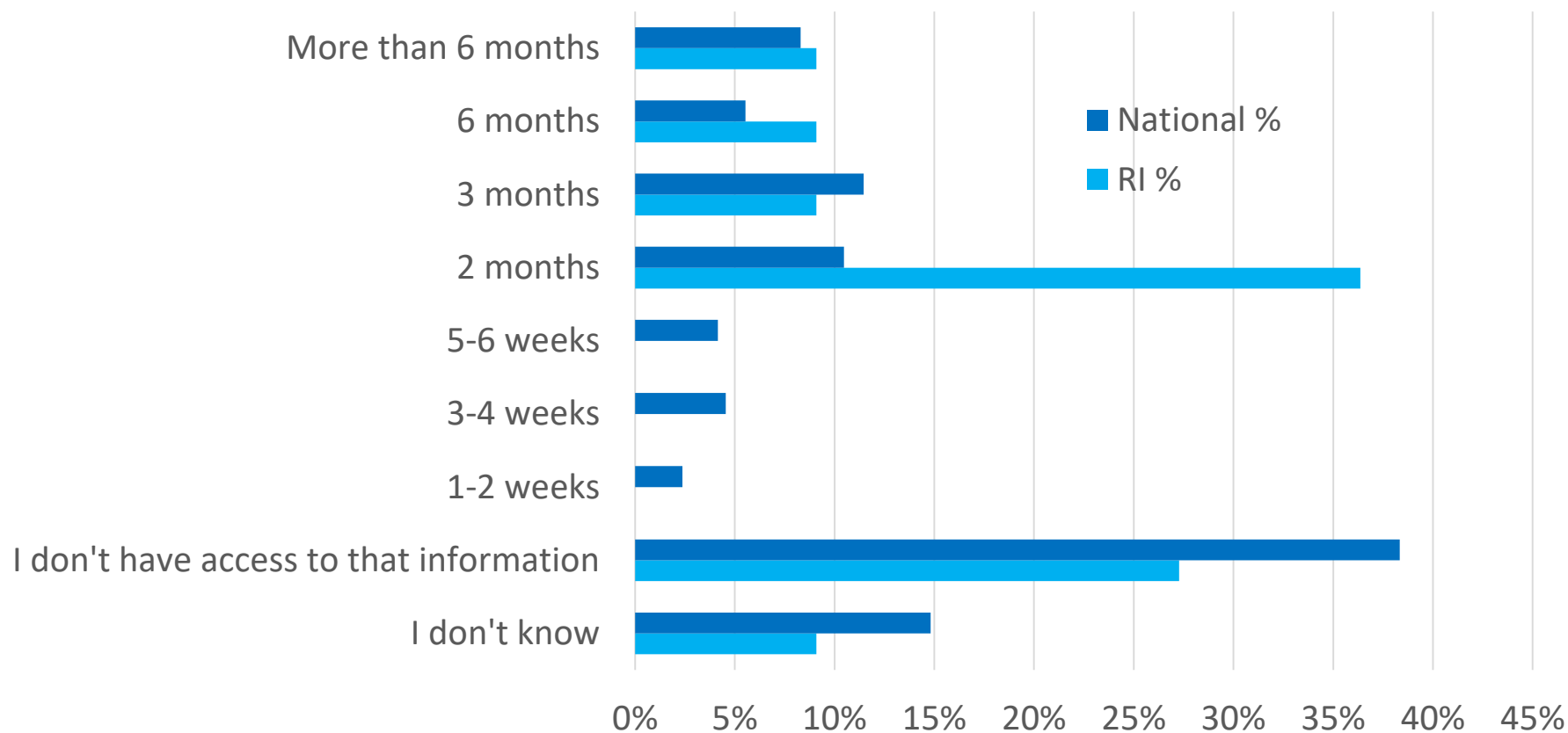
# Estimating Revenue and Expense Flash Questions



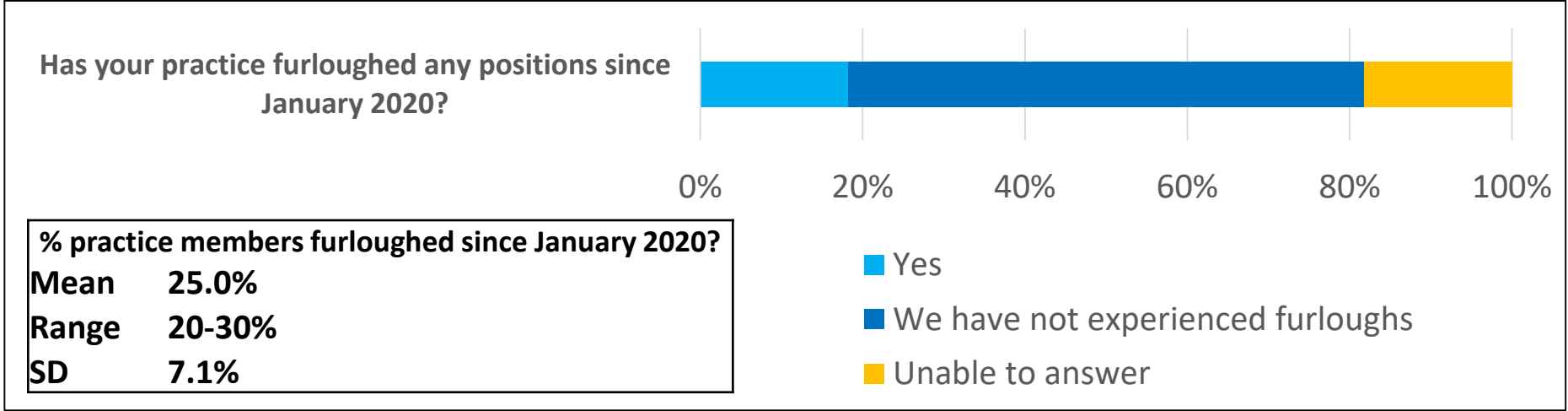
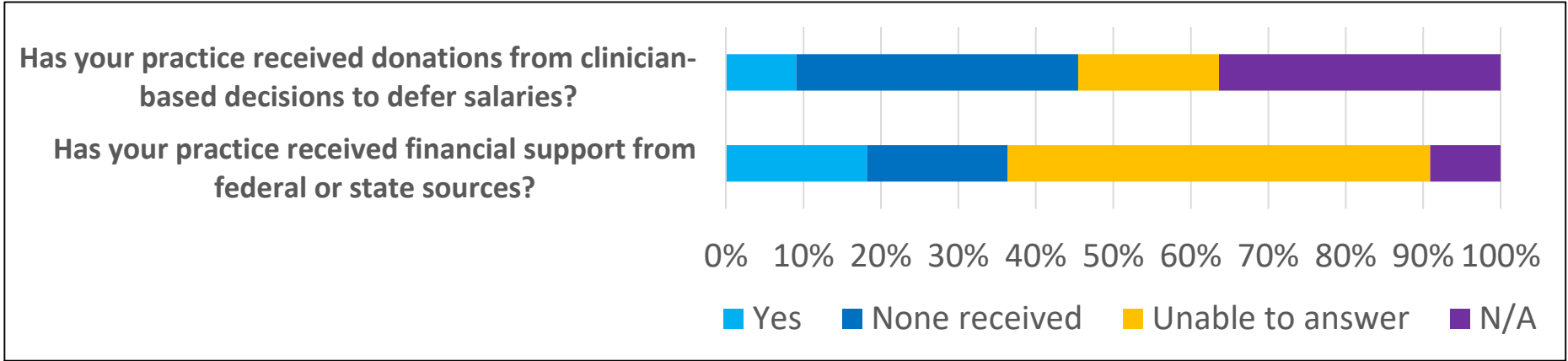
# Flash Question: Has your practice received financial support from any of the following sources?



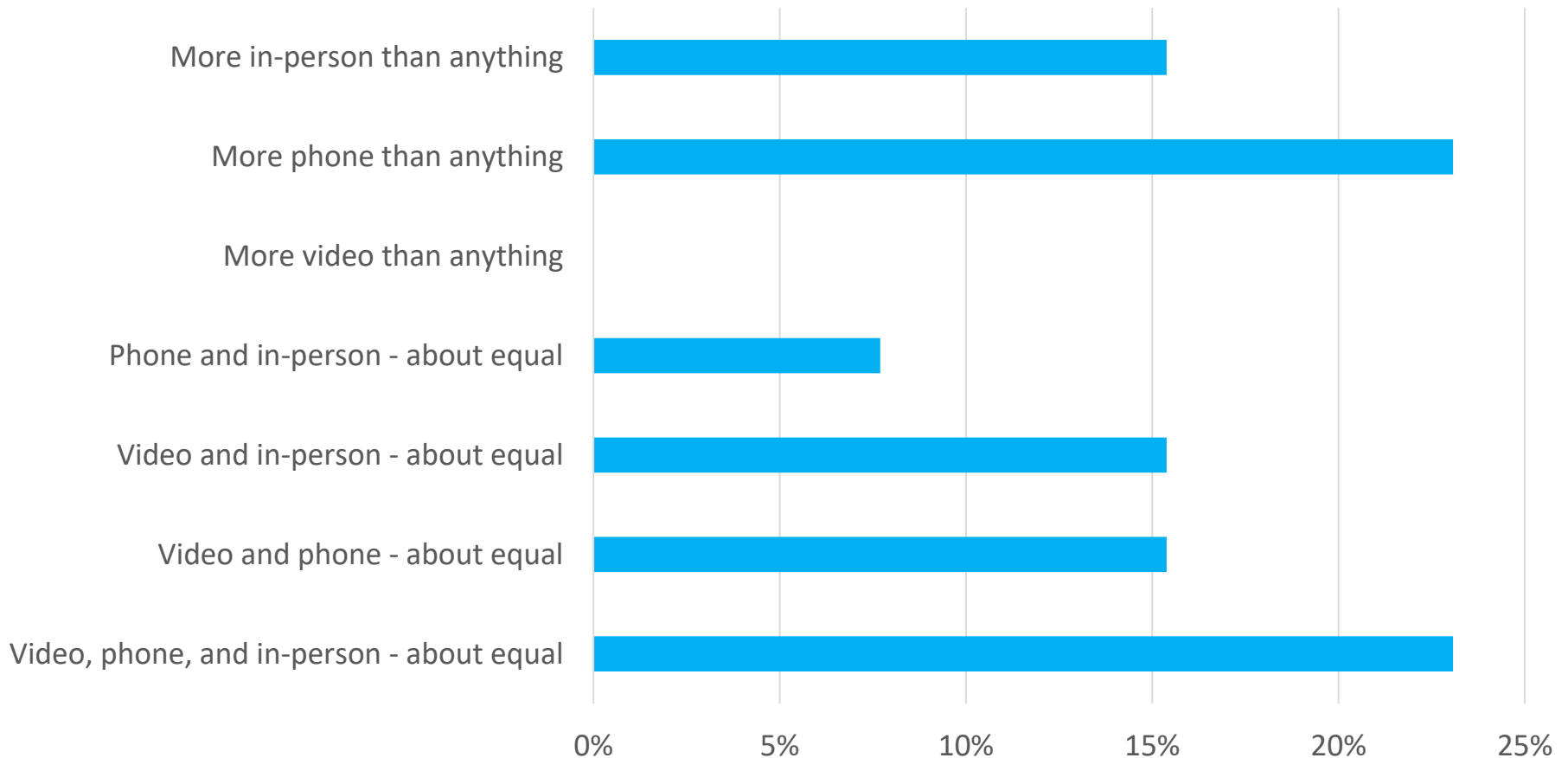
# FQ: How many weeks/months might your current financial reserves for your practice last?



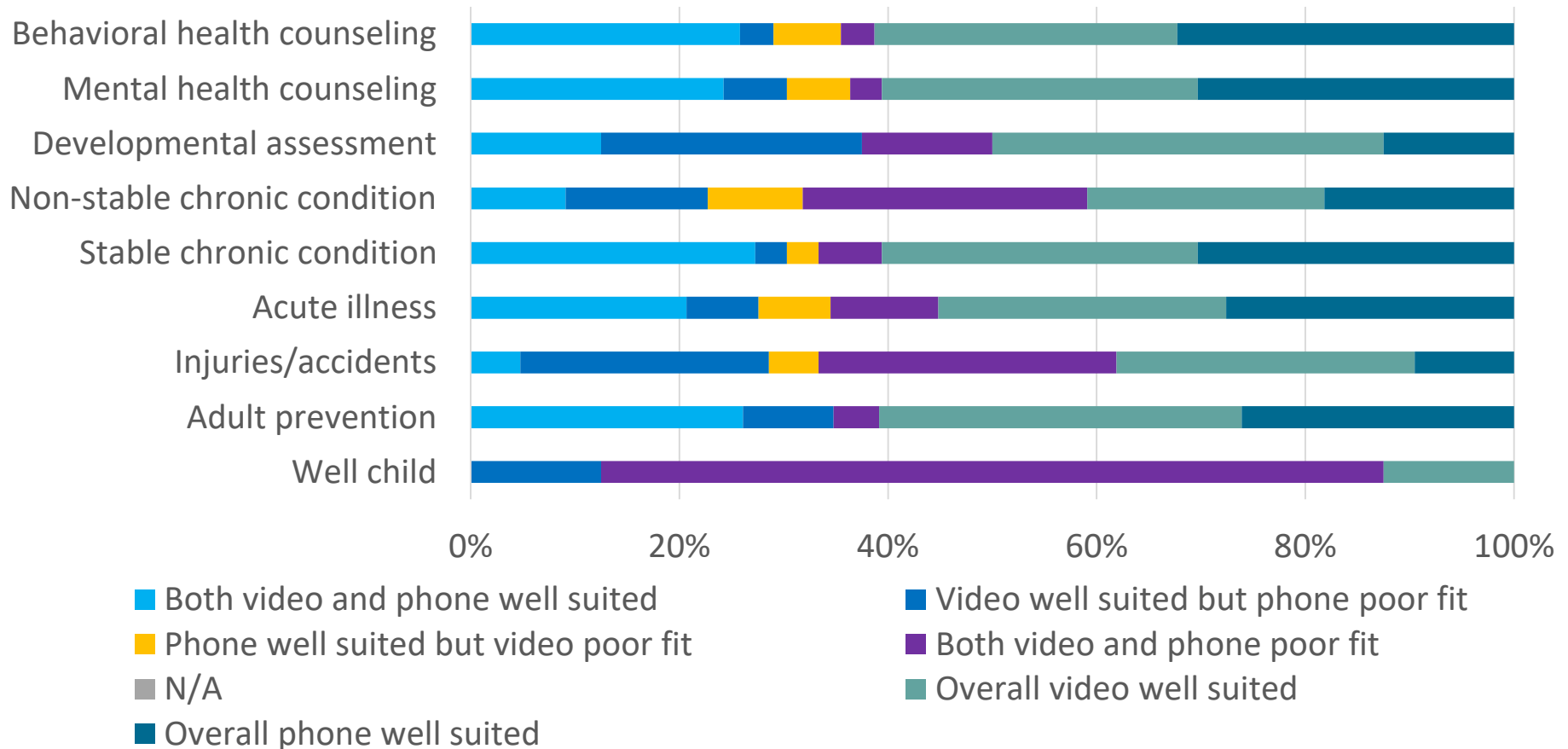
# Flash Questions



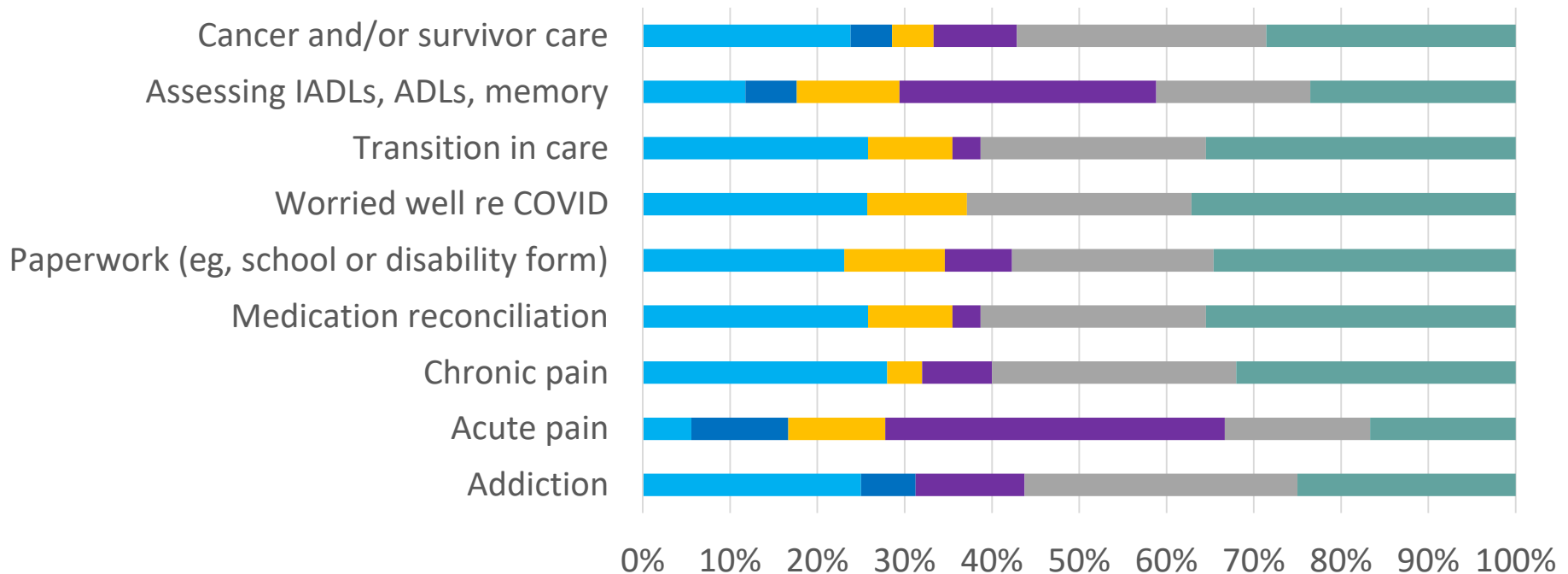
# Over the past week, would you say your modes of care delivery have been...



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



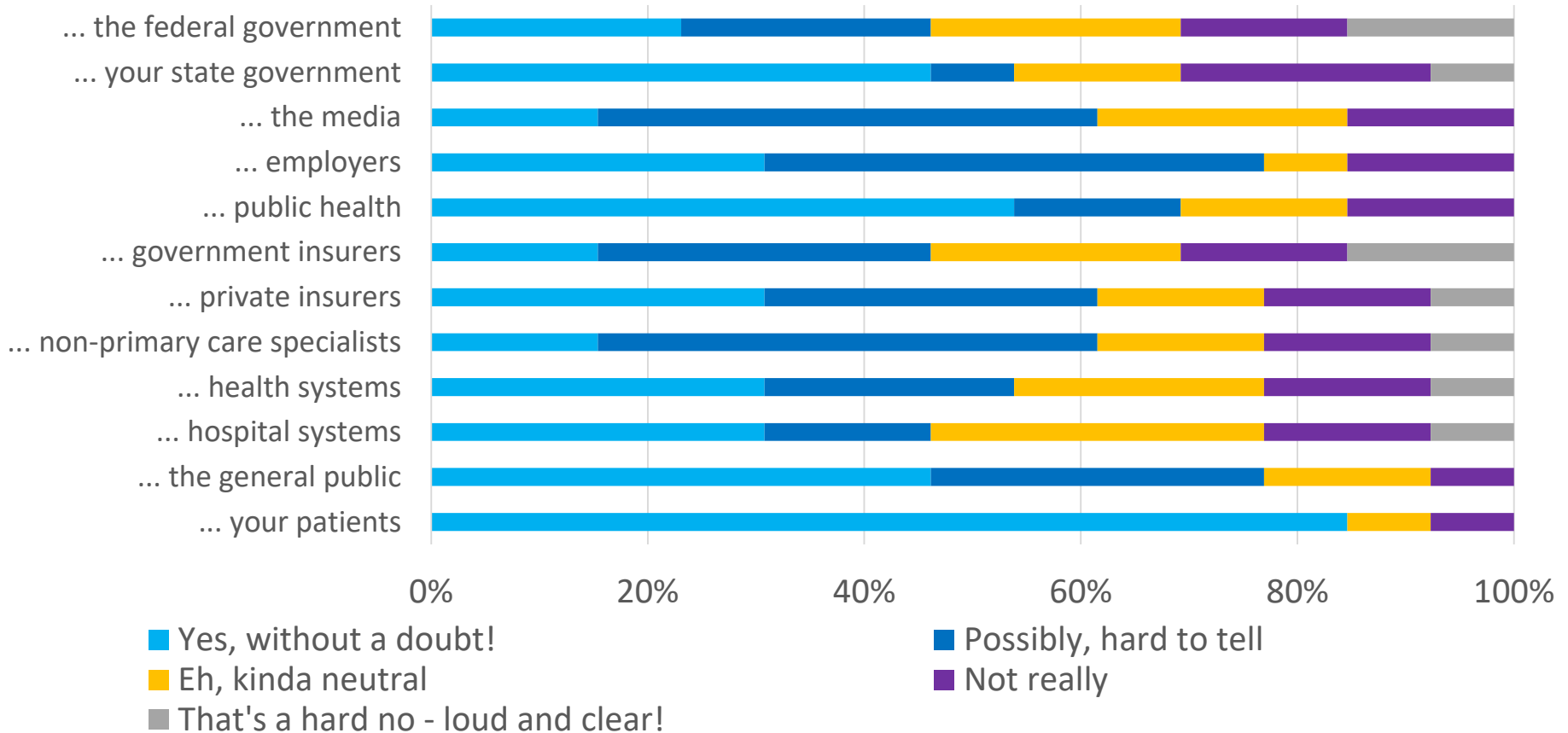
# How well suited are video and phone for each of the following types of visits?



■ Both video and phone well suited  
■ Phone well suited but video poor fit  
■ Overall video well suited

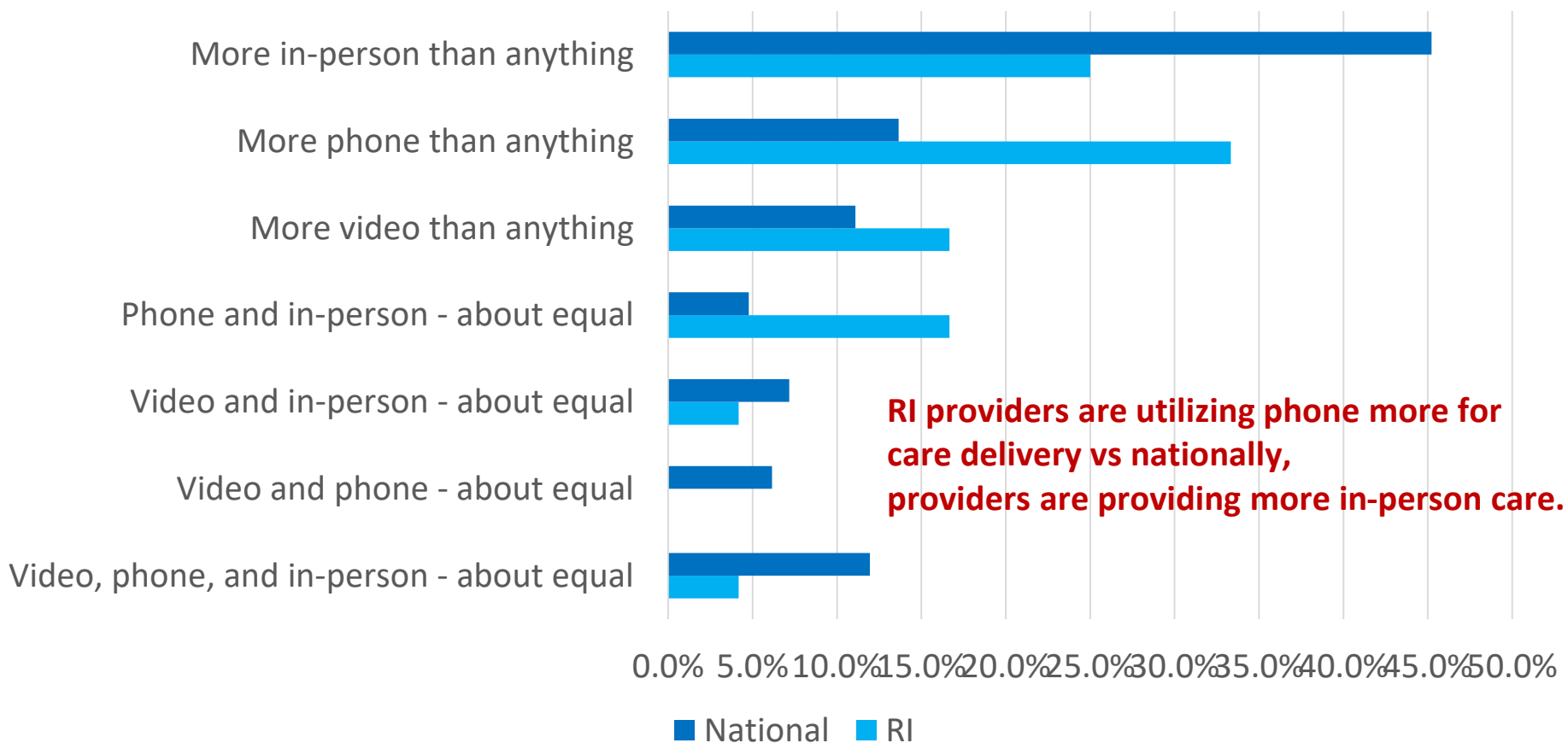
■ Video well suited but phone poor fit  
■ Both video and phone poor fit  
■ Overall phone well suited

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

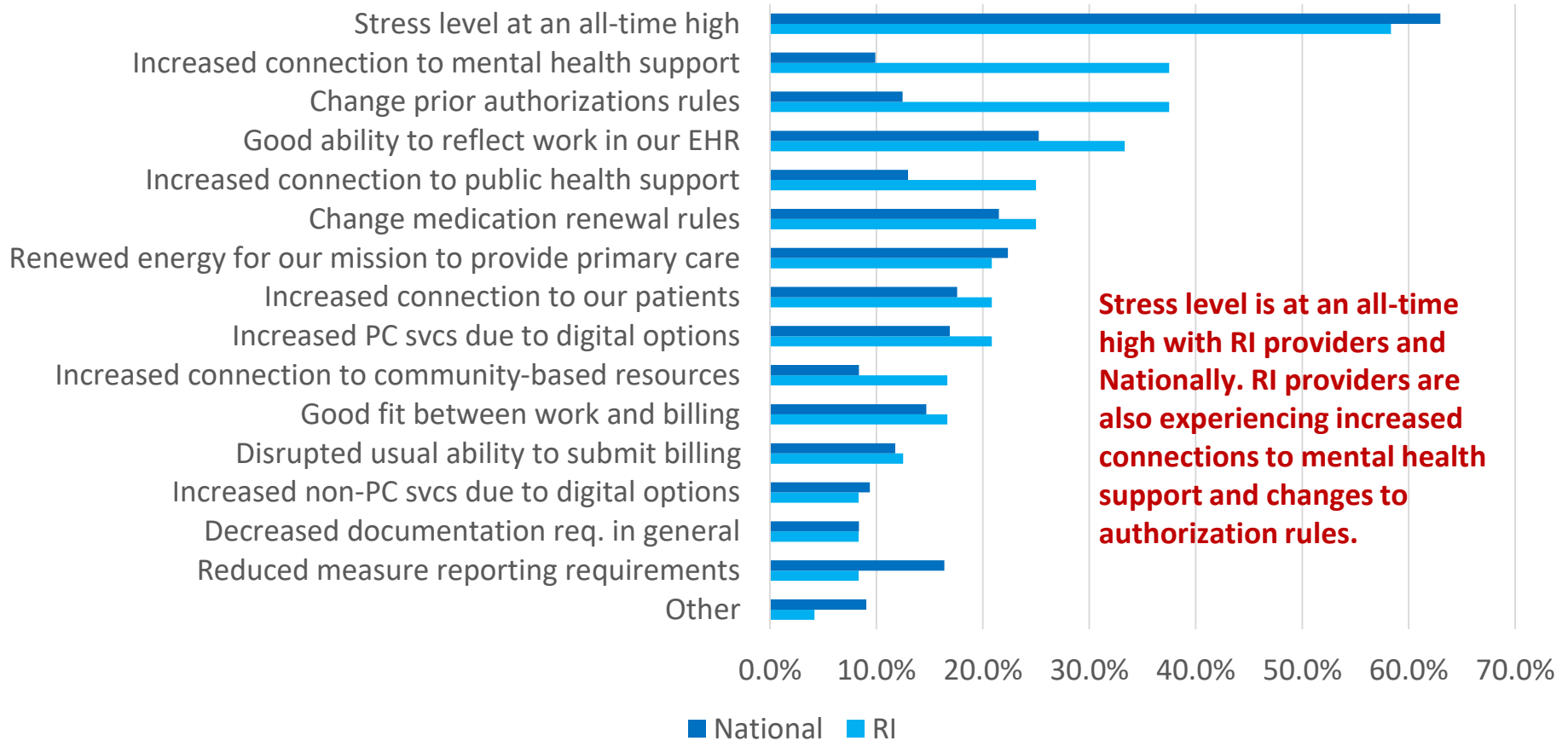




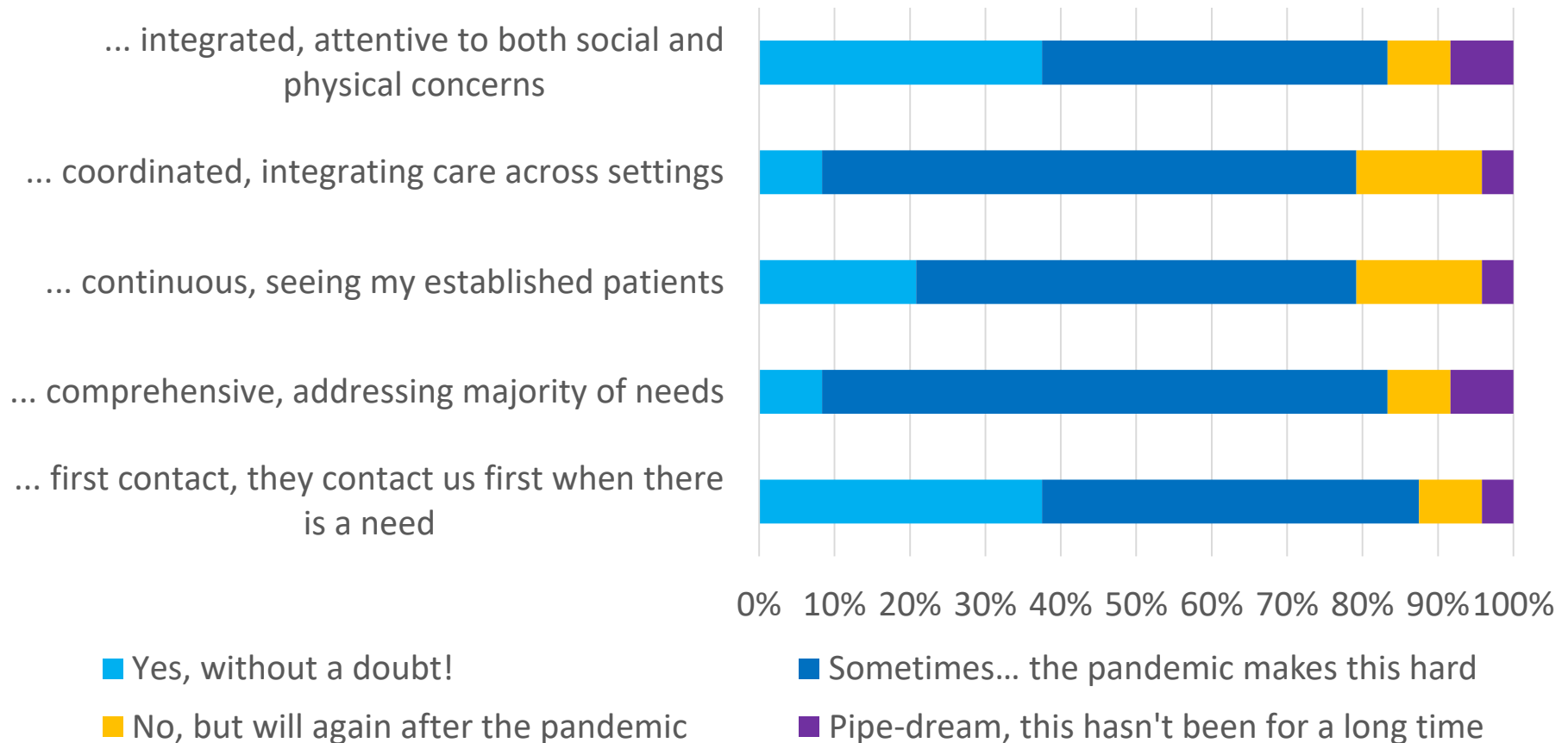
# Over the past week, would you say your modes of care delivery have been...



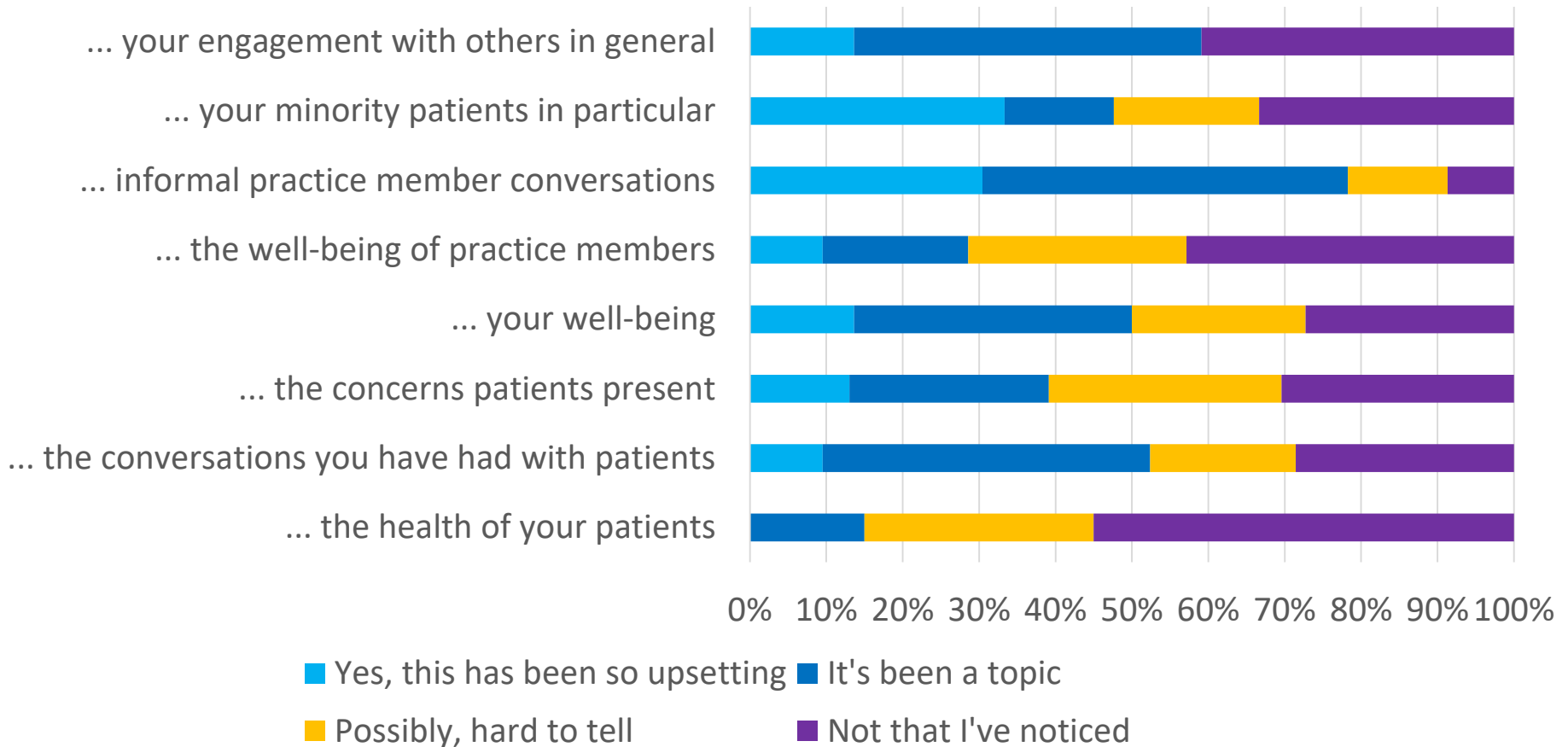
# OVER THE PAST 4 WEEKS, which of the following has your practice experienced?



# OVER THE PAST 4 WEEKS, have you been able to care for your patients in a way that was...

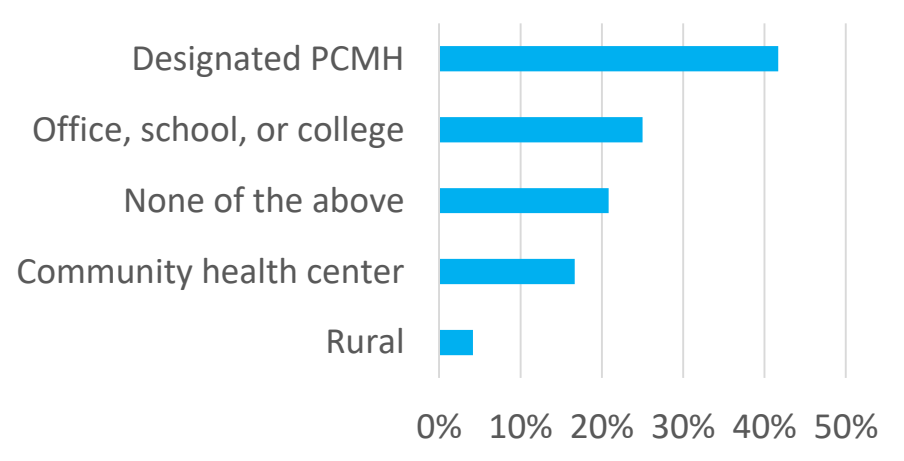
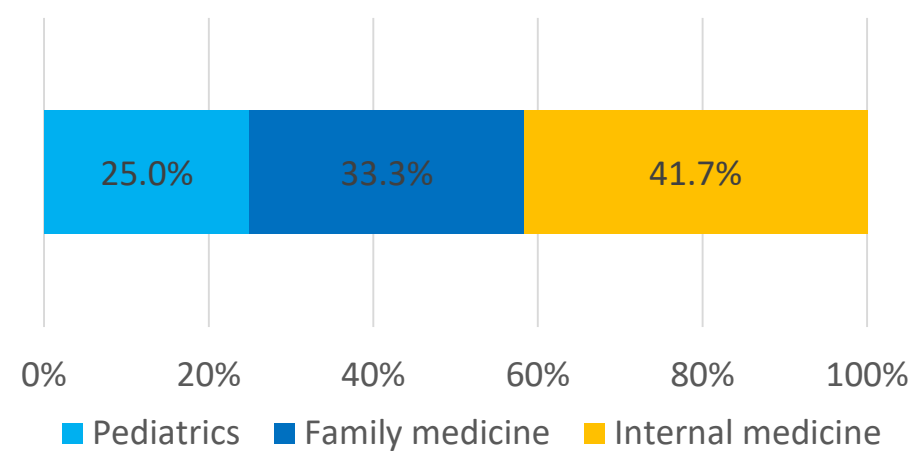
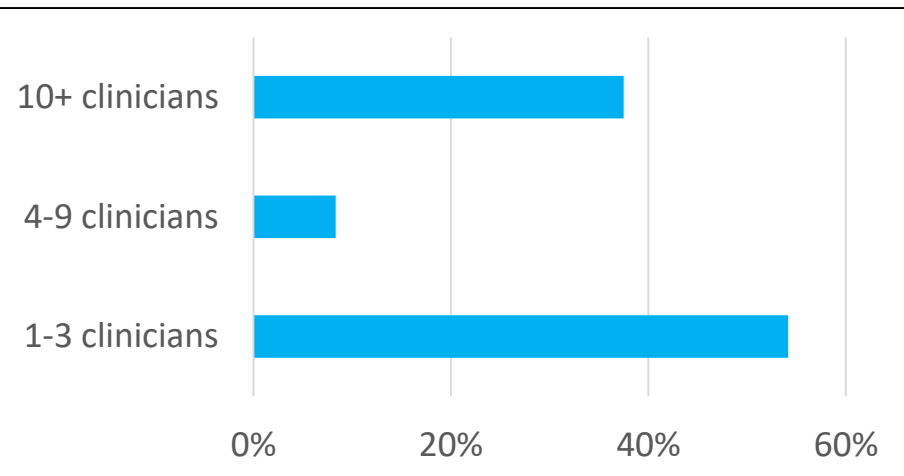
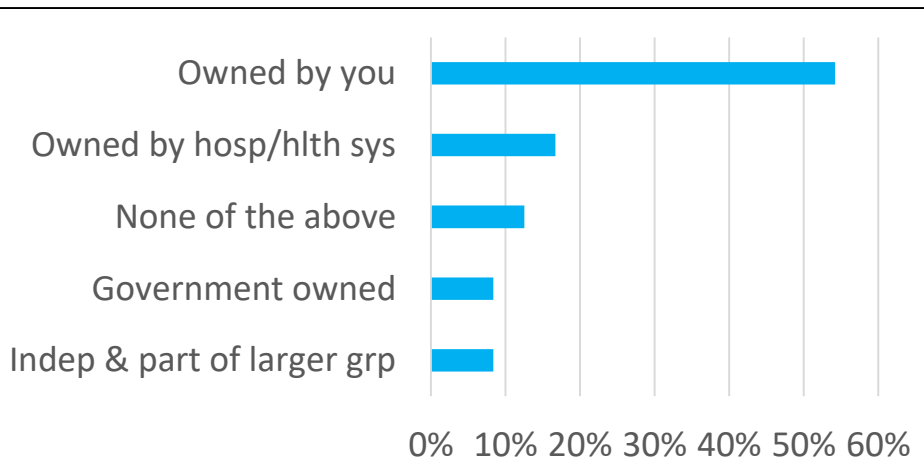


# Has the death of George Floyd, and other similar events, had an impact on...



# RI Primary Care demographics

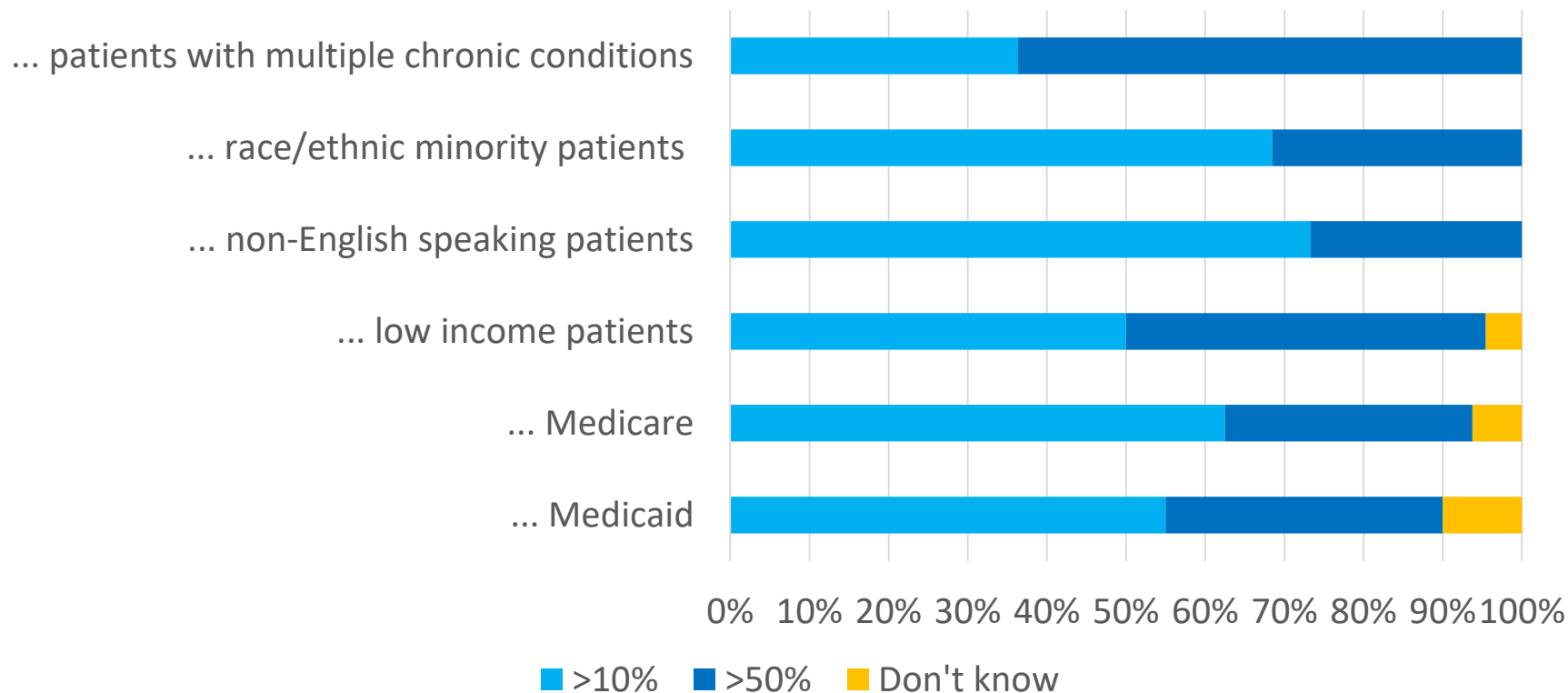
## June 5 – June 8th (week 13) survey results



# RI Primary Care demographics

## June 5 – June 8th (week 13) survey results

Roughly how much of your practice is...



*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 week 6 (April 17<sup>th</sup>).