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ADVANCING INTEGRATED HEALTHCARE



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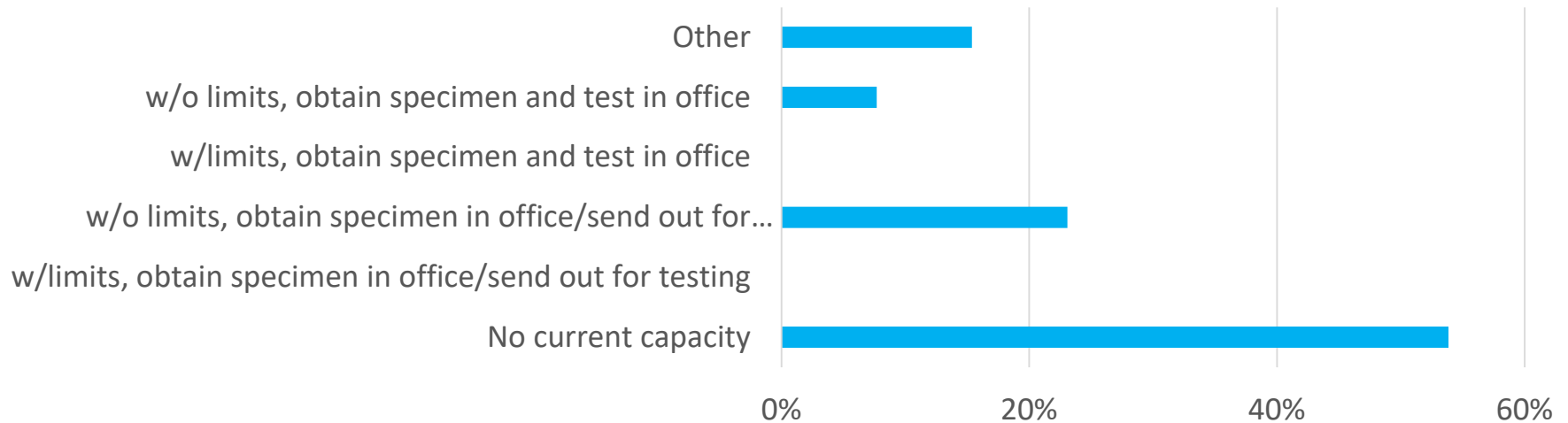
# Impact of COVID-19 in Rhode Island: Frontline Primary Care Provider Survey Results

JUNE 4, 2020

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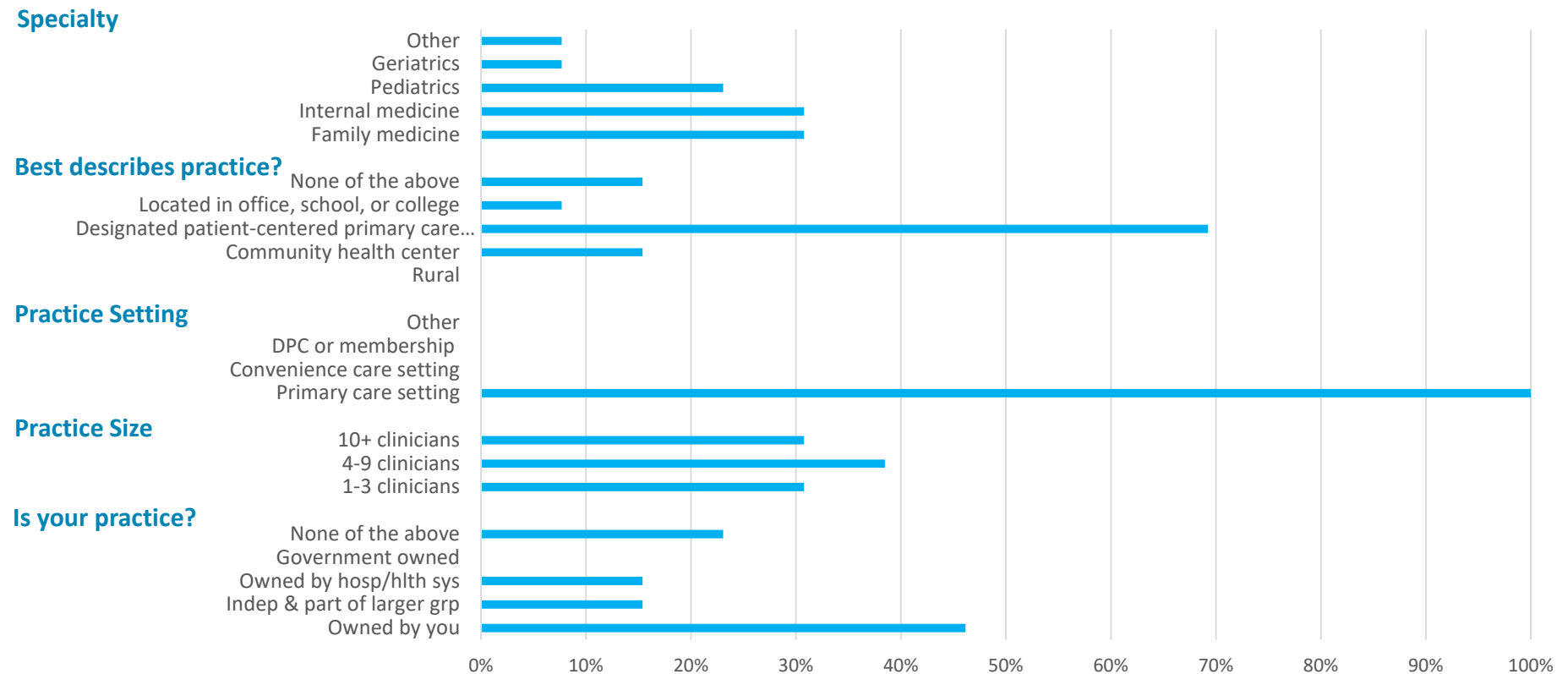
*National survey conducted by the **Primary Care Collaborative** and the **Larry Green Center** - started March 13<sup>th</sup>.*

- Rhode Island started survey participation in week 6 (April 17<sup>th</sup>).
- RI Primary Care COVID-19 Testing Capacity – week 12 (May 29 – June 1):

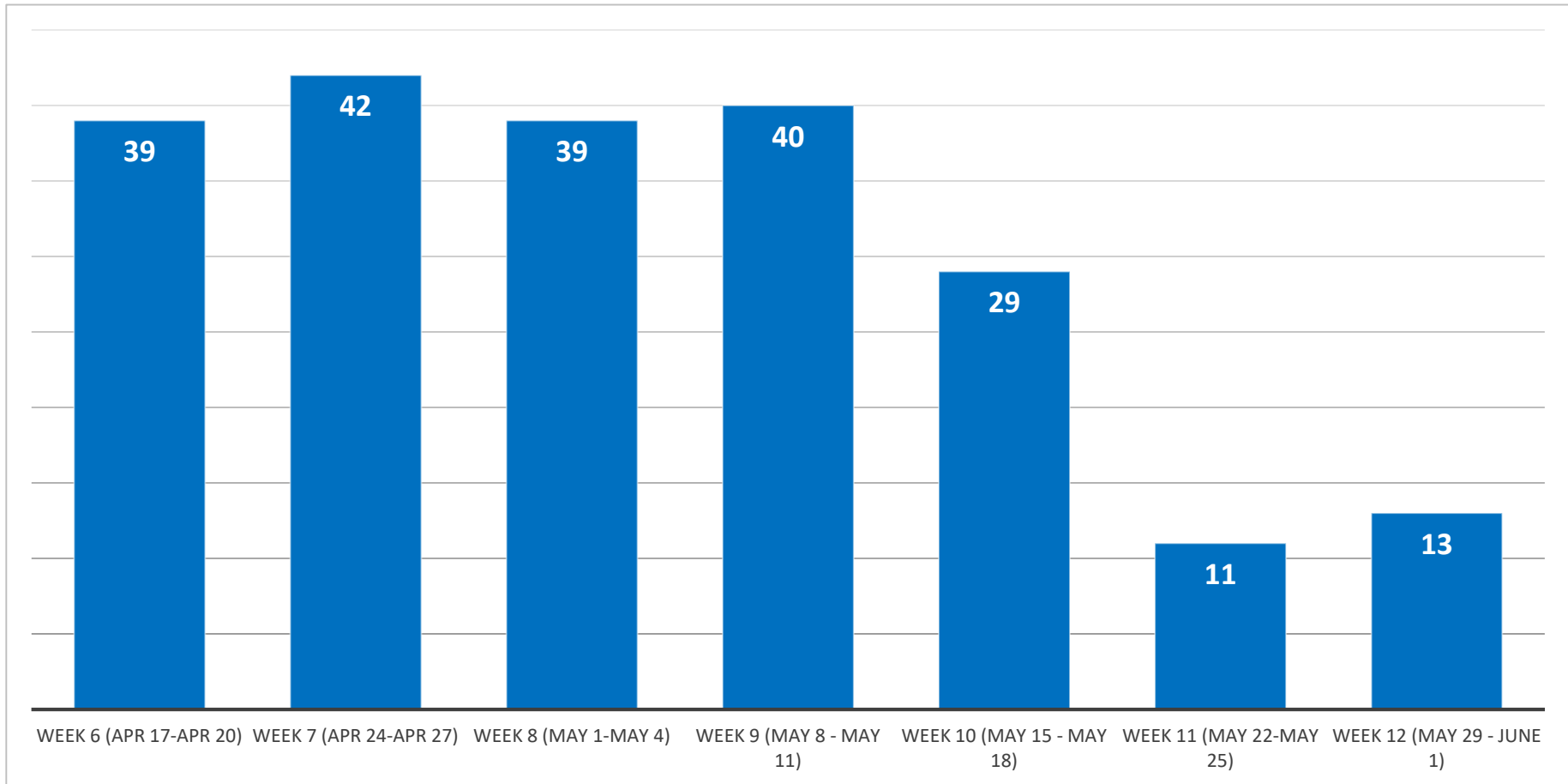


# Impact of COVID-19 in Rhode Island: Frontline Primary Care Provider Survey Results

■ RI Primary Care demographics: May 29 – June 1<sup>st</sup> (week 12) survey results



# RI Sample Size



RI and National participation remain low after Memorial Holiday.

# May 29 – June 1<sup>st</sup> (Week 12)

## Key Messages

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- RI Provider participation dropped significantly in week 11 and remains low in week 12; most likely attributed to the holiday weekend. National participation is also low.
- 85% of RI providers, that participated in the survey, reported that they were experiencing severe to high levels of stress, higher than the National average of 69%. Lack of PPE continues to top the list as a contributor of stress (85%).
- Of the RI providers that responded,
  - 86% feel that both **video and phone** are a **poor fit** for **well child visits**
  - 80%+ feel that the phone is well suited for
    - worried well visits related to COVID-19 (100%),
    - medication reconciliation (91.7%),
    - transition of care (91.7%),
    - paperwork, such as school forms (81.8%)
    - chronic pain (80%)
  - **85% feel valued by their patients (without a doubt), compared to 72% nationally**

# RI Provider Comments

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***April 17 – April 20<sup>th</sup> (Week 6): “Providers caring for children are the ONLY group that received absolutely no Federal support.”***

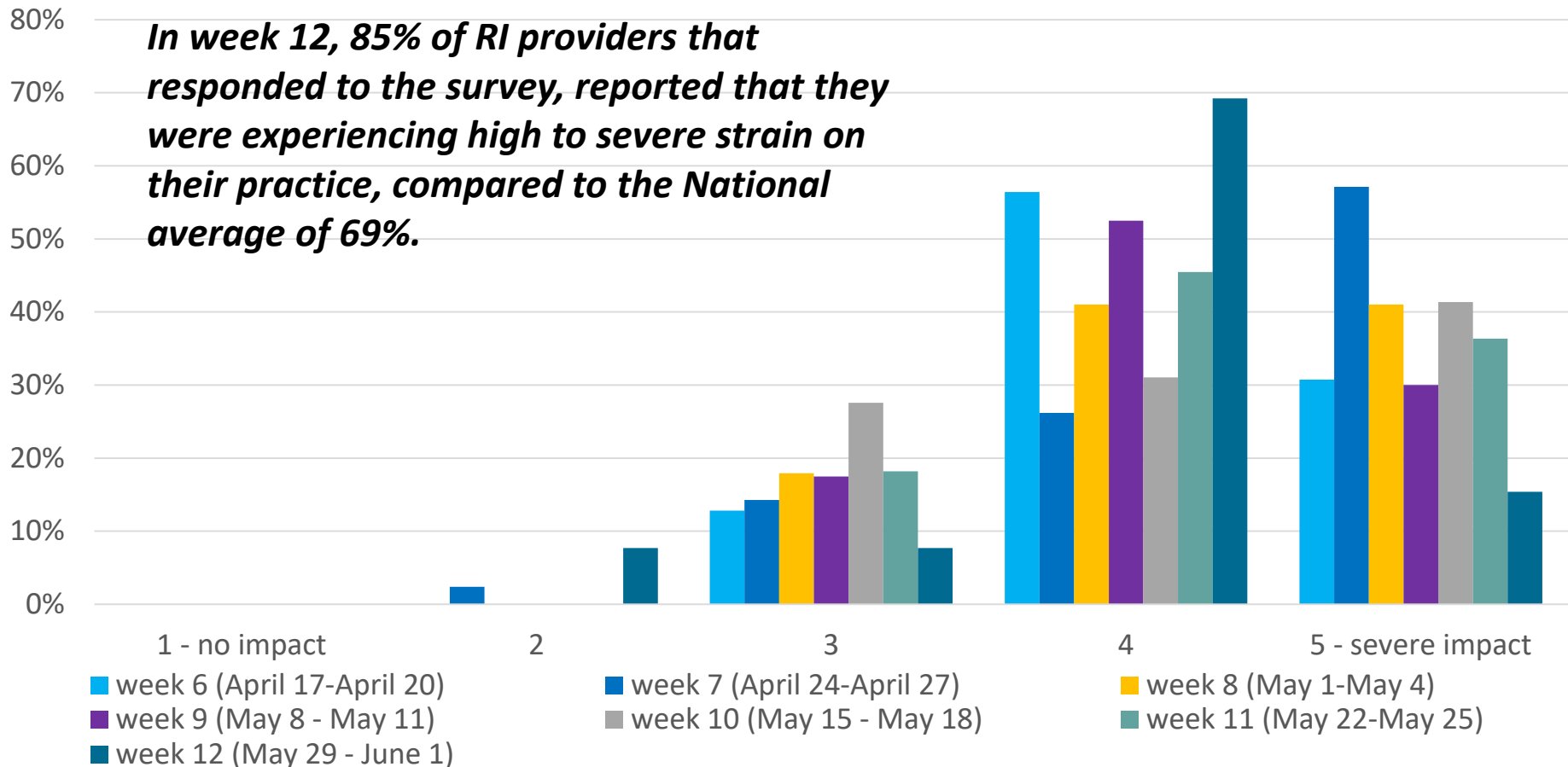
***May 1 – May 4<sup>th</sup> (Week 8): “I’m tired and overwhelmed. Not from the work but from the constant din of the virus and bearing witness to the insane government response. I wish a group of leaders would get together and address our nation in the absence of any.”***

***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.”***

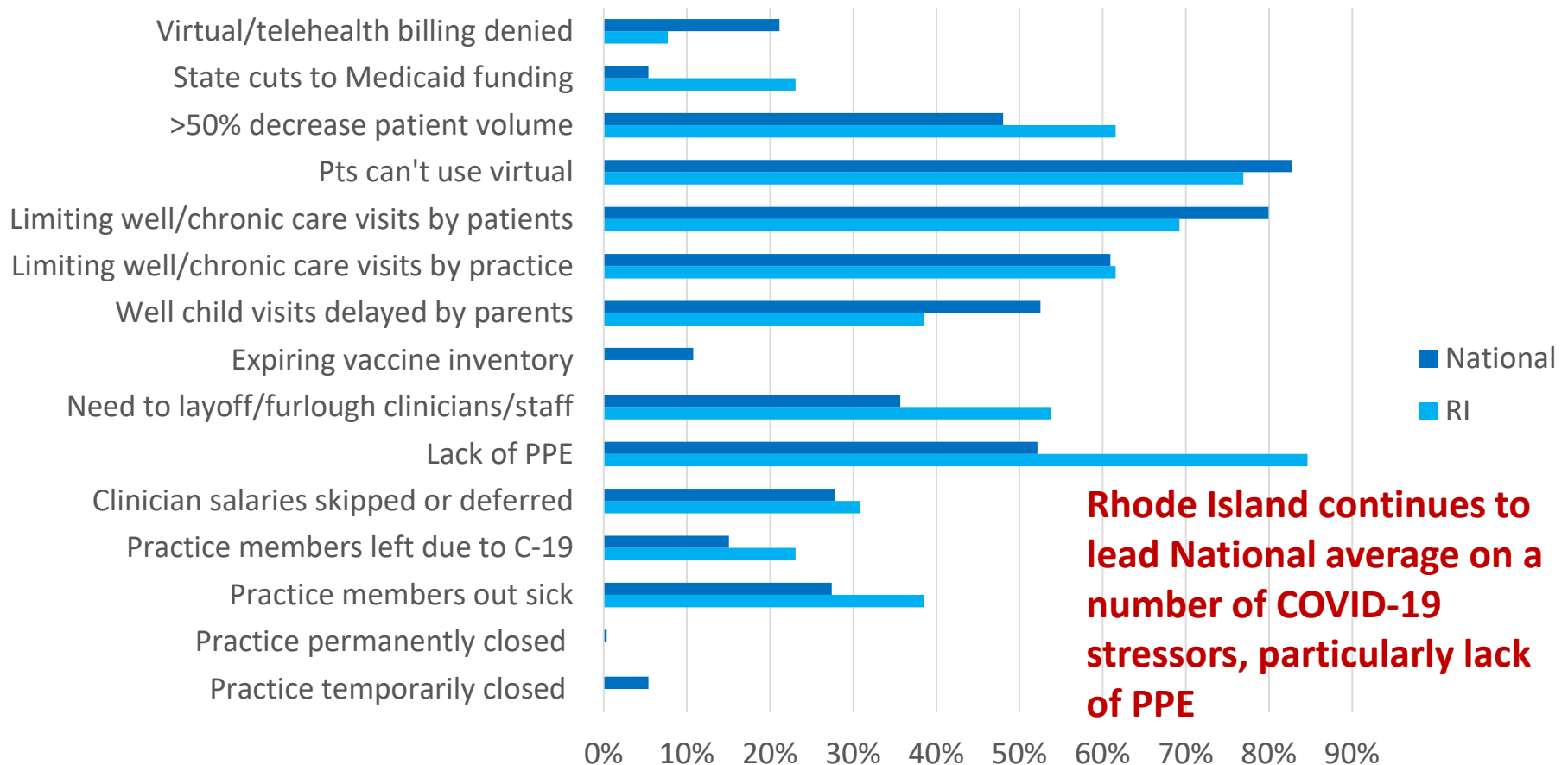
***May 22 – May 25<sup>th</sup> (Week 11): “Primary care gasping for air as it has been, poor thing. I almost want to say put it out of its FFS misery!”***

***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.”***

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

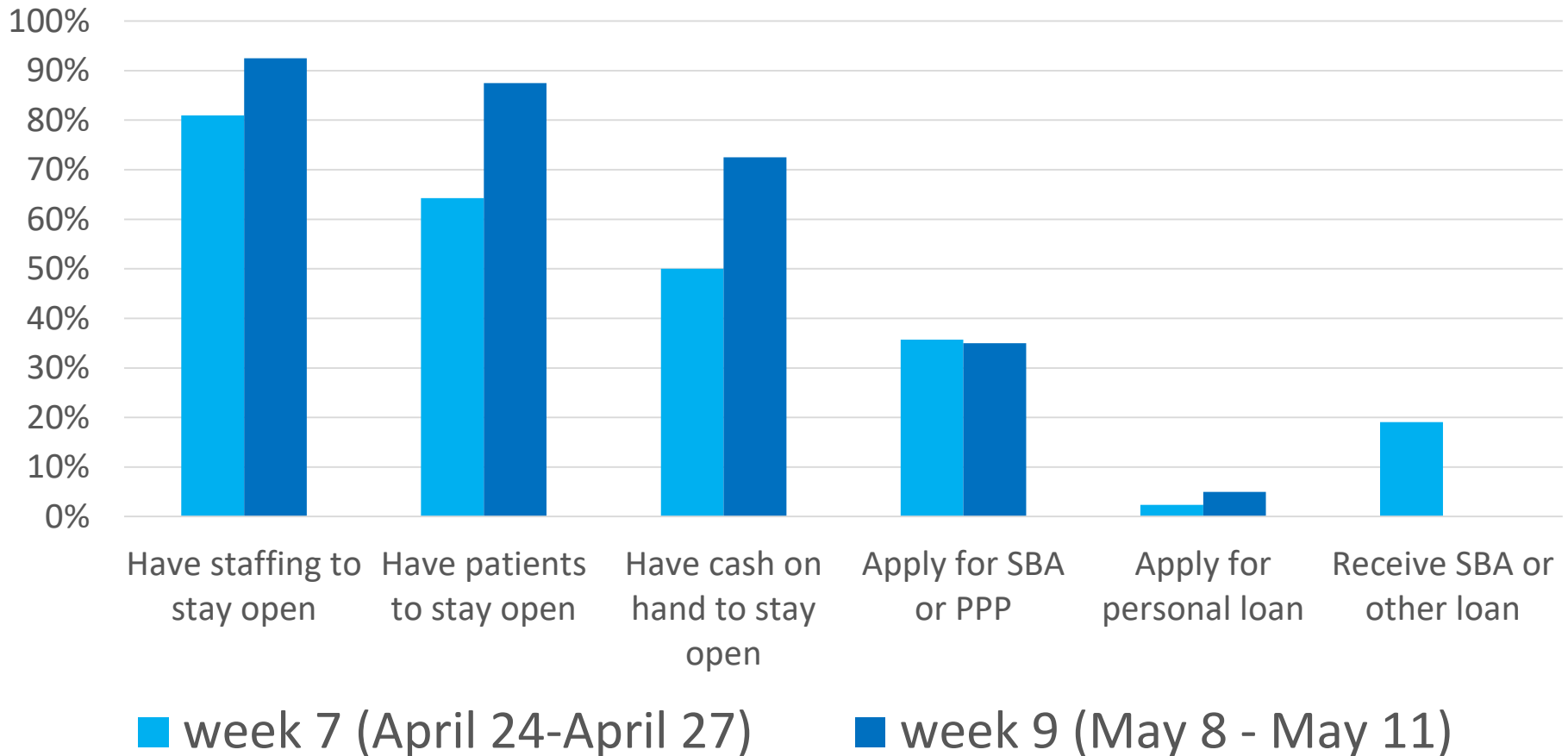


# Which of these possible C-19 stresses have you had?



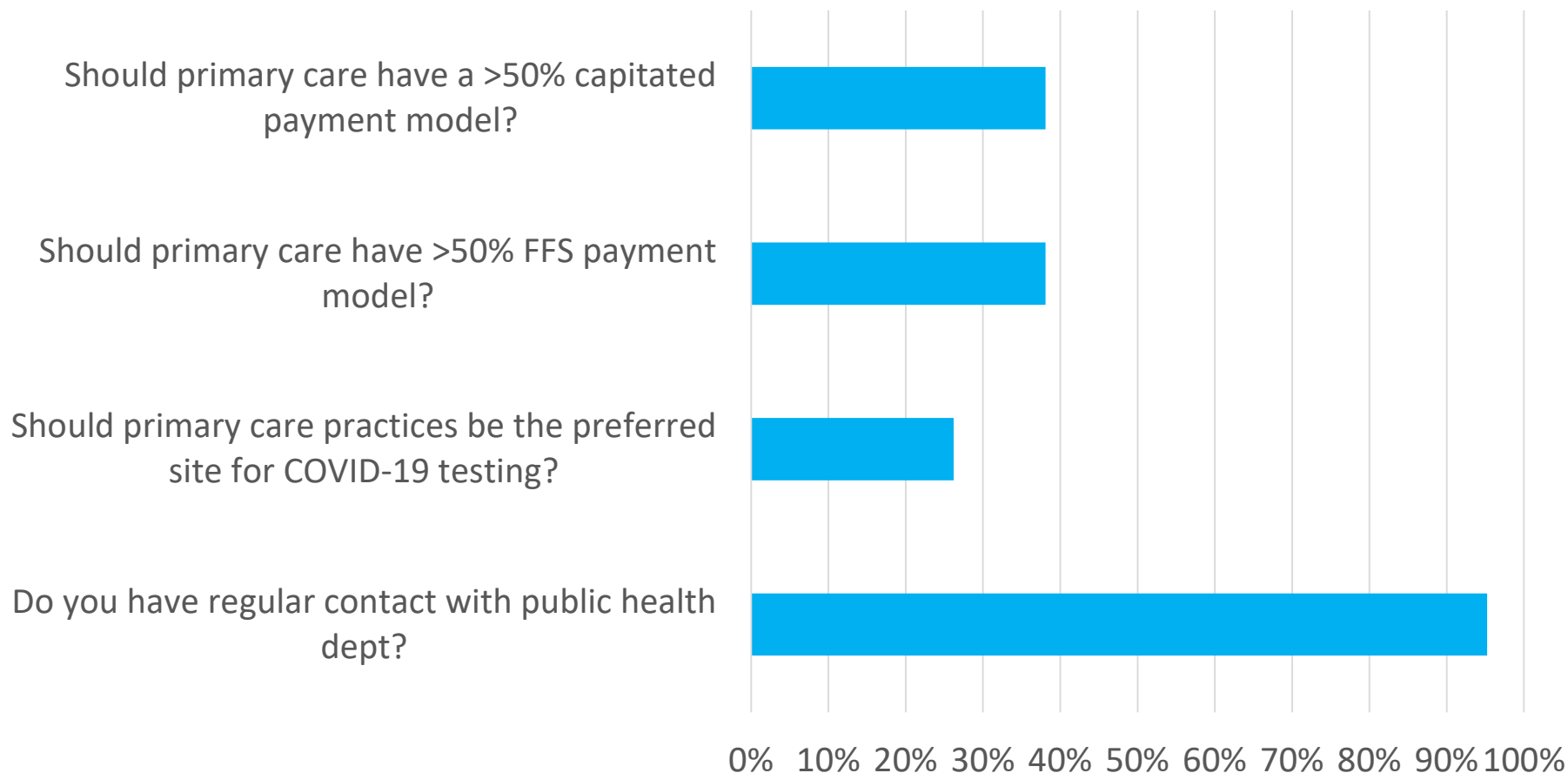


# Flash Question: For the next four weeks, are you likely to...

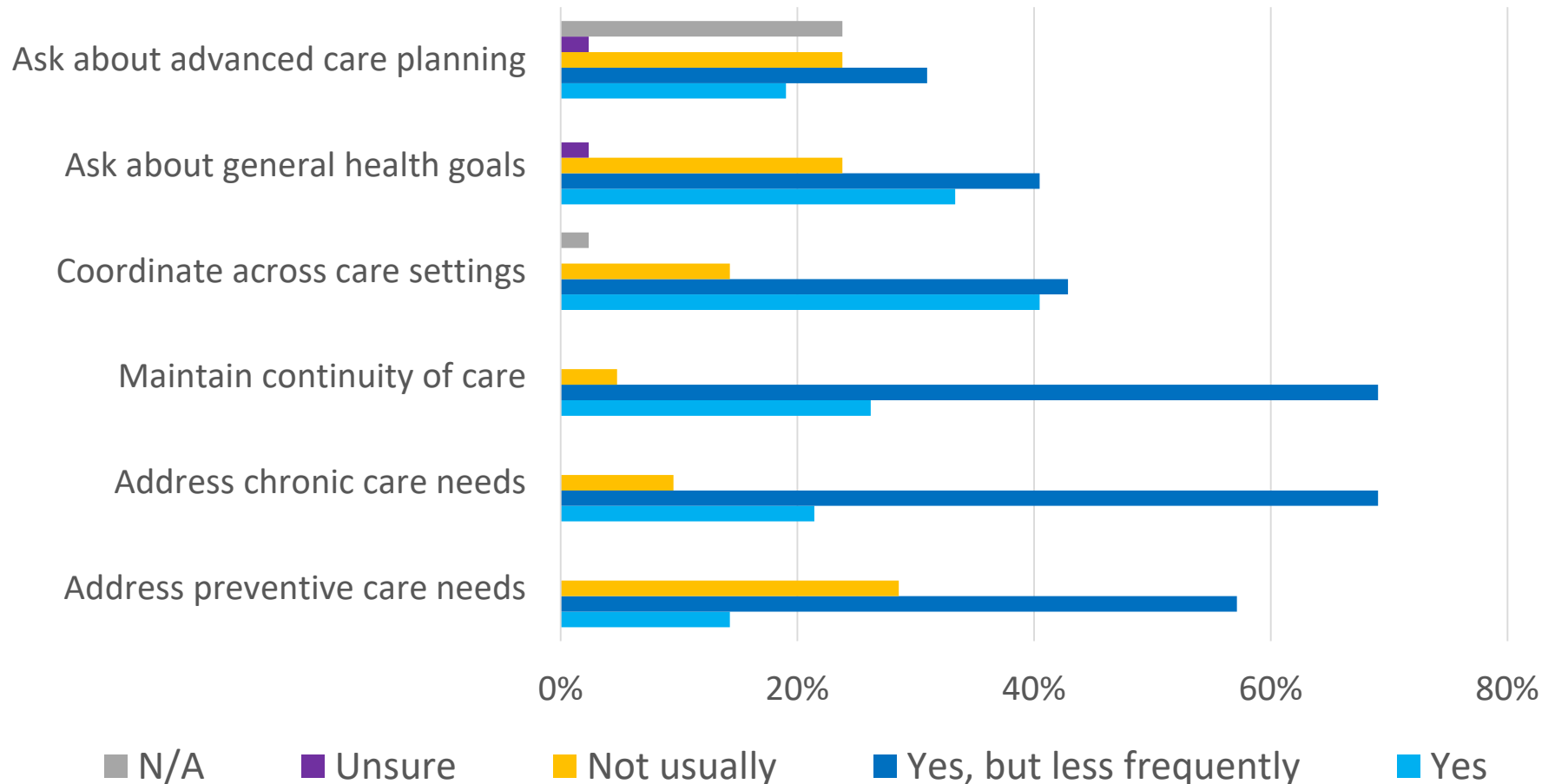


# Flash Question: Thinking of your most recent experiences...

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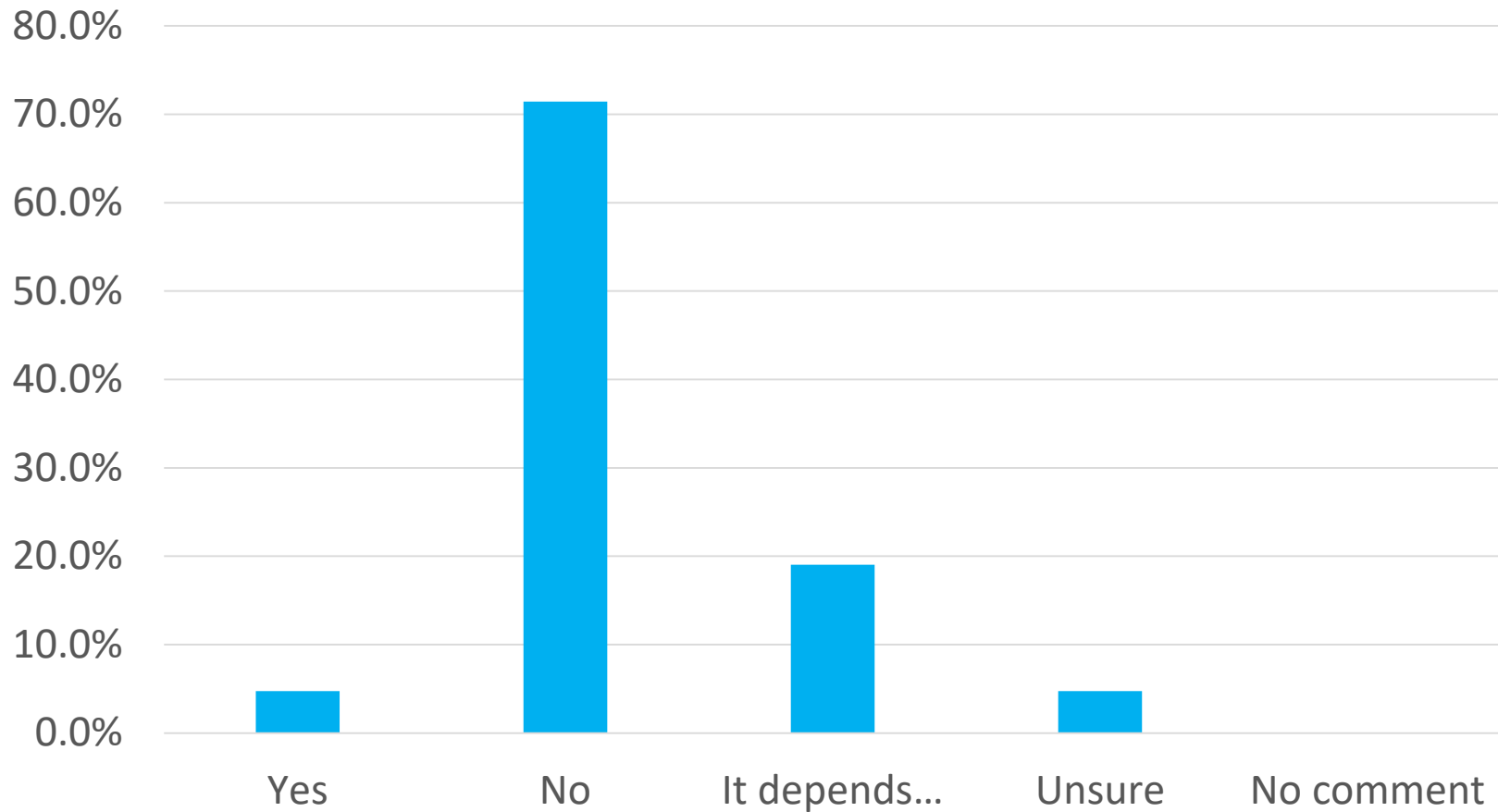


# Flash Question: Due to COVID-19, are you currently able to...

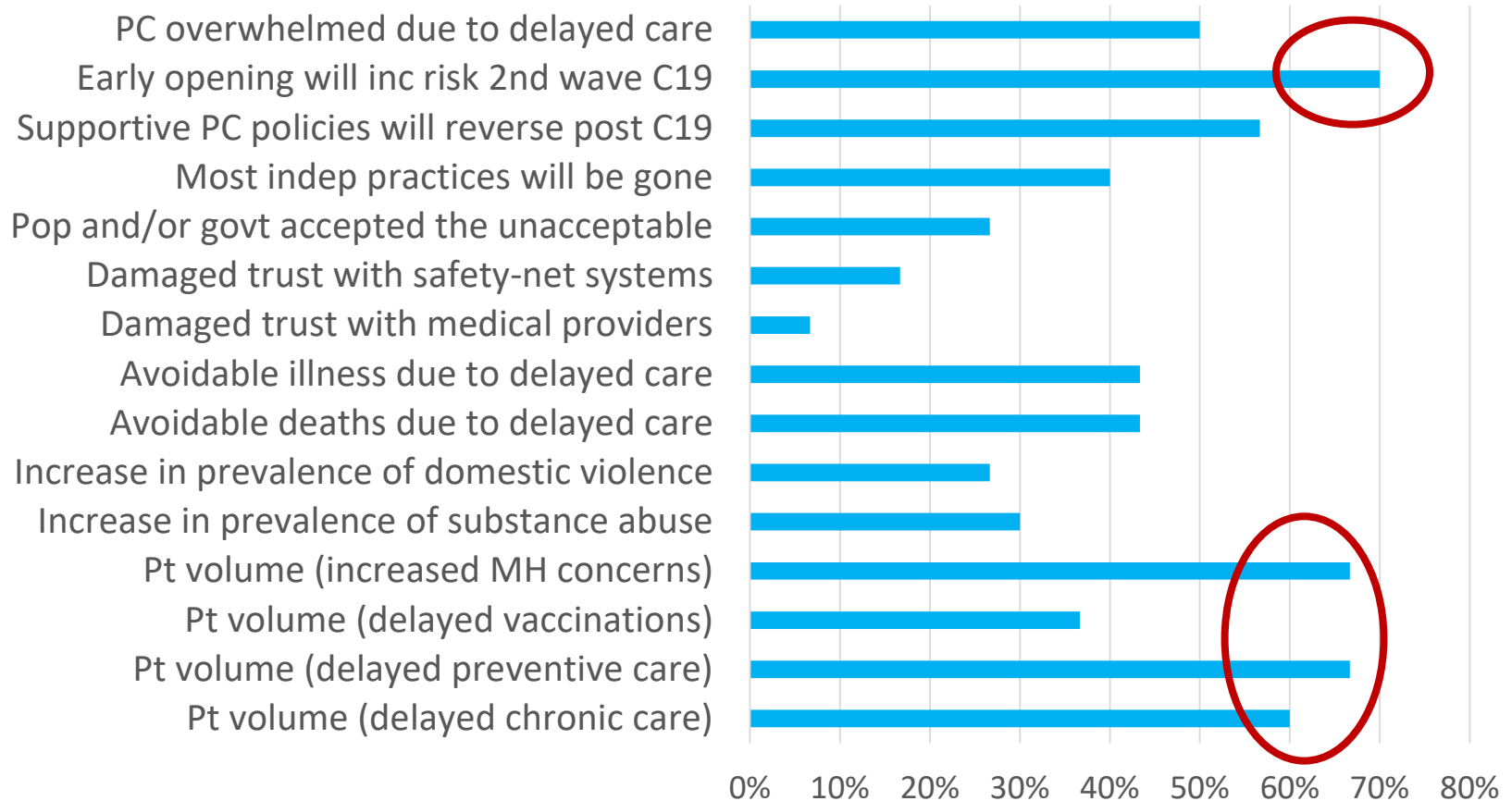


# Opinion Question

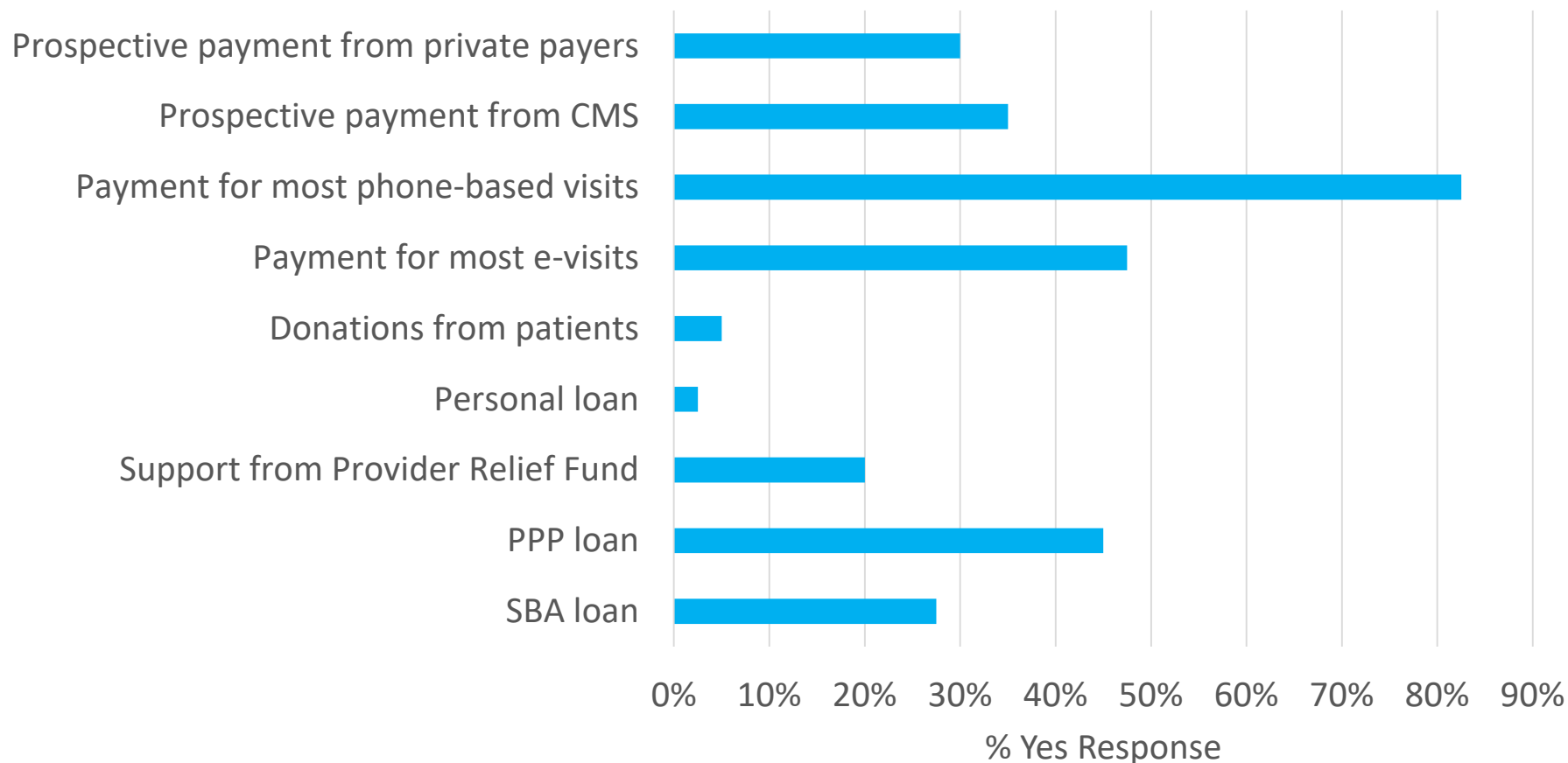
## Safe to open up the country?



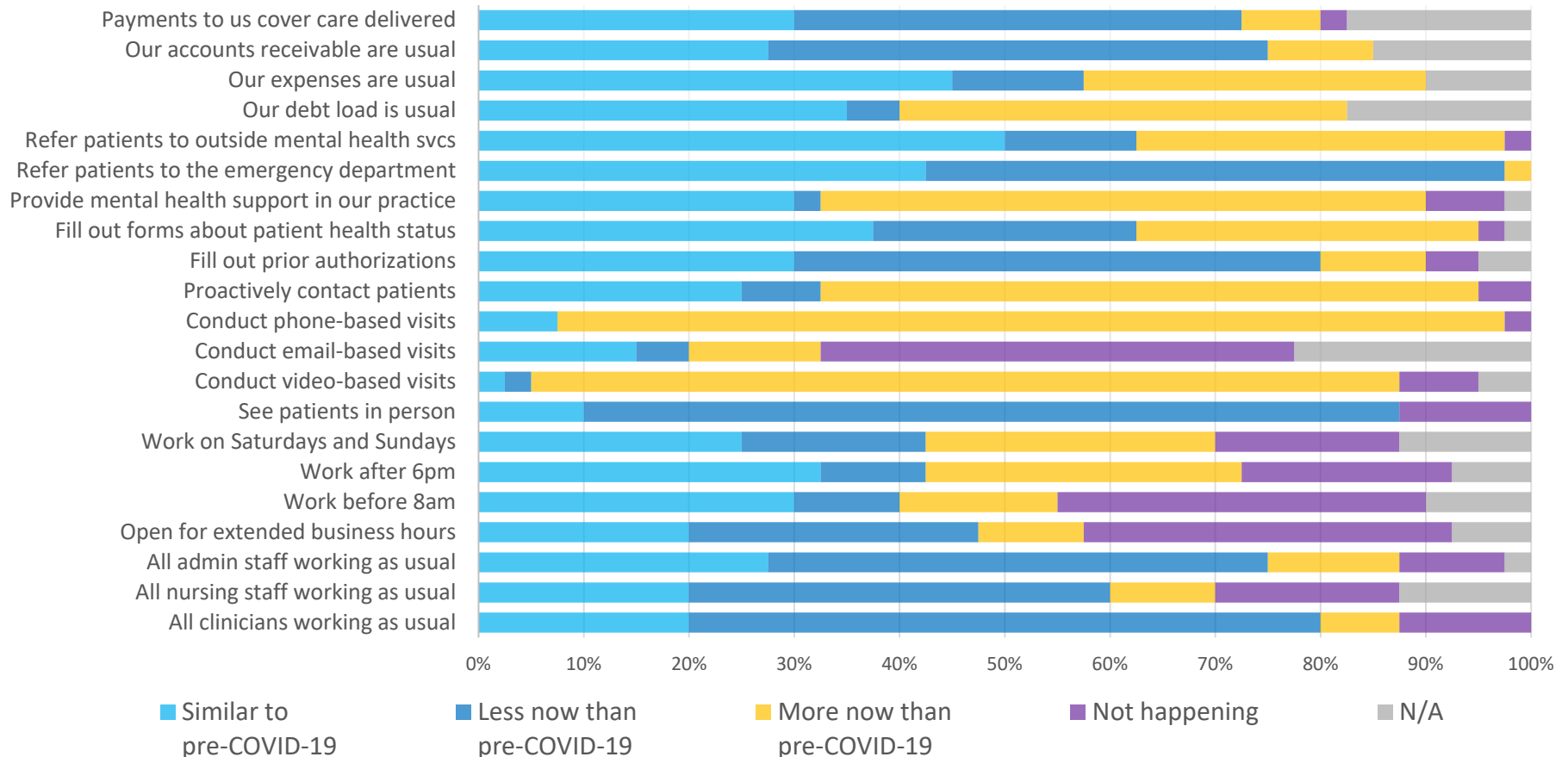
# Flash Question: How will your practice be different after COVID-19?



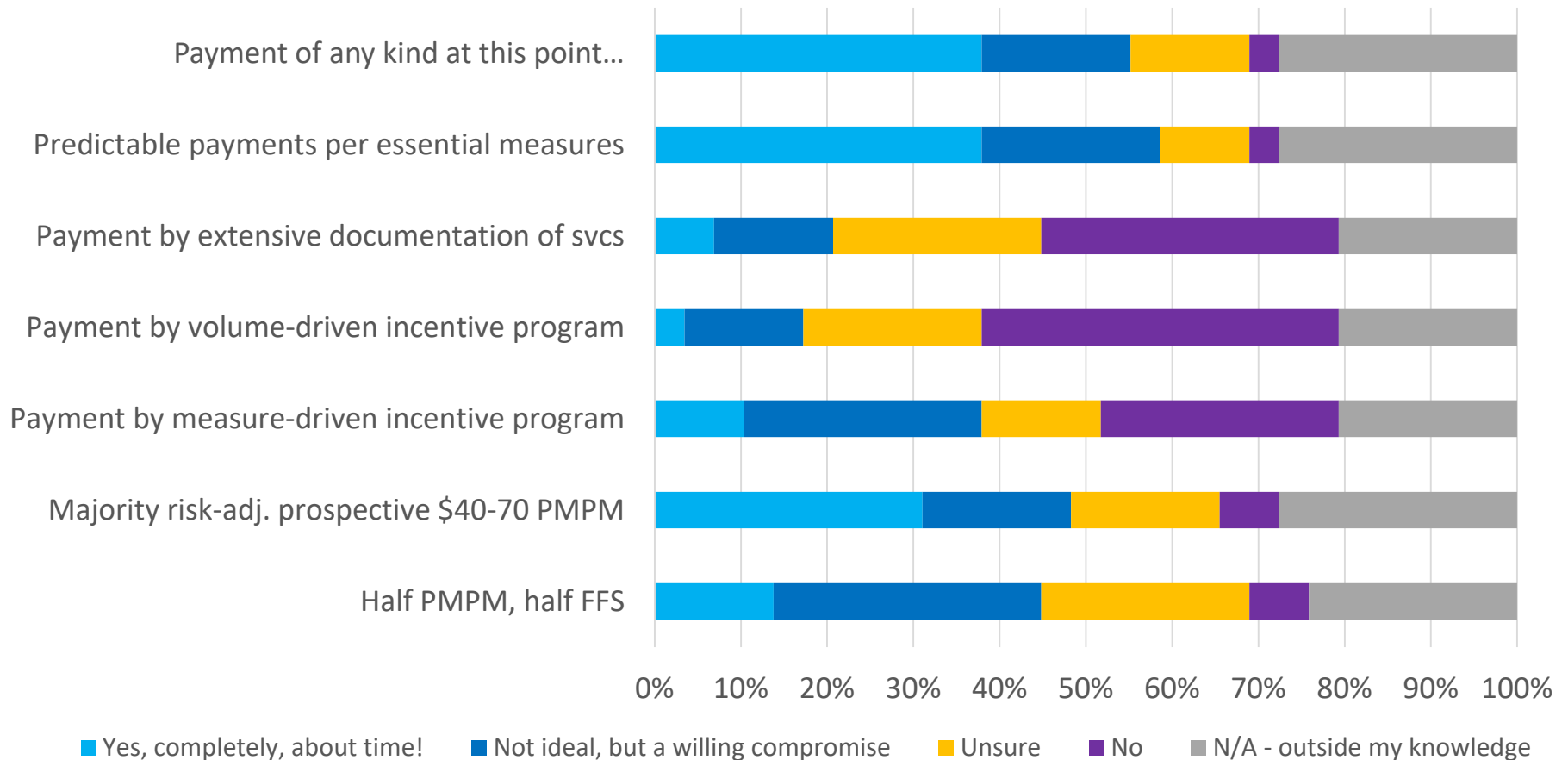
# Flash Question: During the past four weeks, did you receive...



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

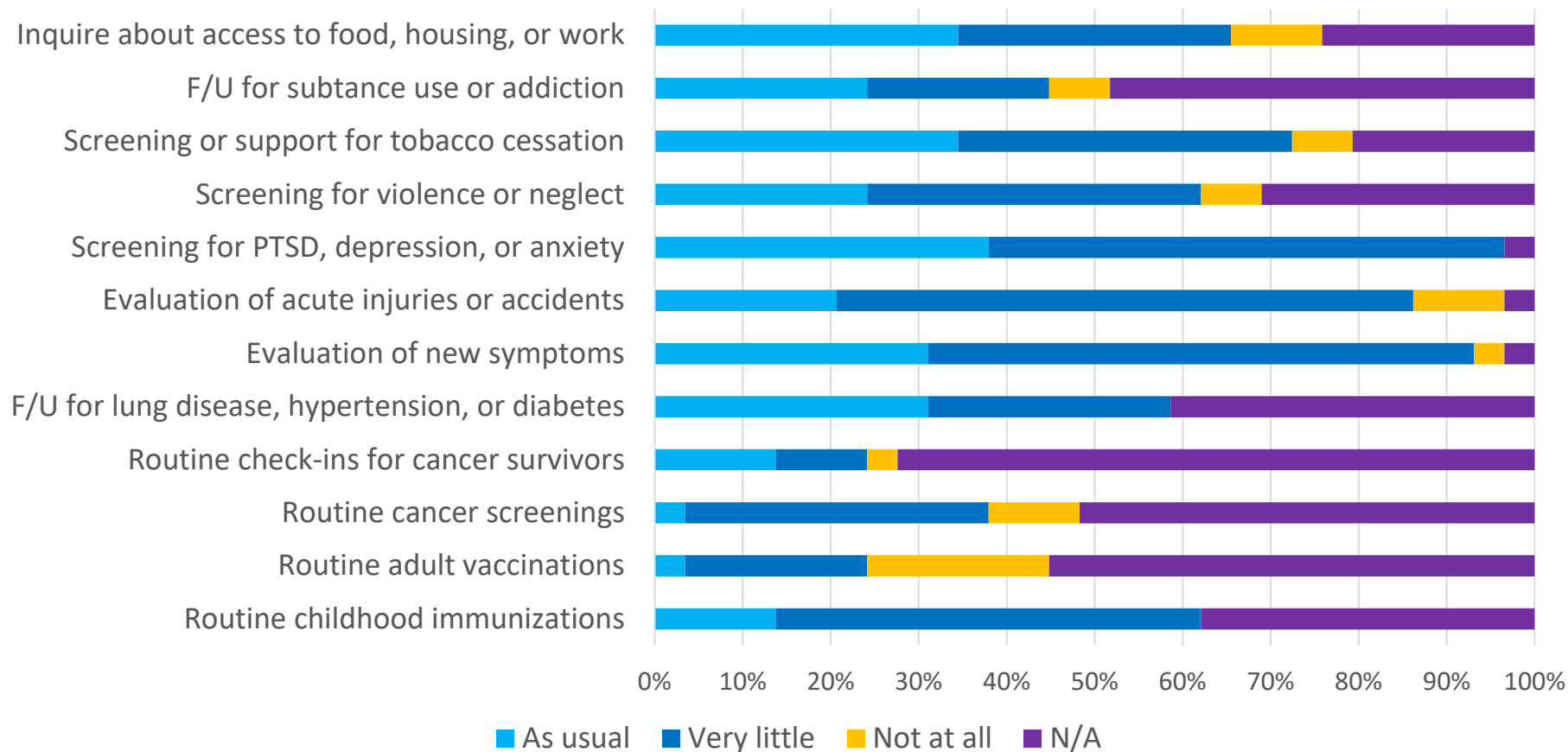


# Payment structure to better weather the COVID-19 pandemic?

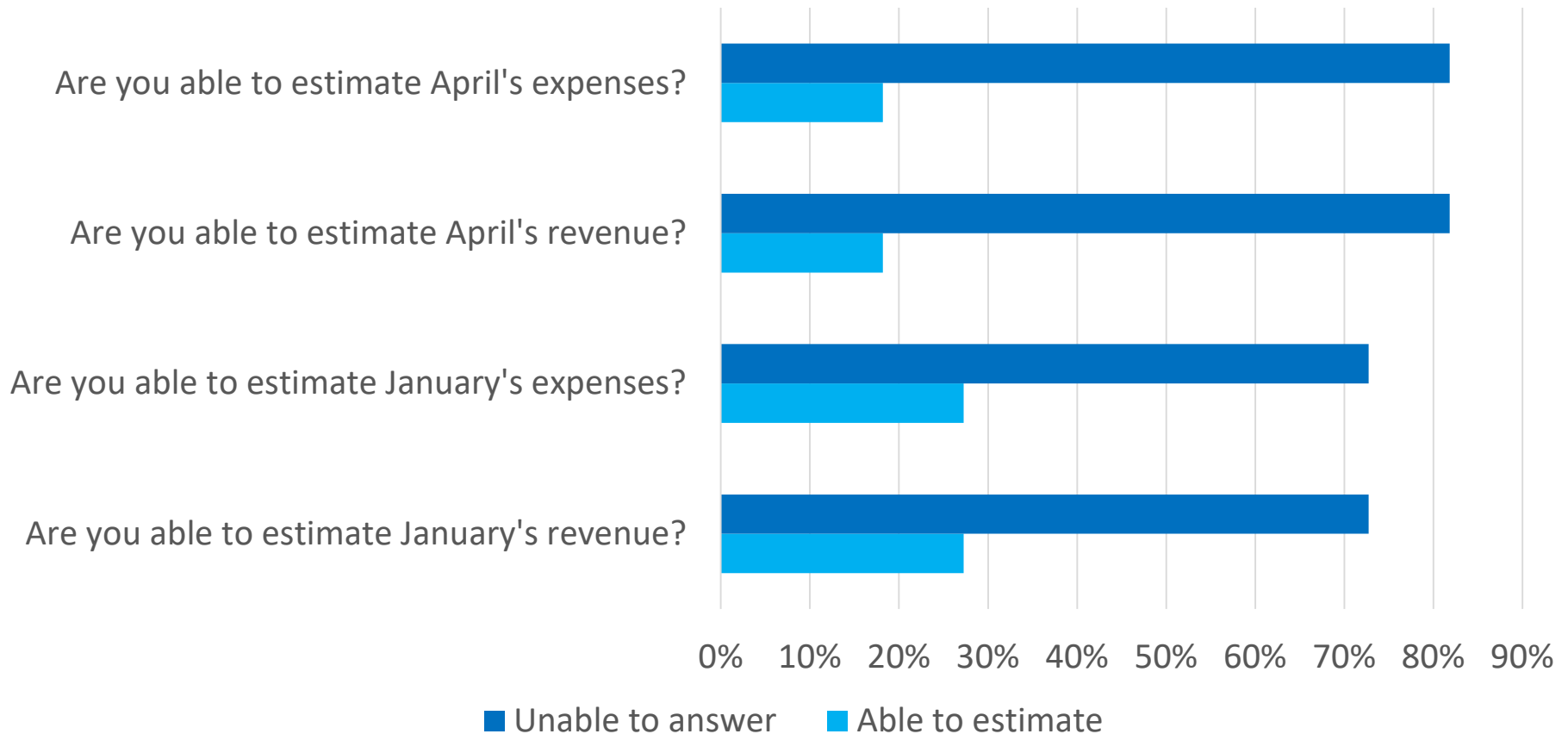




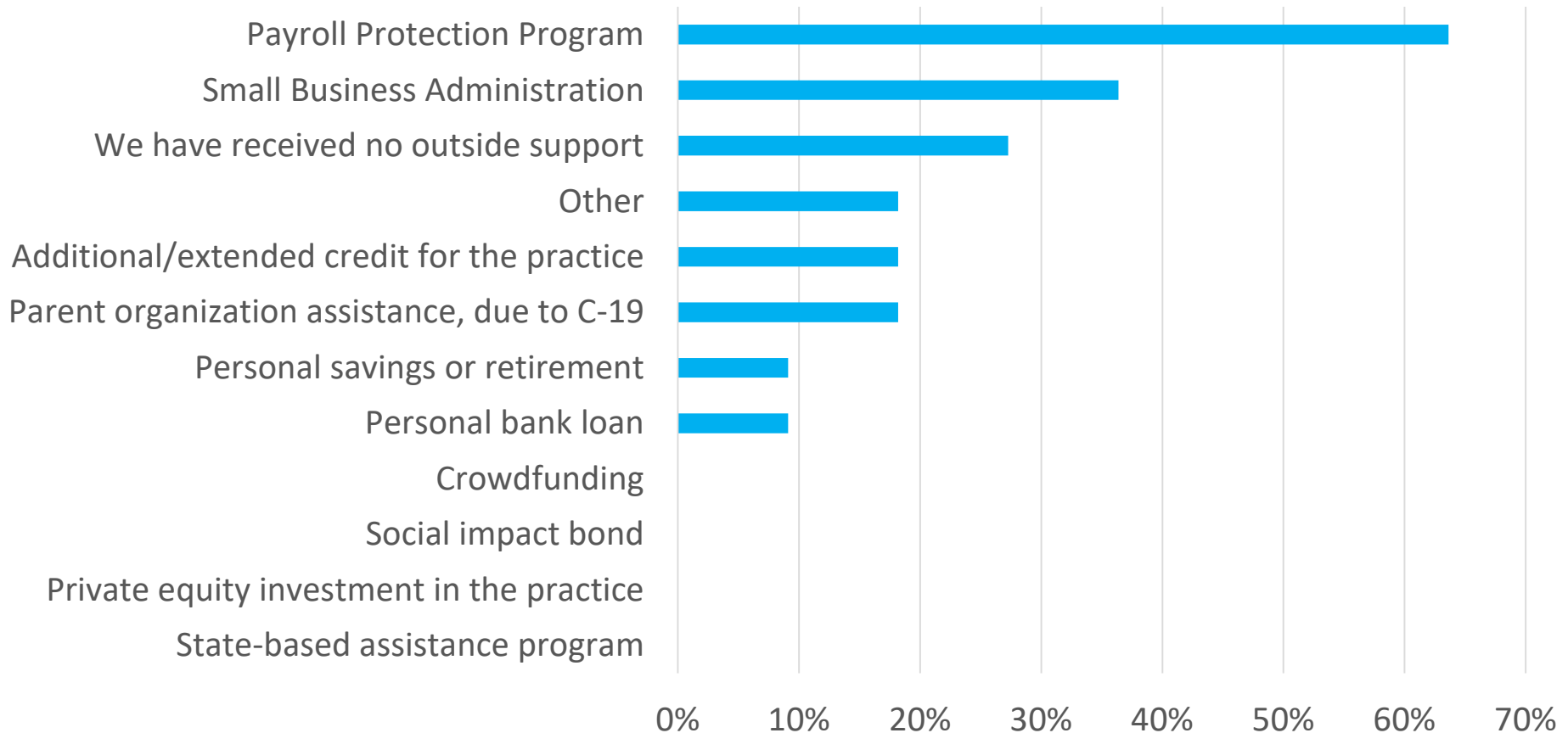
# Flash Question: Over the past 8 weeks, have you been able to do...



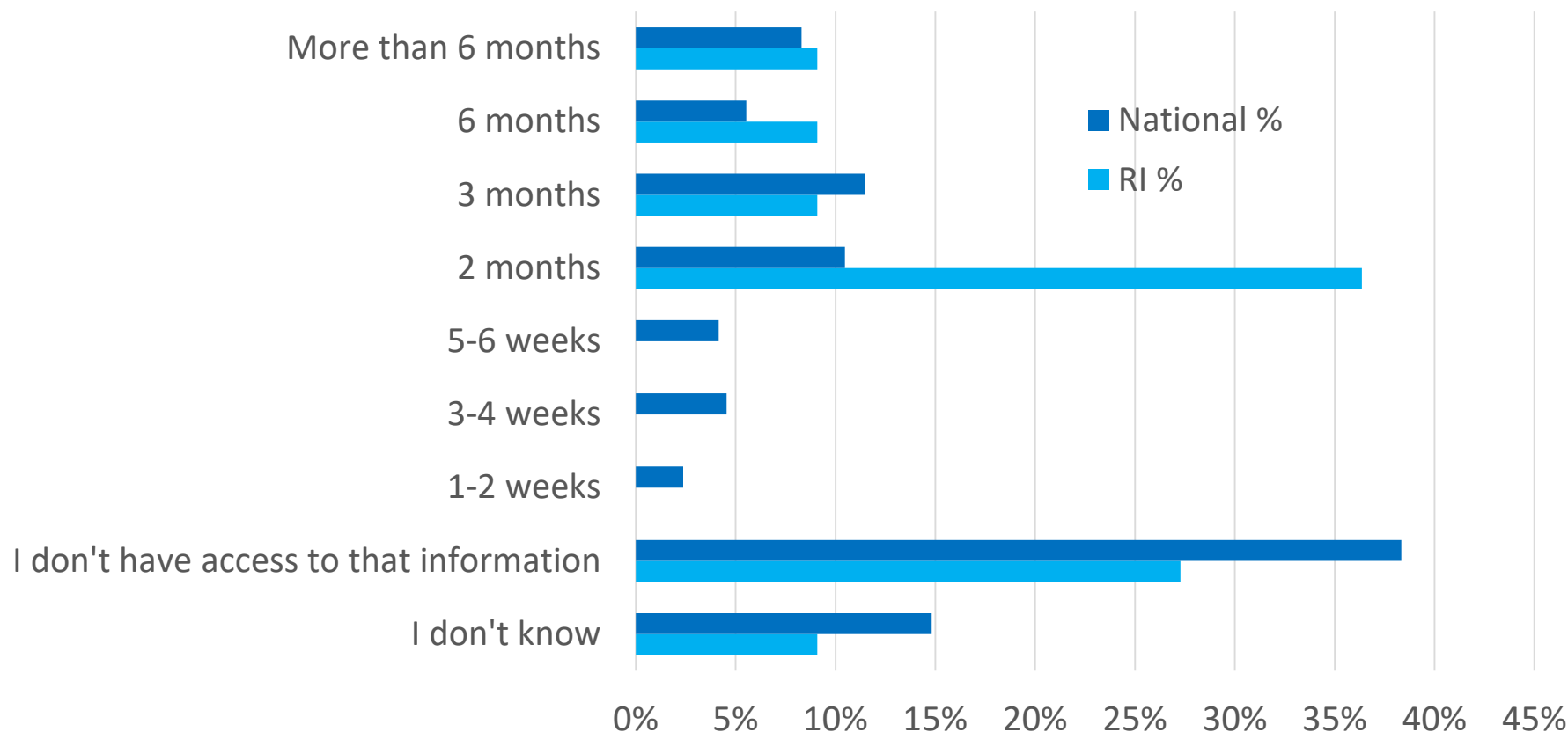
# Estimating Revenue and Expense Flash Questions



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



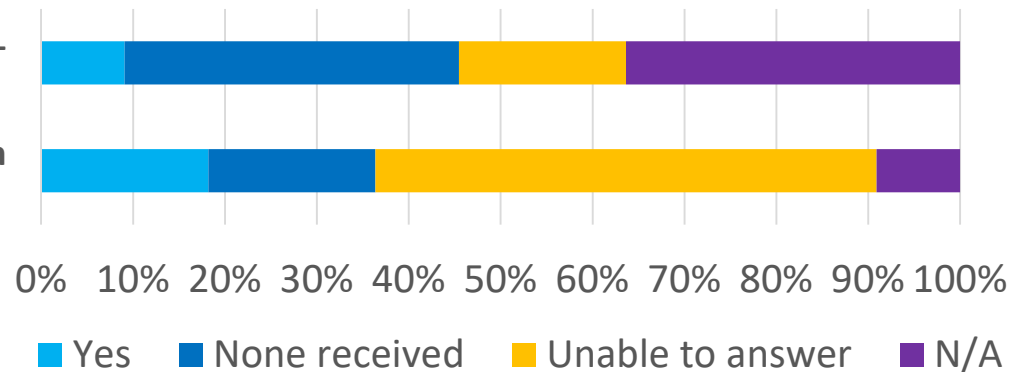
# FQ: How many weeks/months might your current financial reserves for your practice last?



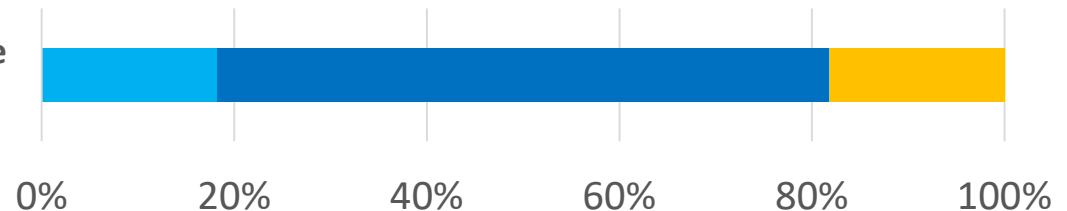
# Flash Questions

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?

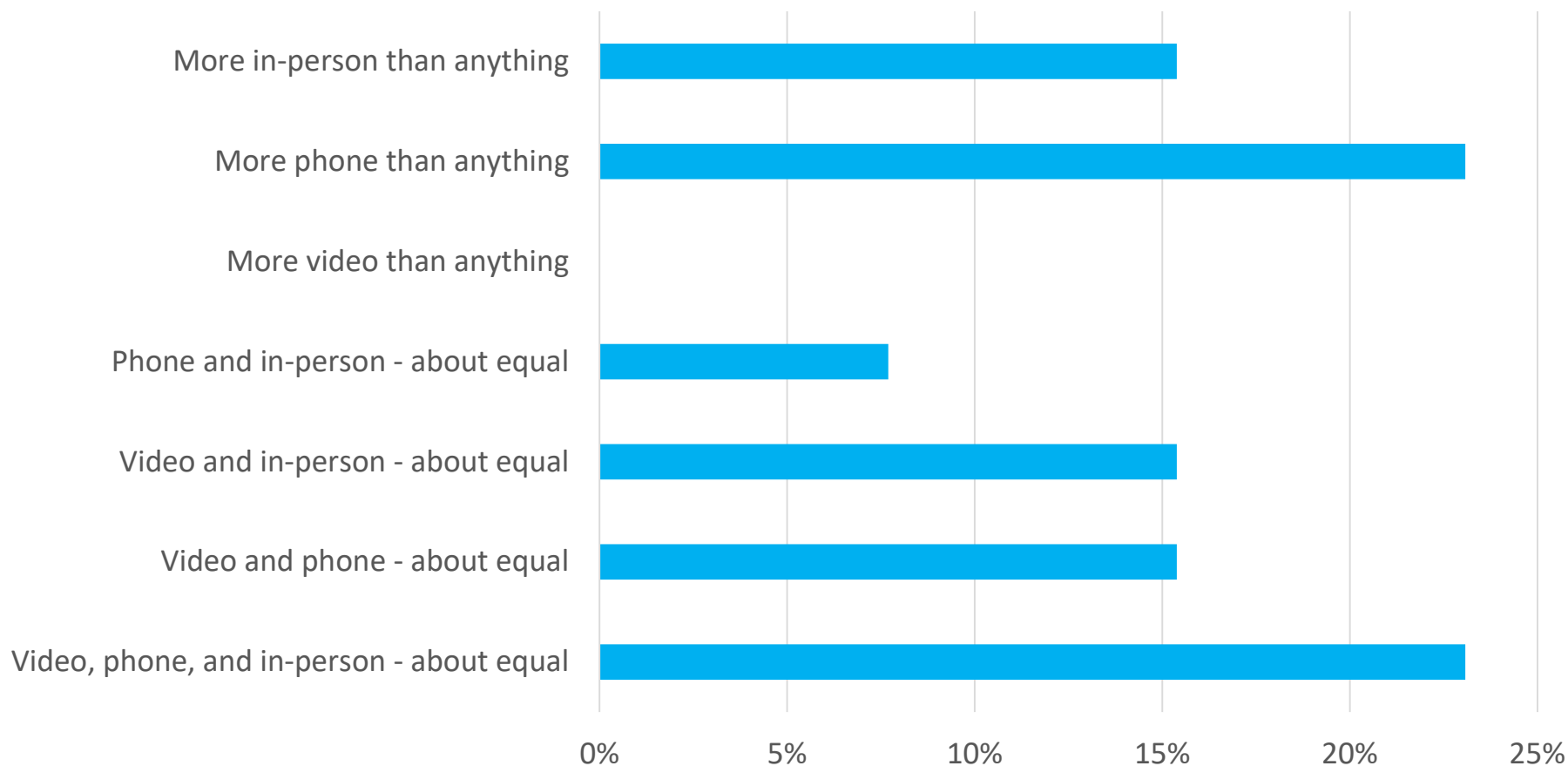


**% practice members furloughed since January 2020?**

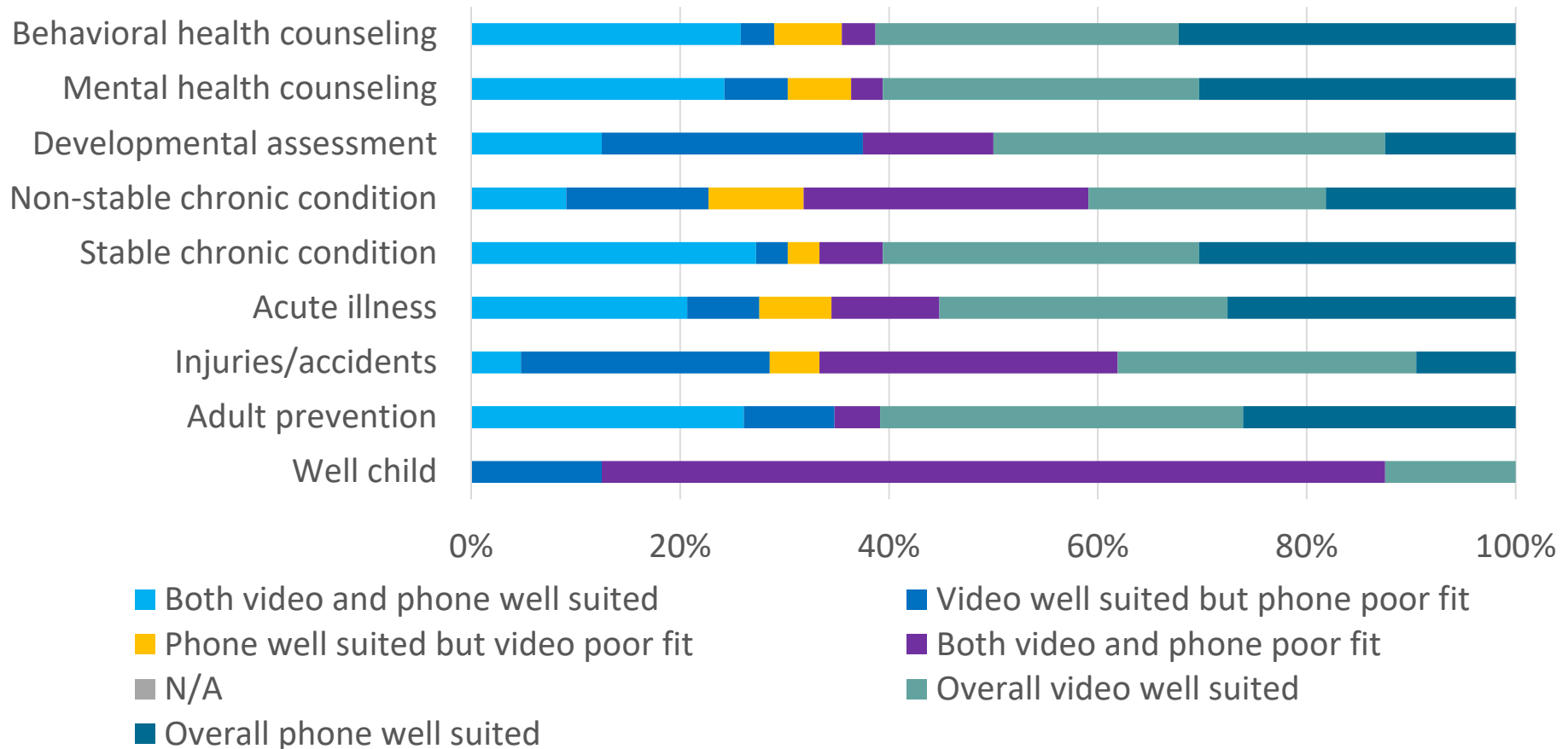
**Mean** 25.0%  
**Range** 20-30%  
**SD** 7.1%

Yes  
We have not experienced furloughs  
Unable to answer

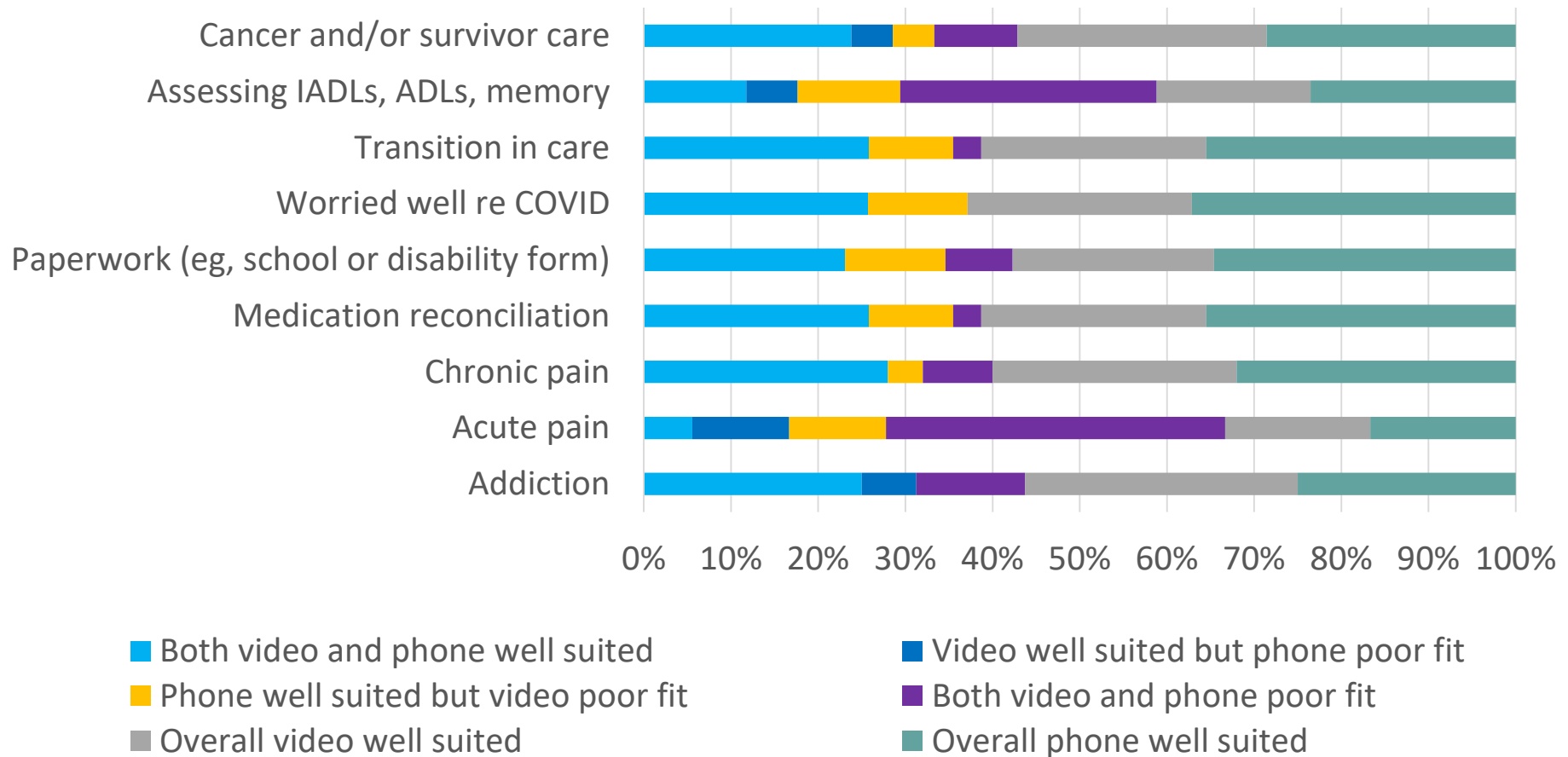
# Over the past week, would you say your modes of care delivery have been...



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

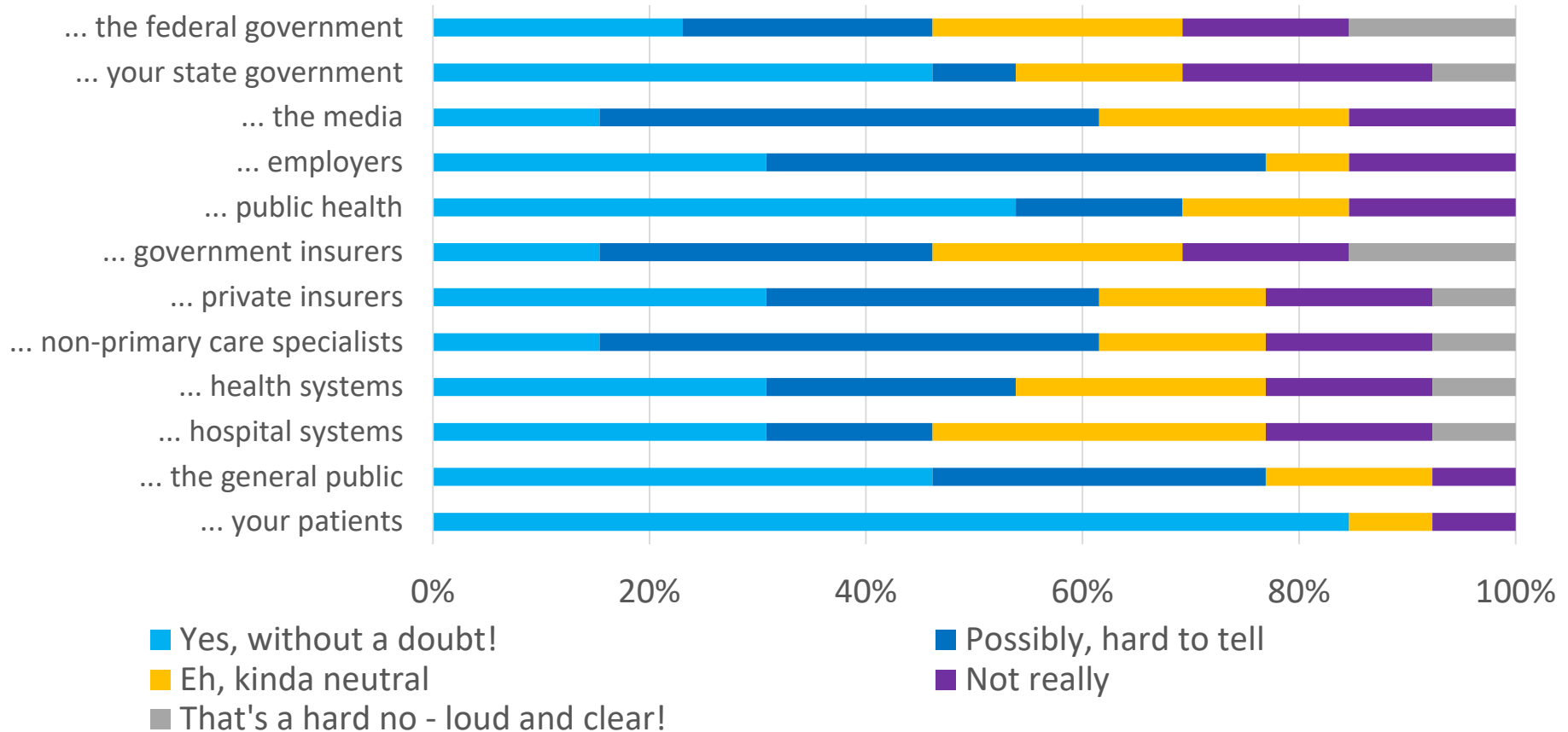


# How well suited are video and phone for each of the following types of visits?





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



# How patients feel about their primary care doctor

National Patient Survey  
- locations unknown

- I think health care workers are heroes
- My care has been available and much appreciated.
- My doc's office is observing all CDC, state and local guidelines and I feel comfortable going there.
- My doctor is extra caring during this time
- I feel they are taking good steps to provide safe care when I need it!
- He is sincere about my treatment
- My Doctor's office was very thorough in testing pre-visit and made me feel comfortable during the visit.