



# National Association of Health Services Executives

Empowering the **Next Generation**  
of Health Care Leaders Today

## COVID-19:

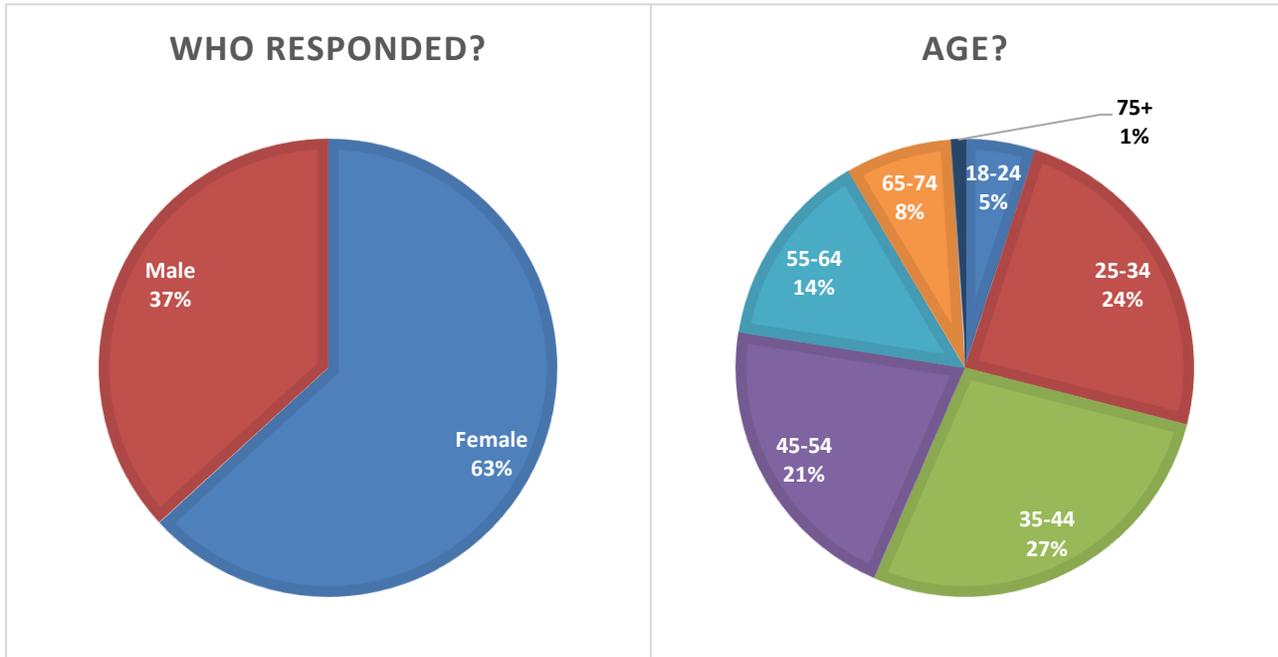
### How NAHSE Members Are Faring in the Current Health Pandemic

In order to take the pulse of how its members are being affected by the COVID-19 health pandemic, the National Association of Health Services Executives (NAHSE) conducted a brief membership survey from June 01–June 15, 2020. Members were asked to respond to questions about the impact of COVID-19 on their professional lives and their impressions about some of the longer-term effects of COVID-19 on their organizations and communities. Members were also asked about their perceptions of the national response to COVID-19. Approximately 2,000 of NAHSE members received invitations to participate in the survey, and 201 members responded (10% response rate).

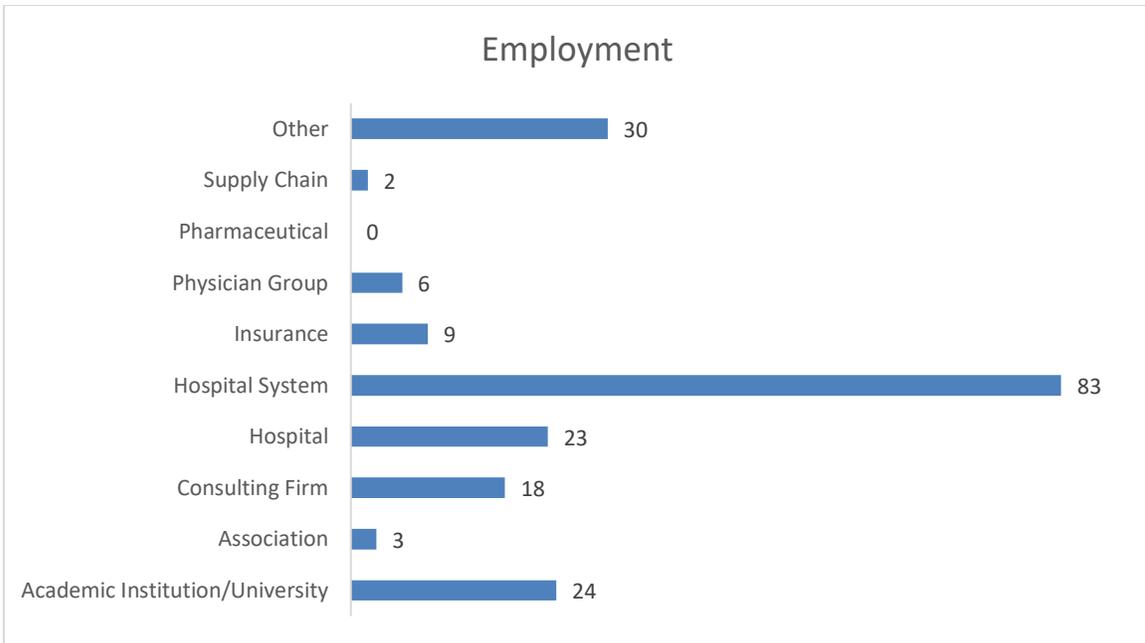


## Who Responded to the Survey?

- Sixty-three percent of respondents were female; 37% were male.
- Fifty-six percent of the respondents were under 45 years of age; 35% were between 46 and 64 years of age; and 8% were 65 years or older.



- Respondents were geographically diverse. More than 31 NAHSE chapters in 28 states were represented among the respondents. Sixty percent of respondents were residents of nine states: Maryland (9%); Texas (8%); Florida (7%); Georgia, Illinois, New York, and Pennsylvania (6% each); and Michigan and North Carolina (5% each).
- Eighty-four percent of respondents are employed and working full-time; students (4%) and retired persons (4%) are also included among the respondents; other respondents (4%) were consultants, entrepreneurs, or working in another industry outside of healthcare.
- More than half (53.5%) are employed by a hospital or hospital system; 12% work at a university or academic institution; 9% are employed by consulting firms; the remaining 15% are employed in a variety of organizations, including law firms, medical device companies, community-based pharmacies, or third-party insurance administrators.

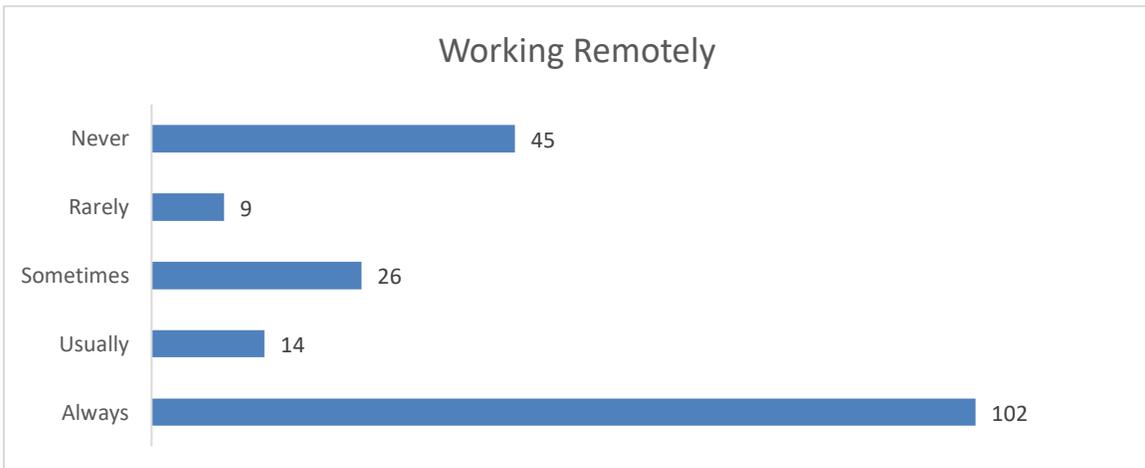


- The majority of respondents (59%) are affiliated with ACHE: 44% are members and 8% are fellows of ACHE.

## How Is COVID-19 Affecting Members' Professional Lives?

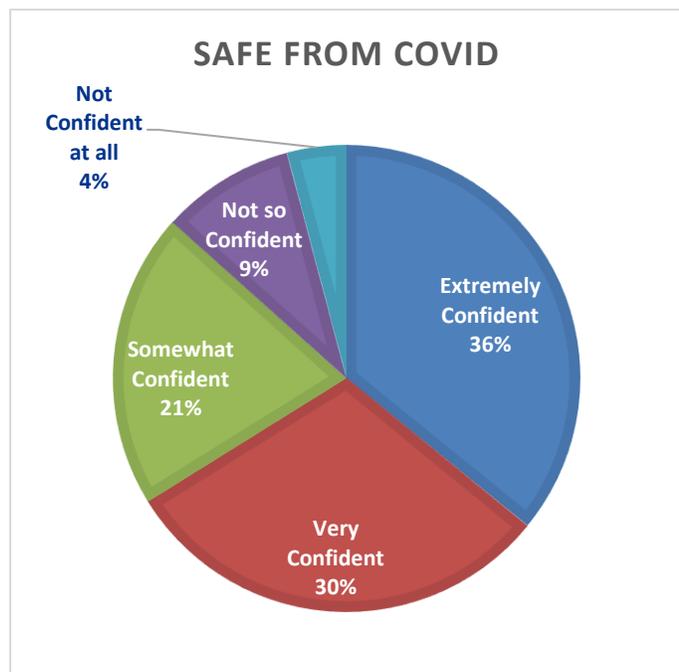
### We asked:

- **Are you working remotely due to COVID-19?** (Responses: n=196) Fifty-nine percent of respondents indicated they always or usually work remotely; 13% work remotely sometimes; approximately 28% indicated they work remotely rarely or never.



- **How confident are you that you have the right resources and benefits from your company to help support you through this period (e.g., conference calls, technology, transportation)?** (Responses: n=191) The large majority of respondents indicated they are extremely or very confident (81.6%) that their institution can adequately support them through the pandemic. However, nearly 20% of participants still have concerns about receive adequate support from their institution.
- **Has your organization communicated a clear plan of action in response to COVID-19?** (Responses: n=191) The large majority of respondents (90.6%) strongly agreed or agreed that their institution communicated a clear plan in response to COVID-19. Slightly less than 10% of respondents were ambivalent or indicated that their institution did not have a clear communication plan.

- **Are you confident that you are safe from COVID-19 infection in your work or school environment?** (Responses: n=191) Most respondents reported being extremely confident (36.7%), very confident (30.9%) or somewhat confident (20.9%) of their safety from COVID-19 infection in their work or school environments. Slightly more than 10% of respondents indicated that they were not so confident (7.3%) or not at all confident (4.2%) of their safety at work or school.



- **Are you worried that you may experience job loss, pay cuts or reduced benefits due to financial losses experienced by your organization because of COVID-19?** (Responses: n=196) Nearly 80% of respondents reported being at least a little worried that they may experience job loss, pay cuts or reduced benefits due to COVID-19 related financial losses experienced by your organizations. Approximately 22% of respondents indicated they were not at all worried about experiencing job loss, pay cuts or reduced benefits.

- **How are you coping with living and working virtually?** (Responses: n=198) A large majority of respondents (76.3%) indicated that they are coping well living and working virtually; (11.6%) indicated that they are barely coping or not coping; 12% of respondents responded “other” to this question and specified that were they were not working remotely and they were going into the office (5%) or refused to respond (3%). The remaining 4% stated:

---

*It comes and it goes. Most days I'm fine but there are moments when I miss what life used to be.*

---

*Coping is maybe too harsh but it is a big adjustment.*

---

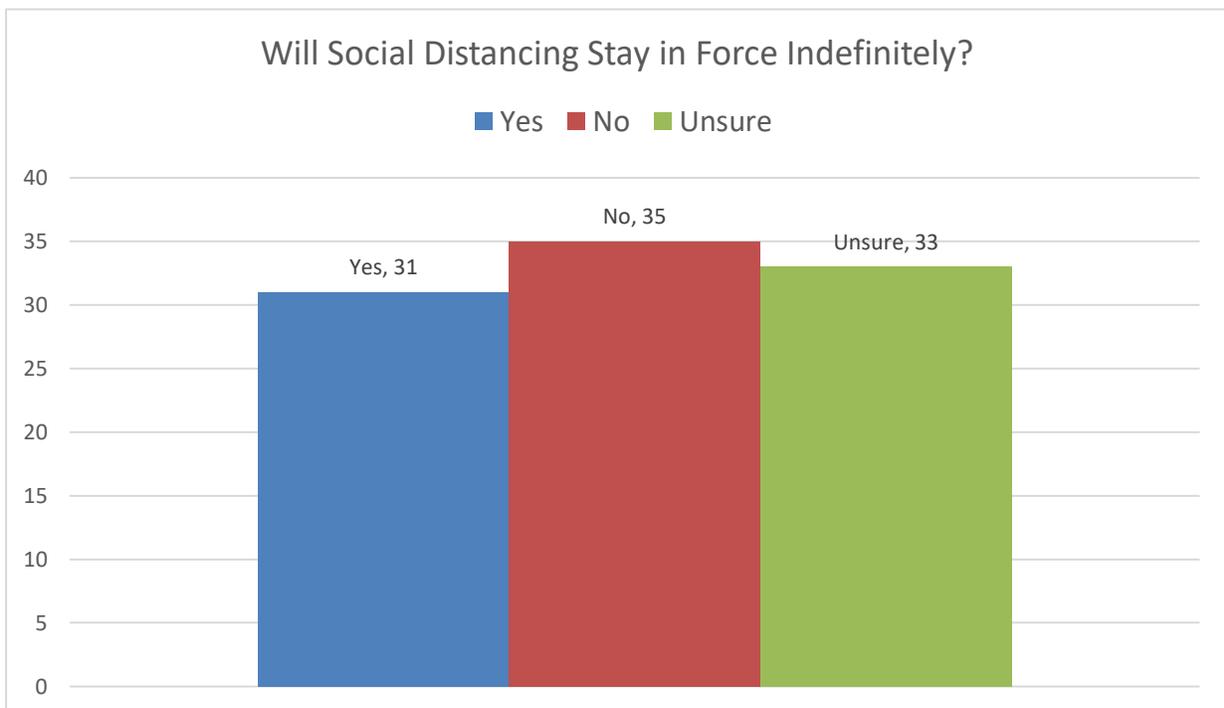
*Every day is different. It depends on the day but I'm mostly coping well.*

---

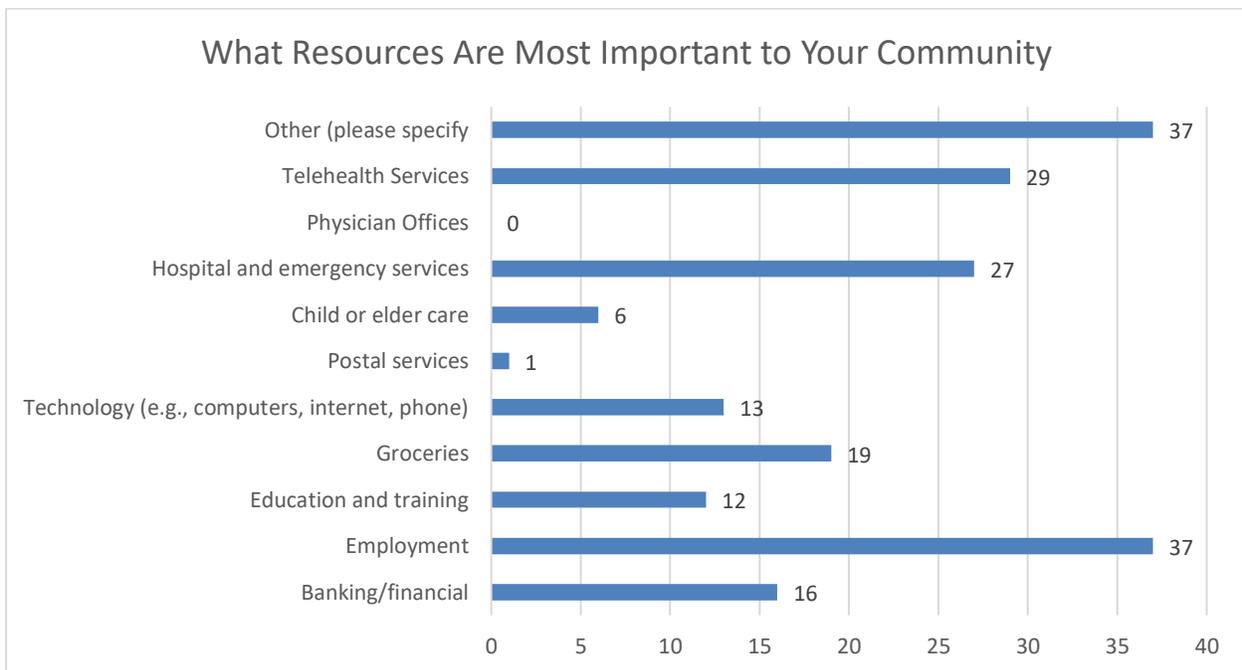
## What Are Some of the Longer-Term Effects of COVID-19 on Members' Organizations and Communities?

### We asked:

- **Do you think social distancing will stay in force indefinitely?** (Responses: n=200) There was no clear consensus among respondents about whether social distancing will stay in force indefinitely. Thirty-one percent of respondents answered yes when asked if social distancing was here to stay; 35% answered no, and a 33% were unsure.



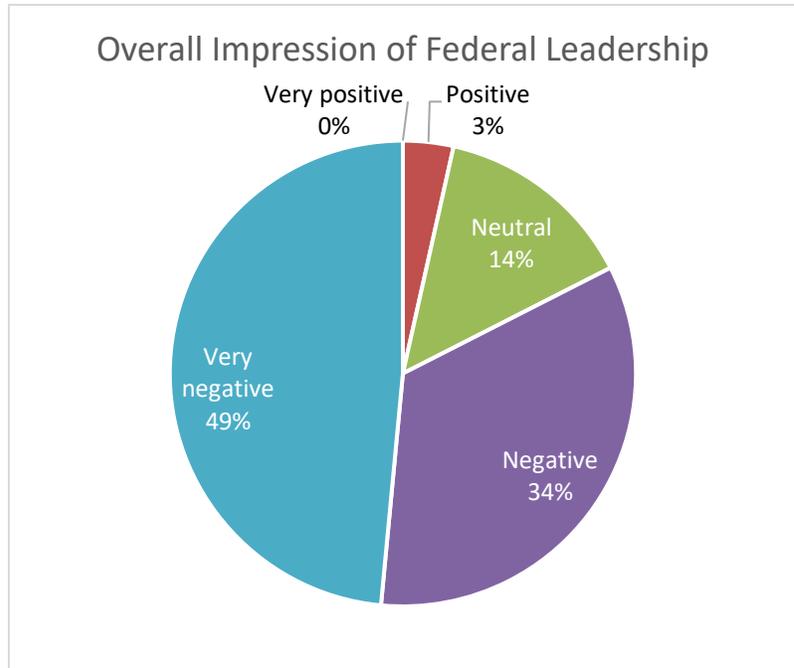
- Will you support laser thermometer testing to check for fevers before employees return to work?** (Responses: n=200) The majority of respondents (87%) indicated support for laser thermometer testing to check for fevers before employees return to work (63% were very likely and 24% were likely to support laser thermometer testing). Less than 10% of respondents indicated they were unlikely or very unlikely to support laser thermometer testing.
- What types of communities does your organization serve?** (Responses: n=192) Most respondents indicated that their organizations served more than one type of community. Approximately 85.9% of respondents reported that their organization serves city or urban communities; 59.9% serve suburban communities, and 41.2% serve rural communities.
- What resources are most important to helping your community respond to COVID-19?** (Responses: n=197) The resources most frequently named by respondents as being most important to helping their communities respond to the COVID-19 pandemic were: employment (18.8%), hospital and emergency services (13.7%), telehealth (14.7%), groceries (9.6%) and banking/financial (8.1%). In addition, 18.8% reported that “other” resources are important to helping their communities respond to COVID-19. Where “other” was indicated, the respondents thought all the listed resources were critical to the community and they did not want to identify one service over another (14%). The remaining respondents reported that their survey would not allow them to indicate a specific resource and the “other” category was the only category they could check (4.8%).



## What Are Members' Perceptions About the National Response to the COVID-19 Crisis?

### We asked:

- **What are your overall impressions of how federal leadership has handled the COVID-19 response?** (Responses: n=200) The majority of respondents (82.5%) had either a very negative or negative impression of the federal leadership's response to COVID-19 pandemic. The remaining respondents had a neutral (14%) or positive (3.5%) impression of the federal response.



- **What could federal leadership do to improve your impressions?** (Responses: n=166) Three main themes emerged from qualitative responses to this question. First, respondents indicated that the federal government needs to send clear, fact-based messaging about the pandemic. Communication should be based on guidance and facts from medical and scientific experts, without bias or a political agenda. Second, the federal government should address racial and ethnic disparities associated with COVID-19. Finally, coordination between federal, state, and local governments should be improved.



## Appendix (Raw Data)

### 1. What is your gender?

Responses (n=201)	N	%
Female	127	63.1
Male	74	36.82

### 2. What is your age?

Responses (n=200)	N	%
18-24	10	5
25-34	48	24
35-44	55	27
45-54	42	21
55-64	28	14
65-74	15	7
75+	2	1

### 3. In what state or U.S. territory are you currently registered to vote?

Responses (n=195)	N	%
Maryland	19	9
Texas	16	8
Florida	15	7
Georgia, Illinois, New York, Pennsylvania (tie)	50	6
Michigan, North Carolina	21	5
Total	121	62

### \* 4. Which of the following categories best describes your employment status?

Responses (n=200)	N	%
Employed, working full-time	168	84
Employed, working part-time	2	1
Not employed, looking for work	4	2
Student	4	4
Retired	4.5	4
Other	4.5	4

## 5. What description best describes your employer?

Responses (n=198)	N	%
Academic Institution/University	24	12.12
Association	3	1.52
Consulting Firm	18	9.09
Hospital	23	11.62
Hospital System	83	41.92
Insurance	9	4.55
Physician Group	6	3.03
Pharmaceutical	0	-
Supply Chain	2	1.01
Other	30	15.15

## 6. Are you working remotely due to COVID-19?

Responses (n=196)	N	%
Always	102	52
Usually	14	7.14
Sometimes	26	13.27
Rarely	9	4.59
Never	45	22.96

## 7. How confident are you that you have the right resources and benefits from your company to help support you through this period (e.g., conference calls, technology, transportation)?

Responses (n=191)	N	%
Extremely Confident	87	45.5
Very Confident	69	36.1
Somewhat Confident	28	14.7
Not so Confident	4	2.1
Not Confident at all	3	1.6

**8. Has your organization communicated a clear plan of action in response to COVID-19?**

Responses (n=191)	N	%
Strongly Agree	109	57.1
Agree	64	33.5
Neither agree nor disagree	10	5.2
Disagree	7	3.7
Strongly Disagree	1	0.5

**9. Are you confident that you are safe from COVID-19 infection in your work or school environment?**

Responses (n=191)	N	%
Extremely Confident	70	36.7
Very Confident	59	30.9
Somewhat Confident	40	20.9
Not so Confident	18	7.3
Not Confident at all	8	4.2

**10. Are you worried that you may experience job loss, pay cuts or reduced benefits due to financial losses experienced by your organization because of COVID-19?**

Responses (n=196)	N	%
A great deal	26	13.3
A lot	18	9.2
A moderate amount	54	27.6
A little	55	28.1
Not at all	43	21.9

**11. Do you think social distancing will stay in force indefinitely?**

Responses (n=200)	N	%
Yes	31	62%
No	35	71%
Unsure	33	67%

**12. Will you support laser thermometer testing to check for fevers before employees return to work?**

<b>Responses (n=200)</b>	<b>N</b>	<b>%</b>
Very likely	126	63
Likely	48	24
Neither likely or unlikely	17	8.5
Unlikely	7	3.5
Very unlikely	2	1

**13. What are your overall impressions of how federal leadership has handled the COVID-19 response?**

<b>Responses (n=200)</b>	<b>N</b>	<b>%</b>
Very positive	0	0.0
Positive	7	3.5
Neutral	28	14.0
Negative	68	34.0
Very negative	97	48.5

**14. What could federal leadership do to improve your impressions?  
Respondents (n=166)**

**15. What types of communities does your organization serve? (Check all that apply)**

<b>Respondents (n=192)</b>	<b>COUNT</b>
City or urban	165
Suburban	115
Rural	79
Other (please specify)	22

**16. What resources are most important to helping your community respond to COVID-19?**

<b>Responses (n=200)</b>	<b>N</b>	<b>%</b>
Banking/financial	16	8.1%
Employment	37	18.8%
Education and training	12	6.1%
Groceries	19	9.6%
Technology (e.g., computers, internet, phone)	13	6.6%
Postal services	1	0.5%
Child or elder care	6	3.1%
Hospital and emergency services	27	13.7%
Physician Offices	0	0.0%
Telehealth Services	29	14.7%
Other (please specify	37	18.8%

**17 - How are you coping with living and working virtually?**

<b>Respondents (n=198)</b>	<b>N</b>	<b>%</b>
Coping well	151	76.3
Barely coping	22	11.1
Not coping	1	0.5
Other (please specify)	24	12.1

**Research Committee Members:**

Cie Armstead, DBA, Rhonda BeLue, Ph.D., Ebbin Dotson, Ph.D., Keith Elder, Ph.D., Chioma Echeumuna, MT, MBA, Keith Elder, Ph.D., Kimberly Enard, Ph.D. (Co-Chair), Angel Evans, DBA, Rupert Evans, DHA, FACHE, Allyson Hall, Ph.D., Diane Howard, Ph.D., FACHE (Co-Chair), Dale Sanders, DO, DHA, Laurie Shanderson, Ph.D., FACHE, Jacqueline Wiltshire, Ph.D.