



National Association of Health Services Executives

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

COVID-19:

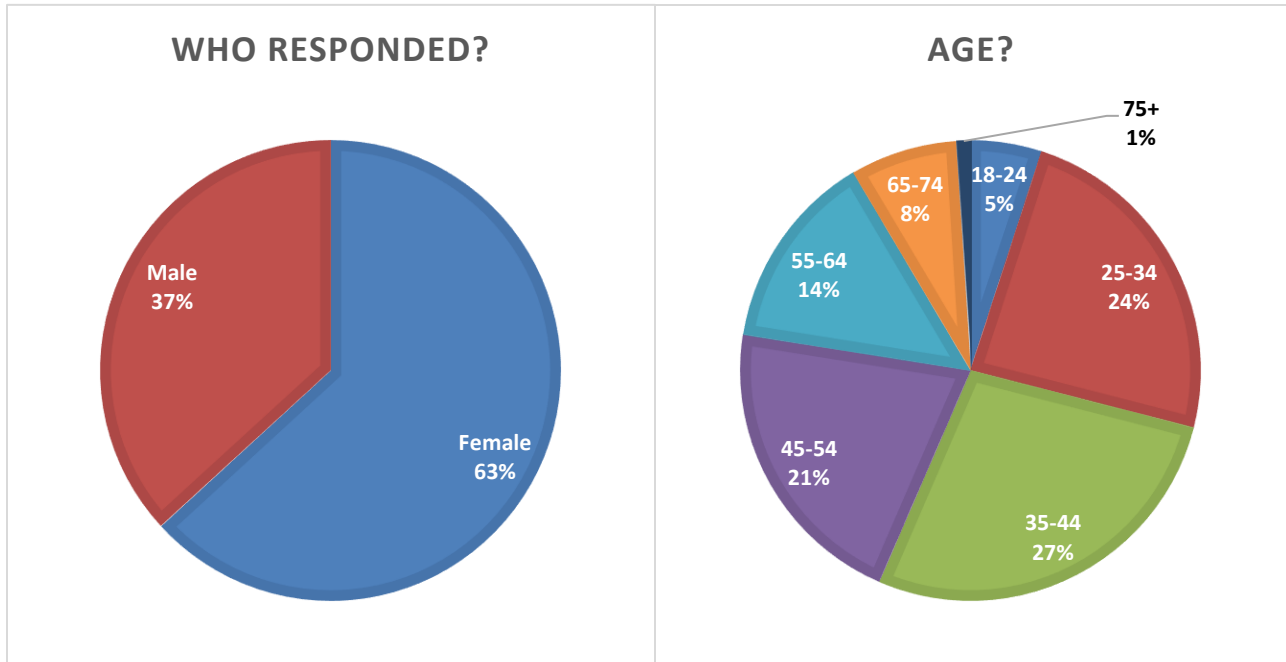
How NAHSE Members Are Faring in the Current Health Pandemic

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).

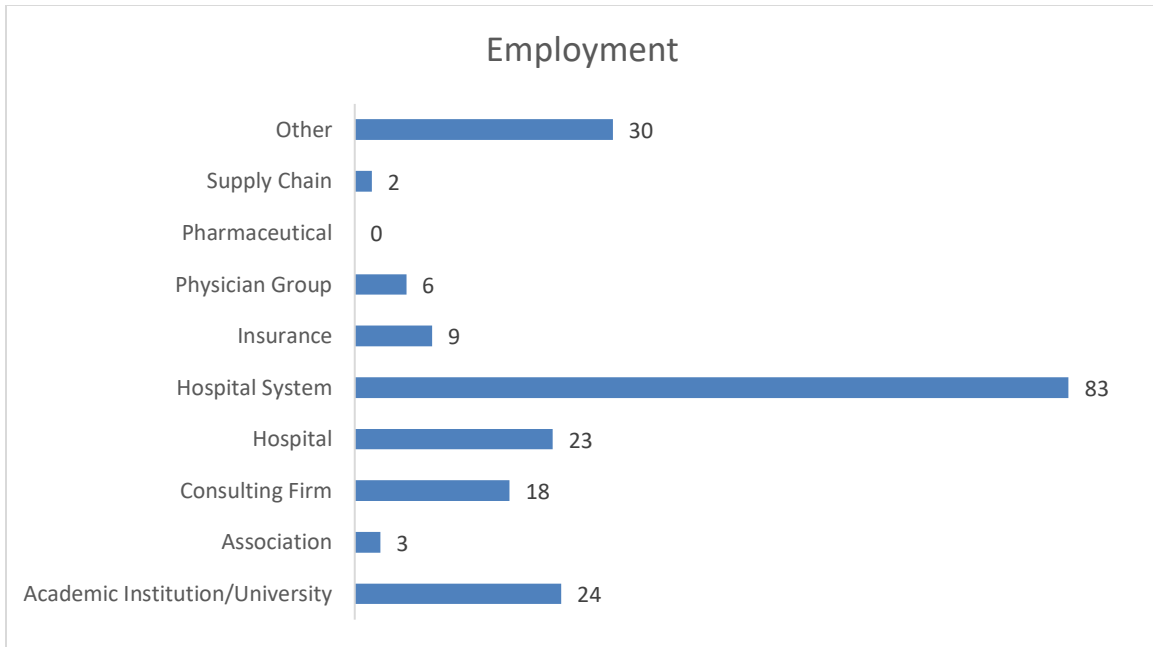


Who Responded to the Survey?

- 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.

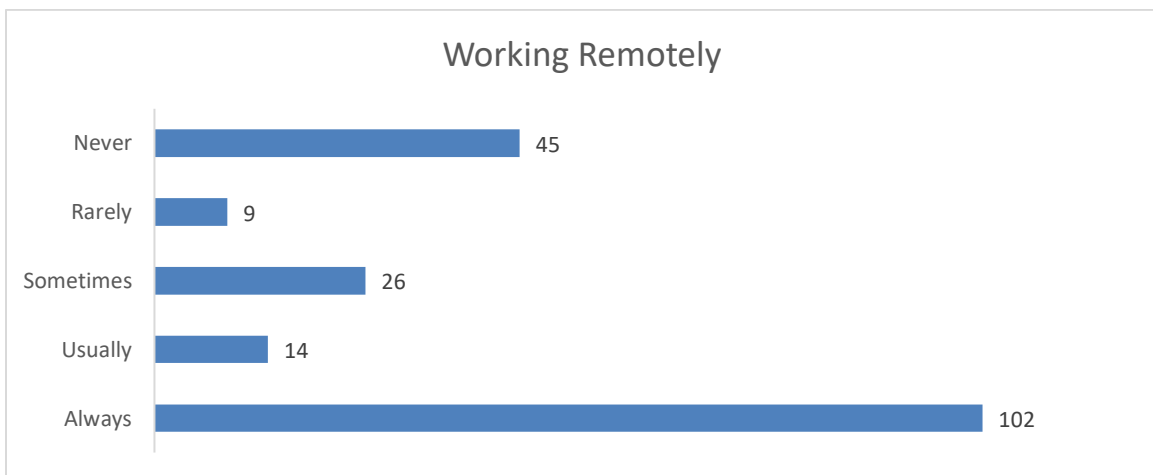


- The majority of respondents (59%) are affiliated with ACHE: 44% are members and 8% are fellows of ACHE.

How Is COVID-19 Affecting Members' Professional Lives?

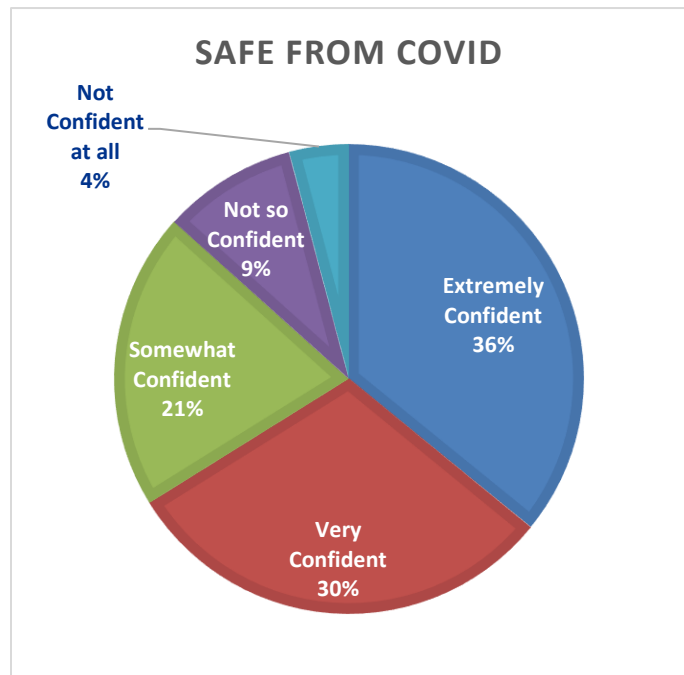
We asked:

- **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.

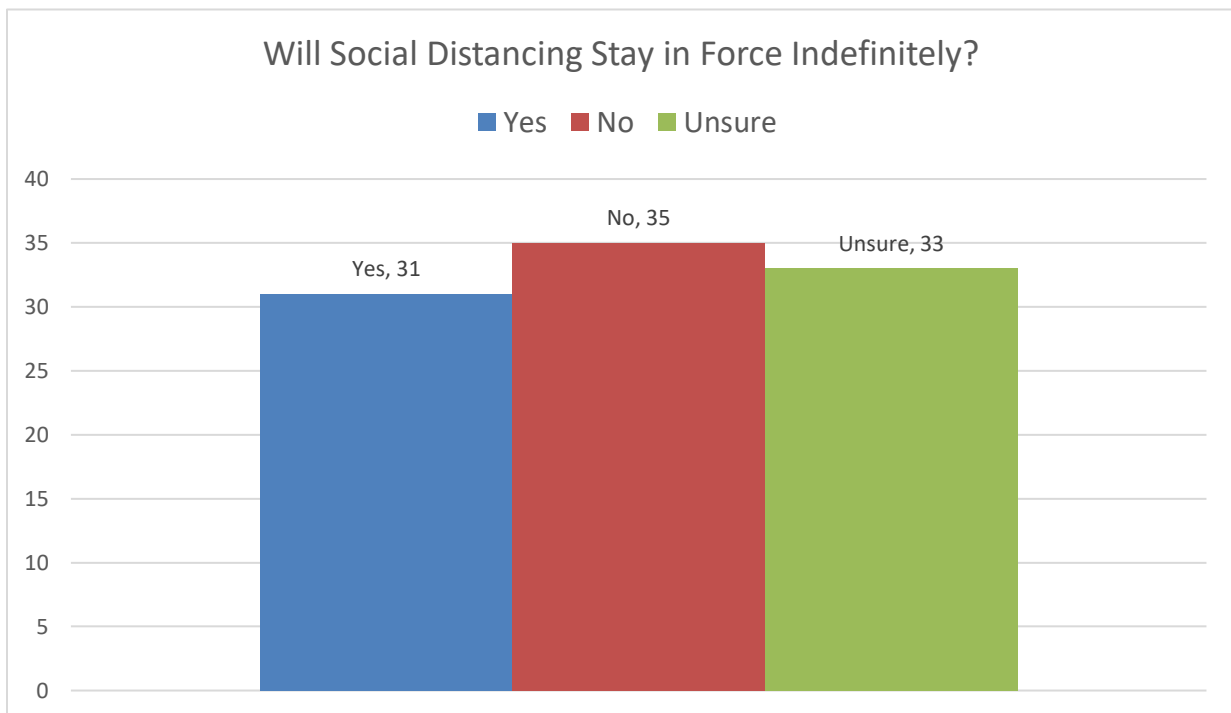
Coping is maybe too harsh but it is a big adjustment.

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

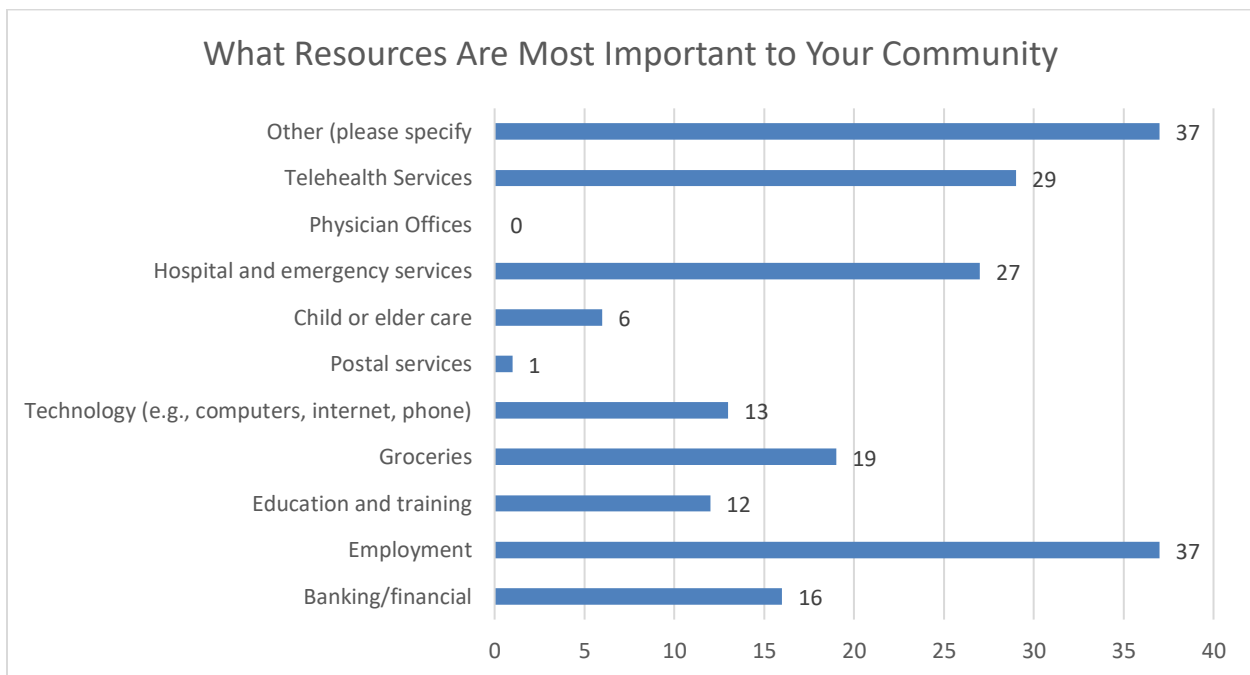
What Are Some of the Longer-Term Effects of COVID-19 on Members' Organizations and Communities?

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.



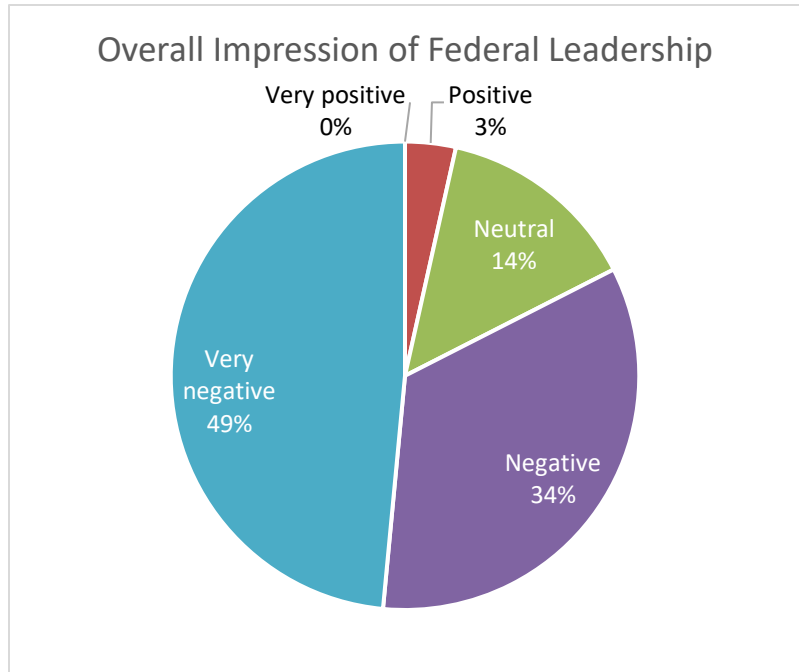
- Will you support laser thermometer testing to check for fevers before employees return to work?** (Responses: n=200) The majority of respondents (87%) indicated support for laser thermometer testing to check for fevers before employees return to work (63% were very likely and 24% were likely to support 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?

Responses (n=200)	N	%
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?

Responses (n=200)	N	%
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)

Respondents (n=192)	COUNT
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?

Responses (n=200)	N	%
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?

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

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