



ADVANCING INTEGRATED HEALTHCARE



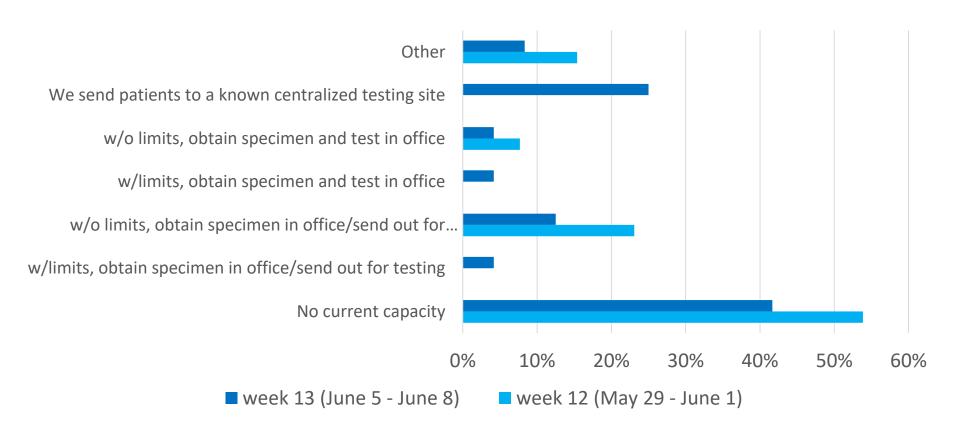


Impact of COVID-19 in Rhode Island: Frontline Primary Care Provider Survey Results

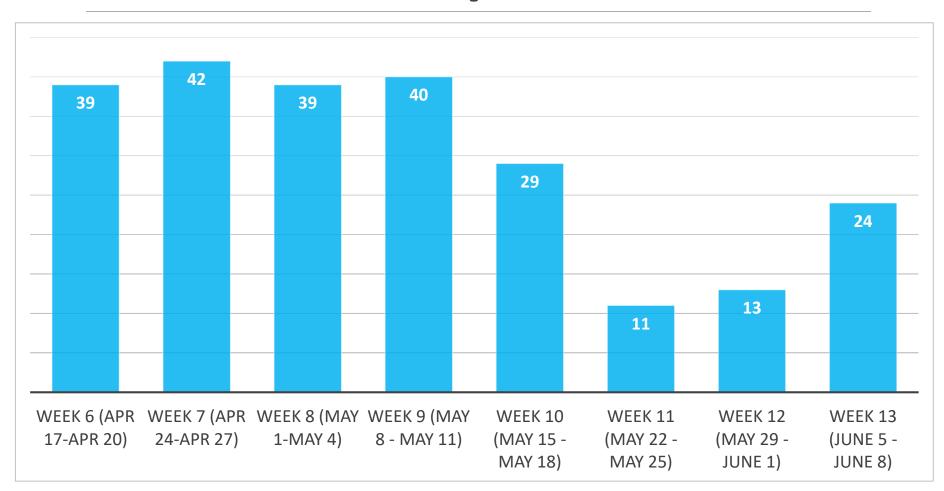
JUNE 12, 2020

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

- •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

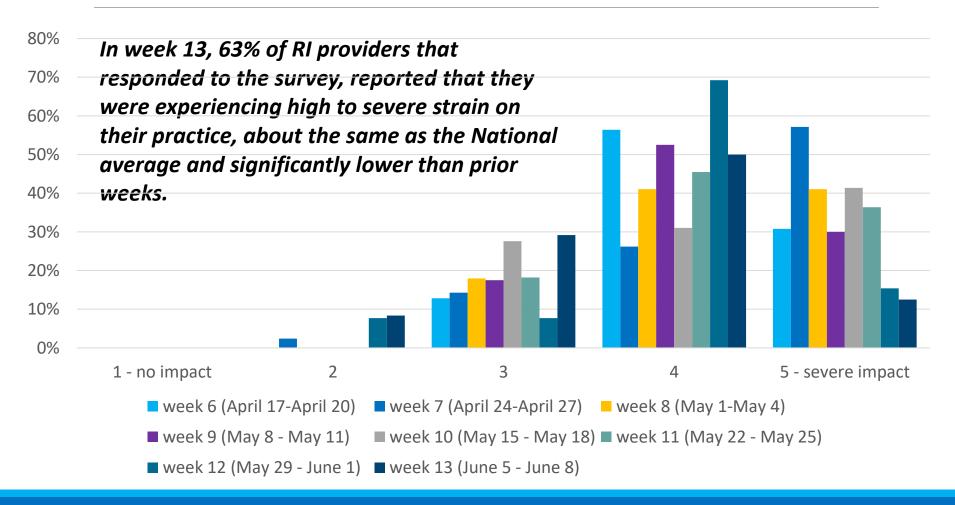
May 15 – May 18th (Week 10): "We do not have easy access to adequate affordable PPE. We desperately need help with this! We are seeing/billing <50% of our usual schedule yet being asked to lay out money for telehealth and PPE."

May 22 – May 25th (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!"

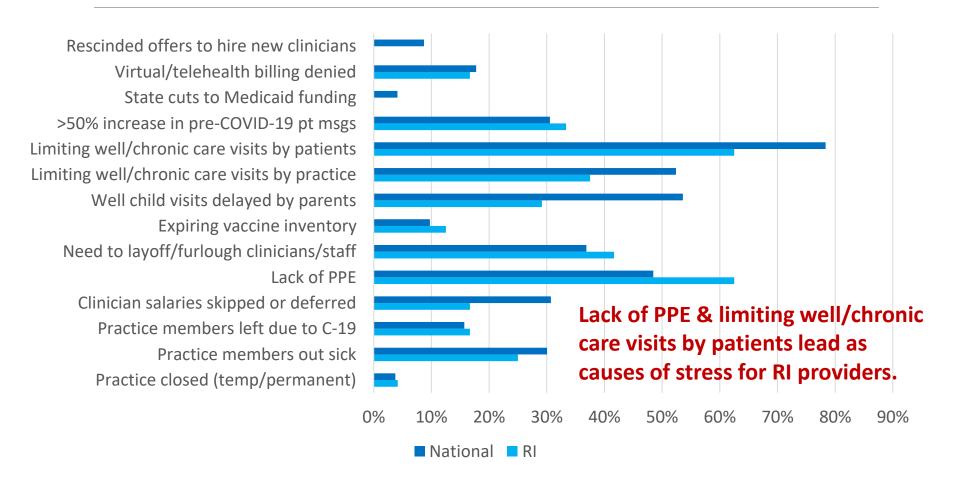
May 29 – June 1st (Week 12): "The ability to delay care that can be delayed is getting thin. Adapting the office so that it can provide safe in -person care is a growing need."

June 5 – June 8th (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."

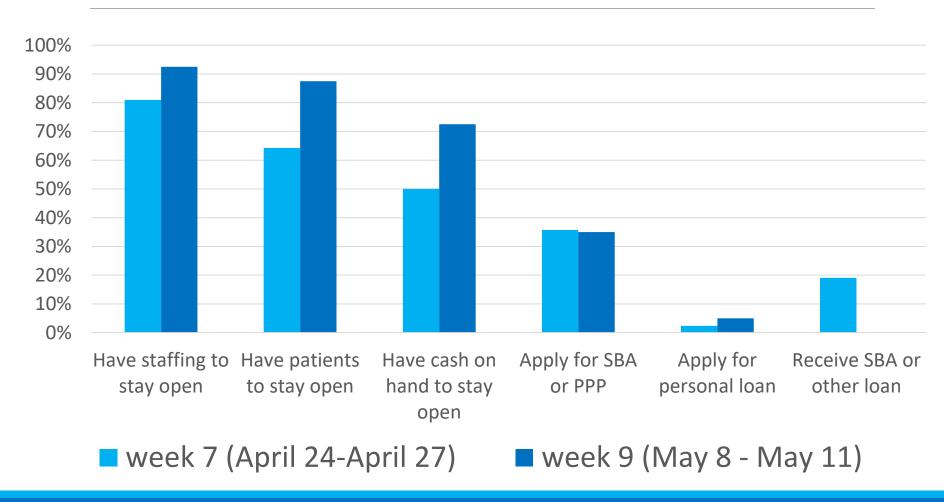
Level of strain related to C-19 on your practice?



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



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



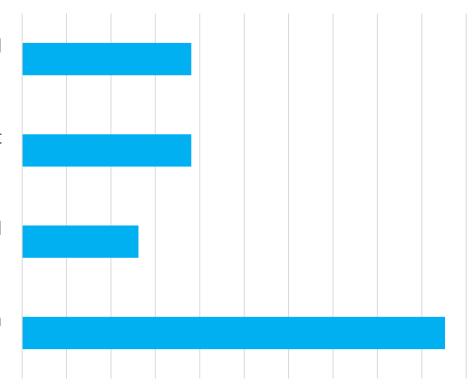
Flash Question: Thinking of your most recent experiences...

Should primary care have a >50% capitated payment model?

Should primary care have >50% FFS payment model?

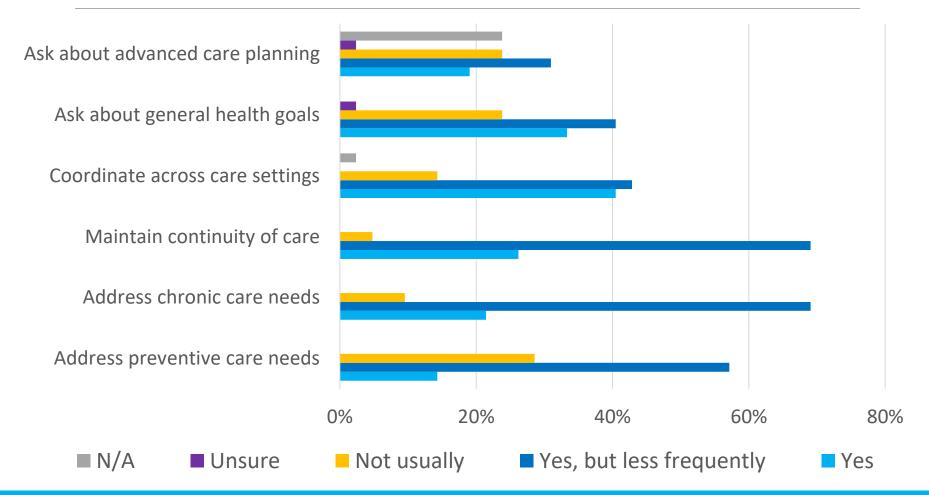
Should primary care practices be the preferred site for COVID-19 testing?

Do you have regular contact with public health dept?

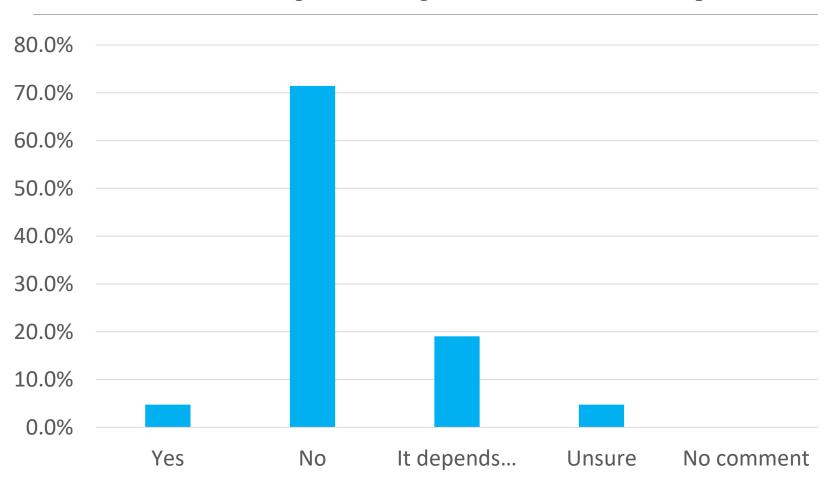


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% Yes Answer

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

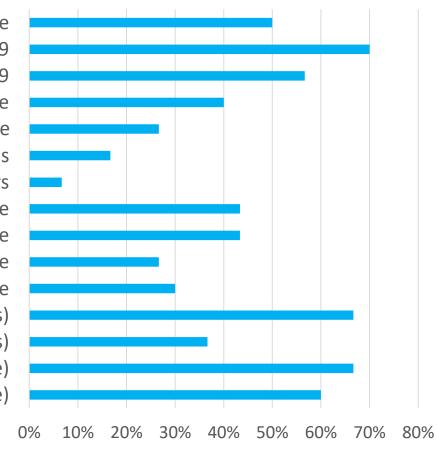


Opinion Question Safe to open up the country?

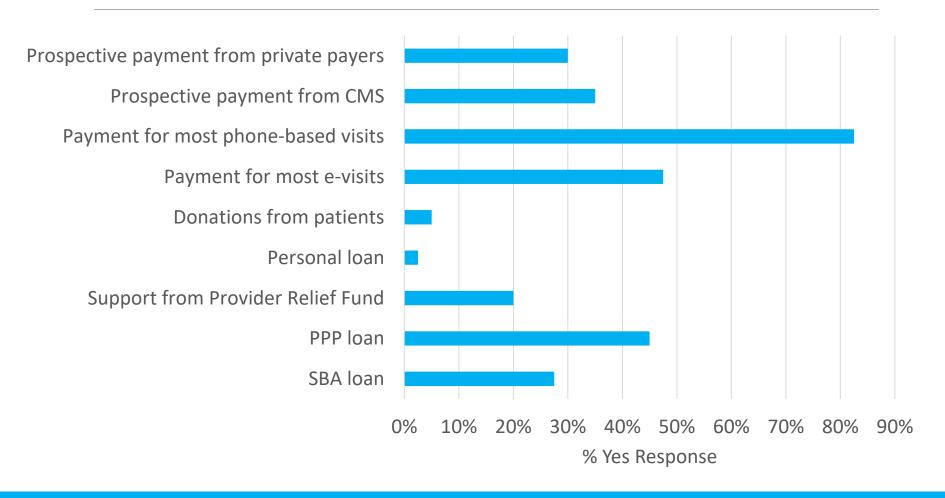


Flash Question: How will your practice be different after COVID-19?

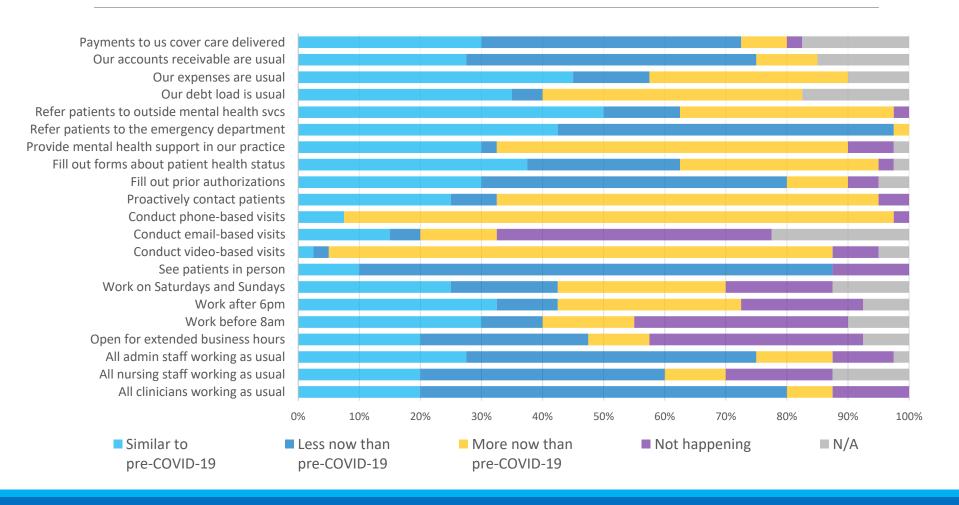
PC overwhelmed due to delayed care Early opening will inc risk 2nd wave C19 Supportive PC policies will reverse post C19 Most indep practices will be gone Pop and/or govt accepted the unacceptable Damaged trust with safety-net systems Damaged trust with medical providers Avoidable illness due to delayed care Avoidable deaths due to delayed care Increase in prevalence of domestic violence Increase in prevalence of substance abuse Pt volume (increased MH concerns) Pt volume (delayed vaccinations) Pt volume (delayed preventive care) Pt volume (delayed chronic care)



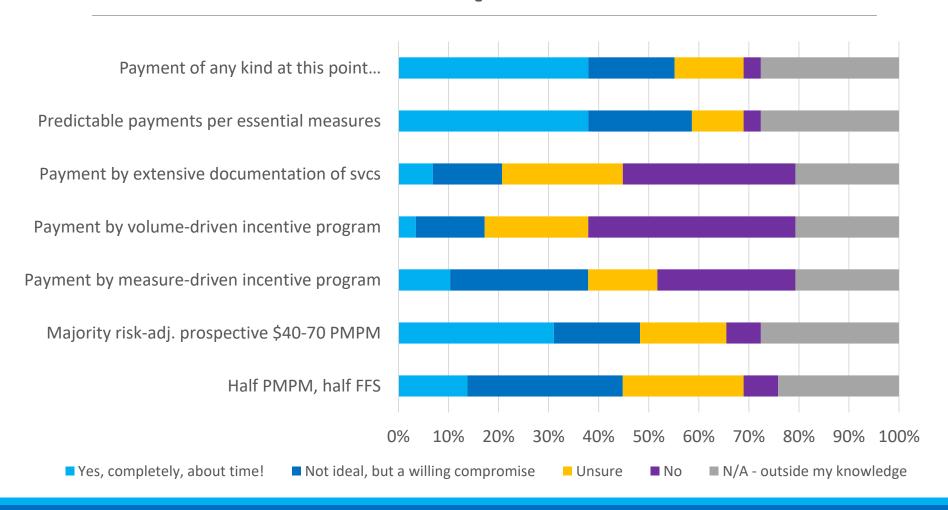
Flash Question: During the past four weeks, did you receive...



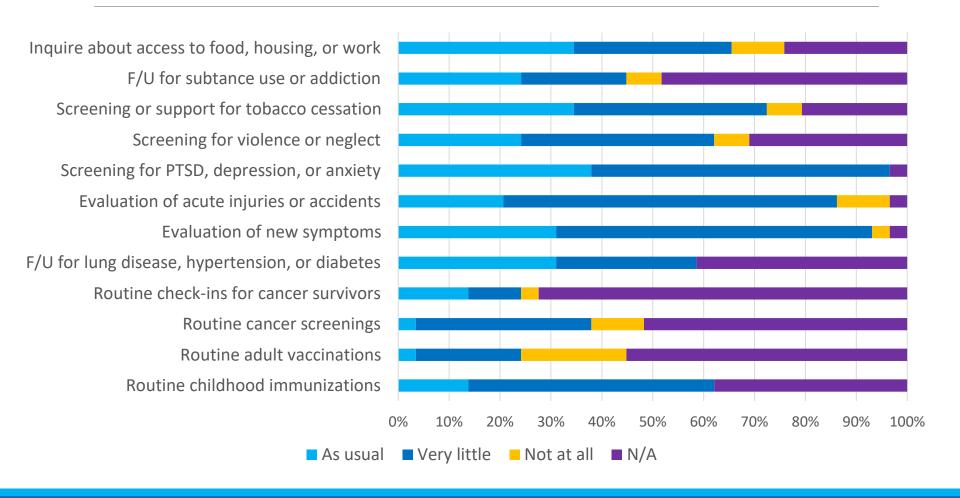
Flash Question: Thinking about your practice today, how has your practice changed since before COVID-19?



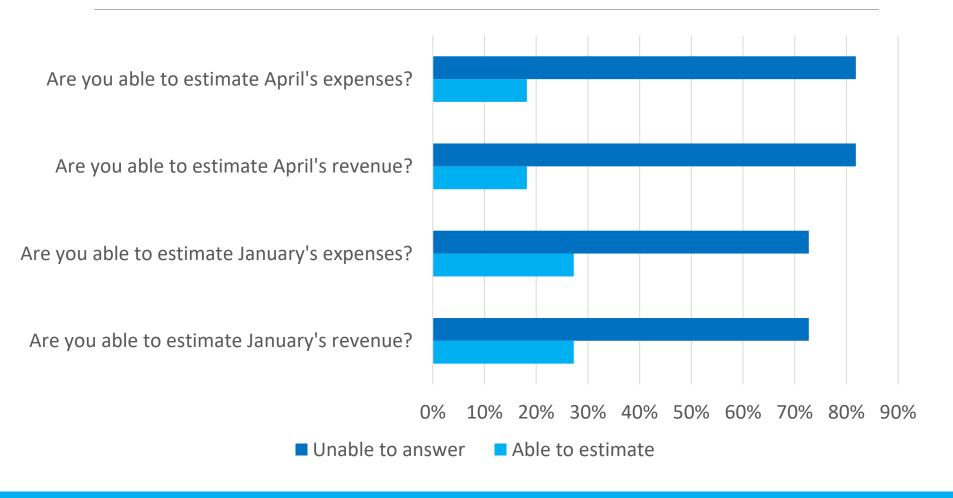
Payment structure to better weather the COVID-19 pandemic?



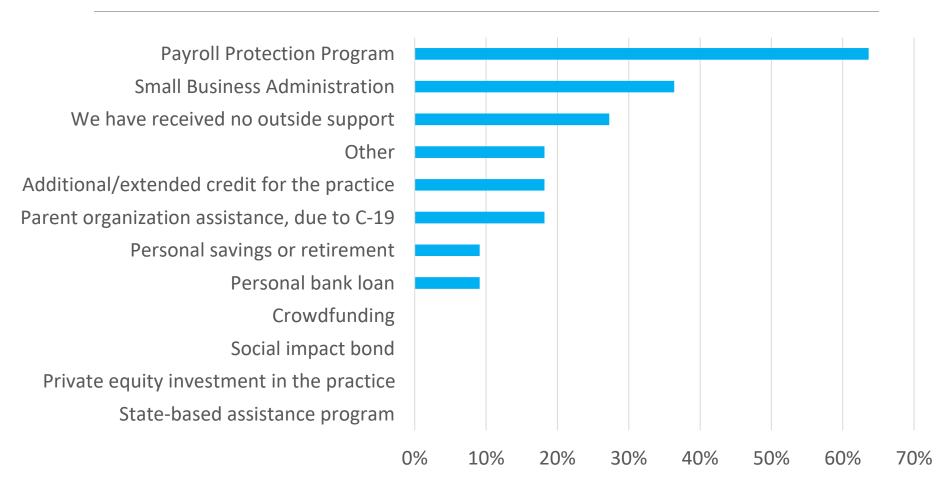
Flash Question: Over the past 8 weeks, have you been able to do...



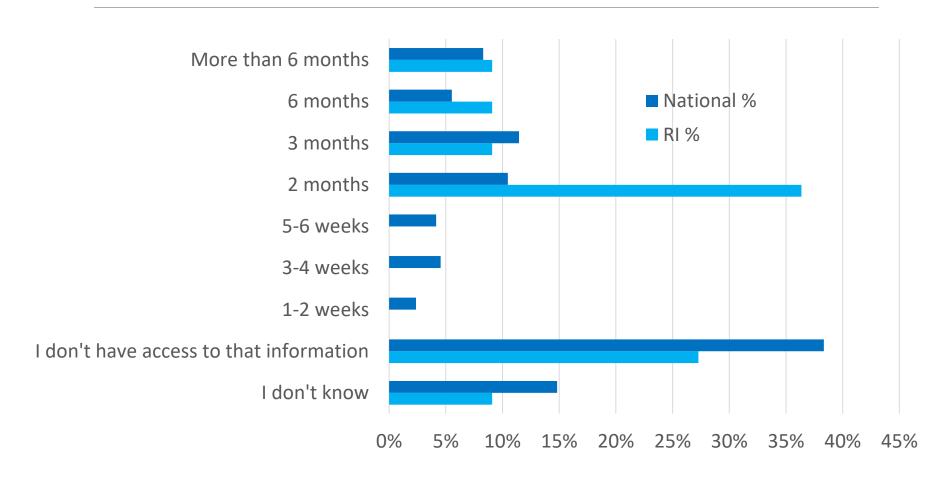
Estimating Revenue and Expense Flash Questions



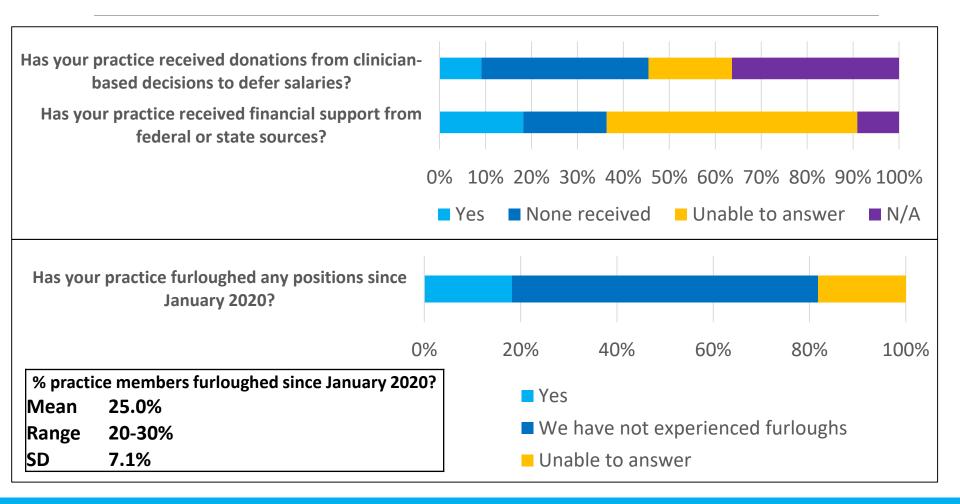
Flash Question: Has your practice received financial support from any of the following sources?



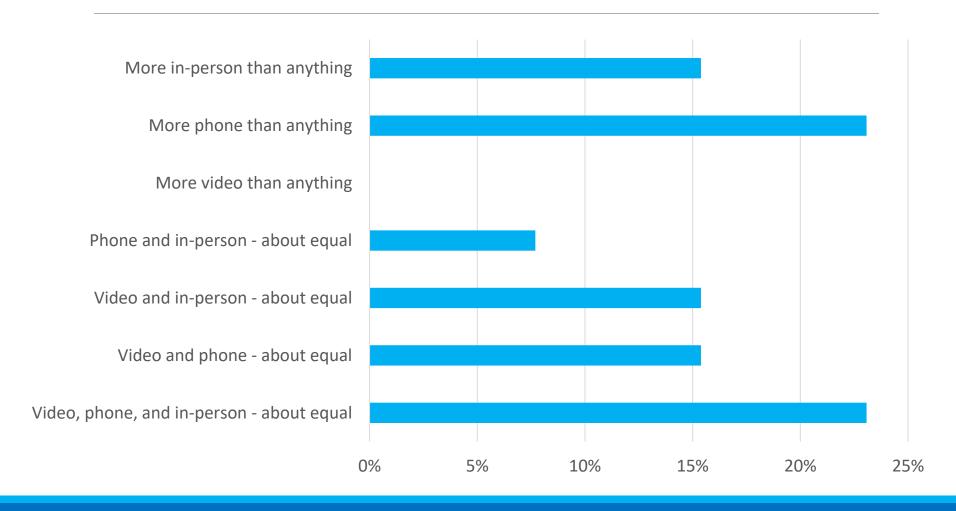
FQ: How many weeks/months might your current financial reserves for your practice last?



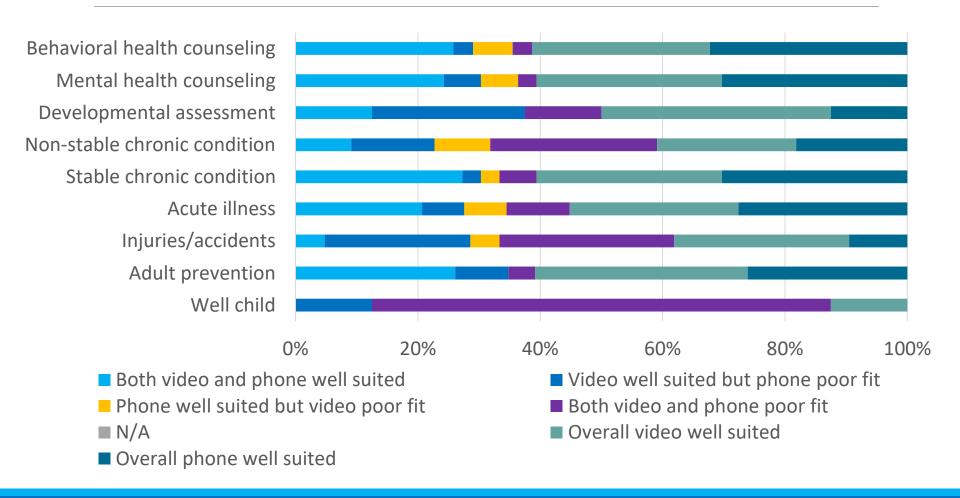
Flash Questions



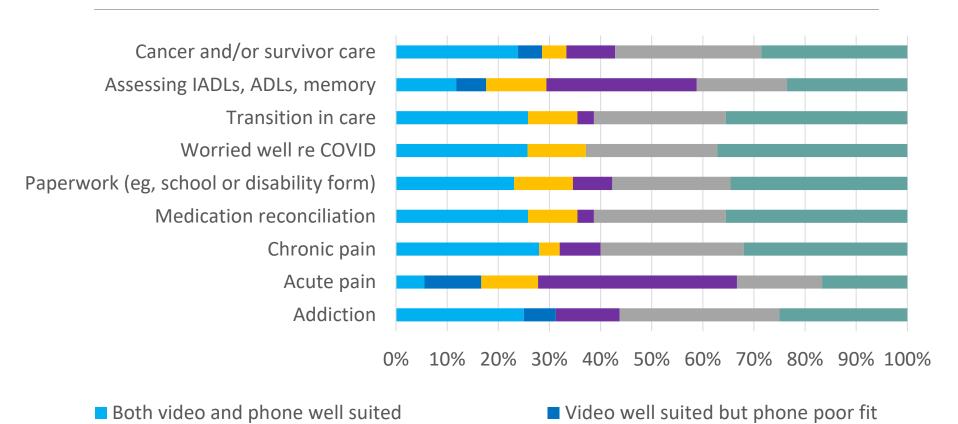
Over the past week, would you say your modes of care delivery have been...



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?



Week 12 (May 29 – June 1st) Survey Results

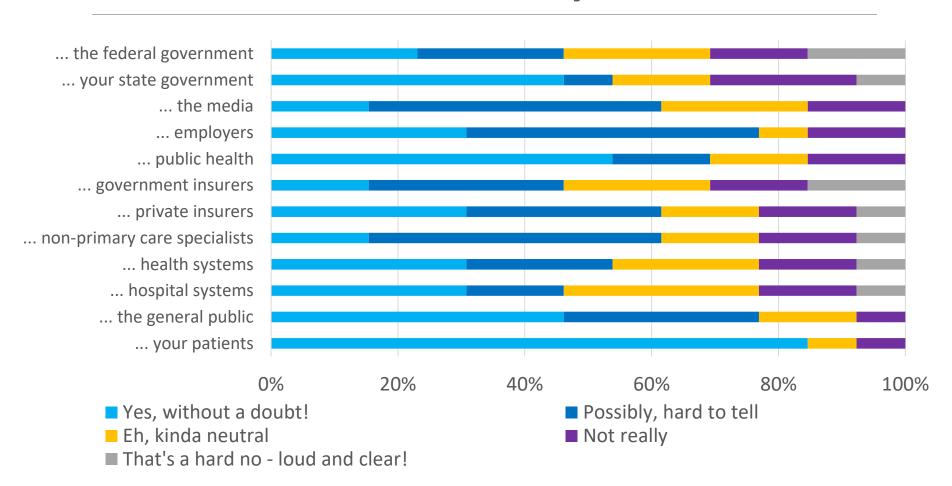
■ Both video and phone poor fit

Overall phone well suited

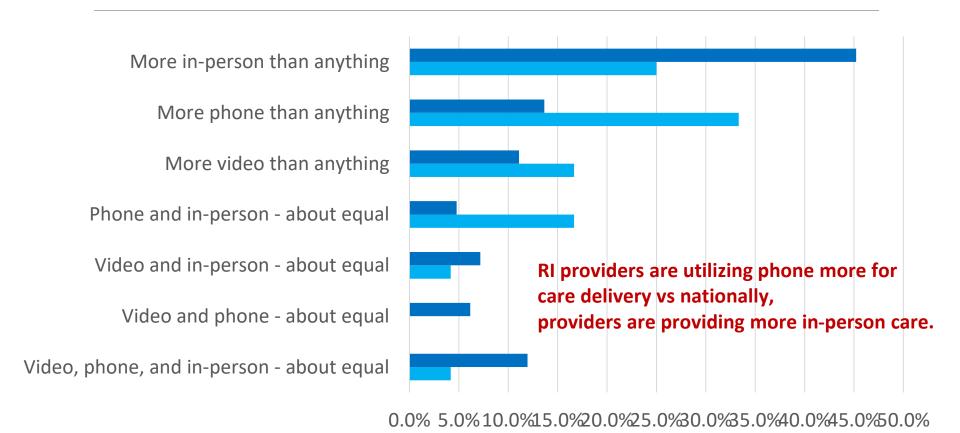
Phone well suited but video poor fit

Overall video well suited

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



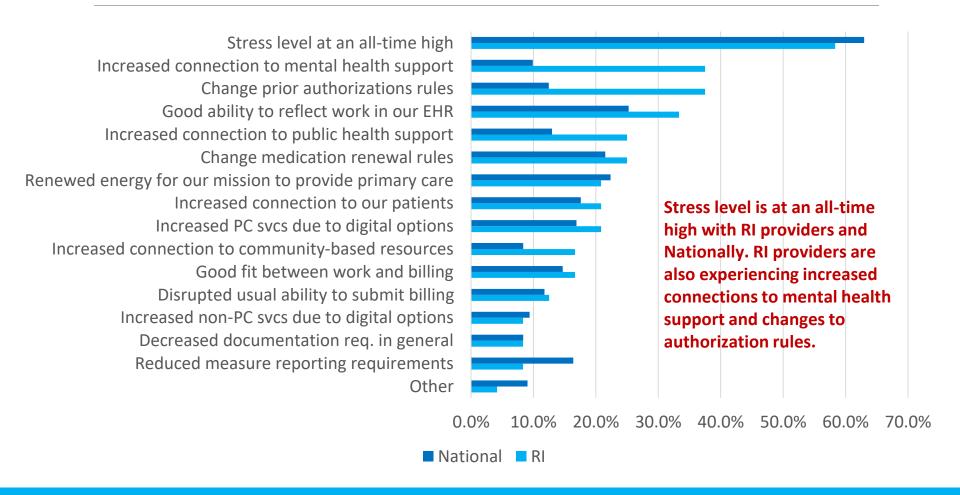
Over the past week, would you say your modes of care delivery have been...



Week 13 (June 5 – June 8th) Survey Results

■ National ■ RI

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...

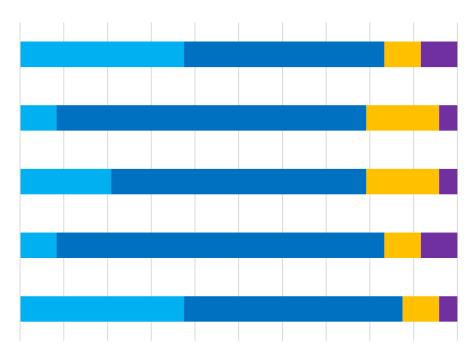
... integrated, attentive to both social and physical concerns

... coordinated, integrating care across settings

... continuous, seeing my established patients

... comprehensive, addressing majority of needs

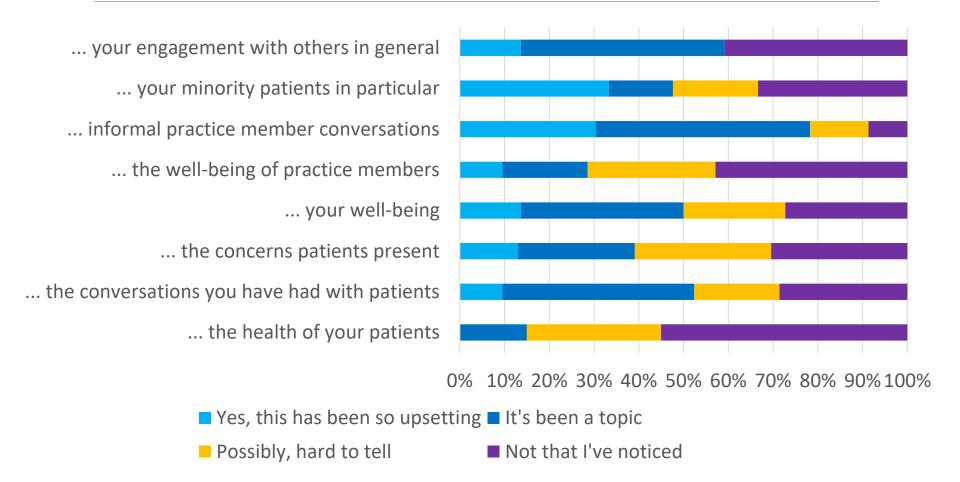
... first contact, they contact us first when there is a need



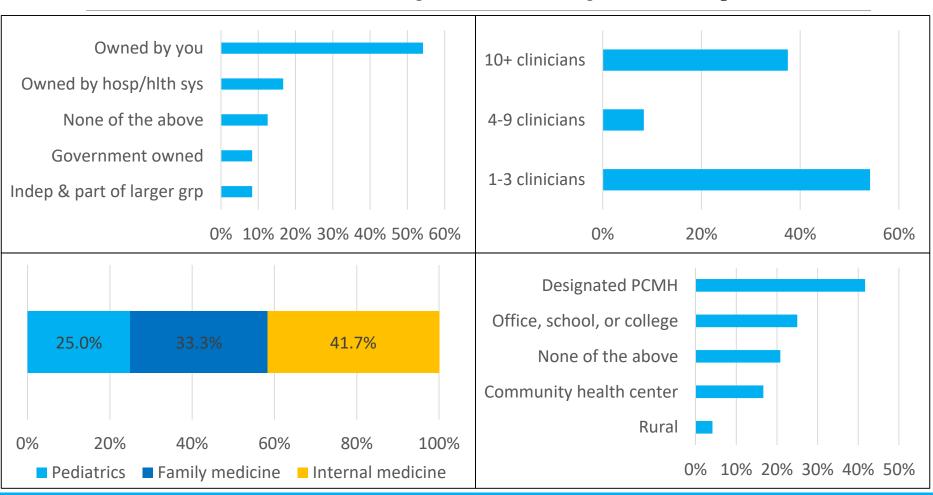
- 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
 - Sometimes... the pandemic makes this hard
 - Pipe-dream, this hasn't been for a long time

- Yes, without a doubt!
- No, but will again after the pandemic

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

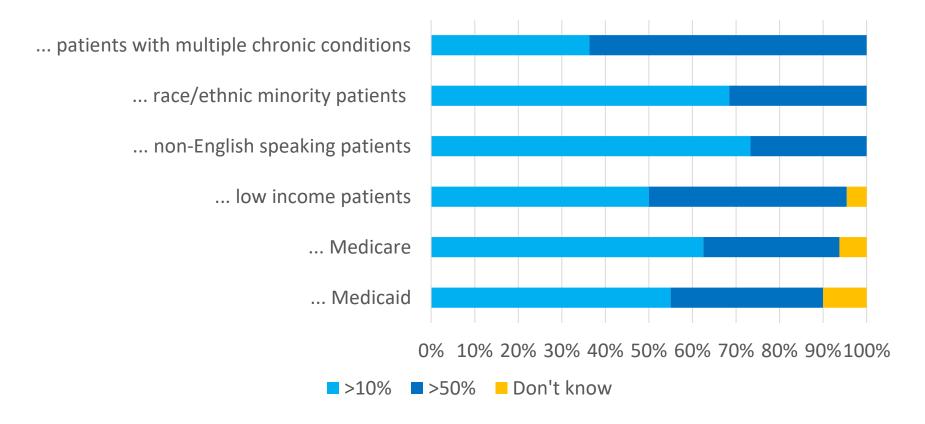


RI Primary Care demographics June 5 – June 8th (week 13) survey results



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 13th.

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