



Assessing the Impact of COVID-19 on Outpatient Care in Pennsylvania

April 21 - April 28, 2020

Survey Results

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April 21 – April 28

983 Physician Responses

160 Practice Administrator Responses

Assessing the Impact of COVID-19 on Outpatient Care

Rockpointe, in collaboration with the Pennsylvania Medical Society, developed and distributed online surveys to physicians and practice administrators in Pennsylvania

The surveys began online distribution in Pennsylvania on April 21, 2020 and responses are continuing to be received.

As of April 28, 983 physician responses and 160 practice administrator responses have been received

Practice Impact

COVID-19 will likely have significant negative impacts on private practices far beyond the conclusion of the pandemic

Physician responses (n= 983)

- 38% have had their patient loads cut by at least 76% since the pandemic began
- 56% report having the number of procedures performed cut by at least 76%
- 12% have closed their practice either temporarily or permanently; 18% are not sure if they will close
- Percentage reporting staff reductions of at least half for:
 - clerical staff: 26%
 - nurse staff: 21%
 - NP/PA staff: 18%
 - physicians: 12%
- 50% are very or extremely concerned with the negative long-term effects of the pandemic on their practice

Telemedicine

Telemedicine is being rapidly implemented and appears to be generally well accepted by clinicians and patients primarily using general public social media outlets

Physician responses (n=983)

- 87% were not conducting patients visits through telemedicine prior to the pandemic; 86% are now, with 50% conducting at least half of visits via telemedicine
- Phone vs internet visits: 41% report at least half are through telephone, 39% report at least half are through internet
- 27% report telemedicine reimbursement as difficult or very difficult
- Only 6% of patients seem unfavorable to conducting visits via telemedicine

Practice administrator responses (n=160)

- Telemedicine sources: Facetime (31%), Zoom (22%), eClinicalWorks (12%), OTTO Health 3%, eVisit 3%, Skype 3%
- 28% reported having difficulty with reimbursement for telemedicine
- Only 9% report having internet connectivity issues for telemedicine visits

Government-Funded Financial Assistance

A strong majority of practices have applied for government-funded financial assistance during the pandemic

Practice administrator responses (n=160)

- 77% reported applying for government-funded assistance for small businesses
- 67% reported having received an emergency payment/deposit from CMS

PPE Usage and Supplies

Most physicians and practice administrators report having a 2-week supply or less

Physician responses (n=983)

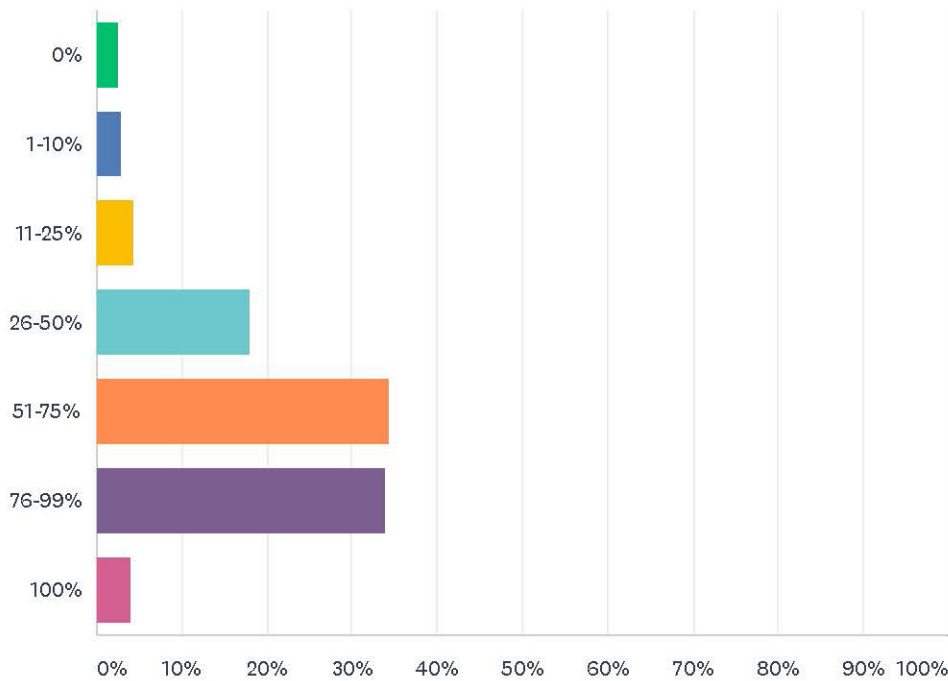
- 65% report clinical staff, clerical staff, and patients use PPE during operating hours; 19% reporting usage only by clinical staff
- 56% report having only a 2-week supply or less of PPEs

Practice administrator responses (n=160)

- Percentage reporting a 2-week supply or less for the following:
 - N-95 respirators: 81%
 - Gowns: 57%
 - Surgical masks: 54%
 - Hand sanitizer: 41%
 - Disinfectant/sanitizer: 34%
 - Gloves: 23%

Q1. Estimate the percentage decrease in patients you see per week due to the COVID-19 pandemic?

Answered: 979



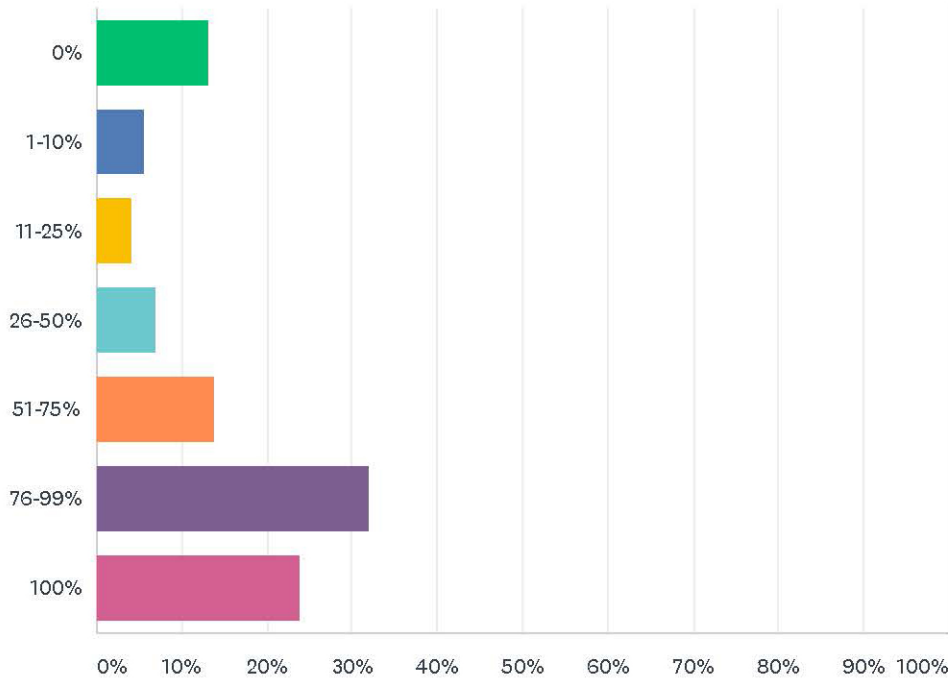
Answer Choices

Responses

| | | |
|--------------|--------|------------|
| 0% | 2.55% | 25 |
| 1-10% | 2.96% | 29 |
| 11-25% | 4.39% | 43 |
| 26-50% | 17.98% | 176 |
| 51-75% | 34.32% | 336 |
| 76-99% | 33.91% | 332 |
| 100% | 3.88% | 38 |
| Total | | 979 |

Q2. Estimate the percentage decrease in procedures you perform per week due to the COVID-19 pandemic?

Answered: 973



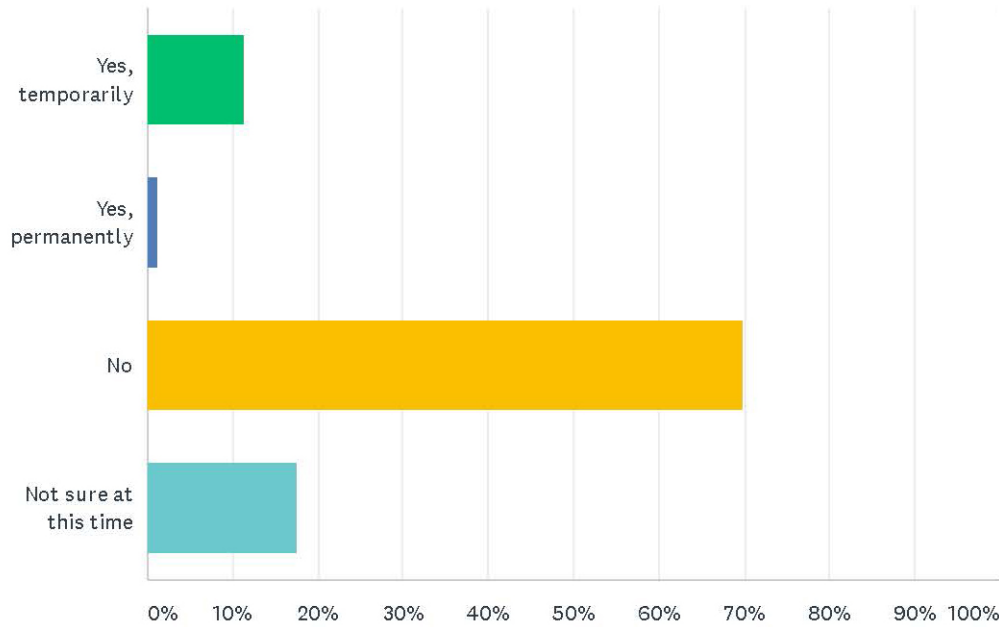
Answer Choices

Responses

| | | |
|--------------|--------|------------|
| 0% | 13.26% | 129 |
| 1-10% | 5.65% | 55 |
| 11-25% | 4.21% | 41 |
| 26-50% | 6.99% | 68 |
| 51-75% | 13.87% | 135 |
| 76-99% | 32.07% | 312 |
| 100% | 23.95% | 233 |
| Total | | 973 |

Q3. Have you or do you plan to close your practice?

Answered: 979



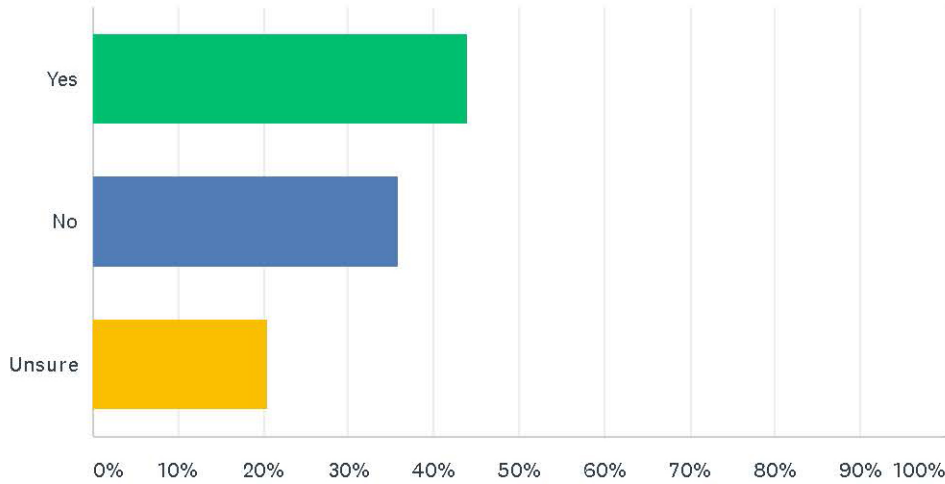
Answer Choices

Responses

| | | |
|-----------------------|--------|------------|
| Yes, temporarily | 11.24% | 110 |
| Yes, permanently | 1.23% | 12 |
| No | 69.97% | 685 |
| Not sure at this time | 17.57% | 172 |
| Total | | 979 |

Q4. Has your practice applied for government-funded assistance for small businesses?

Answered: 980



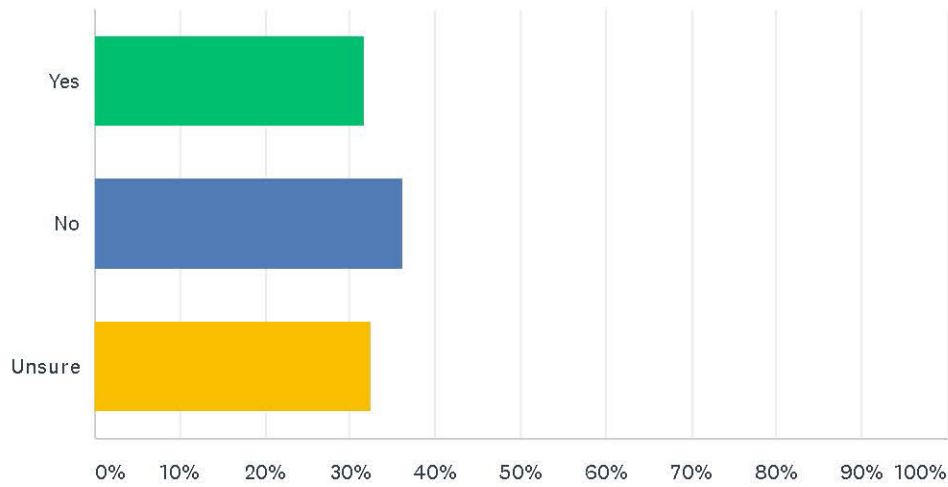
Answer Choices

Responses

| | | |
|--------------|--------|------------|
| Yes | 43.88% | 430 |
| No | 35.71% | 350 |
| Unsure | 20.41% | 200 |
| Total | | 980 |

Q5. Did your practice receive an emergency payment/deposit from CMS?

Answered: 980



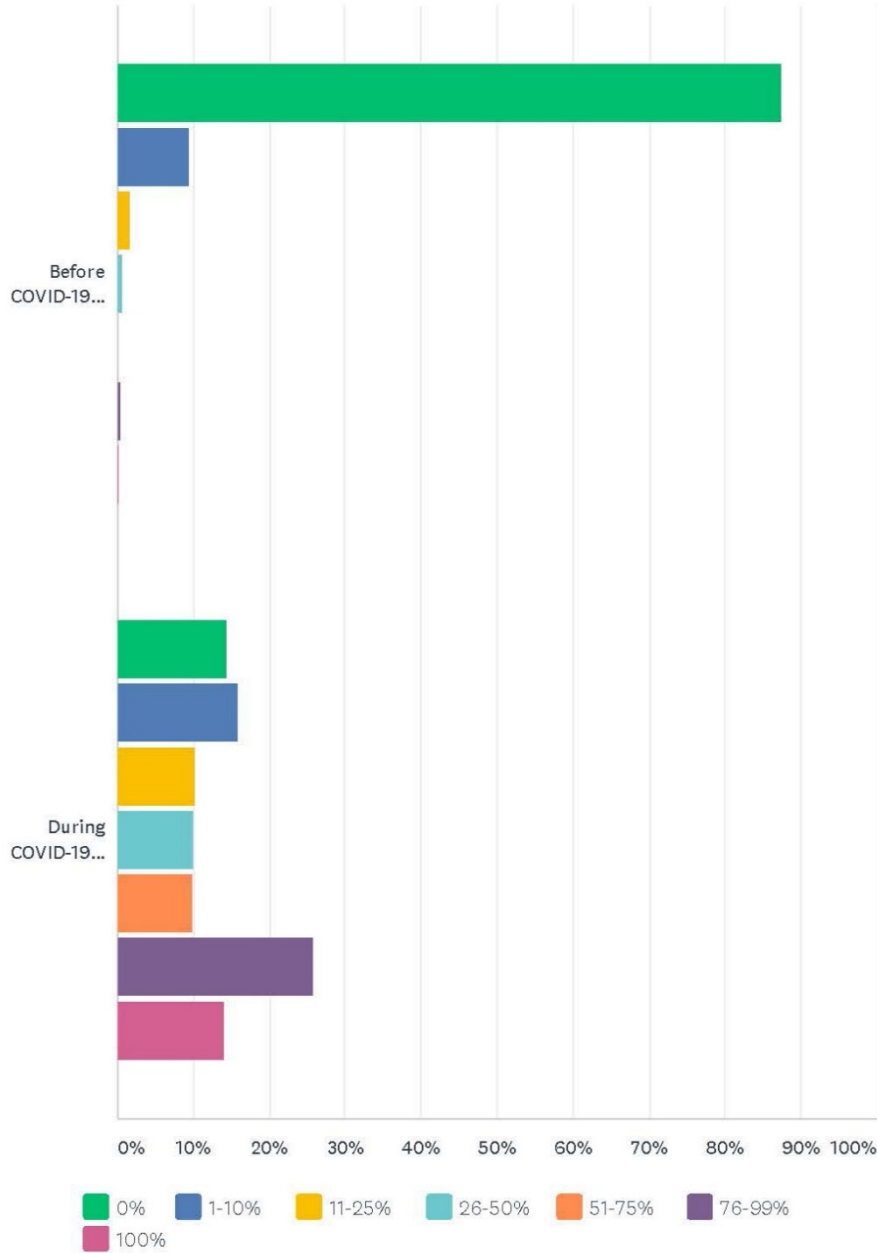
Answer Choices

Responses

| | | |
|--------------|--------|------------|
| Yes | 31.53% | 309 |
| No | 36.12% | 354 |
| Unsure | 32.35% | 317 |
| Total | | 980 |

Q6. What percentage of patient visits did/are you conducting through telemedicine?

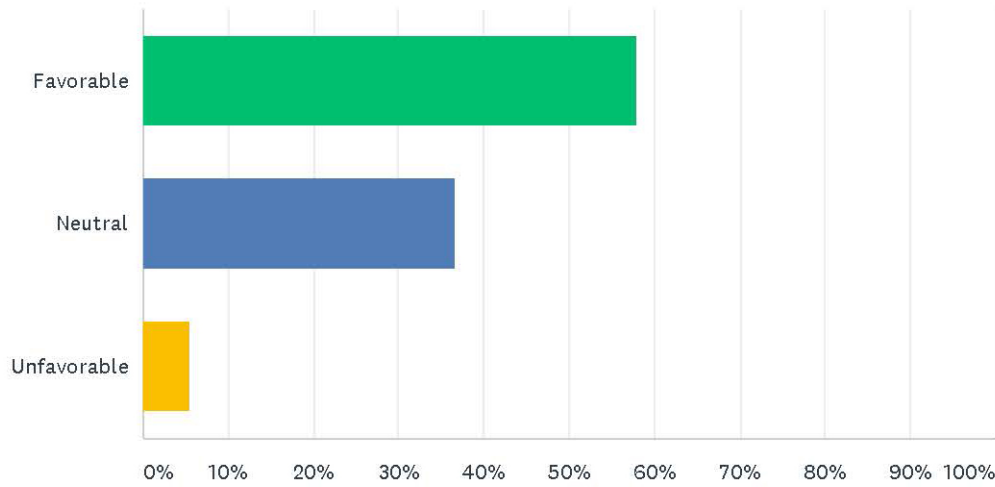
Answered: 981



| | 0% | 1-10% | 11-25% | 26-50% | 51-75% | 76-99% | 100% | Total | Weighted Average |
|--------------------------|---------------|---------------|--------------|-------------|-------------|---------------|---------------|-------|------------------|
| Before COVID-19 pandemic | 87.42% 848 | 9.48% 92 | 1.65% 16 | 0.72% 7 | 0.00% 0 | 0.41% 4 | 0.31% 3 | 970 | 1.19 |
| During COVID-19 pandemic | 14.36% 140 | 15.90% 155 | 10.15% 99 | 9.95% 97 | 9.85% 96 | 25.74% 251 | 14.05% 137 | 975 | 4.18 |

Q7. What has the overall reaction been from your patients regarding telemedicine visits?

Answered: 943



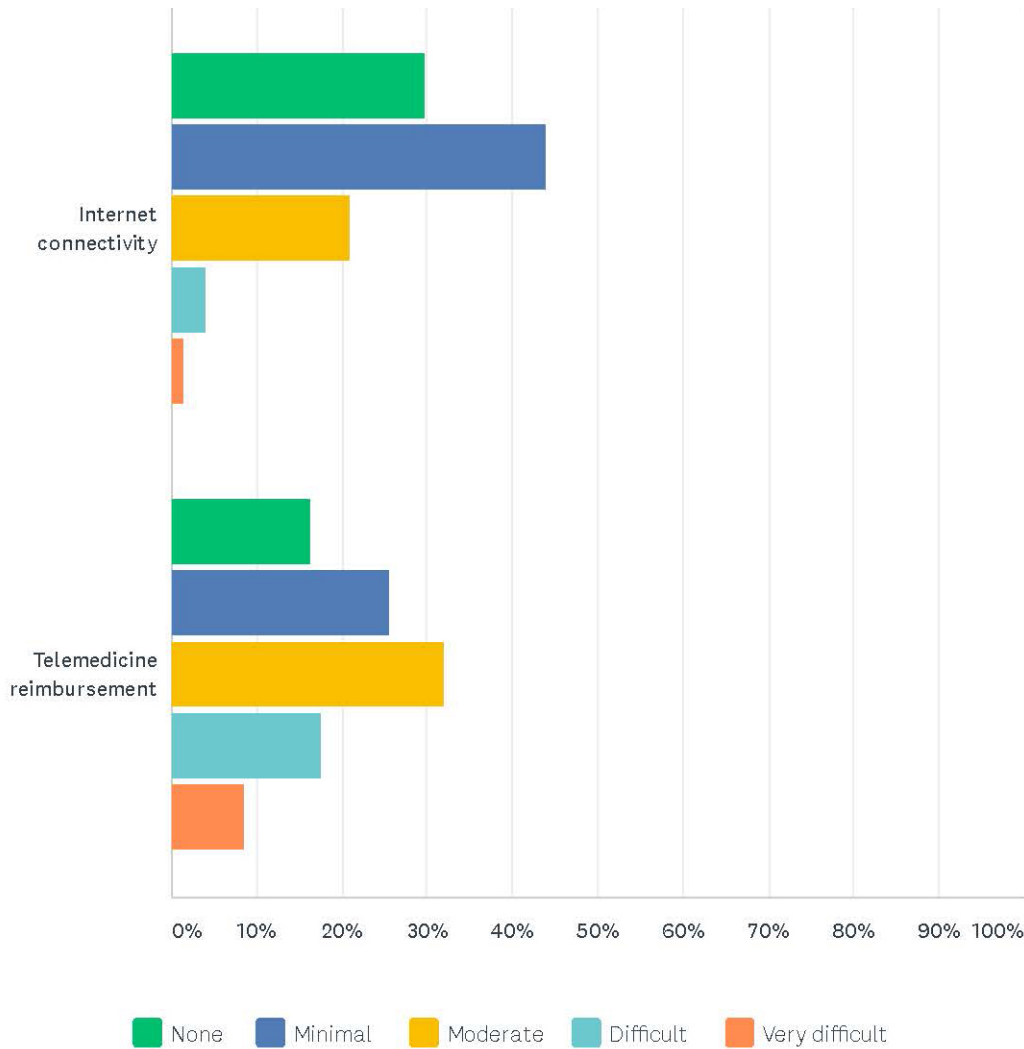
Answer Choices

Responses

| | | |
|--------------|--------|------------|
| Favorable | 57.90% | 546 |
| Neutral | 36.59% | 345 |
| Unfavorable | 5.51% | 52 |
| Total | | 943 |

Q8. Rate the level of difficulty your practice has with:

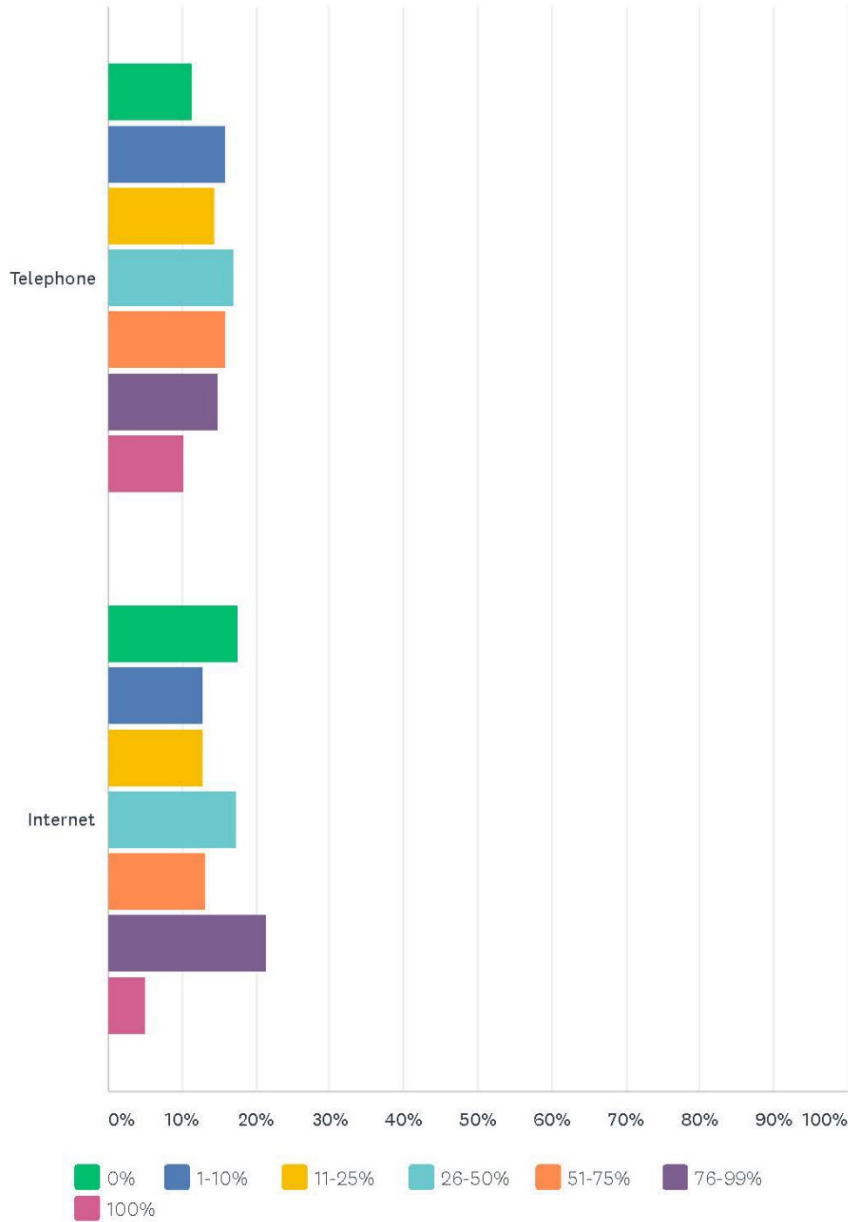
Answered: 954



| | None | Minimal | Moderate | Difficult | Very Difficult | Total | Weighted Average |
|----------------------------|---------------|---------------|---------------|---------------|----------------|-------|------------------|
| Internet connectivity | 29.75% 277 | 43.93% 409 | 20.84% 194 | 3.97% 37 | 1.50% 14 | 931 | 2.04 |
| Telemedicine reimbursement | 16.25% 137 | 25.62% 216 | 31.91% 269 | 17.56% 148 | 8.66% 73 | 843 | 2.77 |

Q9. For telemedicine visits, what percent of patients are using telephone vs. internet?

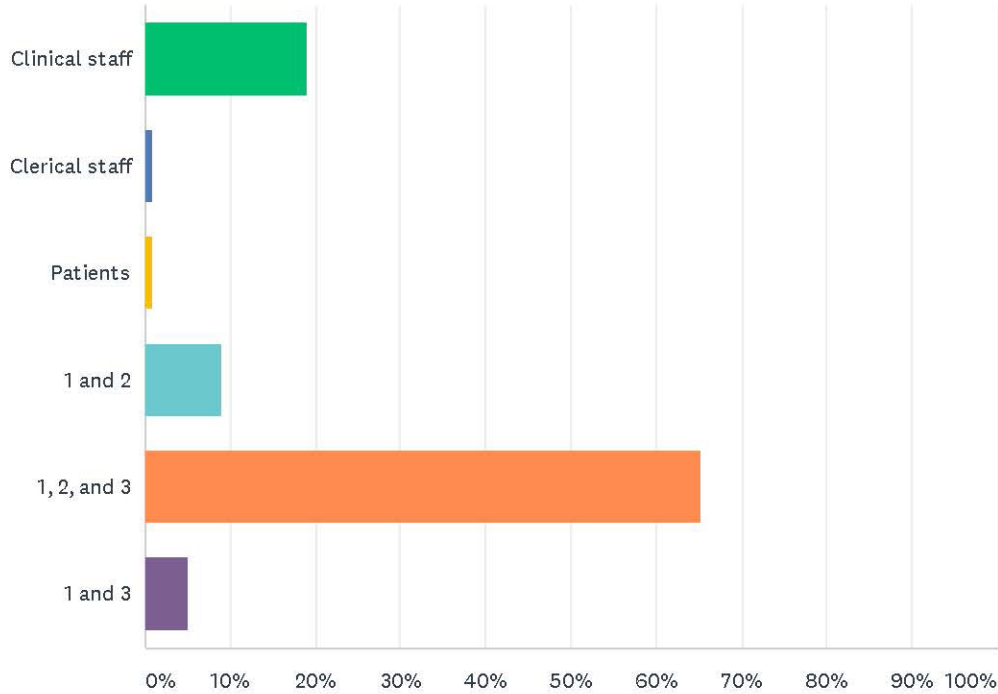
Answered: 908



| | 0% | 1-10% | 11-25% | 26-50% | 51-75% | 76-99% | 100% | Total | Weighted Average |
|-----------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|-------|------------------|
| Telephone | 11.31% 99 | 16.00% 140 | 14.51% 127 | 17.03% 149 | 16.00% 140 | 14.86% 130 | 10.29% 90 | 875 | 3.96 |
| Internet | 17.63% 155 | 12.74% 112 | 12.86% 113 | 17.29% 152 | 13.08% 115 | 21.39% 188 | 5.01% 44 | 879 | 3.80 |

Q10. At your practice, who uses PPE during operating hours?

Answered: 953



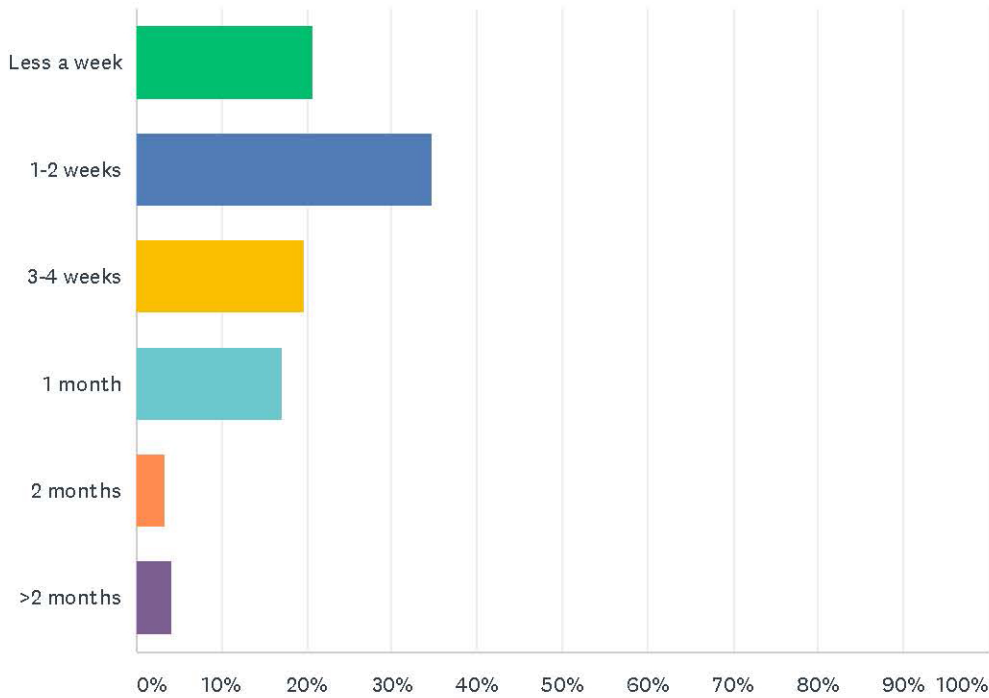
Answer Choices

Responses

| | | |
|----------------|--------|------------|
| Clinical staff | 19.10% | 182 |
| Clerical staff | 0.84% | 8 |
| Patients | 0.73% | 7 |
| 1 and 2 | 8.92% | 85 |
| 1, 2, and 3 | 65.37% | 623 |
| 1 and 3 | 5.04% | 48 |
| Total | | 943 |

Q11. Estimate the quantities of PPE you currently have available at your practice for staff and patients.

Answered: 942



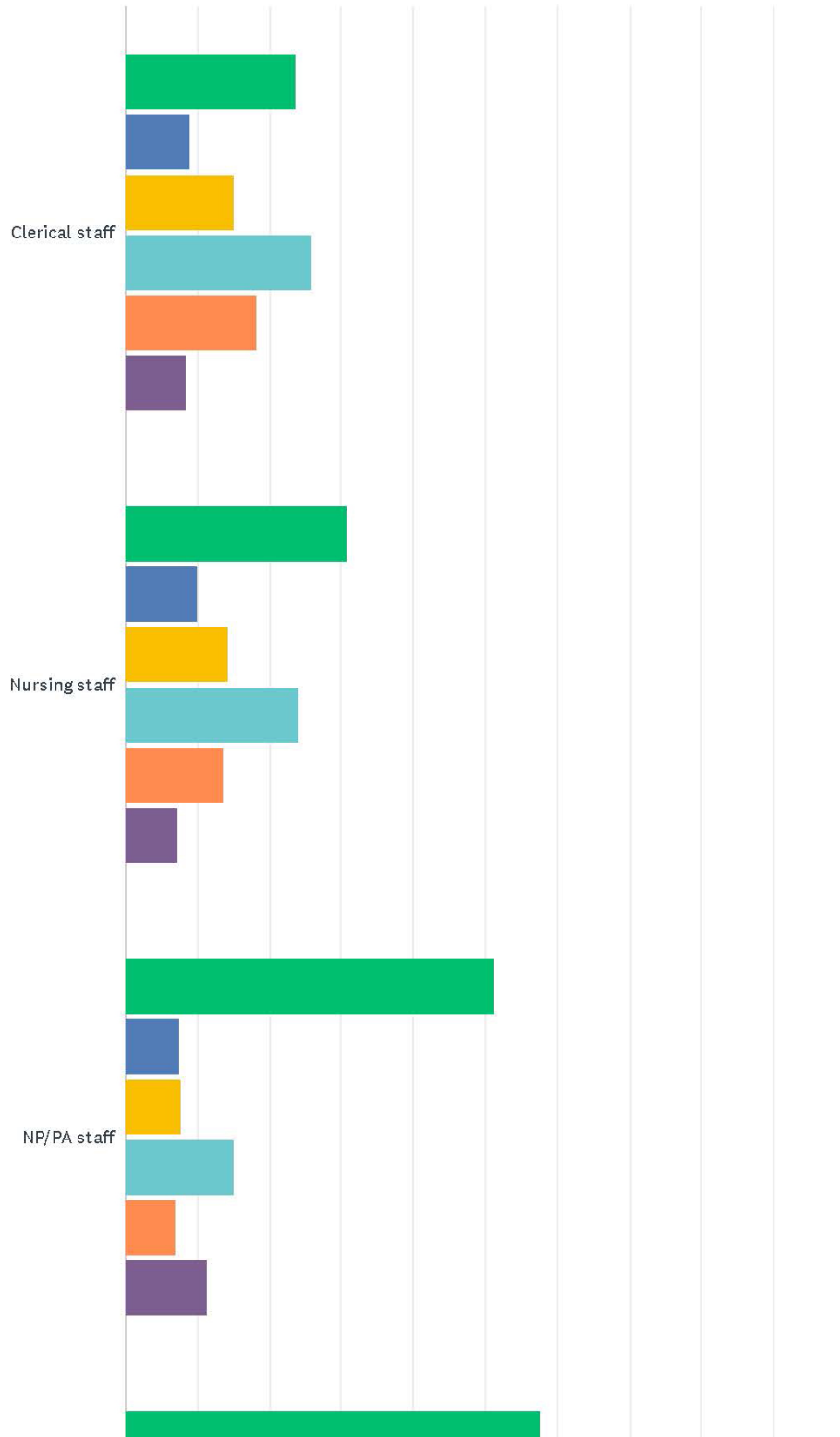
Answer Choices

Responses

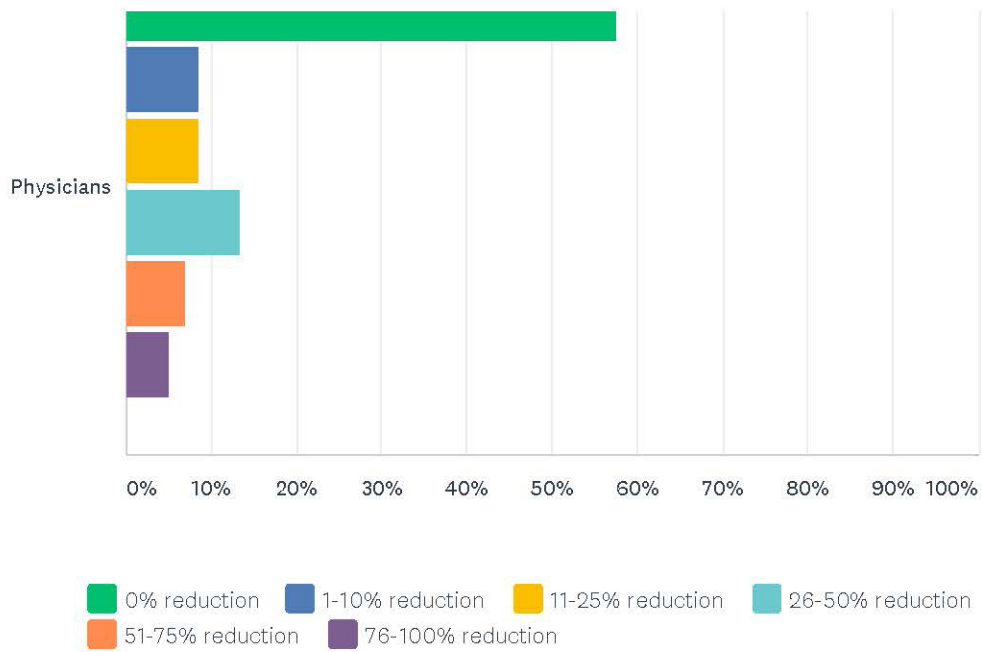
| | | |
|--------------|--------|------------|
| Less a week | 20.70% | 195 |
| 1-2 weeks | 34.71% | 327 |
| 3-4 weeks | 19.75% | 186 |
| 1 month | 17.20% | 162 |
| 2 months | 3.40% | 32 |
| >2 months | 4.25% | 40 |
| Total | | 942 |

Q12. How has the COVID-19 pandemic affected your practice staffing?

Answered: 970



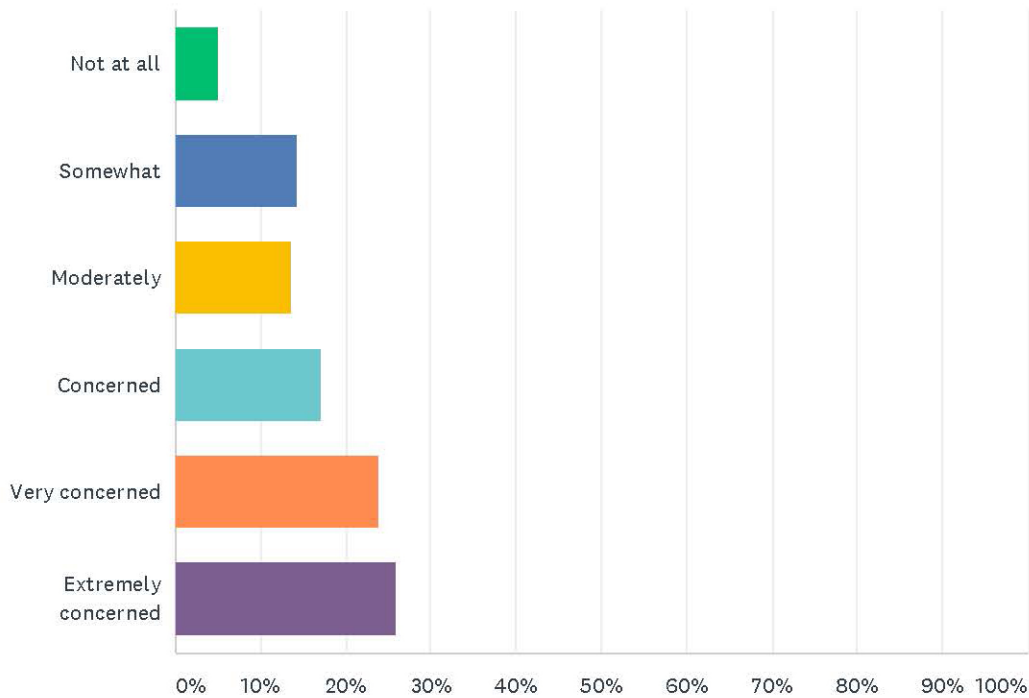
Q12. *continued*



| | 0% Reduction | 1-10% Reduction | 11-25% Reduction | 26-50% Reduction | 51-75% Reduction | 76-100% Reduction | Total | Weighted Average |
|----------------|---------------|-----------------|------------------|------------------|------------------|-------------------|-------|------------------|
| Clerical staff | 23.69% 226 | 8.91% 85 | 14.99% 143 | 25.89% 247 | 18.13% 173 | 8.39% 80 | 954 | 3.31 |
| Nursing staff | 30.83% 279 | 9.94% 90 | 14.14% 128 | 24.09% 218 | 13.70% 124 | 7.29% 66 | 905 | 3.02 |
| NP/PA staff | 51.26% 426 | 7.46% 62 | 7.82% 65 | 15.16% 126 | 6.98% 58 | 11.31% 94 | 831 | 2.53 |
| Physicians | 57.55% 545 | 8.66% 82 | 8.66% 82 | 13.31% 126 | 6.86% 65 | 4.96% 47 | 947 | 2.18 |

Q13. How concerned are you about the negative long-term effects of the COVID-19 pandemic on your practice?

Answered: 977



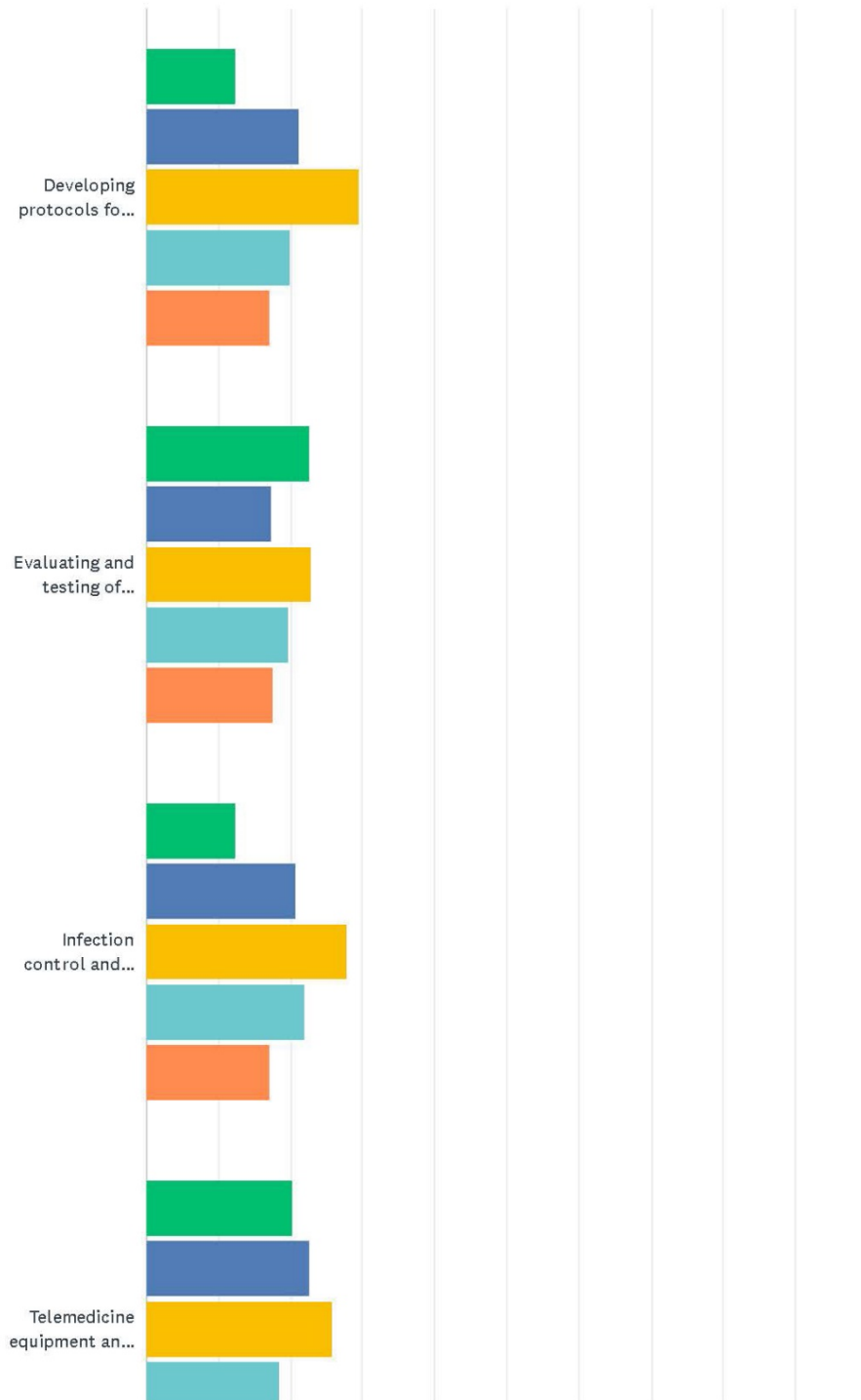
Answer Choices

Responses

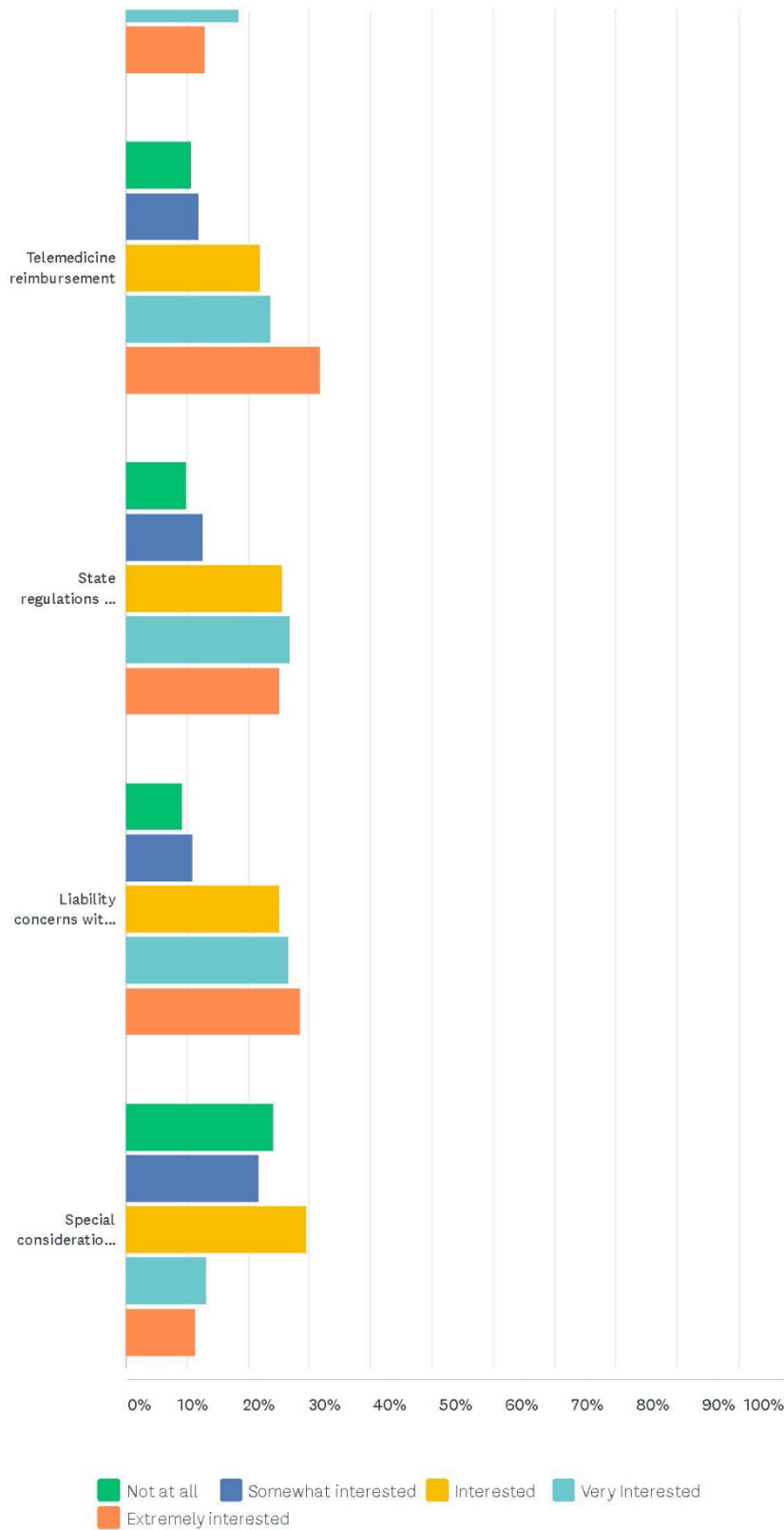
| | | |
|---------------------|--------|------------|
| Not at all | 5.12% | 50 |
| Somewhat | 14.33% | 140 |
| Moderately | 13.51% | 132 |
| Concerned | 17.20% | 168 |
| Very concerned | 23.95% | 234 |
| Extremely concerned | 25.90% | 253 |
| Total | | 977 |

Q14. How interested are you in learning more about the following aspects of patient management during the COVID-19 pandemic:

Answered: 969



Q14. *continued*

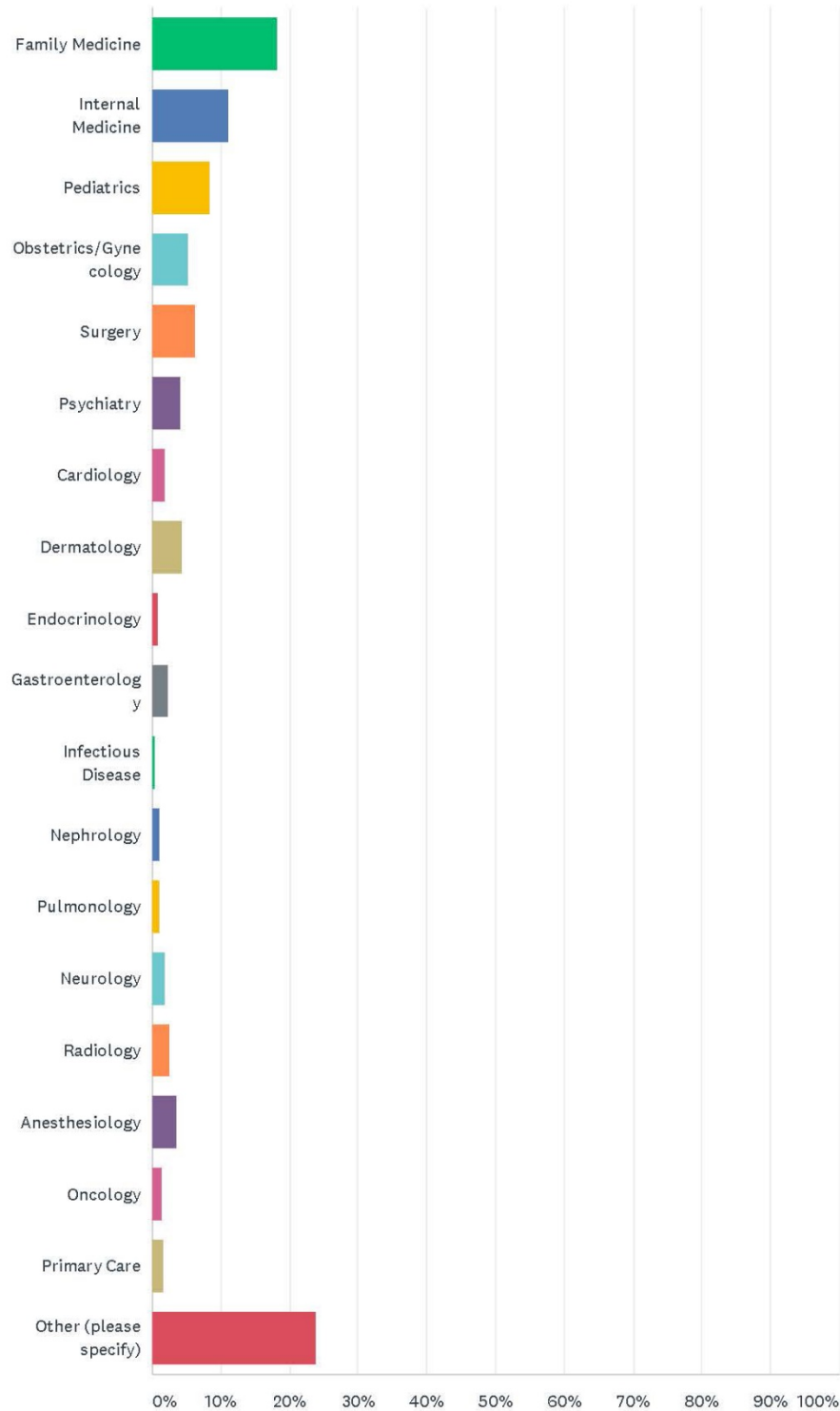


Q14. *continued*

| | Not at All | Somewhat Interested | Interested | Very Interested | Extremely Interested | Total | Weighted Average |
|--|---------------|---------------------|---------------|-----------------|----------------------|-------|------------------|
| Developing protocols for COVID-19 and other infectious diseases for the outpatient setting | 12.25% 118 | 21.08% 203 | 29.49% 284 | 19.94% 192 | 17.24% 166 | 963 | 3.09 |
| Evaluating and testing of patients with COVID-19 in the outpatient office | 22.51% 217 | 17.43% 168 | 22.82% 220 | 19.61% 189 | 17.63% 170 | 964 | 2.92 |
| Infection control and proper use of PPEs | 12.36% 119 | 20.77% 200 | 27.73% 267 | 21.91% 211 | 17.24% 166 | 963 | 3.11 |
| Telemedicine equipment and how to use it | 20.31% 195 | 22.60% 217 | 25.83% 248 | 18.33% 176 | 12.92% 124 | 960 | 2.81 |
| Telemedicine reimbursement | 10.58% 102 | 11.93% 115 | 21.99% 212 | 23.65% 228 | 31.85% 307 | 964 | 3.54 |
| State regulations for telemedicine | 9.75% 94 | 12.55% 121 | 25.62% 247 | 26.87% 259 | 25.21% 243 | 964 | 3.45 |
| Liability concerns with telemedicine | 9.14% 88 | 10.80% 104 | 25.13% 242 | 26.58% 256 | 28.35% 273 | 963 | 3.54 |
| Special considerations For individuals of color | 24.13% 230 | 21.72% 207 | 29.59% 282 | 13.22% 126 | 11.33% 108 | 953 | 2.66 |

Q16. What is your specialty?

Answered: 972

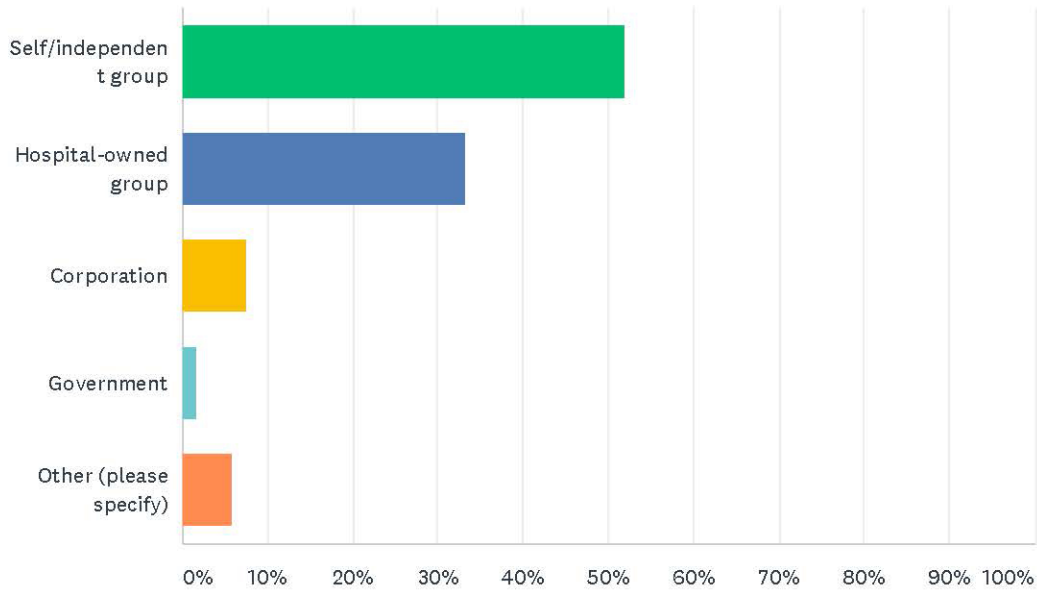


Q16. *continued*

| Answer Choices | Responses | |
|------------------------|------------------|------------|
| Family Medicine | 18.11% | 176 |
| Internal Medicine | 11.11% | 108 |
| Pediatrics | 8.44% | 82 |
| Obstetrics/Gynecology | 5.14% | 50 |
| Surgery | 6.17% | 60 |
| Psychiatry | 4.22% | 41 |
| Cardiology | 1.85% | 18 |
| Dermatology | 4.42% | 43 |
| Endocrinology | 0.82% | 8 |
| Gastroenterology | 2.26% | 22 |
| Infectious Disease | 0.51% | 5 |
| Nephrology | 1.13% | 11 |
| Pulmonology | 1.03% | 10 |
| Neurology | 1.95% | 19 |
| Radiology | 2.47% | 24 |
| Anesthesiology | 3.50% | 34 |
| Oncology | 1.44% | 14 |
| Primary Care | 1.65% | 16 |
| Other (please specify) | 23.77% | 231 |
| Total | | 972 |

Q17. Who owns your practice?

Answered: 980



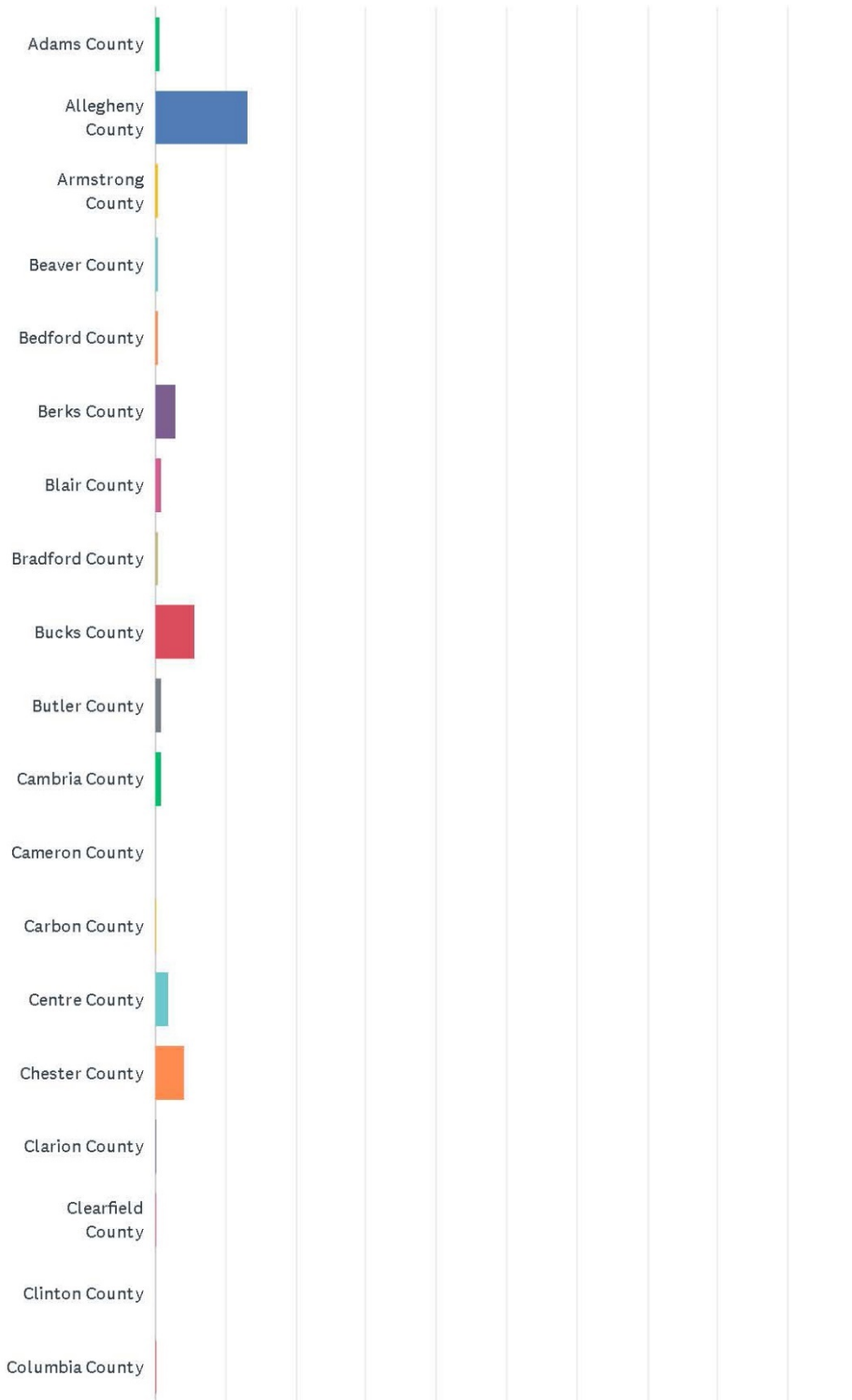
Answer Choices

Responses

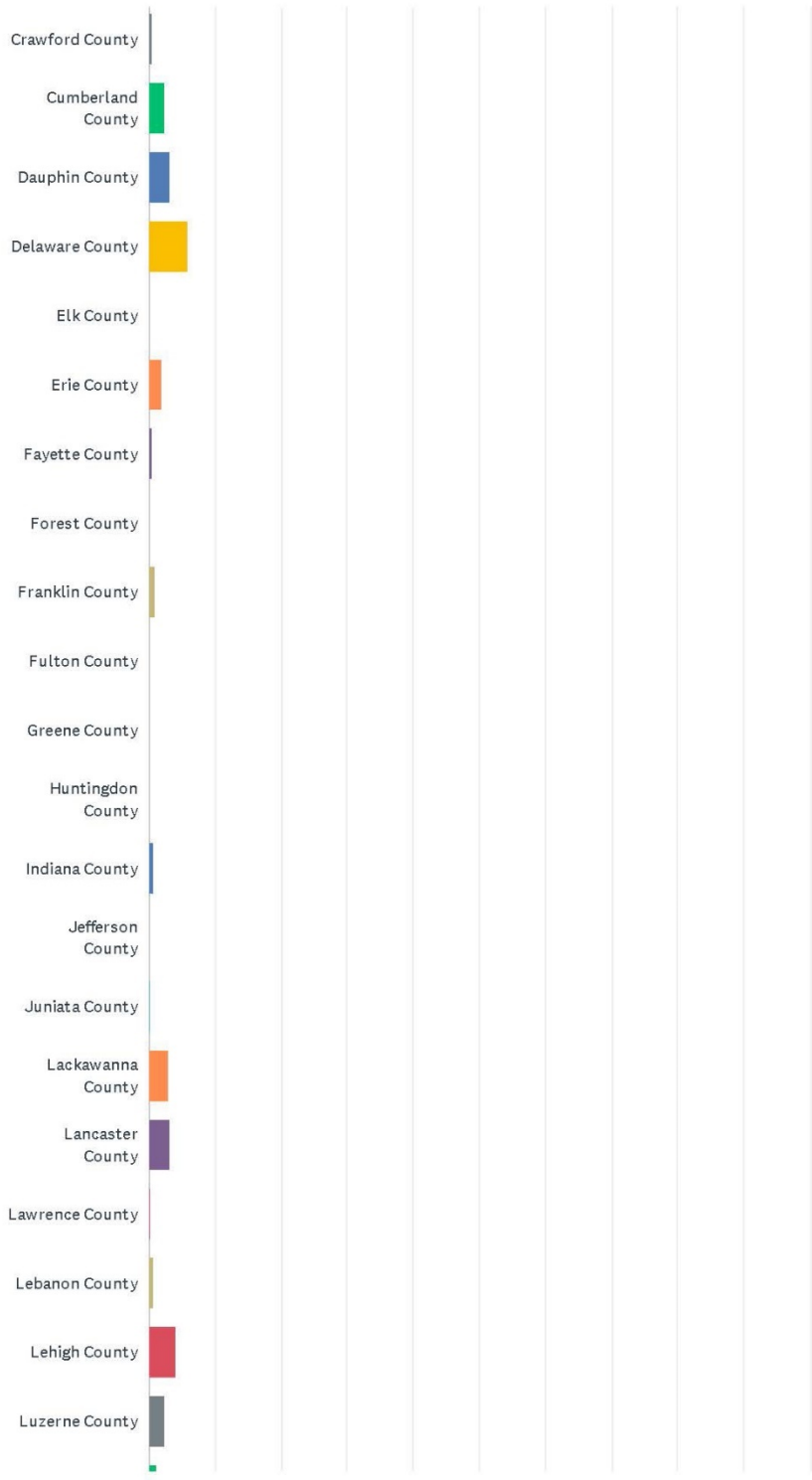
| | | |
|------------------------|--------|------------|
| Self/independent group | 51.98% | 511 |
| Hospital-owned group | 33.06% | 325 |
| Corporation | 7.43% | 73 |
| Government | 1.63% | 16 |
| Other (please specify) | 5.90% | 58 |
| Total | | 983 |

Q33. What county do you practice in? (Pennsylvania)

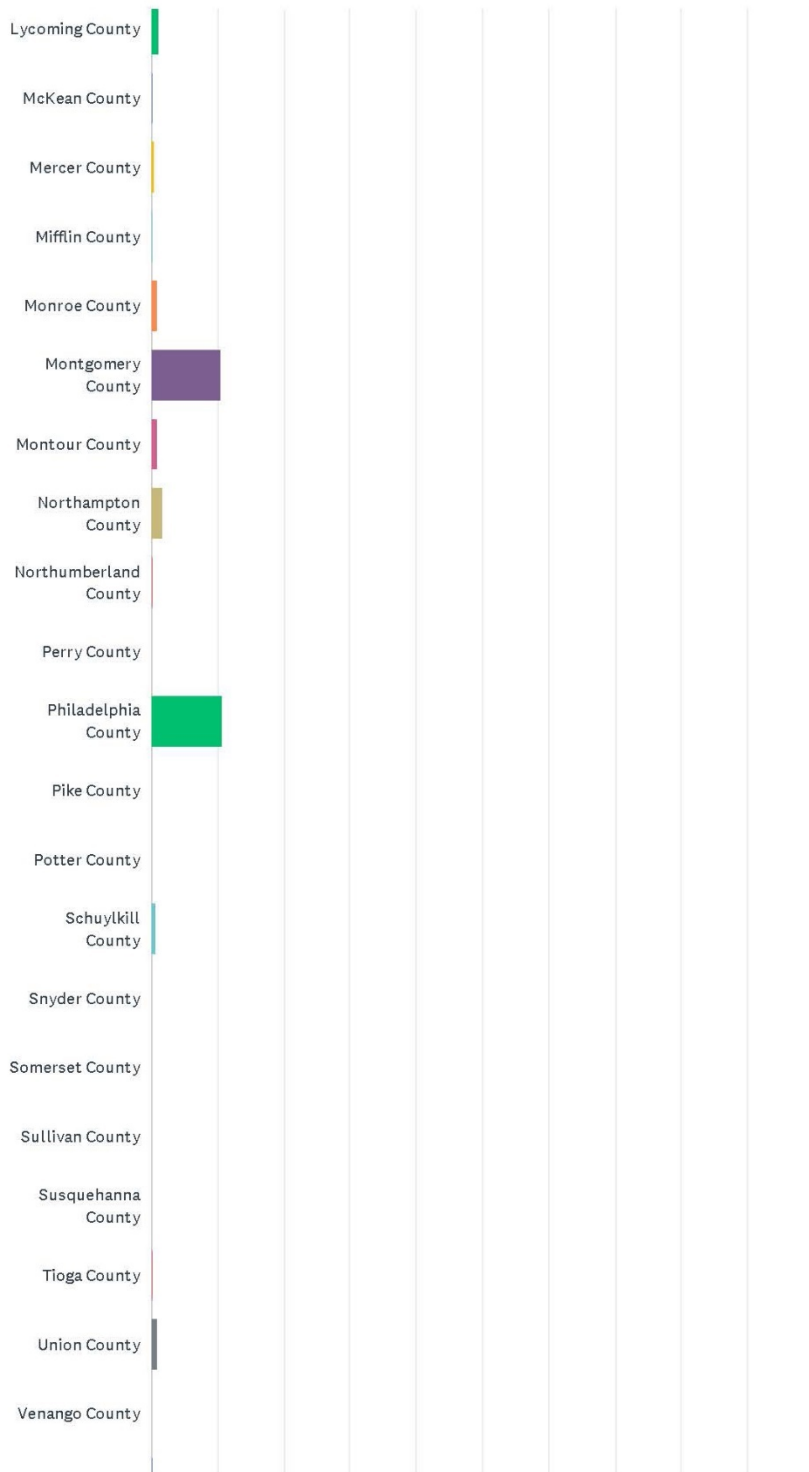
Answered: 971



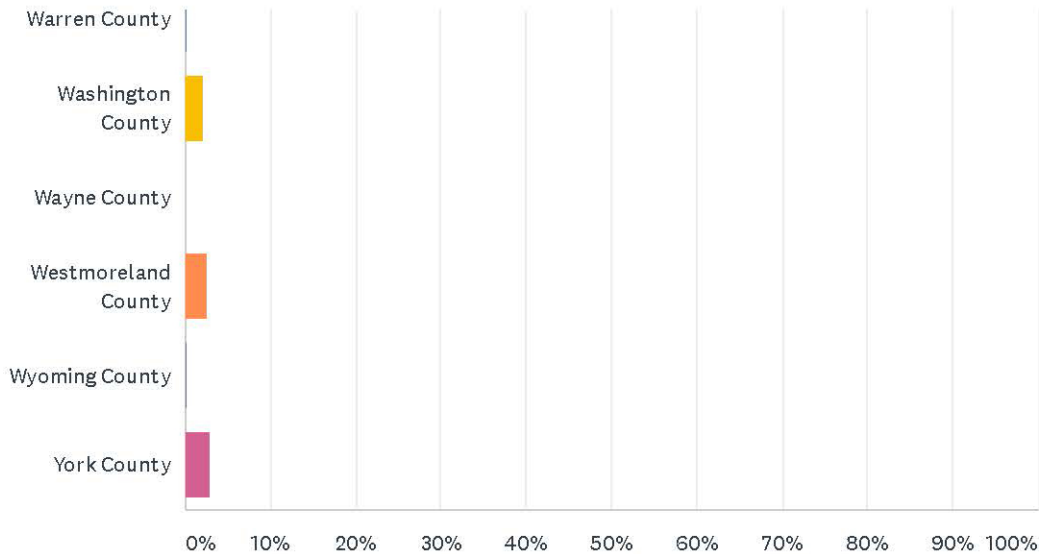
Q33. continued



Q33. continued



Q33. continued



Answer Choices

Responses

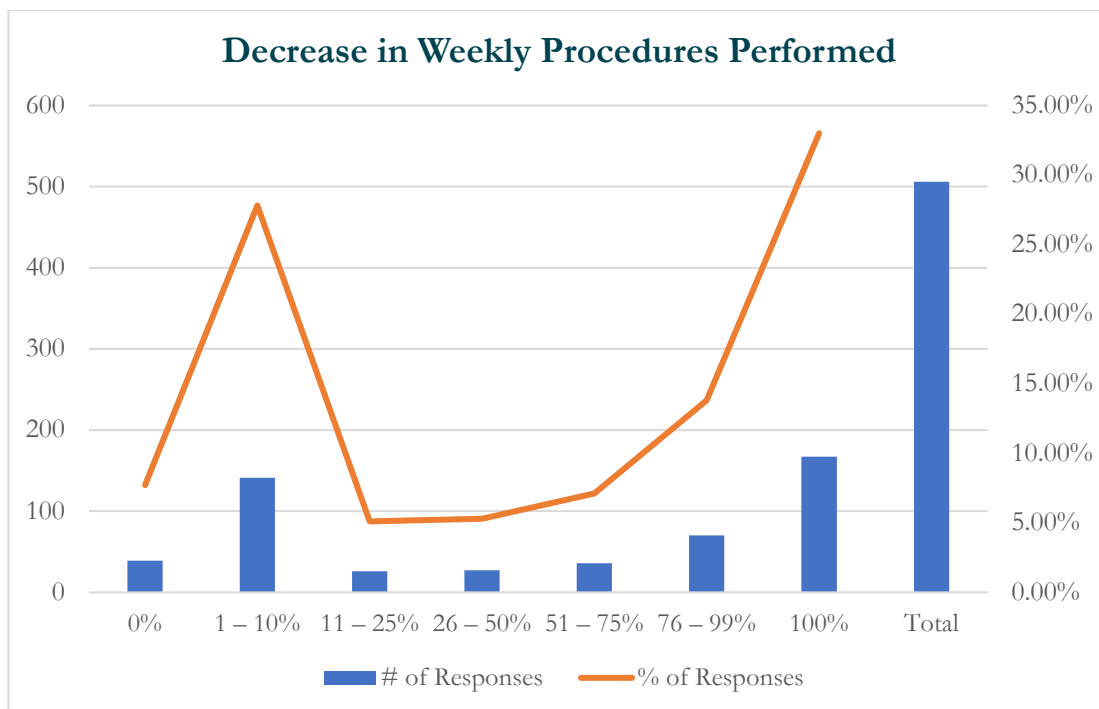
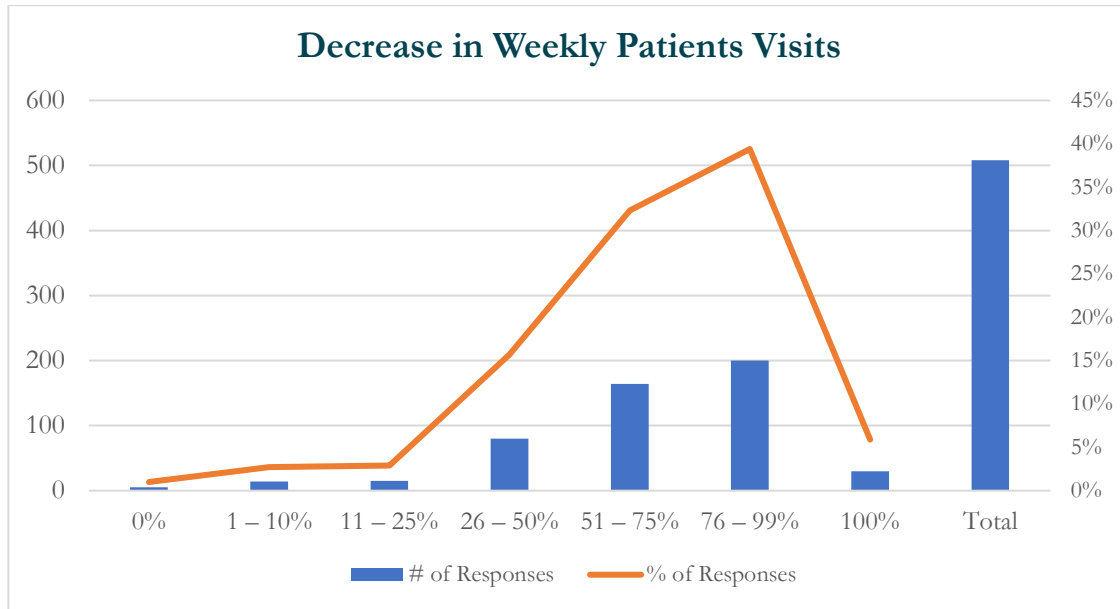
| | | |
|-------------------|--------|-----|
| Adams County | 0.62% | 6 |
| Allegheny County | 13.08% | 127 |
| Armstrong County | 0.41% | 4 |
| Beaver County | 0.41% | 4 |
| Bedford County | 0.41% | 4 |
| Berks County | 2.88% | 28 |
| Blair County | 0.93% | 9 |
| Bradford County | 0.51% | 5 |
| Bucks County | 5.56% | 54 |
| Butler County | 0.93% | 9 |
| Cambria County | 0.93% | 9 |
| Cameron County | 0.00% | 0 |
| Carbon County | 0.21% | 2 |
| Centre County | 1.85% | 18 |
| Chester County | 4.12% | 40 |
| Clarion County | 0.31% | 3 |
| Clearfield County | 0.31% | 3 |
| Clinton County | 0.10% | 1 |
| Columbia County | 0.31% | 3 |
| Crawford County | 0.51% | 5 |
| Cumberland County | 2.37% | 23 |
| Dauphin County | 3.19% | 31 |
| Delaware County | 5.77% | 56 |
| Elk County | 0.10% | 1 |
| Erie County | 1.85% | 18 |
| Fayette County | 0.41% | 4 |
| Forest County | 0.00% | 0 |

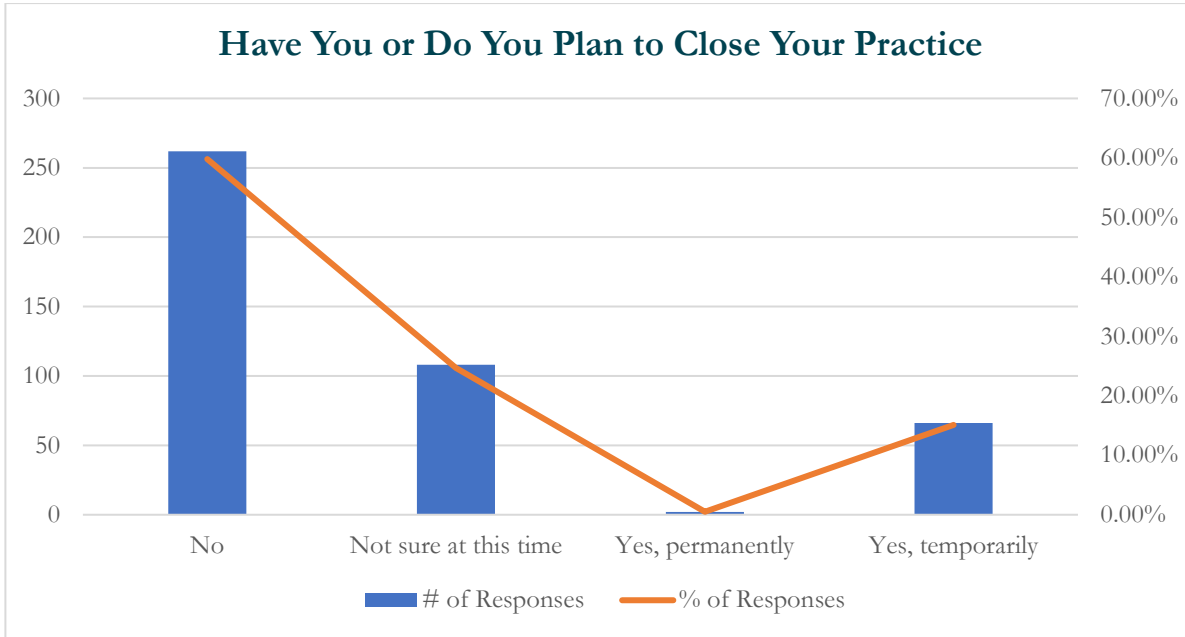
Q33. continued

| Answer Choices | Responses | |
|-----------------------|------------------|------------|
| Franklin County | 0.82% | 8 |
| Fulton County | 0.00% | 0 |
| Greene County | 0.00% | 0 |
| Huntingdon County | 0.00% | 0 |
| Indiana County | 0.62% | 6 |
| Jefferson County | 0.10% | 1 |
| Juniata County | 0.21% | 2 |
| Lackawanna County | 2.88% | 28 |
| Lancaster County | 3.19% | 31 |
| Lawrence County | 0.31% | 3 |
| Lebanon County | 0.72% | 7 |
| Lehigh County | 4.02% | 39 |
| Luzerne County | 2.27% | 22 |
| Lycoming County | 1.03% | 10 |
| McKean County | 0.21% | 2 |
| Mercer County | 0.41% | 4 |
| Mifflin County | 0.31% | 3 |
| Monroe County | 0.82% | 8 |
| Montgomery County | 10.50% | 102 |
| Montour County | 0.82% | 8 |
| Northampton County | 1.75% | 17 |
| Northumberland County | 0.31% | 3 |
| Perry County | 0.00% | 0 |
| Philadelphia County | 10.71% | 104 |
| Pike County | 0.00% | 0 |
| Potter County | 0.00% | 0 |
| Schuylkill County | 0.62% | 6 |
| Snyder County | 0.10% | 1 |
| Somerset County | 0.00% | 0 |
| Sullivan County | 0.00% | 0 |
| Susquehanna County | 0.10% | 1 |
| Tioga County | 0.21% | 2 |
| Union County | 0.82% | 8 |
| Venango County | 0.00% | 0 |
| Warren County | 0.31% | 3 |
| Washington County | 2.06% | 20 |
| Wayne County | 0.00% | 0 |
| Westmoreland County | 2.57% | 25 |
| Wyoming County | 0.21% | 2 |
| York County | 2.88% | 28 |
| Total | | 971 |

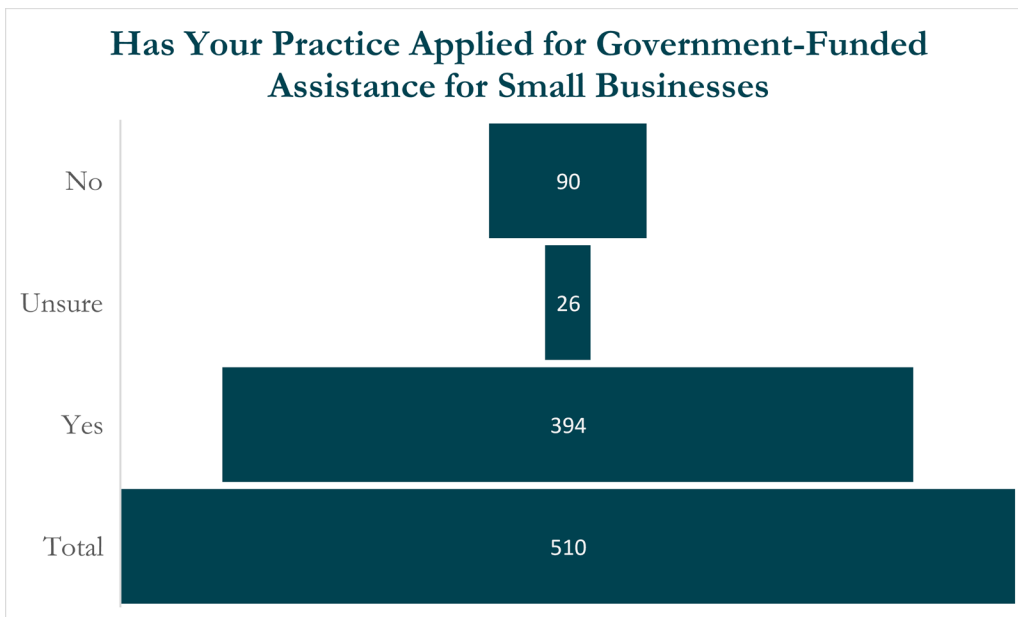
Responses from Self/Independent Groups

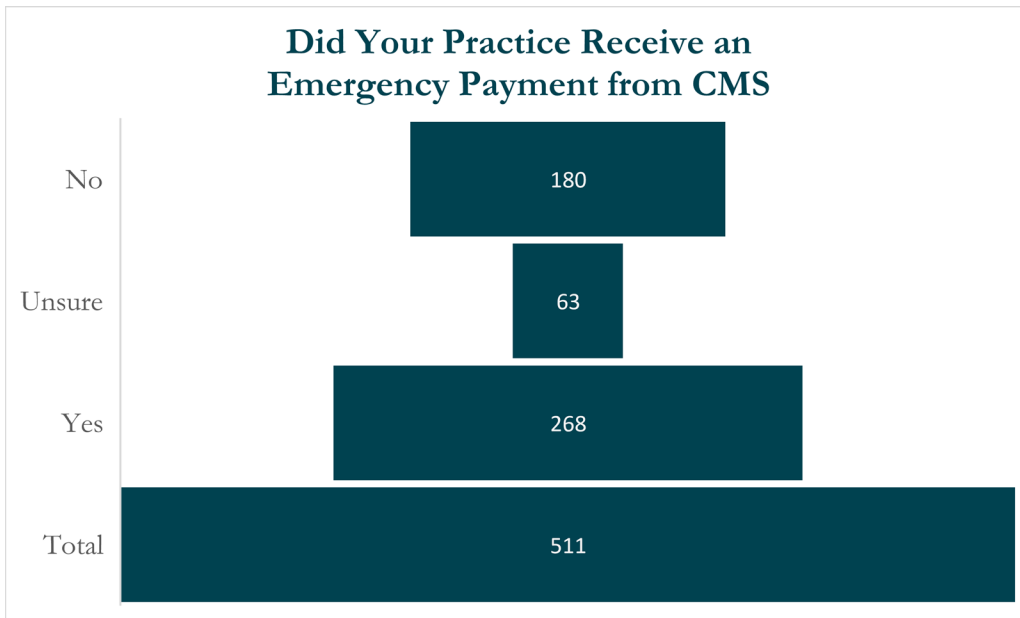
Impact on Patient Volume/Procedures/Practice Operations



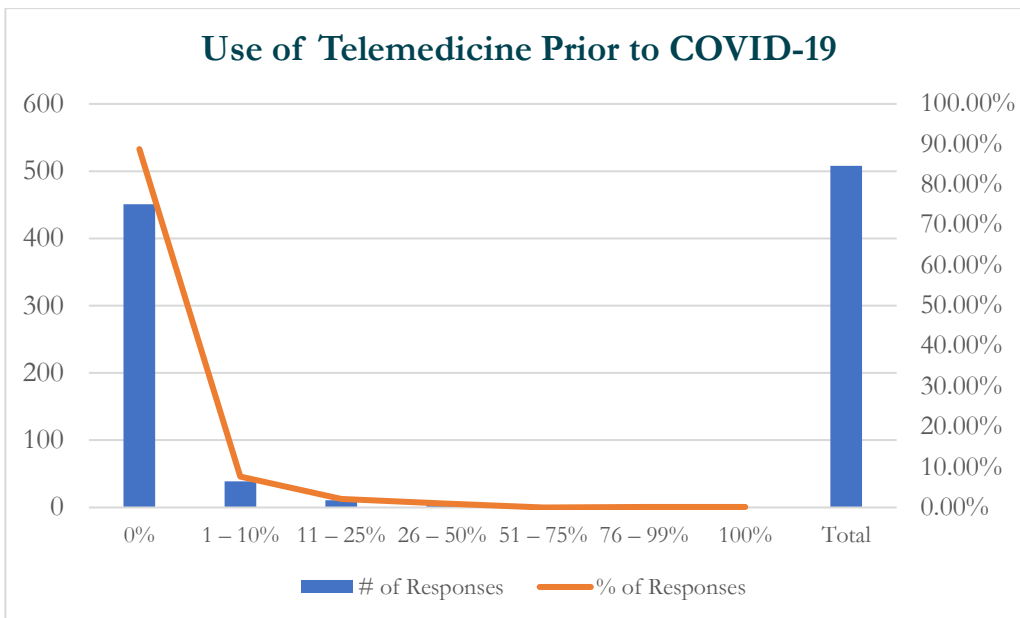


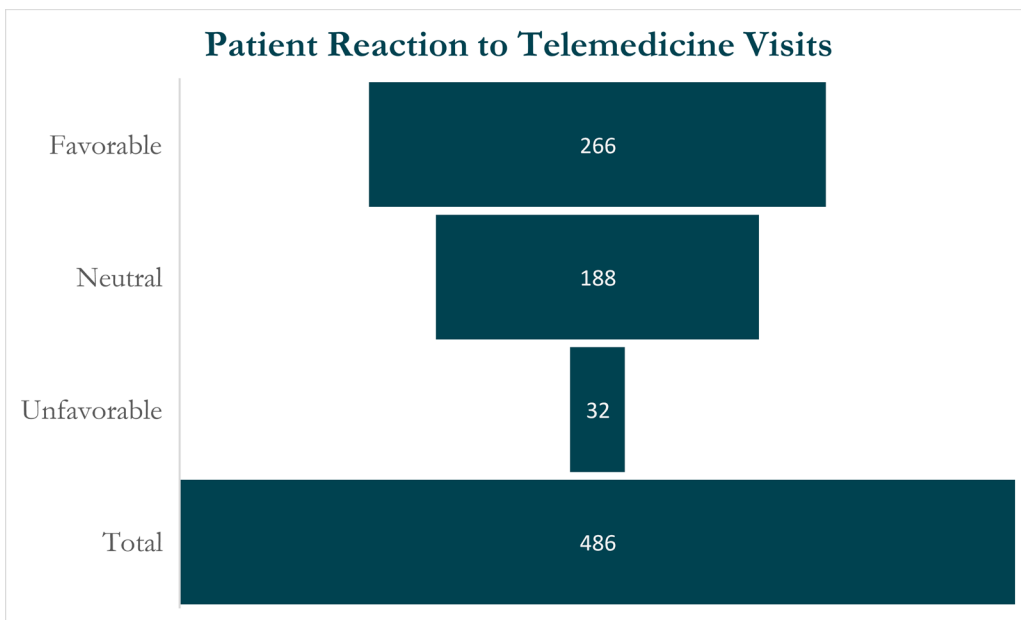
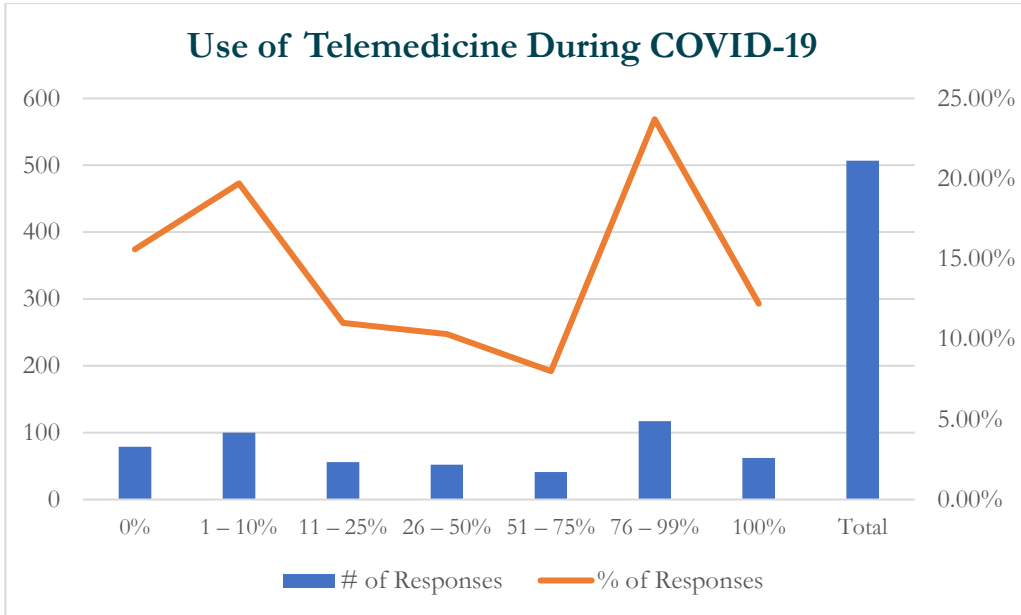
Financial Implications

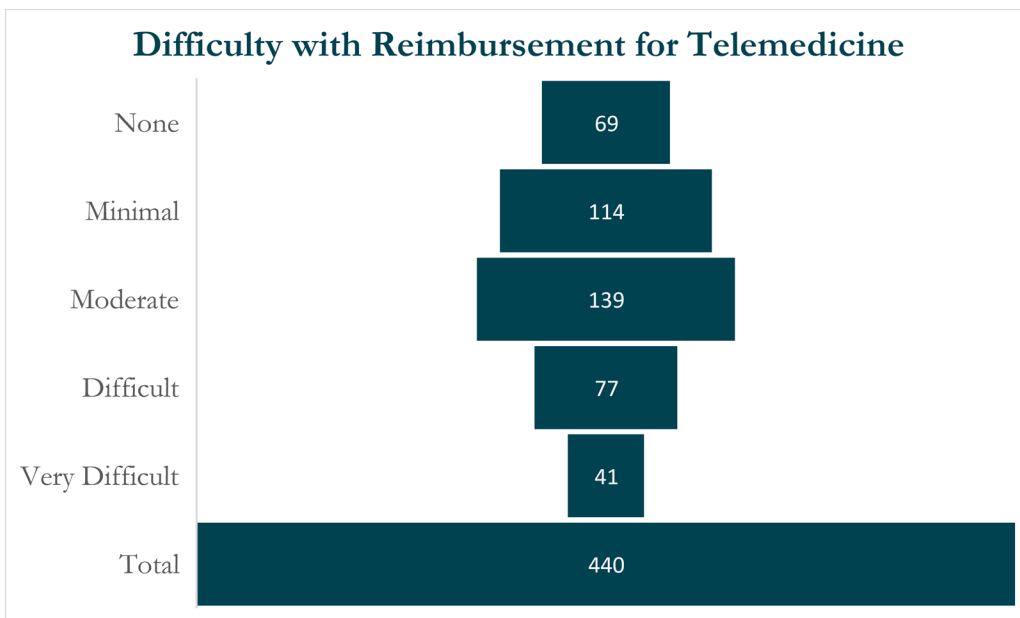
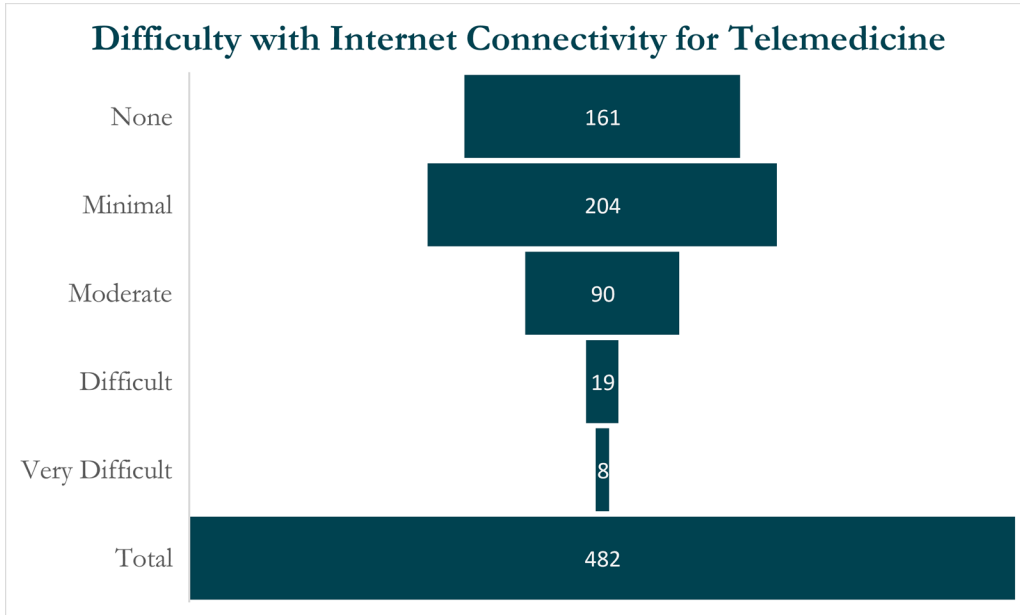


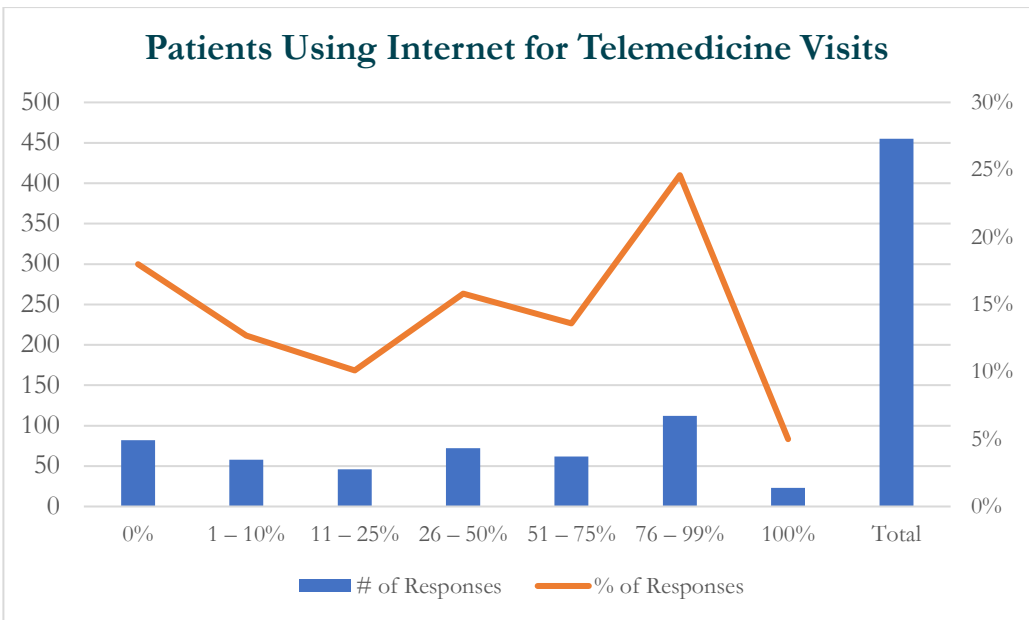
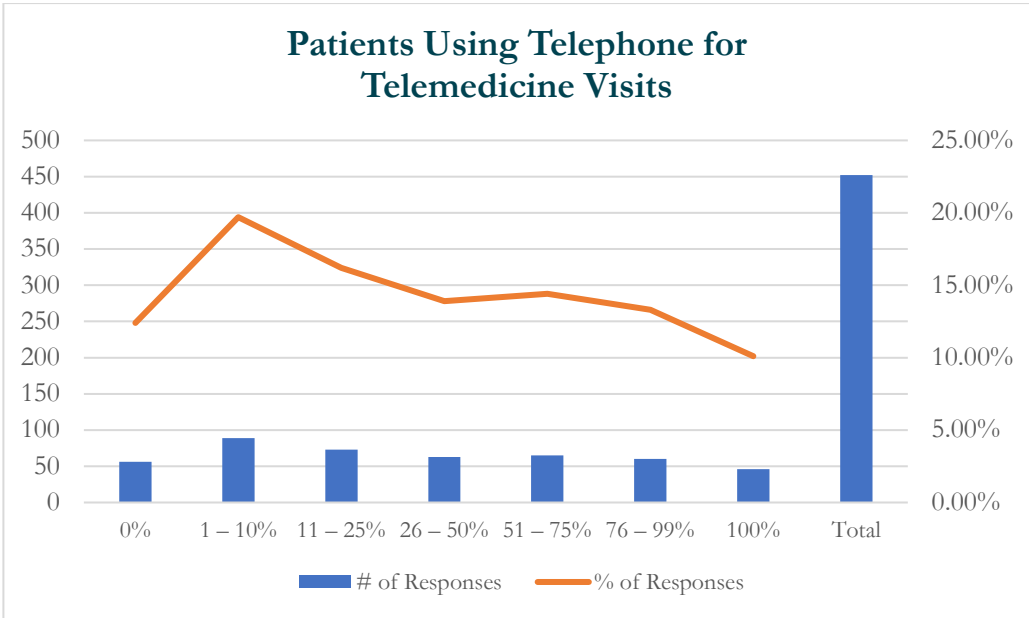


Telemedicine

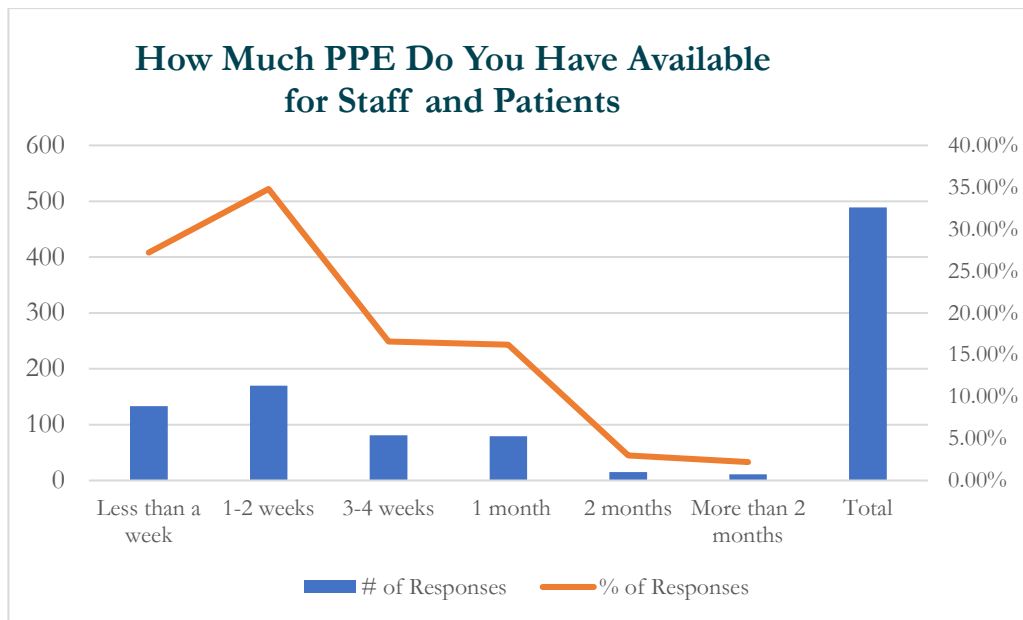
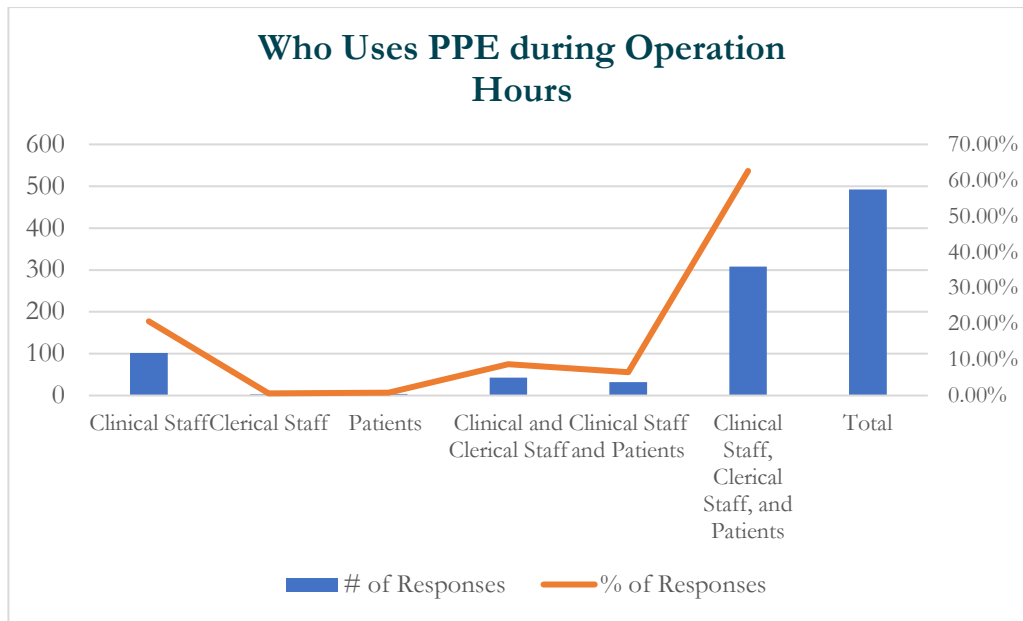




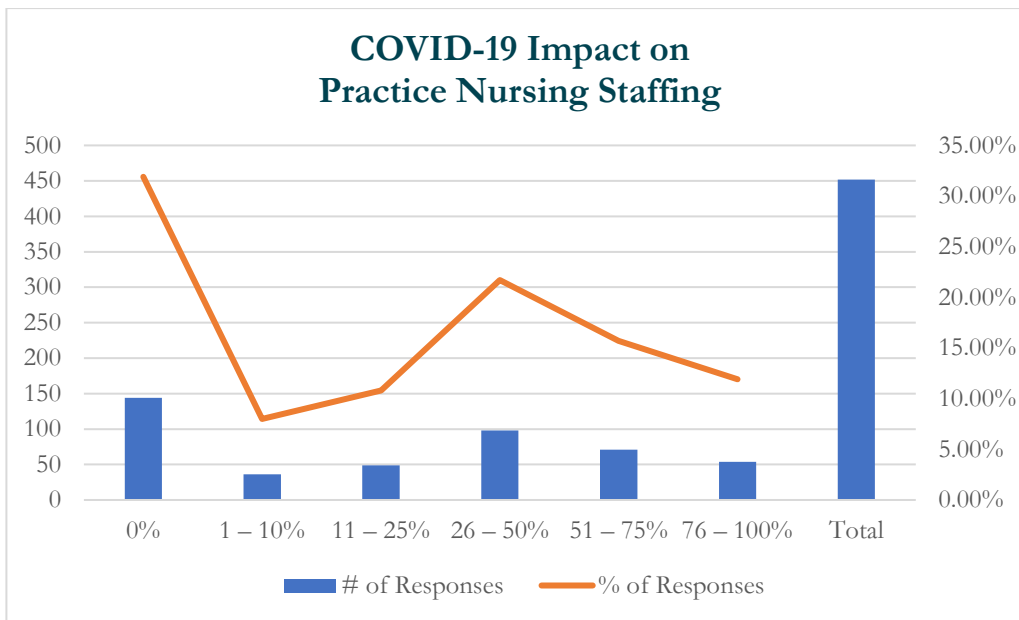
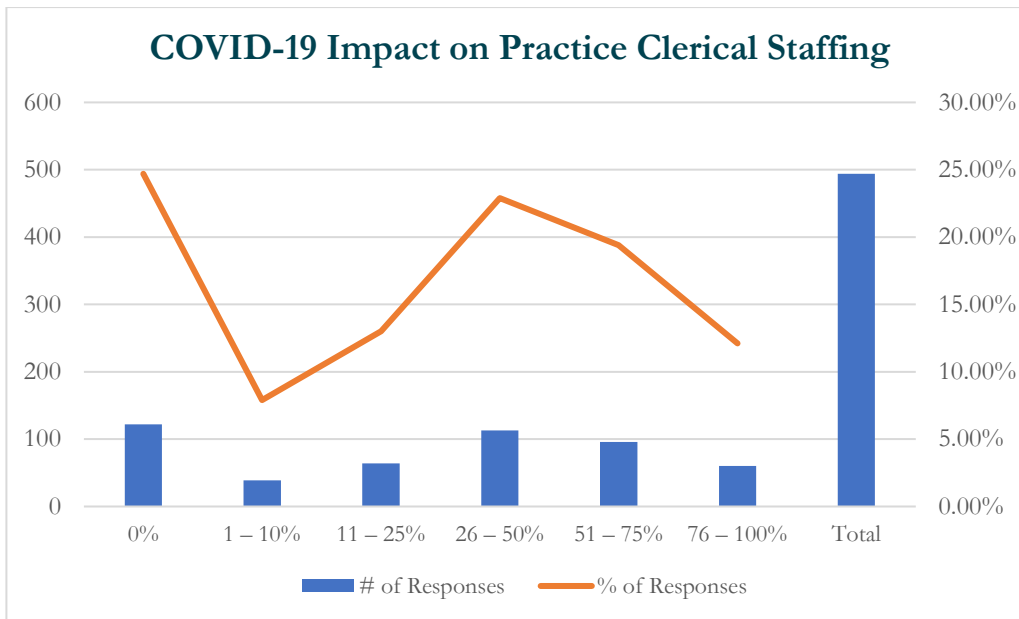


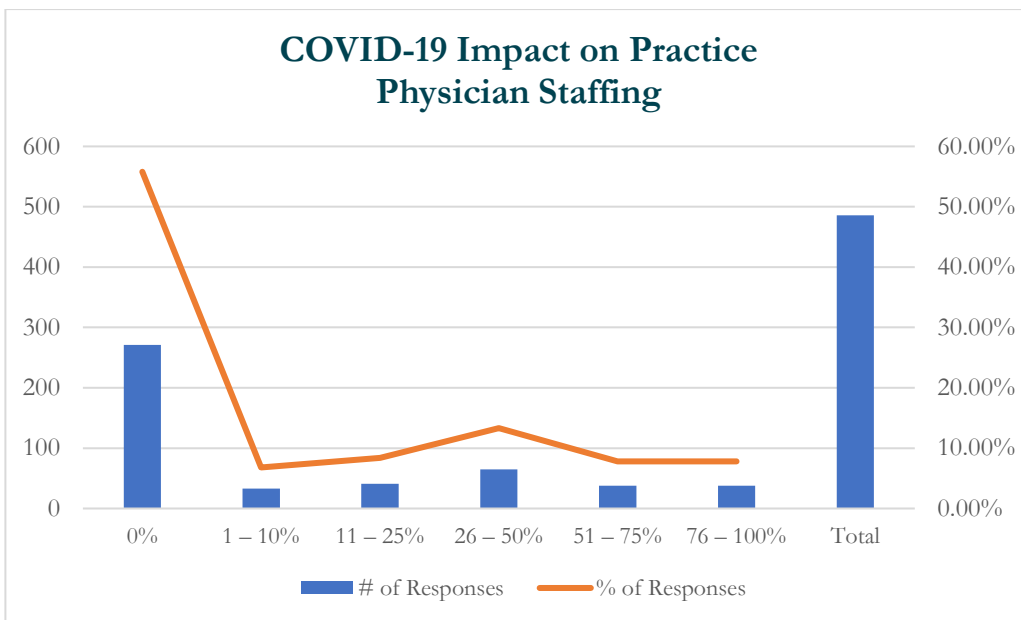
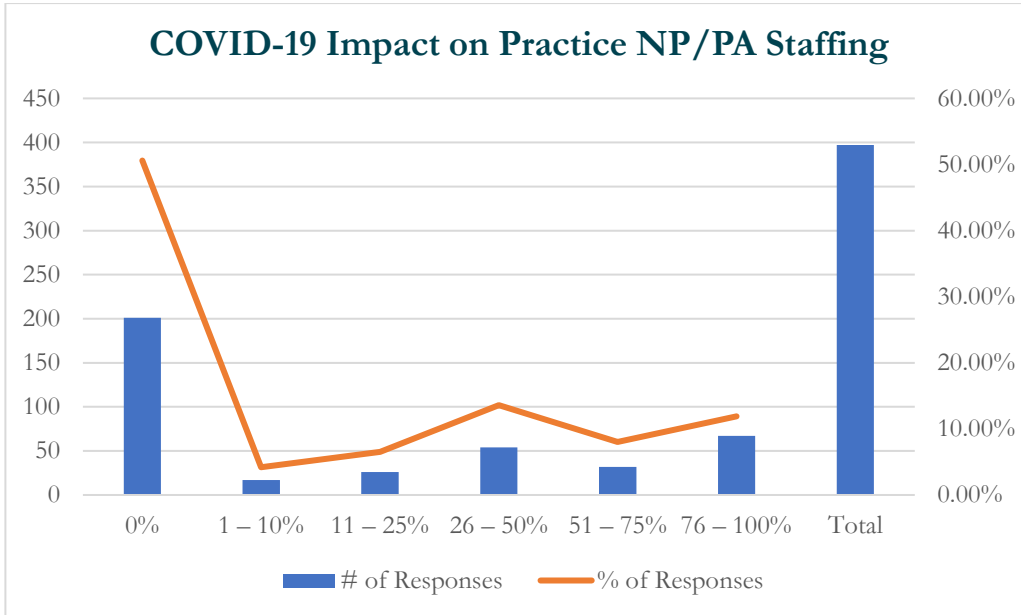


PPE

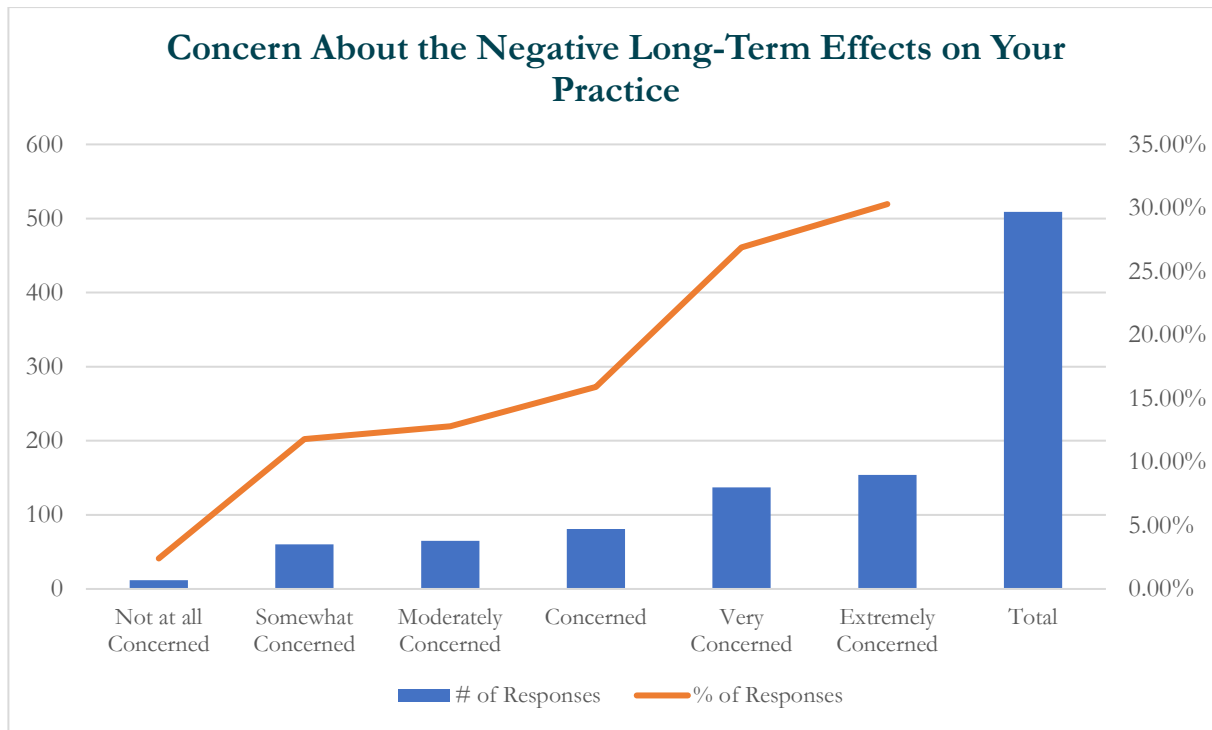


Impact on Staffing

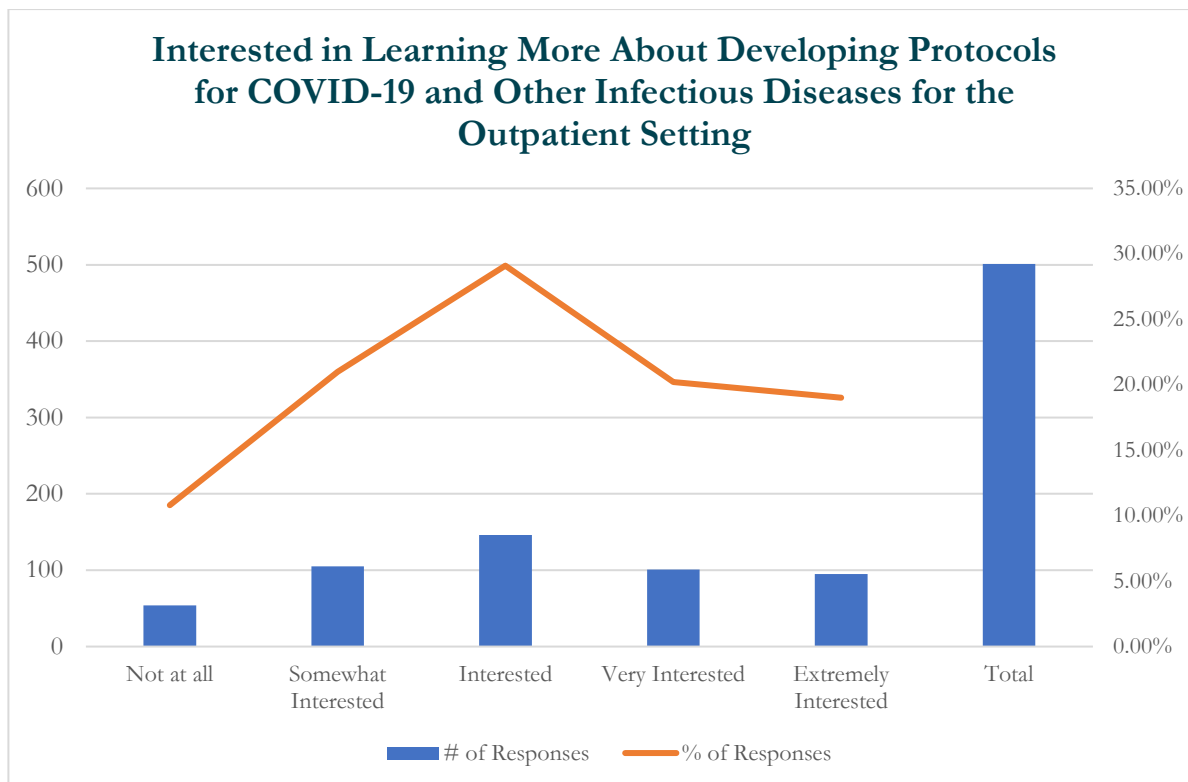




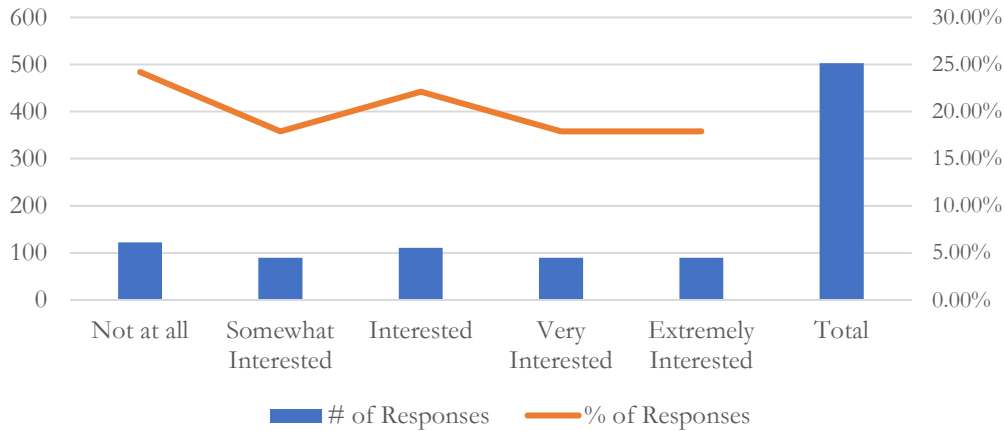
Long-Term Concerns



Future Learning Interests



Interested in Learning More About Evaluating and Testing of Patients with COVID-19 in the Outpatient Setting



Interested in Learning More About Infection Control and Proper Use of PPE

