



Survey Data Trends

These trends and talking points comment on the data collected for the weeks of March 30th through April 20th.



Is your practice currently open and seeing patients?

Close to 60% of practices are or are considering reducing hours or closing. Slight fluctuations in the numbers appear to mostly reflect changes in survey respondents, e.g., it seems unlikely that fewer practices are closed in Week 3 & 4 than in Week 1 or 2 (when number of closed practices increased from Week 1 to Week 2).



What does your patient volume look like today compared to your normal (pre-COVID-19) patient volume?

More than 50% of practices report patient volume declines of more than 50%, and more than 85% of practices report declines of at least 25%.



Do you expect to have sufficient staffing to meet your needs for the next week?

About 50% of practices currently are overstaffed due to appointment cancellations. In Week 4, for the first time, an equal number of respondents (49%) indicated they were appropriately staffed as indicated they were overstaffed due to appointment cancellations.



What percentage of your pre-COVID-19 staff have you laid-off or furloughed or anticipate laying-off or furloughing in the next two weeks?

About 50% of practices report needing to lay-off/furlough staff (or anticipating doing so within the next two weeks), and almost 20% of all responding practices report needing to lay-off/furlough more than 25% of their staff. The fluctuations in the answers to this question appear to mostly reflect changes in survey respondents, e.g., it seems unlikely that fewer practices had needed to lay-off any staff as of Week 4 than had needed to do so by Week 3 (although it is possible that this change may reflect practices no longer anticipating needing to lay off staff because they have obtained financial assistance).



What percentage of your current clinical staff was NOT able to attend work today because of suspected or actual COVID-19 exposure?

The number of practices reporting having clinical staff not able to attend work because of suspected or actual COVID-19 exposure continues to drop, with only 13% of practices reporting having staff unable to attend work in Week 4 (down from 23% in Week 1).

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Continued



Considering the needs of your entire practice, how many days of Personal Protective Equipment do you have remaining?

Practices continue to have wide variety in the number of days of PPE on hand, with the number of practices having enough PPE on hand for less than 5 days declining to 13% (from a Week 1 high of 23%).



Telehealth can be an important tool in containing and mitigating the spread of Covid-19. What would be most helpful to you in implementing or improving the operation of Telehealth in your practice?

A significant number of practices continue to report that their biggest need related to Telehealth is clear guidance on coding and reimbursement, but the number of practices needing this assistance continues to decline (down to 40% from 50% in Week 1). At the same time, the number of practices reporting that they do not require assistance with Telehealth operations continues to increase (now up to 38%). Another 10-15% of practices do not plan to use Telehealth.



What percentage of the patients treated by your practice today were treated via Telehealth?

The number of practices seeing patients by Telehealth appears to have flattened, with slightly more than 80% of practices now reporting Telehealth visits (up from 76% in Week 1). The number of Telehealth visits reported by practices also appears to have flattened, with 44% of practices again doing more than ¼ of their visits via Telehealth (up from 34% since Week 1) and 28% of practices again doing more than ½ of their visits by Telehealth (up from 24%). With 15% of practices reporting in Week 4 that they do not plan to use Telehealth and 19% reporting they are not currently using Telehealth, it appears that almost all interested practices have begun implementing their Telehealth programs.



What percentage of patient visits today were to address COVID-19-related issues (patient with potential symptoms, etc.)?

Relatively few patient visits are related to potential COVID-19 patients, with 56%-61% of practices reporting no COVID-19 related visits, while less than 3% report more than 25% of visits are COVID-19 related.

About the NCMGMA, NCMS and Curi Survey

Each Monday, starting on March 29th, NCMGMA, NCMS and Curi distributed the same set of questions to a collective e-distribution list. The goal was to garner a weekly snapshot of North Carolina's healthcare practices as we move through the coronavirus pandemic. The information and data collected would be compiled and used anonymously to better understand the most acute and immediate needs, and to establish any trends to inform our policymakers on behalf of the physicians, PAs, practice administrators and the patients of North Carolina.