

Prepared for the **ADFM**

What We Have Learned from the COVID-19 Stress Test on Primary Care

February 19, 2021



THE LARRY A.

Green Center

Advancing Primary Health Care for the Public Good

The Punchline

You grow well in the wild
Social justice is strong
Personal doctors are mission driven

This is good... I want more



Primary Care



Worthy of your trust
Safe to be vulnerable
Wholeness of your dignity
Patients come first

Societal investment in this basic good

Enter a Pandemic:

What will happen to primary care and how will we know?

The cost of lack of investment

No national office for primary care

No national database for primary care

No information exchange that reflects primary care

What we needed to do

Develop a network and information exchange

Gather the data to make primary care visible

Provide primary care with data and outlet

Quick COVID-19 Survey:

It should help and it shouldn't be hard

Our commitment to participants

3 minutes to complete

Only the data we can immediately use

Responsive to the pandemic and to practice

Categories of questions

Basic demographics – responsive to use

Flash questions – responsive to the pandemic

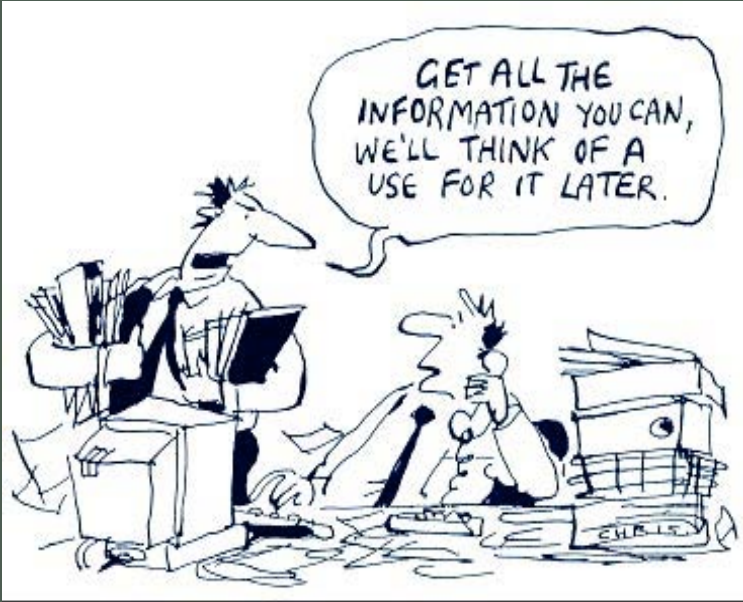
Clinician questions – responsive to participants



Timeframe: March 13 – the present

~ 26,000 clinician surveys

~ 10,000 patient surveys



Funded by

AHRQ, Morris-Singer, Samueli

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Typical Distributions (approx)

Sample size

~ 1000, range 550-3131

50 states, (CA, CO, RI, NY, OR, WA, TX, VA)

> 95% unique settings

Disciplines

70% family medicine

15% internal medicine

5% ea pediatrics and geriatrics

Settings

20% rural, 15% CHCs, 5% ea DPC/ofc/schools

40% ea indept/system, 7% urgent/retail

Practice size

35% 1-3 clinicians, 35% 10+ clinicians

What the survey told us:

DURING COVID, primary care reinvented itself overnight.

In Practices

- >80% adopt new platforms
- 2/3 increase in outreach



85%

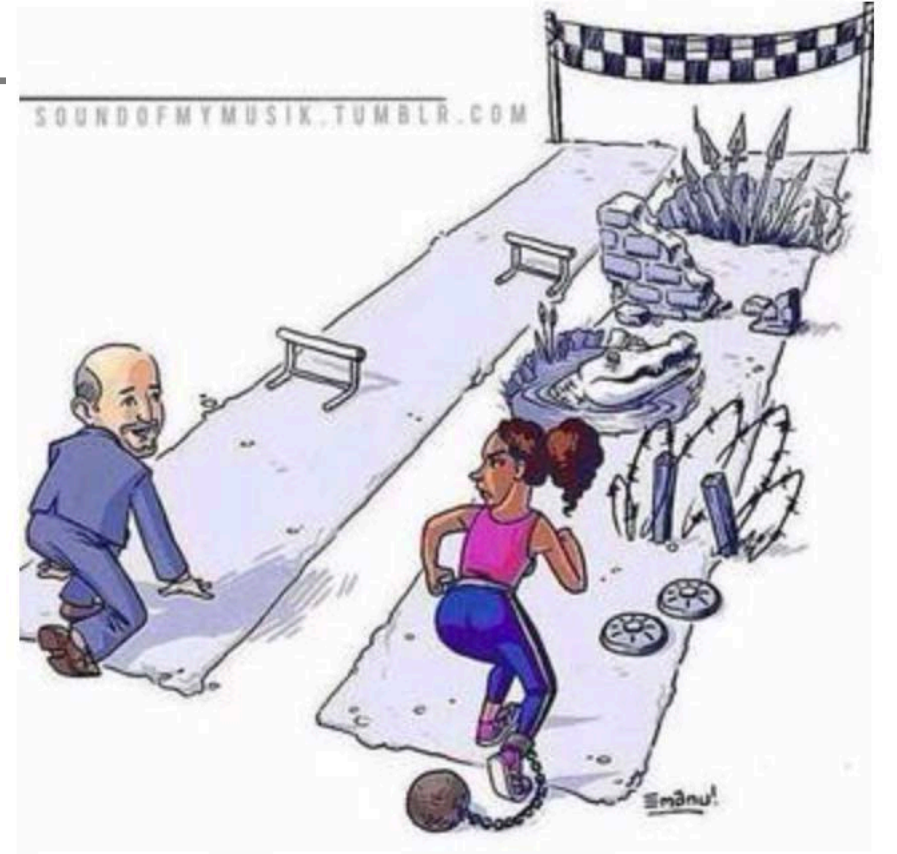
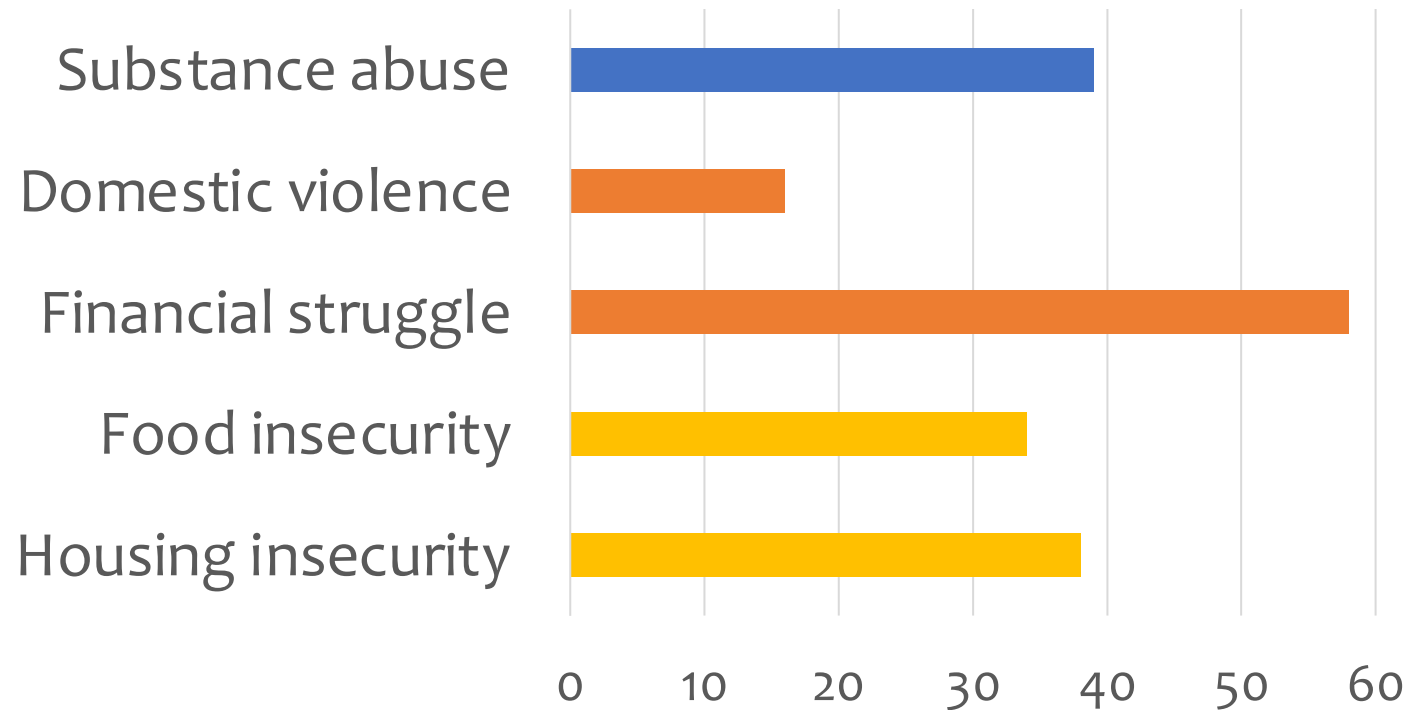
66%

47%

- Drop in FTF visits
- Paid <50% of work
- Furloughs/layoffs

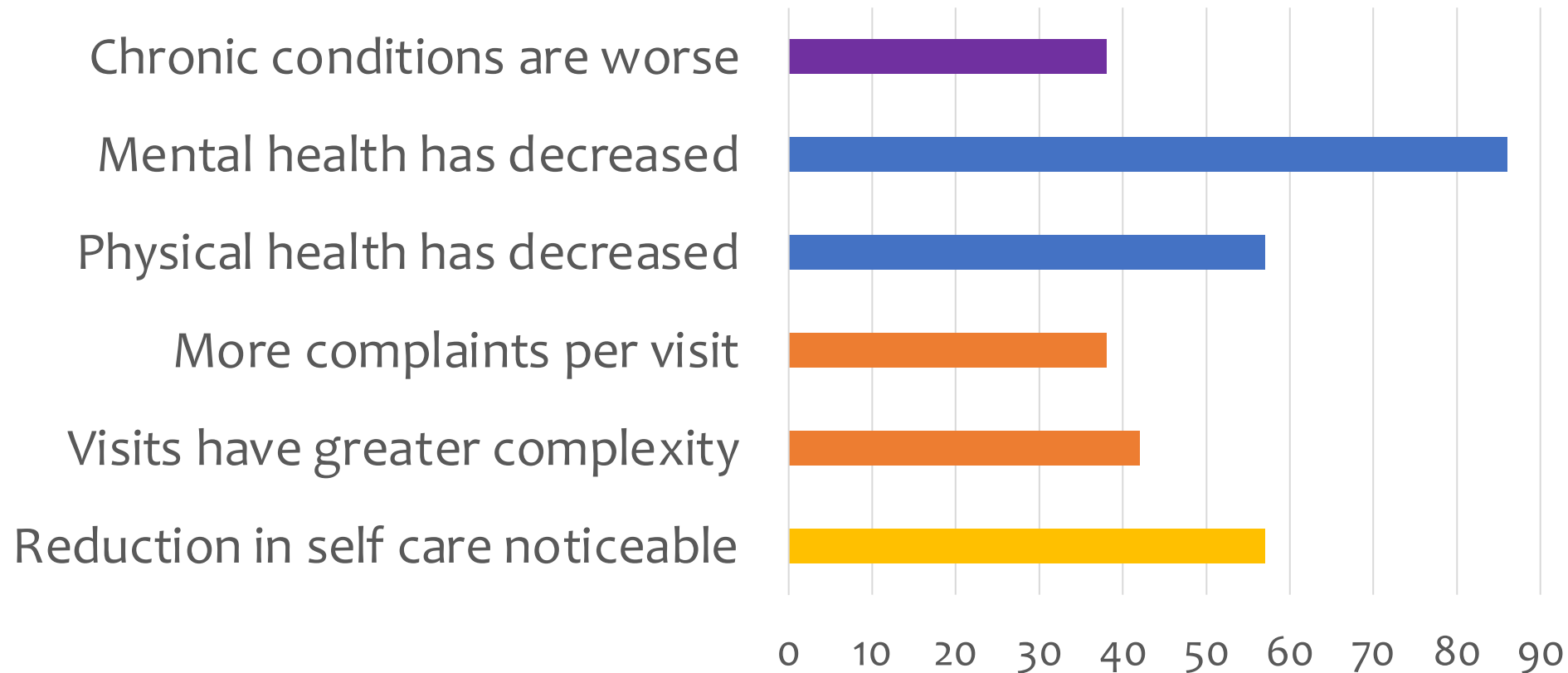
What the survey told us:

FOR PATIENTS, inequities are growing ...



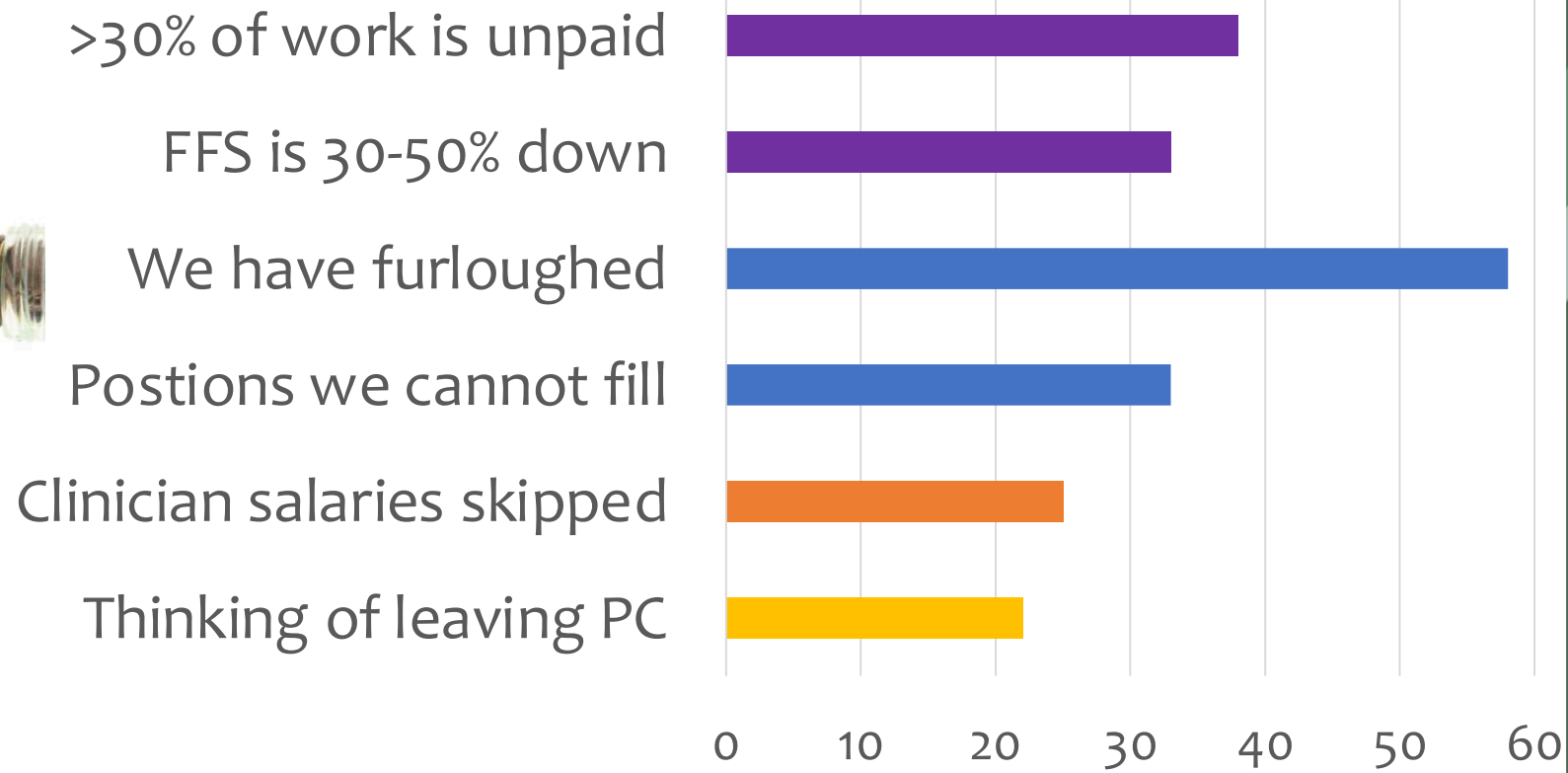
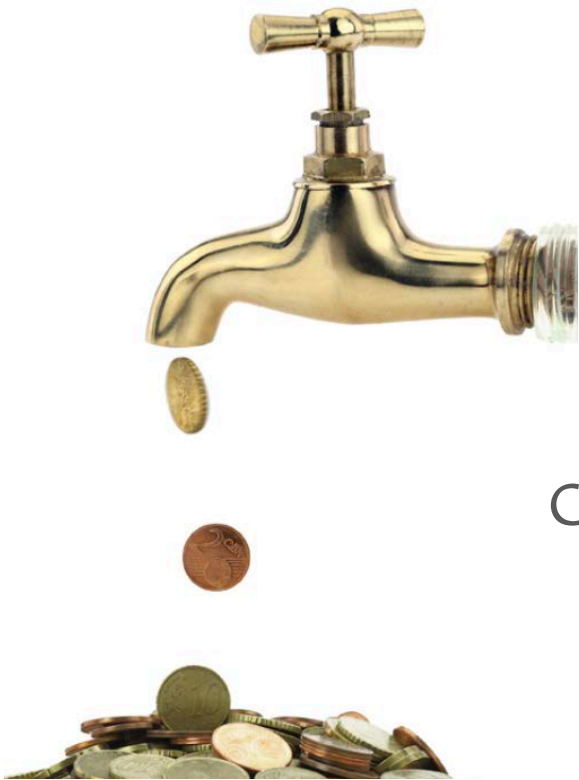
What the survey told us:

... and health is dropping.



What the survey told us:

FOR PRIMARY CARE, finances are strained...



What the survey told us:

FOR PRIMARY CARE, the mental strain is palpable...

48% burnout is at all-time high

Reporting detriments to:

Physical well-being

36%

Psychological well-being

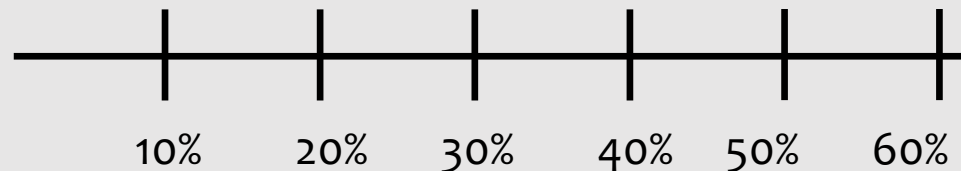
45%

Family well-being suffers

65%

Out due to illness

47%

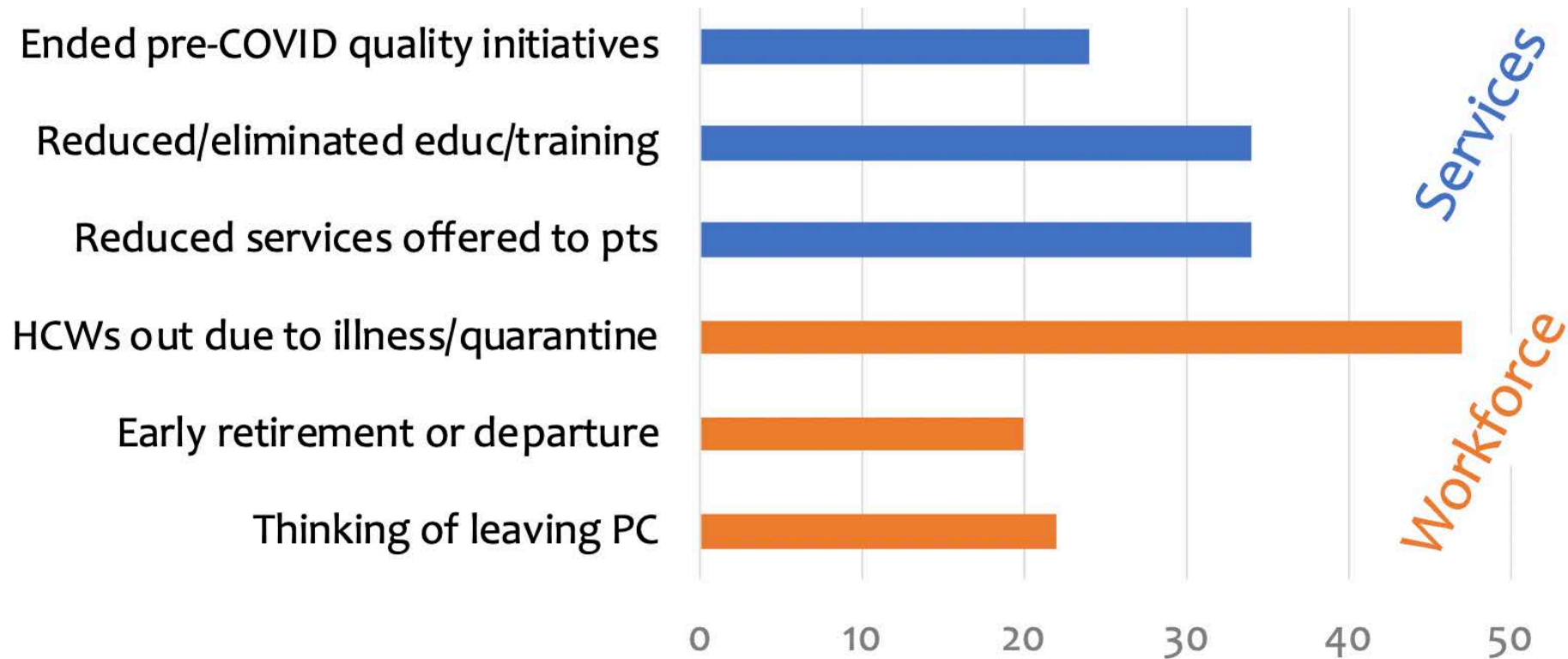


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What the survey told us:

... and practice is shrinking.



**So what
did we do
with that?**

Where did we go?

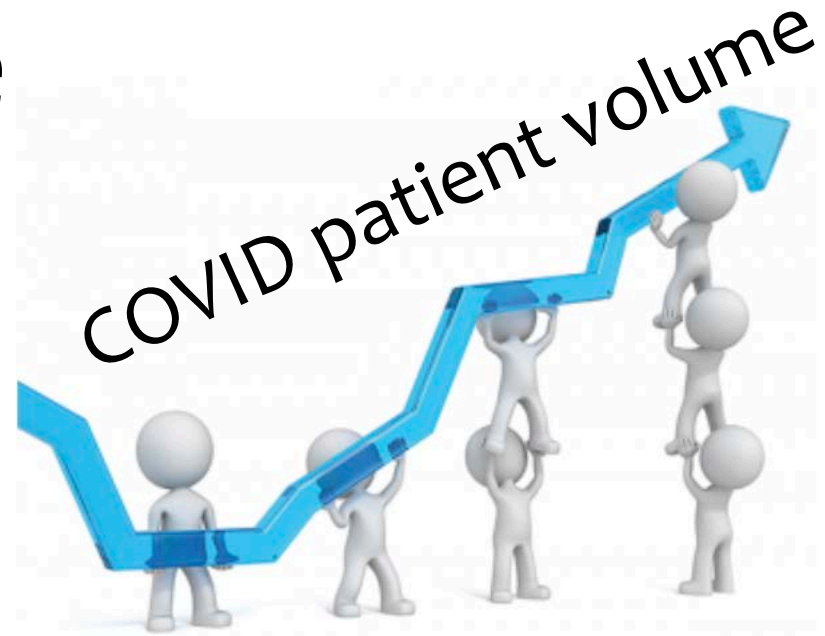
Stop the hemorrhaging



Wherever the wild things were...

Remember who you are

2019... 42% – at least once
COVID... 53% – 2x in 8 weeks



Possibility of losing their doctor?

- 32% panic, heartbroken
- 39% upset, lost

Know the social contract is sound

Valued Relationship

Patients say: 77%

79% being seen ~ feel better
85% helps make sense of things
76% I can ask about anything
82% this is someone I trust

91%

First Contact

85%

Continuity

82%

Coordinated

80%

Comprehensive

Where did we go?

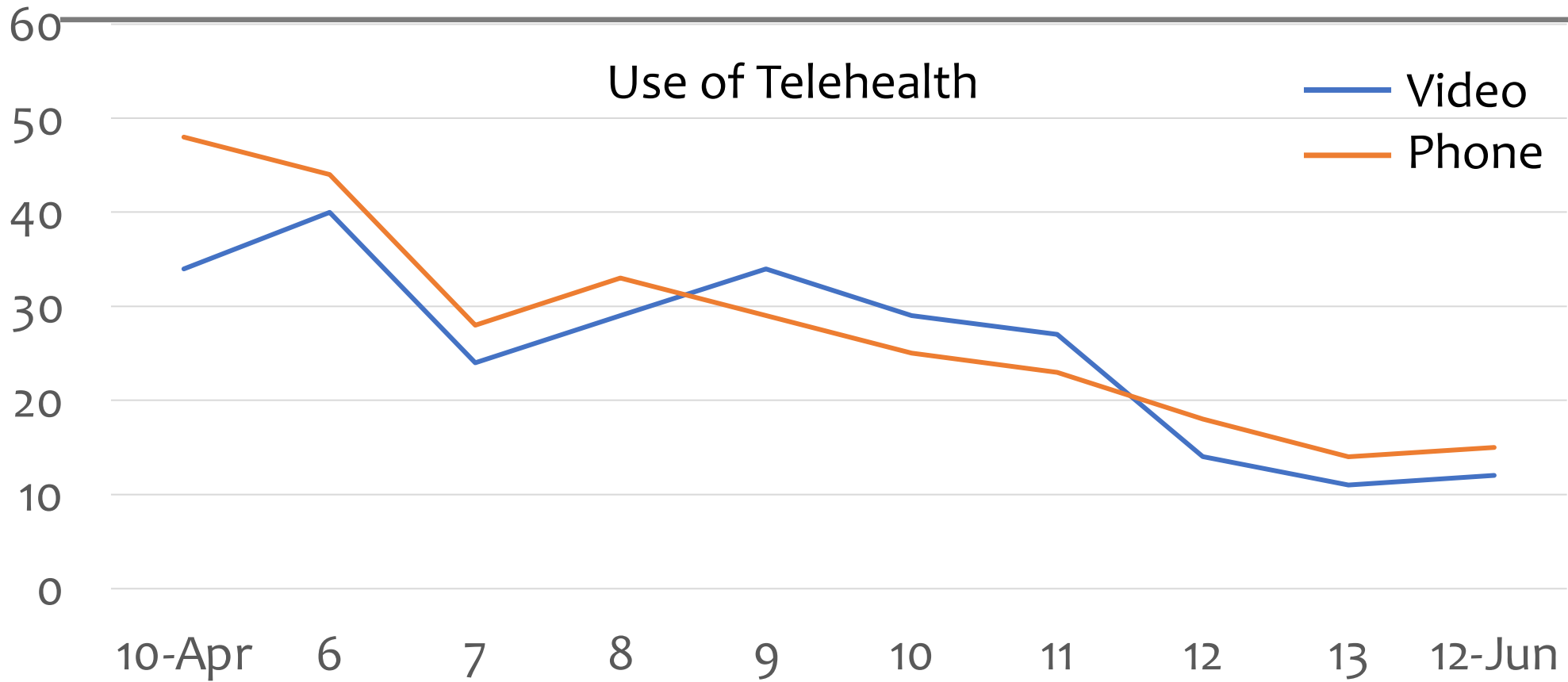
Stabilize practice



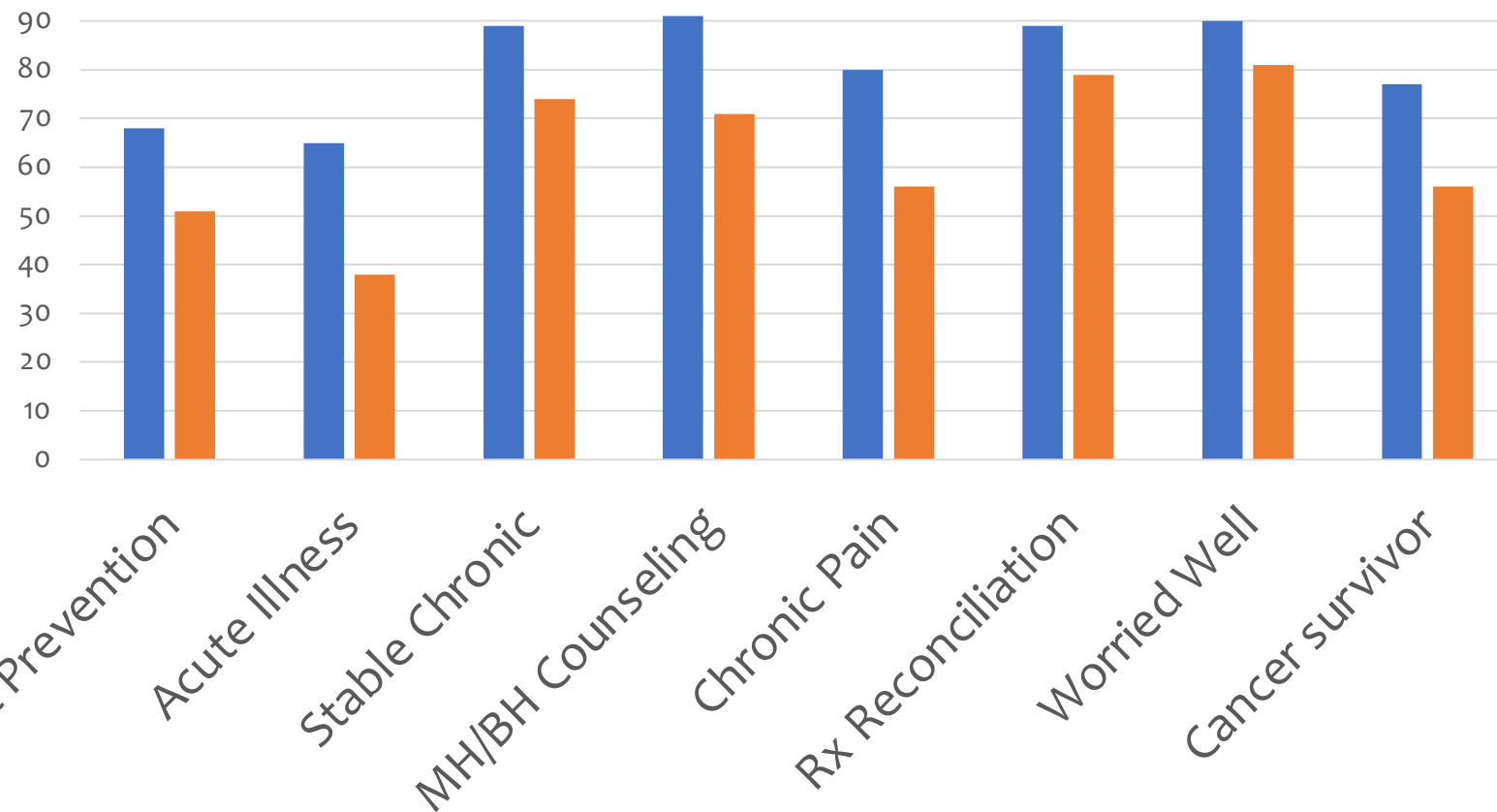
Wherever the wild things are...

Remember who you are teaching...

...and when



Telehealth has shown benefits...



Is telehealth...



- 37%** FTF down, contact at all-time high
- 52%** patients struggle with isolation
- 48%** patients with anxiety or depression

- 22%** lack tech access needed
- 21%** insurers have pulled back on funding
- 52%** clinician pull back on use

... a Boon?

... Or Bust?

Remember Evidence Based Practice

Is about practice-based evidence

Phreesia

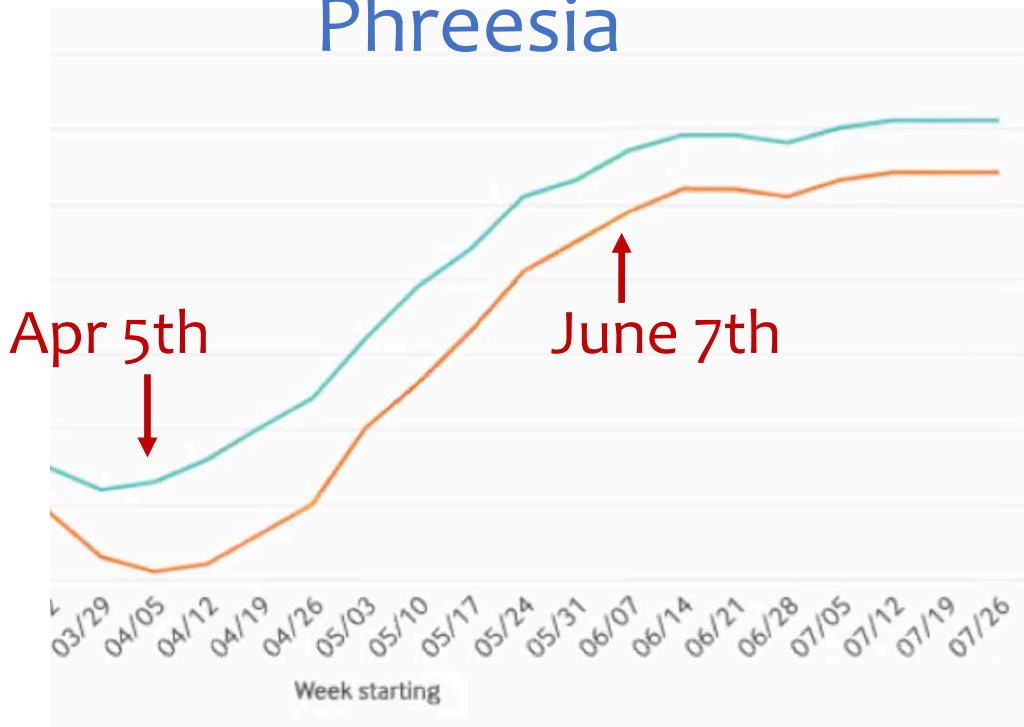


National

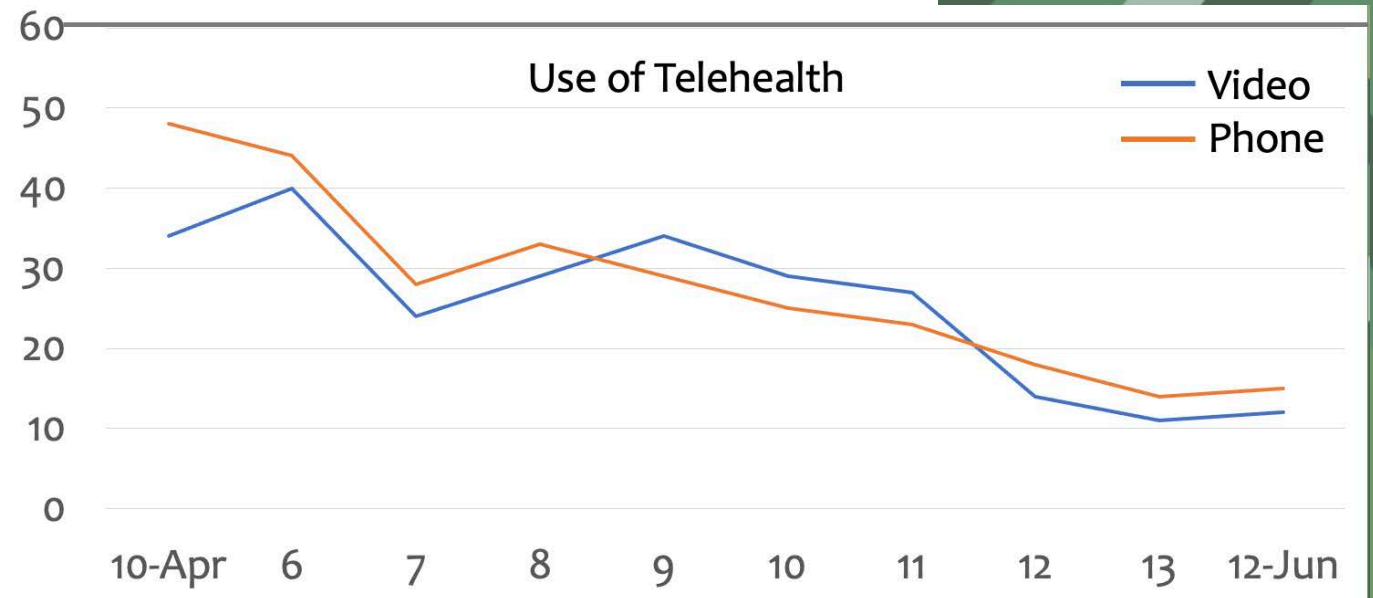
	FFS w/n 10%	FFS down >30%	FTF w/n 10%	FTF down >30%
Aug 21		28%		46%
Sep 4	26%	33%	28%	48%
Sep 18	23%		32%	

Remember Evidence Based Practice *Is about practice-based evidence*

Phreesia



National



Remember ... the patient is not a dirty window

Racism affects health:



Do patients believe racism has affected their...



Clinicians said

31% Racism impact on patient health

Patients said

28% Physical health
56% Mental health
23% Primary care helped

Where did we go?



Strengthen by investing in the future

Key Takeaways:

- Neglect led to unnecessary vulnerability
- Lack of data was a handicap
- Trust deficit was a significant obstacle

... and yet...

- Primary care flourishes in the wild
- It is worthy of the public's trust
- It is founded in relational learning and leadership
- What we can't articulate, we may lose

Questions / Comments

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