NPWH asked providers about their experiences during the COVID-19 pandemic, and the impact it is having on their practices and patients.

This is the third in a series of surveys we’ve conducted since March 2020.
Practice Settings & Employment

542 respondents from the NPWH women’s healthcare community

Representing a wide range of practice settings:

<table>
<thead>
<tr>
<th>Practice Settings</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary / Ambulatory / Outpatient</td>
<td>71%</td>
</tr>
<tr>
<td>Acute Care: Large Hospital</td>
<td>9%</td>
</tr>
<tr>
<td>Acute Care: Medium Hospital</td>
<td>8%</td>
</tr>
<tr>
<td>Academia (Faculty or Research)</td>
<td>3%</td>
</tr>
<tr>
<td>School Clinic</td>
<td>2%</td>
</tr>
<tr>
<td>Public Health / Health Department</td>
<td>2%</td>
</tr>
<tr>
<td>Acute Care: Small Hospital</td>
<td>2%</td>
</tr>
<tr>
<td>Non-Healthcare</td>
<td>2%</td>
</tr>
<tr>
<td>Military / VA Facility</td>
<td>2%</td>
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</tbody>
</table>

Other settings include:
- Long-term care settings
- Mental healthcare facilities
- Birth centers and breastfeeding centers
- Indian health services
- Federally qualified health centers
- Prisons

Almost a quarter have experienced a change in their employment due to COVID-19

- No Change: 78%
- Decrease Hours: 5%
- Increased Hours: 3%
- Benefits or Pay Reduced or Frozen: 6%
- Furloughed / Laid Off: 3%
- Retired: 2%
- Other Change: 3%
Provider Concerns

Providers shared their experience most pressing concerns related to COVID-19:

Biggest Provider Concerns

- Access to the vaccine for my patients: 48%
- Keeping up with Guidance: 18%
- Lack of Hospital Beds: 11%
- Lack of PPE: 8%
- Access to the vaccine for myself: 7%
- Keeping my job: 3%
- Vaccine hesitancy: 2%
- Lack of Testing Supplies: 2%
- Unable to see patients for non-COVID appointments: 2%
- Keeping up with licensing / CE: 2%

Compared to previous surveys conducted in March and August 2020:

- **Vaccine access** is now the top concern
- **Lack of hospital beds** is a more common concern
- **Lack of PPE and lack of testing supplies** are less common concerns
Provider Vaccine Experience

Most respondents have had an opportunity to be vaccinated, and have taken that opportunity:

Have you had the opportunity to be vaccinated?
- Yes: 92%
- No: 8%

Have you been vaccinated?
- Yes: 84%
- No: 16%
Out of the respondents who have had the opportunity to get vaccinated but declined, their reasons for doing so vary:

- **Safety Concerns**: 28 reasons
- **Electing to delay**: 26 reasons
- **Side Effect Concerns**: 21 reasons
- **Efficacy Concerns**: 18 reasons
- **Recovering from COVID**: 4 reasons
- **Pregnancy Concerns**: 4 reasons
- **Allergies / Contraindications**: 3 reasons

- About **8% of respondents reported vaccine hesitancy** due to concerns about safety, efficacy, or just generally wanting to wait.
- Others are delaying vaccination due to pregnancy — which is **not recommended** based on the latest guidance from ACOG.
- Some are following guidance to decline vaccination due to allergies, contraindications, or they are recovering from COVID, but would otherwise be vaccinated.
We asked providers about their general knowledge of the FDA vaccine approval process:

How knowledgeable or familiar are you with the FDA approval process for vaccines? (Scale of 1-10)
PPE Shortages

PPE continues to become more available, and shortages seem to be easing.

- The most commonly reused PPE are masks (46%) and gowns (5%)
- Some are using homemade PPE (4%) or using sub-par PPE to reserve appropriate PPE for highest-need situations (7%)
Changes to Practice

Practices have made many adjustments during the COVID-19 pandemic. We asked providers if they anticipate keeping any of these changes to their practices after the pandemic has subsided.

What changes to your practice will continue post-COVID?

- Increased Telehealth: 394
- Changed Screening Protocols: 175
- Increased Secure Messaging: 91
Provider Experiences

• “This experience has laid bare the weaknesses and problems we have within our healthcare system and local and federal support systems. We have a lot we need to fix.”

• “My coworkers and I are mentally exhausted. Many of us have had virus. My patients are starting to report increased depression.”

• “I work in Public health. On top of our normal job duties in our women’s clinic, we are also having to do contact tracing and vaccine clinics on the weekends. It’s just a lot to keep up with.”

• “So rewarding to vaccinate my community and get a glimmer of hope and feel and hear the gratitude from folks.”

• “Change is possible. We have been into doing telehealth, something we have learned about for years.”
Most providers reported that patients are asking them about the COVID-19 vaccine, but some are hesitant:

Are patients asking you about the COVID-19 Vaccine?
- Yes 83%
- No 17%

Are your patients hesitant to get the vaccine?
- Overall Yes 14%
- Overall No 19%
- Split 67%
Patient Vaccine Hesitancy

Providers are reporting many patients have concerns about the safety, efficacy, and side effects of the vaccine:

- The survey was only offered to providers, so these concerns are what providers are reporting they have heard from patients. It is not clear if these concerns are strong enough to prevent patients from getting vaccinated when they have the opportunity.

- Like providers themselves, patients seem to have concerns about the vaccine and pregnancy.

<table>
<thead>
<tr>
<th>Concern</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Concerns</td>
<td>84%</td>
</tr>
<tr>
<td>Side Effect Concerns</td>
<td>59%</td>
</tr>
<tr>
<td>Efficacy Concerns</td>
<td>21%</td>
</tr>
<tr>
<td>Pregnancy Concerns</td>
<td>4%</td>
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Barriers to Care & Concerns

Provers are reporting decreases in patients scheduling certain types of visits:

The most common patient-reported barriers to care have remained consistent throughout surveys:

1. Fear of contracting COVID at an appointment
2. Lack of childcare
3. Lack of transportation

The most common patient-reported concerns have also remained consistent:

1. Concern for their health
2. Job loss
3. Economic concerns
4. Mental health concerns