Colorado Primary Care Response: COVID-19 Report #10

What Colorado Primary Care Practices are experiencing with COVID-19

SNOCAP

We took a break from surveying from October and November, 2020.

Our January 2021 survey was conducted from January 12-20, 2021, and received 70 responses from practices across the state of Colorado.

From these responses, we saw that 40% of respondents were from practices in a network or system. Of respondents, 66% report practicing in urban/suburban areas & 34% rural/frontier areas.

NOTE: This report provides descriptive statistics across practices that responded to the survey (convenience sample). Data presented is not intended to be representative of what all others in rural practices are facing state-wide.

Report Data from 10th COVID-19 Response Survey

Telehealth
Among urban and suburban practice, **100%** are conducting telehealth visits. Among rural/frontier practices, 92% are conducting telehealth visits (N = 70)

Financial Survival
38 respondents (58%) stated that COVID-19 is currently impacting the financial survival of their practices. *A majority of these concerns are arising due to reduced work hours and salary cuts.*

Access to Testing
Among urban and suburban practice, 76% feel they have current access to testing. Among rural/frontier practices, 91% feel they have current access to testing (N = 65)

What's new this month?

NEW

We asked practices new questions about the following:

- Staff COVID-19 vaccinations
- Patient concerns about the COVID-19 vaccine
- Plans for administering the COVID-19 vaccine once available

COVID-19 Vaccine

Staff Vaccinations

89% of respondents reported they and their staff have received at least one dose of the vaccine.

9% of respondents reported not having received the vaccine, but have plans in place to receive it.

"3% reported "prefer not to answer"

Practice Plans for Administration of Patient COVID-19 Vaccine

Major COVID-19 Vaccine Concerns that Practices Have Heard from Patients

- Access & availability of the vaccine
- Side Effects
- Conspiracies about the vaccine
- Short Trial Period
- Impact on pregnant women
- Pediatric Vaccine
- Making the vaccine mandatory

There is still work to be done in 2021!

Practices are still struggling with:

What do these concerns look like for practices?

Underserved Population Concerns

- Older Patients Struggle to Use Technology
- Technology for Spanish Speaking patients
- Internet Connection in Rural Areas

Tech Issues

- Screen Freezing
- Patients Struggle to Use Technology
- Lack of Internet Access
- Weak Internet Connection
- Lack of Devices Capable for Telehealth
- Patients Are in Areas Not Suitable for Telehealth
- Dropped Calls

Billing/ Documentation/ Reimbursement Problems

- Unclear Telehealth Reimbursement
- Lack of Insurance Cooperation
- Lack of Behavioral Health Compensation
- Constant Turnover
- Constantly Changing Billing Modifier Requirements
- 2021 E&M Coding and Documentation Guidelines from Medicare

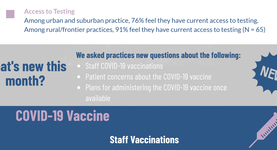
A look back to the last 6 months:

We are continuing to review trends seen over the past 10 months of surveying. Below, you will find 4 charts that begin to describe what we are finding.

Because questions first appeared on the survey at different times, the months for which data is available vary by question.

Sample sizes provided by month are summarized in previous reports. Sample sizes vary by month and question, for additional details, feel free to contact us (contact info at bottom of report).

Percent of Practices that say that COVID-19 has Impacted the Financial Survival of their Practice



Overall, it seems as though practices have felt less financially threatened by COVID-19 as time has gone on.

Percent of Practices that Report *Struggling* with Reimbursement for Telehealth/Virtual Visits

Generally, it appears as though practices that are not associated with a larger system or network tend to have more struggles with telehealth reimbursement.

Breakdown of Visit Types: Virtual and In-Person

Generally, it appears as though patient visit type has leveled out since July 2020 to January 2021, and practices are seeing a majority of patients in clinic.

Practices that Reported *Sufficient* Access to Testing

Overall, it seems as though practices have gained more access to testing that meets their needs.

We are sharing this report broadly with survey respondents, policy makers (local and national), researchers, and anyone who might be able to make a difference.

Thank you for sharing your story so we can be a voice to these issues and help respond.

We are happy to hear from anyone who wishes to reach out to us.

CLICK HERE to view all previous reports and resources lists on our COVID Work and Resources page on the DFM website

Follow Along

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