# Colorado Primary Care Response: COVID-19 Report #9

What Colorado Primary Care Practices are experiencing with COVID-19

SNOCAP

**This report is taking a bit of a turn from previous survey reports!** ***Read on to learn more...***

Our September survey was conducted from **September 23-October 1** and received only 16 responses from practices across the state of Colorado.

From these responses, we saw that 75% of respondents were from practices in a network or system. Of respondents, 25% report practicing in urban/suburban areas & 75% rural/frontier areas.

We are reporting below on both this small September dataset, as well as sharing for the first time some of our longitudinal findings, compiling results from surveys all the way back through March 2020.

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

## Report Data from 9th COVID-19 Response Survey

**Breakdown of Visit Types**
On average, respondents are now seeing over three-quarters of patients in-person. 14% of patients are being seen via video-based visits, and another 9% by phone.

**Issues of Reimbursement and Billing**
7 respondents (44%) reported struggling with *reimbursement and billing, citing increased operational revenue and the resubmission of numerous claims as concerns.*

**Financial Survival**
6 respondents (38%) stated that COVID-19 is currently impacting the financial survival of their practices. *A majority of these concerns are arising due to layoffs of staff.*

**Supplies Needed**
Half of respondents reported a staff shortage.
2 respondents (13%) reported a shortage of PPE.
3 respondents (19%) noted not having sufficient access to testing.
*These reports indicate that practices are not yet in the clear.*

**COVID-19 Testing Recommendations**
7 respondents (44%) have recommended over 301 patients to be tested.
*Delays in testing are proving to be the biggest obstacle for acquiring local testing.*

## What's new this month?

NEW

**We asked practices new questions about the following:**

- Notice of increase in patients presenting with mental health questions or concerns since the start of COVID-19?
- Change in patient load during these times, as compared to patient counts pre-COVID-19?

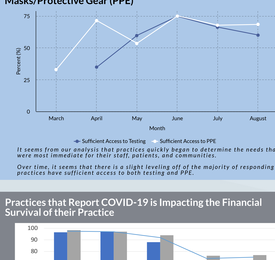
**13 respondents (87%) reported an increase in number of patients presenting with mental health questions or concerns since the start of COVID-19.**

*Reasons reported as an increase in number of mental health questions or concerns at this time:*

- Depression
- Financial Instability
- Anxiety
- Isolation
- Increased Stress
- Health Concerns

### How, if at all, did patient load change during these times, as compared to patient counts pre-COVID-19?

*In September, we asked respondents to "think back to the 3 months listed and respond how, if at all, patient counts changed during these times, as compared to patient counts pre-COVID-19." Responses to this reflection are reported below:*



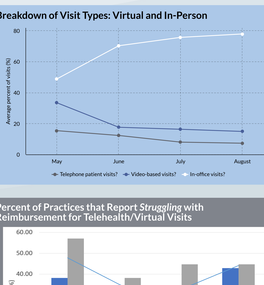

## A look back to the last 6 months:

*We are starting to see trends emerge over the past 6 months period of time. Below, you will find 5 charts that begin to describe what we are finding.*

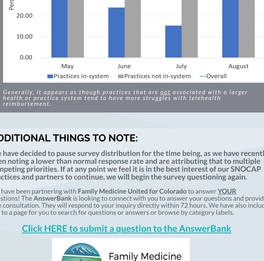
*Because questions first appeared on the survey at different times, the months for which data is available vary by question.*

*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 Practice that have Recommended >30 Patients for COVID-19 Testing



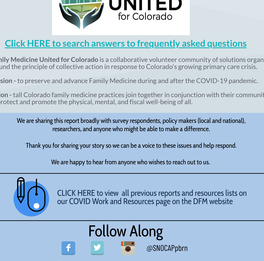

### Practices that Reported *Sufficient* Access to Testing and Masks/Protective Gear (PPE)




*It seems from our analysis that practices quickly began to determine the needs that were most immediate for their staff, patients, and communities.*

*Over time, it seems that there is a slight leveling off of the majority of responding practices have sufficient access to both testing and PPE.*

### Practices that Report COVID-19 is Impacting the Financial Survival of their Practice




*Over time, there appears to be fewer practices that are experiencing financial hardships, however the rate remains high.*

### Breakdown of Visit Types: Virtual and In-Person

### 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 health or practice system tend to have more struggles with telehealth reimbursement.*

## ADDITIONAL THINGS TO NOTE:

We have decided to pause survey distribution for the time being, as we have recently been noting a lower than normal response rate and are attributing that to multiple competing priorities. If at any point we feel it is in the best interest of our SNOCAP practices and partners to continue, we will begin the survey questioning again.

We have been partnering with **Family Medicine United for Colorado** to answer YOUR questions! The **AnswerBank** is looking to connect with you to answer your questions and provide free consultation. They will respond to your inquiry directly within 72 hours. We have also included a link to a page for you to search for questions or answers or browse by category labels.

**Click HERE to submit a question to the AnswerBank**

Family Medicine UNITED for Colorado

**Click HERE to search answers to frequently asked questions**

**Family Medicine United for Colorado** is a collaborative volunteer community of solutions organized around the principle of collective action in response to Colorado's growing primary care crisis.

**Mission** - to preserve and advance Family Medicine during and after the COVID-19 pandemic.

**Vision** - tall Colorado family medicine practices join together in conjunction with their communities to protect and promote the physical, mental, and fiscal well-being of all.

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

@SNOCAPpbrn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