

Summary of the Colorectal Cancer Provider Community during COVID-19

In April 2020, Fight CRC distributed two provider facing surveys to the medical community to understand how the COVID-19 pandemic has affected their ability to care for cancer patients. The first survey distributed consisted of 38 questions and consisted of 16 complete responses. Understanding that the length of the survey may have been a barrier to some, Fight CRC distributed a shorter six-question survey with the most relevant questions used. 52 individuals responded completely to this survey.

Demographics

Across both surveys, the majority of respondents identified themselves as the following:

- 1) Registered Nurse (37%)
- 2) Medical Oncologist (27%)
- 3) Gastroenterologist (9%)
- 4) Physician Assistant (5%)

Treatment and Care Disruptions

The top types of care disrupted that providers observed included:

<u>Type of Care</u>	<u>Provider Reported</u>
In person visits	83%
Outpatient Surgical Procedures	71%
Supportive Services	47%
Inpatient Surgical Procedures	43%
Imaging	44%
Clinical Trials	36%
Active cancer care	27%

- 68% of respondents indicated a great deal of disruptions to family members being included at visits
- 52% of respondents indicated a great deal of disruptions to in-person visits being changed to telehealth
- 72% indicated that disruptions to cancer or care completely cancelled for everyone was not an issue at all
- 68% indicated that disruptions to treatment delayed with no plans of rescheduling was not an issue at all

Guidance

The majority of respondents indicated following state level guidance (47%), NCCN guidelines (36%), and ASCO and FDA guidelines (32%). Additionally, 58% of respondents believed that the information and direction they received about how to address patient care during the COVID-19 pandemic was appropriate given: patient population, location and type of practice and it has helped them provide quality of care (58%). 10% believes it's too early to tell, or it was too restrictive and it didn't allow them to provide the highest quality of care.

Other issues facing the community

The most difficult issues respondents have heard that colorectal cancer patients are/were facing due to COVID-19 include:

- 1) Contracting COVID (88%)
- 2) Disruption in care (59%)
- 3) Losing job (47%)
- 4) Managing day to day (41%)
- 5) Finances/insurance (41%)
- 6) Isolation/loneliness (41%)

Some of the most difficult issues for the medical community to address include:

- 1) Protecting health of patients (58%)
- 2) Protecting health of staff (48%)
- 3) Providing treatment for new patients (40%)
- 4) Scheduling (29%)
- 5) Providing treatment for established pts (25%)

Telehealth

The majority of respondents are using telemedicine:

- 73% of respondents indicated integrating telemedicine into their practice as a result of COVID-19.
- 100% indicated using both audio and video
- Majority are seeing between 50-74% of patients via telemedicine
- 21% are seeing between 75%-100% via telemedicine
- 64% don't know what percentage of telemedicine visits are being reimbursed
- 43% indicated that patients did not have video capabilities
- 36% indicated patients had the correct technology for telemedicine

- The biggest issue for integrating telehealth included IT (80%), and ability to effectively communicate (40%)
- Benefits to telehealth included: Efficiency (60%), timely (47%) and patient adherence (40%)

Returning to Normal

The top ways providers indicated returning to normal include:

- Continue protective measures (71%)
- Routine triage for telemedicine visits vs in-person visits (54%)
- Reorganize office space (54%)
- Limiting numbers of pts (49%)
- Extend office hours (20%)
- Testing pts (41%)
- Expand IT (28%)
- Decrease staff (12%)
- Hire more staff (6%)