

TOPLINE
California Health Care Provider Survey
Conducted by Goodwin Simon Strategic Research
on behalf of the California Health Care Foundation
September 16-September 28, 2020

Occupational Categories

Respondent Type	Quantity
MDs	n603
Behavioral health specialists	n205
NP/PAs	n201
Nurses	n250
TOTAL	n1,202*

*n57 respondents hold licenses, credentials, or degrees across multiple categories.

1. In what county do you practice *primarily*? [INSERT CA COUNTY DROPDOWN]

RESULTS BY REGION:

Region: Counties	Bay Area / North Coast: Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Sonoma	23%
	Fresno: Fresno, Kern, Kings, Madera, Mariposa, Merced, Tulare	4
	Sacramento/Sierra: Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Lassen, Modoc, Mono, Nevada, Placer, Plumas, Sacramento, San Joaquin, Shasta, Sierra, Siskiyou, Solano, Stanislaus, Sutter, Tehama, Trinity, Tuolumne, Yolo, Yuba	10
	LA County: Los Angeles	29
	South/Central Coast: Inyo, Orange, San Luis Obispo, Santa Barbara, Ventura	15
	San Diego: Imperial, San Diego	12
	Inland Empire: Riverside, San Bernardino	8

** indicates that less than half of one percent of respondents gave that response.
Please note that due to rounding, totals may equal a few points more or less than one hundred.*

2. Would you describe where you primarily practice as:

A large city with about a half-million people or more	52%
A smaller city	23
A suburb near a city	20
A small town or rural area	5
Unsure	*

3. In the last six months, have you provided direct patient care? This includes in-person or via telehealth. (Telehealth includes providing patient care virtually by telephone or video.)

Yes	100%
No	TERMINATE
Unsure	TERMINATE

4. Which of the following licenses, credentials, or degrees do you currently hold? (Please select all that apply.) **[ALLOW MULTIPLE RESPONSE]**

RN	19%
LPN/VN	1
Nurse practitioner (NP)	10
Certified Nursing Assistant (CNA)	*
Clinical Nurse Specialist (CNS)	1
Certified Nurse Midwife (CNM)	1
Certified Registered Nurse Anesthetist (CRNA)	*
PA	7
MD	46
DO	5
PhD, PsyD, EdD	2
Licensed Marriage and Family Therapist (LMFT)	6
Licensed Professional Clinical Counselor	1
Licensed Clinical Social Worker	7
Other licensed behavioral or mental health therapist	1
Other (specify)	3

5. Is your primary area of practice or work in behavioral health, including mental health or substance use disorder?

Yes	28%
No	70
Unsure	1

[ASK Q6 IF PRACTICE IS IN BEHAVIORAL HEALTH] (n = 340)

6. Is the majority of your practice or work in addiction medicine or addiction care?

Yes	30%
No	67
Unsure	4

[ASK Q7a IF MD OR DO] (n = 602)

7a. What is your medical specialty?

Primary care (general and family practitioner, general internist)	31%
Specialist (medical specialist, surgeon, ob/gyn, radiology)	41
Pediatrics	10
Psychiatry	9
Emergency medicine	9
Other (please specify)	*

[ASK Q7b IF NP OR PA] (n = 201)

7b. What is your medical specialty?

Primary care (general and family practitioner, general internist)	49%
Specialist (medical specialist, surgeon, ob/gyn, radiology)	28
Psychiatry	7
Emergency medicine	10
Other (please specify)	6

[RESUME ASKING ALL RESPONDENTS]

8. In which of the following *settings* have you primarily practiced or worked in the last six months? (Please select all that apply.) **[ALLOW MULTIPLE RESPONSE]**

Emergency department	17%	TOTAL HOSPITAL: 56%
Inpatient hospital	35	
Outpatient clinic or service within a hospital such as cardiology, radiology, or specialty clinics (excluding ED)	26	
Outpatient surgery center or infusion (chemotherapy) or dialysis clinic	9	TOTAL NONHOSPITAL: 62%
Urgent care center	9	
Free or reduced-fee clinic, community health center or clinic, or public health center	8	
Federally Qualified Health Center	6	
Private medical or behavioral health office/clinic not located in a hospital (such as a private or group practice)	34	
Nursing home, extended care, skilled nursing facility, or group home	4	
Mental/behavioral health or substance use disorder residential facility	4	
Home health care	3	
Telehealth / telehealth from home / remote	1	
Other (specify)	5	

9. What percentage of your patient population would you estimate are Medicaid/Medi-Cal or uninsured?

None	9%	TOTAL NON-SAFETY-NET PROVIDER: 41%
Less than 30%	33	
30% to 50%	24	TOTAL SAFETY-NET PROVIDER: 55%
51% to 75%	16	
More than 75%	16	
Unsure	3	

10. In the last six months, approximately how many COVID-19 patients have you seen or treated? Your best guess is fine. **[OPEN-ENDED QUESTION REQUIRING NUMERIC RESPONSE]**

1-5	17%	TOTAL YES, HAVE TREATED COVID-19 PATIENTS: 70%
6-10	12	
11-20	10	
21-50	15	
51-100	8	
101+	8	
Have not seen or treated any COVID-19 patients	20	
Unsure	10	

11. Before the COVID-19 pandemic began, approximately what percentage of your total patient visits or appointments, if any, did you conduct using telehealth — either via telephone or video? Your best guess is fine. **[OPEN-ENDED QUESTION REQUIRING PERCENTAGE RESPONSE]**

1-30%	19%	TOTAL YES, USED TELEHEALTH: 30%
31-50%	2	
51-70%	*	
71-100%	3	
Used telehealth, but unsure of percentage	6	
None, did not use telehealth for patient visits or appointments	66	TOTAL NO, DID NOT USE TELEHEALTH 70%
Not applicable	3	
Unsure	*	

[ASK Q12 ONLY IF USED TELEHEALTH BEFORE COVID-19] (n = 363)

12. Before the COVID-19 pandemic, approximately what percentage of these telehealth visits you conducted were done by telephone, and what percentage were done by video? Your best guess is fine. **[OPEN-ENDED QUESTION REQUIRING PERCENTAGE RESPONSE]**

12R1. By video

None by video	36%
1-30%	19
31-50%	11
51-70%	3
71-100%	23
Unsure	9

12R2. By telephone

None by telephone	9%
1-30%	16
31-50%	8
51-70%	5
71-100%	54
Unsure	9

[RESUME ASKING ALL RESPONDENTS]

13. Approximately what percentage of your patient care is provided via telehealth at this time? Your best guess is fine. [OPEN-ENDED QUESTION REQUIRING PERCENTAGE RESPONSE]

1–30%	28%	TOTAL YES, USE TELEHEALTH: 79%
31–50%	14	
51–70%	5	
71–100%	24	
Used telehealth, but unsure of percentage	9	
None, do not use telehealth for patient visits or appointments	19	TOTAL NO, DO NOT USE TELEHEALTH: 21%
Not applicable	2	

[ASK Q14 ONLY IF USING TELEHEALTH NOW] (n = 947)

14. At this time, approximately what percentage of the telehealth visits you are conducting would you estimate are done by telephone, and what percentage are done by video? Your best guess is fine. [OPEN-ENDED QUESTION REQUIRING PERCENTAGE RESPONSE]

14R1. By video

None by video	15%
1–30%	20
31–50%	14
51–70%	8
71–100%	39
Unsure	5

14R2. By telephone

None by telephone	10%
1–30%	32
31–50%	14
51–70%	9
71–100%	30
Unsure	5

[ASK Q15 AND Q16 IF USING TELEHEALTH NOW] (n = 947)

15. Looking ahead to after the COVID-19 pandemic ends, do you think you will continue to use telehealth to provide patient care if payments for telehealth and in-person visits are comparable?

Yes	89%
No	4
Unsure	7

16. Looking ahead to after the COVID-19 pandemic ends, do you think you will continue to use telehealth to provide patient care if payment for telehealth visits is *lower* than payment for in-person visits?

Yes	42%
No	26
Unsure	32

[ASK Q17 AND Q18 IF TELEHEALTH APPLICABLE] (n = 1,167)

17. Generally speaking, how effective do you believe telehealth is for providing care to *your patients*?

Very effective	28%	TOTAL EFFECTIVE: 85%
Somewhat effective	56	
Not too effective	8	TOTAL NOT EFFECTIVE: 11%
Not effective at all	3	
Unsure	4	

18. Has your opinion of telehealth become more or less favorable since the start of the COVID-19 pandemic? If your opinion has not changed, please indicate that.

Much more favorable	33%	TOTAL MORE FAVORABLE: 81%
Somewhat more favorable	47	
Somewhat less favorable	4	TOTAL LESS FAVORABLE: 6%
Much less favorable	1	
Opinion has not changed	13	
Unsure	1	

[ASK Q19 IF USING TELEHEALTH NOW AND IF HAVE PATIENTS ON MEDICAID/UNINSURED] (n = 837)

19. When thinking specifically about *your* patients on Medicaid/Medi-Cal or patients who are uninsured, how would you evaluate their access to the technology necessary for you to adequately provide care via telehealth? Would you say:

All of my Medi-Cal/uninsured patients have adequate access	9%
Most of my Medi-Cal/uninsured patients have adequate access	41
Only some of my Medi-Cal/uninsured patients have adequate access	34
Few of my Medi-Cal/uninsured patients have adequate access	10
None of my Medi-Cal/uninsured patients have adequate access	1
Unsure	6

[RESUMING ASKING ALL RESPONDENTS]

20. Please indicate if you believe telehealth is very effective, somewhat effective, not too effective, or not effective at all for the *screening and management* of each of the following.

	RANDOMIZE	Very effective	Somewhat effective	Not too effective	Not effective at all	Unsure
a.	Uncomplicated physical health issues such as allergies and UTIs	41%	40%	6%	1%	12%
b.	Mild or moderate mental health issues	30	48	11	3	8
c.	Chronic physical health conditions, such as hypertension and diabetes	19	49	13	4	14
d.	Uncomplicated cases of COVID-19	36	38	6	1	18

21. Changing topics somewhat, are you seeing an *increase* in patients experiencing anxiety, depression, suicidal ideation, stress-related disorders, or other mental health impacts during the COVID-19 pandemic?

Yes, significant increase	54%	TOTAL YES, INCREASE: 91%
Yes, a small increase	37	
No	5	
Unsure	4	

22. To what extent do you think anxiety, depression, suicidal ideation, stress-related disorders, or other mental health impacts during the COVID-19 pandemic are affecting your patients' ability to take care of their *physical* health?

Extremely negative impact	11%
Very negative impact	33
Somewhat negative impact	41
Slight negative impact	10
No real negative impact	3
Unsure	3

23. In the last six months, since the COVID-19 pandemic began, have you seen an increased use of alcohol or other drugs among your patients?

Yes, significant increase	27%	TOTAL YES, INCREASE: 66%
Yes, a small increase	39	
No	18	
Unsure	16	

24. Now thinking about the hospital where you work the most hours, where you have privileges, or where you send the most patients, how confident are you that this hospital is sufficiently prepared for another surge of COVID-19 cases? If you do not work at a hospital or send patients to one, please indicate that.

Very confident	30%
Somewhat confident	35
A little confident	11
Not confident at all	5
Do not work at a hospital or send patients to one	15
Unsure	3

Results excluding respondents who said “Do not work at a hospital or send patients to one” in Q24 (n = 1,026)

Very confident	36%
Somewhat confident	42
A little confident	13
Not confident at all	6
Unsure	3

25. Thinking about the hospital or clinic where you work the most hours, where you have privileges, or where you send the most patients, do you believe that hospital has the beds, ventilators, medications (such as remdesivir), and clinical staff it needs to treat COVID-19 patients in a surge scenario?

	RANDOMIZE	Definitely yes	Probably yes	Probably no	Definitely no	Not applicable	Unsure
a.	Adequate number of hospital beds	21%	45%	14%	3%	10%	7%
b.	Adequate number of ventilators	20	45	12	3	11	11
c.	Adequate supply of medicines such as remdesivir	12	38	17	4	10	20
d.	Adequate number of clinical staff	19	45	15	5	9	7

Results excluding respondents who said “Not applicable” in Q25

	RANDOMIZE	Definitely yes	Probably yes	Probably no	Definitely no	Unsure
a.	Adequate number of hospital beds (<i>n</i> = 1,077)	23%	50%	16%	3%	8%
b.	Adequate number of ventilators (<i>n</i> = 1,074)	22	50	13	4	12
c.	Adequate supply of medicines such as remdesivir (<i>n</i> = 1,082)	13	42	19	4	22
d.	Adequate number of clinical staff (<i>n</i> = 1,093)	21	49	16	6	8

[ASK Q26 ONLY OF PA/MD/DO AND THOSE TREATING COVID-19 PATIENTS] (*n* = 550)

26. Are you satisfied or dissatisfied with your ability to electronically transmit and receive the clinical information you need to diagnose and manage patients with COVID-19 — for example, through the use of electronic health records?

Very satisfied	30%	TOTAL SATISFIED: 82%
Somewhat satisfied	52	
Somewhat dissatisfied	12	TOTAL DISSATISFIED: 14%
Very dissatisfied	2	
Unsure	3	

[RESUME ASKING ALL RESPONDENTS]

27. How confident are you that the health care system in the area where you practice is prepared to administer a COVID-19 vaccine when it is ready?

Very confident	33%
Somewhat confident	42
A little confident	14
Not confident at all	5
Unsure	5

28. Thinking about the *current* situation at your practice or workplace, do you consider a shortage of personal protective equipment (PPE) to be:

An extremely serious problem	16%
A very serious problem	19
A somewhat serious problem	25
Not too serious a problem	24
Not a problem at all	14
Unsure	2

29. When thinking about your use of PPE in the past six months since the COVID-19 pandemic began, please indicate which of the following best reflects your experience:

I currently have to reuse some or all PPE	50%
I am not currently reusing any PPE, but I have had to do so in the past six months	25
I have never had to reuse any PPE in the past six months	21
Unsure	4

30. Which of the following best describes the availability of COVID-19 testing for health care providers like yourself *in your workplace*?

I receive routine testing	6%
Testing is available at my request	60
I do not have access to adequate testing	28
Unsure	6

31. Over the past few weeks, how quickly have you been able to get back COVID-19 test results for *your patients*?

The same day	15%
The next day	13
Within 2 to 3 days	32
Within 4 to 6 days	15
7 or more days	5
I have not ordered a COVID-19 test within the past few weeks	8
Not applicable	11
Unsure	2

Results excluding respondents who said “I have not ordered a COVID-19 test within the past few weeks” and “Not applicable” in Q31 (n = 980)

The same day	18%
The next day	16
Within 2 to 3 days	39
Within 4 to 6 days	18
7 or more days	6
Unsure	2

32. Changing the subject, would you say your current total patient volume — including both in-person and telehealth — is up, down, or about the same compared to before the COVID-19 pandemic?

Up a lot	8%	TOTAL UP: 25%
Up some	17	
About the same	27	TOTAL DOWN: 47%
Down some	32	
Down a lot	15	
Unsure	1	

[ASK Q33 IF PATIENT VOLUME IS DOWN FROM BEFORE COVID-19 PANDEMIC] (n = 564)

33. What would you estimate is the decline in total patient volume — including both in-person and telehealth — that you are currently experiencing in comparison to before the COVID-19 pandemic? Your best guess is fine.

10% or less decline	12%
11% to 25% decline	50
26% to 50% decline	29
51% to 75% decline	6
76% or more decline	2
Unsure	2

[RESUME ASKING ALL RESPONDENTS]

34. How concerned are you that your patients are forgoing or delaying health services necessary for their long-term health and well-being because of the COVID-19 pandemic? Are you . . .

Very concerned	33%
Somewhat concerned	53
Not too concerned	11
Not concerned at all	1
Unsure	1

35. How would you rate the morale in the office or setting where you work most frequently?

Excellent	8%
Good	39
Fair	39
Poor	9
Very poor	4
Unsure	1

36. On a personal level, how would you rate your own morale?

Excellent	10%
Good	42
Fair	35
Poor	9
Very poor	4
Unsure	*

37. Please indicate how much you agree or disagree with each of the following.

	RANDOMIZE	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Not applicable	Unsure
a.	I feel confident the safety protocols at my workplace effectively protect me from contracting COVID-19.	25%	43%	20%	8%	3%	1%
b.	I feel emotionally drained from my work.	21	45	17	14	1	1
c.	I feel frustrated by my job.	13	35	26	22	3	1
d.	I feel burned out from my work.	17	41	21	17	2	1
e.	Not enough is being done to address the problems facing health care workers right now.	32	44	15	5	1	3
f.	I feel overworked.	18	37	25	16	2	2
g.	I feel my work is more respected now than before COVID-19.	13	46	19	10	3	9
h.	My employer is providing sufficient emotional support to employees like me during this time.	13	32	22	16	12	5
i.	I have sufficient access to the mental health services I need.	23	39	15	10	6	7
j.	I am struggling to balance my work and family needs at this time.	17	34	23	21	4	1
k.	I feel pressure to go to work even if I know I have been exposed to COVID-19.	11	21	16	38	12	1
l.	Staffing shortages have hampered my ability to respond to the COVID-19 pandemic.	10	28	26	19	15	2

Results excluding respondents who said “Not applicable” on Q37h, k, and l.

	RANDOMIZE	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Unsure
h.	My employer is providing sufficient emotional support to employees like me during this time (<i>n</i> = 1,063).	15	36	25	19	5
k.	I feel pressure to go to work even if I know I have been exposed to COVID-19 (<i>n</i> = 1,062).	13	24	18	43	2
l.	Staffing shortages have hampered my ability to respond to the COVID-19 pandemic (<i>n</i> = 1,023).	12	33	30	22	3

38. How concerned are you about contracting COVID-19 at work?

Extremely concerned	13%
Very concerned	23
Somewhat concerned	34
A little concerned	19
Not concerned at all	11
Unsure	*

39. Please indicate if you have experienced each of the following at any time in the last six months since the COVID-19 pandemic began.

	RANDOMIZE	Yes	No	Not applicable	Prefer not to say	Unsure
a.	Been furloughed	9%	78%	11%	1%	*
b.	Moved to on-call	12	71	16	*	1
c.	Been laid off	5	85	9	1	*
d.	Been rehired	5	72	22	*	*
e.	Had your pay cut	25	65	8	1	*
f.	Had your hours reduced	32	60	7	1	*
g.	Been assigned to a different job, work area, or unit	17	70	12	1	*
h.	Had your job responsibilities expanded	49	43	7	*	1

40. Are you personally involved in the business management or financial decisions of the office, clinic, hospital, or medical facility where you work?

Yes	27%
No	72
Unsure	1

41. Which of the following best describes the financial position of your office, clinic, hospital, or medical facility since the start of the COVID-19 pandemic?

Initially experienced financial instability but have largely recovered	21%
Continue to experience financial instability	35
Have not experienced financial instability	21
Prefer not to say	4
Not applicable	4
Unsure	16

[ASK Q42 IF MANAGER IN Q40 OR MD/DO/NON-NURSING POSITION IN Q4] (n = 848)

42. Is your office, clinic, hospital, or medical facility currently exploring new affiliations or mergers?

Yes	13%
No	51
Prefer not to say	3
Not applicable	4
Unsure	29

[RESUME ASKING ALL RESPONDENTS]

43. As a result of the COVID-19 pandemic, how likely are you to do any of the following?

	RANDOMIZE	Extremely likely	Very likely	Somewhat likely	A little likely	Not likely at all	Not applicable	Unsure
a.	Retire early	4%	4%	9%	10%	63%	6%	3%
b.	Delay your retirement	5	5	8	7	59	10	5
c.	Stay in the health care field, but stop providing direct patient care	4	5	9	11	66	3	3
d.	Temporarily stop working in health care	2	3	7	8	75	2	2
e.	Reduce your hours	5	10	14	15	50	2	2
f.	Change where you practice or work	6	8	13	14	54	2	3
g.	Leave the health care field altogether	2	2	6	9	77	2	3

[ASK H–J ONLY IF MANAGER IN Q40 OR MD/DO/NON-NURSING POSITION IN Q4] (n = 848)

h.	Shut down your office, clinic, hospital, or medical facility permanently	1	2	5	5	70	14	3
i.	Shut down your office, clinic, hospital, or medical facility temporarily	1	3	5	7	66	15	3
j.	Lay off or furlough staff	3	3	8	11	42	27	6

[ASK H–J ONLY IF MANAGER IN Q40 OR MD/DO/NON-NURSING POSITION IN Q4]

Results excluding those who said “Not applicable” in Q43h, i, and j.

h.	Shut down your office, clinic, hospital, or medical facility permanently (n = 729)	1	2	6	6	81	3
i.	Shut down your office, clinic, hospital, or medical facility temporarily (n = 720)	2	3	6	8	78	4
j.	Lay off or furlough staff (n = 615)	4	5	11	15	57	8

[RESUME ASKING ALL RESPONDENTS]

44. Are you employed by any of the following? (Please select all that apply.) **[ALLOW MULTIPLE RESPONSE]**

A city	5%
A county (including a county-owned hospital)	7
A health care district	1
The University of California	7
The State of California, other than the University of California	2
The federal government	3
A private medical system or hospital (including a private university-owned system or hospital)	18
A private practice or physician-owned practice	35
Medical group-owned practice	14
A hospital-owned or hospital system-owned practice	10
Self-employed / own practice	4
FQHC	1
Other (please specify)	7
Unsure	2

45. Are you currently a Kaiser provider, or have you worked at Kaiser in the last six months?

Yes, Kaiser provider	10%	TOTAL YES: 12%
Yes, have worked at Kaiser in the last six months but am not a Kaiser provider	2	
No	87	
Unsure	1	

[ASK Q46 ONLY IF PRIVATE PRACTICE, PHYSICIAN-, MEDICAL-, OR HOSPITAL/SYSTEM-OWNED PRACTICE OFFICE IN Q44 OR WORK IN A NONHOSPITAL SETTING IN Q8] (n = 931)

46. Approximately how many physicians are in the practice where you work?

A solo practice (solo practitioner)	13%
1 to 5 physicians	22
6 to 50 physicians	34
51 or more physicians	22
Not applicable	7
Unsure	2

[ASK Q47 IF WORK IN A HOSPITAL SETTING IN Q8] (n = 664)

47. Thinking about the hospital where you work the most hours, where you have privileges, or where you send the most patients, which of the following best describes that hospital. Is it a . . .

Smaller hospital (fewer than 100 beds)	7%
Medium hospital (100 to 499 beds)	62
Large hospital (500 or more beds)	28
Not applicable	2
Unsure	1

[RESUME ASKING ALL RESPONDENTS]

48. On average, how many hours do you work a week (clinical and nonclinical duties)?

0–20	7%
21–30	12
31–40	34
41–50	27
51–60	11
61–70	4
71 or more	4
Unsure	1

49. What percentage of your patient population would you estimate is patients of color (e.g., Black/African American, Hispanic/Latino/a, Asian/Pacific Islander, or Native American)?

10% or less	8%
11% to 25%	20
26% to 50%	35
51% to 75%	24
More than 75%	10
Unsure	3

50. How many years of experience do you have as a health care provider?

Less than 1	1%
1–2 years	3
3–5 years	10
6–10 years	18
11–20 years	31
21 or more years	37
Unsure	*

51. What is your gender? Are you . . .

Male	39%
Female	61
I identify differently	1

52. What is your age?

18–24	*	NET 18–34: 11%
25–29	2%	
30–34	9	
35–39	16	NET 35–49: 42%
40–44	13	
45–49	13	
50–54	14	NET 50–64: 34%
55–59	11	
60–64	9	
65+	13	
Refused	*	

53. And just to make sure we have a representative sample, what is your race or ethnicity? You may select all that apply. [ACCEPT MULTIPLE RESPONSES]

White/Caucasian	55%
African American/Black	3
Hispanic/Latino/Latina	8
East Asian (Chinese, Japanese, Vietnamese, Korean, Taiwanese, etc.)	19
South Asian (Indian, Bangladeshi, Pakistani, Nepalese, Sri Lankan, etc.)	7
Filipino	4
Other Asian (Thai, Cambodian, Laotian, etc.)	2
Pacific Islander	1
Middle Eastern	3
Native American (Apache, Cherokee, Lakota, Navajo, etc.)	1
Other: specify	1
Unsure	2

54. Have you personally tested positive for COVID-19? If you prefer not to say, please indicate that.

Yes	5%
No	92
Prefer not to say	2
Unsure	*