

Provider Survey

Please complete the survey below.

Thank you!

DC Cohort COVID-19 Site Assessment Survey, Washington, DC 2022

Thank you for taking the time to complete this survey. As you well know, the DC Cohort is able to provide robust information on the clinical characteristics of the participants, however, it is also important for us to identify the environment in which care is being delivered.

During the COVID-19 pandemic, clinical care has been disrupted, adapted, and modified in various ways. This survey seeks to systematically characterize some of those changes to better understand the clinical data obtained during that time. To that end, to the extent possible, please complete the following survey to assist us in describing care delivery for PWH in the DC Cohort before and during the COVID-19 pandemic. Please indicate the extent to which the statements below are applicable to your clinic. Please answer on behalf of your clinic as a whole and not based on your individual opinion. Additionally, if you provide HIV care at multiple clinics please answer based on your primary clinical DC Cohort site only. Also, be assured that your responses to this and all questions will be kept private and will be used for research purposes only. We anticipate the survey should only take 15 minutes to complete and are requesting that final surveys be submitted by March 18th.

Clinic Site

- Veterans Affairs Medical Center
- Whitman-Walker Institute
- Georgetown University
- Washington Hospital Center
- Unity Health Care
- Howard University Adult Clinic
- Howard University Pediatric Clinic
- Family Medical and Counseling Service
- Children's National Hospital Pediatric Clinic
- George Washington Medical Faculty Associates
- MetroHealth
- La Clinica Del Pueblo
- Washington Health Institute
- Kaiser Permanente Mid-Atlantic States

COVID-19 Testing

Is your HIV clinic providing testing for COVID-19?

- Yes
- No
- Don't Know

If yes, what type of testing is being providing?
(check all that apply)

- Rapid Antigen test
- PCR tests
- Antibody tests
- Other
(If other please specify)

If other, please specify

Over the past few weeks, how long has it taken most providers at your clinic to receive COVID-19 PCR test results for your patients?

- Same day
- Next day
- 2-3 days
- 4-6 days
- 7+ days
- Unsure
- N/A

COVID-19 Impact and Response

We would like to understand the impact of the pandemic on your clinic as well as on care delivery. We recognize that responses to the pandemic have shifted over time so we ask that you think about the different phases and time periods as you respond to some of these questions.

Was there ever a period of time where your clinic had to close temporarily and was unable to offer any services to patients because of the pandemic?

- Yes
- No

How long was your clinic closed?

How many of the following types of providers did you have at your clinic overall pre-pandemic, regardless of full-time employment? If you do not know please leave the question blank or if n/a write zero.

How many HIV clinical providers did you have at your clinic overall pre-pandemic?

How many case managers did you have at your clinic overall pre-pandemic?

How many peer navigators did you have at your clinic overall pre-pandemic?

How many community health workers did you have at your clinic overall pre-pandemic?

How many eligibility specialists did you have at your clinic overall pre-pandemic?

How many pharmacists did you have at your clinic overall pre-pandemic?

How many of the following types of providers do you have at your clinic overall now, regardless of full-time employment? If you do not know please leave the question blank or if n/a write zero.

How many HIV clinical providers do you have at your clinic overall now?

How many case managers do you have at your clinic overall now?

How many peer navigators do you have at your clinic overall now?

How many community health workers do you have at your clinic overall now? _____

How many eligibility specialists do you have at your clinic overall now? _____

How many pharmacists do you have at your clinic overall now? _____

The table below lists medical, social, and laboratory services. Please indicate below whether your clinic's provision of these services to PWH changed during the pandemic.

	Service not offered before the pandemic	Service offered pre-pandemic	Service offered currently	Service modified because of the pandemic	Service discontinued because of the pandemic
On-site clinical pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urgent care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training referrals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance abuse counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opioid treatment programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer intervention programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nurse navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing referrals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
STI testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe here how these specific services may have been modified during the pandemic. _____

The next series of questions ask about services that your clinic may have provided during the various waves of the pandemic. We have identified 5 different time periods as indicated below and based on local DC data.

During the initial emergency response period (Wave 1: March 2020 - June 2020) (emerging SARS-CoV-2), to what degree did COVID-19 and the plans used to manage COVID-19 increase or decrease your clinic's ability to provide the following HIV-related services, compared to pre-pandemic?

	Decreased	No Change	Increased
Offering in-person HIV care appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering virtual HIV care appointments (e.g. telehealth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Drawing HIV related labs (e.g. HIV RNA, CD4, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filling or mailing medication prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing medication adherence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing STI testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing HIV testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing PrEP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urgent care services for acute issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During the second phase of emergency response period (Wave 2 :July 2020 - September 2020) (emerging SARS-CoV-2), to what degree did COVID-19 and the plans used to manage COVID-19 increase or decrease your clinic's ability to provide the following HIV-related services, compared to pre-pandemic?

	Decreased	No Change	Increased
Offering in-person HIV care appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering virtual HIV care appointments (e.g. telehealth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drawing HIV related labs (e.g. HIV RNA, CD4, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filling or mailing medication prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing medication adherence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing STI testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing HIV testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing PrEP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urgent care for acute issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During Wave 3 (October 2020 - June 2021) (emergence of Alpha and Beta SARS-CoV02 variants), to what degree did COVID-19 and the plans used to manage COVID-19 increase or decrease your clinic's ability to provide the following HIV-related services, compared to pre-pandemic?

	Decreased	No Change	Increased
Offering in-person HIV care appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Offering virtual HIV care appointments (e.g. telehealth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drawing HIV related labs (e.g. HIV RNA, CD4, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filling or mailing medication prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing medication adherence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing STI testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing HIV testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing PrEP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urgent care for acute issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During Wave 4 (July 2021 - November 2021) (emergence of the Delta SARS-CoV-2 variant), to what degree did COVID-19 and the plans used to manage COVID-19 increase or decrease your clinic's ability to provide the following HIV-related services, compared to pre-pandemic?

	Decreased	No Change	Increased
Offering in-person HIV care appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering virtual HIV care appointments (e.g. telehealth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drawing HIV related labs (e.g. HIV RNA, CD4, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filling or mailing medication prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing medication adherence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing STI testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing HIV testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing PrEP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urgent care for acute issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During Wave 5 (December 2021 - present) (emergence of Omicron SARS-CoV-2 variant), to what degree did COVID-19 and the plans used to manage COVID-19 increase or decrease your clinic's ability to provide the following HIV-related services, compared to pre-pandemic?

	Decreased	No Change	Increased
Offering in-person HIV care appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering virtual HIV care appointments (e.g. telehealth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Drawing HIV related labs (e.g. HIV RNA, CD4, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filling or mailing medication prescriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing medication adherence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing STI testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing HIV testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing PrEP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urgent care for acute issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Below is a list of mitigation strategies adopted by other HIV clinics throughout the COVID-19 pandemic. Which of the following, if any, did your clinic utilize? Please select all that apply.

- Multi-month dispensation of antiretroviral medication
- Alternative drug delivery: delivery via postal/courier, home delivery or pick-up, and/or community delivery
- Extended clinic hours
- Reduced clinic hours
- Mobile clinics to reach patients
- Increased PPE in clinic
- Reorganization of appointments, only allowing scheduled visits
- Use of staff working at home to contact patients remotely to encourage appointment attendance
- Use of staff working at home to contact patients remotely to inquire about perceived barriers to regimen maintenance throughout the pandemic
- Scale up HIV self-testing
- Prioritization of appointments for those without viral load measures within the past 6 months
- Provision of appointment reminders to patients with missing viral load measures (within a 6-month window)
- Prioritization of appointments for those with changes in their health
- Prioritization of appointments for those without symptoms
- Added new staff
- Laid off/furloughed staff
- Reduced staff hours
- Reduced staff salaries
- None of the above

Did your clinic use any of the following specific strategies to track and support people lost to follow up during the pandemic?

- Systematic monitoring of retention in care (e.g., monitoring visit adherence, gaps in care, or visits per interval of time)
- Follow-up with patients who missed appointments via email, phone or some other form of communication
- Provider offered care to persons with any income level and insurance status
- Continued case management
- Provided patient navigation services (e.g., accompanying to appointments as needed)
- Use e-prescribing for auto refills, even if the patient missed visits
- Provide prescriptions for longer periods of time (e.g., multi-month dispensing)
- Use CRISP to check for hospitalizations of lost patients
- Check vital records for death certificates of lost patients

How were most labs at your clinic drawn at your site before the pandemic?

- On site/at our in-house laboratory
- Lab order sent/Referred elsewhere
- Not done/postponed
- Other

If other please specify

How have most labs at your clinic been drawn at your site during the pandemic?

- On site/at our in-house laboratory
- Lab order sent/Referred elsewhere
- Other

If other please specify

Telehealth

Now we would like to ask you a few questions about your clinic's use of telehealth during the pandemic. Telehealth includes any care provided to a patient that did not occur in person (i.e. telephone as well).

What telehealth platforms was your clinic using prior to the pandemic? (select all that apply)

- None
- Doximity
- Whats App
- clinic's EHR
- Zoom
- Telephone
- Other

If other please specify

How long had your clinic been using telehealth to provide patient care prior to the pandemic?

- < 1 year
- 1-5 years
- 6-10 years
- >10 years

Does your clinic use any other mobile Health apps, websites, or electronic tools separate from the electronic medical record system to support patient care? (e.g. tools to assist with care coordination, sharing lab results or documents related to care, arrange opportunities for peer support, provider communication with patients or other providers)

- Yes
- No
- Don't Know

Please specify the name of the tool(s)(e.g. Facetime, Whatsapp, doodle polls, etc)

Please specify the functionality of the tool(s) (e.g., tools to share labs with patients electronically, calendar tools to share appointment info across staff, doodle polls to coordinate patient group meetings, etc.)

Please describe how you access this tool(s) (e.g. website, smartphone app)

Please estimate what percent of providers at your clinic utilized telehealth before the pandemic.

- < 10%
- 10%-24%
- 25%-49%
- 50%-75%
- >75%

Please estimate what percent of providers at your clinic are now utilizing telehealth during the pandemic.

- < 10%
- 10%-24%
- 25%-49%
- 50%-75%
- >75%

For each criteria listed below, did your clinic prioritize patients with HIV for in-person visits or telehealth visits?

	In-Person	Telehealth	There was no clinic-wide standard; individual providers decided	Protocol did not change, patients were not prioritized
Newly Diagnosed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VL>200 copies/mL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CD4< 200 cells/uL or other AIDS-defining illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients with acute/urgent medical conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Symptomatic patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other please specify

How effective has your clinic been in addressing the following aspects of the HIV care continuum using telehealth?

	Very effective	Somewhat effective	Neutral	Not too Effective	Not at all Effective
Providing care to patients with HIV during the pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing care to patients with HIV after the pandemic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retention in care for their patients with HIV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adherence to medication/maintaining viral suppression for their patients with HIV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which of the following, if any, does your clinic perceive as barriers to patients with HIV accessing telehealth? Please select all that apply.

- Lack of patient access to video technology
- Lack of digital literacy in patients
- Lack of patient access to internet
- Patient preference for in-person visits
- Lack of patient access to data
- Lack of patient awareness/understanding of telehealth offerings
- Lack of health insurance
- Lack of access to community-based resources
- Concerned about lack of privacy/confidentiality
- Provider preference (i.e. provider does not utilize telehealth)
- Other
- None

If other please specify _____

Does your clinic intend provide care via telemedicine once this pandemic has ended?

- No, not at all
- Yes - in some situations / with certain patients
- Yes - for all situations / patients
- Unsure

Please indicate the extent to which the statements below are applicable to your clinic.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The use of telehealth has impacted the patient provider relationship in a negative way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The use of telehealth has made it more difficult to accurately diagnosis patients' conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The use of telehealth has disrupted the HIV care continuum and service delivery

Vaccine Rollout

Now we would like to ask you a few questions about COVID-19 vaccine rollout at your clinic.

Has your HIV clinic been administering COVID-19 vaccines to patients with HIV?

- Yes
 No
 Don't Know

If your clinic is not currently administering COVID-19 vaccines, how is your clinic supporting vaccine efforts for patients with HIV? Please select all that apply.

- Referring patients to a known source when they call to ask for the vaccine
 Having educational information in your practice to share with patients
 Proactively notifying all their patients about how to get the vaccine
 Other

If other please specify

Which of the following, if any, does your clinic perceive as barriers to COVID-19 vaccination among patients with HIV? Please select all that apply.

- Concern about side effects
 Want to know more about how well it works
 Don't think they need it
 Concern about cost
 Concern that the vaccine was developed too quickly
 Concern that the vaccine could give them COVID
 Plan to wait and see if it is safe and may get it later
 Don't trust the government
 Plan to use masks/other precautions instead
 Don't think it will protect them against new variants
 Some have had COVID already and think they are immune
 Access to the vaccine
 Other

If other please describe

This is the end of the survey. Thank you very much for your participation. This information will be very useful as we characterize your clinic's responses to the COVID-19 pandemic among DC Cohort clinical sites.