

Supplement A: Survey Summary - Resumption of Elective Surgery During COVID-19 Pandemic QI Project

Telephone Administered Survey

Survey Interview Questions:

Prior to the telephone survey, the interviewer reviewed the electronic medical record to determine if the patient had a scheduled surgery date or had had surgery. If surgery was scheduled or had occurred no call was placed to the patient.

Interviewers were provided an institutional review board approved phone script to follow during the conduct of the interview.

Date of survey (recorded).

Areas of Concern:

Patients were asked to report their concern for each area of concern. Likert response options ranged from a scale of 1 to 5 with "1 being I am "Not concerned" to 5 being I am "extremely concerned". After each response, interviewers probed the patient to describe their specific areas of concerns.

Caregiving Concerns
How concerned are you about organizing care for children or other dependents during your operation?
Transportation Concerns
How concerned are you about organizing travel for either yourself or your support person/s helping with pre- and post-operative care?
Financial Concerns
How concerned are you financially with taking time for the operation and recovery?
Insurance Concerns
How concerned are you that you will encounter insurance changes that might delay your operation?
Concerns About Entering the Hospital for the In-patient Admission
How worried are you about getting COVID-19 in the hospital?
How concerned are you about being alone in the hospital if visitors are not allowed?

Personal History of COVID Exposure:

Response options were YES / NO with and open text field to record any details to a YES response.

1. Have you had contact with a person with a known positive test for COVID?
2. Have you been diagnosed with COVID?

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Change in Health Status:

Response options were YES / NO with and open text field to record any details to a YES response.

1. Have you had any problems related to the condition for which you are having surgery? [This is intentionally broad, do not probe the patient for specific symptoms].

End of Call

Prior to the phone call end, patients were offered some education based on the COVID-19 FAQ below on how the institution is approaching patient safety during the pandemic, and answered questions related to this. <https://coronavirus.ucsf.edu/patients>

Post call phone script to thank the patient for their time and to wish them well.

Post-call Interviewer Questions:

Response options were YES / NO with and open text field to record any details to a YES response.

1. Did you add a note to EPIC?
 - a. A standardized note was created for the interviewer to record the patient contact in the electronic health record. This was done to document the call and provide communication with the surgical care team.
2. Did the call go well?
 - a. Personal assessment of how the call went with the patient.
3. Record the interviewers name.
 - a. Pick list for the interviewer to select their name
4. Optional open text field. Interviewer observation about patient concerns that arose during the interview but not recorded in any of the above questions or open text fields.

Post-script: The interview was created in the UCSF REDCap database application v10.0.31. Access to the data dictionary and forms available upon request. All approved phone script content was embedded into the REDCap survey for ease of interviewer use.

Patient COVID-19 educational material:

Is UCSF Health prepared for COVID-19?

Yes. At UCSF Health, we are working around the clock to make sure you receive the high-quality care you expect, while keeping everyone – our patients and health care workers – safe during this challenging situation.
What is UCSF Health doing to protect patients?

UCSF Health has instituted many practices to protect patients. We isolate patients who are waiting for test results and also those who have tested positive and require hospitalization.

We require all individuals entering our facilities to be screened for symptoms.

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Due to the national testing supply shortages, we test patients whose symptoms are serious enough to require more advanced care.

Will I be safe in the hospital if UCSF Health is treating proven or suspected COVID-19 patients?

Updated April 14, 2020

UCSF Health cares for patients with complex health conditions and has expertise in treating patients with infections and in infection prevention and control. We have taken measures to help ensure the safety of all patients at UCSF Health.

Our infection prevention practices and protocols are aimed at protecting our faculty, providers and staff, as well as other patients and visitors.

Everyone, including employees and visitors entering our hospitals and clinics will be screened for symptoms and known high-risk exposures, and everyone will be offered a mask to wear as a way to contain their respiratory secretions and to prevent spread of infection to others.

Across the UCSF Health campus, we have rooms that can be used to safely isolate and care for patients with COVID-19. We also have the ability to adapt additional rooms and hospital areas to care for larger numbers of patients if needed.

What are the UCSF Health visitor guidelines during this pandemic?

In accordance with the San Francisco Department of Public Health, all visitors and personnel not involved in direct patient care or infrastructure maintenance are not allowed in our clinical facilities. We have implemented health screenings at the entrances of our facilities to screen for those who have a cough, fever or shortness of breath. Any visitor or employee with those symptoms isn't allowed to enter. In addition, [we have tightened our visitor policy](#), suspending all routine visitation at our hospitals and clinics (with some exceptions) until the transmission of COVID-19 is no longer a threat.
