

Post-COVID-19

Interdisciplinary Clinical Care Network
Recovery | Care | Research | Education

Needs Assessment Survey

Findings & Opportunities

November 2022



The Post-COVID-19 Interdisciplinary Clinical Care Network conducted a needs assessment survey to gather input from partners on:

- Guidelines
- Care pathways
- Referrals
- Interventions
- Supports
- Symptom management

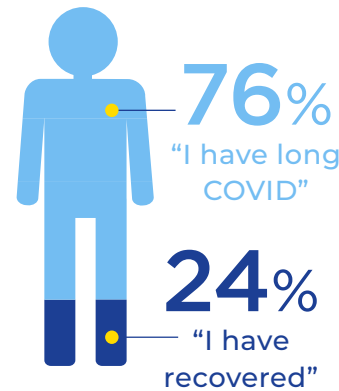
This input will inform future planning as the Network continues to adapt its services based on what the data shows is the best way to support people living with long COVID.

Survey Participants



¹ Due to low response rate from this group, their feedback is not included in this report.

Survey Results - Patients²



42%

agreed/strongly agreed that their quality of life is improving with services from Post-COVID Recovery Clinic or online resources

"I am slowly getting better with ups and downs and feel like management of my symptoms is the most important"
~ Patient

Top 3 Most Accessed Services³



Group education



Online resources



Occupational therapy

Top 3 Reasons for Visiting Clinic



To understand what my recovery will look like



For treatment (eg. physiotherapy, occupational therapy, medications)



Referrals to specialists

² 81 surveys were sent out and 43 completed for a 53% response rate

³ Services accessed five or more times by respondents

PC-ICCN Team Members⁴



"We need to reach out to more primary care providers, WorkSafeBC and other insurance providers to educate them about long COVID and associated rehabilitation guidelines."

~ PC-ICCN team member

Perceived Gaps in Primary Care and Community Services



Primary care provider's ability and knowledge to complete disability/insurance/WorkSafe BC paperwork for long-COVID patients

Most Important Service For Recovery



Allied health

Community Clinicians⁵



60%

of family physicians did not feel supported in their practice to care for patients with long COVID

Top 3 Challenges Caring for Patients with Long COVID



Time required to care for patients



Lack of resources to effectively manage patients



Wait time or ability to access services

"I think a lot of primary care providers don't feel comfortable making a definitive diagnosis of long COVID and this can create anxiety for the patient... we're hamstrung by the lack of upstream supports for these patients and... we don't have the teams to support the patient when we see them."

~ Physician in private practice

⁴ 72 surveys were distributed with 23 returned, a 32% response rate.

⁵ 177 surveys were distributed with 15 returned, an 8% response rate



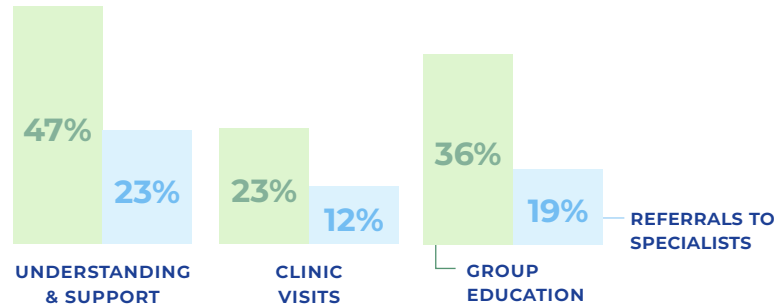
PC-ICCN TEAM MEMBERS



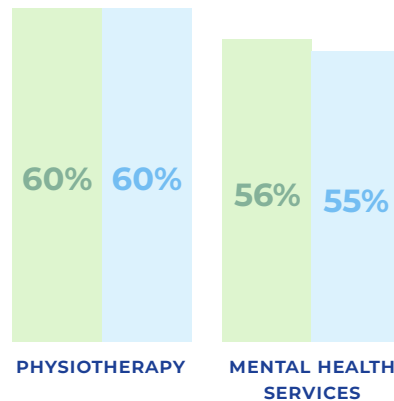
POST-COVID PATIENT PARTNERS



Most Valuable Service/Resource Available Through the Network



Awareness of Community Services



Other services were below 50%, suggesting patients and clinic staff are not aware of services that may exist in their communities.



Top Area for Improvement



Improving 'hand-off' between PC-ICCN and primary care.



What's Working Well



Patient feedback: Role of the Family Doctor



Sample Feedback From Patients About Their Family Physician:

"My doctor said she's too busy to educate herself on long COVID. I wish doctors understood just how many organs may get affected by COVID. Many don't realize how bad it is!"

"Been more aware of the broad scope of symptoms associated with long COVID"

Opportunities for the Future

- 1 Strengthen engagement and knowledge regarding long-COVID recovery in primary care.
- 2 Strengthen and build community partnerships to improve opportunities for patient support and validation.
- 3 Improve public understanding of health-care services and approaches to long-COVID recovery.

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