

COVID-19 Canadian Healthcare Needs Survey: Results

April 23, 2020





Executive Summary

On the behalf of the McConnell Foundation and its partners, the Behavioural Insights Team (BIT) surveyed Canadian healthcare leaders to identify critical needs in addressing COVID-19 that government will not be able to address, fully or in part, in May - August 2020.

Twenty-six healthcare leaders responded, providing valuable insight. **The highest priority needs they identified are listed in the table on the right.**

Overall, respondents clearly prioritized the **wellbeing of patients and staff, including mental health, food, and childcare supports.**

Priority Needs	% of Respondents
Communication technology to help patients stay connected with family	88%
Childcare support for staff	88%
Counselling or mental health supports for staff	69%
Assistance accessing healthy food after discharge	69%
Prepared meals / groceries	65%
Money for emergency response operating expenses	65%

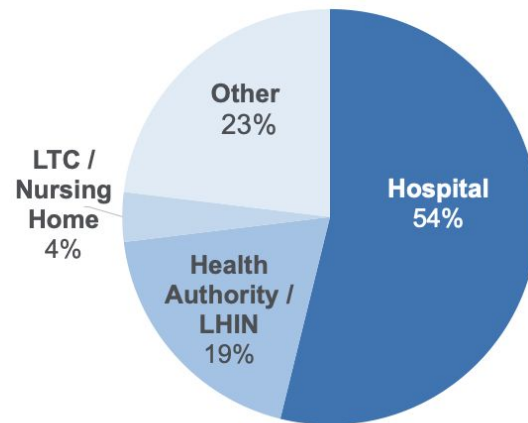
BIT and the McConnell Foundation thank Nourish, HealthCareCAN, the Canadian Coalition for Green Health Care, and Synergie Santé Environnement (SSE), and the Association for Healthcare Development for help developing and disseminating the survey.

Methodology



- The survey was distributed to approximately 135 organizations, and we received 26 responses (a 19% response rate).
- Respondents represent a diversity of organizations, approximately half of which were hospitals (see chart on the right).
- The most most common roles/positions of respondents were CEO (23%), VP (8%), and Director (8%)
- Respondents were asked to select up to three items from lists of potential priorities in each of four categories: 1) patient needs, 2) staff needs in the workplace, 3) staff needs outside the workplace, and 4) organizational needs. In each category, they could also suggest other needs.
- Respondents were able to participate anonymously and could provide additional feedback through open text questions.

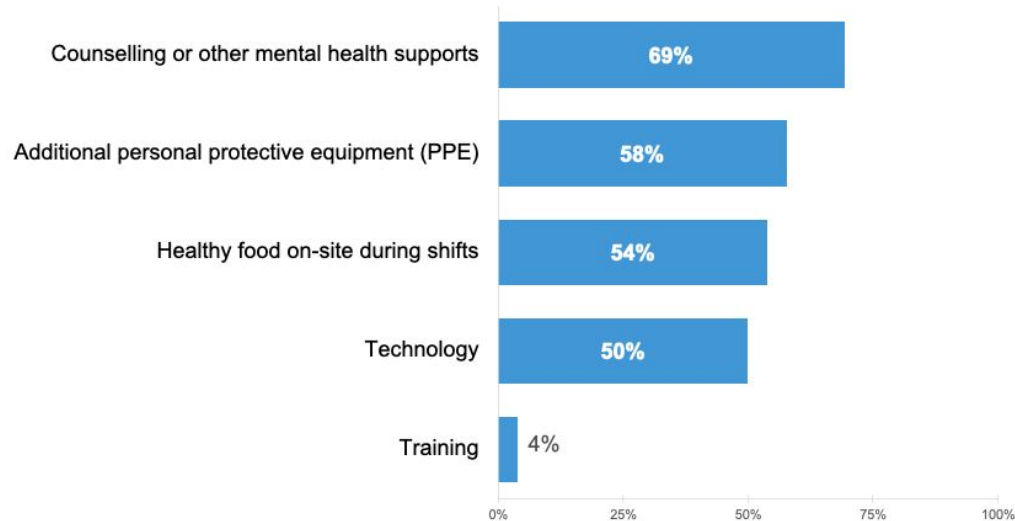
Respondent Organizations





Key Findings: Staff Workplace Needs

Survey question: Thinking about the months May – August 2020, what resources do you think your staff will need most for the workplace that you do not think governments will provide in part or in whole? Please select up to three (3) options you consider most important.

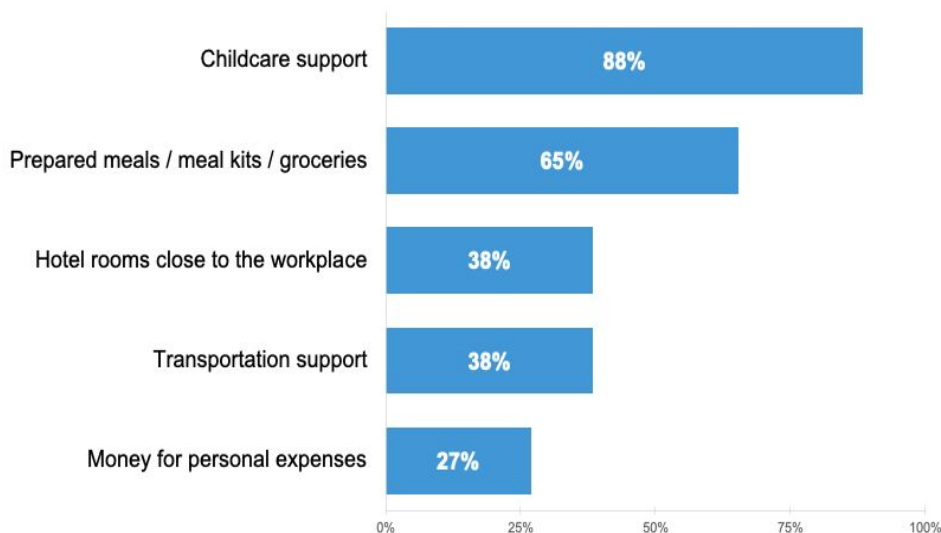


- Healthcare workers are at high risk for **mental health challenges** as they confront COVID-19. Philanthropic organizations could facilitate access to high-quality counseling and mental health resources. Further investigation, potentially through the Canadian Mental Health Association, could help identify specific solutions.
- Staff PPE needs may extend beyond the workplace (e.g., the need for “fabric masks for family members”).
- Some respondents highlighted on-site nutrition needs, noting that offers from community members are usually focused on non-healthy options.

Key Findings: Staff Needs Outside the Workplace



Survey question: Thinking about the months May – August 2020, what resources do you think your staff will need most outside the workplace that you do not think governments will provide in part or in whole? Please select up to three (3) options you consider most important.



- Healthcare workers with children who would be in school are facing uniquely difficult circumstances **balancing essential work and caregiving responsibilities**. Rapid follow up research could determine whether the issue is availability of convenient, high-quality childcare spaces and/or the cost of childcare.
- Hospital respondents were more likely to prioritize needs related to transportation support (49%) and personal expenses (59%).
- Staff with lower incomes may be most affected, as reported in open text feedback:

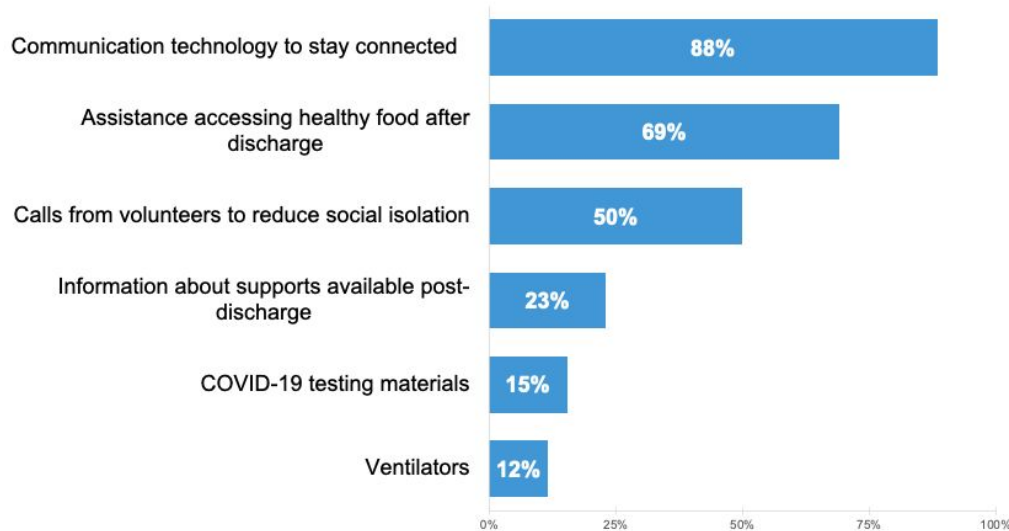
*Staff who are [...] **paid the least are disproportionately impacted.** Supports for childcare, eldercare, transportation, free groceries, and other costs [...] would be beneficial.*





Key Findings: Patient Needs

Survey question: Thinking about the months May-August 2020, what resources do you think your patients, including both those with COVID-19 and those seeking care for other conditions, will need most that you do not think governments will be able to provide in part or in whole? Please select up to three (3) options you consider most important.



- With patients unable to receive visitors, healthcare leaders identified a need for technology (e.g. video-calling) to **enable patients to stay connected** with their loved ones. One respondent note that this may be especially important for new parents and post-operative patients.
- After discharge, patients may face **difficulty accessing nutritious food** due to mobility restrictions and/or diminished incomes. Patients will likely have a diversity of post-discharge needs, including grocery delivery and prepared meals, depending on their abilities

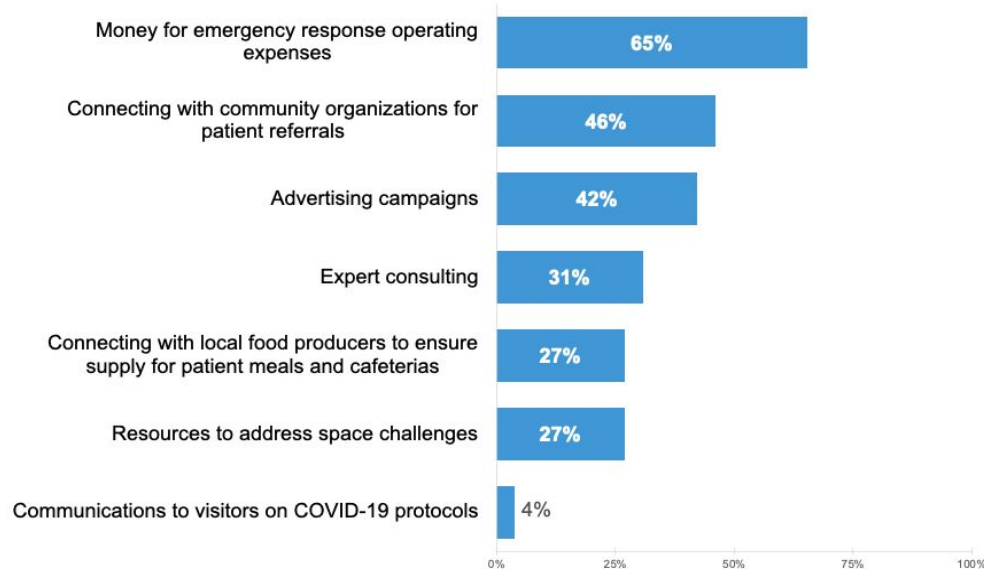


*Many of our patients have unstable housing and made use of food banks prior to the pandemic. **Food insecurity is a bigger issue than ever** and is making it harder for them to access food now.*



Key Findings: Organizational Needs

Survey question: Thinking about the months May-August 2020, what resources do you think your organization needs most that you do not think governments will be able to provide in part or in whole? Please select up to three (3) options you consider most important.



- Healthcare leaders indicated that their organizations could benefit from **flexible funding to address emergent needs**.
- Respondents working at hospitals were more likely to prioritize this need (79%).
- Follow up interviews could clarify the specific needs they anticipate the funding would be used for, if necessary.
- The relative inconsistency of organizational need priorities may reflect the diversity of organizations surveyed.



Conclusions and Next Steps

- We received input from leaders at a diverse range of organizations across the country, including hospitals, hospital foundations, health authorities and long-term care homes, among others. **The survey findings indicate the importance of flexibility in philanthropic strategies** to address the needs of Canadian healthcare organizations responding to COVID-19.
 - Even common priorities, like childcare support for staff or technology to help patients stay connected, will have different dimensions and require different solutions across organizations.
 - Funding made available to these organizations should enable them to implement approaches that are directly responsive to local needs.
- Follow up discussions with selected respondents will be conducted during the week of April 27.

Questions?

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Our values

Social impact | Empiricism and humility

Fresh thinking and intellectual curiosity

Collaboration | Public service