COVID-19: Clinical and personal perspectives from Healthcare Providers in the United States

Methods:
The research team has conducted 55 hour-long semi-structured video interviews with healthcare providers across 18 different states between April-September 2020. All research activities were IRB approved.

Research Questions:
- What are the personal and professional experiences of healthcare providers working during the COVID-19 pandemic?
- What are the reverberating effects of COVID-19 on healthcare providers, patients, and communities?

Preliminary Findings:

Impacts on Healthcare Providers

Professional
- Rapidly changing protocols about PPE and best treatment methods for COVID-19 were frustrating.
- HCPs experienced loss of confidence, moral distress, and uncertainty.
- "We don't know if any of the things we're doing are working or have no impact or are harming people. I just feel totally powerless." (Matt, ER doctor, Minnesota)

Personal
- HCPs felt increased fear, stress, and anxiety about contracting or transmitting virus to family or patients.
- Burnout was common among HCPs.
- "There are people I work with...that just crack. They hit their tipping point and are really just scared and broken down and just a real, real mess." (Olivia, ER doctor, Colorado)

Patient Care
- Highly restrictive visitor policies isolate patients from their families.
- Bearing witness to isolation takes a toll on HCPs.
- "I've held phones up to patients' ears as they're dying and their family is not able to get there in time to say goodbye." (Leo, 4th year resident, Colorado)

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