



SURVEY ON THE IMPACT OF CORONAVIRUS (COVID-19) FOR CARE AT HOME ORGANIZATIONS

EXECUTIVE SUMMARY

Industry Trends Survey Confirms PPE and Cash Flow Seen As Significant Challenges During Coronavirus (COVID-19) Crisis

Thousands of Home-based Care Professionals Surveyed

The coronavirus (COVID-19) has had a significant impact on healthcare providers' ability to see or care for patients, and the much-publicized lack of Personal Protective Equipment (PPE) is a very real issue. More than 80 percent of respondents said the virus has had an impact on their organization's ability to see or care for patients, and three-fourths of respondents said they do not have adequate PPE for staff.

A brief survey conducted by home healthcare technology leader Axxess of thousands of home-based care providers from agencies of all sizes from March 25-30 confirmed that agencies have a critical need for PPE, including N95 masks, gloves, face masks, gowns and hand sanitizer.

In addition, billing or cash flow has been interrupted for nearly 60 percent of respondents' organizations, and more than half of respondents indicated their organization has experienced staffing challenges as an impact of the virus.

The survey, which included respondents from all levels of organizations, including management and caregivers directly working with patients and clients, showed nearly half of respondents have a negative view of COVID-19's eventual impact on their business.

The long-term impact of COVID-19 on the industry is less certain, with about a third of respondents feeling it would ultimately be positive, a third feeling it would be negative and about a third having neutral feelings.



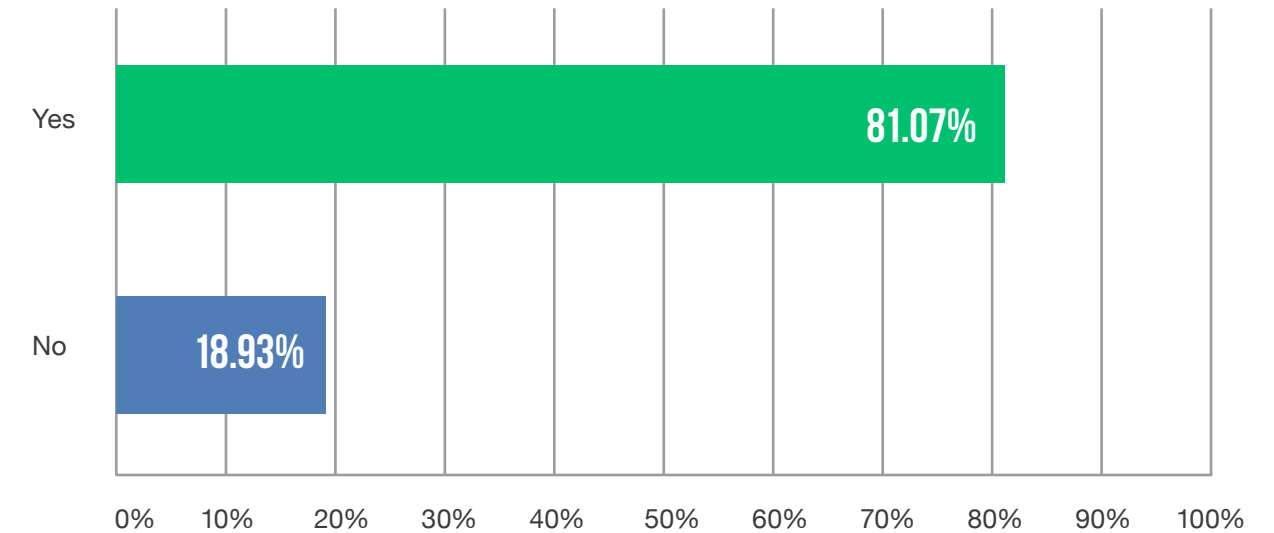
SURVEY RESPONDENTS

Respondents included 47 percent at the executive level (28 percent were C-suite representatives), 29 percent engaged in daily management and administrative functions, and 24 percent work as caregivers with direct patient/client engagement.

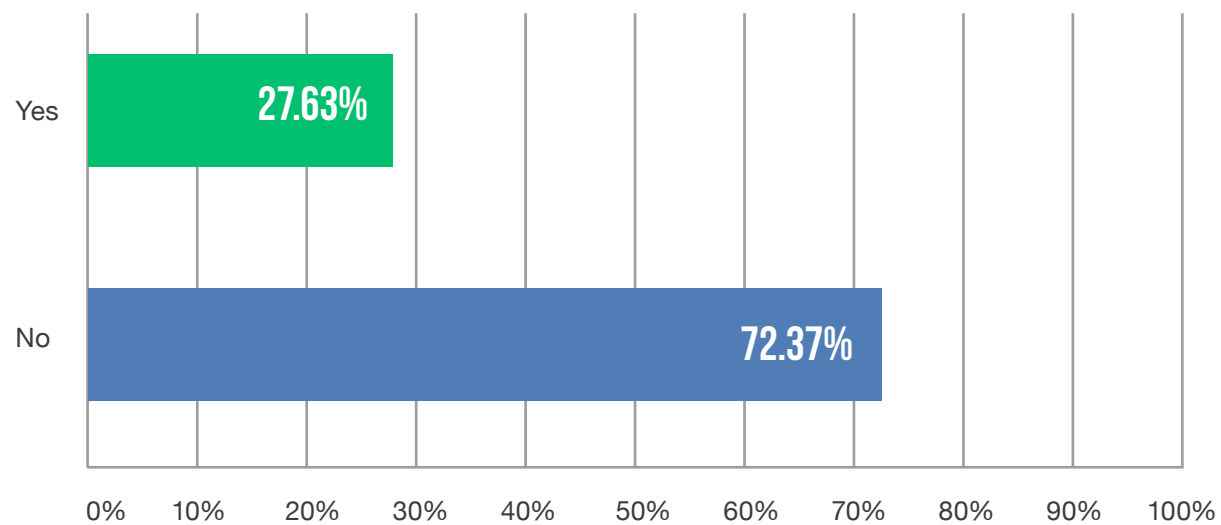


SURVEY QUESTIONS AND RESULTS

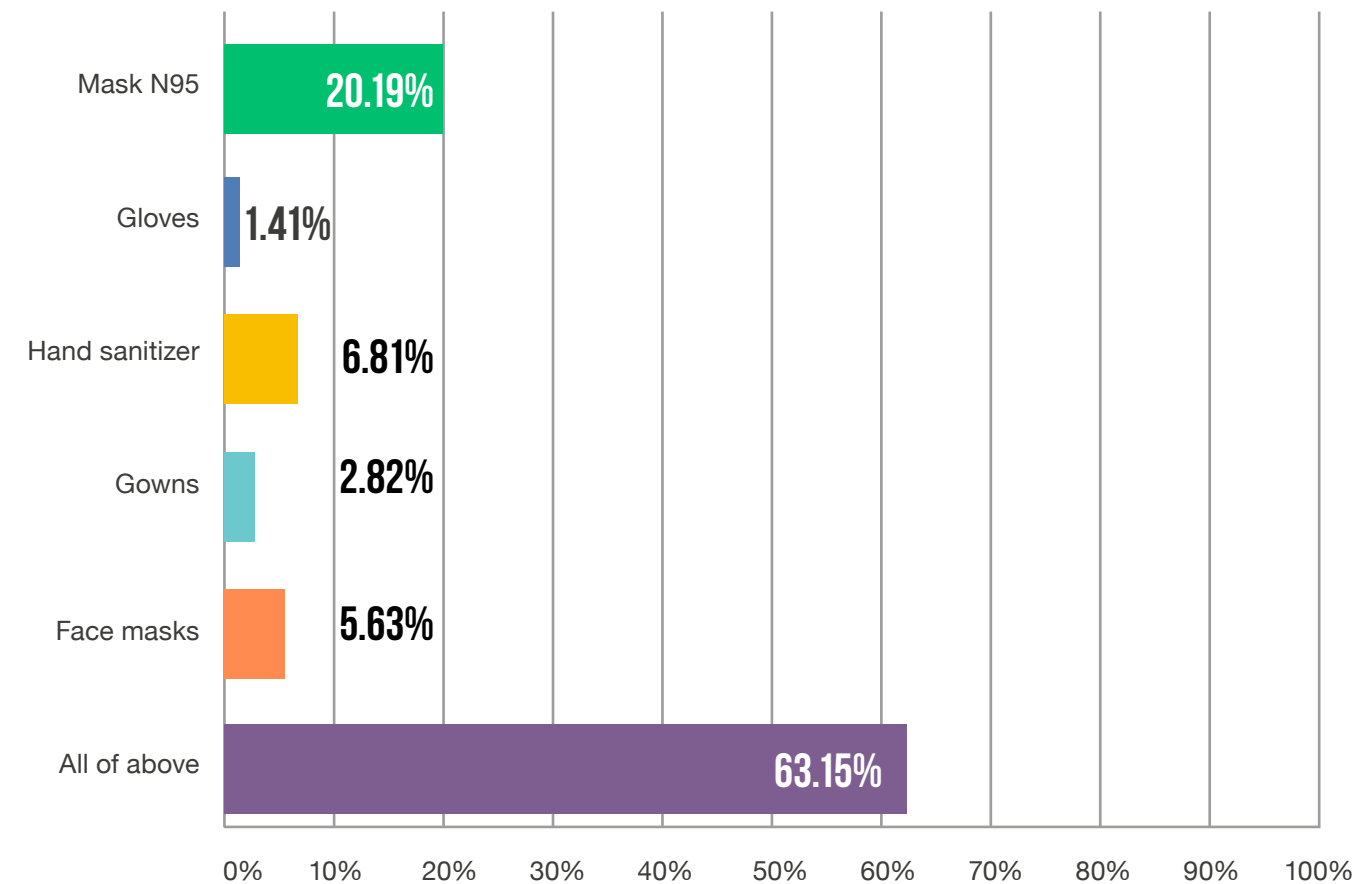
Has COVID-19 impacted your ability to see or care for your patients?



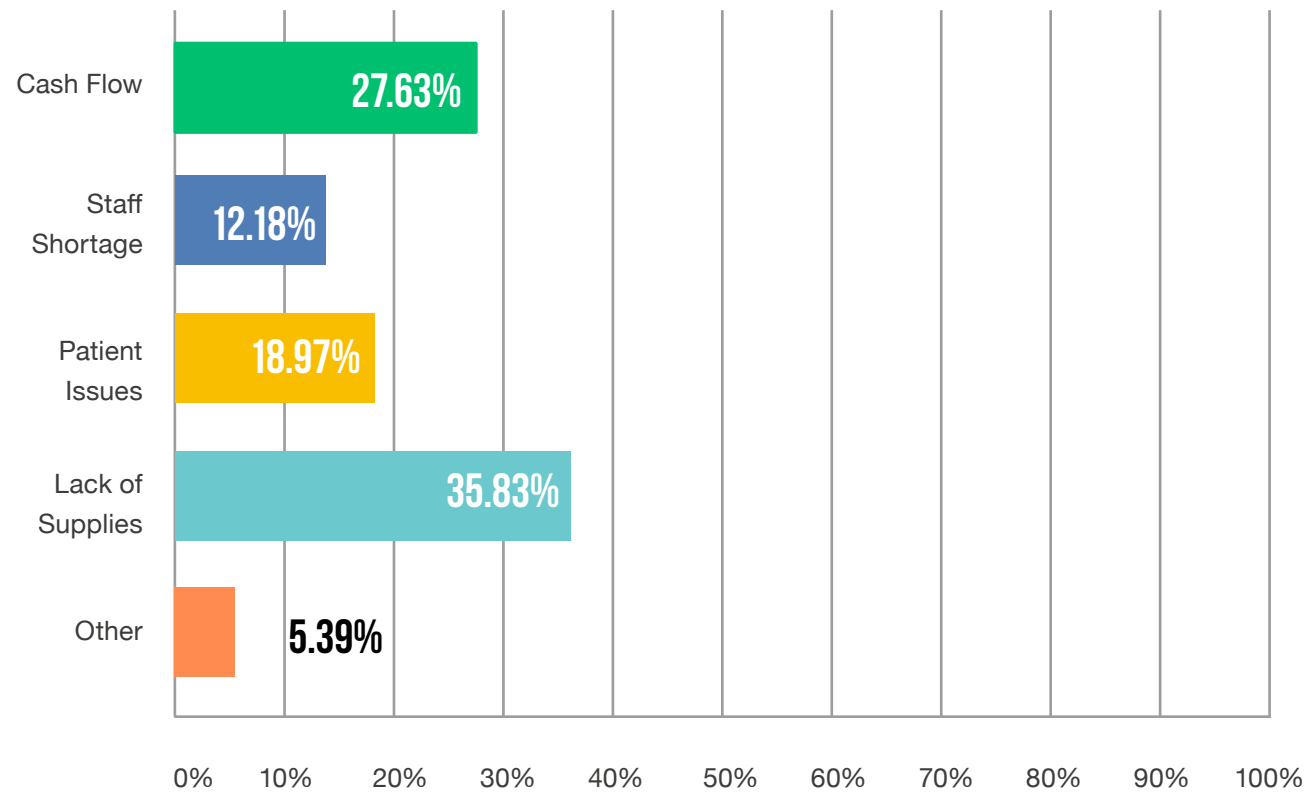
Do you have adequate PPE available for staff?



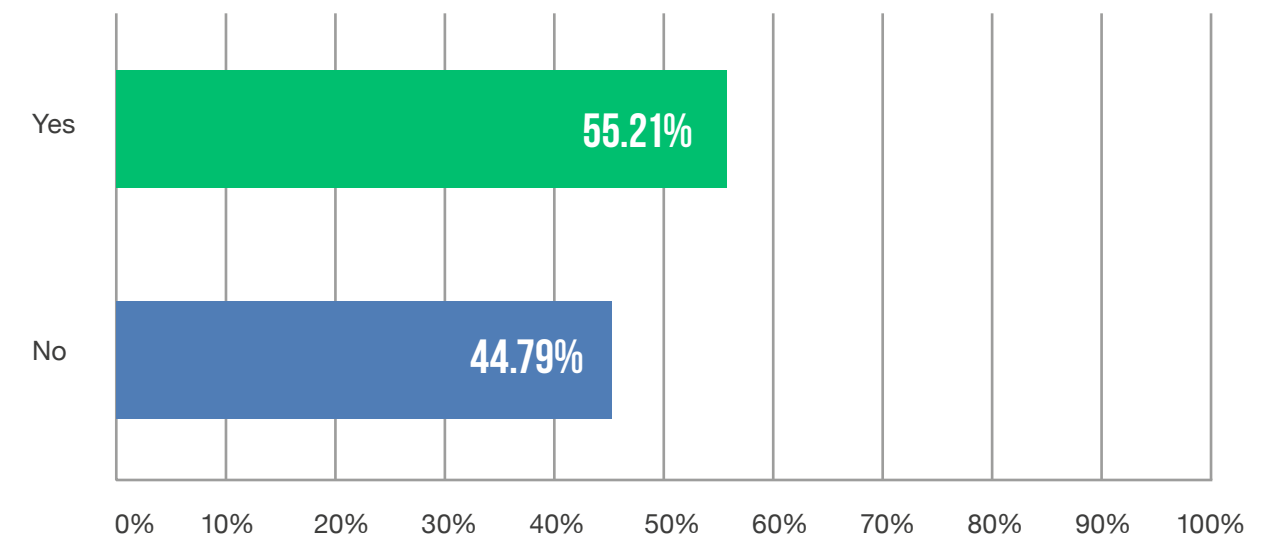
As you prepare for or respond to COVID-19, what item is your most critical need?



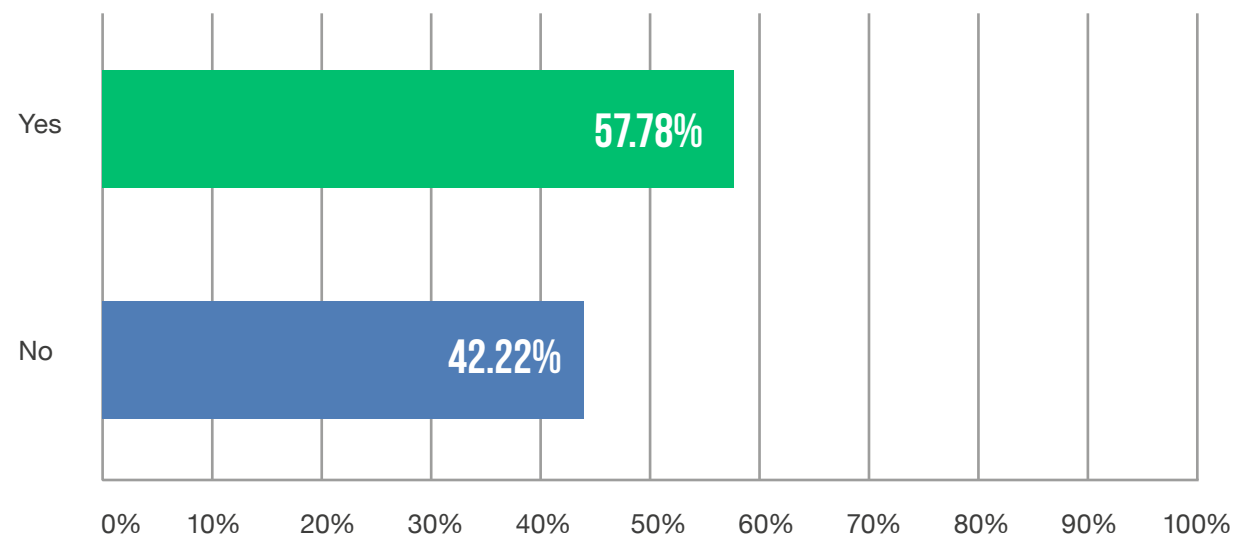
What is your biggest concern at the moment?



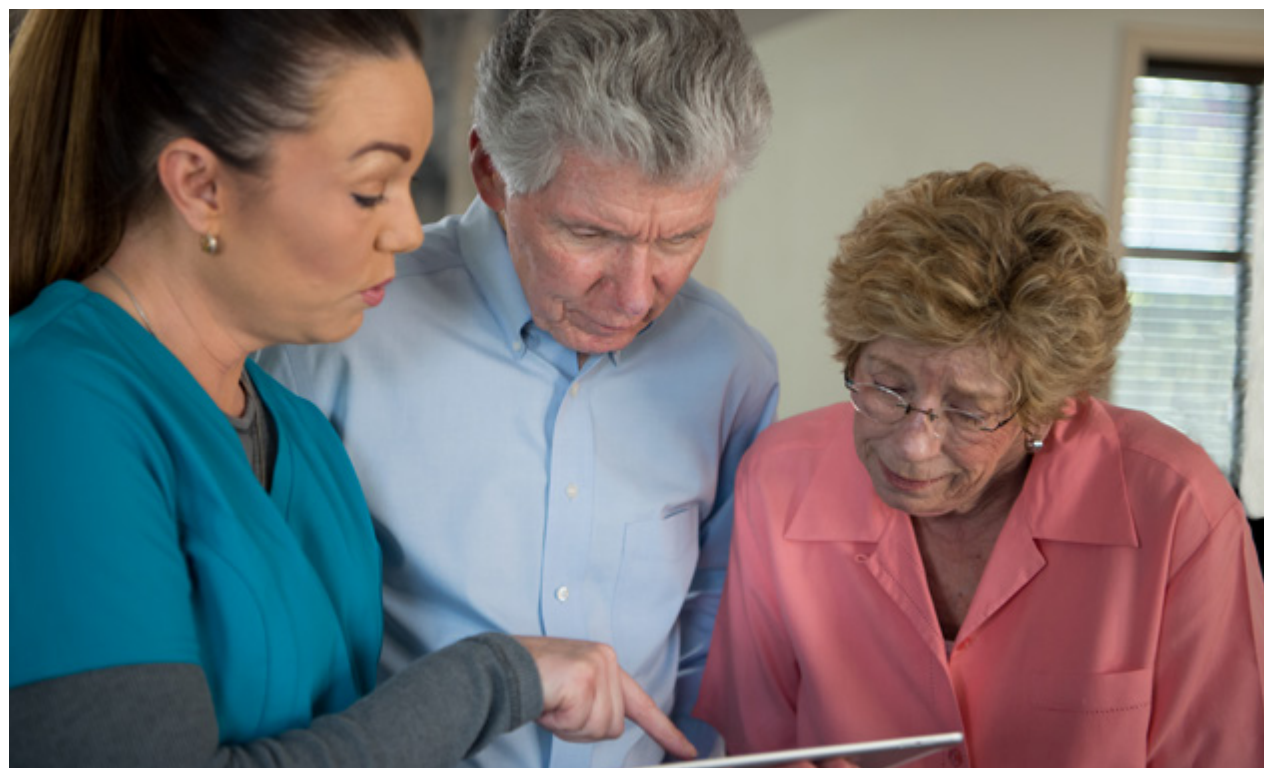
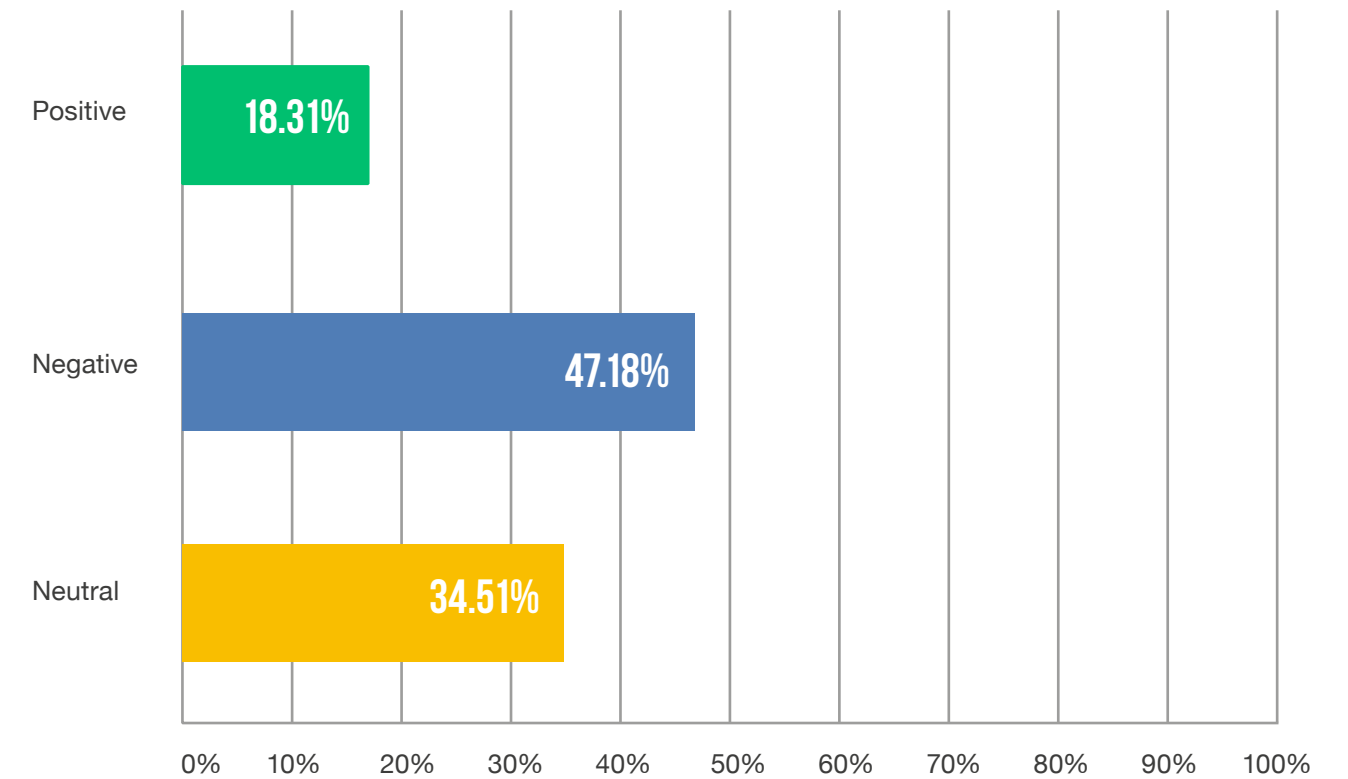
Have you experienced any staffing challenges as a result of coronavirus (COVID-19)?



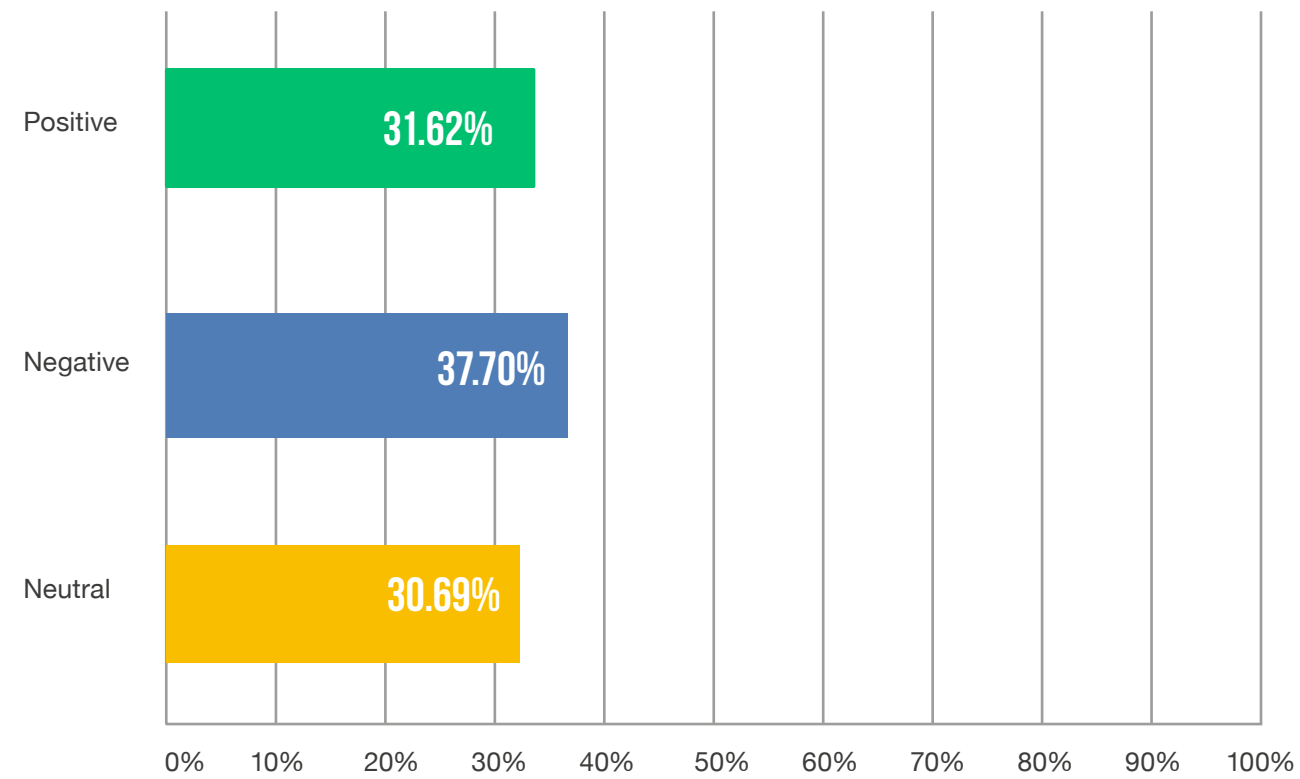
Has your billing or cash flow been interrupted over the past two weeks?



What is your outlook on the long-term impact of coronavirus (COVID-19) on your business?



What is your outlook on the long-term impact of coronavirus (COVID-19) on the industry?



For helpful resources to help manage through the COVID-19 crisis, go to axxess.com/covid-19





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