

Survey on COVID-19 patient preferences and outpatient healthcare delivery



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Objective

- To provide insight into patient attitudes towards COVID-19 and inform decision-making around clinic policies and procedures.
- To contribute to research and larger-scale surveys to help deepen understanding of patient preferences and experiences related to COVID-19 in a healthcare setting.

Introduction

- There has been significant shift in healthcare delivery since the onset of the COVID-19 pandemic, including patient attitudes and preferences.
- Numerous changes have altered perspectives. Patients now may have increased concerns about infection control, wait times and the quality of care provided.
- According to Statistics Canada 2021, Canadian patients are concerned about their safety during healthcare visits, with 85% of respondents reporting that they are worried about contracting COVID-19 during a medical appointment. However, the landscape of COVID-19 is continuously evolving, and it is essential to stay up-to-date with patient preferences.

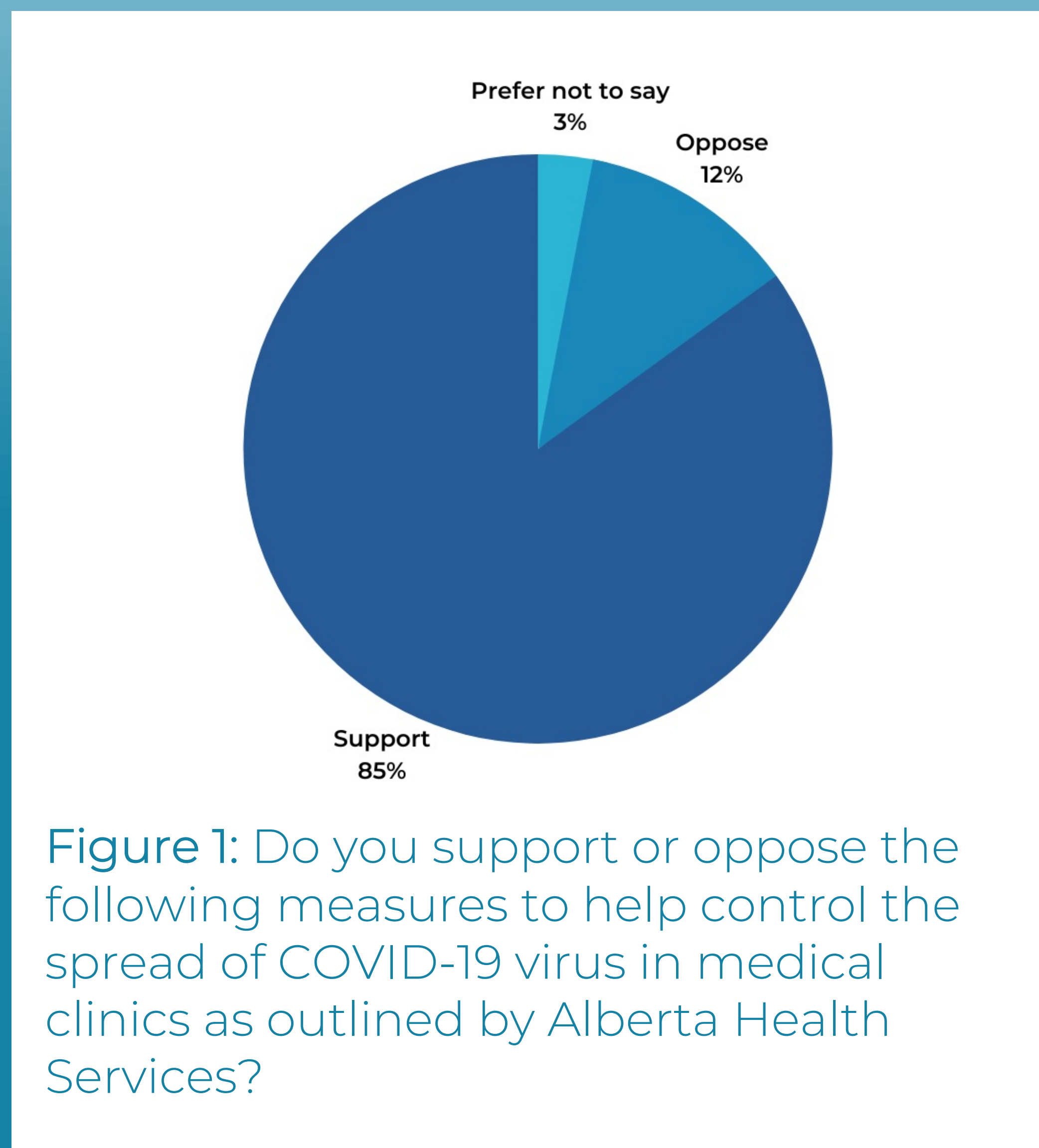


Figure 1: Do you support or oppose the following measures to help control the spread of COVID-19 virus in medical clinics as outlined by Alberta Health Services?

Methodology

- Survey of 52 patients (36 female, 16 male with a majority of the respondents in the age group of 65-74 years old) conducted at Vector Eye Centre on COVID-19 vaccination status and support for measures to control the spread of COVID-19.
- Questions included preferences for mask-wearing, vaccination of other patients and healthcare staff, patient wait times, and perceptions of the quality of care provided by the clinic.
- Employed descriptive analysis to determine the proportion of respondents per each theme.

Results

- The majority of respondents received two shots of COVID-19 vaccination followed by two booster shots.
- Most participants supported measures outlined by Alberta Health Services to control the spread of COVID-19 in medical clinics.
- Respondents assessed their risk level for catching COVID-19 as low to medium.
- There was no clear consensus among respondents regarding whether doctors should always wear masks.
- A majority of respondents preferred all healthcare staff to always wear a mask.
- There was some division among respondents regarding whether they prefer other patients to be vaccinated for all respiratory illnesses.
- Most respondents had to wait between 1-3 months for their first appointment and did not think the referral wait time was too long.

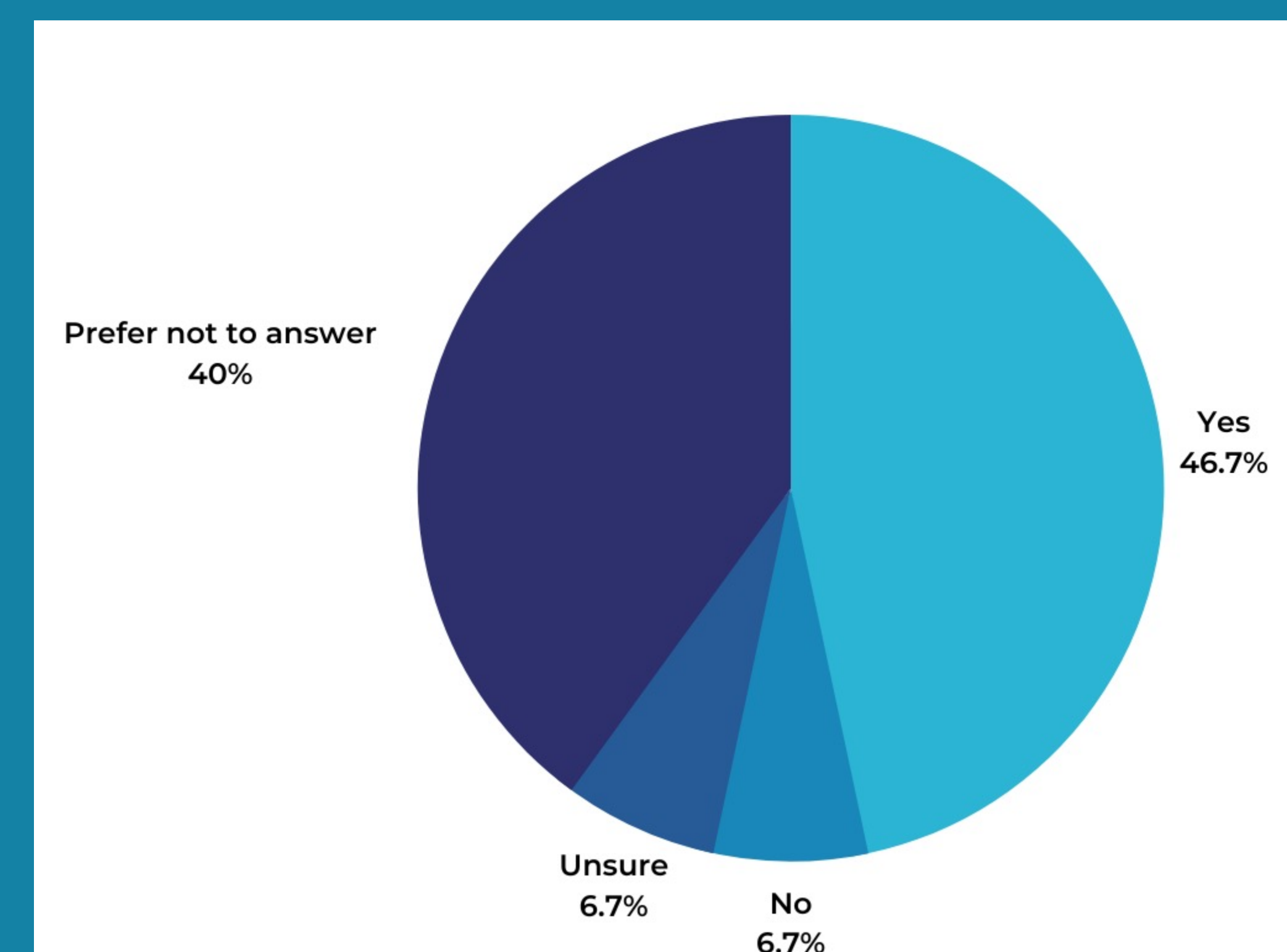


Figure 2: Do you prefer all healthcare staff to always wear a mask?

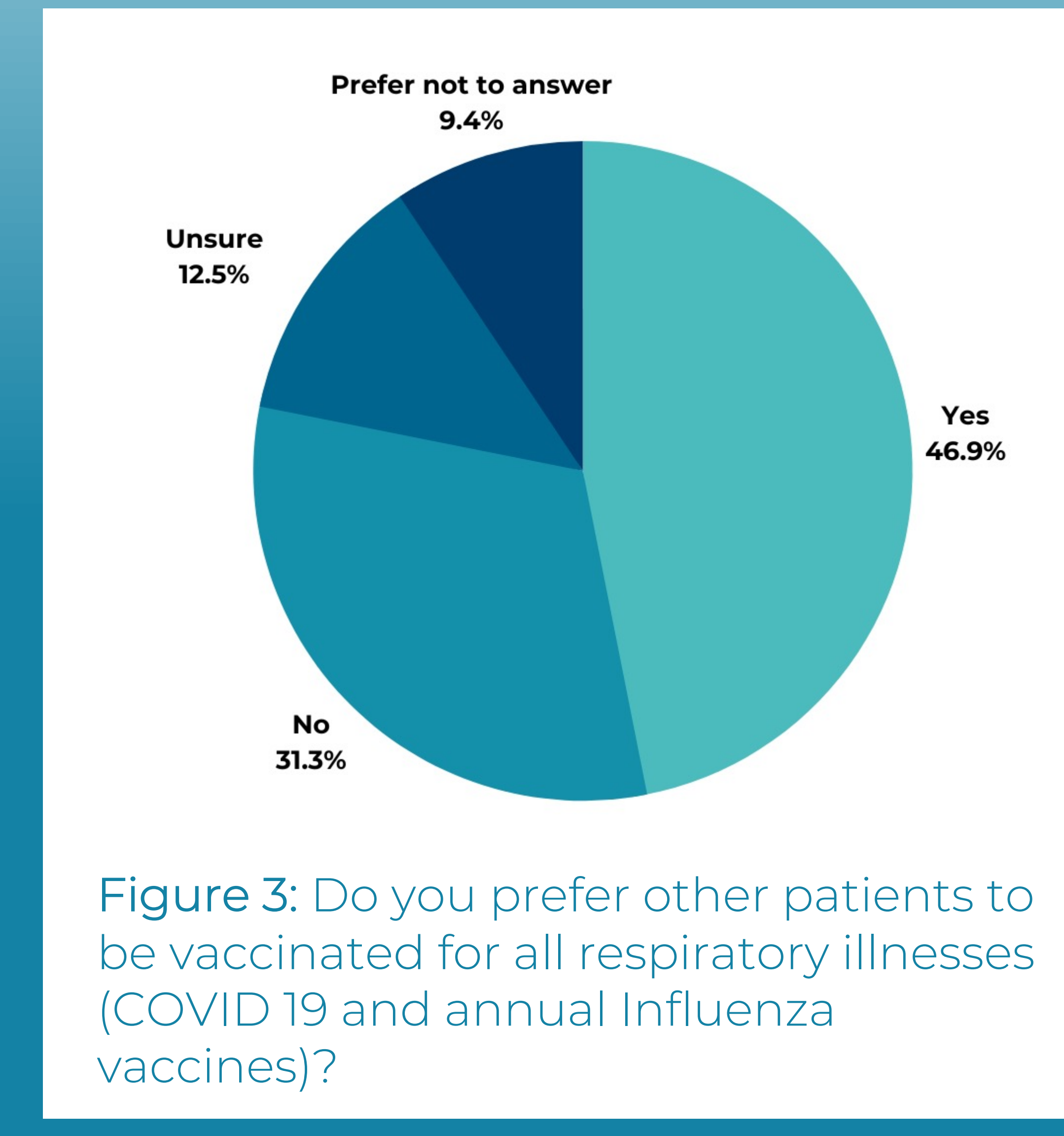


Figure 3: Do you prefer other patients to be vaccinated for all respiratory illnesses (COVID 19 and annual Influenza vaccines)?

Conclusion

- Patient preferences related to COVID-19 and healthcare delivery vary among individuals.
- The survey conducted at Vector Eye Centre provides valuable insights into patient preferences related to COVID-19 and healthcare delivery.
- The findings can be used to inform healthcare providers on how to improve patient care and safety in medical settings.

References

1. Statistics Canada. (2021). One year after the onset of the COVID-19 pandemic: Health care experiences in Canada. Retrieved from <https://www150.statcan.gc.ca/n1/pub/45-28-0001/2021001/article/00013-eng.htm>