

# United States Health Care Industry Coronavirus (COVID-19) Weekly Poll








Mercer collected data on the response to the COVID-19 within the healthcare industry the week of March 17, 2020. The results to the spot poll are shown in the report below.

**During the current COVID-19 pandemic, organizations are classifying employees as “critical” vs. “non-critical” (e.g., essential vs. non-essential):**

		Response percent	Response total
Yes		79.28%	88
No		20.72%	23








Statistics based on 111 respondents;

**Organizations are planning to pay hazard pay or special temporary incentives:**

		Response percent	Response total
Yes, to all employees		2.66%	3
Yes, to critical employees only		6.2%	7
Yes, to selected groups of critical employees		23.89%	27
Not currently, but considering for the future		10.62%	12
Not currently, but may implement dependent on staffing shortages		33.63%	38
No		22.12%	25
Other		0.89%	1






Statistics based on 113 respondents;

**If planning to pay hazard pay or special temporary incentives, organizations are paying the following employee groups (multiple responses allowed):**

		Response percent	Response total
Nurses		82.76%	48
Physicians		32.76%	19
Radiology		44.83%	26
Laboratory		53.45%	31
Environmental Services		44.83%	26
Dietary		37.93%	22
Other		37.93%	22




Statistics based on 58 respondents;

**If planning to pay hazard pay or special temporary incentives, organizations will pay the following:**

		Response percent	Response total
Percentage of pay		24.19%	15
Flat differential		25.81%	16
Flat dollar amount		40.32%	25
Unknown at this time		4.84%	3
Other		4.84%	3

Statistics based on 62 respondents;

**Organizations are planning to pay extra shift pay where staffing shortages exist:**

		Response percent	Response total
Yes		47.32%	53
No		23.21%	26
Do not know		29.46%	33

Statistics based on 112 respondents;

**Organizations are shifting staff to COVID-19 services from other areas:**

		Response percent	Response total
Yes		63.64%	70
No		26.36%	29
Not currently, but considering		6.36%	7
Other		3.64%	4

Statistics based on 110 respondents;

**Additional overtime expected for employees:**

		Response percent	Response total
0 to 10%		9.82%	11
10 to 30%		16.07%	18
30 to 100%		4.46%	5
Do not know		66.07%	74
Other		3.57%	4

Statistics based on 112 respondents;

**Organizations are finding additional or new RN employees to assist with the higher volume due to COVID-19 using the following (multiple responses allowed)**

		Response percent	Response total
Agencies		40.43%	38
Internal per diem/PRN workers		74.47%	70
Retirees		22.34%	21
Adding non-RN resources such as CNA's		31.92%	30
Reallocating from other areas of the organization		78.72%	74
Other, please describe		4.26%	4

Statistics based on 94 respondents;

**Steps organizations are taking or exploring to adjust staffing models: (multiple responses allowed)**

		Response percent	Response total
Adjusting mix of experienced and less experience staff		59.26%	32
Adjusting staffing to keep teams scheduled together consistently		38.89%	21
Other		25.93%	14

Statistics based on 54 respondents;

**Organizations are assisting with dependent childcare services for those employees whose work schedules have been affected by COVID-19 (multiple responses allowed)**

		Response percent	Response total
Yes, offering onsite dependent childcare		16.67%	18
Yes, offering assistance in locating off-site dependent child care		43.52%	47
No		34.26%	37
Other		17.59%	19








Statistics based on 108 respondents;

**Organizations offering financial support where offering assistance with dependent childcare (multiple responses allowed):**

		Response percent	Response total
Yes, financial assistance for onsite dependent childcare		6.52%	6
Yes, financial assistance for off-site dependent childcare		19.57%	18
No		60.87%	56
Other		18.48%	17

Statistics based on 92 respondents;

**Methods used to communicate important information with workforce during the COVID-19 Pandemic (multiple responses allowed):**

		Response percent	Response total
Company email		99.1%	110
Personal email		10.81%	12
Text messaging		22.52%	25
Centralized employee portal		81.08%	90
Employee mobile application		13.51%	15
Telephone		20.72%	23
Other		11.71%	13

Statistics based on 111 respondents;

## Participant List

42 North Dental	Kindred at Home
Advocate Aurora Health	Lee Health
Air Methods	Lifespace Communities
Allscripts Healthcare LLC	Martin's Point Health Care
Altru Health System	Med Center Health
American Dental Partners	MedStar Health, Inc.
Arkansas Childrens	Memorial Health System
Atlantic Health System	Memorialcare.
Augusta Heath Care	Michigan Medicine
Austin Regional Clinic	Mott Children's Health Center
Baptist Health	NantHealth
Baptist Health KY	Nebraska Medicine
Beacon Health System	Nemours
Benchmark Senior Living	Northeast Georgia Health System
BJC HealthCare	Northwestern Medicine
Cape Cod Healthcare, Inc.	Ogden Clinic
Care New England Health System	OHSU Tuality Healthcare
Cedars-Sinai	OU Medicine
Centra Health	Owensboro Health
Central Maine Healthcare	PAGNY
Chapters Health System	Penn State Health
Childrens Health System of Texas	Phoenix Children's Hospital
Children's Hospital & Medical Center	Premier Home Health Care Services, Inc.
Children's Hospital of Wisconsin	ProMedica Health System
CHKD	Quest Diagnostics
Cincinnati Children's Hospital Medical Center	Redington-Fairview General Hospital
CommonSpirit Health	Rogers Behavioral Health
Cone Health	Royal Oaks
DuPage Medical Group	RWJBarnabas Health
El Camino Hospital	Salem Health
Element Care	Seattle Children's Hospital
Emory Healthcare	Shirley Ryan AbilityLab
ENT and Allergy Associates, LLP	Sparrow Health System
Envision Healthcare Corporation	Spectrum Retirement Communities, LLC
Florida Blue	St. Joseph's Health
FMCNA	Stanford Health Care
Franciscan Alliance, Inc	Starling Physicians
Harris Health System	Syneos Health
Hartford HealthCare	Tanner Health System
Harvard Pilgrim Health Care	Temple University Health System
Health Catalyst	Texas Health Resources
HonorHealth	The Christ Hospital
Hospital for Special Surgery	The University of Alabama at Birmingham
INTEGRIS	The University of Texas Health Science Center at Houston
Intuitive Health	The University of Texas MD Anderson Cancer Center
Jefferson	Trilogy Health Services, LLC
Johns Hopkins Health System	Truman Medical Centers
JPS Health Network	UCHealth
Kaiser Permanente	UNC Health Care
Keck Medicine of USC	United Health Services
Kelsey-Seybold Clinic	UnitedHealth Group

## Participant List

University Hospital, New Jersey
University Hospitals
University of Missouri Health Care
University of Washington
US Radiology
Valley Children's Healthcare
VCU Health System
Veritas Collaborative
Vidant Health
Wellstar Health System