

Firestorm to Burnout: The Impact of the Pandemic on Healthcare Professionals














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IQVIA surveyed 720 HCPs in six countries on the effect of the pandemic on themselves and the healthcare system

Survey sample

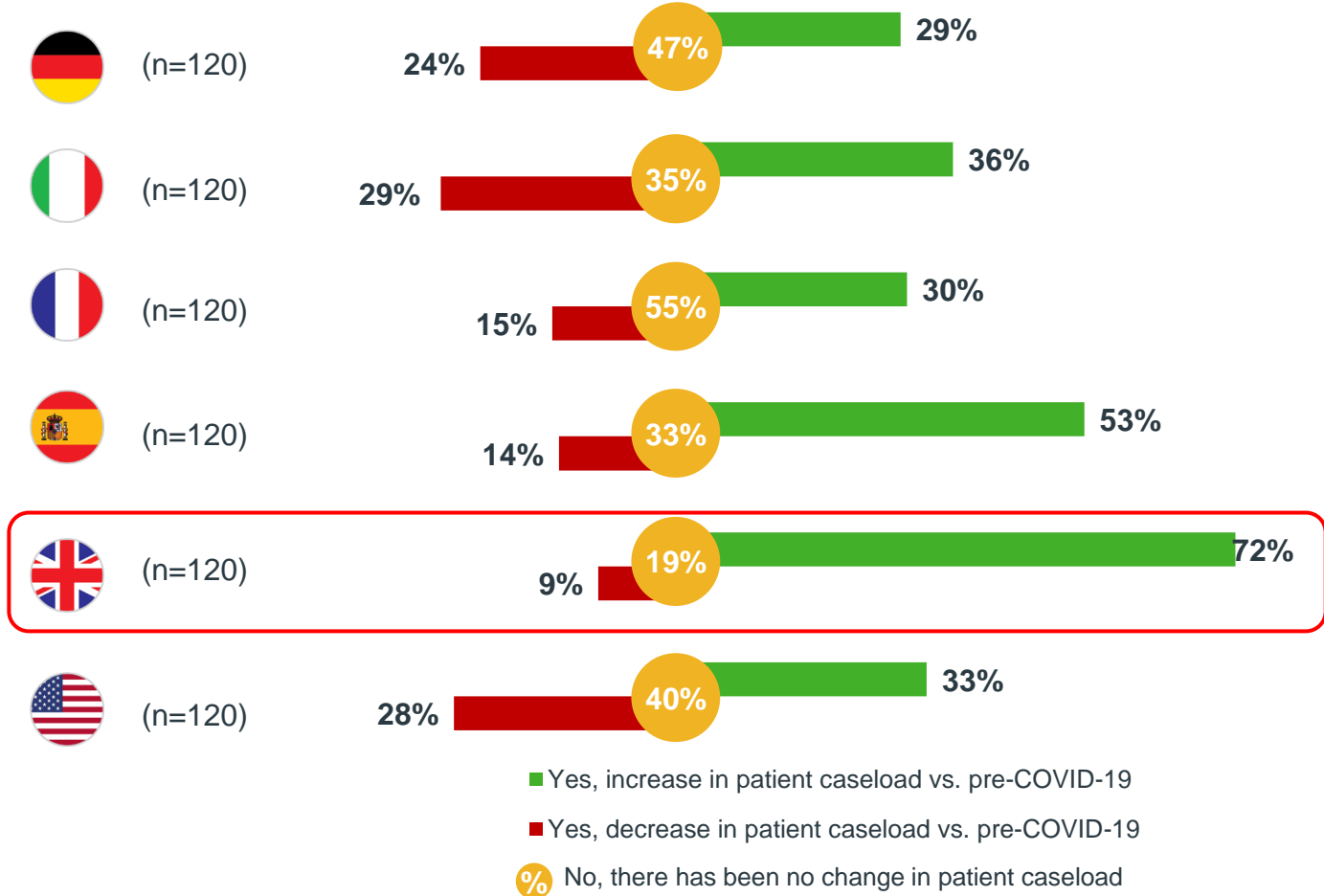
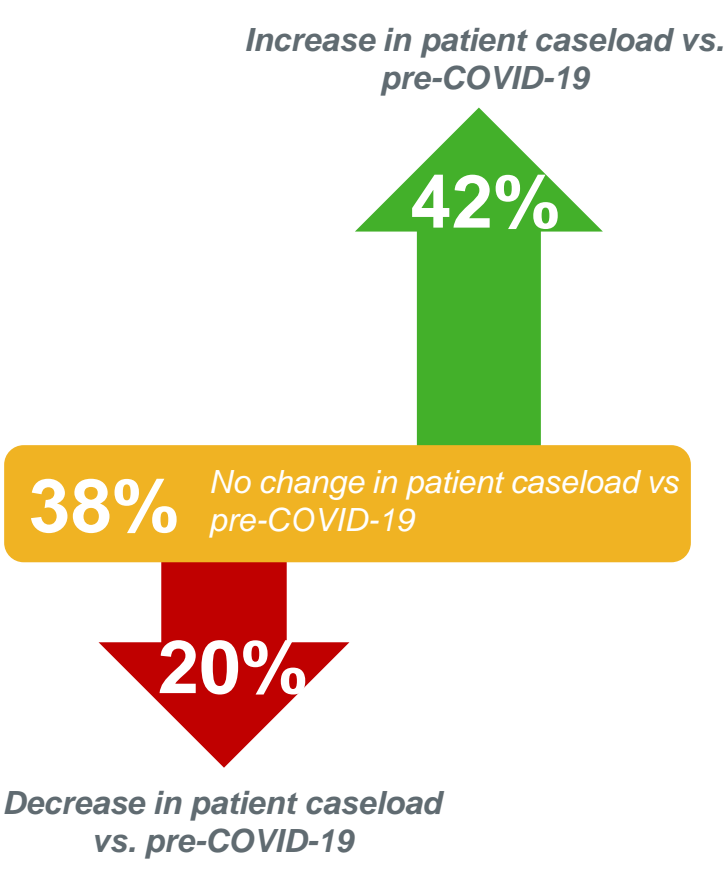
- **LOI:** 4-5 mins
- **Methodology:** Online survey
- **Total sample:** 720 HCPs

	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)
 General Practitioner 22%	28%	21%	19%	22%	28%	14%
 Nephrologist 13%	13%	13%	7%	15%	10%	18%
 Oncologist 17%	18%	16%	22%	16%	16%	13%
 Pulmonologist 11%	11%	14%	12%	12%	8%	13%
 Neurologist 10%	12%	10%	13%	8%	9%	10%
 Cardiologist 18%	18%	15%	18%	19%	15%	25%
 Endocrinologist/Diabetologist 9%	2%	11%	9%	9%	15%	8%

S1. What is your primary medical specialty?

72% of doctors in the NHS reported an increase in caseload vs pre-pandemic times compared to 42% overall

Change in patient caseload vs. pre-COVID-19
(% of HCPs)

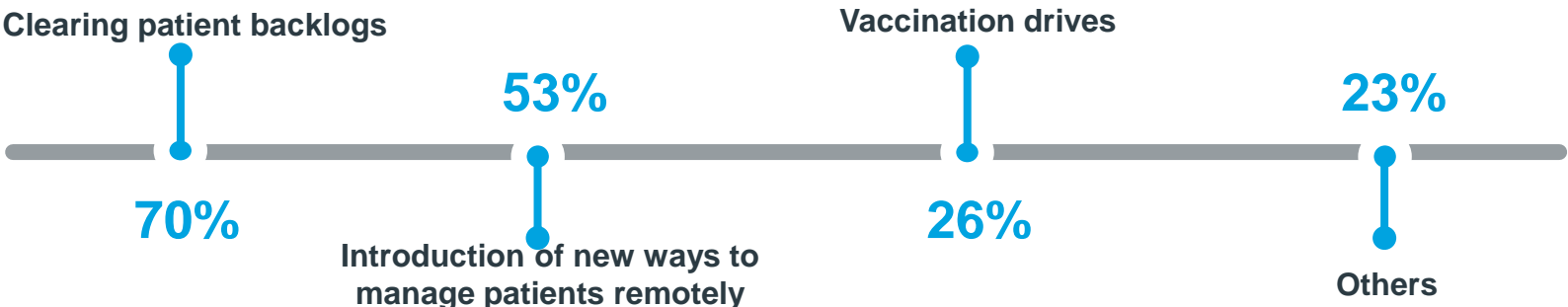


n = 720
Q.1. After the COVID-19 outbreak, do you observe a change in patient numbers seen per week, whether face-to-face or remotely?

In the UK, clearing patient backlogs is the leading driver for increased workloads

42%

Of HCPs report **increased** caseload vs. pre-COVID-19

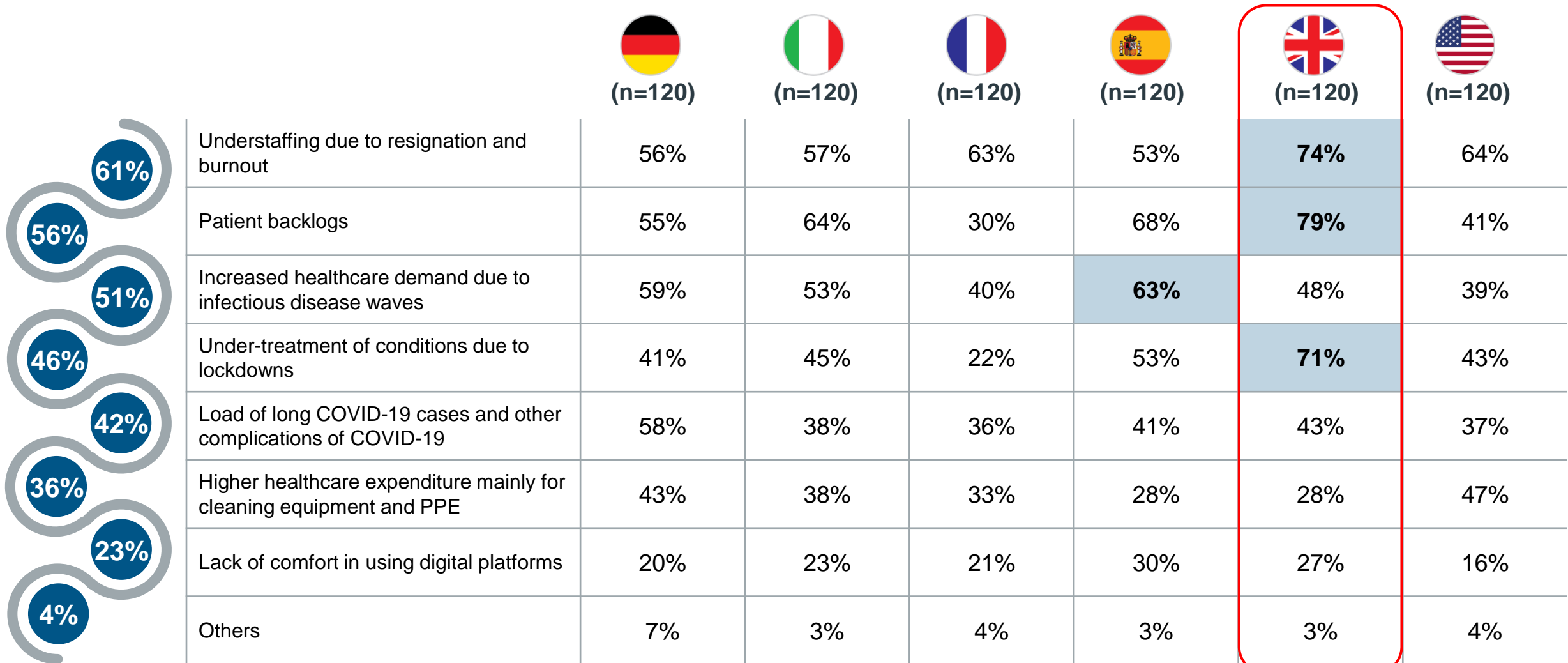


Country	n	Increased Caseload	Clearing patient backlogs	Introduction of new ways to manage patients remotely	Vaccination drives	Others
Germany	35	29%	71%	23%	43%	37%
Italy	43	36%	74%	44%	21%	19%
France	36	30%	58%	39%	25%	33%
Spain	63	53%	62%	78%	33%	21%
UK	86	72%	81%	55%	19%	19%
USA	39	33%	59%	56%	26%	21%

n = 302
 Q.1. After the COVID-19 outbreak, do you observe a change in patient numbers seen per week, whether face-to-face or remotely?
 Q.3. Please provide the reasons for the change in patient caseload post COVID-19 outbreak.

Others include Increase in CV and respiratory complications, New diagnoses postponed due to COVID-19, declining medical demographics, increased awareness, negative media publicity

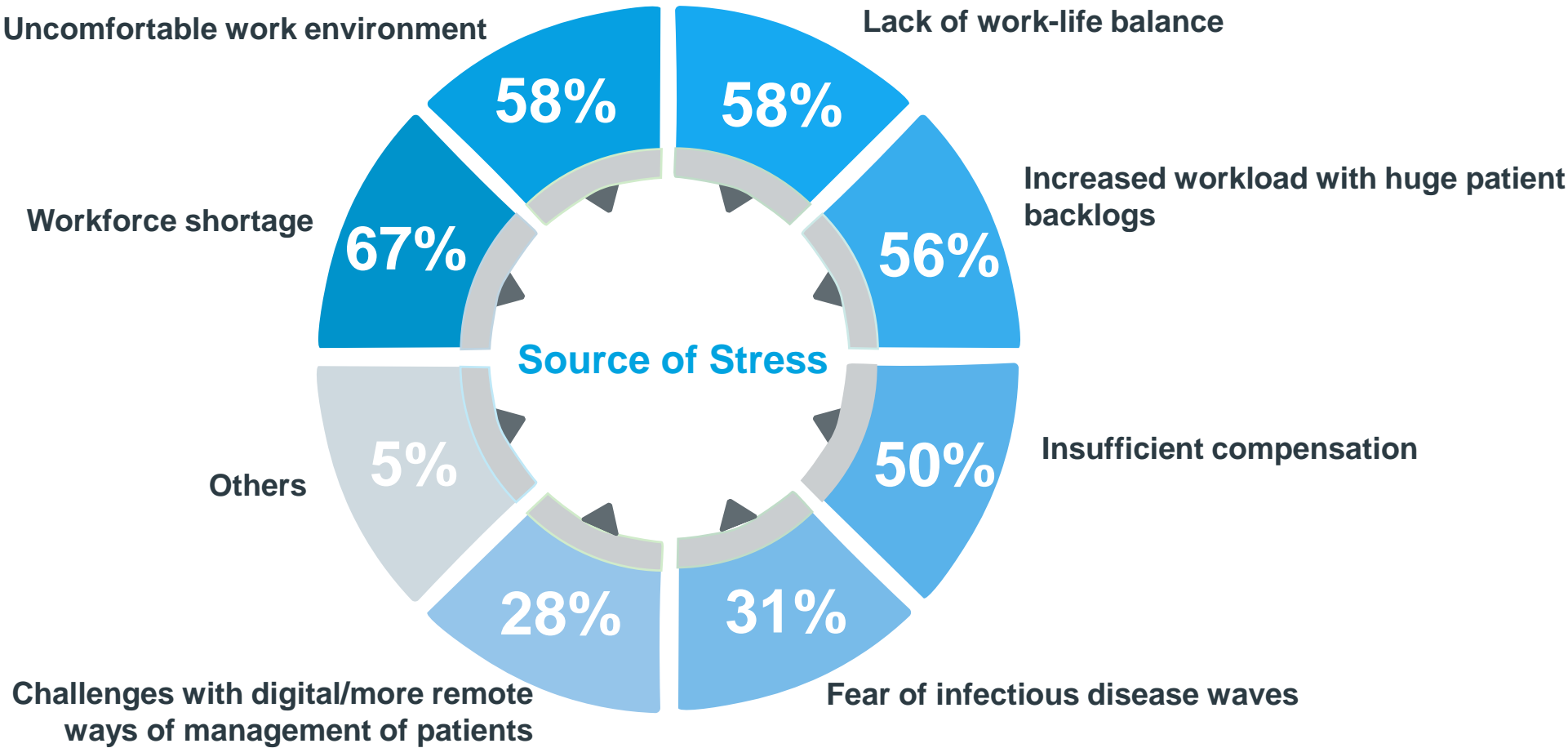
Understaffing and patient backlogs are the main factors still impacting non-COVID-19 health services in the UK



Q.4. What are the key impacts on non-COVID-19 health services that are still a consequence of COVID-19?







HCPs report workforce shortages, work environment, lack of work-life-balance and increased workload as main stressors ...

... which affect their emotional, physical, and psychological well-being



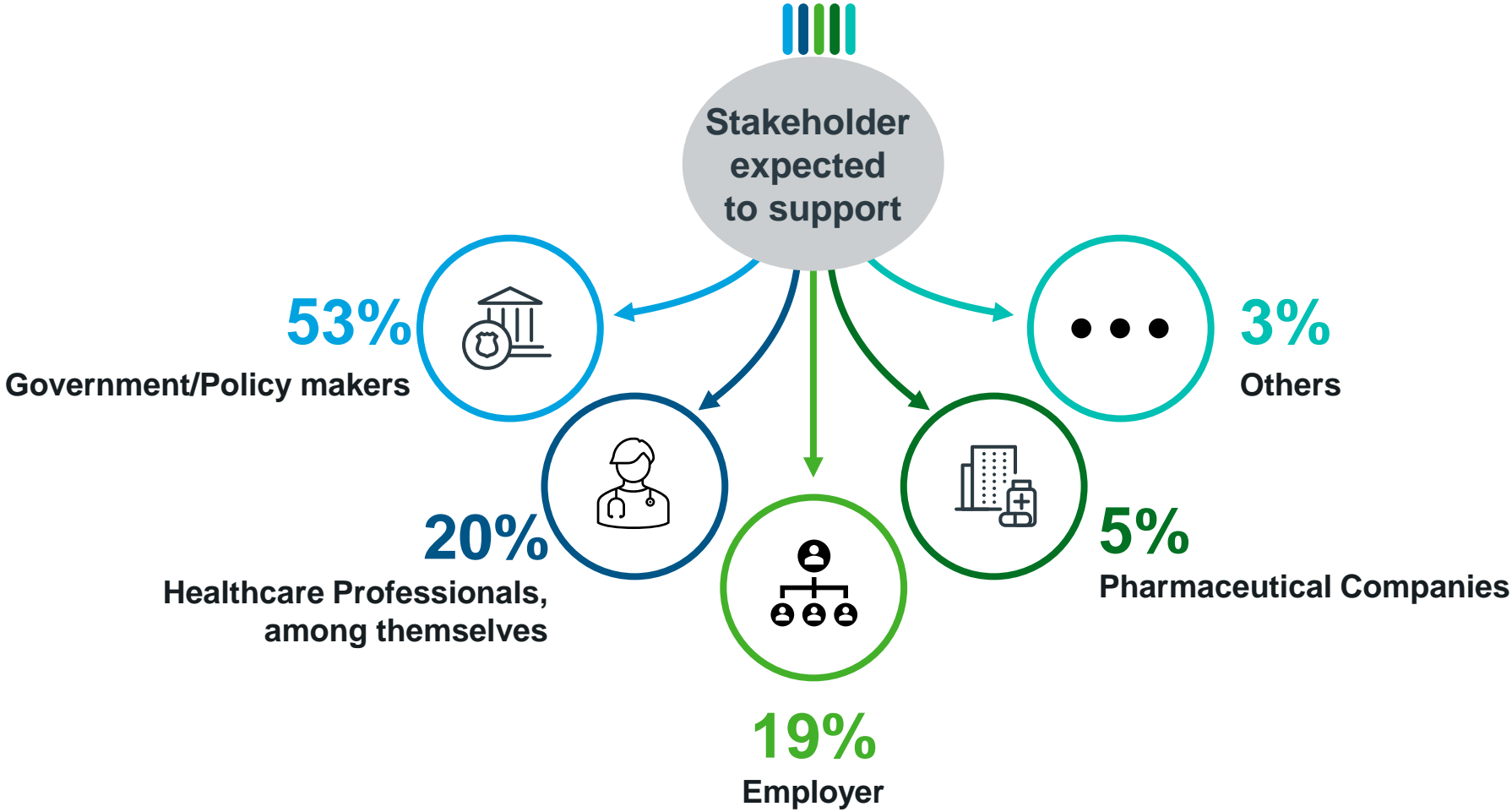
n = 720
Q.6. Please specify what are the key reason(s) aggravated by COVID-19, impacting your emotional, physical, and psychological well-being.

Above-average numbers of HCPs in the UK report workforce shortage and increased workload in the wake of COVID-19

	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)
Workforce shortage	80%	61%	58%	53%	78%	68%
Uncomfortable work environment (e.g., patient aggression, colleague stress, management, facilities)	58%	63%	59%	58%	60%	52%
Lack of work-life balance	61%	58%	48%	59%	64%	58%
Increased workload with huge patient backlogs	37%	65%	52%	70%	70%	43%
Insufficient compensation	48%	49%	43%	61%	54%	44%
Fear of infectious disease waves	31%	28%	25%	33%	33%	38%
Challenges with digital/more remote ways of management of patients	24%	24%	18%	36%	40%	27%
Others	8%	0%	6%	8%	3%	4%

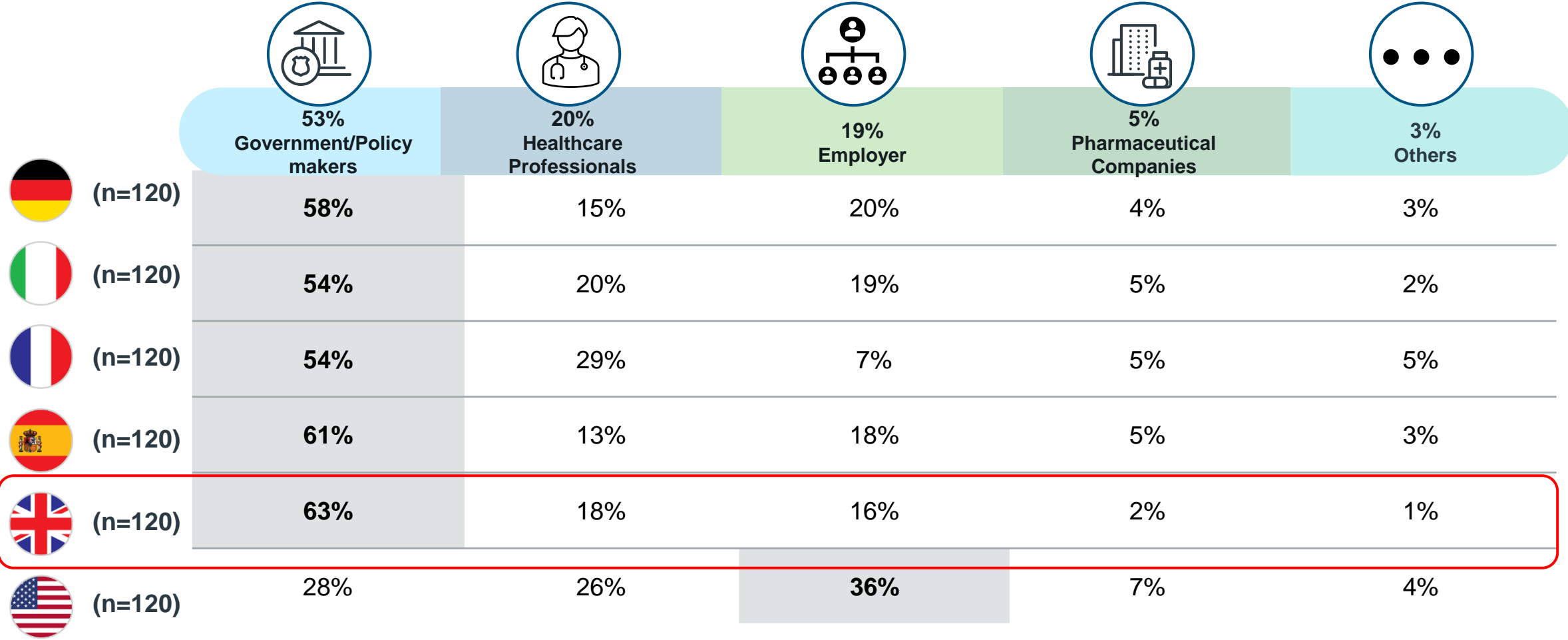
Q.6. Please specify what are the key reason(s) aggravated by COVID-19, impacting your emotional, physical, and psychological well-being.

HCPs primarily look to government and policy makers as well as to each other for support



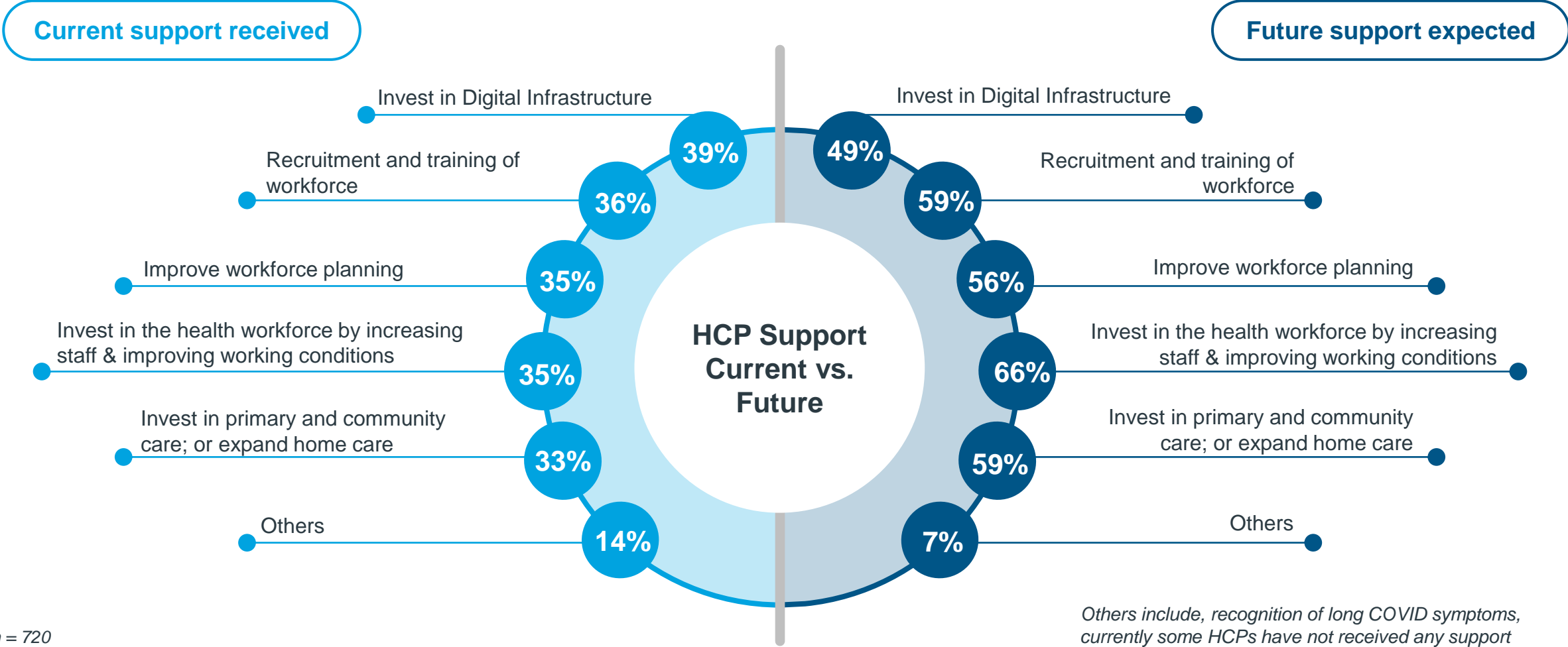
n = 720
Q.8. Who do you think can support yourself and other healthcare professionals to address and ease the burden of the COVID-19 on you and the healthcare system?

In the UK, HCPs primarily expect support from government and policy makers which is in line with other European countries



n = 720
 Q.8. Who do you think can support yourself and other healthcare professionals to address and ease the burden of the COVID-19 on you and the healthcare system?

There is a significant gap in the support HCPs report receiving and in the support they expect

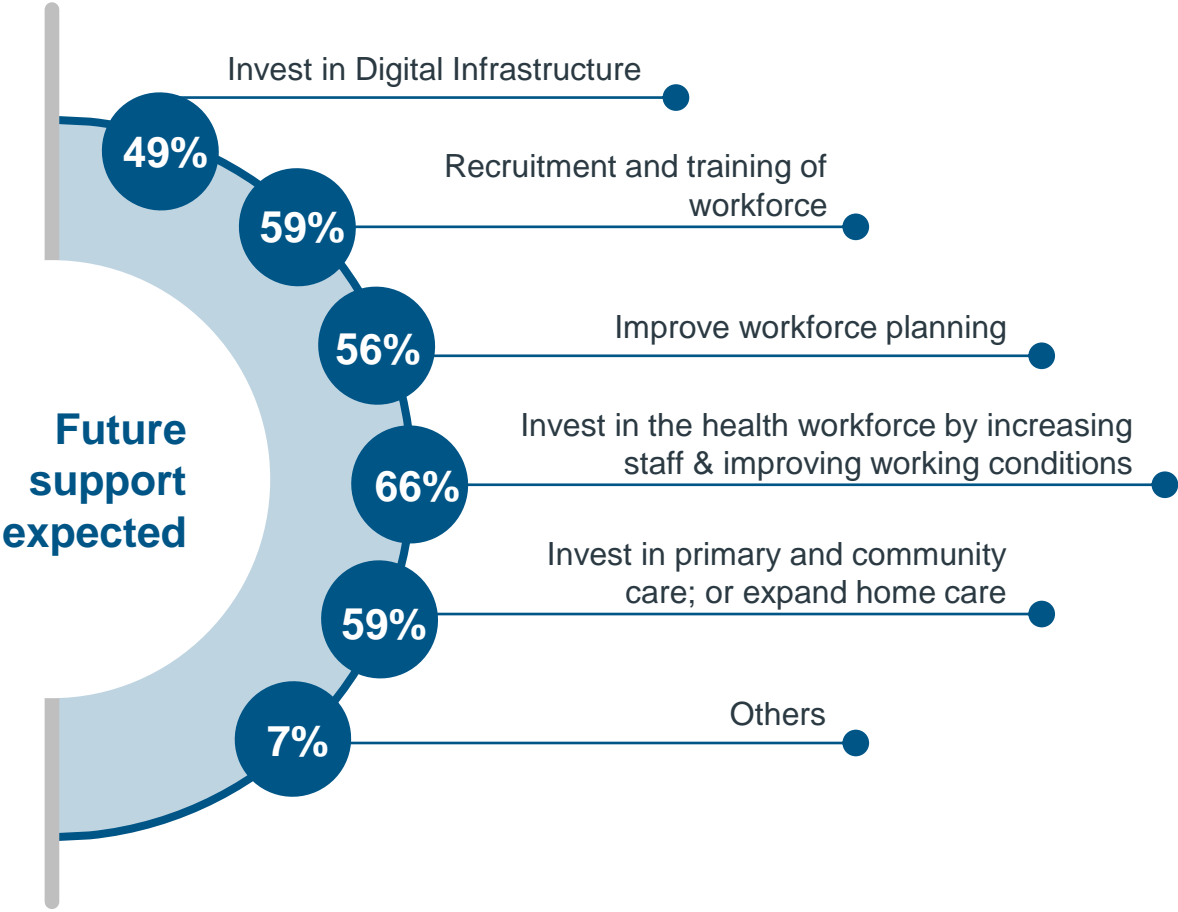








Others include, recognition of long COVID symptoms, currently some HCPs have not received any support

n = 720
 Q.9. What kind of support are you currently getting or expecting in future from your employer, government, and policymakers to manage COVID-19 burden?

In the future, HCPs expect major support in increasing health workforce and improving work conditions across countries

Future support from employer, government and policymakers to manage COVID-19 burden
(% of HCPs)
















	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)
Invest in Digital Infrastructure	54%	51%	40%	49%	51%	33%
Recruitment and training of workforce	63%	60%	56%	58%	57%	50%
Improve workforce planning	56%	58%	49%	56%	59%	46%
Invest in the health workforce by increasing staff & improving working conditions	68%	66%	66%	68%	63%	54%
Invest in primary and community care; or expand home care	55%	64%	54%	63%	57%	38%
Others	9%	8%	6%	5%	7%	10%

n = 720
Q.9. What kind of support are you currently getting or expecting in future from your employer, government, and policymakers to manage COVID-19 burden?

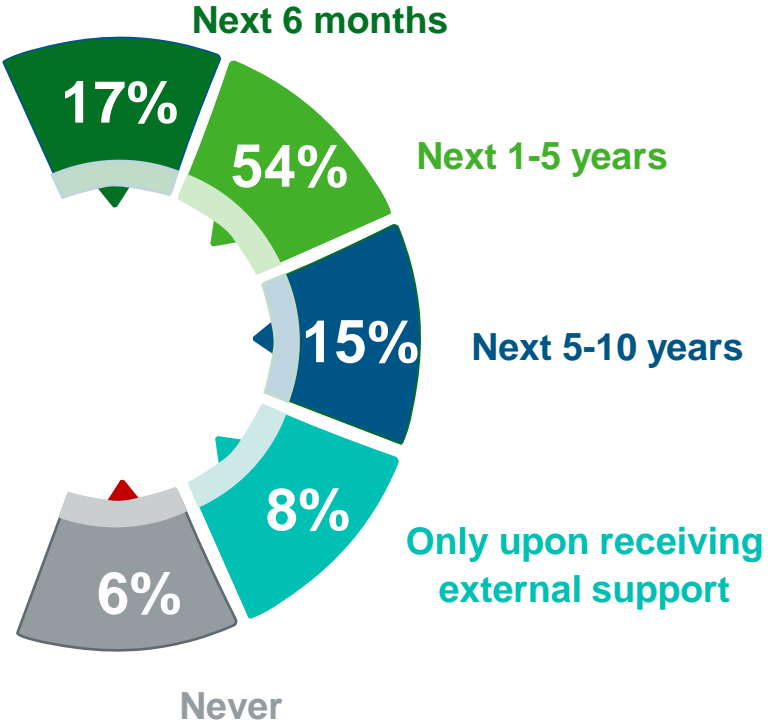
Better compensation and more support staff are the major expectations from government







Support expected from government
(% of HCPs)

	TOTAL (n=720)	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)
 Provide better compensation	68%	74%	76%	68%	59%	70%	58%
 Effective programs to ease burden of HCPs such as increased support staff	61%	73%	63%	53%	68%	65%	43%
 Adequate reimbursement policies for innovative products which can reduce time spent by HCP in patient care	50%	63%	48%	43%	40%	58%	46%
 Training healthcare staff on new products	36%	28%	41%	40%	43%	38%	30%
 Easy access to information on latest updates of therapies and new developments in healthcare sector	36%	35%	38%	30%	35%	43%	36%
 Provide funds to keep stock and manage inventory	34%	33%	31%	31%	37%	43%	31%
 Others	5%	3%	2%	5%	8%	4%	9%

There is hope that the burden and stresses to the health system will be alleviated in the coming years

Expected time for ease in COVID-19 burden
(% of HCPs)



	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)	 (n=120)
Next 6 months	28%	17%	24%	14%	4%	13%
Next 1-5 years	53%	63%	52%	53%	53%	54%
Next 5-10 years	7%	9%	12%	19%	28%	13%
Only upon receiving external support	6%	5%	10%	11%	9%	10%
Never	7%	7%	3%	3%	6%	9%

n = 720
Q.13. When do you think the pressure due to the COVID-19/post-COVID-19 environment might ease/resolve?

Summary



The majority of UK physicians surveyed report increases in patient caseloads. This increase is largely driven by still unresolved patient backlogs from the pandemic.



Patient backlogs and lack of staff due to resignation and burn-out are also the primary factors impacting health services outside of COVID-19.



Workforce shortage along with patient backlogs and an uncomfortable working environment are also the main stressors reported



While results from other countries are similar, UK respondents report back higher levels of these issues.



When it comes to support received and expected, NHS doctors are more aligned with their colleagues from other countries



Expectations of support are mainly directed towards government and policy makers and center on investment in the workforce.

Download the full white paper [here](#)



Thank you for your attention!

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