

Elective Surgery General Population Research: Executive Summary

PREPARED FOR:



PREPARED BY:



Research Method

This survey was conducted online within the United States by The Harris Poll on behalf of Johnson and Johnson Medical Devices from July 9-13, 2020 among 2,016 U.S. adults ages 18 and older. Figures for age within gender, race/ethnicity, education, marital status, household size, region and household income were weighted where necessary to bring them into line with their actual proportions in the population. Propensity score weighting was used to adjust for respondents' propensity to be online.

All sample surveys and polls, whether or not they use probability (purely random) sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with nonresponse, error associated with question wording and response options, and post-survey weighting and adjustments.

Executive Summary

Overall health is a priority for most Americans during COVID-19, but fewer place the same importance on elective surgery.

- About 1 in 6 Americans (16%) feel their overall health has worsened since the start of COVID-19.
 - Most (69%) say their health has stayed about the same.
- Majorities consider their overall health (88%), preventative health care (73%), and sick care (63%) to be a major/moderate priority during COVID-19.
 - However, only 31% say the same of undergoing elective surgery or a medical procedure.

Many Americans have delayed or canceled health care due to COVID-19, including elective procedures, but most intend to reschedule shortly after health care restrictions ease in their area.

- Three-quarters of Americans (76%) are confident that the health care facilities they visit can properly manage the risk of patient exposure to COVID-19.
- Nearly 7 in 10 Americans (68%) say they or someone in their household has delayed or canceled health care due to COVID-19, most commonly dental care (45%), vision care (31%), or wellness exams (26%).
- 14% of Americans say they or someone in their household has delayed or canceled an elective surgery or medical procedure due to COVID-19.
 - Among those who have delayed or canceled, most (63%) intend to reschedule within 3 months of health care restrictions easing in their area, with 21% saying they will do so immediately.
 - Very few (3%) say they do not intend to reschedule the procedure.
- Some groups of Americans appear more eager to reschedule their (or their household member's) delayed or canceled health care, saying they will do so within 3 months of restrictions easing in their area:
 - Males: wellness exams (79% vs. 69% of women); dental care (77% vs. 63%); or elective surgery (69% vs. 53%)
 - Parents of children under 18: dental care (78% vs. 64% of non-parents); vision care (77% vs. 60%); or elective surgery (73% vs. 54%)
 - Those confident in health care facilities' ability to manage risk of patient exposure to COVID-19: wellness exams (76% vs. 65% of those not confident); dental care (74% vs. 56%); elective surgery (66% vs. 47%)

Most identify changes that would make them more confident pursuing an elective surgery during COVID-19, such as through appropriate preparation and consultation.

- 7 in 10 Americans (69%) pin-point aspects that would increase their confidence pursuing elective surgery or a medical procedure during COVID-19, most commonly a vaccine (44%), a decrease in the number of cases in their state (35%), or increased testing (28%).
 - Other key aspects that would increase confidence include details of hospital sanitation policies (26%), details of hospital testing policies (22%), or a personal call from their doctor (17%).
- Top concerns about pursuing elective surgery or a medical procedure during COVID-19 are COVID-19 exposure (59%), restrictions on visits from friends and family (30%), or increased risk of complications due to other health conditions (28%).
- In the event they needed a surgery or medical procedure, 4 in 10 Americans (39%) say the option to stay connected with their health care provider via telehealth before or after the procedure would make them more likely to schedule the procedure.

While comfort, interest, and overall usage of telehealth services during COVID-19 are evident, many Americans cite preference for in-person care once the risks of COVID-19 have subsided.

- Nearly three-quarters of Americans (73%) would be comfortable using telehealth services as a way of managing their health care.
- 4 in 5 Americans (81%) would be interested in using telehealth services to manage their health care, most commonly because they would not need to sit in a waiting room with others that could be sick (53%), there is the ability to avoid hassle of commuting to and from in-person appointments (46%), or it allows for appointments outside of traditional office hours (32%).
- During COVID-19, half of Americans (49%) have discussed telehealth services with a health care provider; more commonly these conversations are initiated by the health care provider (32%) than the patient (21%).
- And, a similar proportion (48%) have actually used telehealth services for themselves or a family member during this time.
- However, concerns are still evident regarding using telehealth to connect with a health care provider. Most commonly, there are concerns that the health care provider could not properly assess their condition or pain from afar (42%), concerns about the quality of care (35%), or security/privacy concerns regarding their health information (24%).
- Looking ahead to when the risk of COVID-19 has ended, Americans still appear to prefer in-person appointments over telehealth:
 - Elective surgery or medical procedure: 82% in-person vs. 18% telehealth
 - Preventative health: 74% vs. 26%
 - Sick care: 71% vs. 29%

Those who have discussed telehealth services with a health care provider during COVID-19 display greater comfort, interest, and unsurprisingly, usage as compared to those who have not had such conversations.

- Those who have discussed telehealth services with a health care provider during COVID-19 are far more likely than those who have not had these discussions to have used such services to manage health care for themselves or a family member during COVID-19 (85% vs. 12%).
- They are also more likely to express comfort using telehealth services to manage their health care (81% vs. 64% of those who have not discussed telehealth with a health care provider during COVID-19).
- Given the greater comfort, it's no surprise that these Americans are also more likely to be interested in using telehealth services to manage their health care (94% vs. 69%).
- Additionally, those who have discussed telehealth services with a health care provider during COVID-19 report increased likelihood of scheduling a necessary surgery or medical procedure if they had the option of staying connected with their health care provider via telehealth before or after the procedure (47% vs. 31%).

Data Sheeted Questionnaire

BASE: ALL QUALIFIED RESPONDENTS

Q100 Has your overall health gotten worse, better, or stayed about the same since the start of COVID-19?

	Total
	<i>n=2016</i>
MUCH/SOMEWHAT BETTER (NET)	15%
Much better	6%
Somewhat better	10%
Stayed about the same	69%
MUCH/SOMEWHAT WORSE (NET)	16%
Somewhat worse	12%
Much worse	4%

BASE: ALL QUALIFIED RESPONDENTS

Q101 How much of a priority, if at all, are each of the following aspects of your health during COVID-19?

Summary of Major/Moderate Priority (NET)

	Total
	<i>n=2016</i>
Overall health	88%
Preventative health care (e.g., well visits, immunizations, screenings, etc.)	73%
Sick care (i.e., pursuing care based on new symptoms or health concerns)	63%
Undergoing elective surgery or a medical procedure (i.e., any procedure that is not a medical emergency)	31%

BASE: ALL QUALIFIED RESPONDENTS

Q105 Which of the following health care services have you or members of your household delayed or canceled due to COVID-19? Please select all that apply.

	Total
	<i>n=2016</i>
ANY (NET)	68%
Dental care	45%
Vision care	31%
Wellness exams or well child check-ups	26%
Elective surgery or a medical procedure (i.e., any procedure that is not a medical emergency)	14%
Chronic condition check-ups	14%
Immunizations/Vaccinations	9%
Oncology/cancer care	4%
Other	5%
None	32%

BASE: DELAYED/CANCELED LISTED HEALTH CARE SERVICES DUE TO COVID-19

Q110 You mentioned that you or members of your household delayed or canceled health care services due to COVID-19. Once health care restrictions ease in your area, when do you plan on rescheduling the health care service(s)? If the health care restrictions have already eased, please think about when after that you plan on rescheduling or already rescheduled the service(s).

Chronic condition check-ups

	Delayed/Canceled
	<i>n=297</i>
LESS THAN 6 MONTHS (NET)	87%
3 MONTHS OR SOONER (SUB-NET)	77%
Immediately	29%
2-3 weeks after	23%
1-3 months after	25%
4-5 months after	10%
After 6 months or more	3%
Not at all sure	9%
I do not plan on rescheduling	1%

Elective surgery or a medical procedure (i.e., any procedure that is not a medical emergency)

	Delayed/Canceled
	<i>n=296</i>
LESS THAN 6 MONTHS (NET)	75%
3 MONTHS OR SOONER (SUB-NET)	63%
Immediately	21%
2-3 weeks after	18%
1-3 months after	24%
4-5 months after	13%
After 6 months or more	13%
Not at all sure	8%
I do not plan on rescheduling	3%

Wellness exams or well child check-ups

	Delayed/Canceled
	<i>n=559</i>
LESS THAN 6 MONTHS (NET)	82%
3 MONTHS OR SOONER (SUB-NET)	73%
Immediately	24%
2-3 weeks after	19%
1-3 months after	30%
4-5 months after	9%
After 6 months or more	7%
Not at all sure	9%
I do not plan on rescheduling	2%

Immunizations/Vaccinations

	Delayed/Canceled
	<i>n</i> =220
LESS THAN 6 MONTHS (NET)	85%
3 MONTHS OR SOONER (SUB-NET)	74%
Immediately	32%
2-3 weeks after	24%
1-3 months after	18%
4-5 months after	11%
After 6 months or more	6%
Not at all sure	8%
I do not plan on rescheduling	1%

Dental care

	Delayed/Canceled
	<i>n</i> =920
LESS THAN 6 MONTHS (NET)	80%
3 MONTHS OR SOONER (SUB-NET)	69%
Immediately	19%
2-3 weeks after	19%
1-3 months after	31%
4-5 months after	11%
After 6 months or more	8%
Not at all sure	12%
I do not plan on rescheduling	*

Vision care

	Delayed/Canceled
	<i>n</i> =638
LESS THAN 6 MONTHS (NET)	81%
3 MONTHS OR SOONER (SUB-NET)	66%
Immediately	21%
2-3 weeks after	17%
1-3 months after	28%
4-5 months after	15%
After 6 months or more	8%
Not at all sure	10%
I do not plan on rescheduling	1%

Oncology/cancer care

	Delayed/Canceled
	<i>n</i> =93*
LESS THAN 6 MONTHS (NET)	88%
3 MONTHS OR SOONER (SUB-NET)	76%
Immediately	25%
2-3 weeks after	32%
1-3 months after	20%
4-5 months after	12%
After 6 months or more	5%
Not at all sure	2%
I do not plan on rescheduling	5%

*Small base (*n*<100) results should be analyzed with caution

BASE: ALL QUALIFIED RESPONDENTS

Q120 Now we would like to ask you a few questions about pursuing **elective surgery or a medical procedure** during COVID-19.

Which of the following, if any, would concern you about pursuing elective surgery or a medical procedure during COVID-19? Please select all that apply.

	Total
	<i>n=2016</i>
ANY CONCERNS (NET)	78%
COVID-19 EXPOSURE (SUB-NET)	59%
Exposure to COVID-19 during surgery	51%
Post-operative exposure to COVID-19	44%
Restrictions on visits from family/friends	30%
My increased risk for health complications due to other health conditions	28%
Limited assistance with rehabilitation (from physical therapist, family/friends) due to stay-at-home restrictions	24%
The cost associated	21%
Other	4%
Nothing would concern me about pursuing elective surgery or a medical procedure during COVID-19	22%

BASE: ALL QUALIFIED RESPONDENTS

Q125 Which of the following, if any, would make you more confident pursuing elective surgery or a medical procedure during COVID-19? Please select all that apply.

	Total
	<i>n=2016</i>
ANYTHING WOULD MAKE ME MORE CONFIDENT (NET)	69%
A COVID-19 vaccine	44%
A decrease in the number of cases in my state	35%
Increased testing for COVID-19	28%
Details of hospital sanitation policies	26%
Details of hospital testing policies	22%
A personal call from my doctor	17%
My state being reopened further	16%
Other	3%
Nothing would make me feel more confident pursuing elective surgery or a medical procedure during COVID-19	14%
I would not need anything to make me feel more confident pursuing elective surgery or a medical procedure during COVID-19	17%

BASE: ALL QUALIFIED RESPONDENTS

Q130 How confident are you that the health care facilities you visit can properly manage the risk of patient exposure to COVID-19?

	Total
	<i>n=2016</i>
VERY/SOMEWHAT CONFIDENT (NET)	76%
Very confident	24%
Somewhat confident	52%
NOT AT ALL/NOT VERY CONFIDENT (NET)	24%
Not very confident	19%
Not at all confident	5%

BASE: ALL QUALIFIED RESPONDENTS

Q139 Have you discussed available telehealth services with any health care provider(s) during COVID-19?

By 'telehealth services' we mean the distribution of health-related services via electronic and telecommunication technologies (e.g., phone call, video call, video chat, app, etc.) as opposed to an in-person visit with your healthcare provider.

	Total
	<i>n=2016</i>
YES (NET)	49%
Yes, the health care provider(s) initiated the conversation	32%
Yes, I initiated the conversation	21%
No, I have not discussed telehealth services with any health care provider(s)	51%

BASE: ALL QUALIFIED RESPONDENTS

Q140 Have you used telehealth services as a way of managing health care for yourself or a member of your family during COVID-19?

	Total
	<i>n=2016</i>
YES (NET)	48%
Yes, for myself	35%
Yes, for another member of my family in my household	14%
Yes, for my child	11%
No	52%

BASE: ALL QUALIFIED RESPONDENTS

Q145 How comfortable would you be using telehealth services as a way of managing your health care?

	Total
	<i>n=2016</i>
VERY/SOMEWHAT COMFORTABLE (NET)	73%
Very comfortable	26%
Somewhat comfortable	47%
NOT AT ALL/NOT VERY COMFORTABLE (NET)	27%
Not very comfortable	19%
Not at all comfortable	8%

BASE: ALL QUALIFIED RESPONDENTS

Q150 For which of the following reasons, if any, would you be interested in using telehealth services to manage your health care (e.g., virtual appointments, connecting with a health care provider, remote monitoring, etc.)? Please select all that apply.

	Total
	<i>n=2016</i>
INTERESTED IN USING TELEHEALTH SERVICES (NET)	81%
Not having to sit in a waiting room with others that could be sick	53%
Ability to avoid hassle of commuting to and from in-person appointments	46%
Allows for appointments outside of traditional office hours	32%
Would ensure my appointment begins on time	29%
Less expensive	26%
Easier for my caregiver to join as well	20%
Other	2%
Nothing, I am not interested in using telehealth services	19%

BASE: ALL QUALIFIED RESPONDENTS

Q155 Which of the following concerns, if any, do you have about using telehealth services to connect with a health care provider? Please select all that apply.

	Total
	<i>n=2016</i>
HAVE CONCERNS USING TELEHEALTH SERVICES (NET)	77%
Concerns that my health care provider would not be able to properly assess my condition or pain from afar	42%
Concerns about the quality of care	35%
Security/privacy concerns regarding my health information (e.g., data breach, hackers, etc.)	24%
Technical issues (e.g., unfamiliar with technology, phone/computer incompatibility, etc.)	23%
Worried it would not be covered by my health insurance	19%
Unsure if I would have my normal health care provider or another provider	17%
Worried it would be too expensive	15%
Unsure if telehealth services are available to me	13%
Not having the necessary technology (e.g., computer, tablet, etc.)	12%
Other	2%
None, I do not have any concerns about using telehealth services	23%

BASE: ALL QUALIFIED RESPONDENTS

Q159 Once the risk of COVID-19 has ended, for each of the following aspects of health care would you most prefer to attend visits with your health care provider(s) in-person or via telehealth services?

Elective surgery or a medical procedure (e.g., pre and post operation for any procedure that is not a medical emergency)

	Total
	<i>n=2016</i>
In-person	82%
Telehealth services	18%

Preventative health (e.g., well visits, immunizations, screenings, etc.)

	Total
	<i>n=2016</i>
In-person	74%
Telehealth services	26%

Sick care (i.e., pursuing care based on new symptoms or health concerns)

	Total
	<i>n=2016</i>
In-person	71%
Telehealth services	29%

BASE: ALL QUALIFIED RESPONDENTS

Q160 In the event you needed surgery or a medical procedure, would the option of staying connected with your health care provider via telehealth before or after the procedure make you more or less likely to schedule the procedure?

	Total
	<i>n=2016</i>
MUCH/SOMEWHAT MORE LIKELY (NET)	39%
Much more likely	13%
Somewhat more likely	26%
No more or less likely	48%
MUCH/SOMEWHAT LESS LIKELY (NET)	13%
Somewhat less likely	7%
Much less likely	5%