IFDH COVID-19 Survey Results

BACKGROUND
This report summarizes key results from the second survey in a 3-survey series by the IFDH, supported by Procter & Gamble (Crest® + Oral-B®). The purpose of this survey was to understand the impact of the COVID-19 pandemic on global dental hygienists, dental therapists and oral health therapists. The survey was conducted from May 5 to May 31, 2020.

RESPONDENTS
9,866 respondents from 30 countries

Top 6 countries
• USA — 83%
• Canada — 2.7%
• UK — 2.7%
• Italy — 1.7%
• Korea — 1.4%
• Finland — 1.1%

24 countries with <1% (descending order for number of respondents)
Australia, South Africa, Portugal, New Zealand, Netherlands, Ireland, Sweden, Japan, Israel, Latvia, Lithuania, Russia, Spain, Czech Republic, Malta, United Arab Emirates, Norway, Switzerland, India, Austria, Germany, Nepal, Slovak Republic, Denmark

Years in practice
<5 yrs. 12%
5–15 yrs. 39%
16–25 yrs. 22%
>25 yrs. 27%

Primary practice setting
Private Practice (Gen.) 71%
Private Practice (Spec.) 8%
Corporate Practice 7%
Community/Public Health 6%
Educational Setting 4%
Hospital Clinic 2%
Other 3%

Highest professional qualification
Certificate of Competence 2%
Diploma 6%
Advanced Diploma 2%
Associate Degree 44%
Bachelor’s Degree 38%
Master’s Degree 7%
Doctorate in Education <1%
Doctorate in Science/Health <1%
PATIENT CARE DURING COVID-19

Level of treatment being provided (check all that apply)
Total respondents: 9,866

- Normal in-office treatment, practicing as usual: 15%
- Normal in-office treatment, but working fewer hours: 6%
- Restricted in-office treatment – only procedures that do not produce aerosols (e.g., handscaling): 20%
- Emergency in-office care only: 11%
- Urgent dental care centers (government led): 1%
- Video appointments (e.g., teledentistry): 2%
- Phone calls/text messages with patients: 5%
- Not working at all right now due to COVID-19: 52%
- Other: 7%

Current PPE being used to treat patients (check all that apply)
Total respondents: 4,767

- Gloves: 86%
- Surgical mask: 69%
- N95 respirator: 46%
- Face shield: 76%
- Shoe covers: 8%
- Goggles: 46%
- Hair net: 45%
- Full gown: 48%
- NA – only practicing teledentistry: 6%
- Other: 18%
PATIENT CARE DURING COVID-19, cont’d.

Other protective measures (check all that apply)

Total respondents: 4,767

- Only one patient at a time is allowed in the practice (with one companion, if nec.)
  \[32\%\]

- Patient must wash or sanitize their hands before entering the practice
  \[58\%\]

- Patient must wait outside the practice until we are ready for their appointment
  \[60\%\]

- Patients are screened for symptoms by phone when they make their appointment
  \[71\%\]

- Patients are screened for symptoms at the office prior to being treated
  \[81\%\]

- Physical distancing is required in the reception (e.g., 1.5 meters between people)
  \[68\%\]

- Cleaning/disinfecting all surfaces in the operatory after treatment
  \[85\%\]

- Practitioner must remove all “loose articles” in reception area and treatment room
  \[46\%\]

- Rooms are aired after treatment and disinfection
  \[32\%\]

- Negative air pressure air filtration is in use
  \[10\%\]

- Patients must use a pre-procedural rinse before procedures producing aerosols
  \[42\%\]

- Patients must use a pre-procedural rinse before **ALL** procedures
  \[57\%\]

- N/A – only practicing teledentistry (e.g., videos, phone calls)
  \[4\%\]

- None of the above
  \[3\%\]

- Other
  \[8\%\]

Type of pre-procedural rinse used (check all that apply)

Total respondents: 3,120

- Cetylpyridinium Chloride
  \[2\%\]

- Chlorhexidine
  \[21\%\]

- Chloride Dioxide
  \[3\%\]

- Essential Oils
  \[5\%\]

- Hydrogen Peroxide
  \[73\%\]

- Iodine
  \[2\%\]

- Povidone Iodine
  \[2\%\]

- Other
  \[11\%\]
DENTAL HYGIENE PRACTICES DURING COVID-19

Level of compensation currently being received *(check all that apply)*

Total respondents: 9,866

- Full compensation from my employer: 32%
- Partial compensation from my employer: 8%
- Government compensation for employees: 47%
- Government compensation for self-employed or practice owners: 5%
- No compensation from my employer or government: 14%

Opinions regarding how COVID-19 will affect standard of care/practice going forward *(check all that apply)*

Total respondents: 9,866

- I will have to wear more personal protective equipment: 92%
- I will need more time for cleaning/disinfecting after treatment: 84%
- I will have less time to teach patients about dental hygiene, prevention, etc.: 47%
- I will see more patients per day: 3%
- I will see fewer patients per day: 60%
- Other: 8%

Options to help compensate for reduced in-office education time *(check all that apply)*

Total respondents: 4,593

- Online patient education videos: 53%
- Online written patient education: 36%
- Pamphlets to give to patients: 49%
- Smart toothbrushes with instructional Apps: 27%
- Oral hygiene Apps: 47%
- Posters for the office: 24%
- Other: 10%
Opinions about the impact of COVID-19
Total respondents: 9,866

- I am concerned there will not be an adequate supply of personal protective equipment (PPE) to treat patients.
- I believe dental product manufacturers are important partners to help dental hygienists through the pandemic.
- I am concerned patients may delay dental care due to fear of the coronavirus.
- My employer will implement all the necessary steps to protect employees and patients from exposure to the coronavirus.
- I am concerned about being unemployed.
- I believe the changes we are implementing due to the coronavirus pandemic are only temporary, and that practice will return to “normal” again once this threat has passed.
- Our office will reduce the use of in-office trial programs, like TEST DRIVE, due to the coronavirus.

For those under quarantine, did you use time to take online CE courses?
Total respondents: 9,866
- Yes, and more than I usually take: 61%
- Yes, the same number I usually take: 14%
- No: 21%
- N/A – not under a quarantine/stay at home order: 4%

Did your experience with online CE influence future learning?
Total respondents: 7,385
- Yes – I will be MORE likely to take online education in the future: 65%
- Yes – I will be LESS likely to take online education in the future: 1%
- No, it has not changed the way I will learn in the future: 33%

For those under quarantine, did you do anything beyond CE to learn about oral care research or products?
Total respondents: 9,866
- Yes: 50%
- No: 45%
- N/A – not under a quarantine/stay at home order: 5%

Learning activities done outside of CE
Total respondents: 4,949
- Read scientific papers: 50%
- Read information on a manufacturer’s website: 47%
- Tried new products: 17%
- Talked to a sales representative (e.g., phone, text or email): 16%
- Watched a video online: 17%
- Read about a treatment or product on social media: 60%
- Read dental hygiene magazines (e.g., from local association): 66%
- Participated in an online forum with my peers: 47%
Importance of benefits a dental manufacturer could provide during the COVID-19 pandemic

Total respondents: 9,866

- **Free** online Continuing Education Courses
- **Personal** protective equipment (PPE) donations
- **Free** product donations for at-need/under-served patients
- **Personal-use** samples to learn more about new products
- **Professional** education materials (e.g., oral health science papers)
- **Patient** education materials reassuring patients that it is safe to get in-office dental care in spite of the coronavirus
- **Patient** educational materials (e.g., benefits of daily interdental cleaning) to support oral health care at-home plans
- **Free** keynote speaker webinars
- **Content** that could be used on your practice/clinic website to engage with patients (e.g., interesting articles, videos – more light-hearted/less scientific topics)
- **Virtual/online** dental professional chat communities
- **Free** access to personal/professional services (e.g., financial planning, business development)
- **Ongoing** contact with a sales representative (phone, email, etc.)
- **Monetary** donations/support
- **More** engaging social media (peer recognition, entertaining thoughts from key opinion leaders)

Experience with COVID-19 symptoms or diagnosis

Total respondents: 9,866

- No, I have not been tested for COVID-19 or experienced symptoms
- I was not tested for COVID-19, but I experienced symptoms
- I was diagnosed with COVID-19 and I experienced symptoms
- I was diagnosed with COVID-19 but I was asymptomatic

Survey supported by Procter & Gamble.