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Learning from healthcare professionals' experience providing care for minorities during COVID-19: A pilot study

It is now understood that COVID-19 has disproportionately affected minority groups compared with the general population due to the social determinants of health. During this crisis healthcare professionals were the first line of defense in the pandemic and were required to rapidly adapt to provide care for high-risk patients. However, the extent to which these healthcare professionals were prepared to deal with a pandemic is unknown. This pilot study intends to collect preliminary data on the extent to which healthcare professionals were supported to provide care for minorities during the first phase of the COVID-19 pandemic (February-July, 2020), specifically whether the existing policies; continuing care training; and the clinical setting enabled or hindered their work during this period. To do this, we apply an appreciative inquiry approach among healthcare professionals working in a large hospital system in NYC, which serves a mostly minority population. We will elicit the views and experiences of these healthcare professionals by employing a mix of qualitative and quantitative methods. This data will be used to apply for an NIH grant at a later date. Ultimately, we hope to improve care for minorities during health emergencies by strengthening the support provided to healthcare professionals.