Table 1: Overview of Mocca project pilot practices’ settings and participants’ characteristics

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Location**  **Practice size (FTE GPs)** | Urban  Group 3 | Rural  Group 3.8 | Rural  Group 3.30 | Urban  Solo 0.8 | Rural  Group 3.9 | Urban  Group 2.1 | Urban  Group 2.65 | Rural  Group 3.30 |
| **Nurses** |  |  |  |  |  |  |  |  |
| **Age (years)** | 40 | 39 | 32 | 31 | 35 | 35 | 42 | 40 |
| **Sex (man/woman)** | W | W | W | M | W | W | W | W |
| **FTE (%)** | 0.80 | 0.60 | 0.80 | 0.80 | 0.80 | 0.60\* | 0.50 | 0.80\* |
| **Clinical work experience** | 16 | 15 | 5.5 | 9 | 11 | 11 | 19 | 19 |
| **(years)** |  |  |  |  |  |  |  |  |
| **General practitioners Age (years)**  **Sex (man/woman) FTE (%)**  **Tenure in current practice**  **(years)** | 30–40 | 41–50 | > 50 | 41–50 | 30–40 | 41–50 | 41–50 | 41–50 |
| M | W | M | W | W | W | M | W |
| 0.8 | 0.6 | 0.8 | 0.7 | 0.6 | 0.6 | 0.6 | 0.6 |
| 5–10 | 5–10 | > 10 | > 10 | < 5 | 5–10 | > 10 | < 5 |
| **Mocca project launch date** | July  2019 | July  2019 | December  2019 | December  2019 | January  2020 | February  2020 | March  2020 | March  2020 |

GP = general practitioner; FTE = full-time equivalent

\*Nurses had increased their working hours by 20%

Table 2: Distribution of nursing activities (% of time) during the COVID-19 epidemiological emergency from March 16 to June 12, 2020 (periods 1 and 2)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Practice** | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** | **All** |
| **Activities in period 1** |  |  |  |  |  |  |  |  |  |
| Case declarations | 0.9 | 40.4 | 13.8 | 9.6 | 2.3 | 11.3 | 0.8 | 1.3 | 10.0 |
| Implementing COVID-19 measures | 5.0 | 0.9 | 6.1 | 6.2 | 3.4 | 22.6 | 1.6 | 0.0 | 5.7 |
| Telephone triage | 54.6 | 9.9 | 9.2 | 58.2 | 63.8 | 17.9 | 66.0 | 29.5 | 38.6 |
| Care management and follow-up | 19.4 | 19.5 | 52.0 | 1.7 | 4.2 | 4.7 | 19.0 | 52.6 | 21.6 |
| Guideline implementation | 20.1 | 29.4 | 18.9 | 24.4 | 26.3 | 43.6 | 12.7 | 16.6 | 24.0 |
| **% of time dedicated to COVID-19** | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| **Activities in period 2** |  |  |  |  |  |  |  |  |  |
| Case declarations | 0.9 | 0.7 | 10.0 | 8.3 | 0.0 | 0.0 | 26.5 | 0.0 | 4.3 |
| Implementing COVID-19 measures | 8.6 | 1.1 | 10.7 | 0.0 | 0.0 | 3.5 | 0.0 | 0.0 | 3.8 |
| Telephone triage | 1.6 | 0.1 | 3.7 | 1.0 | 3.5 | 3.0 | 11.0 | 0.2 | 2.3 |
| Care management and follow-up | 11.6 | 9.0 | 18.9 | 0.6 | 1.7 | 1.6 | 0.7 | 21.6 | 10.4 |
| Guideline implementation | 8.2 | 1.6 | 5.2 | 12.5 | 1.5 | 4.6 | 4.9 | 8.0 | 5.9 |
| **% of time dedicated to COVID-19** | 30.8 | 12.6 | 48.5 | 22.4 | 6.7 | 12.8 | 43.1 | 29.8 | 26.7 |

Period 1: March 16 to April 24, 2020; Period 2: April 25 to June 12, 2020

Table 3: Distribution of COVID-19 activities (percentage) by type of healthcare professional between March 16 and April 24, 2020 (period 1)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| COVID-19 calls Testing for COVID-19 Suspected case consultations | | | | | | | | | | |
| Practice | N | % Nurse | % GP | % MA | N | % Nurse | % GP | N | % Nurse | % GP |
| A | 1160 | 28.6 | 27.4 | 44.0 | 74 | 67.6 | 32.4 | 138 | 39.1 | 60.9 |
| C | 1092 | 7.9 | 51.6 | 40.6 | 220 | 4.5 | 95.5 | 440 | 0.7 | 99.3 |
| D | 477 | 36.3 | 16.4 | 47.4 | 13 | 92.3 | NA | 2 | 50.0 | 50.0 |
| E | 1350 | 19.4 | 4.1 | 76.5 | 40 | 12.5 | 87.5 | 55 | 12.7 | 87.3 |
| F | 200 | 18.0 | 32.0 | 50.0 | 7 | 0.0 | 100.0 | 11 | 27.3 | 72.7 |
| G | 547 | 16.1 | 49.0 | 34.9 | 33 | 0.0 | 100.0 | 35 | 0.0 | 100.0 |
| H | 696 | 15.7 | 84.3 | NA | 140 | 45.0 | 55.0 | 171 | 38.0 | 62.0 |
| All | 5522 | 20.28 | 37.82 | 48.49 | 527 | 31.70 | 78.40 | 852 | 24.0 | 76.0 |

Practice B had no data available on this topic; MA = medical assistant; GP = general practitioner