

Adapting the Environment: New Ways for Drawing on the Primary Care Team's Strengths During Reopening

By: The HMA Primary Care Workforce Strategy Development Team

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TODAY'S PRESENTATION



Deb Peartree

dpeartree@healthmanagement.com



Deb Peartree
Senior Consultant
Albany



Gail Mayeaux
Principal
Albany



Karen L. Hill
Senior Consultant
San Francisco



Brittany LaBarreare
Senior Consultant
Austin

A note to participants:

**Please use the Q&A and chat functions
to submit questions and comments**

- **Welcome and Overview**
- **Learning Objectives**
- **The Context: Adapting Primary Care Environments**
- **Reopening Tools**
- **Infection Control**
- **Redesigning Space**
- **Role of Leadership**
- **Question and Answer**
- **Closing and Poll**



Webinar Agenda



Learning Objectives

■ OBJECTIVES

- Establish context within COVID pandemic and likely next steps
- Discuss considerations for reopening
 - Decision-support tools
 - Infection control considerations
 - Financial and physical plant considerations
- Explore strategies for reopening from a leadership perspective
- Share best practices, State and Federal resources, and society-level guidance on reopening strategies

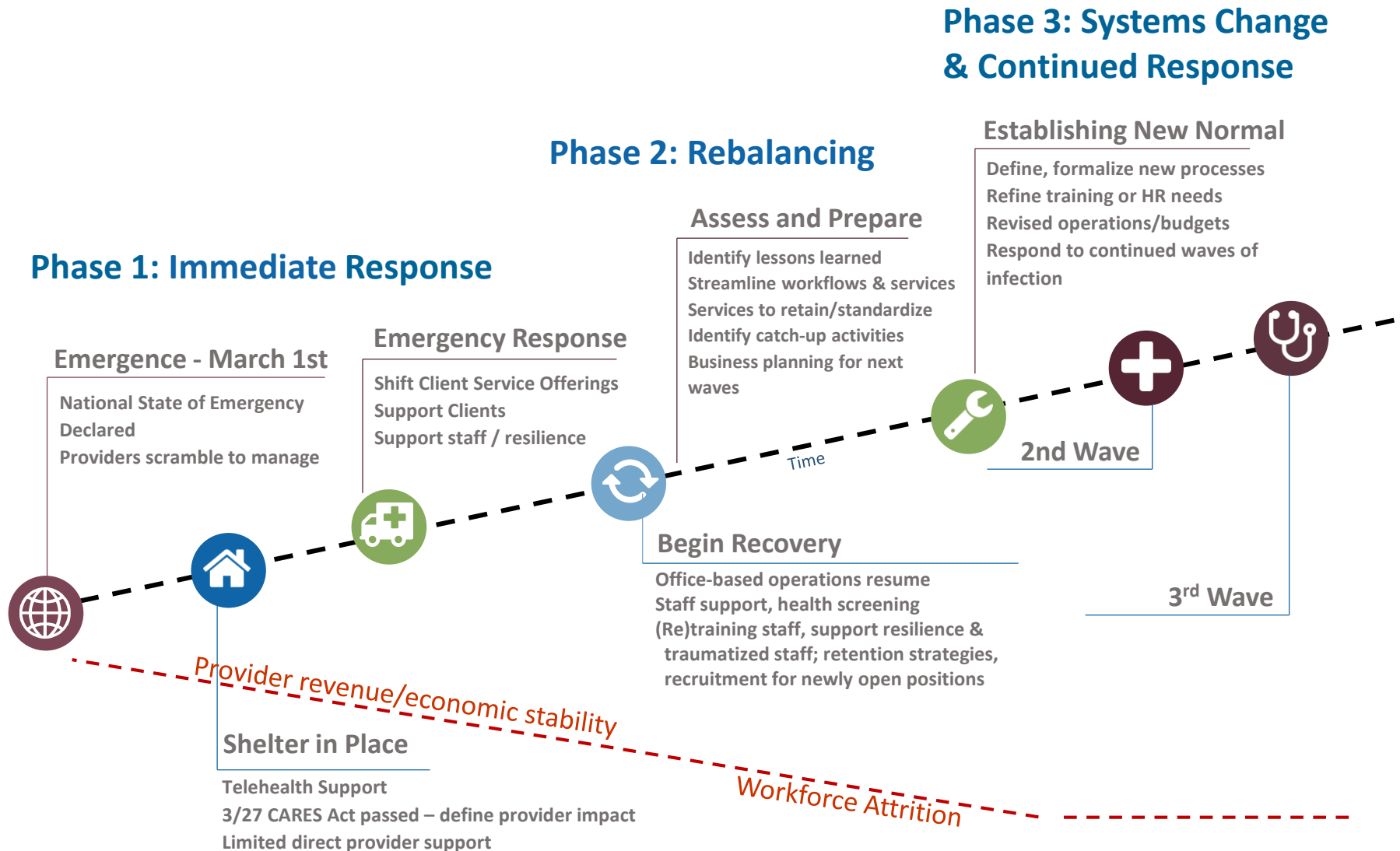
1: <https://www.kff.org/health-reform/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>

2: <https://www.vox.com/science-and-health/2020/5/29/21274495/pandemic-cdc-mental-health>

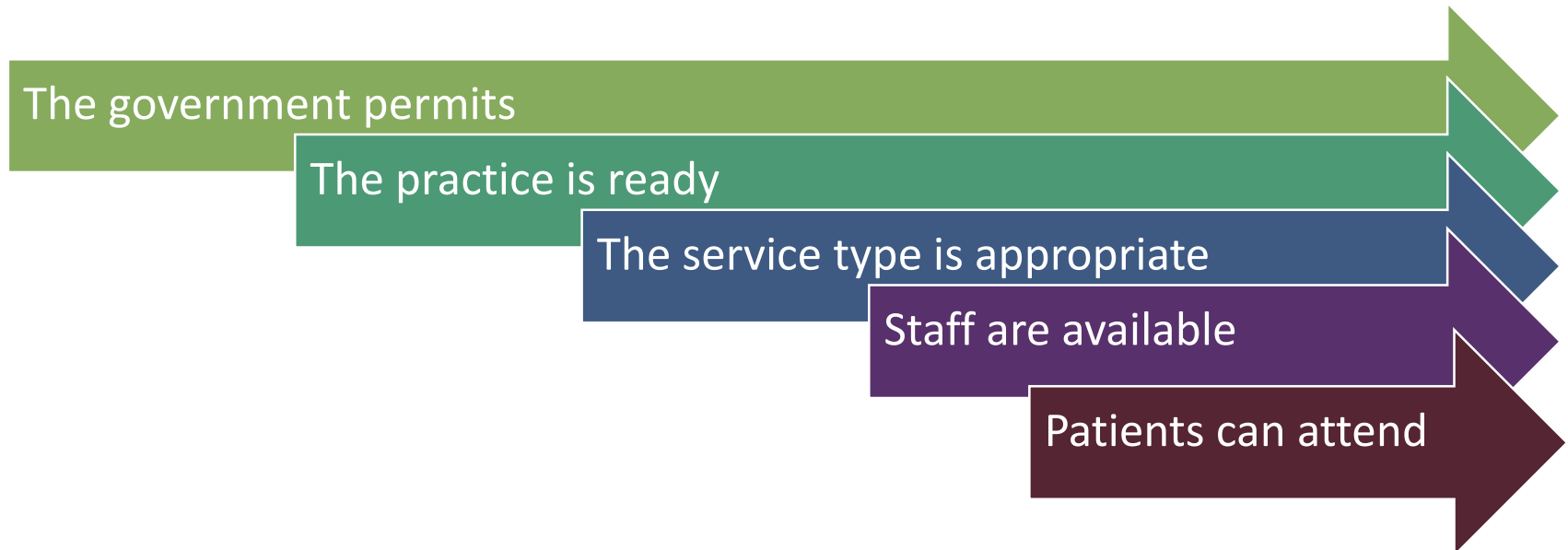


Context

COVID-19 TRAJECTORY



■ IN ORDER FOR A PRACTICE TO OPEN





Reopening Tools

■ CHECKLIST FOR REOPENING/RAMPING UP OPERATIONS



- Checklist for reopening preparedness
- Service risk stratification tool
- Staff risk stratification tool
- Patient risk assessment tool

■ CHECKLIST FOR REOPENING/RAMPING UP OPERATIONS

ASSESS YOUR PRACTICE'S READINESS TO REOPEN/RAMP UP

- We recommend you do this as a practice leadership team
- Organizational readiness is necessary, but not sufficient
- Six elements of readiness
 - COVID response team
 - COVID response plan
 - Communications
 - Workforce protections
 - Patient protections
 - Worksite controls

SERVICE TYPE RISK STRATIFICATION



- The goal is to assess the relative risk of the different services in your portfolio
- Determine which are the best candidates to open for in-person service soonest
- Even if a service is low risk, if it's producing good outcomes (and revenue) via telehealth, it can wait

YOU HAVE TO TAKE CARE OF THE PEOPLE WHO TAKE CARE OF PEOPLE

- Assess their role
- Assess their personal risk factors
- Assess their ability to perform their function remotely
- Base decisions on what role they should have, and how they should work





- **Patient's living conditions**
- **Cognitive and/or behavioral factors**
- **Medical factors**
- **The risk of not treating**
- **Patient telehealth access**

TWO OTHER RELATED TOOLS



THESE ARE LESS ABOUT REOPENING AND MORE ABOUT COVERING YOUR COSTS AND CAPTURING YOUR DECISIONS

The COVID Activities Log captures what you did and why so that you can do a proper after-action review for CQI purposes



The COVID Expense Tracking workbook captures your spending so you can apply to the FEMA Public Assistance Program for reimbursement





Infection Control

■ WORKSITE MODIFICATIONS

- Establish one-way directional traffic with floor guides
- Limited seating or no waiting room at all ; no shared reading material, clipboards, pens, etc.
- Touchless check-in via phone
- Plexiglass shield for reception
- Require all to wear masks
- Post signs with safety practices
- Provide supplies: hand sanitizer, masks, tissues & pedal trash cans



WORKFLOW MODIFICATIONS



- Limit number of in-person visits and number of staff in office
- Schedule staff cohorts on different days or over different periods of the day; consider altering hours of operation
- Symptom screening & reporting prior to entry for patients and all staff, temp screen at entrance
- Separate patients who are COVID + or have symptoms from others
- Disinfect exam rooms between patients



Role of Leadership

■ WORKFLOW MODIFICATIONS

- How do I reopen safely without putting my staff or my patients/visitors at risk?
- What are the financial implications that I need to balance, Including:
 - Cost of not opening some or all services
 - Insurance coverage for losses
 - Cost of implementing social distance measures
- What physical plant improvements need to be made?
 - Which ones are temporary vs. permanent?
 - Can I afford/not afford to do this?
- What resources are available to me to help me make informed decisions?

“No one wants to show up early to the post-COVID party...”

**- Andrew Nusca,
FORTUNE**

■ WORKFLOW MODIFICATIONS

- **Know the rules:** check the CDC guidelines and your own state's regulations on reopening guidelines by business category; understand your obligations to reduce risks
- **Create a detailed plan:** think about each piece of your operation and how it functions together.
- **Set priorities** of who comes back first and how.
- **Plan for social and physical distancing:** including reconfiguring office spaces and conference rooms, modifying meeting schedules and ensuring safe practices such as the availability/use of PPE, cleaning procedures and staff procedures with training and enforcement.

■ WORKFLOW MODIFICATIONS

- **Consider strategies to mitigate risk** such as remote patient check-in and adopting the use of check-in kiosks; share your strategy on social media and in-patient communications to help foster compliance
- **Understand your costs:** dental has particularly high costs as most dental suites were created more recently as “open suites” and risk of exposure due to aerosols is higher; determine what modifications will be necessary permanently and which are temporary and plan accordingly
- **Create a detailed communication strategy:** patients, staff and stakeholders need to trust you. Communicating openly, honestly and regularly will engender trust.



Questions and Answers

**Please take a moment to respond to
our brief poll.**

(It will appear on your screen momentarily)

**Thank You
for Joining!**

A reminder that this is
webinar 2 out of 3 in a
series of webinars related
to primary care in a Post-
COVID environment.

Please look forward to the
promotion of the next
webinar.