



## Community Action Plan

G-Health Community Action Plan Meeting Minutes

April 17, 2020

### Opening prayer led by Pastor Kinzer M. Pointer at 8:30

Meeting Called to Order by Nicole Pearcy, Director of Value Based Payments at 8:40 AM.

### Meeting Attendees

**G-Health:** Dr. Raul Vazquez (CEO), Chelsea Adamski (Asst. Director/VBP), Dr. Chet Fox (CMO), Chris Brzostowicz (IT), Donald Stroka (IT Programmer), Ebony Singletary (Writer), Edward Beck (Data Analyst), Eva Perez (Billing Manager), Gabrielle Diaz (Director/Outreach and Engagement), George Wright (Consultant), Ivan Agosto (COO), Jason Isbrandt (Director/Strategic Physician Partnerships), Kimberly Cedeño (Director/Training), Levenia Baker (Pharmacist), Nicole Pearcy (Director/VBP), Terrance Gaiter (Practice Manager), Timothy Simon (Multimedia Producer), Yartiza DeJesus (Director/Transportation), Debbie Roman (Office Manager), Dr. Dwight Lewis (GBUIPA Physician), Dr. Winston Douglas (GBUIPA Physician)

**GBUACO Clinical Groups:** Kristin Cortese (GPPC), Jessie Mossop (Jericho Road), Jericho Road Caller, Allana Krolkowski (Jericho Road), ECMC (2 members), Brian Meade (Kaleida Health), Kaleida Health Caller

**Community Partners:** Elizabeth Mauro (CEO/Endeavor Health), Michael Gordon (Endeavor Health), Scott Morton (Endeavor Health), Agape Fellowship Caller, Pastor Kinzer M. Pointer (Agape Fellowship), Luiz Rodriguez (Hispanic Media), Tamara Alsace (Hispanic Heritage Council of WNY), Eugenio Russi (Hispanos Unidos de Buffalo), Melinda Rowe (Hispanos Unidos de Buffalo), Jack Norton (The Belle Center)

### Powerpoint Presentation by Nicole Pearcy, Director of Value Based Payments

### Informatics Update

#### Holon Referral Management

- Holon Referral Management has given us complete access. We can add partners, users, and we can create surveys and questionnaires in Holon.
- We are in the process of integrating our clinical teams, CBOs and Churches in Holon. Currently, Jericho Road, GBUAHN, Urban Family Practice, The Belle Center and Hispanos Unidos de Buffalo (HUB) are active with Holon.
- Kim Cedeño, Director of Training for G-Health, is working on developing training series for Holon. This will make it easier for users and administrative users to become familiar and up to speed in using Holon.
- Training videos are available here:
  1. USER Training: <https://www.youtube.com/watch?v=KSm4iBIPJyQ&feature=youtu.be>
  2. Administrative Training: <https://www.youtube.com/watch?v=pQX-kLhLxEo&feature=youtu.be>
- Partner Holon COVID19 Testing site has been set up. Holon will be able to track people who have gotten tested, send secure documents back and forth.



## **Community Action Plan**

### **Resource Support Update**

#### **Resource Support**

- Pre-pandemic the city already has poor outcomes for the most vulnerable in our city and now this pandemic has further highlighted this reality.
- The CBOs and the church community are important in helping us focus on this population and people that we wouldn't normally see.
- HUB and the The Belle Center will be able to help members in the area that they serve in the community.
- Our outreach services are also reaching out to patients. They are reaching out to our high risk patient population and accessing their needs and helping in the areas that we can and referring them to community organizations that can also help.
- Our outreach services are actively working to make sure our members gain access to thermometers, are receiving wellness check-ins, emergency food bags, and prescription medications. Yaritza DeJesus, (Director of Transportation) is making sure these essential items are delivered to our members
- Our dietician is also doing daily wellness check-ins which include: (yoga, different forms of exercise, healthy food preparation and emotional well-being exercises). These and others are provided on all our social media platforms and completely free and open to the public.

### **Population Health Updates**

#### **Population Health**

- Our outreach is currently focused on our patients who are 55 and older who have chronic conditions: HTN, CAD, diabetes, COPD, Renal Disease, Dementia, Cancer, CHF, or Afib.
- We are continuously pushing out resources to make sure that everyone remains safe. We have apps and questionnaires that we have created for COVID-19 and our lower risk patient population is being uploaded to our TalkSoft tool and receiving automated phone calls.

### **Teletriage Updates**

#### **Teletriage**

- There have been 363 inbound calls to COVID19 line since April 1<sup>st</sup>.
- We are receiving calls from all over the community and we are in the process of creating a system to track these calls, so that we can follow up with the appropriate PCP, even if they're not a part of our network.
- The nurses are educating these callers on how they can stay safe. We are currently using the ClearTriage system and this program is a great tool because it also provides free COVID-19 protocols for practices not currently using system.



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### Testing Updates

#### Testing Capabilities and Updates

- Urban Family Practice has the capacity to get 100 tests through Quest and 100 through Kaleida and currently, we are only testing symptomatic patients.
- So far, we have been able to test 68 patients at UFP.
- Walmart and Quest are working together to test in Cheektowaga, but they are not connecting with the tested individual's PCP or sending any test results to the PCP. We are working on ways to bridge the gap because this would also be a valuable asset in helping individuals in the community.
- Quest just came out with the IgG test and now we will be able to get 500 test from them.
- Congressman Higgins wrote to DOH on behalf of GBUACO to help amplify our testing ability.
- Within Holon, Nicole set up a COVID-19 testing site. The questionnaire will have all the information that patients and providers need. It will identify exposure and PCP.
- Chelsea Adamski (Assistant Director of Value Based Payments) is working with Dr. Fox to come up with a protocol for contact tracing. Nurses, PHN and other resource supports will also help with contact tracing.
- In addition, our Donald Stroka and Roan Reynolds are working together to create a tracing app and this will also guide in identify contact tracing.
- Erie County DOH has mandated a Standing Commissioner's Order for Isolation of Lab Confirmed COVID-19 and this information will be given to patients as they are being tested.
- We are passing out "goody bags" which will consist of: masks, toiletries, and thermometers as individuals are being tested.

### Treatment Updates

#### Treatment Protocols and Updates

- Dr. Fox and Levenia have been working to develop a protocol for treatments for mild to moderate COVID-19 symptoms.
- We are currently working on developing:
  - 1.) A checklist Patients upon discharge
  - 2.) Protocols for other members in home
  - 3.) Protocols for IgG and IgM antibody testing

Dr. Vazquez: We hope that we can keep patients from going on ventilators. In COVID-19 it is parts of the lung that are injured and that is how we should be treating. We are treating with ARDS protocol, but we need to be looking at this differently. We have oxygen support that we can get for anyone who is COVID-19 positive. We are also looking at pulse ox monitoring because we want to treat patients at different levels to increase their chances of survival.

- Treatment Protocol-Chet Fox, MD and Levenia Baker, PharmD: Mild to Moderate Symptoms
  - ACETAMINOPHEN 500 mg - Take 2 tablets by mouth every 8 hours as needed for fever/pain (not to exceed 3000 mg in 24 hrs)
  - DOXYCYCLINE 100 mg - Take 1 tablet by mouth two times a day for 1 week
  - ZINC 15 mg - Take 1 tablet by mouth daily

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- VITAMIN C 1000 mg - Take 1 tablet by mouth 3x a day
- MAGNESIUM 400 mg - Take 1 tablet by mouth 2x a day
- HYDROXYCHLOROQUINE 200 mg - Take 1 tablet by mouth 3x a day for 1 week (**Cannot be started until executive order lifted**)
- **For anyone experiencing SOB, we are recommending the ALVESCO ORAL INHALATION** - 160 mcg 2x daily for a maximum of 320 mcg/day
- Dr. Fox: We are starting the protocol as soon as we can. In addition, there is also ivermectin (used for parasitic infections) that is showing promise in treating COVID-19 patients and we will continue to monitor this and other treatments that may be added to our protocol.
- We are speaking with Masimo safety today and this technology will allow us to monitor respiratory functions and QT intervals remotely
- We will be monitoring these early because these are the warning indicators that will let us know when patients get in trouble
- Dr. Vazquez: We are trying to set up at church level these infrared scanning units and this will give us an idea on who is sick and who is not based on symptoms.

### Next Steps

- **Informatics:**
  - 1.) Get groups set up with Holon. We will be putting out the training videos next week.
  - 2.) Medent-We will be turning on cross scheduling. Chelsea Adamski is the contact person for this and any groups that want more information on this or have questions can contact Chelsea.
- **Resource Support:**
  - 1.) We are bringing all aboard to distribute and manage our patient list through Holon, so they can start contacting patients on our outreach list
- **Population Health:**
  - 1.) We will continue to track our outreach efforts to reach the needs of our population.
  - 2.) Manage Holon referral exchange.'
  - 3.) Continue to push out COVID-19 information and social support questionnaires
- **Teletriage:**
  - 1.) Onboard additional nurses for support.
- **Testing:**
  - 1.) Secure more testing and PPE and delegate certain test sites for specific days and continue to educate patients.
- **Treatment:**
  - 1.) We will be finalizing our hotel contracting, developing staffing network for hotel isolation monitoring, securing tele monitoring systems and training staff, and we have an ongoing development of treatment protocols.

Dr. Vazquez: We have developed a proposal to support this program to expand and scale this program. GBUAHN is absorbing all the cost as of now. We need the support for further testing, more individuals to help us in



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### Questions/Discussion

Tammy Alsace (the Hispanic Heritage Network): How can the organization support some of GBUACO's efforts in this? Would it be through our Facebook platform because we have over 20,000 members, through phone calls, or other social media platforms? What can we do to help?

Dr. Vazquez: Giving out our information to your 20,000 members is a start. Your reach to people is important. You know who to help and who is out there. We are trying to open this up as an all hands on deck approach. We don't have a system to help the most vulnerable people here and these are the people we need to continue to help.

Dr. Douglas: If we have someone who needs to be tested, can you walk us through the steps to take to get them tested.

Nicole: We will be sending out the information today. We have 3 different ways to help people get tested and to get information on testing. In Holon we can create referrals, our app contains a lot of this information, and the phone number that we will be providing can also help in this.

Dr. Fox: We need the providers names on the chart. We need this information to make sure we can follow up with the PCP and also for insurance purposes.

Dr. Lewis: Is the testing free?

Dr. Vazquez: Yes, all the testing is free.

Tammy Alsace: Do you have an informational flyers or pamphlets that we can post on our Facebook to get out for our members?

Dr. Vazquez: We will send out the minutes and the PowerPoint presentation to all who attended the meeting.

Meeting adjourned 9:28 by Nicole Percy, Director of Value Based Payments