

Lessons Learned: Family Practice & Counseling Network's COVID-19 Testing Initiative

Presented by Aaron Chavis, LaQuesha
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Introductions

- **Aaron Chavis, MPA**
Director of Operations
- **LaQuesha Garland**
Operations Manager, Annex West
- **Nina Marell, MSN, CRNP, FNP-C**
Associate Director of Primary Care



Objectives

- **Discuss FPCN COVID-19 testing efforts in Philadelphia:**
 - ✓ Identifying communities in need.
 - ✓ Set-up testing sites.
 - ✓ Promote behaviors that prevent the spread of Covid-19.
- **Describe challenges, opportunities and lessons learned from implementing COVID-19 testing within health center and community settings.**

Audience Poll Question #1

Are you open to the idea of providing COVID testing with your organization?

- A. Yes
- B. No
- C. Not sure



History

- Family Practice and Counseling Network, a program of Resources for Human Development (RHD)
- FPCN is one of the 1st (1992) and the largest nurse-lead clinics made up of 4 health centers and 1 convenient care clinic.
- FPCN is guided by our mission to
 - ✓ Provide patient centered services
 - ✓ Promote resiliency and well-being



COVID-19 Overview



- FPCN's basic principle: Quality health care is a right, not a privilege.
- Covid 19 pandemic has affected African Americans and Latino Americans at alarmingly disproportionate rates.
- FPCN was compelled to provide COVID-19 testing in more communities of color.
- FPCN received two grants: the FFC grant and the PDPH COVID testing grant.

Considerations for Testing



- April 2020 – testing done only for very specific risk groups
 - ✓ Started acquiring PPE
- May 2020 – opened testing to all adults 18 years and older regardless of risk factors
 - ✓ Still testing in the clinics
 - ✓ Started at Annex – landlord allowed for us to test in the parking lot

Staffing Considerations

Staffing:

- 1-2 PSRs - Registration
- 2-4 NPs – Testing/Coordination
- 2 MAs (float between testing and registration)
- 2-4 non-clinical staff: Community Health Worker, Outreach and Enrollment, Community Engagement, Health Resource Coordinators & Safety, Transportation



Testing Day Essentials

COVID Testing Clinic Toolkit:

- PPE
- Hospital-grade disinfectant
- Test supplies
- Biohazard containers/bags
- Registration equipment/forms
- Health education and resource materials
- Tents, tables, chairs, signage, etc

Personal Protective Equipment

All items per MIN-0060 Contract



On-site Testing Strategies

- **Abbotsford–Falls**
 - ✓ Drive-up by scheduled appointment only
- **Health Annex**
 - ✓ Initially were scheduled appointments
 - ✓ Slow turn out even with scheduled patients
 - ✓ Started canvassing the community – began walk-up testing



On-site Testing Strategies



- **11th Street**
 - ✓ Media Coverage
 - ✓ Increased testing to 250 plus patients
 - ✓ Adjusted registration process to decrease wait times

Audience Poll Question #2

Has your organization identified communities or partner organizations in need of COVID testing?

- A. Yes
- B. No



Please feel free to comment more in the chat!

Community Testing Strategies and Partnerships

Human Service Organizations

- Action Wellness
- Dept. of Behavioral Health & Intellectual Disability Services
- Philadelphia Office of Homeless Services
- Philadelphia Housing Authority
- Philadelphia Nursing Home
- Philadelphia Parks and Recreation
- Resources for Human Development
 - Fernwood, NewStart II, Morris Home
- Lenfest Center

Civic Associations

- Mantua Civic Association
- Tioga United
- Parkside Association
- Southwest CDC

Religious Organizations

- Church of Faith
- Grace Lutheran Church
- Holy Cross Baptist Church
- Triumph Baptist Church



Community Engagement and Support



Church of Life

Increased efforts of Community Engagement, Outreach and Enrollment, and Community Health Workers to participate

Tioga United

Recognized need to provide additional education related to Covid19 Safety and alternative approaches to improving health factors in communities of color – provided alternative approaches that included homeopathic and nutrition

Extended Testing to young adults and children

Community Engagement and Support

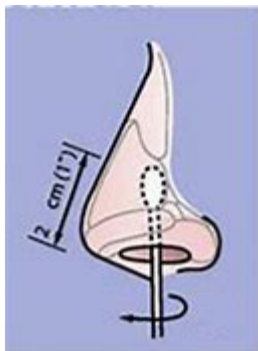
Triumph Baptist Church



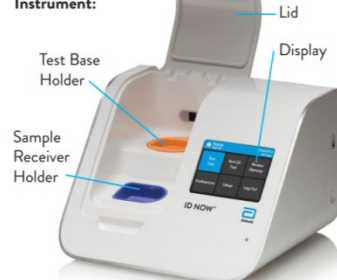
- Expanded Clinical Services to include Dental, Behavioral Health and Integrated Behavioral Health, Mind Body, Nutrition, Fitness, and Social Work
- Celebrated National Community Health Week and Voter Registration Drive
- Began to strategize around new patient recruitment and patient retention

Covid Testing

- FPCN has tested more than 4300 people
- Switched from nasopharyngeal to anterior nares swab test
- Opened testing to children of all ages
- Abbott ID Now rapid Covid tests



Instrument:



Test Results

- 6% positivity rate
- Process time for results
- Dissemination of results
 - ✓ Calls
 - ✓ Letters
- Contact tracing



Special Populations: People with HIV

ARE PEOPLE WITH HIV AT HIGHER RISK FOR COVID-19?

- Based on limited data, we believe people with HIV who are on effective HIV treatment have the same risk for COVID-19 as people who do not have HIV.
- Older adults and people of any age who have serious underlying medical conditions might be at increased risk for severe illness; includes people who have weakened immune systems such as PLWHIV.
- At FPCN, Care Managers are providing wellness phone touches, increasing communication with case managers and are scheduling subsequent lab-only visits for those overdue in effort to decrease exposure traveling to and in-clinic.

*SOURCE: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/hiv.html>



Patient Education

Prevent the spread of COVID-19:

- Wear a face covering
- Wash your hands
- Social distancing when leaving your home
- Clean and disinfect frequently touched surfaces
- Use telehealth services when possible

Ways to boost your immune system against COVID-19:

- Take care of your chronic disease(s)
- Manage stress
- Regular exercise
- Get enough sleep
- Eat lots of fruits and vegetables
 - (Vitamins/minerals)
- Don't smoke



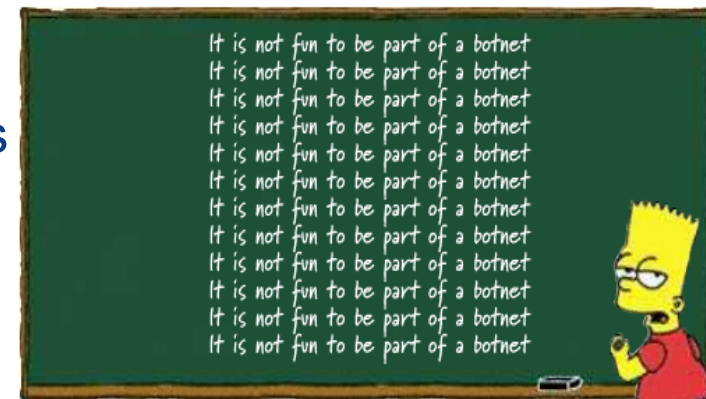
Lessons Learned

Lesson 1

- Annex and 11th Street
 - ✓ Must encourage community to be tested via direct canvassing, social media, news outlets
 - ✓ Must adjust clinical and shared services operations to decrease wait times

Lesson 2

- Abbottsford Homes
 - ✓ Establish MOU with Community partners
 - ✓ Establishing community partnerships
 - ✓ Marketing to the community
 - ✓ Low turn-out rates



Lessons Learned (con't)

Lesson 3

- Triumph Baptist Church
 - ✓ Larger joint testing events can be held to provide greater services to communities of color.
 - ✓ In person and or virtual clinical and shared service appointments can be scheduled to generate billable visits.



Audience Poll Question #3

Is your organization prepared to provide COVID testing in the community?

- A. Yes
- B. No
- C. In the process of becoming prepared



Wrapping Up

Questions? Comments?

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