



**2020 Webinar Series | July 15, 2020**

## **Faith, Community & Government - Health Collaboration to Address Health Disparities during the COVID19 Pandemic**

**Speakers:** Maria Whyte, Erie County, NY; George Nicholas, Lincoln Memorial United Methodist Church; Dr. Raul Vasquez, Greater Buffalo United Accountable Healthcare Network

**Commenter:** Gary Gunderson, Wake Forest Baptist Health

**Moderator:** Meg Guerin-Calvert, FTI Consulting (collaborative co-chair)

**SLIDES AND RECORDING WILL BE MADE AVAILABLE ON THE COLLABORATIVE WEB PAGE ([nas.edu/pophealthrt](https://nas.edu/pophealthrt) - go to Collaboratives)**

Please note attendees will be muted for the duration of the webinar.

Please [submit your questions](#) (to “Everyone”) via Zoom’s chat feature. Questions will be answered as time permits.

**CONTACT:** Alina Baci, [abaci@nas.edu](mailto:abaci@nas.edu)

# Who we are.

And the connection to today's subject

► **MARIA WHYTE**

DEPUTY COUNTY EXECUTIVE, ERIE COUNTY

► **REV. GEORGE NICHOLAS**

PASTOR, LINCOLN MEMORIAL UNITED METHODIST CHURCH

► **RAUL VAZQUEZ, M.D., F.A.A.F.P.**

CEO, GREATER BUFFALO UNITED ACCOUNTABLE HEALTHCARE NETWORK HEALTH HOME CEO,  
GREATER BUFFALO UNITED INDEPENDENT PRACTICE ASSOCIATION PHYSICIAN, URBAN FAMILY  
PRACTICE, P.C.

**COMMENTER**

► **GARY GUNDERSON**

WAKE FOREST BAPTIST HEALTH

**MODERATOR**

► **MEG GUERIN-CALVERT**

FTI CONSULTING, INC.

# Agenda

- ▶ Overview of Presentation
- ▶ Trends and Changing COVID-19 Fatality Trends Among African Americans in Erie County, NY
- ▶ Partners Engaged to Change the Trend
- ▶ Actions Taken to Change the Trend
  - Overview of Actions Taken
  - Live Well Erie Statement and Partner Actions
  - Community Response Plan (Dr. Vasquez)
- ▶ Message and Results

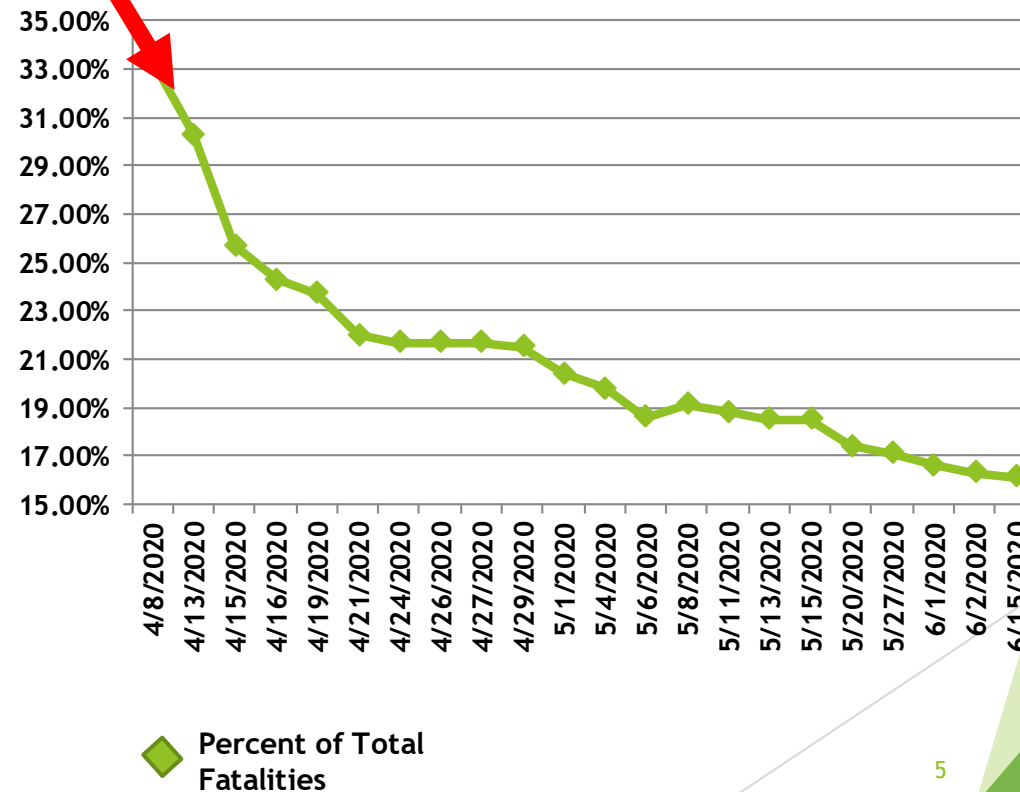
# Overview of Presentation

- ▶ Early trends demonstrated a clear problem in Erie County with COVID-19 fatality rates of greater than 33% among African Americans.
- ▶ Swift advocacy and action was taken by the partners to document the problem with data and work collaboratively to address it with the actions outlined above.
- ▶ Meaningful collaborations with local government officials, faith leaders, private sector health care providers, labor organizations, and other service-based non-for-profit organizations were the KEY to dramatically changing the trend.

# Changing COVID-19 Fatality Trends Among African Americans in Erie County, NY

DATE	Number of COVID Related African American Fatalities	African American Fatalities as a Percentage of Total Erie County Fatalities	African Americans as a Percentage of the Total Population in Erie County
4/8/20	15	33.3%	14.6%
4/13/20	20	30.3%	14.6%
4/15/20	26	25.7%	14.6%
4/16/20	28	24.3%	14.6%
4/19/20	32	23.7%	14.6%
4/21/20	39	22%	14.6%
4/24/20	43	21.7%	14.6%
4/26/20	45	21.7%	14.6%
4/27/20	45	21.7%	14.6%
4/29/20	53	21.5%	14.6%
5/1/20	55	20.4%	14.6%
5/4/20	56	19.8%	14.6%
5/6/20	60	18.6%	14.6%
5/8/20	66	19.1%	14.6%
5/11/20	67	18.8%	14.6%
5/13/20	74	18.5%	14.6%
5/15/20	76	18.5%	14.6%
5/20/20	79	17.4%	14.6%
5/27/20	86	17.1%	14.6%
6/1/20	87	16.6%	14.6%
6/2/20	89	16.3%	14.6%
6/15/20	98	16.1%	14.6%

**African American Fatalities as a Percentage of Total Erie County Fatalities**



# Partners Engaged to Change the Trend

- ▶ Erie County Government (Departments of Health, Emergency Services, Public Works, and more)
- ▶ Live Well Erie
- ▶ African American Health Equities Task Force
- ▶ Erie County Legislature
- ▶ City of Buffalo
- ▶ Kaleida Health
- ▶ Buffalo and Erie County Public Library
- ▶ Jericho Road Medical Center
- ▶ Urban Family Practice
- ▶ Community Health Center of Buffalo
- ▶ Millennium Collaborative Care
- ▶ SEIU 1199 and other local labor organizations
- ▶ Many Congregations in the African American Faith Community

# Actions Taken to Change the Trend

- ▶ Tracked COVID-19 fatalities by zip code and race.
- ▶ Worked with local labor organizations to track the number of essential workers by zip code.
- ▶ Established a testing clinic in the zip code with the highest number of cases in Erie County.
- ▶ Removed barriers to testing by allowing tests for those without insurance and without a primary care physician.
- ▶ Developed a transportation solution to test symptomatic individuals unable to physically get to the testing clinic.

# Actions Taken to Change the Trend

- ▶ Partnered with local primary care clinics to connect patients with primary care providers and provide testing supplies and PPE to primary care clinics.
- ▶ Broadly communicated the availability of testing to the public using all media and social media platforms.
- ▶ Undertook massive phone banking efforts to conduct wellness checks and provide COVID-19 information and resources to tens of thousands of residents in targeted zip codes by using contact information obtained through the Board of Elections.

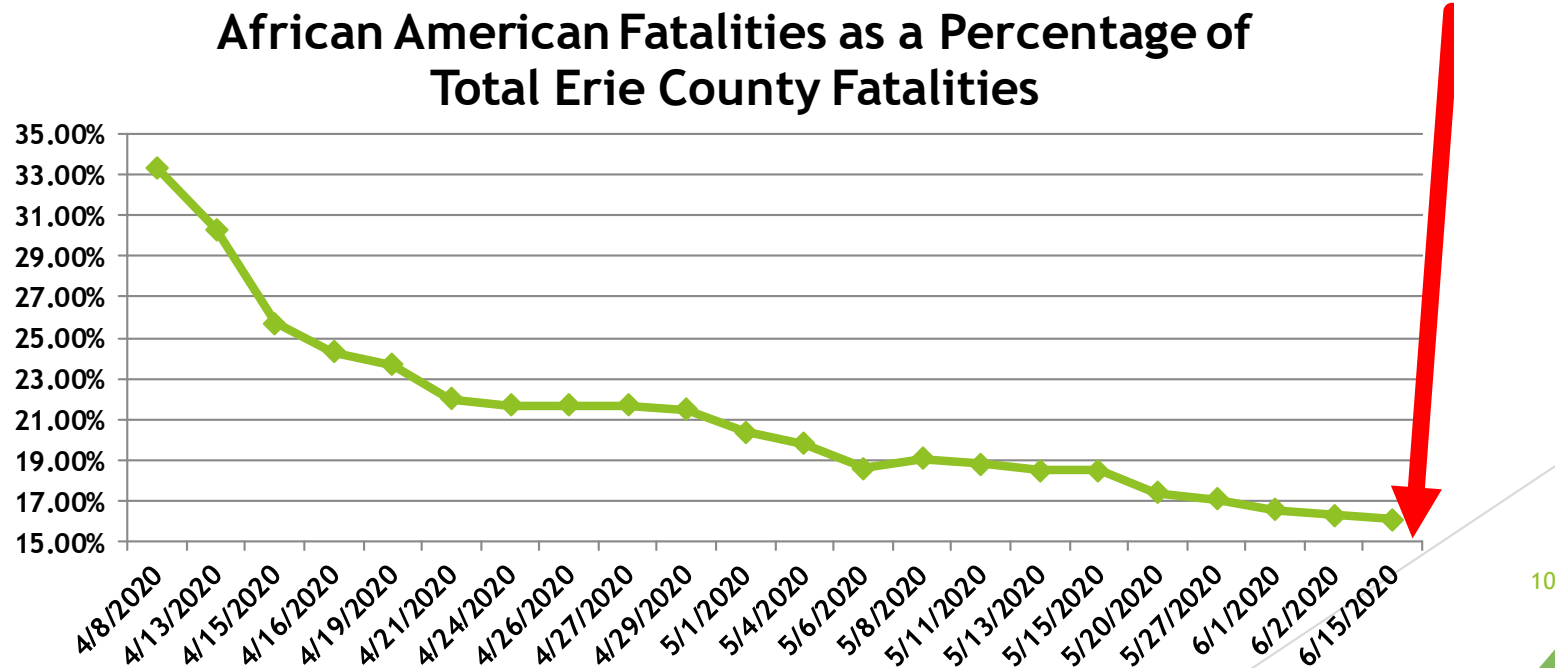


# Actions Taken to Change the Trend

- ▶ Formal Live Well Erie statement released discussing the social determinants of health and the role they play in increased COVID-19 fatalities among African Americans in WNY. Statement formally acknowledges that African Americans in WNY “find themselves dealing with a *double pandemic*; the current COVID-19 crisis and the long-standing crisis of health and wellness disparities that have ravaged minority communities for years.”
- ▶ All Live Well Erie partners (nearly 90 organizations) and work groups met to frame childcare, housing, senior meal service, paid sick leave and a host of other initiatives in the COVID-19 context.
- ▶ Discipline and restraint was maintained in hosting large worship gatherings even over the Easter Holiday.

# Message and Results

- ▶ Swift advocacy and action was taken by the partners to document the problem with data and work collaboratively to address it with action.
- ▶ Meaningful collaborations with local government officials, faith leaders, private sector health care providers, labor organizations, and other service-based non-for-profit organizations were the KEY to dramatically changing the trend.





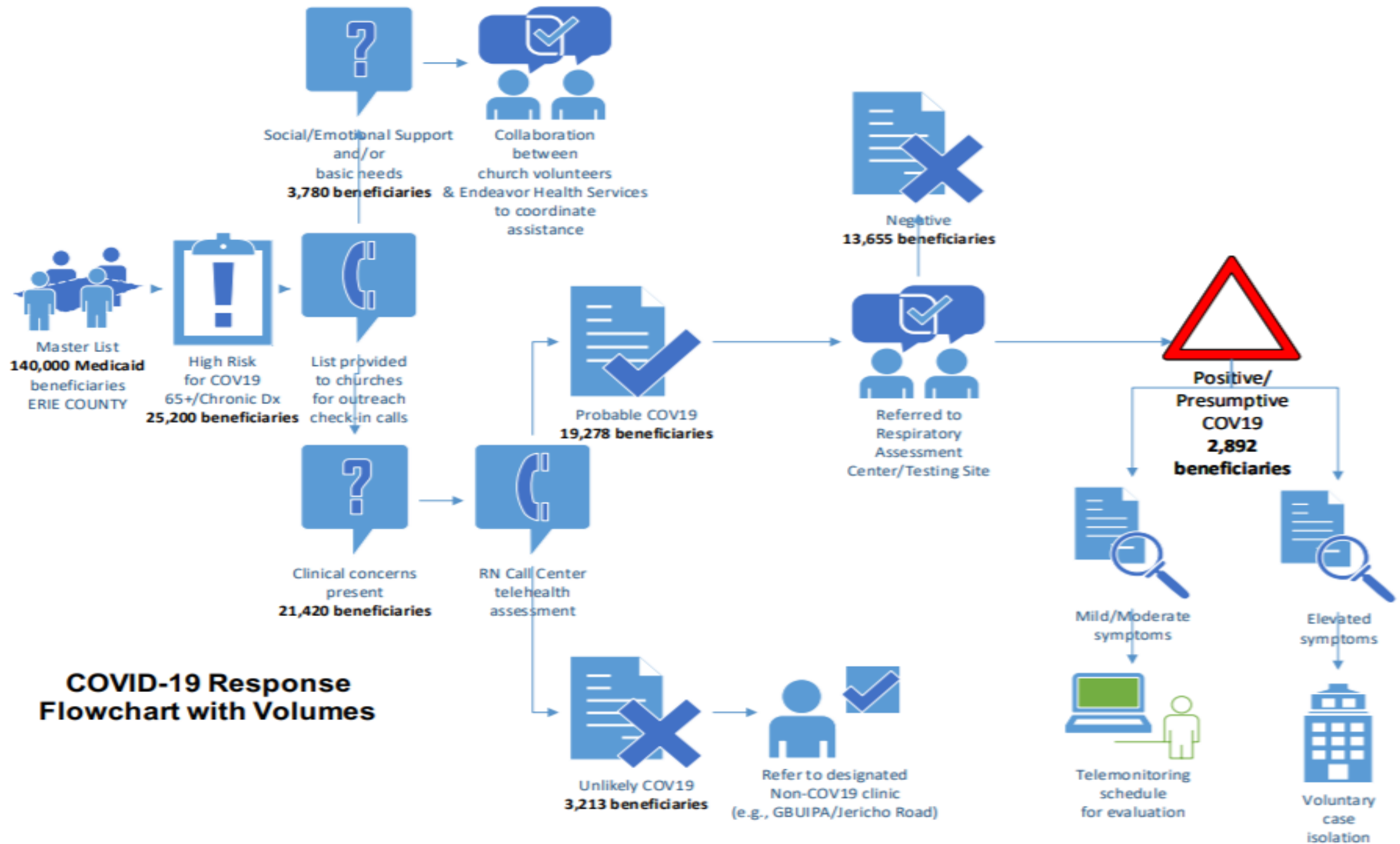
## Covid-19

Working with the community to shape better  
healthcare in light of a pandemic

# Community Response Plan

- ▶ The goal of this initiative is to unite churches, community based organizations, and medical partners in Western New York for a comprehensive approach to combat Covid19 and mitigate its effects on the community.
- ▶ Urban Family Practice is the only drive-thru testing center on the west side in the city of Buffalo.
- ▶ **Objective:** Rapidly launch and operate a COVID-19 testing -telemonitoring - voluntary isolation initiative in Buffalo.
- ▶ **Target population:** (1) high risk, low income individuals and (2) positive/presumptive - positive with mild and moderate illness.
- ▶ **Outcomes:** (1) improve treatment, (2) reduce mortality, (3) reduce burden on hospitals.

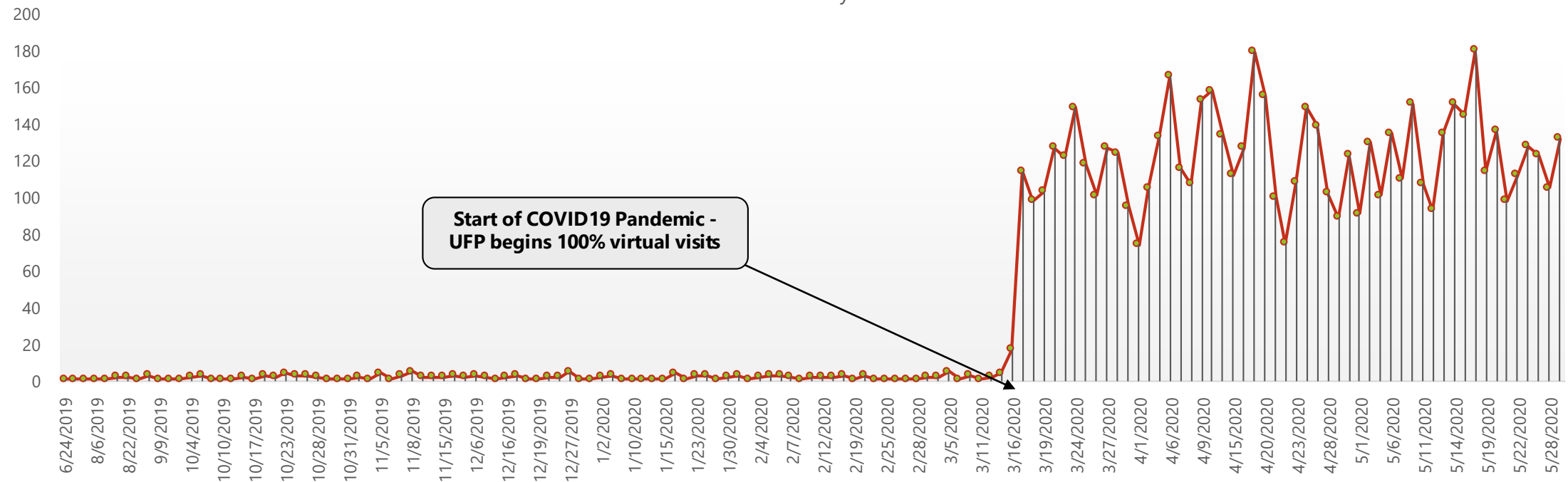




# Telehealth Statistics 2019-2020

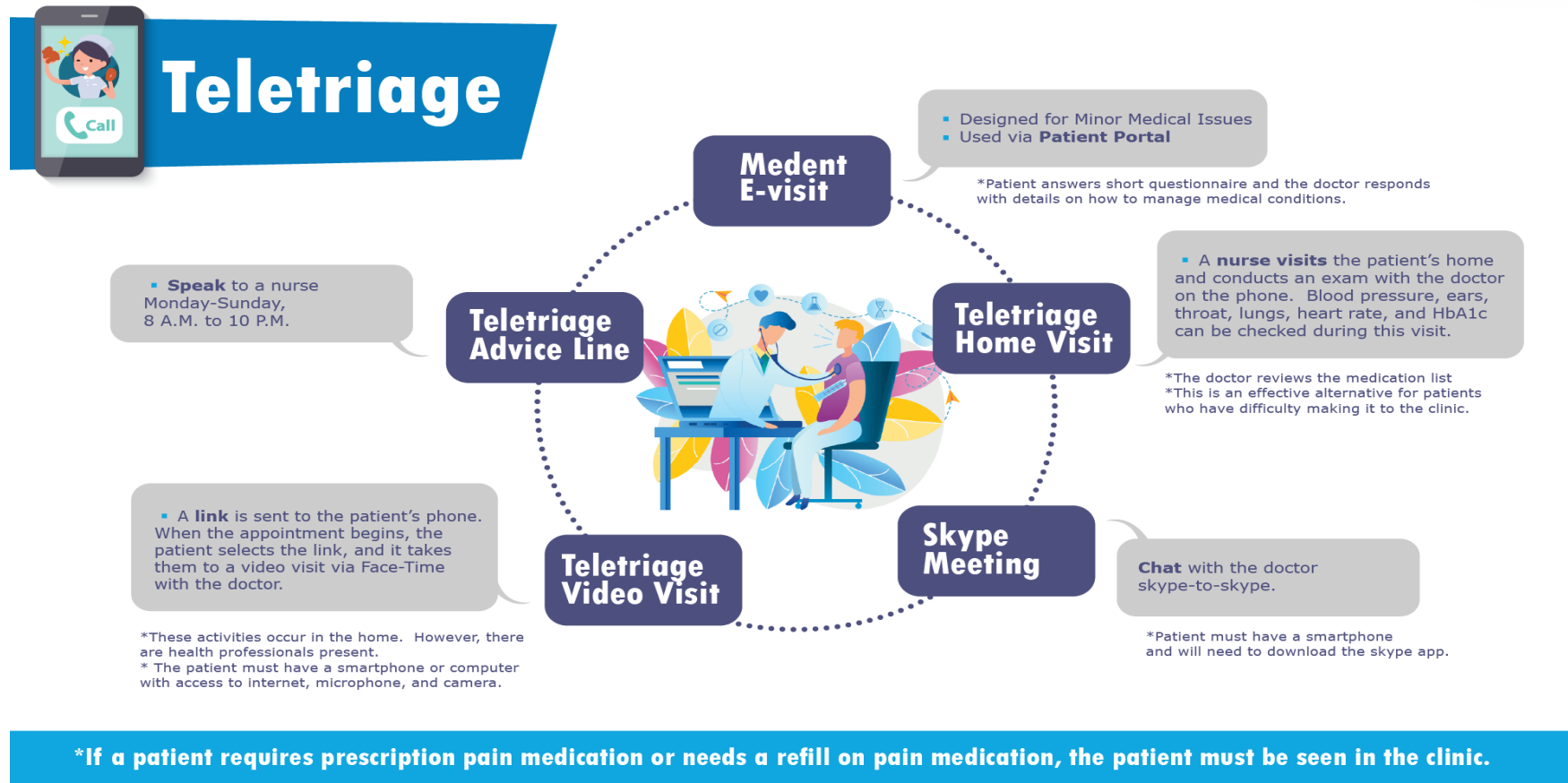
## Telehealth Visits

June 2019 - May 2020



# Telehealth

Teletriage Advice  
Hotline: 716-271-6888  
option 1  
Coronavirus Hotline:  
716-604-0504



G-Health's Tele-Triage Response to COVID-19

# Teletriage Home Visit

- ▶ A nurse visits a patient's home and conducts an exam with the doctor on the phone via video conference.
- ▶ The nurse uses the Tytocare software to take a patient's blood pressure, listen to the lungs and heart, take the patient's HbA1C and heart rate, check their skin, ears, throat, and temperature as well as listen to the stomach.
- ▶ During Covid19, nurses will be going into the patient's homes to conduct these visits for sick patients. Our goal is to go to the patient rather than bringing a sick patient into the office. Nurses will go to the home in complete PPE and we will also have mobile testing available.



Tytocare



# GBUAHN/GBUACO/UFP Apps

- ▶ COVID19 Survey, SDOH Survey and Contact Tracing Surveys exist within the apps
- ▶ Members can fill these out and they get routed to our nurses - then we will be able to send them to their PCP via Holon
- ▶ Churches in the area are also doing outreach to their community to get them linked to testing and education as well as linked to a PCP if they do not have one
  - These individuals can also download the apps to complete the questionnaires

5:31

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COVID-19 Contact Tracing - Survey

Contact Tracing Survey

The information from this survey will be used to understand the spread and impacts of the infection. Your participation in this project is voluntary. If you prefer not to answer a question, you may skip that question. If you prefer not to complete the survey, you can disregard the survey. This research is being conducted by G-Health Enterprises and Affiliates. All personal information will be kept strictly confidential. If you have any questions regarding this survey, please contact: [chelsea.adamski@gbuahh.org](mailto:chelsea.adamski@gbuahh.org) or call 716-604-0504

Name \*

First Name Last Name

4:45

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Community Support - Survey

Social Determinants of Health

Community Support - Survey

We are interested in your complete wellness. Please answer the questions below and we will do our best to provide support and guidance.

Name \*

First Name Last Name

Are you at risk of losing safe and/or stable housing in the next few months?

☐ Yes

☐ No

Is the place you are staying currently unsafe or unstable?

4:46

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COVID-19 Survey

COVID19 Survey

Answer the following questions about symptoms, travel and contact you've had with others with the best accuracy to determine if you are a candidate for testing.

\*Is this an emergency? stop and call 911 if you're experiencing: Severe, constant chest pain or pressure, extreme difficulty breathing, severe, constant lightheadedness or serious disorientation or unresponsiveness.

Name \*

First Name Last Name

Date of birth \*

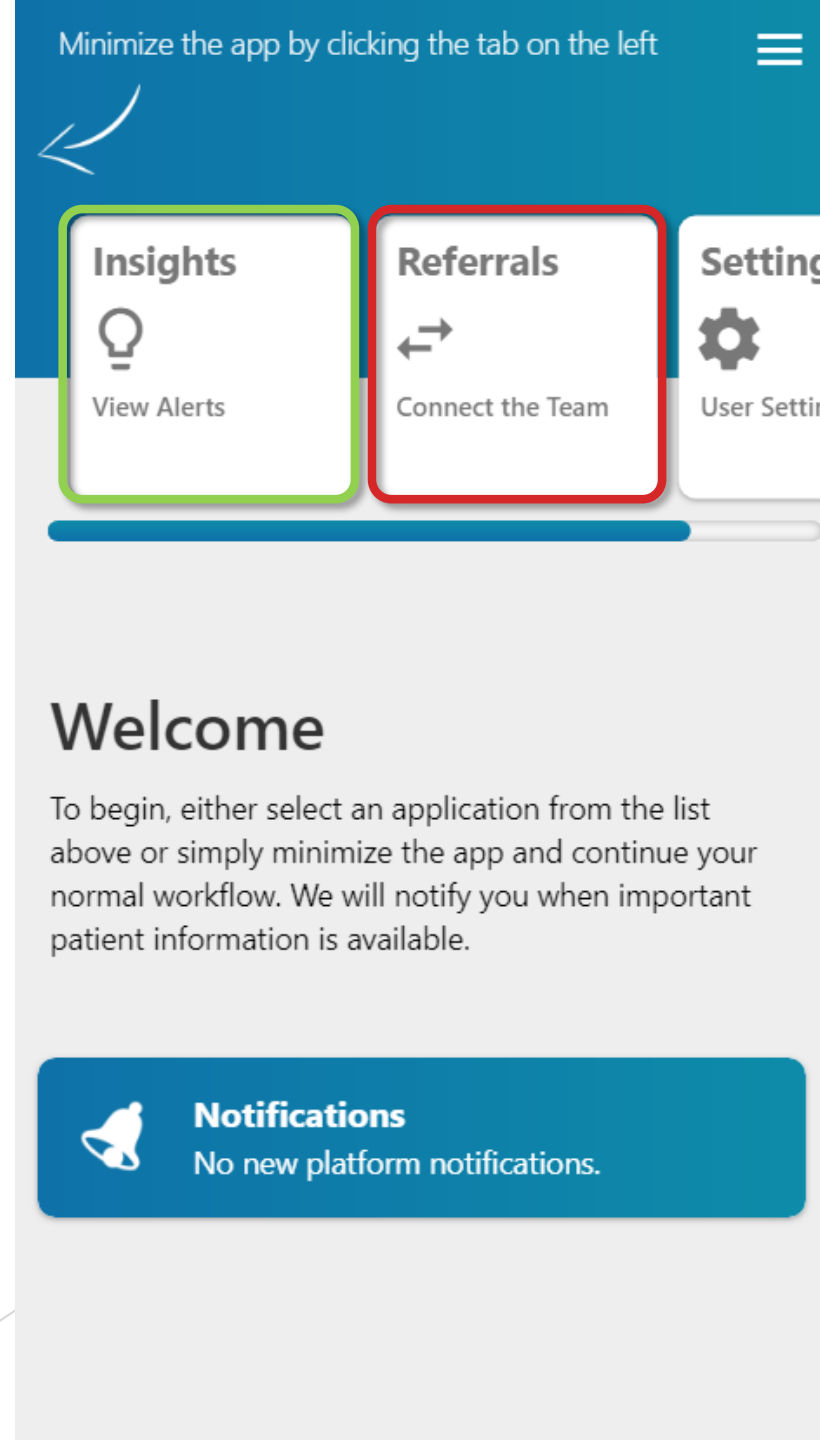


### INSIGHTS:

- Access patient contact information
- Identify patient risk level
- Identify if patient is in a health home
- Identify patient's primary care provider

### REFERRALS:

- Instant Message system for sharing encrypted information between referral sights
- Customizable questionnaires based on what patient information is needed
- Ability to attach and securely send documents
- Capacity to organize referrals by level of urgency; assign referrals to specific staff members or groups



Set the status based on whether or not it has been picked up yet, scheduled, declined, canceled, etc.

New Referral

Sent Received

Search

5 referrals Updated At

New Activity 1

All Referrals

Pending 3

Accepted 1

Scheduled 1 (1)

Declined

Cancelled

Completed

This is like an inbox of activity between all the referrals

Track and assign referrals using filters

FILTERS

Assigned To

Unassigned

Urgent

Patient Not Notified

Messages

Attachments

FAVORITE PARTNERS +

Tester, Patient2 · 25 y/o · F

Chuck Blaylock (DEMO Practice PC) 02/04/20

visit <http://www.honoluluanations.com>

Assigned to: Chelsea Adamski

Tester, Patient2 · 25 y/o · F

Nicole Pearcy 01/17/20

Care.pdf

Assigned to: Nicole Pearcy

Testing, Patient3 · 14 y/o

John Smith (DEMO Practice PC) 12/11/19

New referral

Referrals · DEMO Practice PC

Tester, Patient2 · 25 y/o · Female · 09/06/1994

PENDING URGENT

To: Chuck Blaylock at DEMO Practice Specialist · [Edit Referral](#)

Actions

Thursday December 12, 2019

John Smith · 12/12/2019

Referral questionnaire

referral comments

Friday January 17, 2020

Nicole Pearcy · 01/17/2020

Assigned referral to: Chelsea Adamski

Tuesday February 4, 2020

Type a message here

Comments can be a maximum of 1,500 characters.

Instant messages and the sending back and forth of documents would appear here

ATTACHMENTS

Referral questionnaire

ACTIVITY TIMELINE

Referral Created

By: John Smith

From: DEMO Practice PC

12/12/2019 2:51 PM

Assigned

By: Nicole Pearcy

From: DEMO Practice PC

To: Chelsea Adamski

1/17/2020 2:18 PM

You can follow the activity timeline to ensure timeliness of follow up

# GBUAHN Performance

- In GBUAHN's Performance website, it can show the caseload of each PHN
- We are nearing 8,000 members in GBUAHN. This means PHN's help nearly 8,000 people within the community reach their health and wellness goals
  - This number continues to grow and more lives are transformed



# GBUACO Performance

- ▶ Everyone within the GBUACO network has access to this dashboard. The dashboard shows every Care Gap and now many each group needs to meet the Care Gap.
- ▶ This also shows each patient needed to meet this measure and the demographic breakdown.
- ▶ This is how we track everyone within the community.

The screenshot displays the GBUACO Performance dashboard. The top navigation bar includes 'PERFORMANCE' and a user profile 'chelsea.adamski@gbuahn.org'. A sidebar on the left lists 'Reports', 'Practice', 'Tools', 'Administration', and 'Outreach'. The main content area shows 'MMC Points: 3 - Reduction (0% of shared savings)' and a table of care gaps.

Care Gap	Description	Completed	Total	Remaining	Our Rate	Target Rate	Left To Goal	Points
AMM	Antidepressant Medication Management Composite	73	152	79	48.03	46.00	0	1.00
BCS	Screening for Breast Cancer	303	518	215	58.49	71.00	65	1.00
CBP	Controlling High Blood Pressure	254	658	404	38.60	70.00	207	1.00
CDC	Diabetes Comprehensive Monitoring (All 3 Tests)	38	578	540	6.57	62.00	321	1.00
CDC10	Diabetes HbA1C (<8.0%)	99	578	479	17.13	59.00	243	1.00
CHL	Chlamydia Screening	57	128	71	44.53	78.00	43	1.00
CIS	Childhood Immunization (Combo 3)	9	88	79	10.23	80.00	62	1.00

Below the table, there are sections for 'Memberships', 'Demographics', 'QOL Metrics', 'Provider Information', 'Notes', and 'Care Gaps'. The 'Care Gaps' section shows a list of gaps with 'Status' and 'Points'.

Gap	Description	Status	Points
AMM	Antidepressant Medication Management Composite	Not Complete	1
AMM2	Antidepressant Medication Management Acute Phase	Not Complete	0.5
CBP	Controlling High Blood Pressure	Not Complete	1
CCS	Cervical Cancer Screening	Complete	0.5

# Contact Tracing

- ▶ PHN completes Contact Tracking Checklist in Medent to identify and connect with members within the household who also could have been infected
- ▶ The PHN makes sure they have a visit with their PCP, they are being screened, and getting proper education to members in household
  - PHN will update the medical history by adding who the member lives with to the chart
- ▶ We will be adding these to our GBUACO website, the Performance website, and they are in the app as well

**Adult Male Test** 02/10/1998 22 yrs Acct# 20194 **Contact Tracking Checklist - 05/06/20 - OPEN**

**PHN Contact Tracing Checklist: What to do if your member has a positive Covid19 test**

*WE ARE ONLY DOING CONTACT TRACING FOR PEOPLE WITHIN THE HOUSEHOLD*

Patient Name: **Adult Male Test** DOB: 02/10/1998

1. A nurse will alert you if your member has a positive Covid19 test

- If your member alerts you that they got tested and it was positive, alert a nurse via skype or triage so they can reach out to the patient for follow-up with a provider.

2. Find out who else the member could have come into contact with

Date and time member was contacted : 00/00/0000 at --:--

PCP: Casey Feeney, P.A.

Are there other people living in the home with the member? ☐ Yes ☐ No

If yes, how many?

If yes, what are their names and phone number?

3. Reach out to these possibly infected individuals

Name:

Phone Number:

Date and Time contacted:  at --:--

PCP:

Were you able to get a hold of them? ☐ Yes ☐ No (indicate that you LVM, etc.)

What symptoms do they have or previously had? (check all that apply)

☐ Fever

☐ SOB

☐ Cough

☐ Loss of taste and/or smell

☐ Other:

Additional Contacts

4. Repeat for each person in the home.

5. Route document to nurses for further evaluation and scheduling for testing.

6. One appointment is made, confirm with the member that they are aware of their video visit appointment or testing appointment.

- Verify the correct phone number and carrier and skype the nurses this information for the video visit
- If the other people in the home are not a UFP patient, assist them with scheduling an appointment with their PCP for follow-up
- If the currently do not have a PCP, get them into Urban Family Practice
- If they are in the GBUACO network and symptomatic, they can be tested at UFP

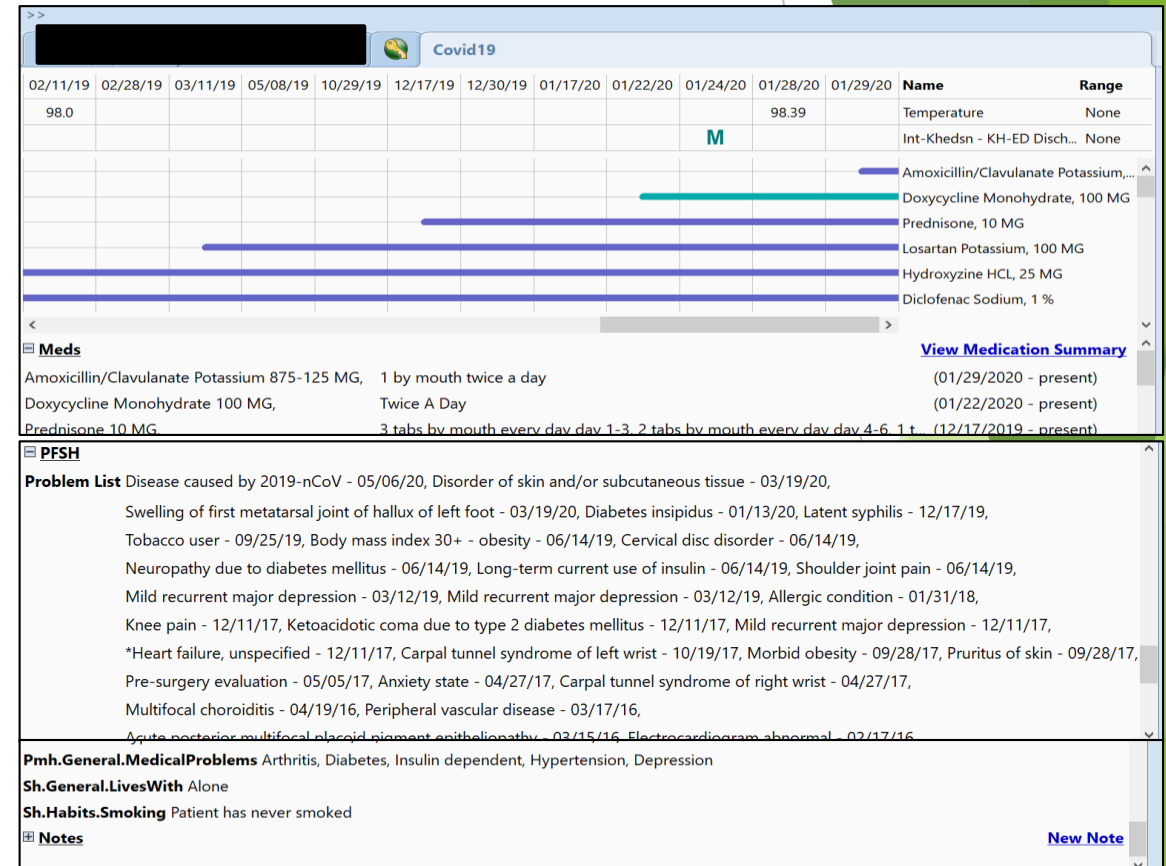
7. Provide member with general education on how to stay safe and also leave them with nurse's coronavirus hotline number (716-604-0504) to call back if they start to feel worse.

8. Continue to follow up with them to see how they are doing and if they need anything.



# Covid-19 Flowsheet

- ▶ Once PHN gets notification of their members positive Covid-19 result, PHN creates a Covid-19 flowsheet within the member's chart
- ▶ This flowsheet contains:
  - Links to the labs and documents related to Covid-19 Dx
  - All of the member's active medications
  - All active problems on their problem list
  - The member's past medical history, which includes who the member resides with (close contacts).
- ▶ This can be used as a guidance for contact tracing

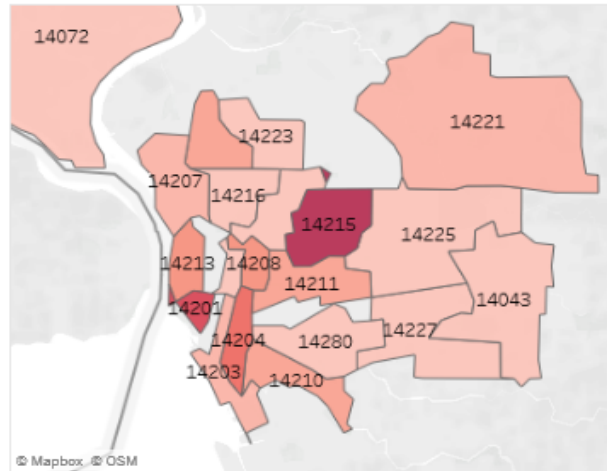


# Covid-19 Testing UFP - IgG

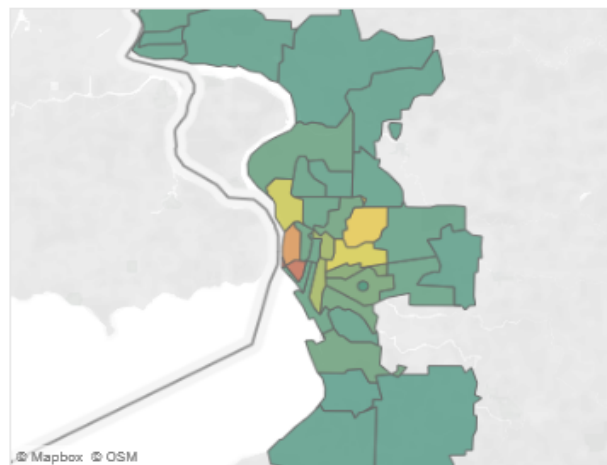
Test Type

Antibody Test

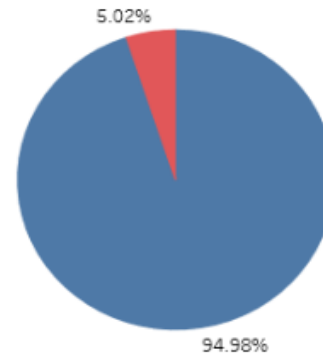
Positive Tests by Zip Code



Test Numbers by Zip Code



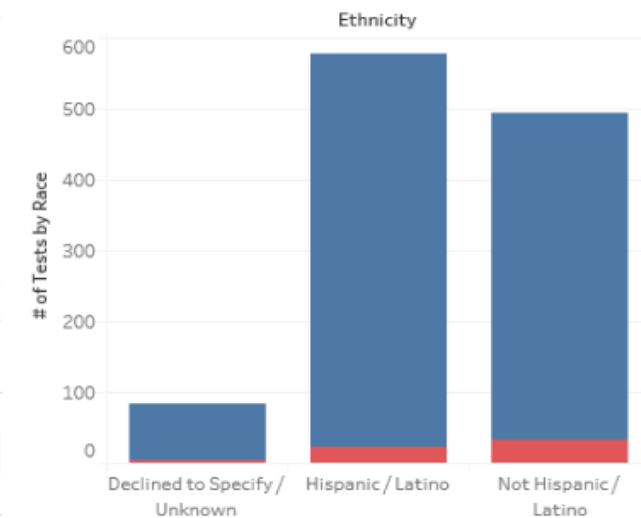
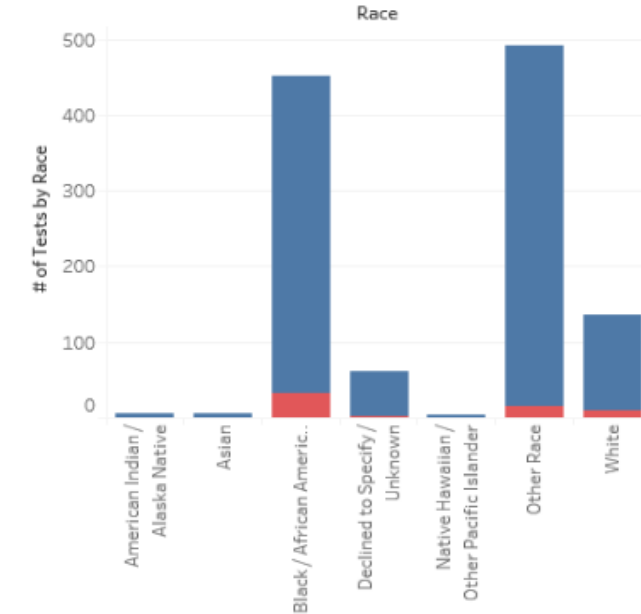
% of Positive Tests  
(Infection Rate)



Result

Negative

Positive



Race	Positive Tests	% of Total Positive alone	Total Tested	% of Total Tested alone
Black / African American	33	56.9%	452	39.1%
Other Race	15	25.9%	492	42.

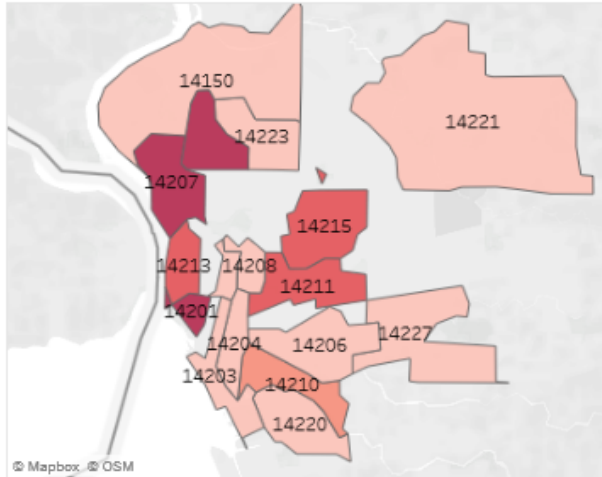


# Covid-19 Testing UFP - PCR

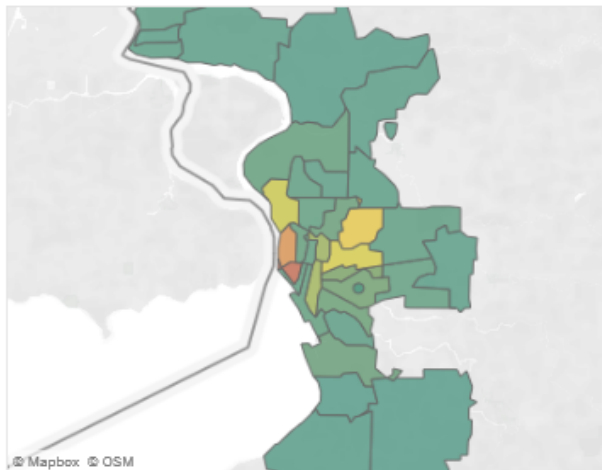
Test Type

Nasal Swab Test

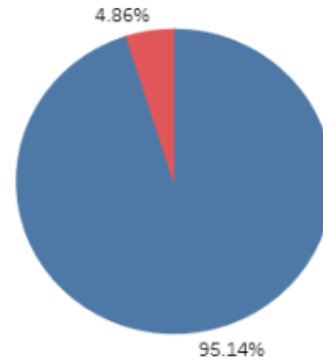
Positive Tests by Zip Code



Test Numbers by Zip Code



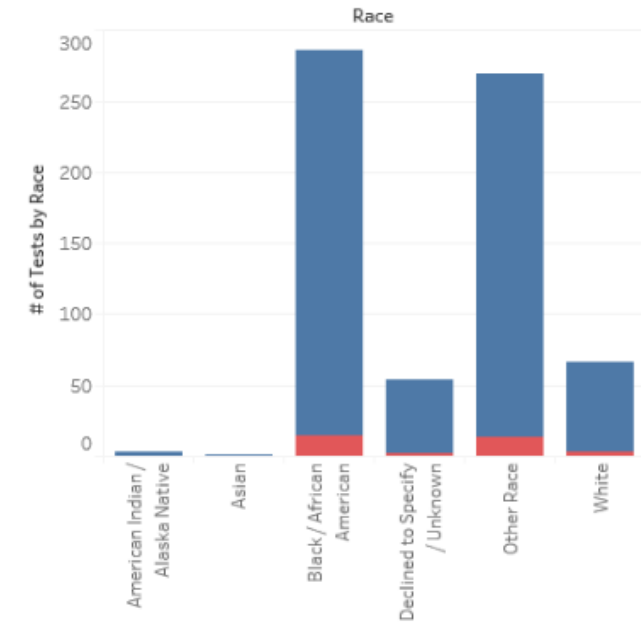
% of Positive Tests  
(Infection Rate)



Result

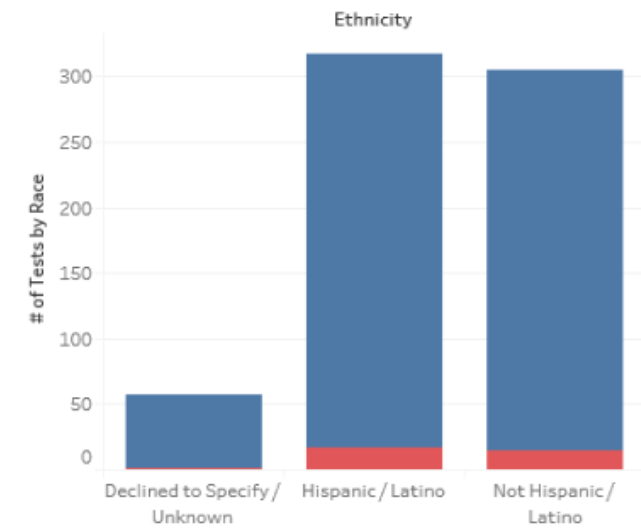
Negative

Positive



Race	Positive Tests	% of Total Positive alone	Total Tested	% of Total Tested alone
Black / African American	15	45.5%	286	42.1%
Other Race	13	39.4%	269	39.6%
White	3	9.1%	66	9.7%
Declined to Specify / Unknown	2	6.1%	54	8.0%
Asian	0	0.0%	1	0.1%
American Indian / Alaska Native	0	0.0%	3	0.4%
Grand Total	33	100.0%	679	100.0%

Ethnicity	Positive Tests	% of Total Positive alone	Total Tested	% of Total Tested alone
Hispanic / Latino	17	51.5%	317	46.7%
Not Hispanic / Latino	15	45.5%	305	44.9%
Declined to Specify / Unknown	1	3.0%	57	8.4%
Grand Total	33	100.0%	679	100.0%

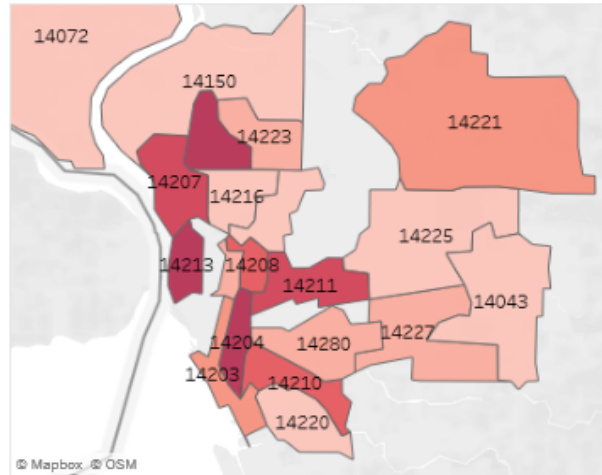


# Covid-19 Testing UFP - ALL

Test Type

(All)

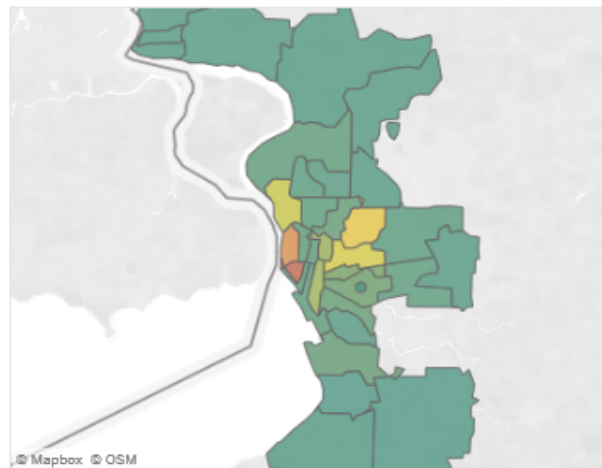
Positive Tests by Zip Code



Positive



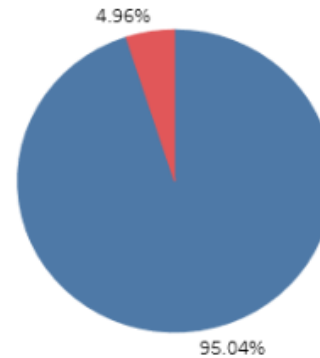
Test Numbers by Zip Code



Tested



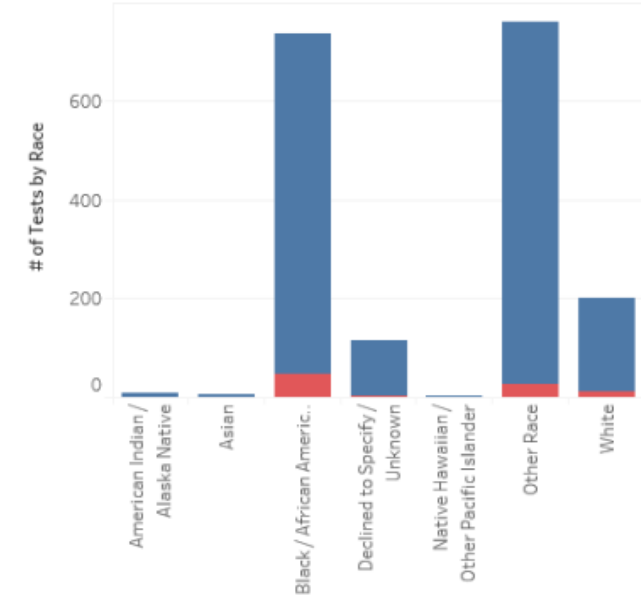
% of Positive Tests  
(Infection Rate)



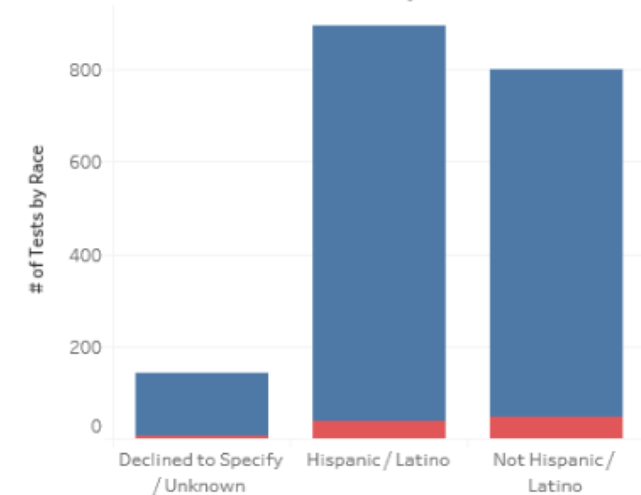
Result

Negative  
Positive

Race



Ethnicity

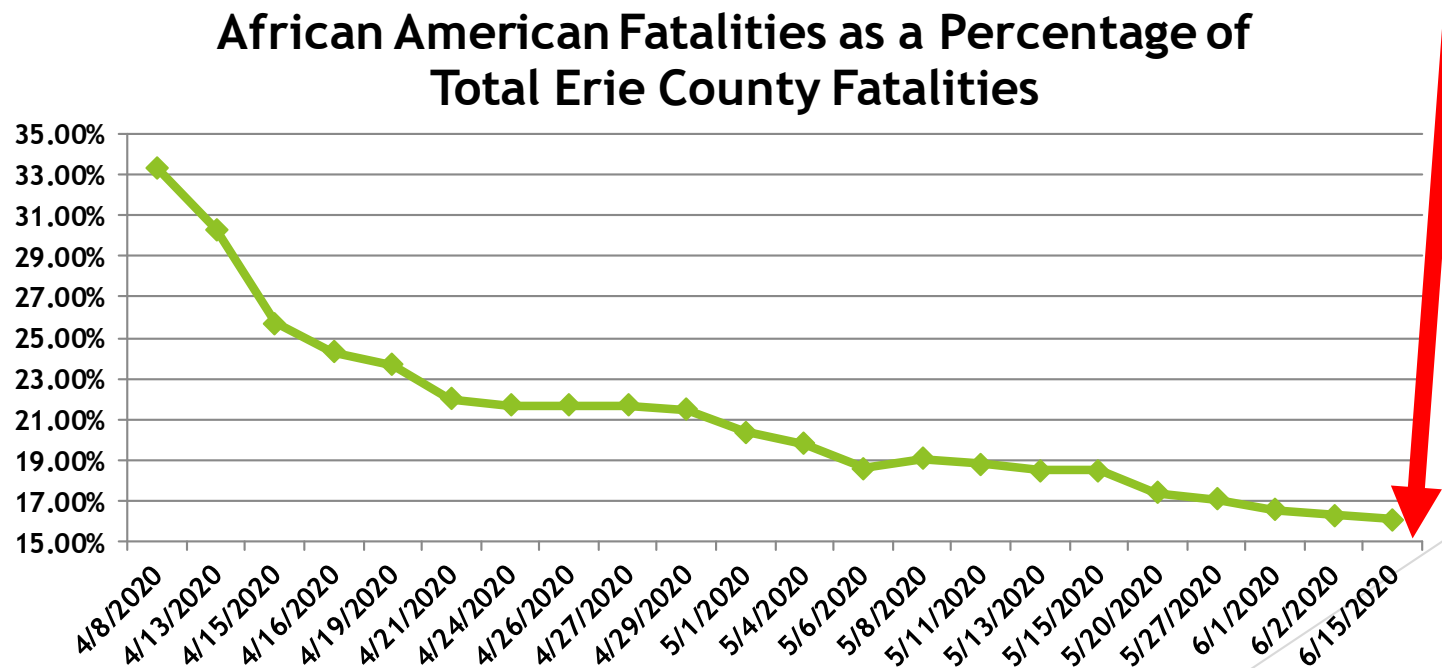


Race	Positive Tests	% of Total Positive alone	Total Tested	% of Total Tested alone
Black / African American	48	52.7%	738	40.2%
Other Race	28	30.8%	761	41.5%
White	12	13.2%	201	11.0%
Declined to Specify / Unknown	3	3.3%	116	6.3%
Native Hawaiian / Other Pacific...	0	0.0%	3	0.2%
Asian	0	0.0%	7	0.4%
American Indian / Alaska Native	0	0.0%	9	0.5%
Grand Total	91	100.0%	1,835	100.0%

Ethnicity	Positive Tests	% of Total Positive alone	Total Tested	% of Total Tested alone
Not Hispanic / Latino	47	51.6%	799	43.5%
Hispanic / Latino	39	42.9%	895	48.8%
Declined to Specify / Unknown	5	5.5%	141	7.7%
Grand Total	91	100.0%	1,835	100.0%

# Message and Results

- ▶ Swift advocacy and action was taken by the partners to document the problem with data and work collaboratively to address it with action.
- ▶ Meaningful collaborations with local government officials, faith leaders, private sector health care providers, labor organizations, and other service-based non-for-profit organizations were the KEY to dramatically changing the trend.



# Erie County - Covid-19 Data

ERIE COUNTY COVID-19 FATALITIES BY RACE AND ETHNICITY

Race	Male	Female	Fatalities	% of Fatalities
White	232	292	524	81.1%
Black or African American	57	49	106	16.4%
American Indian/Alaskan	2	1	3	0.5%
Asian/Pacific Islander	8	1	9	1.4%
Other	3	1	4	0.6%
Unknown	0	0	0	0.0%
Total	302	344	646	100%
Ethnicity	Male	Female	Fatalities	% of Fatalities
Hispanic or Latino	12	4	16	2.5%
Not Hispanic or Latino	290	338	628	97.2%
Unknown	0	2	2	0.3%
Total	302	344	646	100%

ERIE COUNTY COVID-19 FATALITIES BY RACE/ETHNICITY

Race	Fatalities	% of Fatalities	% of Erie County Population*
White	524	81.1%	80.6%
Black or African American	106	16.4%	14.6%
American Indian/Alaskan	3	0.5%	0.9%
Asian/Pacific Islander	9	1.4%	4.0%
Other	4	0.6%	
Unknown	0	0.0%	
Total	646	100%	100%
Ethnicity	Fatalities	% of Fatalities	% of Erie County Population*
Hispanic or Latino	16	2.5%	5.7%
Not Hispanic or Latino	628	97.2%	94.3%
Unknown	2	0.3%	
Total	646	100%	100%

\*Population Source: Prepared by Census Bureau in collaboration with NCHS

as of 7/11/2020

COVID-19 CASE COUNTS BY TOWNSHIP AND ZIP CODE

Locality Name	Total	Zip Code	Total
BUFFALO	126	14215	20
AMHERST	21	14207	19
CHEEKTOWAGA	14	14213	18
HAMBURG	12	14201	13
TONAWANDA	11	14057	10
EDEN	10	14150	10
LANCASTER	8	14225	9
ORCHARD PARK	7	14228	9
GRAND ISLAND	6	14075	8
CLARENCE	5	14211	8
EVANS	5	14086	7
LACKAWANNA	5	14208	7
W. SENECA	5	14221	7
AURORA	4	14051	6
ELMA	4	14072	6
ALDEN	3	14127	6
COLLINS	3	14204	6
CITY OF TONAWANDA	2	14214	6
BRANT	1	14217	6
CONCORD	1	14218	6
HOLLAND	1	14224	5
MARILLA	1	14226	5
Total	255	14227	5
		14006	4
		14059	4
		14222	4
		14004	3
		14031	3
		14085	3
		14209	3
		14210	3
		14216	3
		14220	3

# Erie County - Covid-19 Data

## Confirmed Erie County COVID-19 Cases For Week Ending 7/11/2020 (7/5-7/11/2020) - 255 Confirmed Cases

As of 7/11/2020

### Confirmed COVID-19 Cases by Age Group

Age Group	Male	Female	Total	Percent
0 to 9	4	2	6	2.4%
10 to 19	5	10	15	5.9%
20 to 29	35	48	83	32.5%
30 to 39	15	39	54	21.2%
40 to 49	13	12	25	9.8%
50 to 59	17	11	28	11.0%
60 to 69	14	9	23	9.0%
70 to 79	8	6	14	5.5%
80+	1	6	7	2.7%
<b>Total</b>	<b>112</b>	<b>143</b>	<b>255</b>	<b>100%</b>

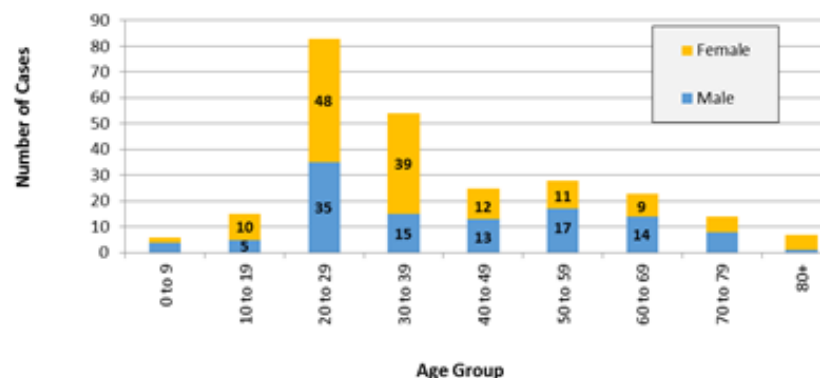
### Confirmed COVID-19 Cases by Sex

Sex	Count	Percent
Male	112	43.9%
Female	143	56.1%
<b>Total</b>	<b>255</b>	<b>100%</b>

### Confirmed COVID-19 Cases by Residence

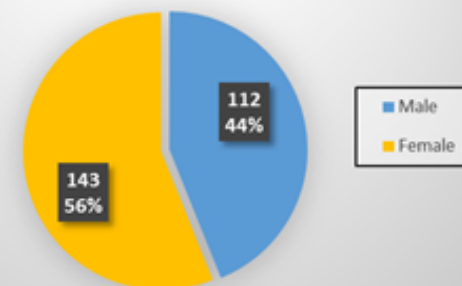
Residence	Cases	% of Cases	% of Population
Buffalo	126	49.4%	27.9%
Erie County Excl. Buffalo	129	50.6%	72.1%
<b>Total</b>	<b>255</b>	<b>100%</b>	<b>100%</b>

### Confirmed COVID-19 Cases\* by Age Group Erie County - Week Ending 7/4/2020



\*Molecular Diagnostic Tests

### Confirmed COVID-19 Cases\* by Sex Erie County - Week Ending 7/4/2020



\*Molecular Diagnostic Tests

# Comments: Gary Gunderson

Q&A

Thank you!