COVID-19 Daily Update

Maryland Department of Health

Maryland Primary Care Program

Program Management Office

March 26, 2020

Key Takeaways

❖ You remain on the front line against COVID-19 in Maryland

❖ Epidemic **most seriously affects the high-risk and elderly populations**, but a significant and growing number of cases exists among younger people

❖ You are uniquely positioned to identify at-risk populations, provide important social distancing information to them, and serve their healthcare needs through telemedicine

❖ No one can do this better than you!

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Agenda

❖ Today's key updates

❖ What's Important Now (WIN)

❖ General guidelines

❖ Resources

❖ Q & A

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National Data - March 26th

❖ 68,440 cases nationwide; 13,987 more cases than yesterday

❖ 994 deaths; 257 in the past 24 hours

❖ [National numbers on COVID-19 infection and mortality](#)

❖ Rapid spread > This past Monday, March 23rd, there were 33,404 total cases with 400 deaths

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Today's Key Updates for Maryland

❖ COVID-19 continues to spread in Maryland, overwhelmingly through community transmission

❖ Statistics (as of early 3/26/20)

  ➢ 7000+ tested; 2000-3000 processed in lab so far

  ➢ **580** confirmed cases of COVID-19 infection had been identified total across all regions of the State; 157 new cases since yesterday and the biggest increase so far in one day

  ➢ 132 cumulative hospitalized; 88 currently

  ➢ 4 deaths

  ➢ More information at https://coronavirus.maryland.gov/

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Order on Elective Procedures and Appointments

❖ Shall perform only medical procedures that are critically necessary for the maintenance of health for a patient. **All elective and non-urgent medical procedures and appointments shall cease effective at 5 p.m., Tuesday, March 24, 2020 and shall not be performed for the duration of the catastrophic health emergency.**

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What's Important Now (WIN)

❖ **Identify and contact high-risk patients**

❖ **Maximize non-face-to-face visits using telemedicine**

❖ Maximize access to care

❖ Identify appropriate candidates for testing

❖ Clinical management of patients

❖ Stay current, stay safe

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Identifying and Contacting High-Risk Patients

Identify:

❖ Use data from CRISP and EMR to identify

❖ Use clinical intuition

❖ Use Pre-AH tool

➢ Avoid unnecessary ED, Urgent Care and Hospital visits

✓ Contagion
✓ Overcrowding

Outreach:

❖ Call chronically ill, frail, elderly, DM, COPD, ESRD, immunocompromised, etc.

❖ Care Team intervenes as appropriate

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Maximize use of non-face-to-face visits

❖ Patients must call ahead – determine need for visit; no ambulatory walk-in visits!

❖ Telemedicine
  ➢ Free services
  ➢ Expanded payer coverage - see links and postings
  ➢ Includes telephonic consultations
  ➢ Cannot completely exclude the need for office visits
  ➢ Training and resources in these webinars

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Access to Care

❖ More important than ever that we stay in touch with our patients

❖ Office hours posted

❖ Home visits as needed

❖ Care teams maximally informed and engaged

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Clinical Decision-Making for Testing

❖ Algorithms

➢ Limit to those who currently need testing – only symptomatic and clinical guidance

➢ Strong preference to those with greatest risk (guidance from ASTHO and CSTE)

➢ May assess and refer from telemedicine or office visits

May change over time as supplies become more available – if office testing, "Do I have the following?"

✓ Personal Protective Equipment (PPE)

✓ Test Kits

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Clinical Response to Positive Test

❖ Clinical judgment and underlying conditions

❖ Referral to Emergency Department - if needed

❖ Contact Local Health Department

❖ Home Care and Monitoring
  ➢ Close telemedicine follow-up depending on underlying condition
  ➢ Second week of illness typical worsening
  ➢ Ability to do home monitoring factors in

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CDC Guidelines for Management

❖ Healthy people can be monitored, self-isolated at home

❖ People at higher risk should contact healthcare providers early, even if illness is mild

❖ Older adults and people with severe underlying chronic medical conditions are at higher risk, need closer contact

❖ Emergency Department and Hospitals only when needed - not for screening or low risk/minimal disease

❖ **Guidelines are important and powerful tools, but remember providers' clinical experience and judgment are key to care**

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Personal Protective Equipment (PPE) Requests

❖ Remain in scarce supply

❖ Strategies for optimizing
  ➢ The supply of facemasks
  ➢ The supply of eye protection
  ➢ The supply of isolation gowns
  ➢ The supply of N95 respirators

❖ Find PPE request forms and local contacts here

❖ Please ask your practices to fill out the PPE survey if they have not done so already

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Telemedicine Types

❖ Telemedicine = the remote delivery of healthcare services

❖ Types:
- ➤ Interactive Medicine – patients and physicians communicate in real time
- ➤ Store and Forward – providers can share patient info with practitioners in other locations
- ➤ Remote Patient Monitoring – remote caregivers use mobile medical devices to monitor patients at home

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How to Telemedicine with Patients

❖ Simple to complex systems exist

❖ HIPAA-secure communications and geographic restrictions are **waived** during the COVID-19 pandemic

❖ Currently available approaches:
  ➢ Telephone
  ➢ E-mail
  ➢ Facebook, WhatsApp & other video chat apps
  ➢ All 1:1 electronic communication modes

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Telemedicine Readiness

❖ David Sharp, Ph.D., Director

    Health Information Technology and Innovative Care Delivery

    Maryland Health Care Commission (MHCC)

    Presenting on the MHCC **Telehealth Readiness Assessment (TRA) Tool**

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TELEHEALTH READINESS ASSESSMENT (TRA) TOOL

March 26, 2020

About the online Telehealth Readiness Assessment (TRA) Tool

The TRA tool was designed to help ambulatory practices determine their readiness for implementing or scaling up a telehealth project. The tool also provides guidance and resources to improve readiness in key areas (*Core Readiness; Financial Considerations; Operations; Staff Engagement; and Patient Readiness*).

Overview

- Launch the TRA Tool

- Complete the practice self-assessment questionnaire

- View your results

- View supporting guidance and other telehealth resources

Launch the TRA Tool

- Go to http://mhcctelehealthtool.herokuapp.com/

- The home page offers background information about the tool and a button to launch the online questionnaire

Begin the practice self-assessment questionnaire

- Select one of the five telehealth readiness concepts to get started; concepts may be completed in any order
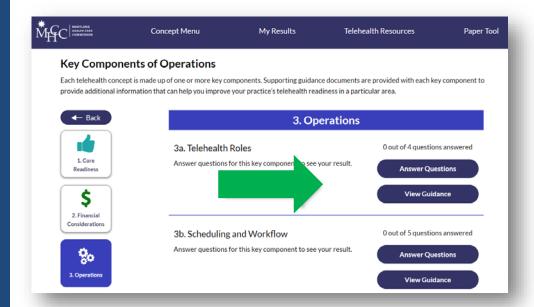
Five telehealth readiness concepts

1. **Core Readiness** - To what extent has your practice considered the need for telehealth, the benefits of telehealth and the challenges associated with implementing it?

2. **Financial Considerations** - Does your practice have realistic expectations for the financial implementations of telehealth including initial costs, sustainability, liability insurance, and reimbursement procedures?

3. **Operations** – Has the practice considered how telehealth will impact operations and is the practice able and willing to make appropriate changes?

4. **Staff Engagement** - Is the practice team interested and engaged in implementing telehealth?

5. **Patient Readiness** - Are practice patients ready for and interested in telehealth?
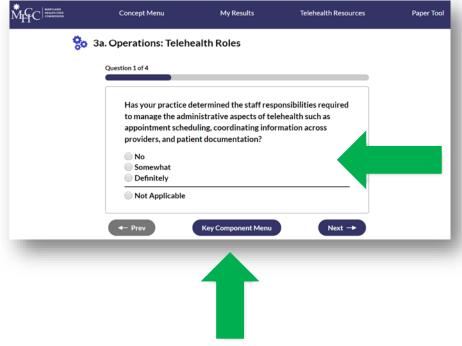
Complete the practice self-assessment questionnaire

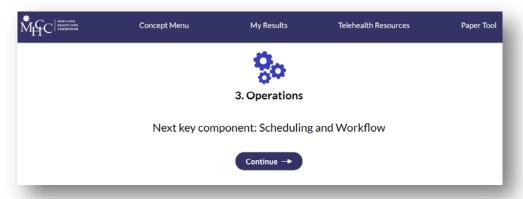- Begin by clicking on "**Answer Questions**" in any of the key component areas

Questionnaire

- As you progress through the questionnaire, select the option that most accurately reflects the actions that you or your practice have taken or considered in preparation for telehealth implementation

- You can return to the key component menu at any time by clicking the "**Key Component Menu**" at the bottom of the questionnaire screen
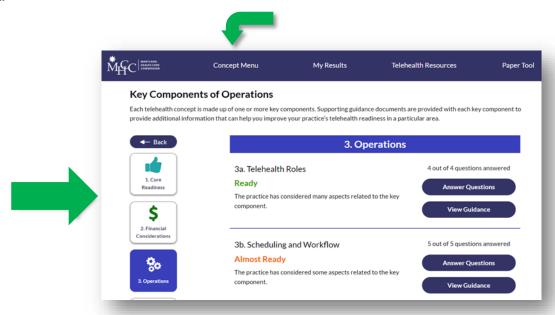
Questionnaire *(Continued)*

- At the end of each key component, the tool will direct you to the next key component

Questionnaire *(Continued)*

- Navigate to any concept in the tool by clicking the "Concept Menu" button at the top of the website or by using the buttons to the left of the Key Components menu
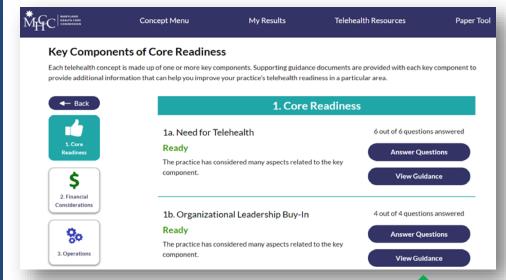
View your results

- Once you've completed the questionnaire, or at any point in completing key components of the questionnaire, view your results on the My Results page

- You can also print and download a PDF of your results by clicking on "**Print My Results**"

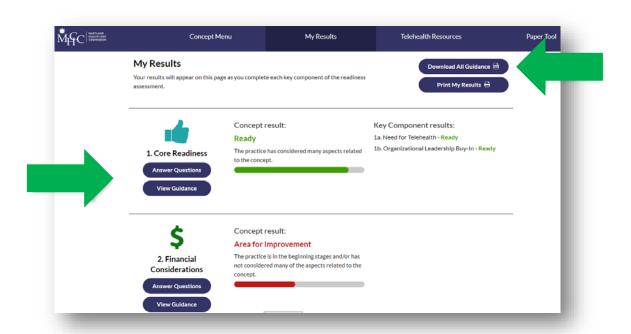# View supporting guidance and other telehealth resources

- To gain more knowledge about any of the key components identified as areas for improvement, or any in which you have interest, click on the "**View Guidance**" button from the Key Components page or the My Results page
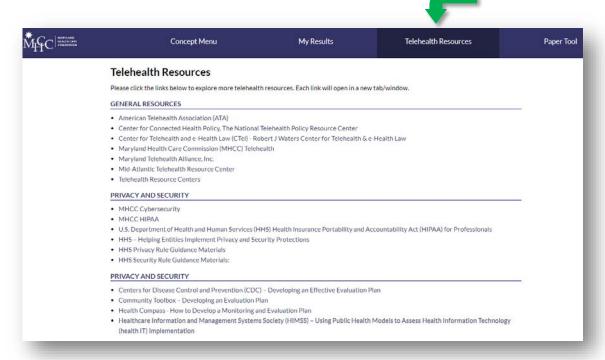
Supporting Guidance

- You can also download all of the guidance documents to print or email by clicking on the "**Download All Guidance**" from the My Results page

Telehealth Resources

- Additional links to telehealth resources are available on the Telehealth Resources page

Questions?

http://mhcctelehealthtool.herokuapp.com/

Staying Current - Sources

❖ CDC

❖ MDH COVID-19 information page

❖ MDPCP COVID-19 webpage

❖ Local Health Departments

❖ CONNECT

❖ Clinician Letters

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Resources and References

❖ Maryland Department of Health Coronavirus Website (https://coronavirus.maryland.gov)

❖ CDC Coronavirus Website (https://www.cdc.gov/coronavirus/2019-nCoV/index.html)

❖ CDC Interim Guidance for Homes and Communities (https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html)

❖ CDC Interim Guidance for Businesses (https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html)

❖ CDC Interim Guidance for Childcare and Schools (https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-for-schools.html)

❖ CDC Travel Website (https://wwwnc.cdc.gov/travel/)

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Resources for Specific Groups

❖ Community- and Faith-Based Organizations (https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-community-faith-organizations.html)

❖ Mass Gatherings and Large Community Events (https://www.cdc.gov/coronavirus/2019-ncov/community/mass-gatherings-ready-for-covid-19.html)

❖ Non-Pharmaceutical Interventions for Specific Groups (https://www.cdc.gov/nonpharmaceutical-interventions/index.html)

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Questions and Answers

Please type into the Questions box on the right side of your screen.

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