COVID-19 Updates – Best Practices March 20

CMA Operational Discussions

1. What strategies have you been utilizing to keep your teams connected? Daily huddles? Supervisor check-ins.
   a. It is challenging to make the transition to a remote workspace? How are you addressing morale?

   Answers:
   - We have huddles at the beginning and end of each day
   - We have created an internal FAQ and resource page for the team
   - Internal team meetings are occurring within the physician practices and notes from these meetings are disseminated to the team
   - Sending team group texts when information on a new resource or updated announcements from the county is available
   - EMAIL distribution list if someone has a question on a process or resource. Staff encouraged to utilize this tool and hit "reply all" on the answers

2. How has your team reached out to individuals? Did you triage based on need (homeless, food insecurity, complex medical needs). Is the expectation CM’s would reach out to all on their caseload?

   Answers
   - Home visits are only being conducted in emergency situations (example: no food). Even then, CMs are providing support with no direct contact with clients (dropping off item, checking in with client via phone call/text afterward)
   - CMs are working with their clients to reschedule any primary care visits for non-emergent needs
   - For clients in the first month of outreach, services are minimal. The goal is to make sure that their immediate needs are met (food, medicine, etc.) and that they are safe.