

Weekly Medical Directors Briefing

August 24-28, 2020

“Its not the stress that kills us, it is our reaction to it.”

--Hans Selye

This Week’s News

Addressing Psychological Stress from Smoke and Fires

After many months of dealing with the variety of changes brought about by the COVID pandemic, your clinicians, their families and your patients have been experiencing significant chronic stress. One coping mechanism for many was increased outdoor physical activity: walking, bicycling or gathering socially distanced in parks.

The unhealthy air, brought on by the large number of fires in Northern California, now makes these coping mechanisms unsafe for individuals across the state. Many individuals are dispirited by this latest 2020 disaster, on top of so many others.

Fortunately, we are likely to see the smoke clear in less than a month. It helps to know it is not as long lasting as COVID-19. Please know that we support you in our thoughts, as best as we can in this world of virtual interactions. Please give yourself a hug from us. Here is [an article](#) on the benefits of self-hugging. Now more than ever we need to tap into friends and family, as well as use tools and practices to sustain ourselves, like those found at www.greatergood.berkeley.edu.

Home Isolation and Quarantine Instructions for People with or likely to have COVID-19 AND THEIR Household or close Contact

As the number of patients diagnosed with COVID-19 has grown, larger counties are either delayed or unable to conduct timely contract tracing, with isolation and quarantine orders. As a result, in some cases, giving advice on isolation and quarantine is being delegated and decentralized.

The County of Sonoma has developed some instructional videos for people who are isolating or quarantining at their home or another residence.

Please share this information with your patients, as they are home isolating or quarantining. To note, although these videos are created by Sonoma County they are intended for all viewers in any location. All videos are available on YouTube. Chatino is a colloquial verbal only form of Spanish.

Isolation	Quarantine
English	English
Spanish	Spanish
Chatino	Chatino

Oxygen Saturation Monitors, BP Monitors, and Thermometers – No Cost for PHC Members

In response to COVID-19, PHC has obtained a limited supply of blood pressure monitors, oxygen saturation monitors, and thermometers to be given at no cost to PHC members who are patients of FQHCs, RHCs, and Indian Health Services (IHS). PHC would like your help in getting these supplies distributed to our members and your patients who would benefit from this medical equipment.

These supplies will be on a first-come, first-served basis. Interested providers will need to complete the DME Request Form on our [website](#). Complete the form and submit to request@partnershiphp.org or fax to 707-420-7855.

Providers will be expected to connect with the selected PHC members to ensure the member can use the equipment properly.

Behavioral Health, will be posted [here](#) in the coming week.

Prepare for State Prisoner Releases

Due to COVID-19, the California Department of Corrections is planning early release for about 400 prisoners in the next month into the PHC counties. They will be given 30 days of their chronic medication prescriptions and State MediCal for the first month. Most will convert to PHC MediCal the following month and assigned to a PCP the following month, long after their 30-day prescription runs out. These individuals will need to be plugged into a new PCP via virtual visit within the first month of release. If your practice has the capability of accepting new patients, virtually, we ask that you make your providers aware of this situation, and (in general) ensure that new patients are allowed virtual visits during the pandemic.

In addition, the [Transitions Clinic](#) at UCSF will be attempting to connect as many of these individuals as they can with a PCP prior to their release. If you have the capacity to accept these individuals as patients, and have a particular case manager that would be the best person for the Transitions Clinic to contact, please email Anna Steiner: anna.steiner@ucsf.edu.

Funding Opportunity for Project ECHO Diabetes

Stanford University's Project Extension for Community Healthcare Outcomes (ECHO) Diabetes, is looking for additional PCPs to join their well-run Project ECHO for Diabetes. The goal is to increase the capacity of PCPs and clinics to empower and safely, and effectively, manage underserved patients with insulin-requiring diabetes who do not receive routine specialty care. Project ECHO is an innovative "Hub-and-spoke" outreach model committed to addressing the needs of the most vulnerable populations by equipping community practitioners with the right knowledge, at the right place, at the right time. Through the use of technology, education and research, Project ECHO demonopolizes specialty knowledge and amplifies the capacity for primary care providers to provide best practice care to their patients. The model was developed out the University of New Mexico in 2003 for Hepatitis C and has since expanded to over 65 complex conditions in over 200 global sites.

Project ECHO Diabetes is a weekly video-conference based tele-mentoring and tele-education collaborative, Continuing Professional Development (CPD) accredited,

case-based learning program. By creating a unique partnership between community healthcare providers and diabetes specialists, the ECHO program and the PCP will enrich and empower each other in practice and work collectively to enhance care for underserved patients with insulin-requiring diabetes. Stanford University will serve as the “Hub” site with a team of multispecialty experts (pediatric and adult endocrinologist, primary care provider, behavior health specialist, nurse/diabetes educator, social worker) to work in partnership with “Spoke” sites (community providers and clinics like yours).

The program is accepting applications for community providers and clinics to join this initiative. Project ECHO Diabetes has cohorts beginning in February 2021 and August 2021. Thanks to the generous support of the Helmsley Charitable Trust, there is no fee to spoke sites who participate.

Apply at this link:

https://stanforduniversity.qualtrics.com/jfe/form/SV_ag9Zd5rMh04rfFj

For more information email Dr. Nicolas Cuttriss at diabetesecho@stanford.edu.

PHC Educational Opportunities and Events

Accelerated Learning Education Programs

CME/CE credits available

We acknowledge that the COVID-19 response is changing how health centers and practices approach their daily work and QIP efforts. Wishing to be mindful of the situation, we solicited feedback regarding your ability to participate in the upcoming scheduled webinars. The information received back indicates that most would like the webinars to continue as planned. We want to continue to provide education and resources to help practices on the PCP QIP measures, and will maintain the currently scheduled webinars:

Well-Child Visits in the First 15 Months of Life (W15)

Date: Tuesday, September 22, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Childhood Immunization Measures (CIS10, IMA2)

Date: Tuesday, October 06, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Improving Asthma Care and the HEDIS® Asthma Medication Ratio (AMR)

Date: Tuesday, October 20, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Announcing a New Webinar Series: 2019 PCP QIP High Performers - How'd They Do That?

During each of these webinars, two high-performing PCP's will be sharing how they were able to accomplish their high QIP scores in 2019, including: How quality works at their organization, the keys to their success and lessons learned.

Webinar #1, Dr. Martha Cueto-Salas & Swenson Medical Practice

Representing provider with less than 10,000 assigned PHC members

Date: September 17, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Webinar #2, Winters Healthcare & Alexander Valley

Representing provider 10,000 to 20,000 assigned PHC members

Date: October 08, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Webinar #3, CommuniCare & Marin Community Clinic

Representing provider with more than 20,000 assigned PHC members

Date: November 05, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Prioritizing Quality Measures

The ever-growing list of measures that PCP's must track and report in health care can be overwhelming. During this webinar we will explore three tools that will help you and your teams to prioritize measures of focus for your quality improvement work.

Date: October 01, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Virtual ABCs of Quality Improvement

CME/CE determination is pending.

This virtual training consists of five training sessions and an optional office hour session via webinar. Participants are eligible for 1:1 coaching with an Improvement Advisor after attending. These courses are free.

The Model of Improvement and Creating an Aim Statement

Date: Wednesday, October 07, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Using Data for Quality

Date: Wednesday, October 14, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Understanding the Role of Measurement in Quality Improvement

Date: Wednesday, October 21, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Office Hours with Improvement Coaches

Do you have questions related to quality improvement or need support on your quality improvement project? If so, join us. This is an optional session. Attendance is encouraged for additional support.

Date: Wednesday, October 28, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Tips for Developing Change Ideas for Improvement

Date: Wednesday, November 04, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Testing and Implementing Changes via the Plan-Do-Study-Act Cycle

Date: Thursday, November 12, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

More Details, visit our [Quality & Performance Improvement Webpage](#).

Change Management, Change Fatigue & QI

Description and registration will be provided in an upcoming newsletter.

Date: Tuesday, October 27, 2020

Time: Noon – 1 p.m.

Save the Date

Recommended Educational Opportunities Outside of PHC

On-Demand Webinars by ECHO

All available trainings are available on-demand and free of cost:

- [Leveraging Telehealth and Remote Monitoring to Support Patients with Diabetes](#)
- [Diabetes Patient Needs in the Time of COVID-19](#)
- [Continuous Glucose Monitoring \(CGM\) & Beyond A1c Targets in the Time of COVID-19](#)
- [Platforms to Support Remote Diabetes Monitoring in your Practice in the Time of COVID-19](#)
- [COVID-19 & Sick Day Management for People with Diabetes](#)
- [Identifying High-Risk Diabetes Patients for COVID-19 Triage](#)
- [Insulin Dosing & Therapeutic Inertia in the Time of COVID-19](#)
- [DPP-4 Inhibitor, GLP-1 Receptor Agonist, & SGLT Inhibitor Therapies](#)
- [Tackling Therapeutic Inertia: American Diabetes Association Standard of Care Updates](#)

Sharpening Our Vision for Compassionate Care in the Face of Serious Illness

The Coalition for Compassionate Care of California has moved its excellent annual conference to a virtual format. PHC is sponsoring continuing medical education credit for this event. The content has been concentrated down to two half days of nationally recognized speakers, with an optional virtual poster session in the evening between events. Full details will be posted in the next week or so.

Date: August 24-25, 2020

Time: 8 a.m. – Noon

[Sign-Up Now](#)

2020 State of the Art Conference for Substance Use Disorder

CME/MOC credits available

CSAM State of the Art brings together national experts to share frontiers of research, treatments, and policies in the field of Addiction Medicine. This year we do so under the overarching theme of **Frontiers of Access to Care**. Due to the pandemic, our conference will be entirely virtual, and for the first time will span across four weeks. Leading up to the plenaries, half-day workshops will be offered in primary care for individuals with addiction; implementation of treatment in correctional health; motivational interviewing, and addiction psychiatry. The CSAM Addiction Medicine Board Exam Preparation Workshop will be offered August 28th and 29th, and then be posted on the Education Center. Poster presentations will be available on demand.

Dates: August 28 – September 25, 2020

[Sign-Up Now](#)