

# Weekly Medical Directors Briefing

## April 20-24, 2020

### Ring Theory of Talking about Grief and Loss

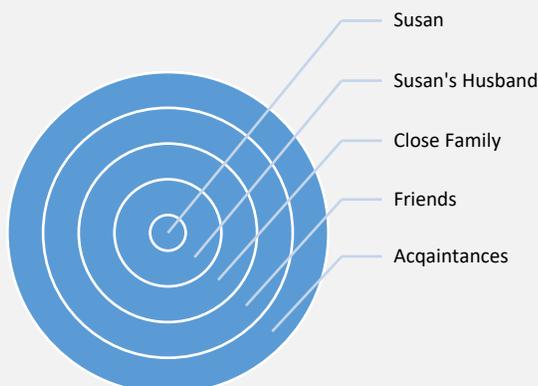
“When Susan had breast cancer, we heard a lot of lame remarks, but our favorite came from one of Susan’s colleagues. She wanted, she needed, to visit Susan after the surgery, but Susan didn’t feel like having visitors, and she said so. Her colleague’s response? ‘This isn’t just about you.’

‘It’s not?’ Susan wondered. ‘My breast cancer is not about me? It’s about you?’”

-Susan Silk, Clinical Psychologist

In 2013, [Susan Silk came up with a technique](#) to help people avoid this mistake, a conceptualization she calls Ring Theory.

First, draw a small circle and put the name of the person who suffered the trauma or loss into the circle, the first ring. Next, you make a slightly larger circle around the first ring. Write the name(s) of the person who is closest to the person in the center. Another ring holds the names of the close family and friends of the person in the second ring. This process continues in sequential circles to more distant family and friends, to co-workers and acquaintances to those people who just hear about the trauma but don’t even know anyone. It might look something like this:



Second, remember this: *Comfort IN, Dump OUT*. Individuals should offer only comfort to those on circles inside their ring, NOT compare the situation with their own experience or complain to them about how they are behaving. To individuals in outer rings, venting is OK and therapeutic.

This framework helps with understanding how to talk to people involved in various stresses and traumas related to the COVID-19 pandemic. Pediatrician [Dorothy Novick describes the behavior](#) of well-meaning but inappropriate friends outside of her ring in the front line of providing clinical care in Philadelphia, sending articles about clinicians who became sick and died of COVID-19.

As she summarized in her article, “If you care about a health-care worker on the front lines of this crisis, imagine the circles and decide where you land. Then send your love in. Tell us you are proud and you believe in our mission. It’s fine to say you are worried. We feel loved when you ask about our days and remind us to be careful. But if you are having a dark moment full of doomsday predictions, if you are crying for fear we will die, please know this increases our anxieties. Please process your worst nightmares with others.”

In this spirits, we on the outer ring of your lives here at PHC send our deepest gratitude and appreciation to the leadership you provide to the clinicians and staff of your practices and health centers. We are happy to hear your concerns and worries and complaints about the pandemic or anything related to our health care delivery system. We are here to support you.

## Spring 2020 PHC Regional Medical Directors Meeting Changes to Virtual Meetings

Due to rising concerns of social spacing, due to COVID-19, the Spring PHC Regional Medical Directors Meetings are not only rescheduled but also accessible virtually.

Meetings that were previously scheduled on Friday, April 17, 2020 (Redding), April 27, 2020 (Eureka), May 1, 2020 (Ukiah), and May 8, 2020 (Novato) are now available on the following dates:

**Date:** Friday, May 8, 2020

**Time:** 8:30 a.m. – 11:30 a.m.

[Sign-Up Now](#)

**Date:** Friday, May 22, 2020

**Time:** 9 a.m. – Noon

[Sign-Up Now](#)

**The content will be the same on both dates**, allowing the staff you want to attend to choose one or the other.

In response to suggestions from prior meetings, we are testing a new modular meeting format. This will allow you to have appropriate members of your team come to one or more portions of the meeting, depending on their interest. Our goal is to make the level of discussion, for all topics, to be of interest for all clinical leaders.

## Maintaining Childhood Immunizations During COVID-19

Both the American Academy of Pediatrics (AAP) and the Centers for Disease Control and Prevention (CDC) have provided recommendations for prioritizing childhood immunizations and strategies to help reduce the spread.

### Prioritizing Immunizations

- For practices that provide limited well child visits: prioritize newborn care and vaccination of infants and young children (through 24 months of age).
- Rescheduling well visits for those in middle childhood and adolescence to a later date.

### Strategies to Reduce Spread

- Separate well visits (schedule in the morning) from sick visits (schedule in the afternoon).
- Place sick visits in different areas of the clinic.
- Clinics that have multiple sites might consider using one location for well visits and another location for sick visits.
- Collaborate with other practices in the community to identify locations to hold well child visits.

- Increase the use of telehealth and “drive through” testing for sick visits, if available.

**Important:** Before referring to any Local Health Departments Immunization Clinics consider checking their availability, as they might be limited or not available.

### **Temporary Relocation of California Vaccines for Children (VFC) Location**

To support safe handling of immunizations, the VFC program will expedite the enrollment of temporary alternative sites, as well as grant approval of the relation of immunization services for an enrolled location. Please refer to

<https://eziz.org/vfc/enrollment/>.

**Questions?** Please contact the VFC Customer Center at (877) 243-8832.

## **PHC Educational Opportunities and Events**

### **Webinar: Accelerated Learning Education Program (ALEP): Childhood Immunization Measures (CIS10, IMA2)**

**CME/CE credits are available for this course.**

This learning session will cover the Healthcare Effectiveness and Data Information Set (HEDIS®) and the Primary Care Provider Quality Incentive Program measures.

#### **Objectives:**

- Overview of clinical measure specifications and threshold definitions
- Present documentation recommendations/highlights to maximize measure adherence
- Review best and promising practices to close gaps in care
- Overview of performance improvement strategies and tools

**Targeted Audience:** This session is intended for clinicians, practice managers, quality improvement teams, and staff who are responsible for participating and leading quality improvement efforts within their organization.

**Date:** Wednesday, April 29, 2020

**Time:** Noon – 1 p.m.

[Flyer](#)

[Sign-Up Now](#)

### **Webinar: Treatment Options? What Treatment Options? Making Sense of Methamphetamine**

Withdrawal from chronic alcohol consumption can range in severity from mild to very severe, with life-threatening delirium tremens. The physician or other clinician performing the history, physical exam, and lab evaluation has an important responsibility: to anticipate which patients are more likely to have a complicated withdrawal requiring more intensive monitoring. Lower risk patients can often be managed while living at home with close follow-up.

**Presenter:** PHC Clinical Director of Behavioral Health, Dr. Jeff DeVido

**Access the Recorded Webinar** through the PHC Website, on our [Wellness and Recovery Webinars](#) page.

## Recommended Educational Opportunities Outside of PHC

### Webinar: Building Trauma-Informed Connections via Telehealth during COVID-19

This webinar will cover the importance of, and opportunities for, maintaining trauma-informed connections with patients using telehealth during the COVID-19 emergency.

**Date:** Wednesday, April 29, 2020

**Time:** Noon – 1 p.m.

[Sign-Up Now](#)

### Webinar: Buprenorphine Waiver Training

**CME credits are available for this course.**

Buprenorphine/naloxone is FDA approved for youth age 16 and older with severe opioid use disorder.

This half-day Zoom course will satisfy half of the 8-hour training requirement needed to receive the DEA waiver to prescribe buprenorphine/naloxone for the treatment of opioid use disorder. Clinicians will need to complete the second half of the training online after completion of the four-hour live course.

**Who should attend?** Pediatric Providers Only!

**Date:** May 8, 2020

**Time:** 8 a.m. – 12 p.m.

**Location:** Zoom

Note: you will be required to be on with the video the entire four hours to get credit.

[Sign-Up Now](#)