



Evolving Care Team Models in the Context of the Pandemic and Strategies to Assess Provider Satisfaction

April 21, 2021



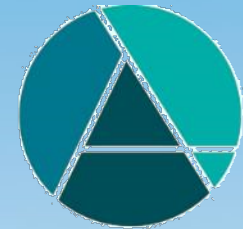
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COVID-19 Update in the United States

April 21, 2021

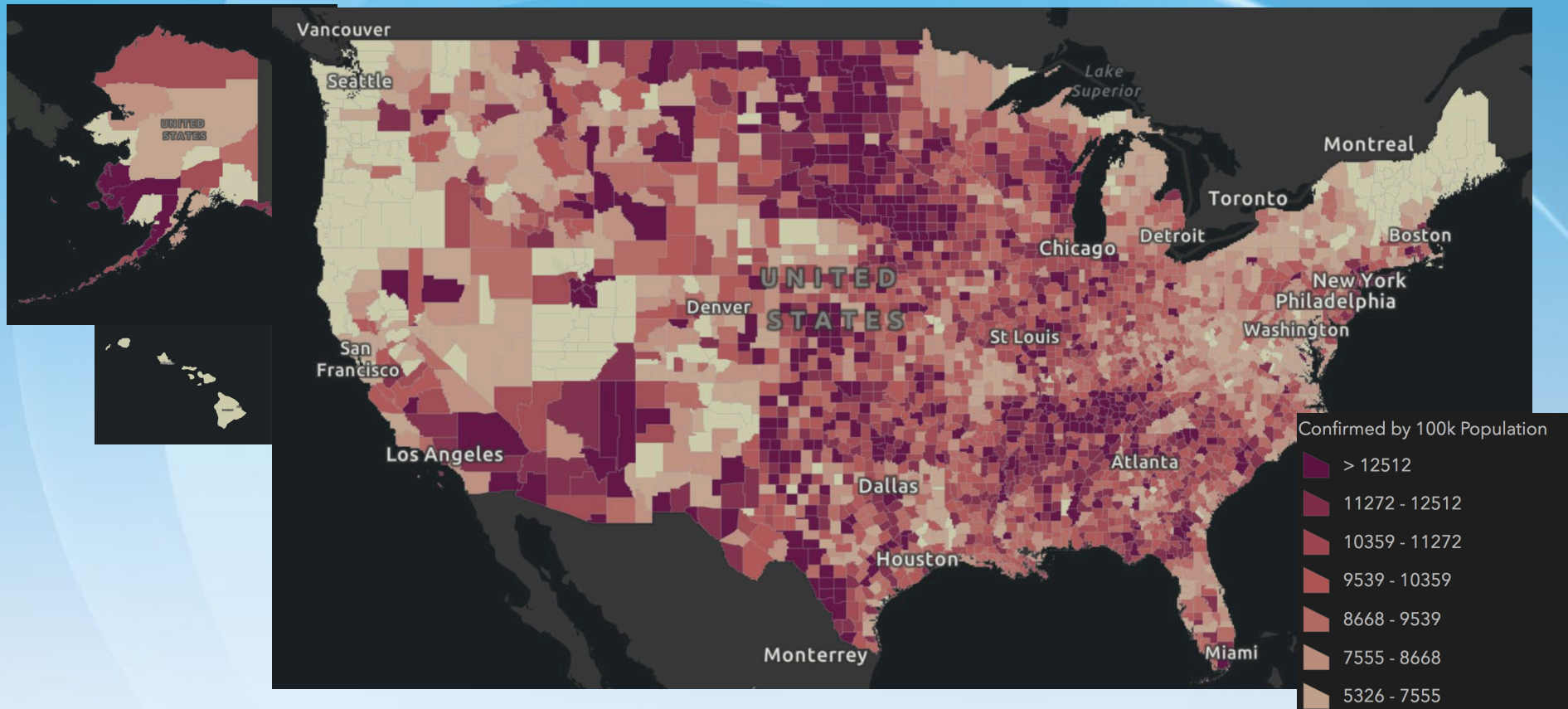


Stephen Scholand, MD
Infectious Disease Specialist, Midstate Medical Center

www.living.aahs.org



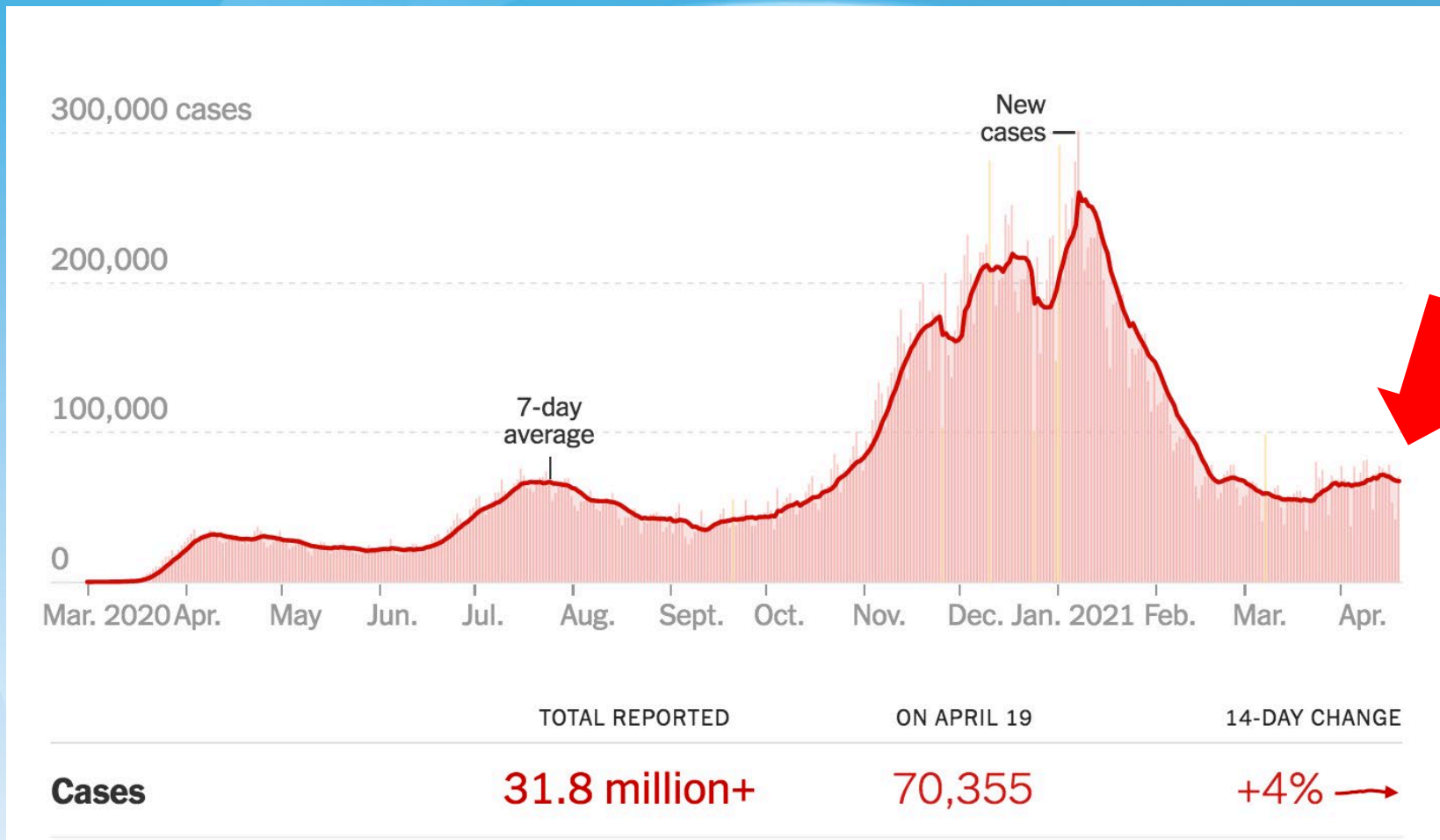
COVID-19 in the United States



31,785,779 cases on 4/20/21 with 568,416 deaths



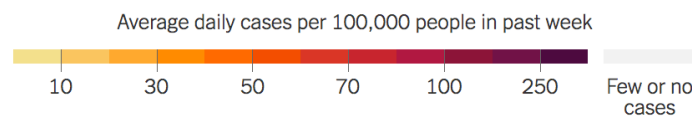
<https://coronavirus.jhu.edu/us-map>



Sigh...

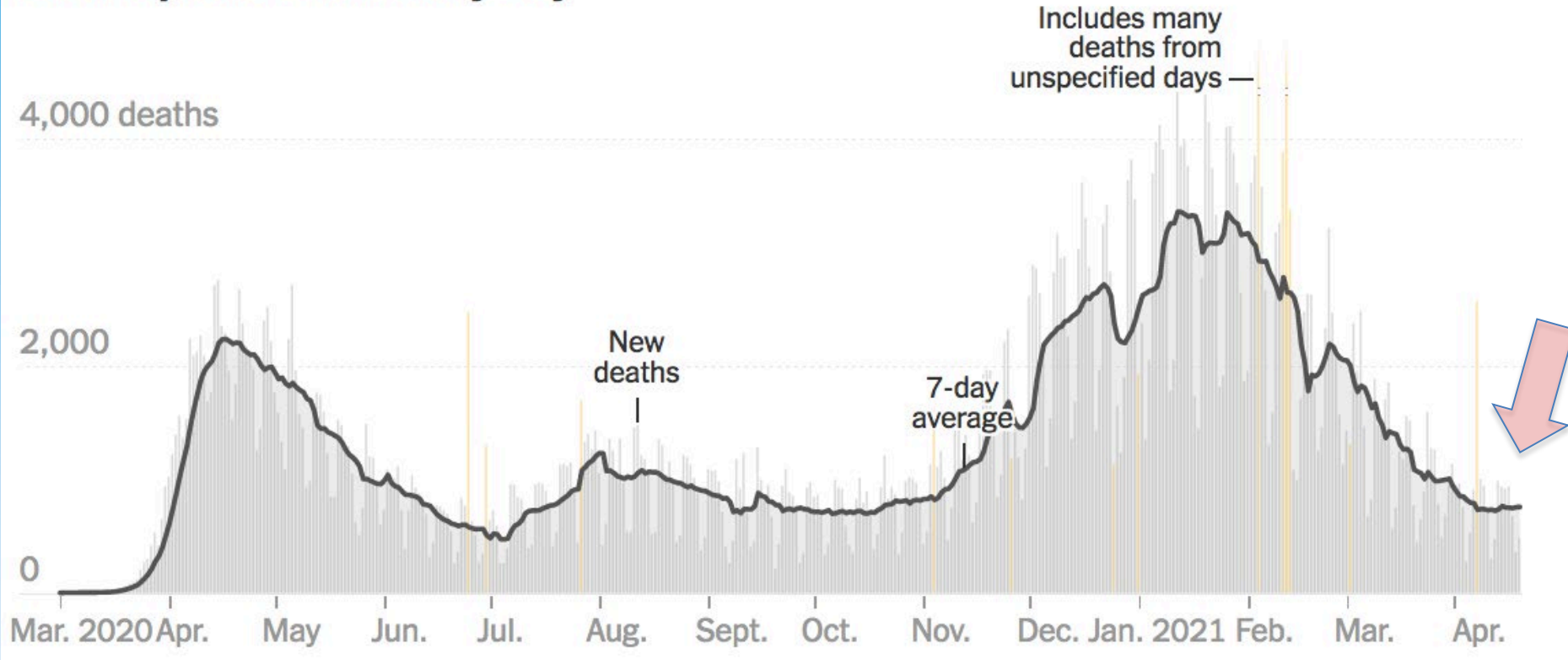
<https://www.nytimes.com/interactive/2020/us/coronavirus-us-cases.html>





How Many 'Jet Liners'? A320 seats 182 passengers

New reported deaths by day



Deaths

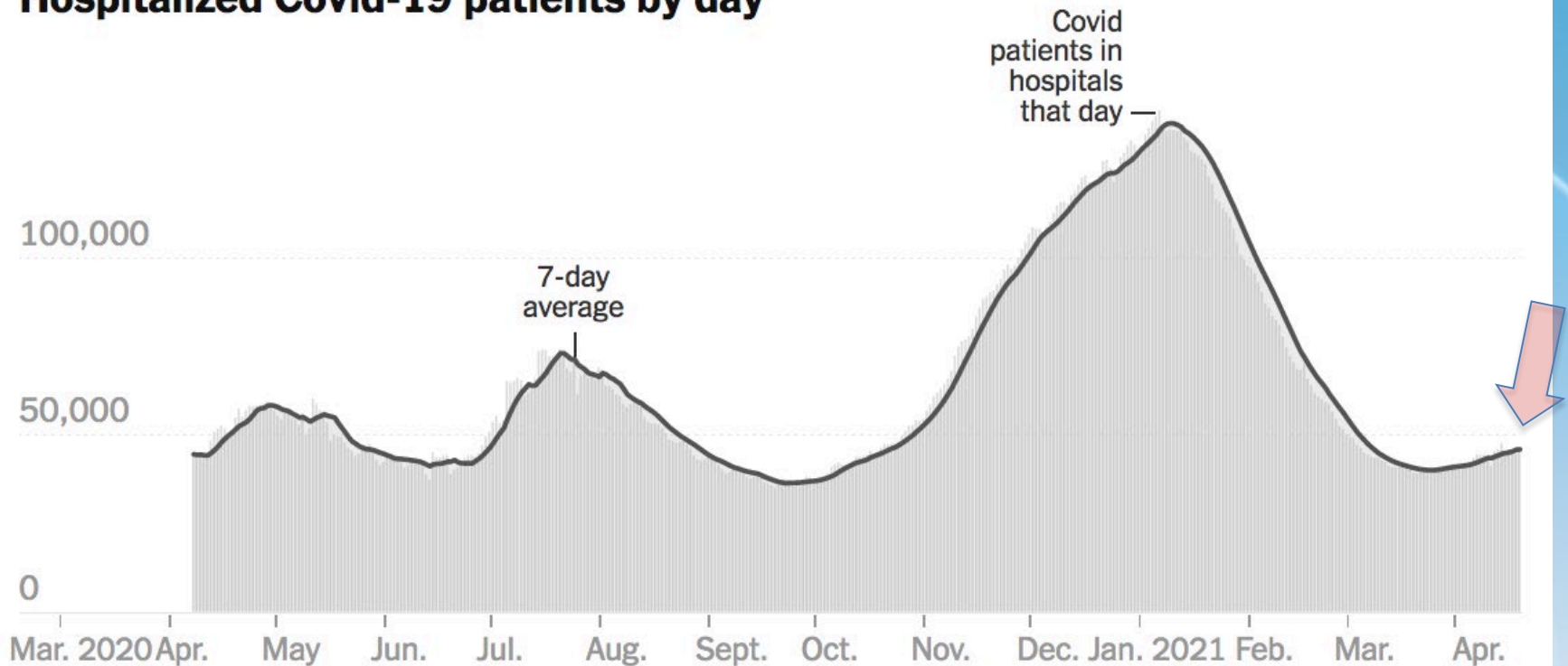
567,969

483

-5% →

Pressure on Hospital Systems

Hospitalized Covid-19 patients by day



Hospitalized

45,772

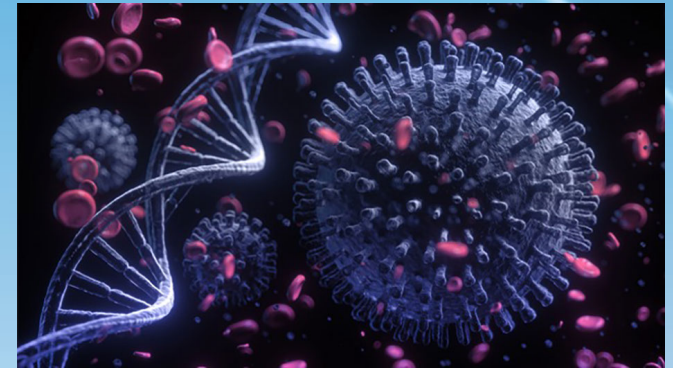
+10% →



<https://www.nytimes.com/interactive/2020/us/coronavirus-us-cases.html>

The Danger of Variants

- **Variants of Interest**
B.1.525, B.1.526, P.2
- **Variants of Concern**
B.117, B1.351, P.1
B.1.427 and B.1.429 (first detected in California)
- **Variants of High Consequence**

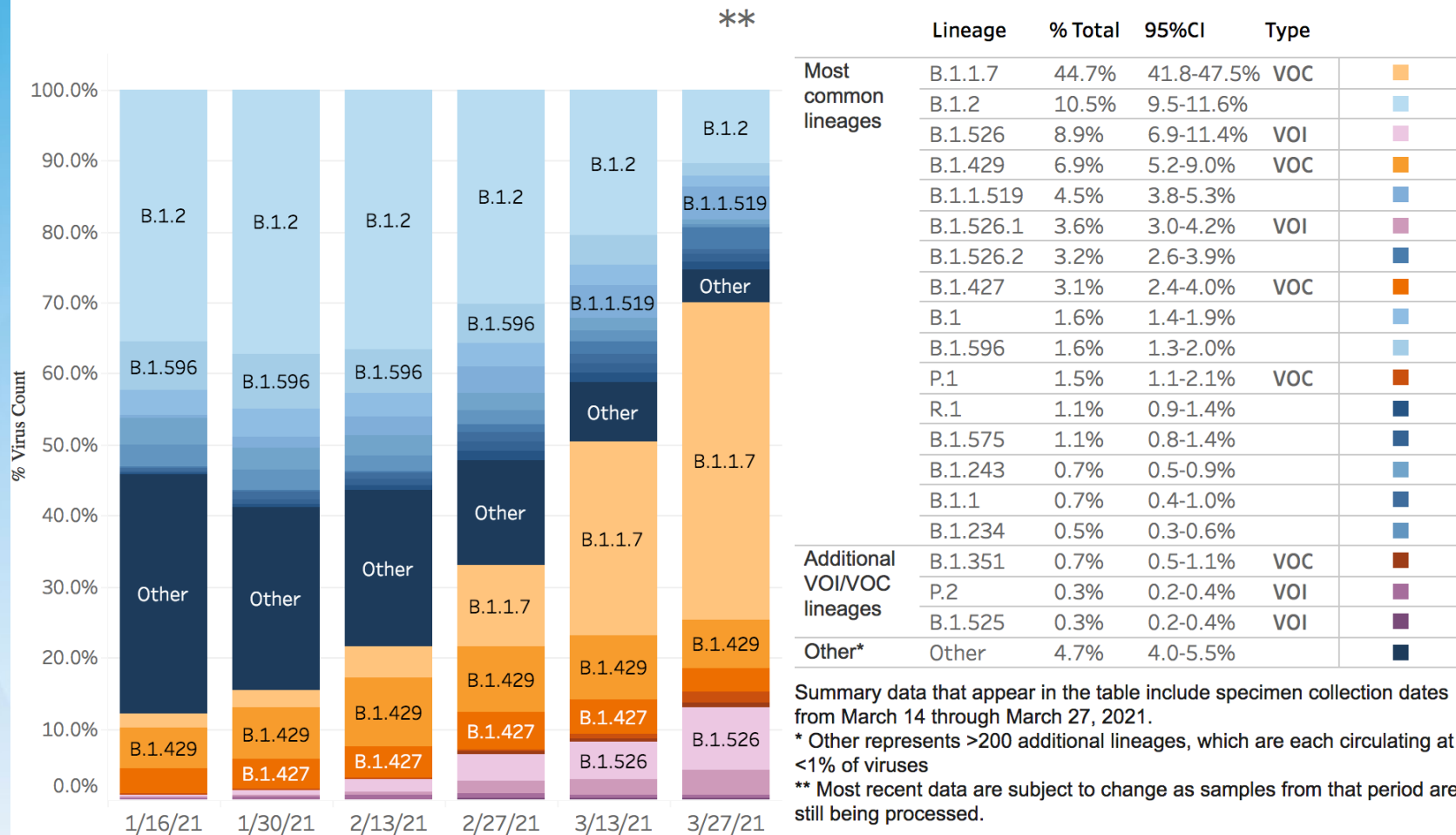


www.cdc.gov/coronavirus/2019-ncov/cases-updates/variant-surveillance/variant-info.html#Interest



SARS-CoV-2 Variants Circulating in the United States

SARS-CoV-2 Variants Circulating in the United States, January 3 – March 27 2021



Collection date, two weeks ending

www.cdc.gov/coronavirus/2019-ncov/transmission/variant-cases.html

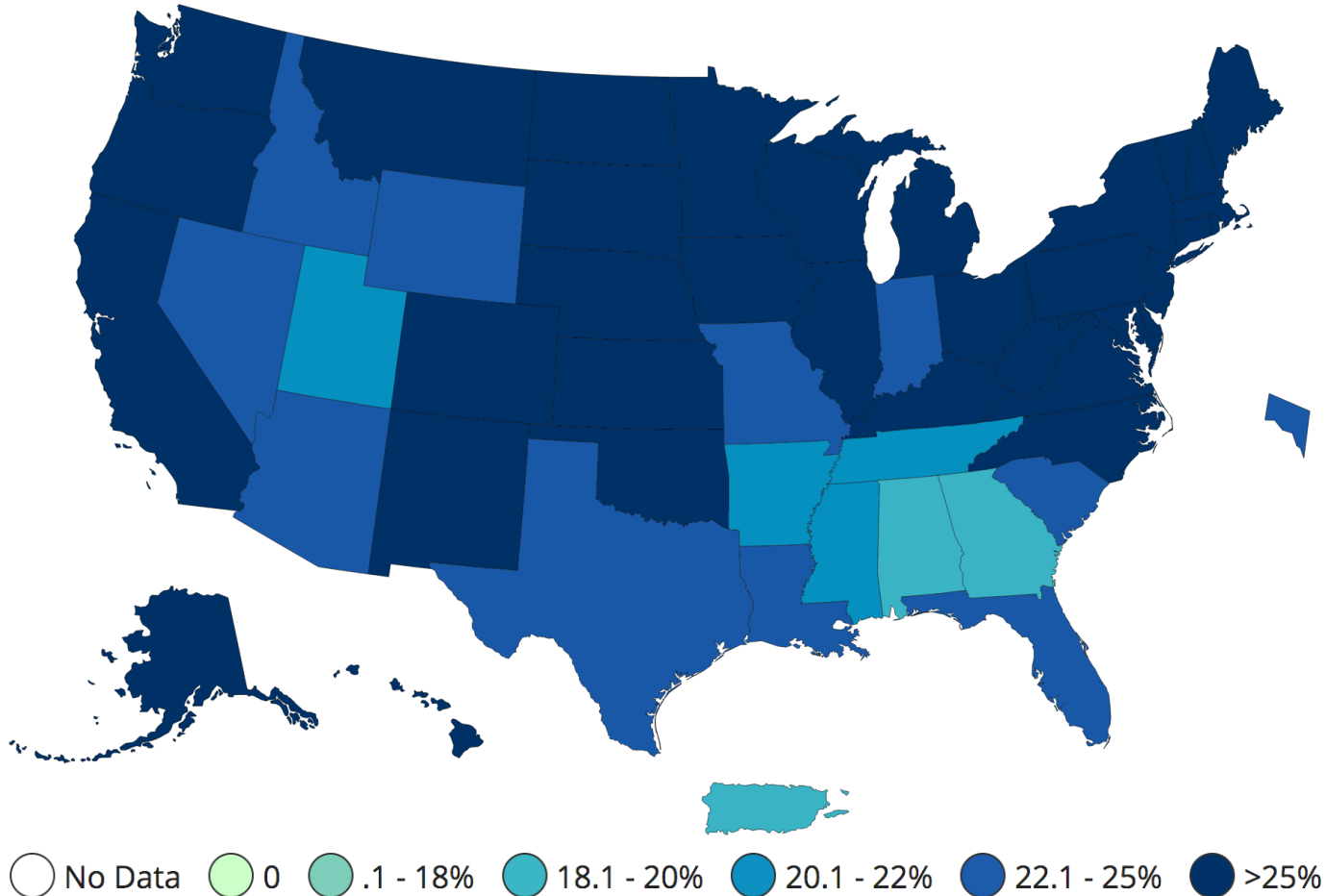
COVID-19 Vaccinations Across the Nation

		People Vaccinated	At Least One Dose	Fully Vaccinated
Total Vaccine Doses				
Delivered	272,030,795	Total	133,266,995	86,223,506
		% of Total Population	40.1%	26%
Administered	213,388,238	Population ≥ 18 Years of Age	131,891,158	85,905,969
Learn more about the distribution of vaccines.		% of Population ≥ 18 Years of Age	51.1%	33.3%
		Population ≥ 65 Years of Age	43,935,122	35,630,188
		% of Population ≥ 65 Years of Age	80.3%	65.1%

<https://covid.cdc.gov/covid-data-tracker/#vaccinations>



Percent of People Fully Vaccinated Reported to the CDC by State/Territory and for Select Federal Entities for the Total Population



<https://covid.cdc.gov/covid-data-tracker/#vaccinations>



Trusted Resources

- Nuvance Health 2600+ articles reviewed:
<https://spark.adobe.com/page/Kw6X8Xg2zPhBm/>
- CDC:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
<https://emergency.cdc.gov/coca/calls/2021/>
- WHO:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Johns Hopkins:
<https://coronavirus.jhu.edu/map.html>
- Others
<https://www.thelancet.com/coronavirus>
<https://covidactnow.org/>



ABOUT THIS SERIES



Mitigating Burnout and Maintaining Provider Satisfaction During Vaccination Rollouts



This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$625,000 with 0 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov)

ABOUT THIS SERIES



MITIGATING BURNOUT AND MAINTAINING PROVIDER SATISFACTION DURING VACCINATION ROLLOUTS

- **March 31, 2021** – Session 1: Engagement Strategies to Mitigate Burnout During Vaccination Rollout
- **April 7, 2021** – Session 2: Strategies to Support Provider Satisfaction Among Nurses in the Pandemic Workplace
- **April 21, 2021** – Session 3: Evolving Care Team Models in the Context of the Pandemic and Strategies to Assess Provider Satisfaction

ACCESS RECORDINGS



chcworkforce.org

Evolving Care Team Models in the Context of the Pandemic and Strategies to Assess Provider Satisfaction

Gary Wallace

*Director, Community Engagement and Relations
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*Director, Center for Key Populations
Community Health Center, Inc.*

Marie Yardis

*Director, Access to Care
Community Health Center, Inc.*

Mary Blankson DNP, APRN, FNP-C, FAAN

*Chief Nursing Officer
Community Health Center, Inc.*



CHC Mass Vaccination Clinics

Gary Wallace

Director of Community Engagement and Relations, CHC Inc.
Site Lead, Middletown Wesleyan University Mass Vaccination Clinic

Team Members:

Nurse Lead, Vaccinator & Testing Staff, National Guard (3 Squads), IT Support

Addressing Satisfaction:

- Open communication is essential
- Strategically schedule meetings
- Intentionally looking for ways to boost morale and build a strong community

CHC Center for Key Populations

Kasey Harding

Director of the Center for Key Populations

Team Members:

65 staff members broken down into clinical, non-clinical, and support staff roles

Addressing Satisfaction:

- Communication is key
 - Validating feelings of sadness and being overwhelmed
 - Hard conversations about needs and concerns
- New strengths discovered
 - Finding hidden talents among staff members across different fields

CHC COVID Support Team

Marie Yardis

Access to Care Director

Team Members:

- Access to Care Team: Community Health Workers, Eligibility and Access Coordinators
- COVID Testing Support Team: School Based Medical Assistants, Care Coordinators, Dental Hygienists, Dentists, IT, Human Resources, Weitzman Institute

Addressing Satisfaction:

- Understanding team members' strengths and concerns
- Always being available for questions from team members
- Being cognizant of team members' time away and family needs

CHC Nursing Staff

Mary Blankson DNP, APRN, FNP-C, FAAN
Chief Nursing Officer

Team Members:

100 MAs, 20 LPNs, 60 RNs, 100 Vaccination Nursing Staff

Addressing Satisfaction:

- Communication is key
 - Early and often
 - Not downplaying challenges
- Accessibility to staff
 - Leadership working side by side on site
 - Visiting sites for staff to ask questions in person
 - Offer in person support

Thank You!

To learn more about The Path Forward series
WeitzmanLearning.org/the-path-forward

To view previous COVID-19 sessions:
WeitzmanLearning.org/coronavirus

