

Rising to the Challenge

Open Door's Response to COVID-19

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Chief Medical Officer



OPEN DOOR

FAMILY MEDICAL CENTER

Open Door Family Medical Center

- Federally Qualified Health Center
- Established in 1972
- We have over 100 clinicians and another 50+ residents
- 6 integrated health facilities and 8 school-based health centers
- Taking care of just under 60,000 patients

Started testing March 9, 2020

- Open Door began testing for SARS-CoV2 on the very first day the LabCorp began accepting specimens in New York State
- It was still more or less “business as usual” through that first week



When the Pandemic Hit...

We initially adhered to the CDC's guidance on testing, but then liberalized testing parameters when it became apparent the virus was already widespread

Quickly moved to set up "Well" and "Sick" partitioning in all our sites, including testing tents at some locations



When the Pandemic Hit...

Staffed entry points with team members in PPE, taking temperatures and symptom-screens of patients and staff coming on-site

Set up a COVID-19 clinician triage line



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Open Door's Communications: Staff

Staff-focused efforts included

- Frequent email blasts
- Use of Microsoft Teams
- Videos

Open Door's Communications: Patients

Community/Patient-focused efforts included:

CareMessage blasts

Videos (Facebook, YouTube)

Expanded Call Center presence

Covid-19 Clinician Triage

General email – Hello@odfmc.org - created

TeleHealth



Prior to the pandemic, Open Door did not have a significant TeleHealth presence

In-person visits plummeted in the first few weeks of the pandemic. We began Phone visits (initially just triaging, and then billable visits) in mid-March

Video visits in Behavioral Health and Medical started towards the end of March, initially using UpDox

TeleHealth

TeleHealth rose rapidly thereafter, peaking at more than half of all visits. Many clinicians started using Doximity on their own, but we have kept UpDox as an option

In-person visits began rising again in the early summer, but TeleHealth visits have remained steady at just under 40% since July



Open Door created a screening checklist for all our staff to complete before coming on site, BEFORE this became a State-wide norm.

Structured form is emailed to all staff at 6 am

Screening Checklist

Open Door Screening Checklist

September, 2020

Date: *

09/27/2020

Date

Please enter your Open Door email address *

jdoe@odfmc.org

Will you be working on site at any time today? *

- Yes
 No

Which site will you be working at today? If you plan to go to more than one site, please enter which site you will be going to FIRST.

- 2 Church Street
 64 Merritt Street
 Brewster
 Mamaroneck
 Mt Kisco
 Ossining
 Port Chester
 Sleepy Hollow
 School Based Center
 Saugerties
 Other

Do you have a fever or other symptoms that may be associated with COVID-19?

Submit

Clear Form

Open Door's Patient Tracing program

Our team of Licensed Master Social Workers (LMSW) perform outreach for patients with COVID-19 to assess for:

- Testing/tracing needs

- How patients were isolating in homes

- Equipment needs (thermometers, pulse ox)

- Food insecurity (food drops made, as needed)

Our Data, Our Story



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Open Door SARS-CoV2 testing

- Open Door began testing for SARS-CoV2 on March 9th, 2020
- We asked Care Teams to notify our Rapid Response Team of every positive case along with data that we used to populate an Excel spreadsheet, shared in Microsoft Teams



Open Door's COVID-19 Grid

“The Grid” of cases was populated with the following data points;

Date of Testing

Date of Result notification

Presenting symptoms

Disposition

Open Door's COVID-19 Grid (sample)

Account Num	Date of Testing	Date of Result	Patient Notif	Presenting Symptoms	Disposition	Pregnant
267972	3/23/2020	3/26/2020	Yes	F, CD, M	convalesced	no
268610	3/23/2020	3/25/2020	Yes	F, M, CD	convalesced	no
269027	4/27/2020	4/28/2020	Yes	M	convalesced	no
270635	4/27/2020	4/28/2020	Yes	F, M, CD, GI	convalesced	no
271215	4/17/2020	4/22/2020	Yes	CD, CP, NC, M, SOB	convalesced	no
271822	3/20/2020	3/25/2020	Yes	ST, F, M, CD	convalesced	no
272042	4/24/2020	4/25/2020	Yes	HA, M, F, CD, NC, ST	convalesced	no
273328	4/10/2020	4/14/2020	Yes	CD	convalesced	no
276987	3/18/2020	3/25/2020	Yes		convalesced	no
277239	5/12/2020	5/13/2020	Yes	F, C	convalesced	no
277868	3/30/2020	3/25/2020	Yes	NC, GI, CD, M	convalesced	No
278104	4/20/2020	4/23/2020	Yes	F, M, NC, SOB, GI	convalesced	no
280119	5/5/2020	5/6/2020	Yes	F, M	convalesced	no
280214	4/1/2020	3/25/2020	Yes	F, HA, M,	convalesced	no

The Data tells A Lot!

Having a robust database allowed us to gather information with which we kept our staff informed at least twice a week, including our testing positivity rate, hospitalization rate, and death rate.

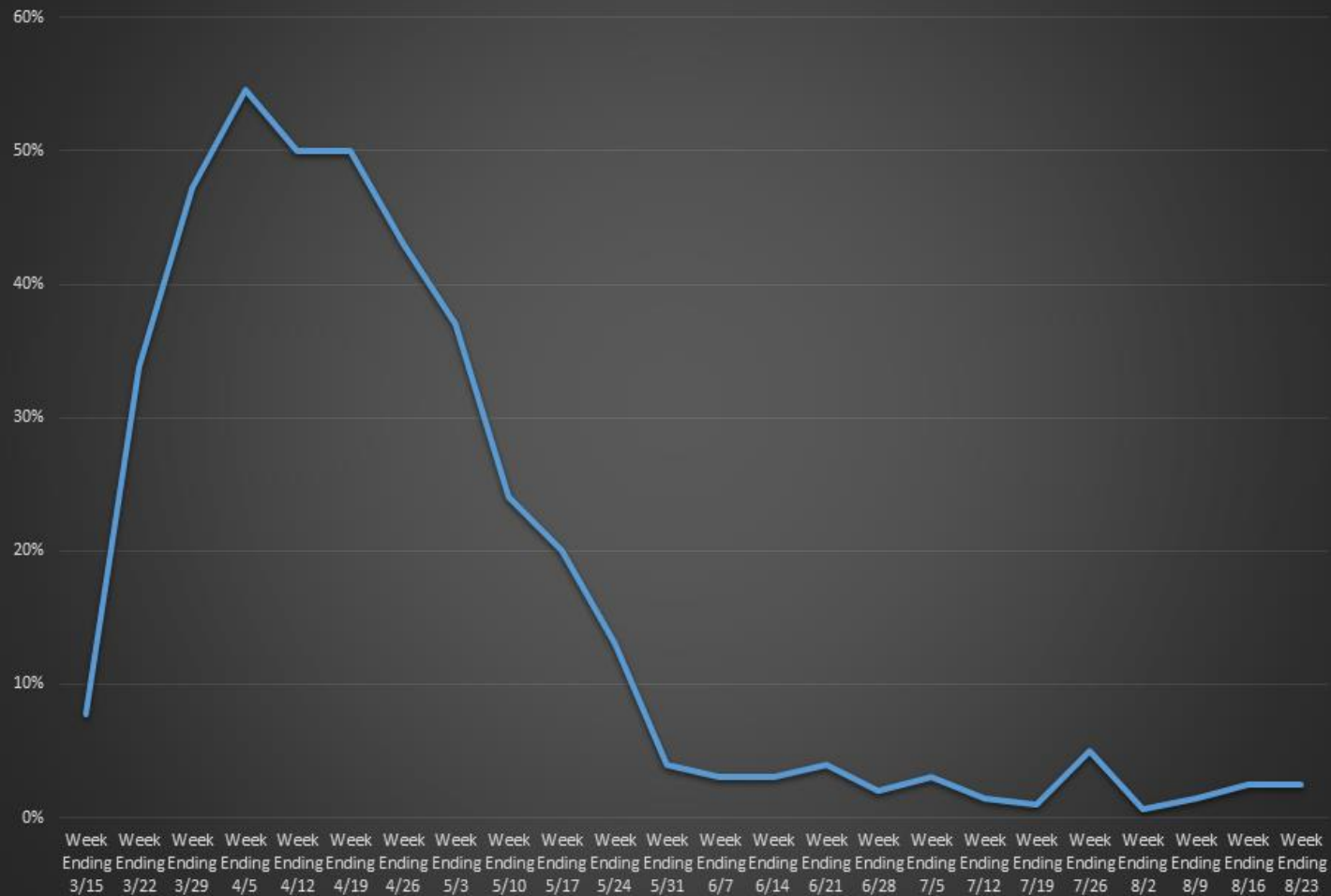


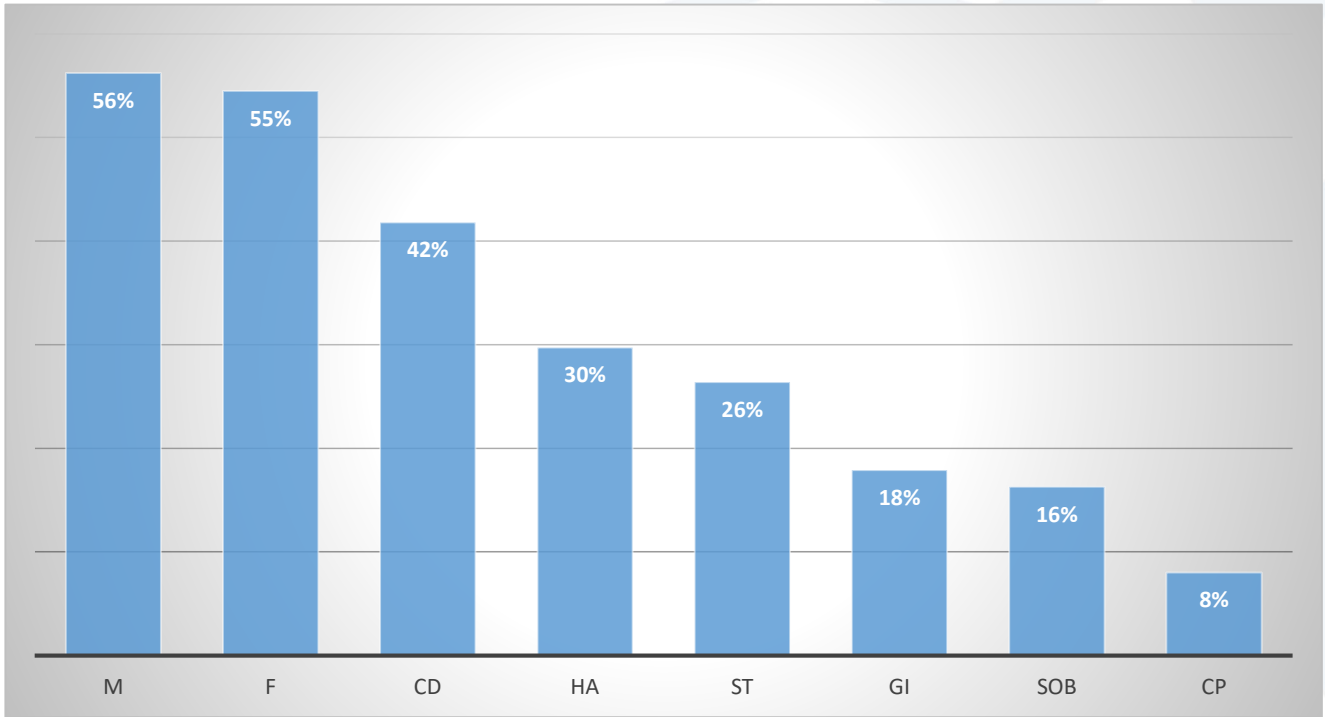
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Open Door SARS-CoV2 testing

- Open Door began testing for SARS-CoV2 on March 9th, 2020
- As of September 26th, we have had 1,691 patients with a positive PCR test
- Case finding rate has been fluctuating between 1% to 5.5% for the past 4 months, after peaking at 55% in early April

Open Door Family Medical Centers COVID-19 Case Finding Rate



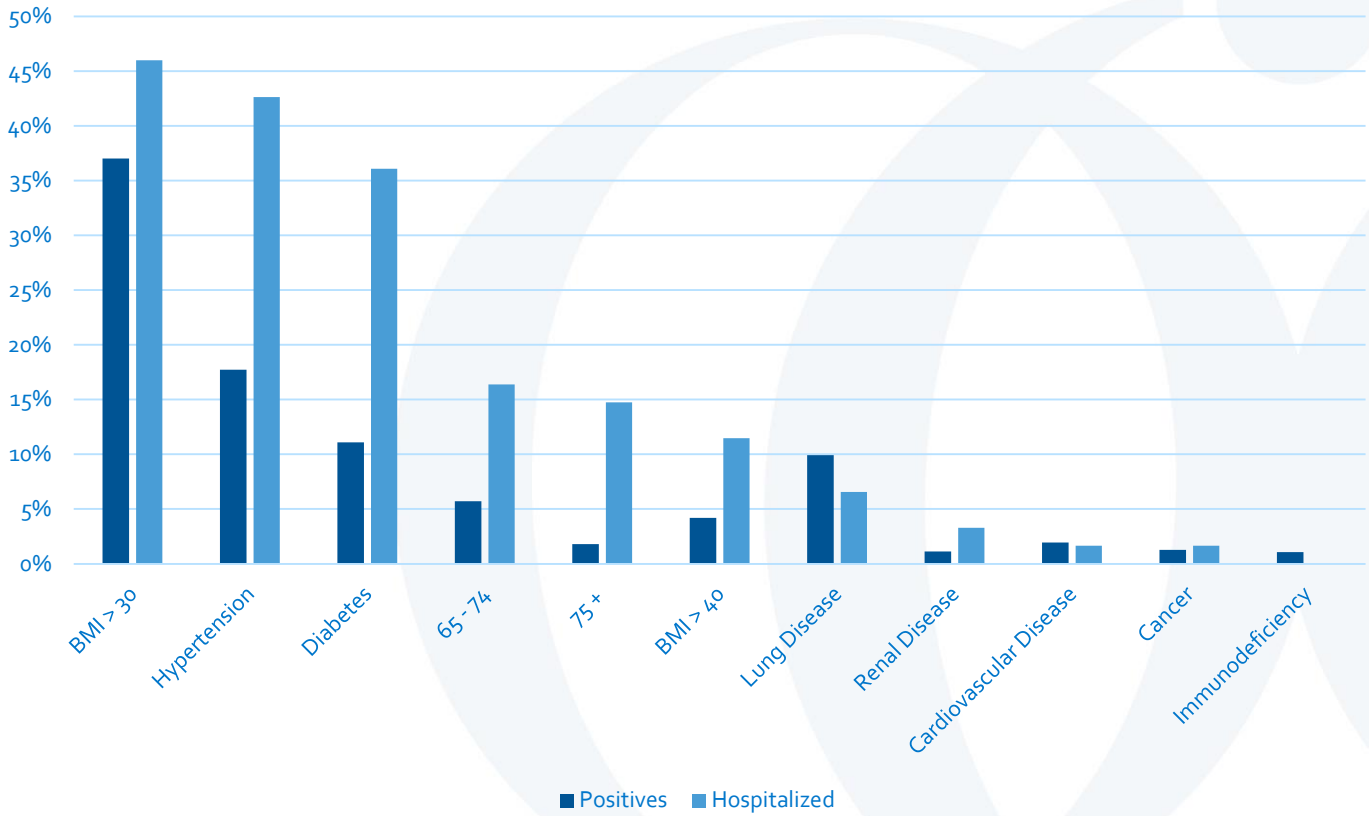


Prevalence of Presenting Symptoms

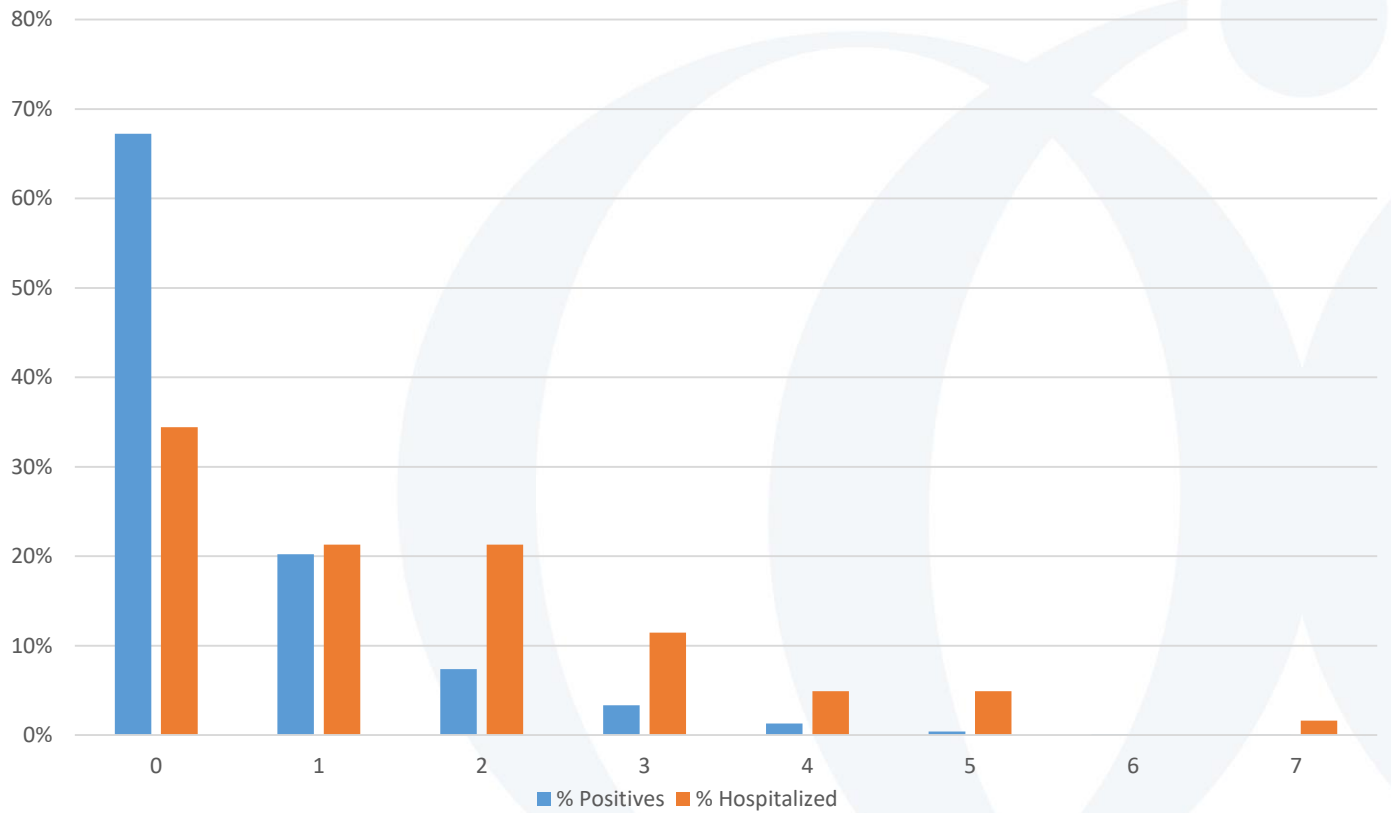
3/9/20 – 6/18/20

Name	Qualifying Population	Weight
Diabetes with End Organ Damage	Patients with Diabetes with End Organ Damage	2
75 or older	Patients 75 and up	2
Hypertension	Patients with Hypertension	1
BMI >= 40	Patients with BMI >= 40	1
Immunodeficiency	Patients with Immunodeficiency	1
Cancer	Patients with Cancer	1
Metastatic Solid Tumor	Patients with Metastatic Solid Tumor	1
Cardiovascular Disease	Patients with Cardiovascular Disease	1
Lung Disease	Patients with Lung Disease	1
Diabetes without End Organ Damage	Patients with Diabetes without End Organ Damage	1
Between 65 and 74	Patients between 65 and 74	1
Renal Disease	Patients with Renal Disease	1
Moderate or Severe Liver Disease	Patients with Moderate or Severe Liver Disease	1

COVID Risk Scoring

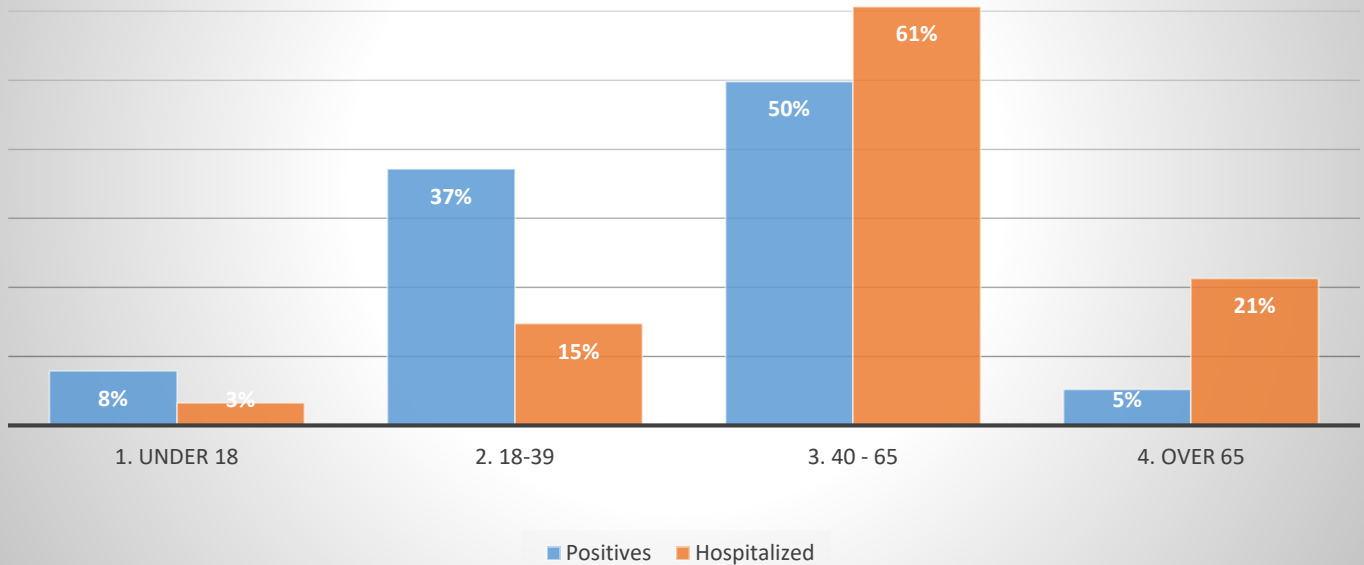


COVID Risks



76% of hospitalized patients had at least one COVID Risk.





Age Groups of COVID Positive Patients

Hispanic	88%
More than one Race	6%
Black or African American	4%
Medicaid or Medicare	32%
Uninsured	48%

Additional Demographics

Open Door patients with positive SARS-CoV2	1,854
Patients Tested at ODFMC	1,691
Hospitalized	61 (3.3% of total)
Deceased	19 (1.0% of total)

Hospitalization and Mortality data

COVID-19 Hospitalization and Death by Race/Ethnicity

Updated Aug. 18, 2020

[Print](#)



Race and ethnicity are risk markers for other underlying conditions that impact health — including socioeconomic status, access to health care, and increased exposure to the virus due to occupation (e.g., frontline, essential, and critical infrastructure workers).

Rate ratios compared to White, Non-Hispanic Persons	American Indian or Alaska Native, Non-Hispanic persons	Asian, Non-Hispanic persons	Black or African American, Non-Hispanic persons	Hispanic or Latino persons
Cases ¹	2.8x higher	1.1x higher	2.6x higher	2.8x higher
Hospitalization ²	5.3x higher	1.3x higher	4.7x higher	4.6x higher
Death ³	1.4x higher	No Increase	2.1x higher	1.1x higher

From CDC: Cases, Data and Surveillance



Our Fatalities Skew towards Younger Essential Workers

In total, we are aware of 19 Open Door patients who have died of COVID-19

15 male (79%) and 4 female (21%)

12 under the age of 65 (63%) and 7 aged 65 and older (37%)

U.S. data: 80% of deaths have been in those age 65 and older

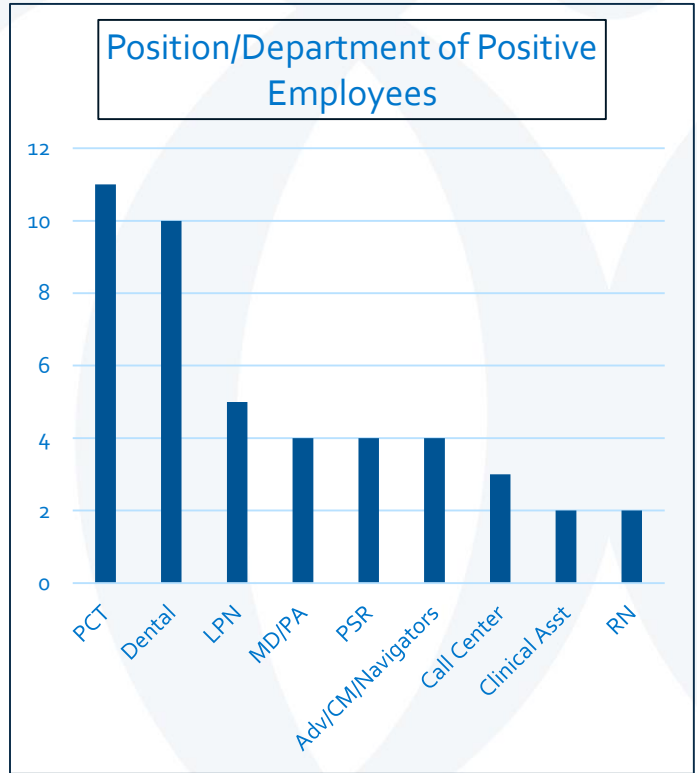
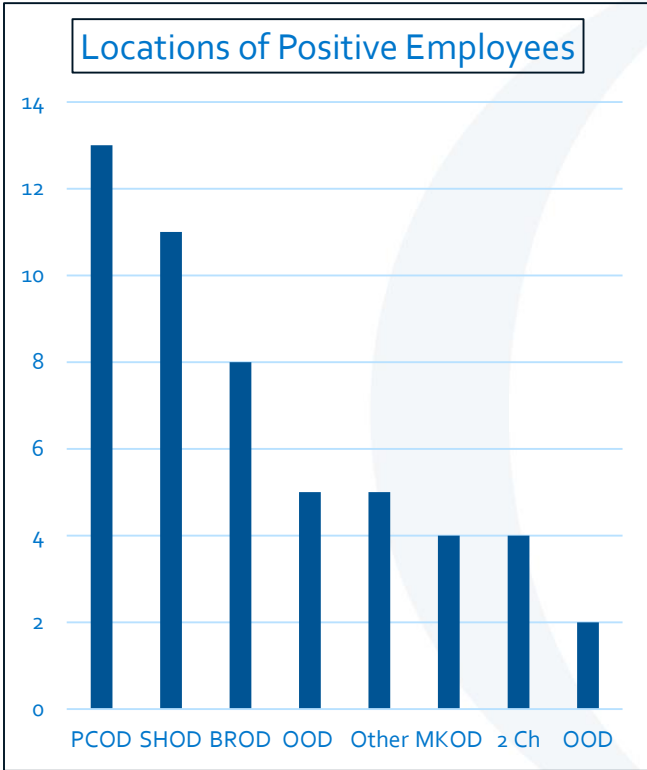
Open Door's PPE Situation

Only test if we can protect our Staff and Patients!

Consistent highlighting on importance of PPE

Aggressive procurement – new vendor relationships

Reduced burn-rate of PPE by having separation of “Well-” and “Sick-” areas, staffed by clinicians tasked for specific shifts



52 Employees Tested Positive





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PLEASE
STAY HOME
FOR US

WE
STAY
HERE
FOR YOU

Did
you wash
them?
Hand washing stops
the spread of germs.



Aggressively stockpiling PPE

Amplifying the importance of Flu vaccination

Maintaining separation of Well- and Sick units

Tracking our internal data and that of the State

Preparing for the next Wave



Open Door is always on the Frontline



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914-OD-CARES
OPENDOORMEDICAL.ORG

