



Virtual Town Hall Discussion

The Impact of COVID-19 on Healthcare Providers and Organizations



About PCDC

Founded in 1993, Primary Care Development Corporation (PCDC) is a national nonprofit organization and a community development financial institution catalyzing excellence in primary care through strategic community investment, capacity building, and policy initiatives to achieve health equity.

Certified as a Community Development Financial Institution (CDFI) by the U.S. Treasury

Offices in New York City, California, and Washington, DC

Three Programs:

- Capital Investment
- Performance Improvement
- Policy & Advocacy



TRANSFORM

We partner with health care providers to build capacity and improve services and outcomes

INVEST

We provide capital to integrate services, modernize facilities, or expand operations

ADVOCATE

We advance policy initiatives to bring resources, attention, and innovation to primary care

Town Hall Agenda

- Our current environment; our communities
- Impact of COVID-19
- Discuss challenges, successes & best practices with speakers
- Resource sharing
- Next steps and action items

Learning Objectives

- Discuss the impact of health disparities on COVID-19 health outcomes
- Describe ways to address staff burnout
- Examine health center sustainability
- Identify individual experiences of COVID-19

Logistics



Use chat feature to response to questions or make comments



Use Q & A feature to ask questions



Evaluation completion



Recorded webinar & slides

Poll Question

- Question 1
- What is your role and where they are working?
- Question 2
- How are you doing today?

Facilitators



Kristin Potterbusch



Henrieta Croswell

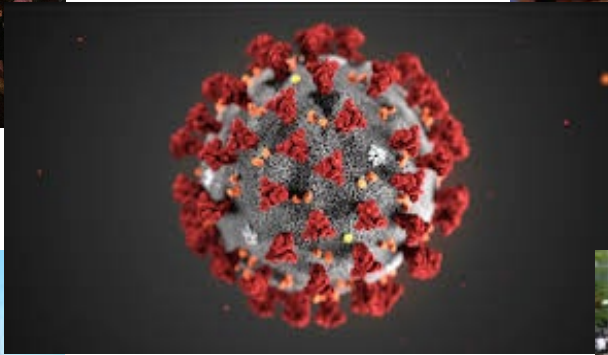


Judy Lipshutz

 @PrimaryCareDevelopmentCorp

  @PrimaryCareDev

Our Communities



<https://www.nytimes.com/2020/06/19/us/politics/george-floyd-protests-surveillance.html>

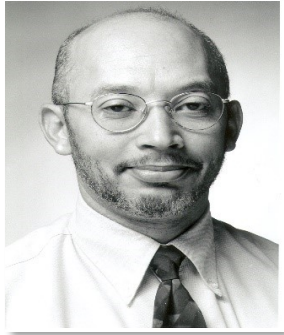
<https://www.france24.com/en/20200609-anti-racism-protesters-in-paris-take-a-knee-for-george-floyd>

<https://www.dailynews.com/2020/06/07/2nd-weekend-of-george-floyd-protests-closes-in-southern-california-this-time-peacefully/>

National & State COVID-19 Data

- <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>
- State demographics
 - Varies by states
- Rising number of cases
 - Arizona
 - Florida
 - California

Town Hall Panelists



Al Cohall, MD



Alison Connelly- Flores



Tamisha McPherson



Andrew Philip, PhD, LP



Barbara Warren, Psy.D



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Al Cohall, MD

Dr. Alwyn Cohall is a Professor of Public Health and Pediatrics at the Columbia University Medical Center and the Mailman School of Public Health. Dr. Cohall's main areas of research interest include adolescent health; sexual and reproductive health; access to healthcare, particularly for young men of color; using media/technology to enhance health communication/health promotion; and, integrating trauma-informed care into clinical practice. In addition to his research interests, Dr. Cohall is board-certified in both pediatrics and adolescent medicine and has a private practice in adolescent and young adult health. Dr. Cohall serves as the director of the Harlem Health Promotion Center which is devoted to reducing health disparities in communities of color. He is also the director of Project Stay (Services to Assist Youth), which is a New York State Department of Health funded program that provides confidential health services to young people affected by or infected with HIV/AIDS. With support from the NYCDOHMH, he is leading an initiative to educate and link youth to care for PEP and PrEP services. Further, he is the Principal Investigator of the NYC CDC STD Prevention Training Center which focuses on enhancing the skills of primary care providers to manage patients with sexually transmitted diseases.

Additionally, in his role as Co-Principal Investigator at the New York Presbyterian site, he is involved with an NIH funded research project called “Link2Care” which designed to improve screening for STIs/HIV and substance use and subsequent linkages to health care services for Justice Involved Youth at high-risk for HIV. Dr. Cohall is Co-Director of the Washington Heights/Inwood Youth Opportunity HUB – a program funded by the NYC District Attorney’s office to reduce youth involvement in the justice system. Finally, he is a medical consultant for the Primary Care Development Corporation on projects related to HIV care.

Alison Connelly-Flores

Alison Connelly-Flores is the Chief Medical Information Officer and a Physician Assistant at Urban Health Plan, Inc. where she's worked for over 20 years. Having successfully implemented eClinicalWorks at UHP and its satellite clinics in 2006, her focus has been on NCQA's Patient Centered Medical Home, population health, informatics and most recently telehealth. She also serves as a provider in the Infectious Diseases clinic. Alison received her Master's from Touro College, PA certification from St. Vincent's Catholic Medical Center and a Bachelor's degree from Villanova University.

Tamisha McPherson

Tamisha McPherson has worked in the health care industry for more than 25 years. She has worked at Harlem Hospital, Georgetown University, Memorial Sloan Kettering Cancer Center and at Select Physicians an affiliate of North Shore Long Island Jewish Medical Center.

Ms. McPherson is currently employed at Harlem United Community Health Center. She started December 2010 as the Associate Vice President of Health Services. In September 2013 she was promoted to Vice President of Managed Care, Billing, Credentialing and Health Care Services. In January 2015 Ms. McPherson was promoted Chief Program Officer overseeing all programs within the agency: (Managed Care, Billing, Credentialing, Health Services, Housing, Adult Day Programs, Clinical Services and Prevention, Education, and Support Services) In January 2019 Ms. McPherson was promoted to Chief External Affairs and Development Officer / Executive Director of Health Care Services.

Tamisha has expertise in healthcare finance, practice administration, billing compliance, medical coding and revenue cycle management. Ms. McPherson has taught medical billing and coding, certified electronic health records, billing for dummies, intro to health insurance, and many other billing courses at several NYC colleges and business schools.

Barbara Warren, Psy.D

Barbara E. Warren Psy.D., CPXP, is Senior Director for LGBT Programs and Policies in the Mount Sinai Office for Diversity and Inclusion, where she leads implementation of LGBT competent health care across the Health System. She holds an appointment as Assistant Professor of Medical Education at the Icahn School of Medicine at Mount Sinai, where she is teaching and developing curricula to address best practices in serving LGBTQI and other diverse patient populations. Dr. Warren previously served as Distinguished Lecturer and Director for the Center for LGBT Social Science and Public Policy at Hunter College, City University of New York. For 21 years, she was senior management at the Lesbian, Gay, Bisexual and Transgender Community Center of New York City, led the Center's behavioral health programs, co-founded the Center's groundbreaking Gender Identity Project and led the Center's health policy and government relations initiatives. Dr. Warren has served as an advisor to local, state and national government and policy organizations and was recently appointed by HHS Secretary Azar to the National Advisory Council for the Substance Abuse and Mental Health Services Administration. She is a longtime member of the World Professional Association for Transgender Health, holds a doctorate in counseling psychology and is a Certified Patient Experience Professional.

Andrew Philip, PhD, LP

Andrew Philip, PhD, LP, Senior Director of Clinical & Population Health, is a clinical health psychologist and Senior at the Primary Care Development Corporation. At PCDC, Dr. Philip leads a robust team of subject matter experts and implementation specialists in the fields of clinical and population-based prevention and treatment. His team works with state and local health authorities, Federally Qualified Health Centers, HIV and AIDS service organizations, community clinics, and integrated hospital systems to improve capacity and service delivery. Dr. Philip is an advisor to and the immediate past Deputy Director of the SAMHSA-HRSA Center for Integrated Health Solutions at the National Council for Behavioral Health. He has a clinical background as a psychologist and trainer in primary care and has assisted with large-scale training and integration efforts in the largest health care systems in the country. His experience includes integrating behavioral change principles within numerous medical settings including primary care, palliative care, oral health, trauma units, infectious disease and others and emphasizing improved care for diverse groups, such as LGBTQ and veteran populations. Dr. Philip drives initiatives aimed at improving patient care and promoting health innovation, as well as speaking nationally, serving on faculty at the University of Michigan's Integrated Care certificate program, conducting integrated care research, and providing clinical treatment. He is a Senior Fellow with the Partnership for Public Service in Washington, DC.

Polling Questions

Question 4

Does your clinic routinely collect patient level sexual orientation and gender identity (SOGI) data within the electronic medical record ?

- Yes, we collect these data for all patients in the EMR
- Not yet, but we are working on adding SOGI data collection to our electronic medical record
- No we do not collect SOGI data from our patients

Question 5

Does your clinic /healthcare organization provide training and educational resources on best practices in inclusive and affirmative care to diverse LGBTQ patients, that to all of your staff and clinical providers ?

- Yes, we offer comprehensive training and educational opportunities in LGBTQ culturally and clinically competent care to all employees on an ongoing basis
- Yes, but the training is infrequent and does not reach all who might benefit from it
- No we do not routinely offer this training

Questions?

Next Steps

- What can you do in your organization?
- As a community, what can we do collectively?
- How can PCDC support you?



Reference Links

- PCDC Links
 - <https://www.pcdc.org/covid19/>
 - <https://www.pcdc.org/what-we-do/>
 - <https://www.pcdc.org/support-pcdc/events/webinars/>

- CDC Links
 - <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>
 - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

- John Hopkins University
 - <https://coronavirus.jhu.edu/map.html>



THANK YOU