

Impact of COVID-19: A community perspective

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OVERVIEW OF WESTSIDE FAMILY HEALTHCARE

- Federally Qualified Health Center
- 5 health centers serving nearly 28,000 patients
- Offer primary medical, prenatal, dental, and behavioral health care
- 86% of our patients are living at or below 200% of the Federal Poverty Level
- Care is provided regardless of ability to pay or health insurance status

KEY AREAS OF IMPACT

- Delivery model transformation nearly overnight
- Patients are delaying wellness visits leading to an increase in care gaps
- Effective and efficient collaboration across public health and delivery systems is key to reaching vulnerable populations
- Workforce capacity and change fatigue is challenging

DELIVERY MODEL TRANSFORMATION

- Transitioned from all in-person primary care services to a virtual option in late March
 - 50% of all primary care visits are completed virtually
 - 100% of behavioral health visits are completed virtually
- Patients have responded well to this option as it reduces significant barriers to care, like transportation
- New barriers are now identified, like computer literacy and access to reliable internet and broadband

DELAYING WELLNESS VISITS

- Many patients are delaying wellness visits during the pandemic
- Increase care gaps among our adult patients
 - Cancer screening, including colorectal, breast, and cervical
 - A1C testing
 - Routine HIV testing
- One area of recent improvement is childhood immunizations, which has seen a decline nationally

THE POWER OF COLLABORATION

- COVID-19 Testing partnership expanded access in critical communities
 - Poultry industry
 - Agricultural industry
 - New Castle County and Sussex County community based testing
 - Permanent locations, including Westside health centers
- Continued collaboration on a shared vision throughout the pandemic is essential

CHANGE FATIGUE AMONG WORKFORCE

- Workforce capacity was stretched prior to the pandemic, now we are doing even more with less
- Six months of constant change in patient workflows, COVID-19 information that is constantly evolving, and delivery model modifications have started to weigh on staff
- We are working to mitigate this fatigue as much as possible through increased touchpoints with staff:
 - Weekly teleconferences and Q&A sessions with all staff and providers
 - Weekly informational emails highlighting the process changes of the week
 - An intranet portal dedicated to COVID-19 related information

QUESTIONS?

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We treat you well.