



Delaware Center for Health Innovation

clinical committee

- ❑ Dr. Hong, DPH Medical Director, shared the latest updates and resources for providers regarding the Covid-19 vaccine, including enrollment guidance for providers who intend to participate in the vaccination program and want to receive vaccine supplies, per Federal requirements. He also shared how providers/groups can establish Vaccination Hubs, whereby they can vaccinate people outside of their facility.

- ❑ Meaningful dialogue occurred on experience of clinicians in the current Covid-19 environment. Providers are fatigued. Resources are stretched thin, and staff is overwhelmed by the intensity of patient needs. More patients present with COVID-related illnesses, unmet chronic or preventative care needs, or a higher "acuity" of conditions due to the overall impact of COVID. Providers are also experiencing higher volumes of patient phone calls and emails, growing staffing needs due to increased incidences of staff illnesses and burn out, higher utilization of home care, and higher ER use among patients. They are inundated with patients' questions regarding COVID-19 testing, access to the vaccine, and vaccine safety.

- ❑ The critical takeaways, themes, and recommendations that emerged from the primary care forum were reviewed. The group discussed a pathway for follow-up on one or two of the identified critical challenges confronting providers. The following key areas are considerations for 2021.
 - 1) **Promote transition to comprehensive care models and innovative capitated APM for comprehensive care** – comprehensive care models should include a focus on mental health and SDoH. This focus should aim at supporting providers to build the capacity to implement comprehensive care models and advancing capitated APMs to pay for it.
 - 2) **Workforce development:** Promote and convene opportunities for educating care team members (non-clinical staff) to build skills and the ability to handle situational challenges and assignments and perform multiple roles.
 - 3) **Foster Resource Sharing and Integration of Services:** Explore practical solutions and steps toward building a resource sharing system, especially team members such as social workers and BH specialists. This could include establishing a system (provider Hubs) for sharing team members dedicated to addressing SDoH, specifically social workers.
 - 4) **Advocate for expanding existing available SDoH service programs** – i.e., the Help Me Grow or the DE 2-1-1 model. Explore if commercial payors should or could pay for services provided by these programs.
 - 5) **Telehealth-** Educate and promote the use of telehealth as a component of PCMH services.