

CHR COVID-19 Best Practices

Indian Health Service COVID-19 CHR Training Series

Presented by the Indian Health Service in partnership with
Johns Hopkins Center for American Indian Health



Series Dates:

May 7, 2020

May 14, 2020

May 21, 2020

May 28, 2020

COVID-19 101: Information and Impact

Home Visiting During Social Distancing

CHR COVID-19 Best Practices

Individual and Community Resiliency



Webinar Series Objectives

Understand

Understand COVID-19
and its impacts

Support

Support CHRs in
delivering holistic
services during
COVID-19

Provide

Provide tools to CHRs
that create an
empowered response
to community needs

Facilitators



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MA**

Public Health Advisor
CHR and Health Education Program
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Implementation Coordinator
Family Spirit Program, JHSPH,
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Agenda:

- Welcome/Land Acknowledgement
- Participant Introductions in the Chat Box
 - Name, Location, Adjective that describes yourself that begins with letter of your first name
- Review Webinar Objectives
- Introduction of Panelists
- An Overview of Best Practices and some examples of tools
- Panelists Presentation with Directed Questions
- Q & A with Panelists
- Resources
- Adjourn

Webinar Objectives:

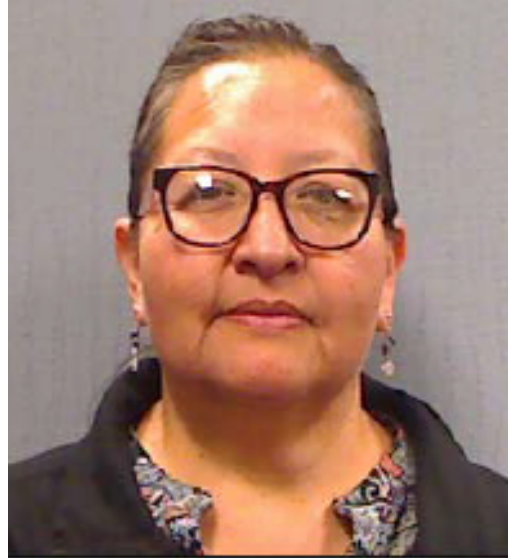
- To provide an overview of what best practices are and the importance of prioritizing best practices during COVID-19.
- To offer examples of best practice COVID-19 responses, tools, and resources through panelist experiences.
- To provide a space for shared learning and an opportunity to ask questions about how programs are responding to COVID-19.

Panelists



Fernando Flores

Community Health
Representatives (CHR) Manager,
Colorado River Indian Tribes



Lanette Walker

Community Health
Representative (CHR) Supervisor,
Ho-Chunk Nation Health Department



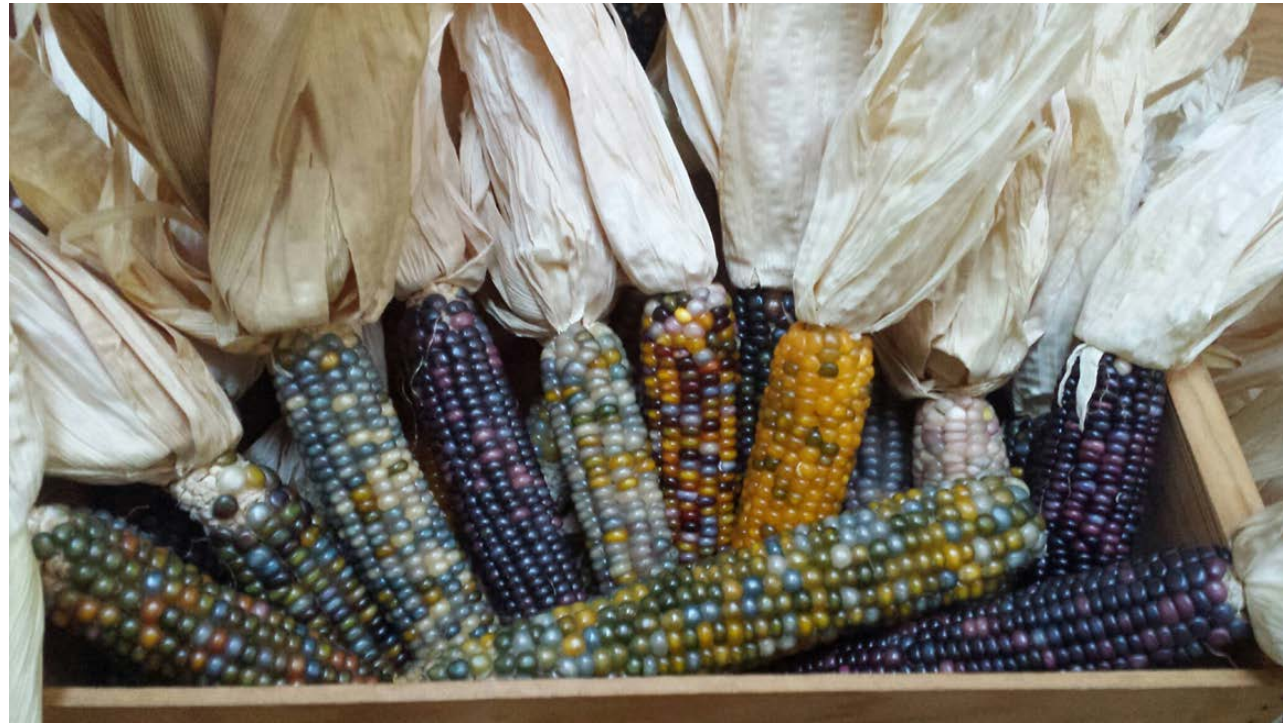
Michelle Johnson

Community Health Representative,
LNA
Tonto Apache Tribe

Best Practices Are Traditional!

When we are put in difficult situations, we can **respond** from a place of love or **react** from a place of fear. Best practices come from a place of love for our families, tribes, and communities.

-Tony Cervantes



Best Practices for Community-Based Health Programs

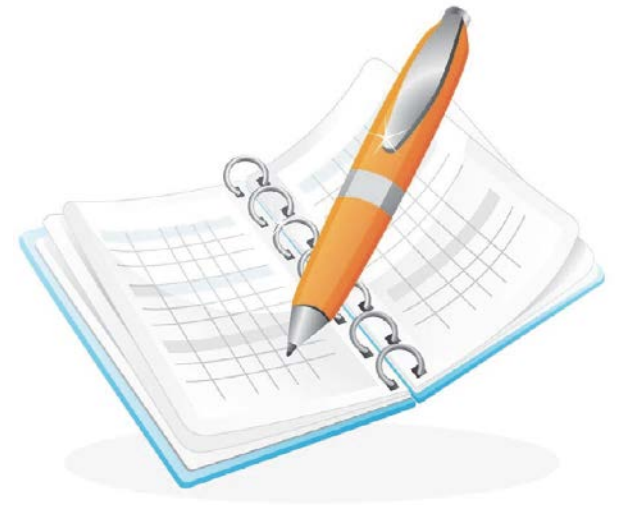


Definitions of Best Practices:

- Processes or procedures that are accepted as being the most effective
- Guidelines or ideas that represent the most efficient and effective course of action
- A technique or methodology that incorporates collective knowledge and experience for optimal success

What Does Following Best Practice Mean?

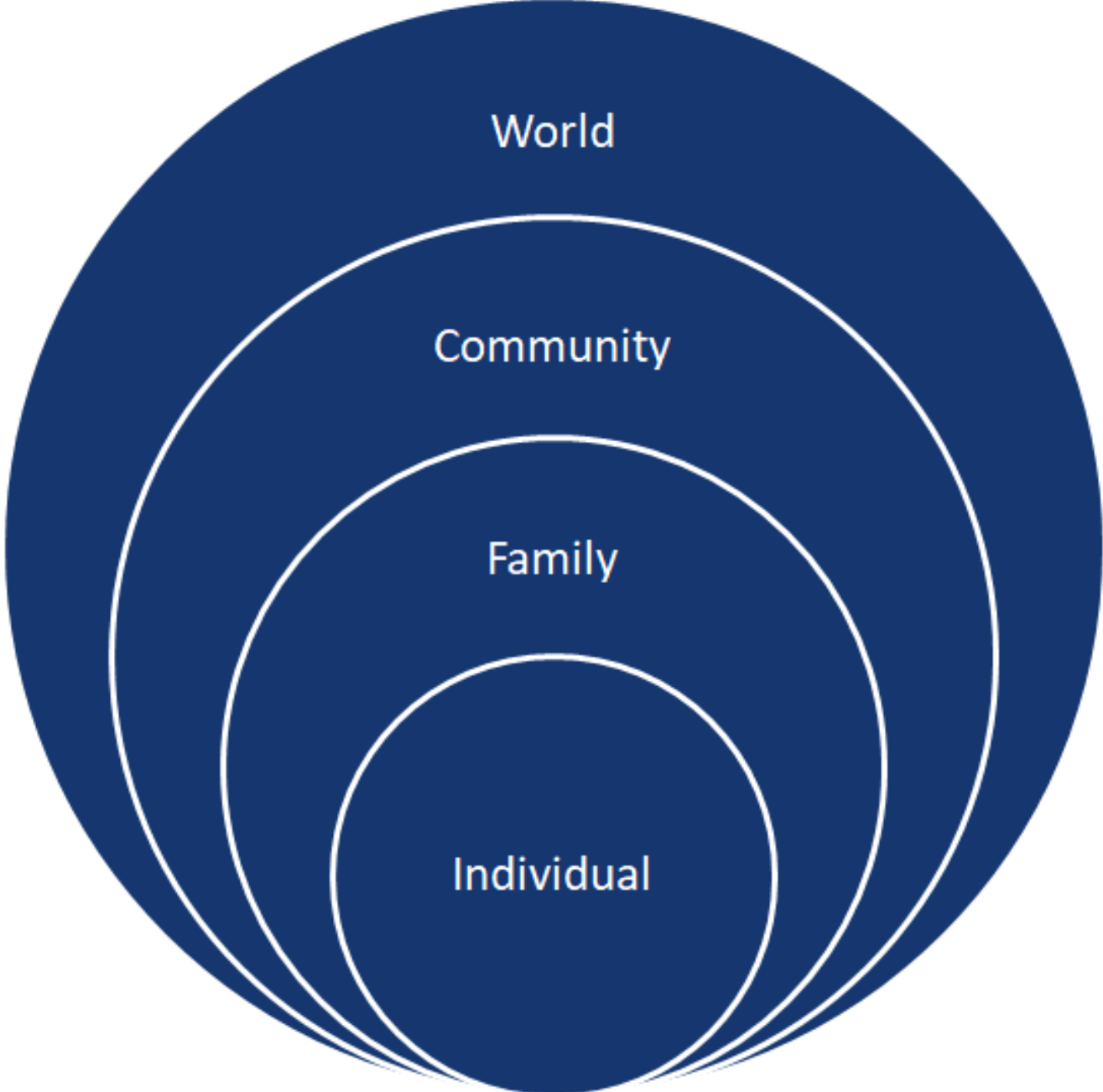
- Becoming aware
- Increasing skill-set and training for staff
- Reducing reaction
- Increase and improve responses
- Use tools and resources effectively
- Improve quality assurance and quality improvement
- Responding quickly with innovations



Core Components of Best Practices

- Concrete Innovations
 - Response vs Reaction
- Promising Practices
- Sustainable
 - Community Driven
 - Empowerment
 - Leadership Development
- Replicable
- Diverse and Flexible
 - Meets the needs of the community





Examples of Best Practices During COVID-19

Data Collection

Following
Curriculum

Contact Tracing

Examples of Data Collection

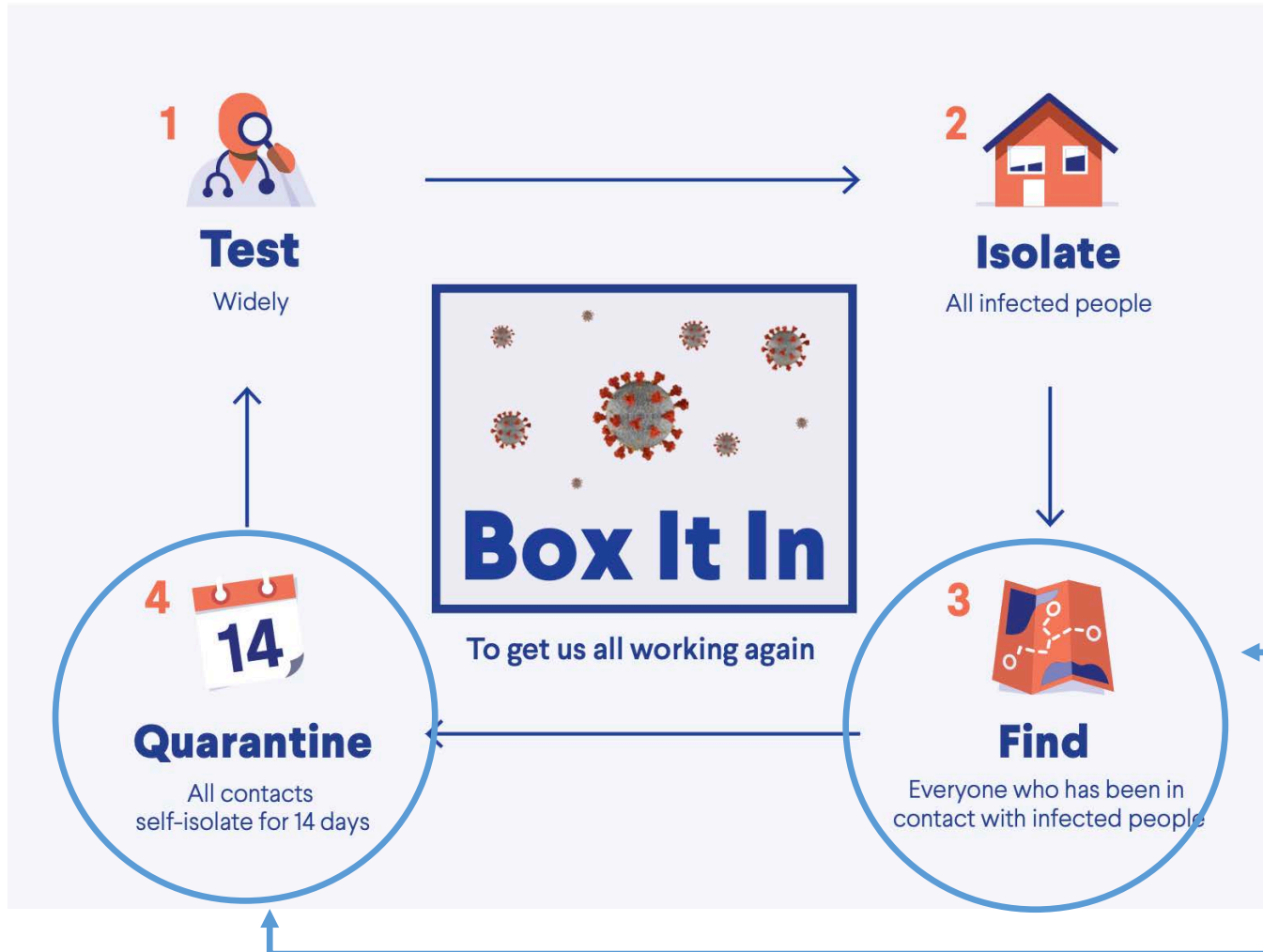
- Charting
 - Manually
 - EHR
 - Data Systems
- Impacts of COVID-19
 - Demographics
 - Needs/gaps
 - Stories

Examples of Following the Curriculum

- Virtual Home Visits
 - Video
 - Telephone
 - Email
 - Social Media
- Integrating COVID-19 into the lessons
 - Hand washing
 - Stress
 - Resources
 - Budgeting



Contact Tracing: The big picture



Contact tracing is used to **identify, contact,** and **monitor** people who have been exposed to a confirmed case of COVID-19

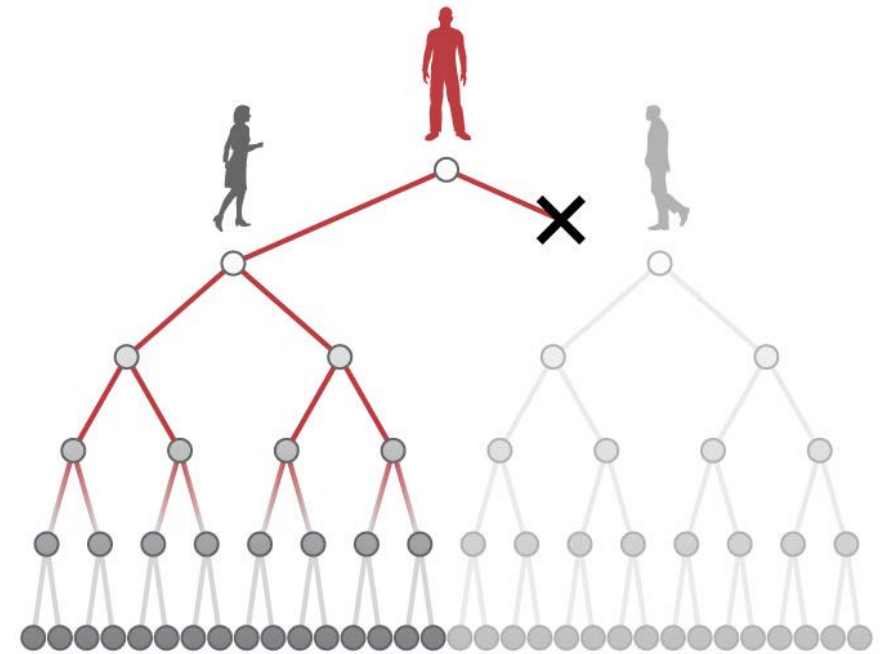
How do we return to normal life?

Flatten the Curve, then Box In the Virus

This is where **Contact Tracing is key**

How does contact tracing help stop an outbreak?

- Contact tracing can **break the chain of transmission**
- Contacts are at increased risk of becoming infected
- Even if they don't have symptoms, they can still spread the virus to others
- Education and quarantine of contacts can:
 - **Prevent the spread** of the virus
 - Prompt people to **seek care early** if they do start to have symptoms



Best Practice

```
graph TD; K[Knowledge] --- C((Best Practice)); S[Skill] --- C; E[Ethic] --- C; V[Vision] --- C; P[Potential] --- C; Per[Performance] --- C; Ex[Experience] --- C; Dev[Development] --- C;
```

Knowledge

Skill

Ethic

Vision

Potential

Development

Experience

Performance

Panelists Presentation

Guided Questions

1. Please tell us where your program is, what type of CHR's (etc.), and how COVID-19 has impacted your program, tribe, and community.
2. In what ways has your program responded to COVID-19? What are some specific best practices that and tools that you have implemented during this time and how have these assisted your clients/community?
3. What are some of the challenges that your program has faced as a result of COVID-19 and implementing these best practices and tools?
4. Are there any successes and/or fabulous flops (lessons learned) during this COVID-19 time that you would like to share with us today?
5. What else do you want to share with the group or like them to know?

Resources for Best Practices During COVID-19

- **Centers for Disease Control: COVID-19 and the Role of Community Health Workers**
 - <https://www.youtube.com/watch?v=MS-YocUWxQ>
- **Healthy Families America: Guidance for Healthy Families America sites in response to COVID-19**
 - <https://www.healthyfamiliesamerica.org/hfa-response-to-covid-19>
- **HIPAA Suspension of Penalties**
 - <https://www.healthcareittoday.com/2020/03/17/hipaa-penalties-suspended-for-telehealth-during-covid-19-national-emergency/>
- **Institute for the Advancement of Family Support Professionals: Rapid Response Home Visiting**
 - <https://institutefsp.org/covid-19-rapid-response>
 - https://earlyimpactva.org/resources/covid-19/PR_TroubleShootingTipsForVSD-U-RR.pdf
 - https://earlyimpactva.org/resources/covid-19/PR_ReadinessReflectionForVSD-U-RR.pdf
- **Johns Hopkins Family Spirit Guidance for Virtual Home Visits**
 - <https://www.jhsph.edu/research/affiliated-programs/family-spirit/Guidance%20for%20Virtual%20Home%20Visits.pdf>

Contact IHS Community-Based Health Programs

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