

**COVID-19
HEALTHCARE
PROVIDER
UPDATE**

JULY 10, 2020

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*Our understanding of COVID-19 is evolving rapidly.
This presentation is based on our knowledge as of July 9, 2020, 5 PM.*

OUTLINE



WHERE WE ARE NOW



UPDATE ON MULTISYSTEM INFLAMMATORY SYNDROME IN CHILDREN IN NEW YORK CITY



SUPPORTING OLDER ADULTS WHO LIVE AT HOME:
CARE AND RESOURCES



REOPENING GUIDANCE



QUESTIONS AND DISCUSSION

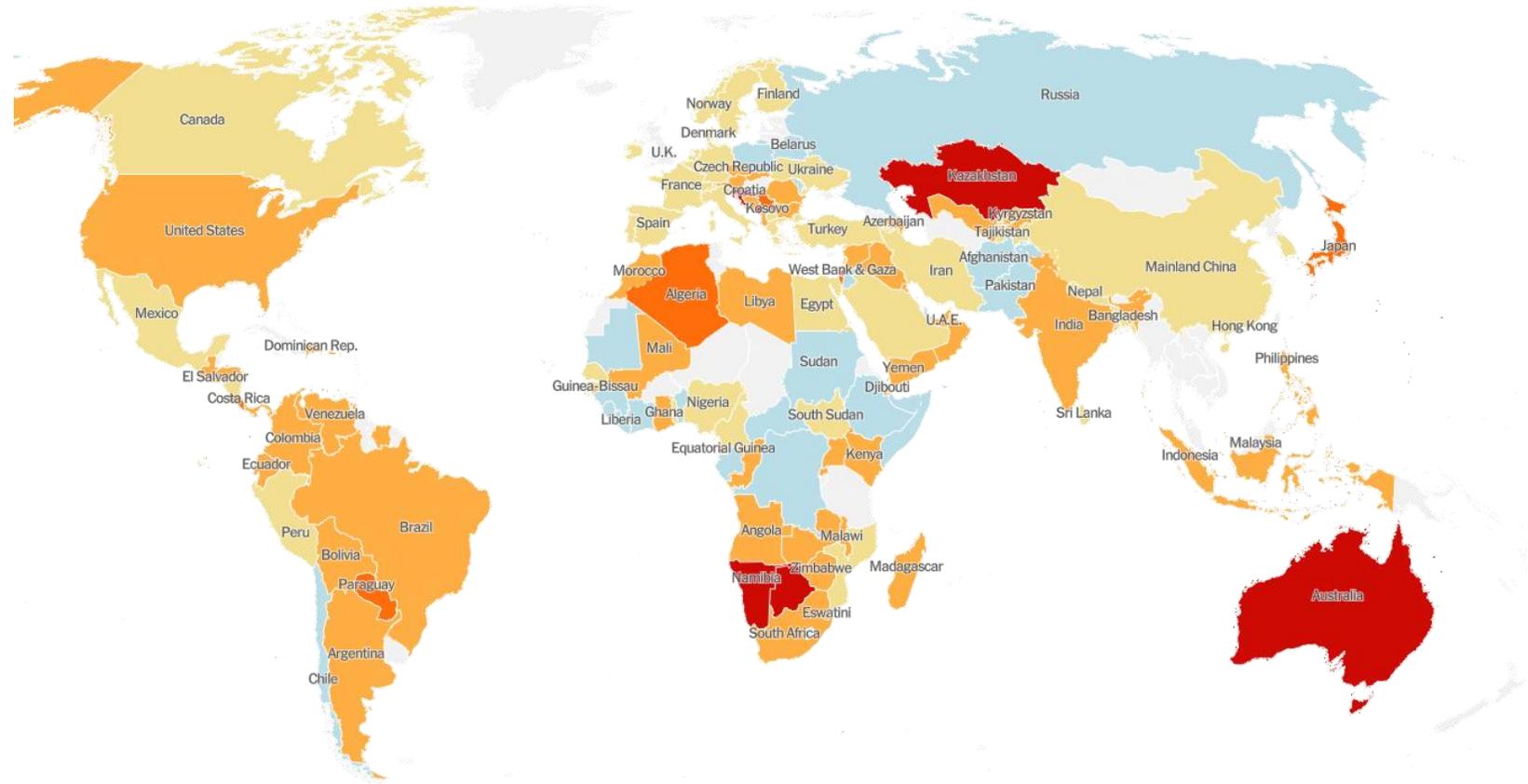
WHERE WE ARE NOW

- More than 12 million cases and 550,000 deaths due to COVID-19 confirmed worldwide
- Many U.S. states implementing face covering requirements after seeing increased transmission
- New York City (NYC) began Phase Three of reopening on July 6
- Current response strategy: continue suppression measures and monitor impact of reopening

COVID-19 TRANSMISSION WORLDWIDE

>12 million cases
>550,000 deaths

7/9/20



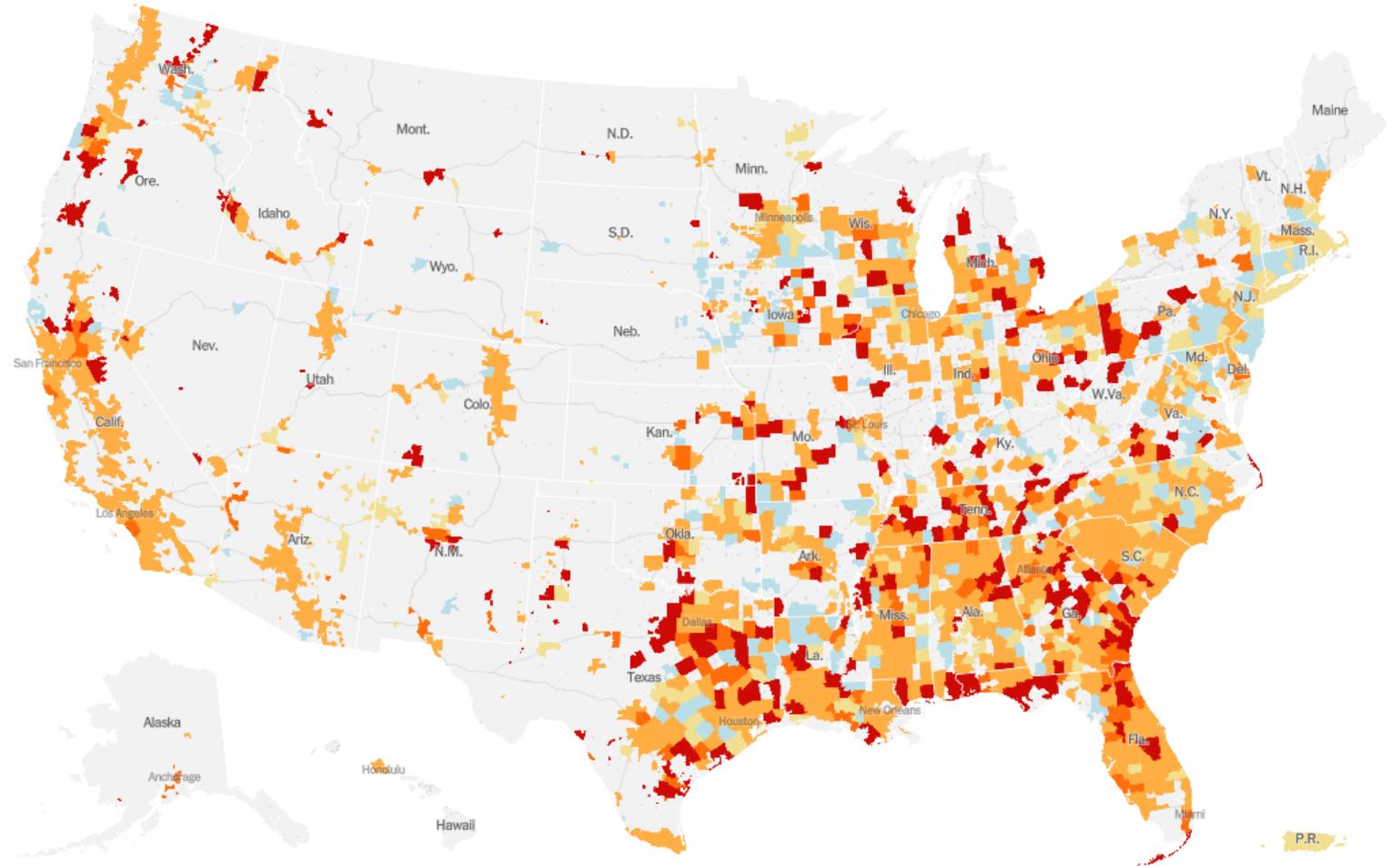
How the number of new cases has changed in the last two weeks



New York Times. Coronavirus map: tracking the global outbreak
<https://www.nytimes.com/interactive/2020/world/coronavirus-maps.html>

CHANGE IN NUMBER OF NEW CASES IN THE U.S. IN THE PAST TWO WEEKS

7/6/20



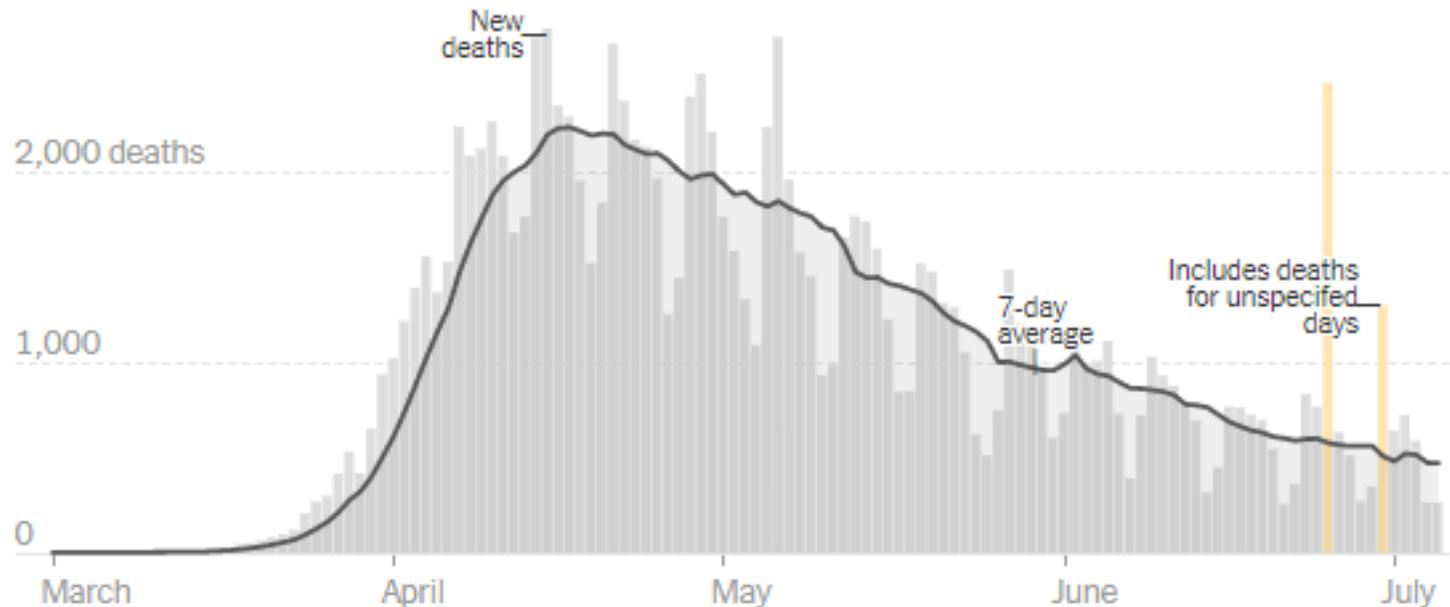
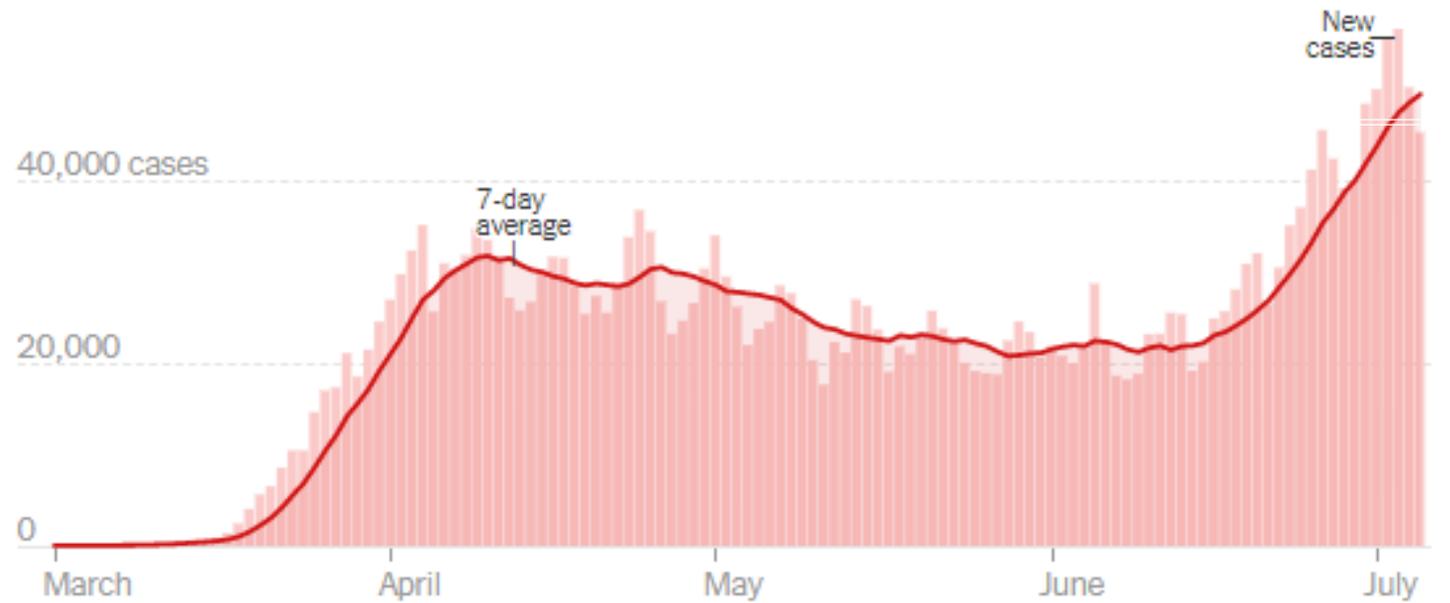
New York Times. Coronavirus in the U.S.: latest map and case count.
<https://www.nytimes.com/interactive/2020/us/coronavirus-us-cases.html>

CUMULATIVE CASES AND DEATHS, U.S.

7/9/20

> 3.1 million cases
(~26% of confirmed global cases)

>132,963 deaths
(~24% of reported global deaths)



New York Times. Coronavirus in the U.S.: latest map and case count.

<https://www.nytimes.com/interactive/2020/us/coronavirus-us-cases.html>

COVID-19, NYC

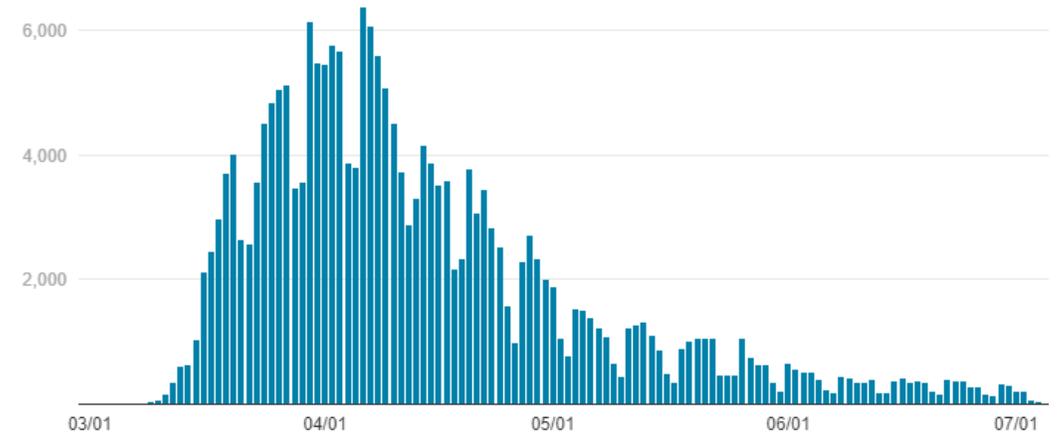
7/9/20

Cumulative counts:

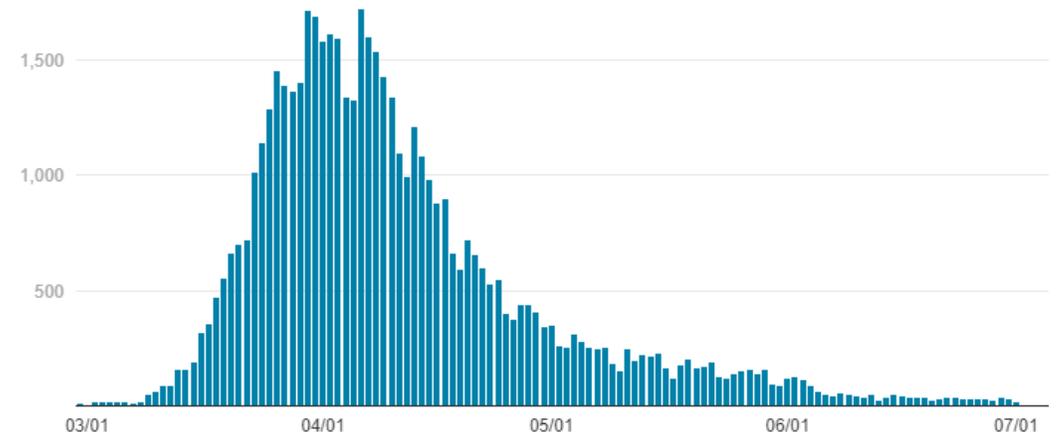
- Cases: 214,952
- Hospitalizations: 55,360
- Confirmed deaths: 18,637
- Probable deaths: 4,610

Figures show number of daily COVID-19 cases, hospitalizations, and deaths

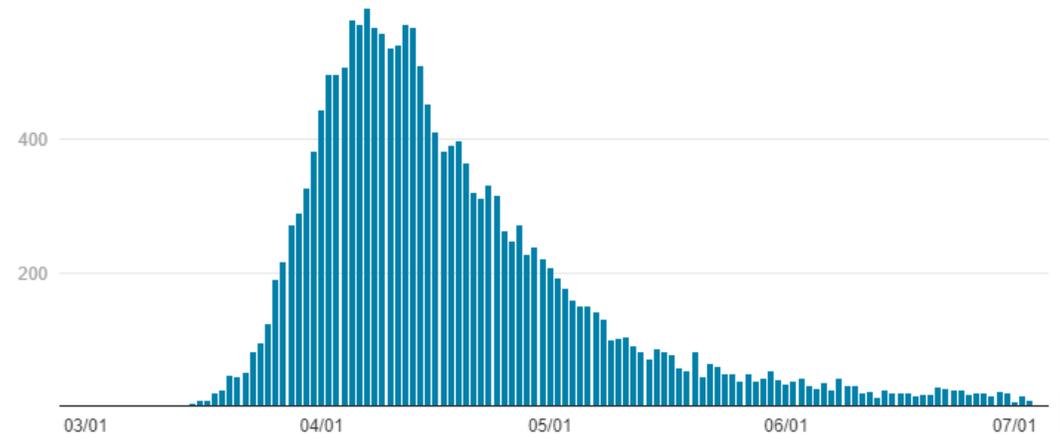
CASES



HOSPITALIZATIONS



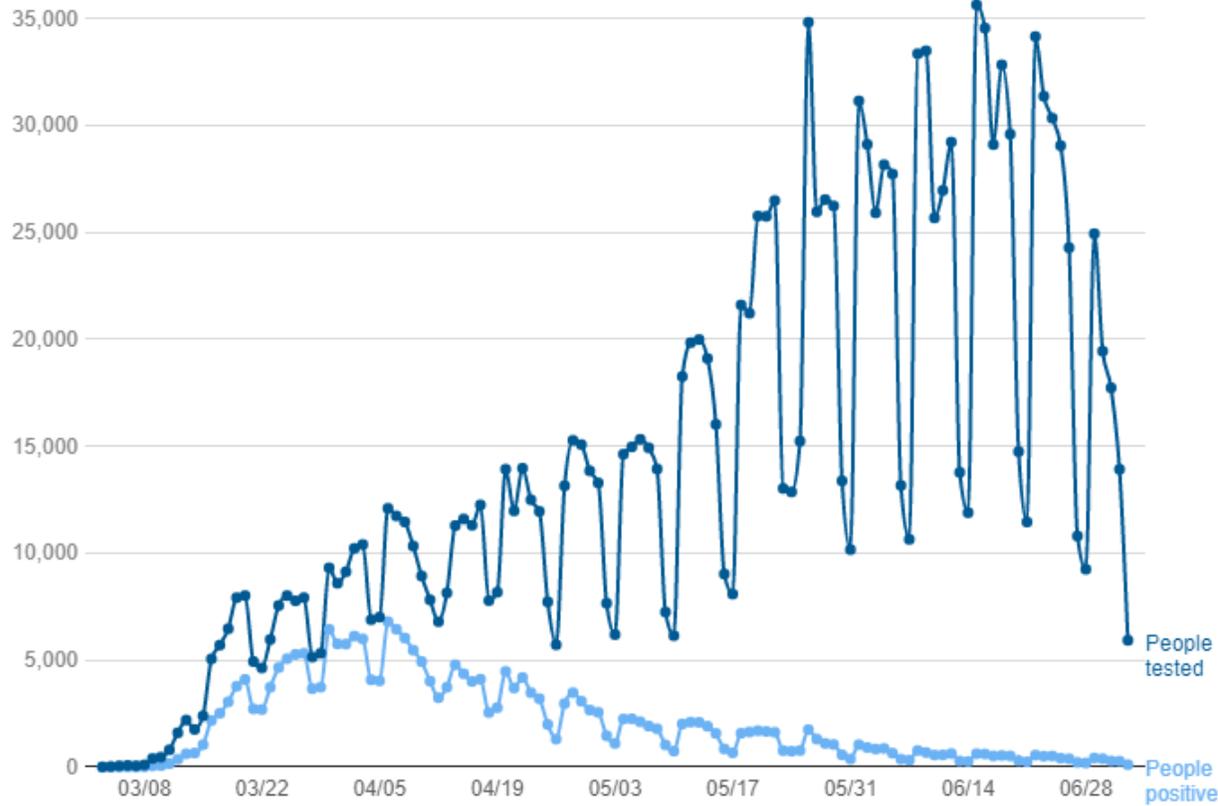
DEATHS



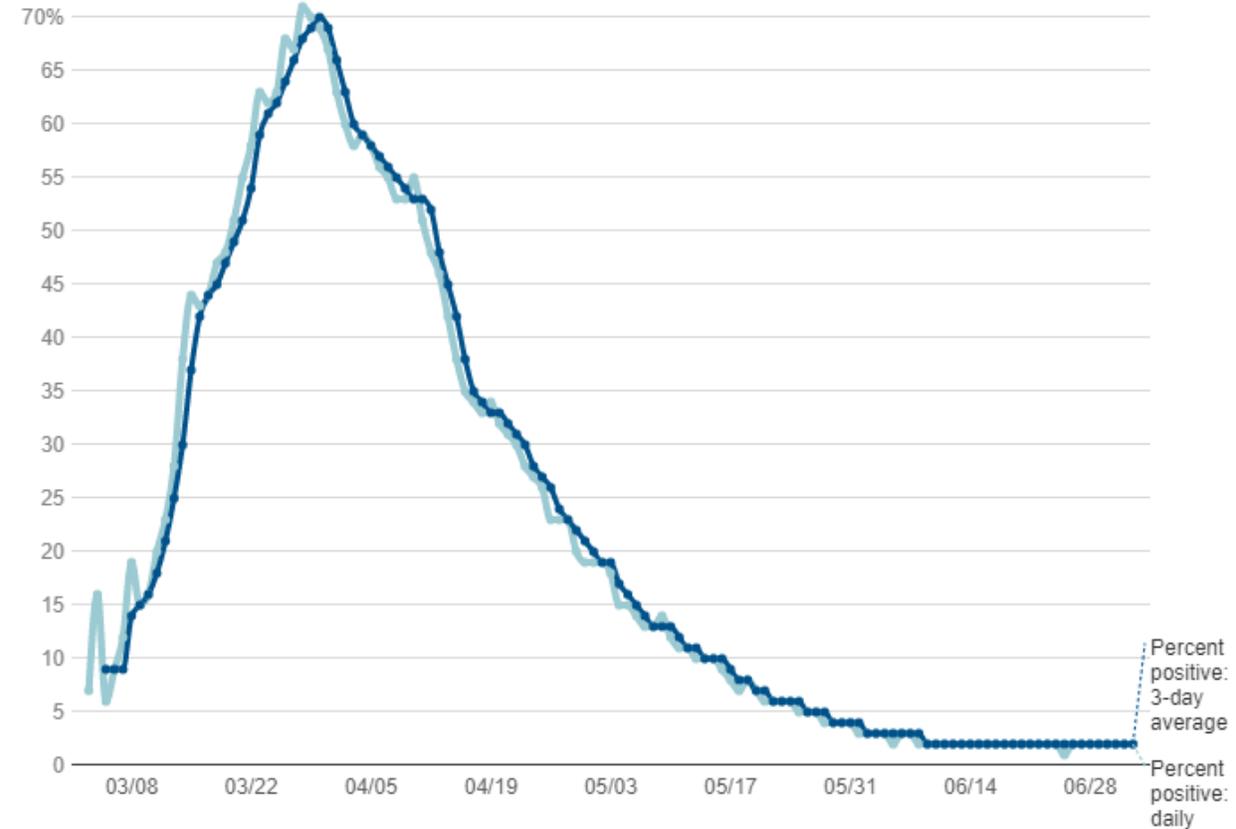
NYC Health Department. COVID-19: data.

<https://www1.nyc.gov/site/doh/covid/covid-19-data.page>

DAILY TESTING FOR COVID-19



NUMBER OF PEOPLE TESTED DAILY BY DATE



PERCENT OF PEOPLE WITH POSITIVE RESULTS BY DATE

TEST, TRACE, AND TAKE CARE

- Make COVID-19 testing a part of routine care in all settings
- Report cases diagnosed using a point-of-care (POC) diagnostic test
 - Reporting Central or the Provider Access Line (866) 692-3641
- Tell patients to expect a call from Trace if they test positive
 - Include accurate phone number in lab requisition forms
- Patients with positive result should isolate for 10 days from start of symptoms or from date of positive result if asymptomatic

TEST, TRACE, AND TAKE CARE

- Contact tracers will interview cases to elicit close contacts and assess need for services (e.g., hotel, meds)
- Trace is required to maintain patient confidentiality
- Cases and contacts will be monitored daily by phone, text
- Trace program is not a public benefit under public charge test
- See [Letter to Providers: COVID-19 Test and Trace Corps](#)

UPDATE ON
MULTISYSTEM
INFLAMMATORY
SYNDROME IN
CHILDREN
IN NYC

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Bureau of Communicable Disease Control

NYC Department of Health and Mental Hygiene

CDC CASE DEFINITION FOR MIS-C

Case Definition for Multisystem Inflammatory Syndrome in Children (MIS-C)

- An individual aged <21 years presenting with feverⁱ, laboratory evidence of inflammationⁱⁱ, and evidence of clinically severe illness requiring hospitalization, with multisystem (≥ 2) organ involvement (cardiac, renal, respiratory, hematologic, gastrointestinal, dermatologic or neurological); **AND**
- No alternative plausible diagnoses; **AND**
- Positive for current or recent SARS-CoV-2 infection by RT-PCR, serology, or antigen test; or COVID-19 exposure within the 4 weeks prior to the onset of symptoms

ⁱFever $\geq 38.0^{\circ}\text{C}$ for ≥ 24 hours, or report of subjective fever lasting ≥ 24 hours

ⁱⁱIncluding, but not limited to, one or more of the following: an elevated C-reactive protein (CRP), erythrocyte sedimentation rate (ESR), fibrinogen, procalcitonin, d-dimer, ferritin, lactic acid dehydrogenase (LDH), or interleukin 6 (IL-6), elevated neutrophils, reduced lymphocytes and low albumin

Additional comments

- Some individuals may fulfill full or partial criteria for Kawasaki disease but should be reported if they meet the case definition for MIS-C
- Consider MIS-C in any pediatric death with evidence of SARS-CoV-2 infection

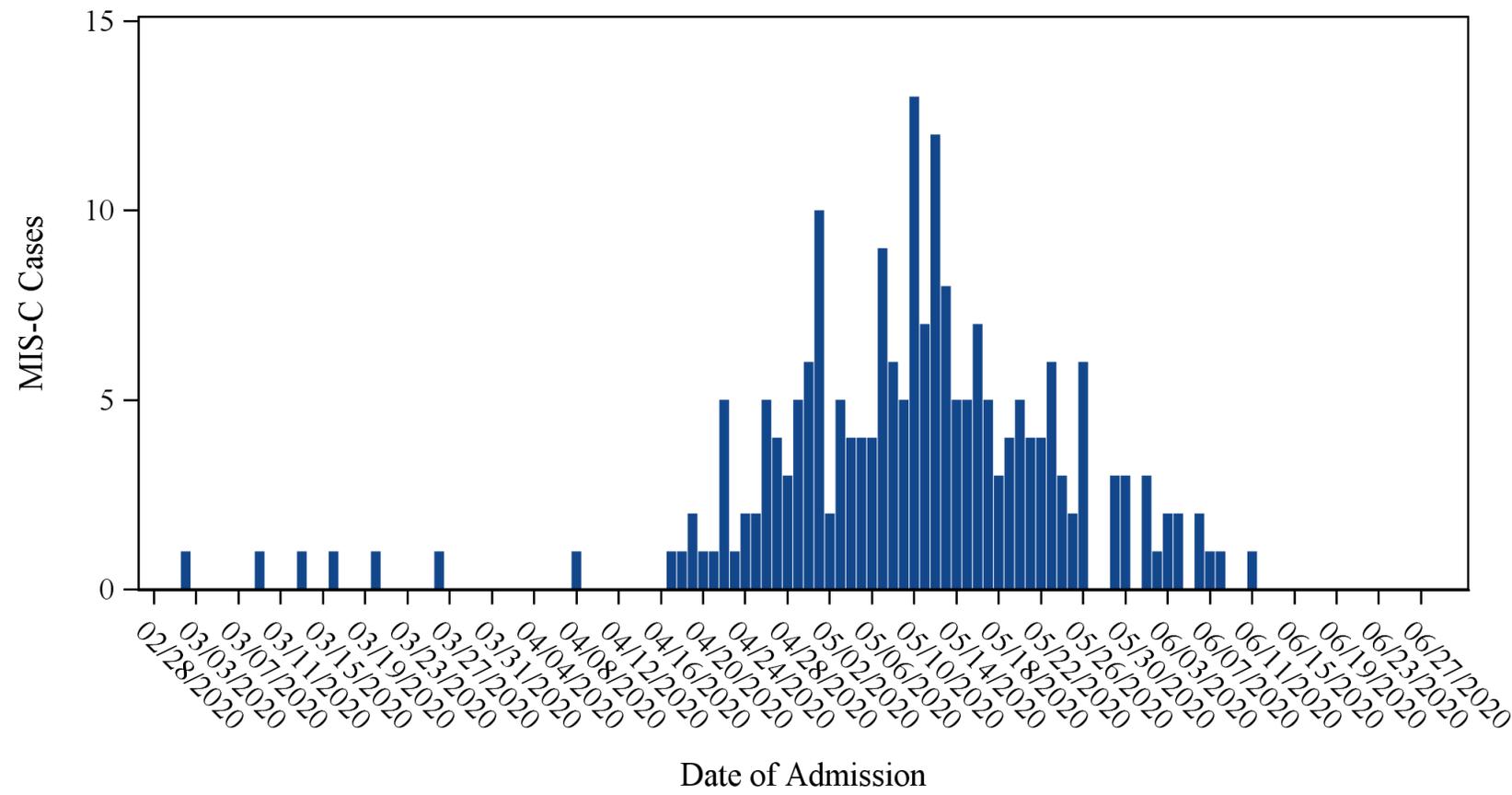
MIS-C
REPORTS TO NYC
HEALTH
DEPARTMENT
(07/06/20)

- NYC Health Department initiates case investigation upon receipt of report
- All data are preliminary and subject to change
- Counted as case if patient meets CDC MIS-C case definition
 - 358 reports of suspected MIS-C have been received
 - 214 have met the CDC case definition for MIS-C
 - 88 did not meet criteria
 - 56 still under investigation
- 1 death reported

Data are preliminary and subject to change

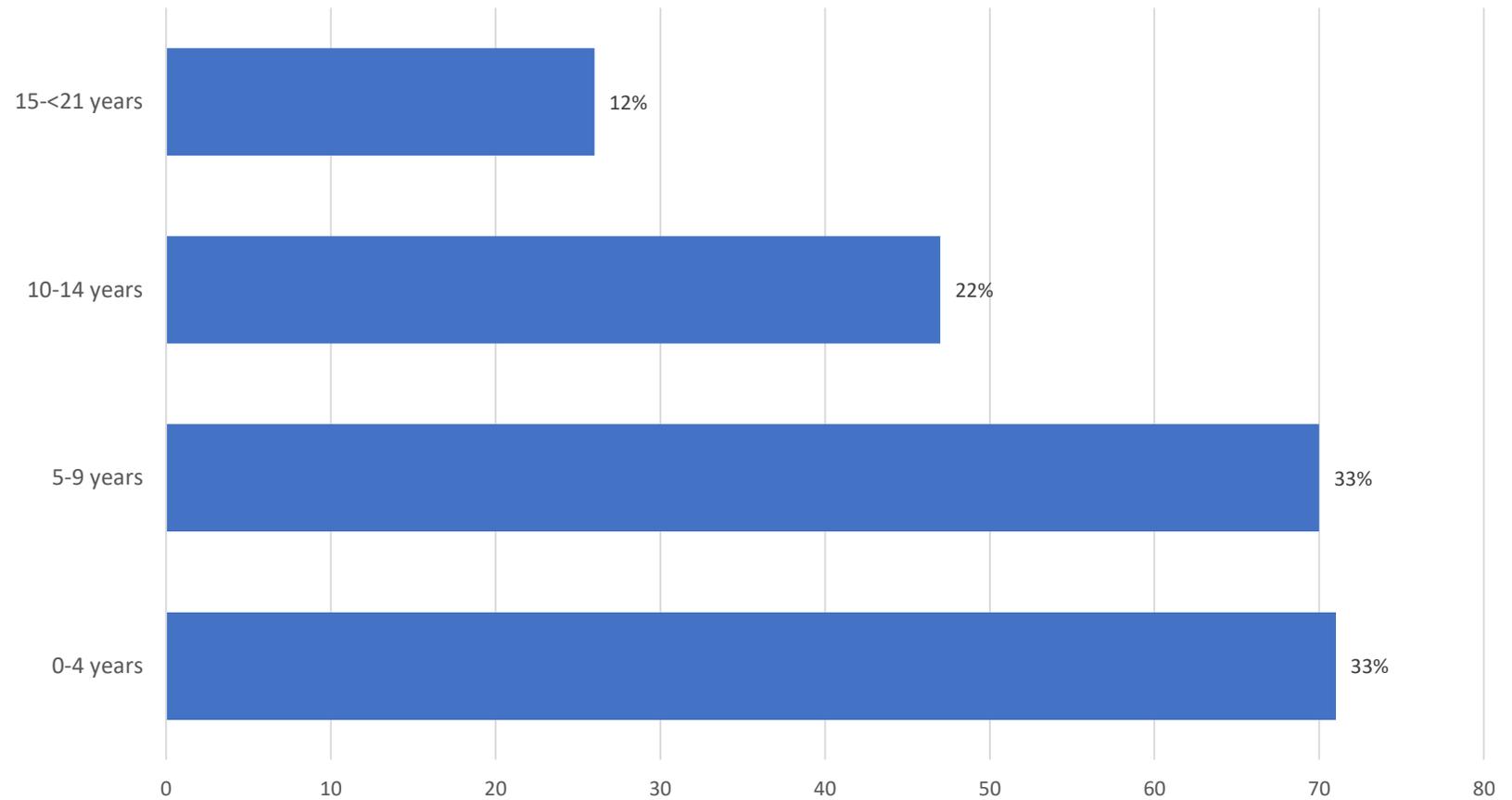
MIS-C
CASES BY
HOSPITALIZATION
DATE, NYC
07/06/20

MIS-C Cases by Date of Hospitalization



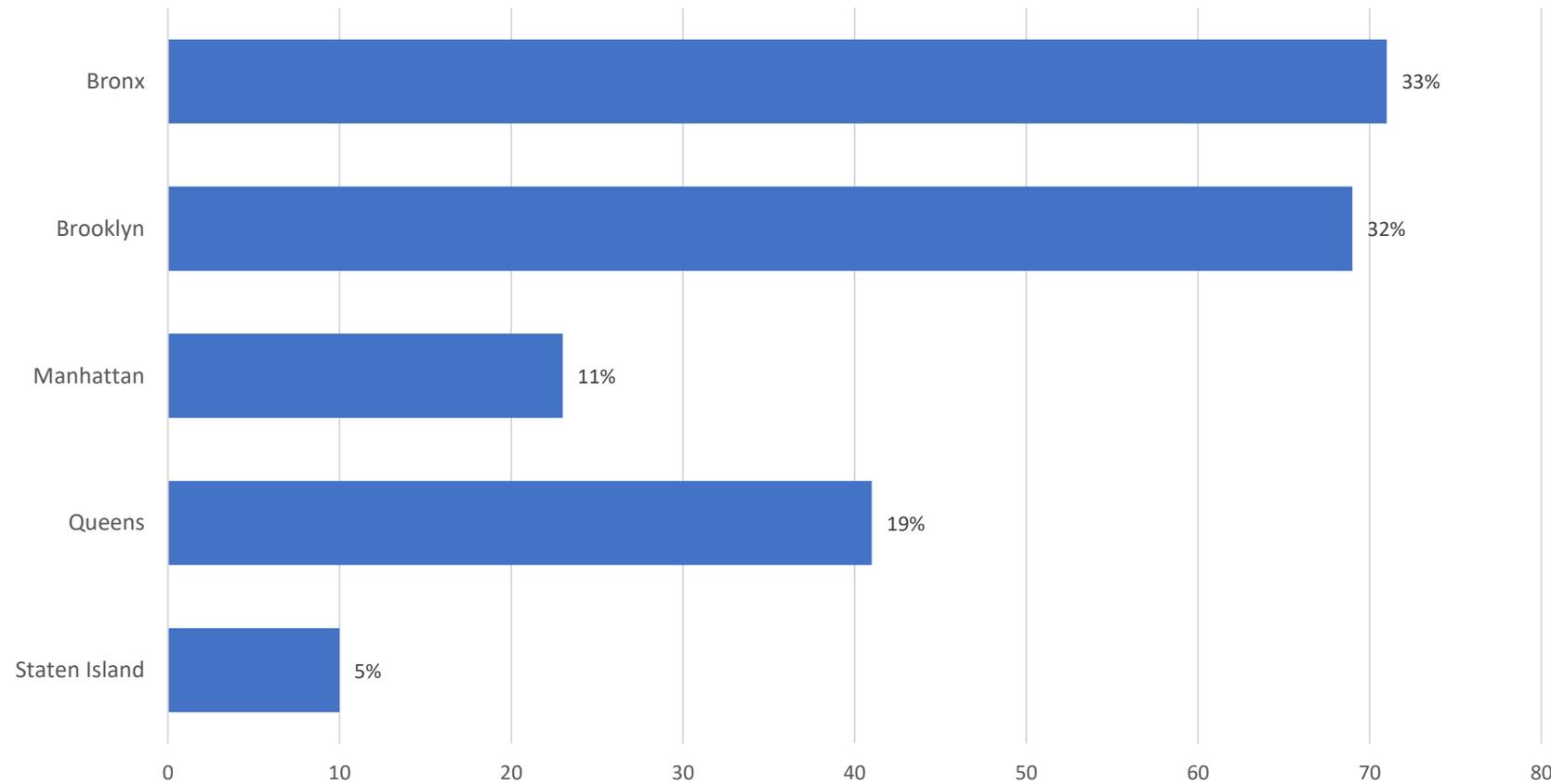
MIS-C CASES
BY AGE GROUP,
NYC
07/06/20

MIS-C Cases by Age Group



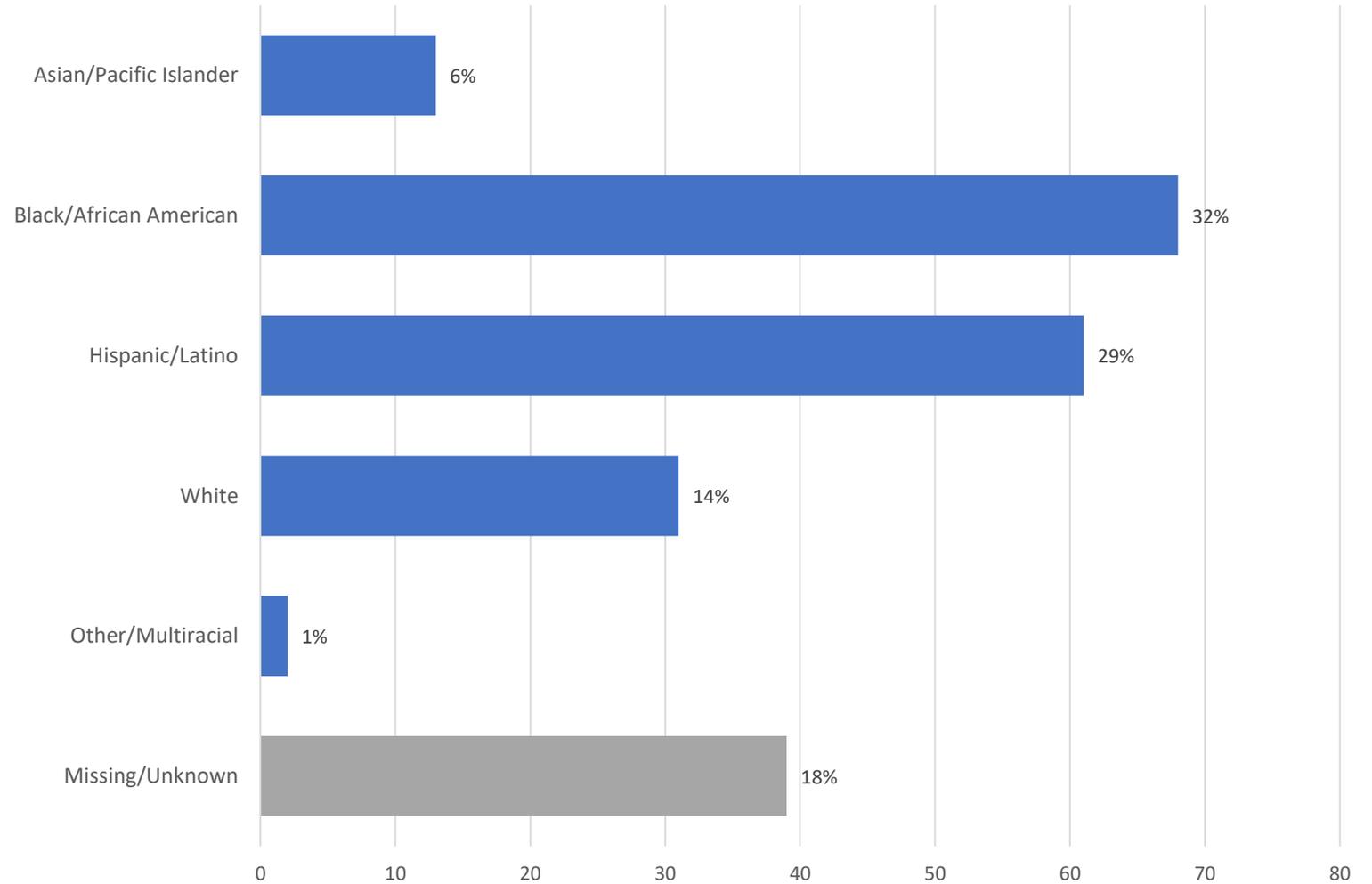
MIS-C CASES BY BOROUGH, NYC 07/06/20

MIS-C Cases by Borough of Residence



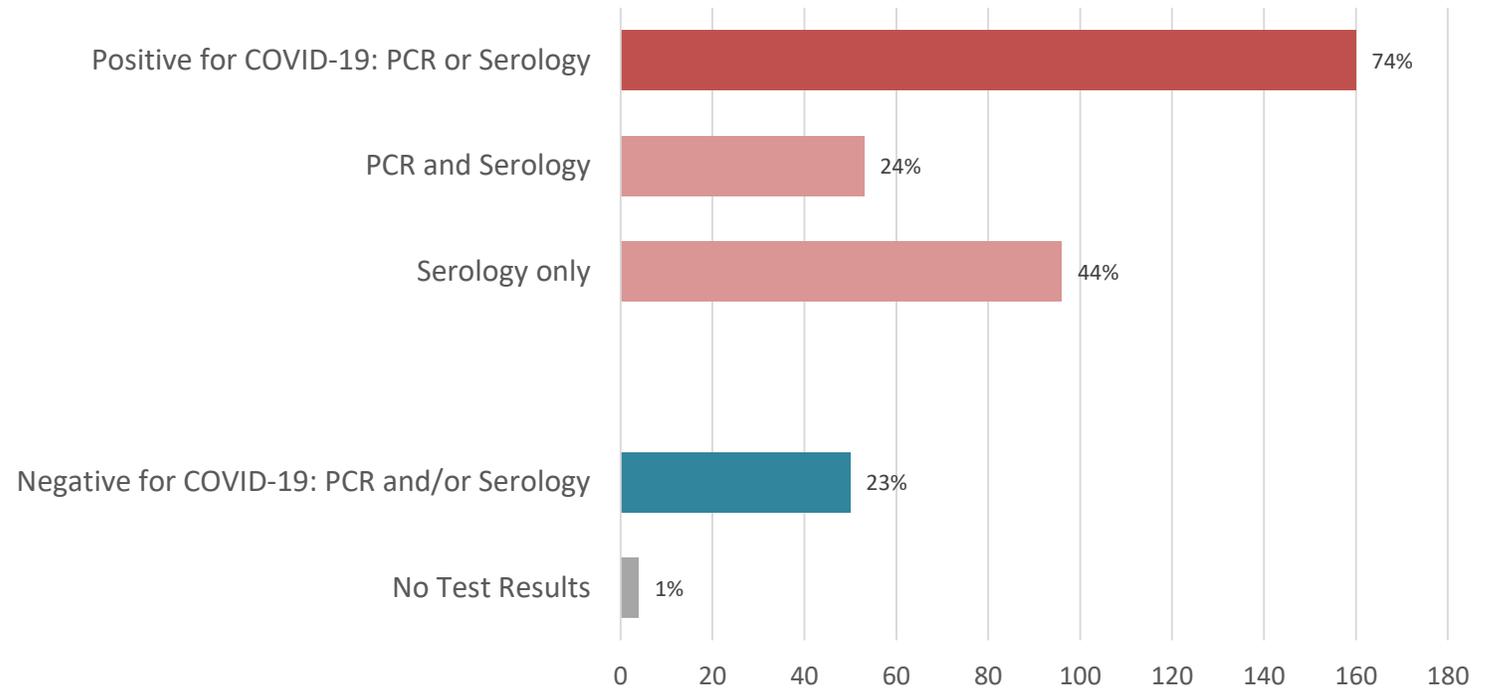
MIS-C CASES
BY
RACE/ETHNICITY,
NYC
07/06/20

MIS-C Cases by Race/ethnicity



COVID-19 TEST RESULTS AMONG MIS-C CASES, NYC 07/06/20

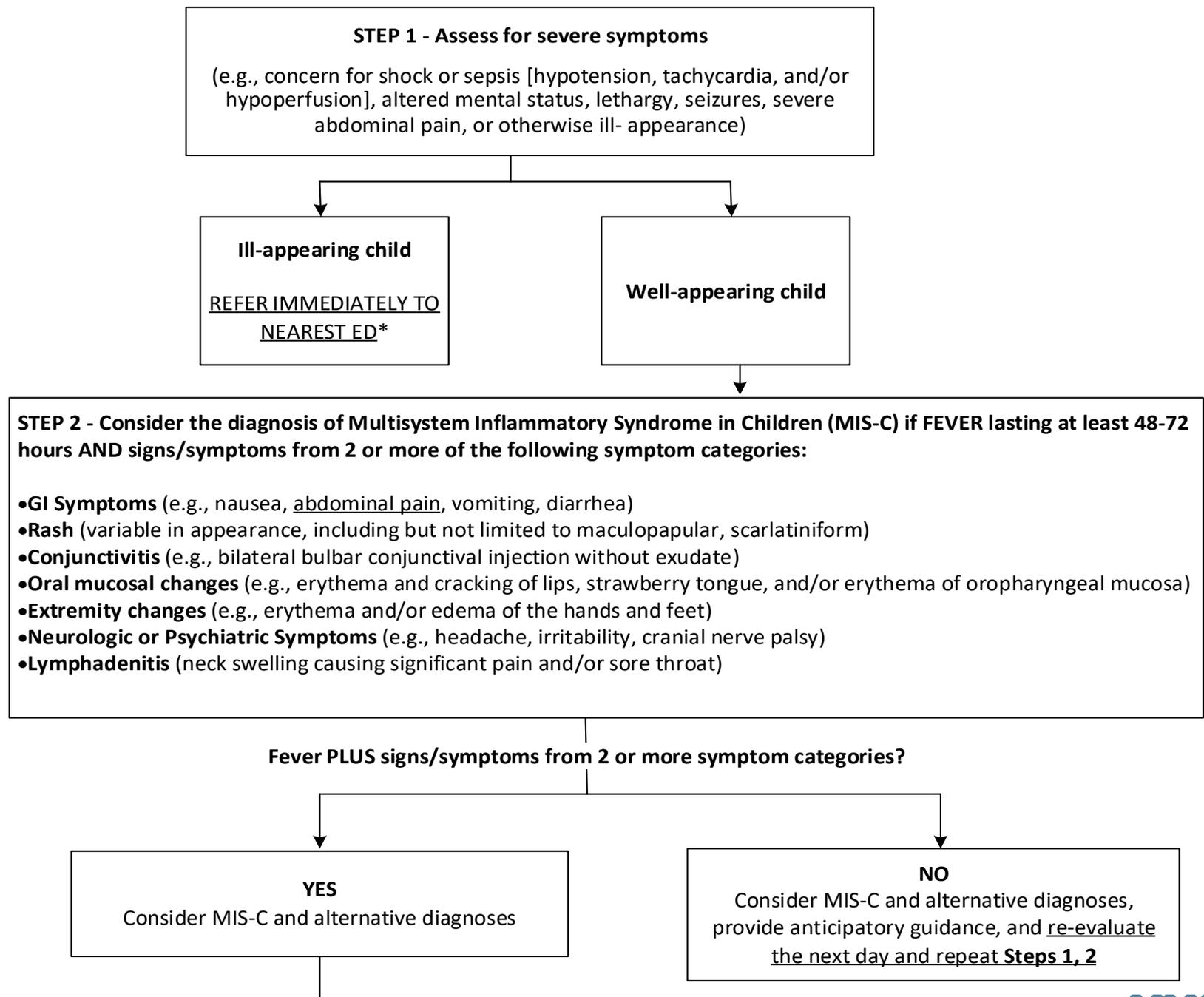
MIS-C Cases and SARS-CoV-2 Results



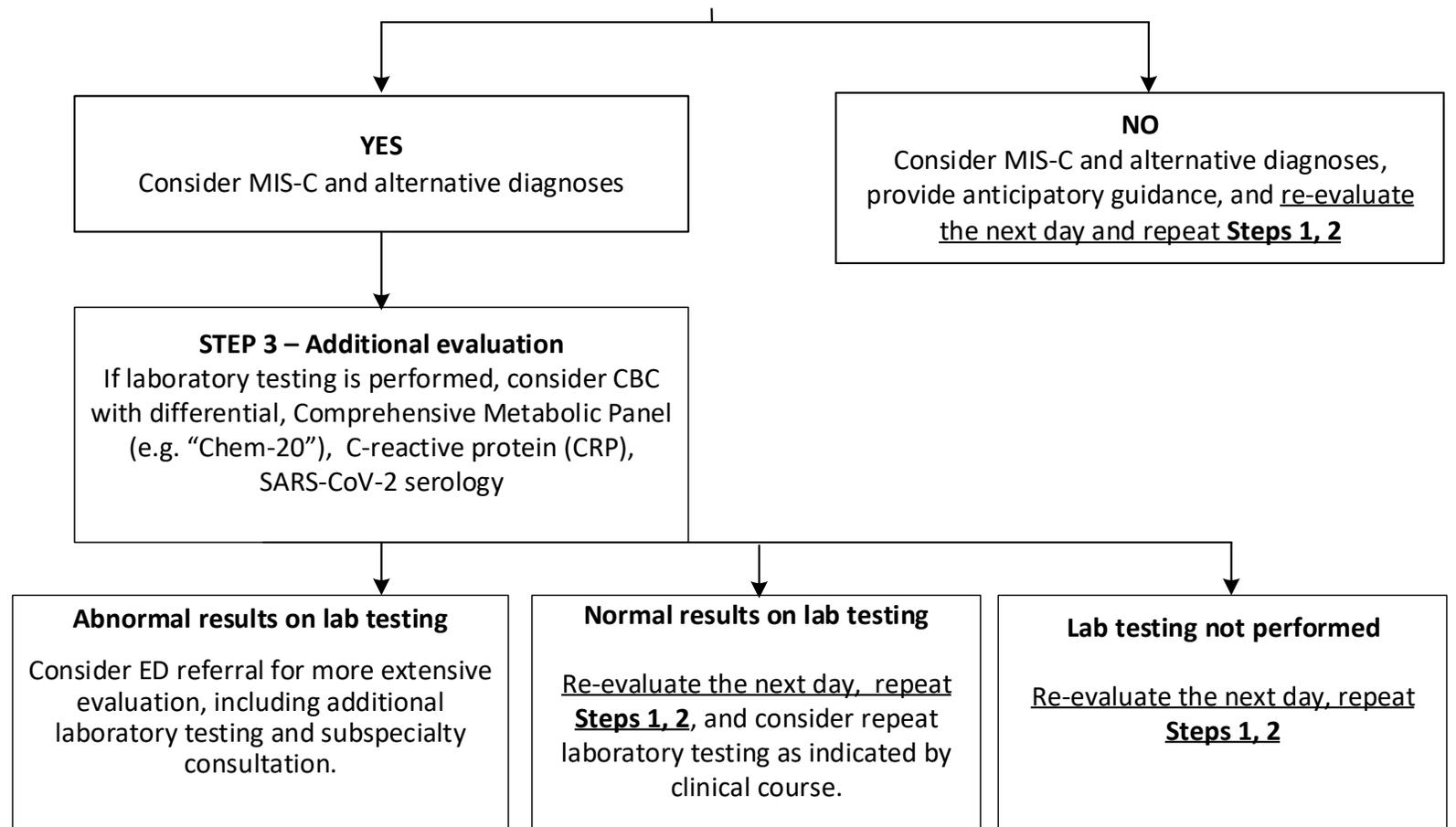
PRESENTING
SYMPTOMS FOR
MIS-C CASES IN
NYC
07/06/20

Symptom	n (total N=214)	%
Vomiting	145	68%
Abdominal pain	131	61%
Rash	129	60%
Decreased appetite	109	51%
Conjunctivitis	107	50%
Diarrhea	106	50%
Headache	62	29%
Cough	59	28%
Fatigue	53	25%
Sore throat	53	25%

EVALUATION OF POSSIBLE MIS-C IN AMBULATORY SETTINGS 07/06/20



EVALUATION OF POSSIBLE MIS-C IN AMBULATORY SETTINGS 07/06/20



* When possible, the patient should be referred to an ED where consultation by pediatric subspecialists is available.

REFERENCES

NYC DOHMH Provider page:

<https://www1.nyc.gov/site/doh/covid/covid-19-providers.page>

CDC Health Advisory: Multisystem Inflammatory Syndrome in Children (MIS-C) Associated with Coronavirus Disease 2019 (COVID-19). Issued 5/14/2020.

<https://emergency.cdc.gov/han/2020/han00432.asp>

Supporting Older
Adults Who Live at
Home:
Prevention and
Preparation

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NYC Department of Health and Mental Hygiene

Impact of COVID-19 on Older Adults in New York City (NYC)

- Although **persons 65 years and older make up 14.8% of the population in NYC***, as of July 5, 2020, they represent:
 - **24%** of COVID-19 **cases**
 - **50%** of COVID-19 **hospitalizations**
 - **74%** of laboratory-confirmed **COVID-19 deaths**
- Adults ages 50 and older are at increased risk for severe illness, with those ages 65 and older at the highest risk

*U.S. Census Bureau, 2018 American Community Survey 1-Year Estimates; Population Division – New York City Department of City Planning (November 2019)

How can providers
optimize
preventive care
for older adults?

Counsel older adult patients:

- On routine precautions to prevent infection with SARS-CoV-2
- To be prepared for COVID-19 and other emergencies
- To stay well and keep up with routine appointments and preventive care

Administrative Recommendations

- **Conduct outreach** to older adults and other patients at higher risk of illness who are behind on care
 - **Designate specific times for certain types of visits**, such as offering early morning hours for patients at higher risk of illness with non-COVID-19 complaints and dedicated hours for sick visits late in the day.
 - **Identify services that need to be in-person** (such as immunizations, labs or vital signs if patients cannot report from home) and consider brief on-site visits, with longer discussions done via telehealth.
- For additional guidance on restarting or expanding services: [Checklist for Expanding Outpatient Practices During COVID-19: Considerations and Resources](#)

Recommend Continuation of Routine COVID-19 Precautions

- **Consider staying home** to protect yourself, except when obtaining necessary medical care, running essential errands or for solitary exercise.
- Try to work and socialize remotely.
- **Always wear a face covering** when leaving home.
- When possible, ask others with lower risk for severe COVID-19 illness to run essential errands. If not possible, try to shop during hours designated for older adults.
- Whenever possible, **stay at least 6 feet away from others.**
- **Wash hands often** with soap and water for at least 20 seconds, especially on return home, or use hand sanitizer.

Prepare for COVID-19 and Other Emergencies

- Advise patients to **know how to reach health care providers**, including via phone and telehealth portals
- **Counsel on symptoms** of COVID-19, and advise that symptoms in older adults may be atypical:
 - **Most common** are shortness of breath or difficulty breathing, fever, chills, fatigue, muscle pain, headache, sore throat, new loss of taste or smell, congestion or runny nose, nausea, vomiting, diarrhea
 - **Atypical but can occur in older adults** are confusion, disorientation, falls
- Encourage older adults and others at high risk of severe illness from COVID-19 to **contact their provider as soon as they think they have symptoms** (or if symptoms change)

Prepare for COVID-19 and Other Emergencies

- Counsel patients to **seek emergency care or call 911 for any severe symptoms:**
 - Trouble breathing
 - Persistent pain or pressure in the chest or abdomen
 - New confusion or inability to stay awake
 - Blue lips or face
 - Difficulty speaking
 - Sudden face drooping or numbness in the face, arm, or leg
 - Seizure
 - Any sudden and severe pain
 - Uncontrolled bleeding
 - Severe or persistent vomiting or diarrhea
 - Any other emergency condition

Prepare for COVID-19 and Other Emergencies

- Advise maintaining **complete lists** of prescription and non-prescription **medications** and all **health care providers** (with contact information)
- Counsel on **how to travel** to a health care provider or to a local testing site:
 - Some [transportation services are available for essential medical appointments](#) for those age 60 and older. **Call Aging Connect at 212-244-6469** for more information.
 - **Some insurance providers, including Medicaid, cover non-emergency transportation**, including provider visits. Patients can contact their health insurance company to find out: (1) what is covered, (2) how to arrange transportation, and (3) if preauthorization is needed.
 - If you do not provide testing at your office, patients can find a testing site near them by **calling 311** or going to nyc.gov/CovidTest – many sites are free

Transportation Manager for Medicaid Fee-For-Service (FFS) Patients

- To arrange non-emergency transportation for patients in FFS Medicaid, contact the contracted Transportation Manager for NYC:
 - Medical Answering Services, LLC
 - [medanswering.com](https://www.medanswering.com)
 - **(844) 666-6270** (24 hours a day, 7 days a week)

Prepare for COVID-19 and Other Emergencies

- Counsel patients to **consider wishes for medical care and choosing a health care proxy**, in case they are unable to speak for themselves. See [NYS resources and forms](#).
- Many older adults are caregivers for children or another adults—**have caregiving plans in place**, for people as well as pets, in case of hospitalization.
- Advise **keeping a thermometer and a supply of non-prescription medications** that are safe to use (e.g., acetaminophen).
- Share **information on the [COVID-19 Hotel Program](#)**. If patients or others at home are sick and unable to safely separate from others, you (or the patient) can call 844-692-4692 to begin the screening process.

Stay Well and Maintain Care

- **Counsel patients that it is safe to receive routine care in-person** when necessary:
 - Annual check-ups, **vaccinations**, and health screenings
 - Follow-up visits for **chronic conditions** (like high blood pressure, diabetes, or heart disease)
 - Follow-up visits or referrals for **mental health** issues
 - **Routine eye exams**; ensuring they have a current pair of eyeglasses or contact lenses
 - **Routine dental care**
- Share infection control measures implemented in your practice, such as increased cleaning and disinfection practices, staggered in-person appointments, and designated office hours for those at high risk for severe illness

Stay Well and Maintain Care: Medications

- **Patients should have a 90-day supply of all necessary prescription medications**
 - Advise contacting prescribing providers for reauthorization of prescriptions a month prior to expiration
 - If patients get medications by mail, request refills at least a week before medications run out
- **For information about pharmacies that deliver:**
 - Patients can visit nyc.gov/health/COVIDresources to find **local pharmacies** that are open near them and details about delivery
 - [Capsule](https://www.capsulepharmacy.com) (646-362-3092) and [Medly](https://www.medly.com) (718-782-7539) are two pharmacy options for delivery, 7 days/week.
 - [Tomorrow Health](https://www.tomorrowhealth.com) (844-402-4344) is a medical supply company option that offers home delivery of supplies like canes, walkers, catheters, respiratory supplies, etc.

Stay Well and Maintain Care: Vaccines

- **Vaccination is our best defense** against vaccine-preventable diseases
 - **Ensure your patients receive all needed vaccines**, including **flu vaccine** (when available later this year), **pneumococcal vaccine** and **zoster vaccine**
 - **Strongly recommend these vaccines.** Provider recommendation is the strongest predictor of whether patients receive needed vaccines.
- **Use evidence-based best practices to improve vaccine coverage** such as using immunization standing orders, reminder-recall systems, and assessing your patients for all needed vaccines
 - **If you do not have vaccines in stock, refer** patients for vaccination services (e.g., to pharmacies)

Stay Well and Maintain Care: Flu Vaccine and Adults 65+ years

- **Order enough flu vaccine and ensure you have sufficient supply to vaccinate**, including syringes and needles.
- **Older adults** should receive a **flu vaccine every year**.
- For patients aged 65 years and older, the NYC Health Department recommends **high-dose or adjuvanted flu vaccine**.
 - Evidence suggested these vaccines are more effective than standard dose flu vaccine in this population
- This season, both high-dose and adjuvanted vaccines are available in quadrivalent formulation.
- Flu vaccination is especially important this year because COVID-19 infection may occur during flu season

Stay Well and
Maintain Care:
Pneumococcal
Vaccine for
Adults 65+ years

Two pneumococcal vaccines:

- **Pneumococcal Polysaccharide Vaccine (PPSV23)**
 - Single dose for all adults age 65 or older
- **Pneumococcal Conjugate Vaccine (PCV13)**
 - Single dose recommended for all adults age 65 and older, who have not received PCV13 previously and who have an immunocompromising condition, cerebrospinal fluid leak, or cochlear implant
 - Single dose for immunocompetent adults age 65 and older, who have not received PCV13 previously, with shared clinical decision making

See [Immunization Information for Providers](#) for additional resources, including pneumococcal vaccine recommendations for adults 19-64 years

Stay Well and
Maintain Care:
PPSV23 and Adults
65+ years

- **A single dose of PPSV23 is routinely recommended for all adults 65 years and older**
- **If PCV13 will be given:**
 - Administer PCV13 first and wait a minimal interval of 1 year before giving PPSV23
- **If PCV13 has been given previously:**
 - Wait a minimal interval of 1 year before giving PPSV23
- **If PPSV23 was administered prior to age 65 years:**
 - Wait a minimal interval of 5 years between PPSV23 doses

Stay Well and
Maintain Care:
PCV13 and
Shared Clinical
Decision Making for
Adults 65+ years

- **Informed by a decision process between the health care provider and the patient**
- Considerations include the patient's *risk for exposure to PCV13 serotypes and the risk for pneumococcal disease for that person as a result of underlying medical conditions*
- **Potential increased risk of disease:**
 - Persons with chronic heart, lung, or liver disease, diabetes, or alcoholism, and those who smoke cigarettes or who have more than one chronic medical condition
- **Potential increased risk for exposure:**
 - Persons residing in nursing homes or other long-term care facilities

Stay Well and Maintain Care: Zoster Vaccine

Shingrix® (Recombinant Zoster Vaccine) is the preferred zoster vaccine for preventing shingles and related complications

- **Administer Shingrix® to all immunocompetent persons 50+ years as a 2-dose series.** Recommended for individuals who:
 - Previously received the shingles vaccine Zostavax®
 - Report a prior episode of herpes zoster
 - Have a chronic medical condition (e.g., chronic renal failure, diabetes mellitus, rheumatoid arthritis, chronic pulmonary disease), unless a contraindication or precaution exists
- **Precautions:** current herpes zoster infection, pregnancy, breastfeeding
- **Provide counseling on expected reactogenicity,** including redness and swelling at site of administration, fever, and headache

Of note, Merck has discontinued manufacturing Zostavax® (Zoster Vaccine Live) – all remaining stock will expire November 2020

Stay Well and Maintain Care: Chronic Disease Management

- [Wall Poster and Card: Questions to Ask Your Doctor and Pharmacist about Your Medicine](#) (PDF)
- [How to Take Your Blood Pressure](#) (PDF)
- [Blood Pressure Tracking Card](#) (PDF)
- [AMA: 6 takeaways doctors should know about the new self-measured blood pressure \(SMBP\) policy statement](#)
- [Guide to Healthy Eating and Active Living in NYC](#) (PDF)
- [My Diabetes Checkbook: A Daily Log to Help You Control Your Diabetes](#) (PDF)
- [My Plate Planner](#) (PDF)

For other languages, visit nyc.gov/health and search for the item of interest.

Stay Well and Maintain Care: Behavioral Health

- **Counsel patients on maintaining routine care for any behavioral health conditions.**
- **Employ [trauma and resilience-informed approaches](#) with patients, who may be experiencing direct complications from COVID-19, but also trauma and psychosocial stressors.**
 - Visit NYC Health Department's [COVID-19 Coping and Emotional Well-Being webpage](#).
 - View [recent Dear Colleague Letter](#), which includes guidance on recognizing and addressing behavioral health concerns.
 - **Consider routine mental health and substance use disorder screenings for older adults** and other patients at higher risk for severe illness.

Stay Well and Maintain Care: Psychosocial Considerations

- **Consider how you can better integrate social, behavioral health and medical services in your practice, including asking about needs and providing referrals and resources for:**
 - Mental health challenges, including depression, anxiety, grief, loss, self harm and suicidal thoughts
 - Substance use disorders
 - Domestic and interpersonal violence
 - Isolation (especially among older adults, but affecting all age groups during physical distancing)
 - Social determinants of health including food insecurity, poverty and housing insecurity

See: resources section of [Checklist for Expanding Outpatient Practices During COVID-19](#), [Guidance for patients who use alcohol or drugs](#) and [NYC Quits page](#), for available support and resources.

Supporting Older
Adults Who Live at
Home:
Staying Safe and
Well at Home

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NYC Department of Health and Mental Hygiene

Staying Safe and Well at Home: Behavioral Health Resources

- **Counsel patients that it is natural to feel overwhelmed, sad, anxious and afraid, or to experience distress**, which may result in trouble sleeping or coping with alcohol and other substances.
 - **Recommend staying connected** with friends and loved ones via phone calls, email, video chat, or regular mail.
 - **Recommend staying active safely**, if physically able, including solitary exercise outdoors, while maintaining routine precautions.
 - **Provide mindful drinking strategies and overdose prevention recommendations.**
 - **Recommend** trying to remain positive and reminding oneself of one's strengths.

See: resources section of [Checklist for Expanding Outpatient Practices During COVID-19](#), [Guidance for patients who use alcohol or drugs](#) and [NYC Quits page](#), for available support and resources.

Staying Safe and Well at Home: Behavioral Health Resources

- For patients who are comfortable with apps, the “**App Library**” at nyc.gov/nycwell has online tools to help manage health and emotional well-being.
 - **NYC Well, a free and confidential behavioral health support service**, has trained counselors **available 24/7** to provide brief counseling and referrals to care. Call **888-NYC-WELL (888-692-9355)** or **text "WELL" to 65173**
- For help with isolation and loneliness, patients can also request **free recurring social check-in calls** from a volunteer by calling **Aging Connect** at **212-244-6469**

For additional resources, see resource section of [Checklist for Expanding Outpatient Practices During COVID-19: Considerations and Resources](#)

**Staying Safe and
Well at Home:
Elder Abuse,
Domestic and
Gender-Based
Violence Resources**

- **NYC Department for the Aging's Crime Victims' Resource Center: 212-442-3103** (9 a.m. to 5 p.m.)
- **NYC Family Justice Centers**, which provide social services, civil legal, and criminal justice assistance for survivors: *(Monday through Friday, 9 a.m. to 5 p.m.)*
 - **Bronx: 718-508-1220**
 - **Brooklyn: 718-250-5113**
 - **Manhattan: 212-602-2800**
 - **Queens: 718-575-4545**
 - **Staten Island: 718-697-4300**
- **NYC Elder Abuse Center Helpline for Concerned Persons: 212-746-6905** (Monday through Friday, 9 a.m. to 5 p.m.)
- **NYC's 24-hour hotline** operated by Safe Horizon: **1-800-621-4673** at all other times.

Staying Safe and Well at Home: Preventing Older Adult Falls

City Health Information
 Volume 34 (2015) The New York City Department of Health and Mental Hygiene No. 6: 46-53

PREVENTING FALLS IN OLDER ADULTS

- A fall can mean the end to independent living, or even death, for adults aged 65 years and older.
- Make annual screening for risk of falls a priority with all older patients and perform a multifactorial evaluation of those at risk.
- Use CDC's STEADI toolkit to integrate fall prevention into routine clinical care.
- Recommend regular physical activity, correction of home hazards, and medication adjustments to reduce fall risk.

INSIDE THIS ISSUE (Click to access)

INTRODUCTION

FALL RISK SCREENING

Risk factors for falls in adults aged 65 years and older (box)
 Patient Health Questionnaire-2 (box)
 Fall risk assessment and intervention (figure)

ASSESS PATIENTS AT RISK

Medications that increase fall risk (box)
 Brief home safety checklist (box)

REIMBURSEMENT

Medicare reimbursement for fall-related services (table)

FALL PREVENTION STRATEGIES

Physical activity recommendations for adults aged 65 years and older (table)

SUMMARY

What you should do to prevent falls in adults aged 65 years and older (box)
 Centers for Medicare and Medicaid Services incentive programs (box)

RESOURCES FOR PROVIDERS

RESOURCES FOR PATIENTS

REFERENCES

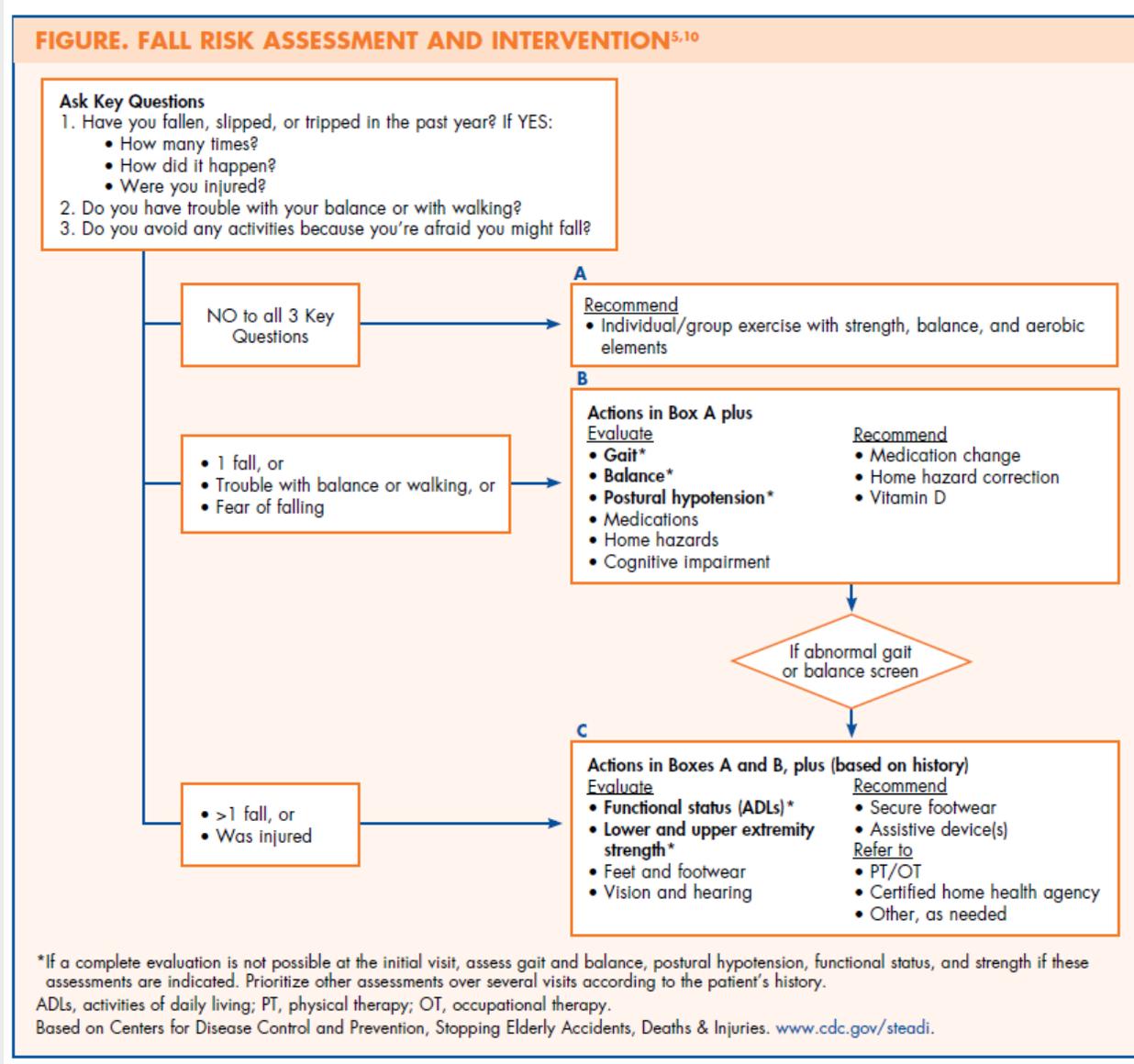
ASK CHI
 Have questions or comments about Preventing Falls in Older Adults?
 E-mail: AskCHI@health.nyc.gov

Falls are a major threat to older adults' health and independence. Among New Yorkers aged 65 years and older falls are the leading cause of injury-related death and hospitalization. Each year, falls lead to about 250 deaths, 29,000 emergency department visits, and 17,000 hospital admissions.¹ In New York City (NYC), almost half (48%) of hospitalized fall patients have bone fractures and 13% have traumatic brain injuries.² More than half (54%) of hospitalized fall patients are discharged to skilled nursing or inpatient rehabilitation facilities; an additional 19% need home health care services.²

While falls are common, they do not need to be a part of normal aging. Help older patients maintain their independence and quality of life by routinely assessing their risk for falls and recommending a comprehensive prevention plan.³



City Health Information: Fall Risk Assessment Algorithm



Materials for Healthcare Providers

As a healthcare provider, you are already aware that falls are a serious threat to the health and well-being of your older patients. You play an important role in caring for older adults, and you can help reduce these devastating injuries.

The CDC's STEADI initiative offers a coordinated approach to implementing the American and British Geriatrics Societies' clinical practice guideline for fall prevention. STEADI consists of three core elements: **Screen**, **Assess**, and **Intervene** to reduce fall risk by giving older adults tailored interventions.

Educational materials specifically designed for older adults, their friends, and family are also included. [See the list of materials included in the STEADI Toolkit.](#)

Download materials below, or order hard copies from [CDC-INFO on Demand.](#)



STEADI Basics

Clinical Tools

Functional Assessments

Medication Review

Fact Sheets

Graphics

Algorithm for Fall Risk Screening, Assessment, and Intervention

This tool walks healthcare providers through assessing a patient's fall risk, educating patients, selecting interventions, and following up.



Download

- [Algorithm for Fall Risk Screening, Assessment & Intervention](#) [552KB]

Preventing Falls in Older Patients: Provider Pocket Guide

This small, easy-to-use tool walks healthcare providers through key points of fall prevention.



Download

- [Preventing Falls in Older Patients: Provider Pocket Guide](#) [632KB]

Staying Safe and
Well at Home:
Preventing Older
Adult Falls

www.cdc.gov/steady

Staying Safe and Well at Home: Preventing Older Adult Falls

Preventing Falls in Older Adults

COVID-19 and Preventing Falls: Staying Safe While Staying Home

One in three older New Yorkers experience falls, and most of these falls happen at home. Prepare to safely stay inside during the **COVID-19** response with these fall prevention tips:

- **Home Safety:** Find and fix trip and fall hazards in your home. If you are working from home, be careful of computer and electrical wires. Coil the wires next to the wall and tape them down if you can.
 - Use our [Home Safety Checklist](#) (PDF)
- **Physical Activity:** Be active! **Physical activity** is a great way to prevent falls and there are many exercises that can be done at home.
- **Care for Your Feet:** Wear the proper footwear, even at home. Learn more about how to [keep your feet healthy](#).
- **Medicine Safety:** Continue your medicine routine. It is important to [manage your medications](#) and take all your prescriptions. Pharmacies remain open and many are offering free delivery. Call your pharmacist to discuss refills and possible delivery options.

Every year, one in three Americans aged 65 and older experiences a fall. In New York City, falls are the leading cause of injury-related death and hospitalization for older adults. In addition to serious injuries and deaths, falls can affect the quality of life for older adults, sometimes making it harder for them to live independently. Although falls are common, they do not need to be a normal part of aging. Falls are preventable and everyone can help older adults avoid them.

Preventing falls for seniors is a priority for a number of city-wide initiatives including [OneNYC](#), [Take Care New York 2020](#) and [Age-friendly NYC](#). Learn more about the [Health of Older Adults in New York City](#) (PDF).

Tips and Strategies

Falls can happen for many reasons. The main factors that can lead to falls include:

- Muscle weakness
- Trouble with mobility or balance
- Side effects of medications
- Fear of falling.

You can prevent falls by:

- Getting regular [Physical Activity](#).
- Making your home safer, as most falls occur in the home. For more information on reducing fall hazards from your home, read:
 - [How to Prevent Falls: A Home Safety Checklist](#) (PDF)Other languages: [Español](#) | [中文](#) | [Русский](#) | [한국어](#) | [Italiano](#)

- [How to Prevent Falls: A Home Safety Checklist - Large Print](#) (PDF)
- [CDC: Check for Safety](#) (PDF)
Other languages: [Español](#)
- [Talking to Your Doctor](#) about strategies to keep your home safe and you healthy. To help prepare for your visit, learn more about:
 - [Managing Your Medicine](#), including drugs that may increase your risks of falling.
 - [Managing Chronic Conditions](#)
 - [Getting Your Eyesight and Hearing Checked Regularly](#)
 - [Caring for Your Feet](#).
- [Reducing Your Fear of Falling](#)

Learn how you can protect yourself and gain confidence [In Case of a Fall](#).

Caregivers and Providers

If you are taking care of an older adult, check out the Department of Health's [tips and resources for new and experienced caregivers](#).

New York City Falls Prevention Coalition

The New York City Falls Prevention Coalition brings together partners from across different sectors to leverage information and resources to reduce the incidence and burden of falls among vulnerable populations. For more information, contact the Falls Prevention Coalition at fallsprevention@health.nyc.gov.

Additional Resources

- [City Health Information: Preventing Falls in Older Adults](#) (PDF)
- [NYC Vital Signs: Falls among Older Adults in New York City](#) (PDF)
- [NYC Epi Data Brief: Falls among Adults Aged 65 Years and Older in New York City](#) (PDF)
- [NYC Epi Data Brief Supplemental Tables](#) (PDF)
- [NYC Environmental Health Data Portal: Falls Among Older Adults](#)
- [CDC's STEADI \(Stopping Elderly Accidents, Deaths & Injuries\) Tool Kit for Health Care Providers](#)
- [NYC Department for the Aging Senior Centers](#)

More Information

- [Healthy Aging: Programs and Services for Older Adults](#)
- [Physical Activity](#)
- [Manage Your Medicine](#)
- [Manage Chronic Conditions](#)
- [Vision and Hearing in Older Adults](#)
- [Caring for Your Feet](#)
- [Reduce Fear of Falling](#)
- [In Case of a Fall](#)

To get free falls prevention documents by mail, call 311.

Staying Safe and Well at Home: Preventing Older Adult Falls

Home Safety Checklist

How to Prevent Falls: A Home Safety Checklist

Falls can cause serious injury. Fortunately, most falls can be prevented. Use this checklist to find and fix fall hazards in your home.

	If Yes, How to Fix		Who Will Fix the Hazard (for example: family member, neighbor)
BEDROOM			
Is it hard to reach a light from your bed?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Place a lamp or flashlight close to the bed. 	
Is the path from your bed to the bathroom dark or cluttered?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Use a night light or glow-in-the-dark tape to create a well-lit path. Keep the path clear of objects you could trip on. 	
BATHROOM			
Is the tub or shower slippery?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Place a nonslip mat or self-stick strips in the bathtub and/or on the shower floor. 	
Do you need support taking a bath, showering or using the toilet?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Install grab bars next to the tub and toilet. Use a shower chair, bath bench and/or raised toilet seat. 	
KITCHEN AND STORAGE			
Do you struggle to reach items you use often?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Keep items you use often in an easy-to-reach place. If you must store something out of reach, use a step stool with a support bar. Never stand on a chair. 	
FLOORS			
Are there throw rugs, objects you might trip over or uneven flooring?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Get rid of throw rugs or secure them with double-sided tape. Coil or tape electrical cords next to the wall. Clear objects from the floor (for example: papers, books, shoes). Fix uneven floors and replace missing tiles. 	
Is the floor slippery?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Clean up spills right away. Avoid waxing your floors. 	

	If Yes, How to Fix		Who Will Fix the Hazard (for example: family member, neighbor)
STAIRS (IF ANY)			
Are there trip hazards on the stairs?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Clear the stairs of objects. Secure any loose sections of carpet on the stairs. Fix loose hand rails. 	
Are the stairs hard to see?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Install or replace lighting in stairwells. Place glow-in-the-dark tape on the edge of each step. 	
PETS (IF ANY)			
Are there pets in the home?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<ul style="list-style-type: none"> Watch out for pets when you walk, especially at night. Keep dog beds, litter boxes and other pet items out of the way. 	

Free or Low-Cost Home Maintenance and Repair Programs

- Met Council's Project Metrepair**
For renters, homeowners or qualified condominium or co-op owners
Call 212-453-9542 or email homeservices@metcouncil.org
- New York Foundation for Senior Citizens**
For homeowners or qualified condominium or co-op owners
Call 212-962-7655
- The Parodneck Foundation's Senior Citizen Homeowner Assistance Program (SCHAP)**
No- and low-interest loans and extensive technical assistance for qualified senior citizen homeowners
Call 212-431-9700, ext. 300
- Rebuilding Together NYC's Accessibility Upgrades Program**
Accessibility upgrades for eligible low-income older adults or disabled residents
Call 718-488-8840
- Neighborhood Housing Services' Home Improvement Program**
Loans to homeowners for moderate repairs
Call 212-519-2500
- BronxWorks Minor Repair Program**
Minor home repairs for seniors in the Bronx
Call 718-933-5300
- New York City Housing Authority (NYCHA)**
Customer Contact Center for residents of NYCHA housing
Call 718-707-7771
- New York City Mayor's Office for People with Disabilities - Housing Resources**
Housing programs and resources for people with disabilities
Call 311

Some insurance programs reimburse for adaptive home safety equipment (for example: shower chairs, raised toilet seats and grab bars). Talk to your doctor or call your insurance provider to learn more.

For more information, visit nyc.gov and search [preventing falls](#).



Staying Safe and Well at Home: Clinicians Can Address Risk Factors for Falls!

- Make **annual screening for risk of falls a priority** with all older patients
- **Review and update medications**
- **Promote home modifications** to prevent falls
- **Make referrals** for vision/hearing, PT/OT, footcare, physical activity
- Strengthen delivery of **falls prevention messages at ED or hospitalization discharge** (e.g., provide NYC DOHMH [Home Safety Checklist](#))



Be a Buddy!

When it's hot, make sure neighbors and family are in an air-conditioned place.

Staying Safe and Well at Home: Heat-Related Illness and COVID-19

- **Heat-related illnesses are a concern each summer in NYC**
- Most hyperthermia victims are overcome in their homes and do not have or do not use air conditioning
- **Staying home/indoors to avoid COVID-19 exposure may increase risk of heat-related illness** if air conditioning is unavailable
- Financial strain related to COVID-19 may add concern about using air conditioning

For more information and guidance, see NYC Health Alert #19:

<https://www1.nyc.gov/assets/doh/downloads/pdf/han/alert/2020/covid-19-heat-illness-prevention.pdf>

Staying Safe and Well at Home: NY STATE Home Energy Assistance Program (HEAP)

- Provides funds to purchase and install air conditioner
- People who meet income and other criteria can apply
- Provide patients with written documentation of increased risk for heat-related illness
- **Advise them to call 311 to request a HEAP air conditioner application**

For more information and guidance, see NYC Health Alert #19:

<https://www1.nyc.gov/assets/doh/downloads/pdf/han/alert/2020/covid-19-heat-illness-prevention.pdf>

Staying Safe and Well at Home: Food and Meals Resources

- **Department of Education meal hub sites provide 3 meals a day, Monday through Friday.**
 - No registration or identification is required. Advise having a household member or friend at lower risk for severe illness pick up the meals.
 - Visit nyc.gov/getfood or call **311** to find meal hub site locations.
- **For patients that cannot go out to get food or use private delivery options, NYC emergency meal delivery is available.**
 - Visit nyc.gov/getfood or call **311** to learn more.

GetFood NYC
COVID-19 Emergency Food Distribution

Staying Safe and Well at Home: Financial, Housing, and Other Resources

- **Information on City services and support for older adults**, including finances and consumer protection, housing and utilities: nyc.gov/agingcovid.
- **Information about local resources by neighborhood**, including primary care, pharmacies, grocery stores and food pantries, and financial or housing help: nyc.gov/health/COVIDresources.
- To apply for HRA services, including SNAP and cash assistance, patients can visit nyc.gov/accesshra, or download the **ACCESS HRA mobile app**.
- Those who cannot access the website or mobile app can **call 311**.

RESTART NYC:
Reopening in NYC

Jennie Sutcliffe, MSc
Senior Healthcare Policy Analyst
Reopening Guidance Taskforce

NYC: WHO'S DOING WHAT?

- NYC Department of Health and Mental Hygiene:
 - Public health guidance and tools for reopening NYC to support implementation NY Forward requirements
- NYC Department of Consumer and Worker Protection:
 - Education and enforcement of worker health and safety mandates
 - Worker protection hotline
- Small Business Services: hotline, tools and marketplace
- Mayor's Office of Special Enforcement: coordinates citywide, multiagency enforcement
- NYC Department of Transportation: opens streets, sidewalks, plazas for pedestrians, bicycling and businesses to operate outdoors

THE CORE FOUR: KEY TO REOPENING



Stay home if sick

Only leave for essential medical care and or other essential errands.



Keep physical distance

Stay at least 6 feet away from other people.



Keep your hands clean

Wash your hands often with soap and water. Use hand sanitizer if soap and water are not available.



Wear a face covering

You can be contagious without symptoms. Protect those around you by wearing a face covering.

NYC HEALTH DEPARTMENT PUBLIC HEALTH GUIDANCE

- Visit nyc.gov/health
- Guidance for specific businesses: looking to NY Forward and providing best practices and recommendations for the Core Four
- Businesses:
 - FAQ
 - Signs, posters and flyers
 - Tools (such as model logs and health screenings)
 - Guidance on returning to a space that has been vacant
- Guides for the public: diners, having fun outdoors and shopping
- Information on face coverings and COVID-19 testing
- Updates and adds resources regularly

FLYERS AND POSTERS

Prevent the Spread
Keep Your Distance
Wash Your Hands
Cover Your Cough



These flyers and posters are available to order by calling **311** or print <https://www1.nyc.gov/site/doh/covid/covid-19-posters-and-flyers.page>

SPECIFICALLY FOR OUTPATIENT OFFICES

Checklist for Expanding Outpatient Practices During COVID-19: Considerations and Resources

- General considerations
- Operations management
- Optimizing EHR processes
- Access to care
- Special considerations to support patients and staff
- Thinking ahead
- Financial concerns
- Resources

CONCLUSION

- Tailor the Core Four to your workplace, employees and activities
 - The concepts are simple
 - Implementation is hard
 - Requires thinking through every operational detail of an activity
- Be flexible and prepared to change
 - As we continue to learn about COVID-19, recommendations will change
 - Lessons are coming in from NYC and around the world about reopening best practices and mistakes
- Employees may have feedback on ways to improve health and safety measures
 - Communicate regularly
 - Be ready to adjust operations in response to their feedback

ADDITIONAL RESOURCES ON COVID-19

NYC Health Department

- Provider page: <https://www1.nyc.gov/site/doh/covid/covid-19-providers.page>
- Data page: <https://www1.nyc.gov/site/doh/covid/covid-19-data.page>
- Weekly webinars: Fridays, 2 p.m. (sign up on provider page)
- Dear Colleague COVID-19 newsletters (sign up for *City Health Information* subscription at: [nyc.gov/health/register](https://www1.nyc.gov/site/doh/covid/covid-19-providers.page))
- NYC Health Alert Network (sign up at <https://www1.nyc.gov/site/doh/providers/resources/health-alert-network.page>)
- Provider Access Line: **866-692-3641**
- Neighborhood resource snapshots: <https://www1.nyc.gov/site/doh/covid/covid-19-communities.page>

NYC COVID-19 Citywide Information Portal

- Includes information on > 150 testing sites in NYC: [NYC.gov/covidtest](https://www1.nyc.gov/site/doh/covid/covid-19-communities.page)

Other sources

- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>