COVID-19 HEALTHCARE PROVIDER UPDATE

AUGUST 21, 2020

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Our understanding of COVID-19 is evolving rapidly.
This presentation is based on our knowledge as of August 6, 2020, 5 PM.

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CONTINUING MEDICAL EDUCATION

CME Accreditation Statement for Joint Providership

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OUTLINE

WHERE WE ARE NOW

WHAT'S NEW

INCREASED TESTING IN HYPERLOCAL AREAS OF NEED

EPI UPDATES AND REVISED DATA PAGES

QUESTIONS AND DISCUSSION

WHERE WE ARE NOW

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WHERE WE ARE NOW

- Over 22 million cases and 797,000 deaths due to COVID-19 confirmed worldwide

- The United States has reported over 5.7 million cases and 177,000 deaths

- Vaccine candidates are in various stages of development. Moderna/NIH and AstraZeneca/Oxford University vaccines are in stage III trials

- Indicators of viral circulation in NYC are being monitored closely to gauge success of suppression measures and to help guide next steps in reopening

CUMULATIVE CASES WORLDWIDE
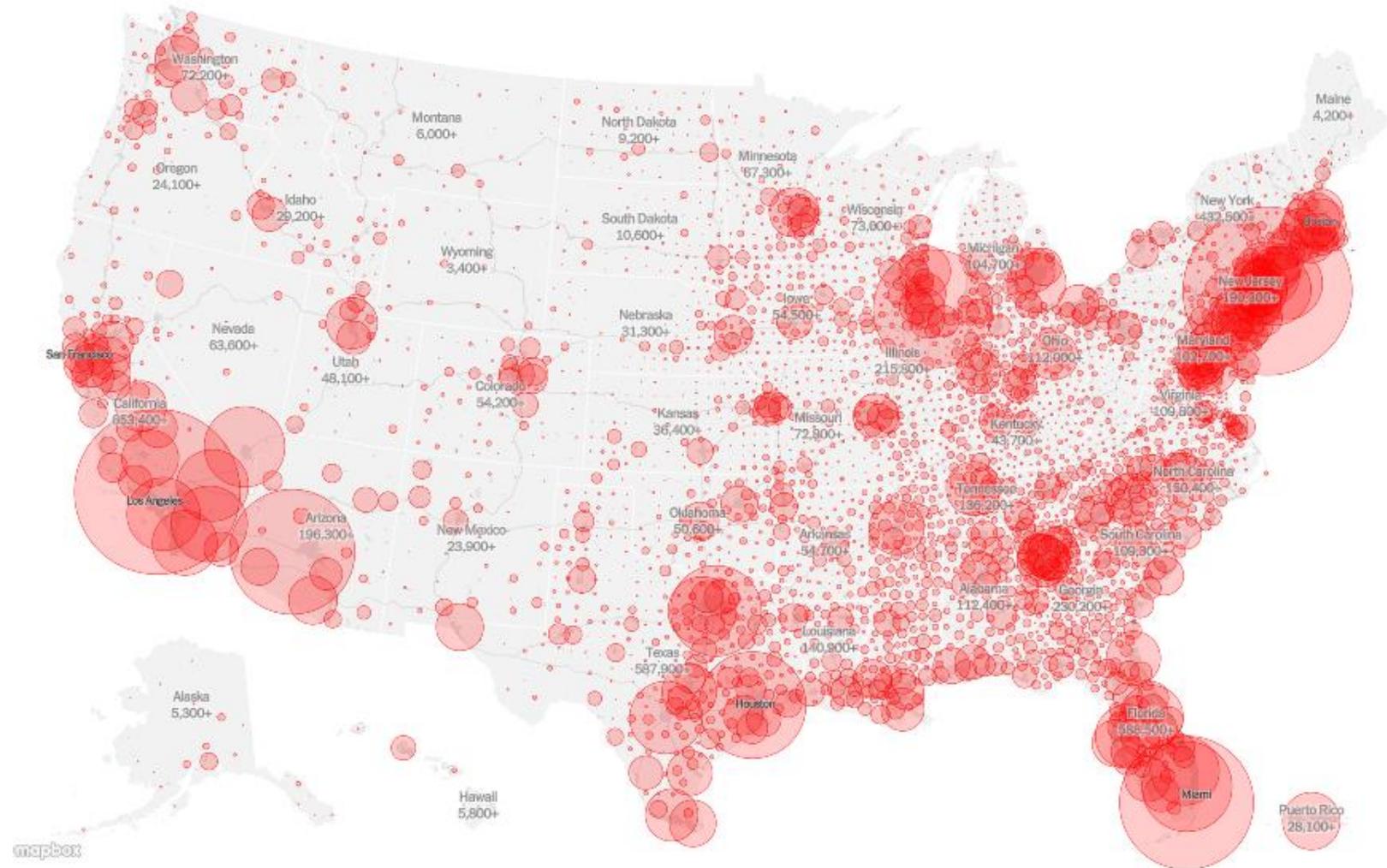8/20/20

>22 million cases
>797,000 deaths

Cumulative confirmed cases, Johns Hopkins University
https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6

CUMULATIVE CASES, U.S.
8/20/20

> 5.7 million cases
> 177,000 deaths

New York Times. Coronavirus in the U.S.: total cases.
https://www.nytimes.com/interactive/2020/us/coronavirus-us-cases.html

NEWS AND UPDATES

COVID-19 Express Tests

- Free rapid COVID-19 virus testing available at multiple NYC Health COVID Express sites
  - Bronx, Brooklyn, Queens, and Manhattan
  - Test results within 24 hours
  - Some of the other services usually provided at these facilities will still be available. See **NYC Health Clinics webpage**
- COVID-19 testing by appointment only, ideally using online scheduler and creating **MyChart** account
- More information: **nyc.gov/health/covidexpress**

NEWS AND UPDATES

Required ECLRS Reporting for POC Tests

- Reminder that NYS requires reporting of **all** COVID-19 test results, including point of care (POC) tests, via the electronic laboratory reporting system (ECLRS)
  - Positive results must be reported immediately
  - All other results, including antibody testing, must be submitted to ECLRS four times per day
- Timely reporting allows for prompt investigation of cases and contact tracing
- See NYS Department of Health reporting guidance
  - https://coronavirus.health.ny.gov/system/files/documents/2020/04/doh_covid19_reportingtestresults_rev_043020.pdf
- Call 866-325-7743 or email eclrs@health.state.ny.us with any technical questions

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NEWS AND UPDATES

Return to Work Letter

- Reports that some employers requiring confirmed COVID-19 cases to provide a negative test in order to return to work

- This is not an appropriate criterion for returning to work,* as viral RNA may be detected for several weeks or even months after the infectious period
  - Adhere to guidance on when to discontinue isolation of 10 days and 24 hours free of fever for most people
  - https://nyc.gov/assets/doh/downloads/pdf/imm/covid-19-provider-quarantine-precautions.pdf

- Include in any sick note letter/documentation that a negative test is not an appropriate return to work criterion
  - NYC Health Department Provider Note for absence from and returning to work can be found here https://nyc.gov/assets/doh/downloads/pdf/imm/covid-19-doctor-note-non-travel.pdf

*Exceptions include health care personnel of nursing homes and long term care facilities where NYS DOH has mandated a negative test

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NEWS AND UPDATES

SARS-CoV-2 Antigen Test Limitations

- Antigen tests for SARS-CoV-2 are generally less sensitive than RT-PCR, which remains the "gold standard" for diagnostic testing
  - Antigen levels in some symptomatic patients may drop below the limit of detection and produce a negative result, when RT-PCR would be positive
  - Confirm a negative rapid antigen test result with RT-PCR especially if result inconsistent with clinical context
- Specificity of rapid antigen tests is generally as high as RT-PCR, meaning false positive results are unlikely
- See CDC Antigen Test Guidelines https://cdc.gov/coronavirus/2019-ncov/lab/resources/antigen-tests-guidelines.html

INCREASING COVID-19 TESTING IN NYC NEIGHBORHOODS THROUGH HYPERLOCAL RESPONSE

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People wait on line for COVID-19 testing at a mobile testing site inside Sunset Park in Brooklyn, New York on Thursday, August 13, after a spike in positive cases was found in the neighborhood. (Gardiner Anderson/for New York Daily News). Printed August 17, 2020.

IDENTIFYING NEIGHBORHOOD ZIP CODES FOR ACTION

- Neighborhood identification metrics include:
  - Systemic inequities
  - Surveillance signal indicating recent increase in COVID-19 cases and elevated percent positivity
  - High case rate
  - Low testing rate

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LONGSTANDING INEQUITIES

- Households at or below 200% Federal Poverty Level
- Households received public assistance income or food stamps/SNAP
- Households that have >1 occupant per room
- Residents without health insurance coverage

HIGH BURDEN OF COVID-19

- Neighborhoods that experienced high COVID-19:
  - Cases
  - Hospitalizations
  - Death rate
  - Percent positivity
- Neighborhoods were ranked based on number of weeks they were among the hardest hit neighborhoods from COVID-19
- Data taken since March 1, 2020

LOW TESTING WITH HIGH POSITIVITY

- Considered the testing rate and percent positivity rate per 100,000 among people residing in non-congregate settings
- Identified recent transmission by finding laboratory-confirmed cases that reported symptoms and whose onset was within the past four weeks

STRATEGY FOR INCREASING TESTING

- Set up and operate community-informed point of care rapid testing site in identified neighborhood that includes immediate access to support resources for those who test positive

- Use community feedback to inform placement of rapid testing site and mobile testing resources, and conduct community and partner engagement to educate and involve the community in pop-up testing

COMMUNITY PROFILE
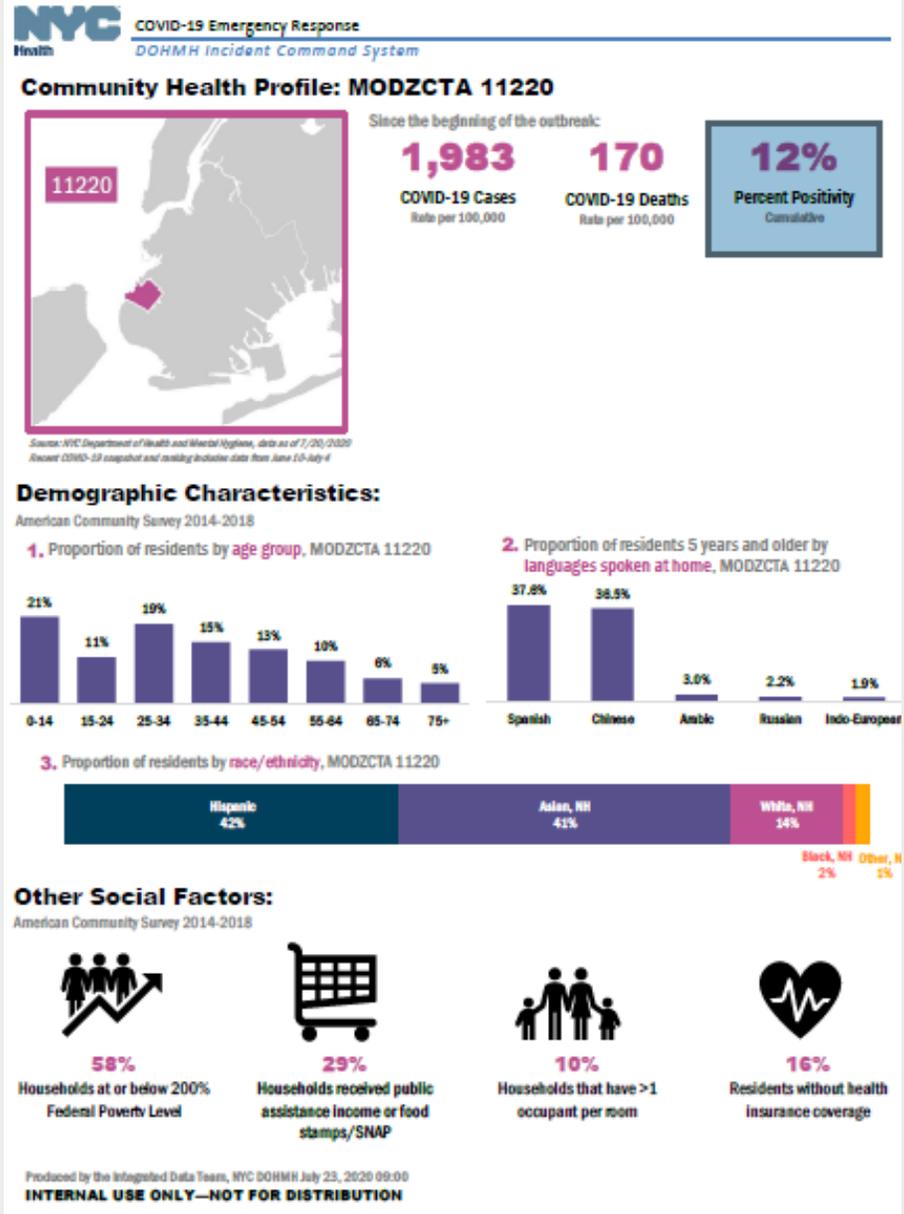
COMMUNITY ENGAGEMENT APPROACH

- Sustain continuous, bi-directional engagement with community partners during emergency response

- Connect existing relationships/resources across the NYC Health Department to identify and support community partners

- Address needs, knowledge, input, and inequities identified by communities

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COMMUNITY ENGAGEMENT AND FEEDBACK

- Engagement strategy in the community
  - Canvassing local businesses / congregations
  - Door knocking with community members
  - Information / listening sessions
  - Tailored, localized media outreach
  - Emails to partners, neighborhood flyering
- Partner calls and interviews to understand key issues in the neighborhood
  - Testing concerns and barriers
  - Physical distancing issues
  - Difficulties isolating or quarantining
  - Source control challenges like access to face coverings and education about use

TAILORING OPERATIONS TO NEIGHBORHOOD

- Asking community partners about preferred potential testing spots and selecting:
  - Convenient locations that have high foot traffic
  - Sites trusted by the community that serve the principle demographics of the neighborhood
- Providing staffing with needed language skills
- Addressing hesitancies about going to testing sites (e.g., fear of exposure, immigration status, inconvenience)

POP-UP SITES

- Temporary testing spaces set up in the community

- Community-based non-healthcare setting (e.g., church, school)

- Designed for flow, with people in and out quickly, mindful of physical distancing

Photo Credit: Shelby Boyle NYC DOHMH

SAME DAY TEST RESULTS

Abbott Website https://www.abbott.com/corpnewsroom/product-and-innovation/how-id-now-tackles-covid-19.html

- Using point of care (POC) RT-PCR testing allows for same day test results

CONFIRMATION / REFLEX TESTS

- Two swabs collected from each person
- Specimens with a negative result were retested at the NYC Health Department's Public Health Laboratory, with confirmatory results within 24 hours
  - Identified several people who were negative by POC and positive at PHL
- Commercial labs providing results in median of 4 days

RESOURCE NAVIGATION

- Key public health mission of the pop-up site in harmony with testing is providing immediate access to support resources and interventions to those who test positive
- People with a PCR positive test result are immediately referred to NYC's Trace team for services
- Resource Navigators are trained to discuss resources and weigh options with the individuals and their families (like a case manager)
- 100% of the people who test positive are offered services from the City

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PROVIDING UNIQUE SERVICES

- Our pop-up sites are popular! Average 300+ people tested per day

- Popularity may be due to inability to get rapid COVID-19 test results elsewhere in the city

- Some people required to have test done for travel / school

- Some clients informed that testing was being required as a condition of employment
  - Requiring a negative test to end isolation contradicts public health guidance and will lead to exclusion of persons who test positive beyond the infectious period

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CHALLENGES OF TARGETING RESIDENTS IN ZIP CODE

- Our test sites saw residents from throughout the city and other states
- Even with very localized media and outreach, word of mouth made the testing site well known
- Hard to limit testing to people in the ZIP code
  - Don't want to require proof of address
  - People have legitimate reasons for wanting the test
  - Difficult to refuse testing for those who really want a test and traveled far to get it

EFFORTS TO INCREASE TESTING FOR RESIDENTS IN ZIP CODE

- Outreach saturation in the ZIP code, with increasing tailored, responsive engagement with partners/community members
- Developed ticketing system with appointment times, prioritizing community members
- Gave tickets to partner organizations in the ZIP code to give to their clients
- Door-to-door outreach, with language interpreters
- Dedicated "unannounced" days of operation just for local residents

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MOBILE TESTING VANS

- Ability to station 2-3 vans in neighborhood to increase testing availability

- PCR/swab for RT-PCR testing only

- Community partners hosted or helped identify placement in areas with high foot traffic (e.g., near parks or food pantries)

REFERRALS TO OTHER PROVIDERS IN THE COMMUNITY

- These are only temporary services; don't want residents to feel they're abandoned when pop-up sites close

- Connection to additional testing and care with neighborhood providers

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IMPORTANCE OF COMMUNITY PROVIDERS

Getting the message out!

- Engage community-based clinical providers
  - Hospital ambulatory, primary care services
  - Community Health Centers / FQHCs
  - Independent practices
  - Pharmacies
- Raise awareness of local testing efforts
  - Send emails before, during ,and after the pop-up
  - Conduct several rounds of phone calls with updated testing information
  - Assess which practices are testing, accepting new patients, or offering sliding fee scale if self-pay
- Listen to concerns and summarize feedback

IMPORTANCE OF COMMUNITY PROVIDERS

Reach

Setting Type	Bronx - 10457	Brooklyn - 11220
Hospital Ambulatory, Primary Care	4	2
FQHCs/Small Practices	7	49
Pharmacies	0	59

Themes (limited to Sunset Park)

- Lack of resources/communication for non-English speakers

- Challenges to meeting demands for testing, including:
  - Lack of testing kits
  - Fear of exposure among staff
  - Patients calling more often for test results

- Confusion among patients about testing sites: where to get tested, testing locations too far away, fear of exposure at testing sites, fear of leaving their house, cost of testing and insurance coverage, wait times for test and results

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10457 ZIP CODE

BELMONT/ CLAREMONT/ MOUNT HOPE/ TREMONT, BRONX

- Over 7,400 people were tested by providers or pop-up locations in 10457 zip code
  - Over 3,400 people tested by NYC Health Department
- Testing identified over 200 people with COVID-19
- Increased testing rates in the surrounding ZIP codes showed need throughout the Borough
- Feedback from community members showed strong word of mouth for testing and the importance of the church site as a trusted place in the community

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11220 ZIP CODE

SUNSET PARK, BROOKLYN

- Over 5,100 people were tested by providers or NYC Health Department pop-up locations in the 11220 ZIP code
  - 4,500 of these were tested at NYC Health Department site
- Relatively high percent positivity demonstrates utility of the using data to drive response efforts
- Trace investigations identify household members as most common exposure among cases
- Targeted outreach needed for Asian and Pacific Islander (API) communities to dispel COVID-19 testing myths and misconceptions and establish pre-existing relationships with anchor institutions that serve these communities, including staff that speak API languages and materials printed in dialects

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OVERALL OBSERVATIONS

- High levels of demand for COVID-19 testing with timely results

- Placing testing in a neighborhood alone does not increase testing rates; operations must be tailored to the needs of the community

- Focused and sustained community outreach results in local turnout

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COVID-19, NYC
8/20/20

Cumulative counts:

- Cases: 227,724
- Hospitalizations: 56,846
- Confirmed deaths: 19,003
- Probable deaths: 4,636

Figures show number of daily COVID-19 cases, hospitalizations, and deaths
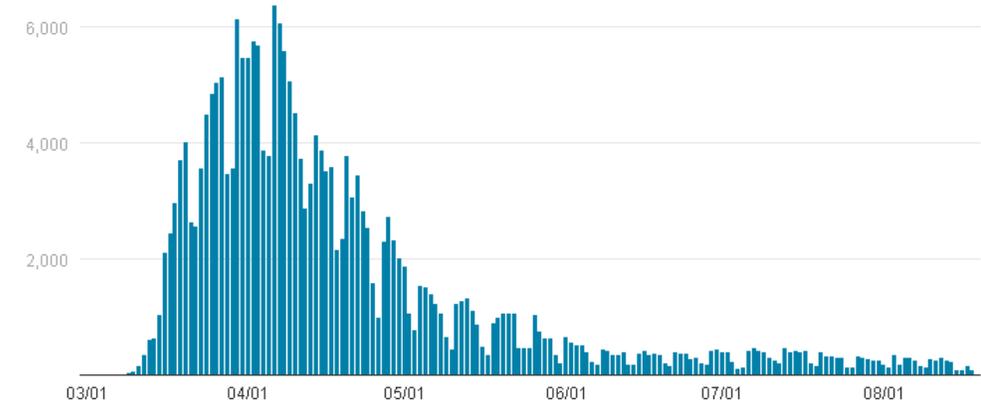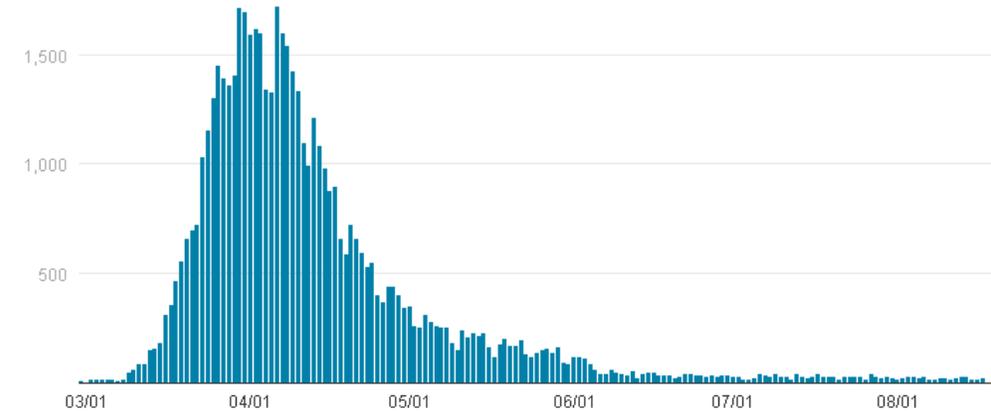
NYC Health Department. COVID-19: data.
https://www1.nyc.gov/site/doh/covid/covid-19-data.page

CASES

HOSPITALIZATIONS

DEATHS
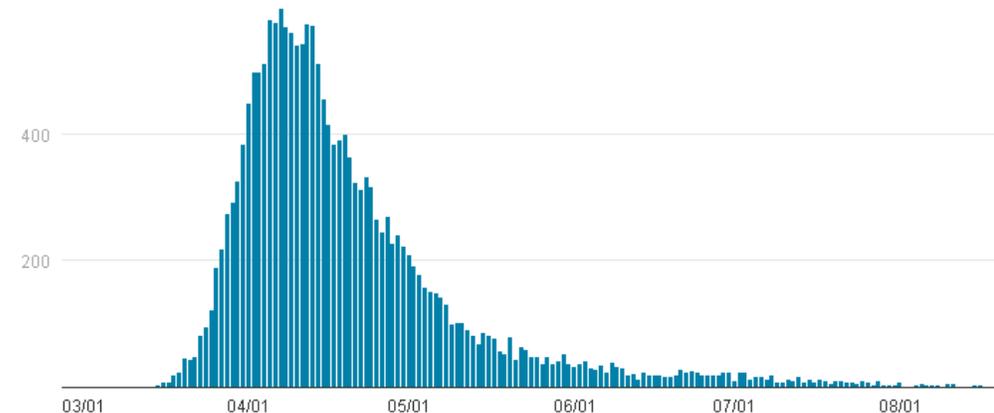
COVID-19, NYC
8/20/20

Figure shows the total number of people tested for COVID-19 using a diagnostic assay vs the number of people with a positive result for each day of the outbreak
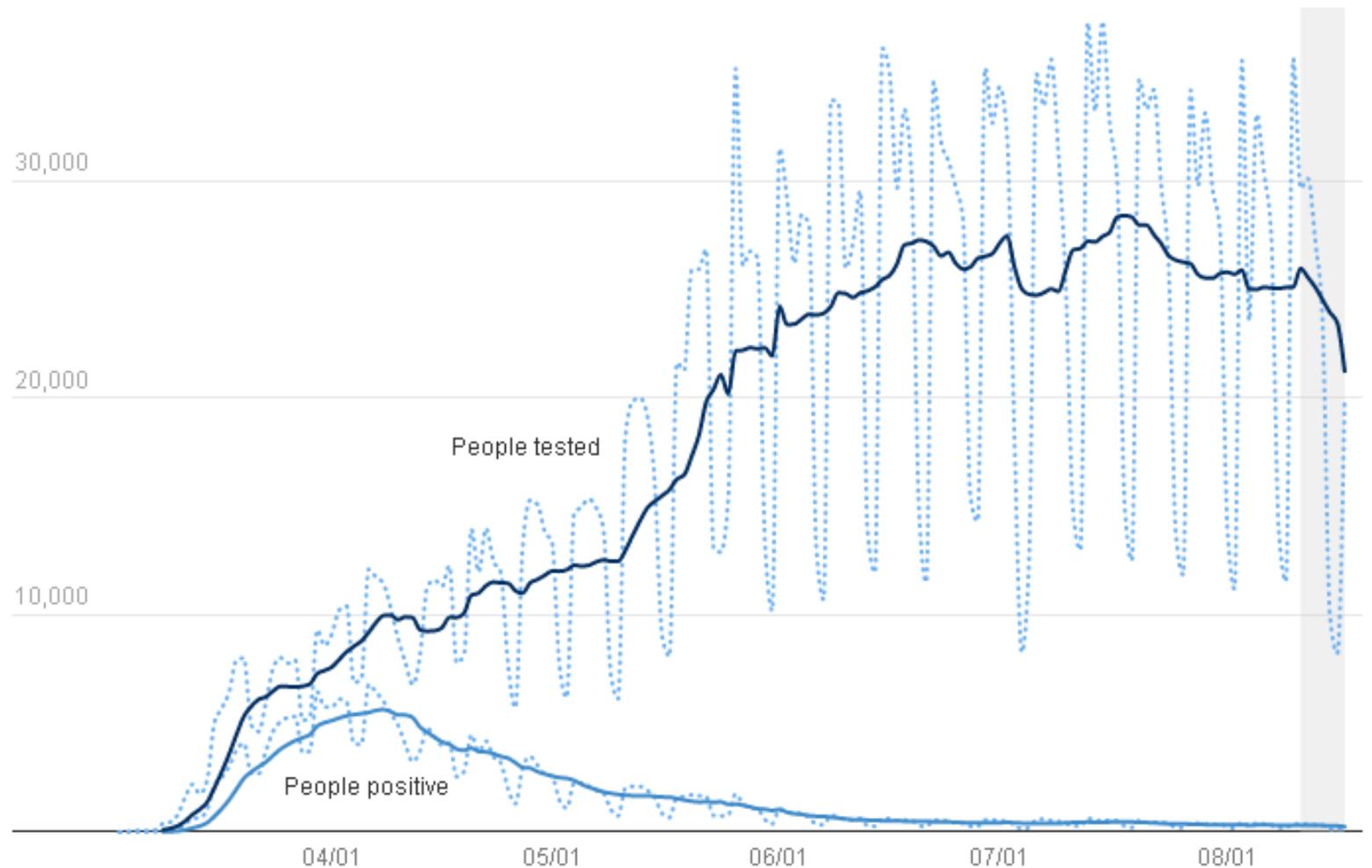
EPI UPDATES NYC

- Citywide case counts still declining, slightly over the last two weeks, with deaths declining dramatically
- Overall percent positivity in NYC is 1.3%
- Areas of citywide percent positivity have not been very concentrated. During last four weeks, the following ZIP codes have been highest (2.4 - 2.5%)
  - BX: 10457 (Tremont), 10458 (Belmont)
  - BK: 11220 (Sunset Park), 11239 (East New York)
  - QN: 11356 (College Point)
  - SI: 10302 (Elm Park)
- Testing rates have been particularly high (~11,000 per 100,000) in affluent areas of BK, QN, MN
- Testing rates have been particularly low (<5,000 per 100,000) in Southern Brooklyn and Southeast Queens

COVID-19, NYC
8/20/20

New element: Recent data
- Table and map of cases and deaths for **most recent four-week period**, as opposed to cumulative data
- Shows recent **trends in cases** by neighborhood
- Shows recent **testing rates** by neighborhood

NYC Health Department. COVID-19: data.
https://www1.nyc.gov/site/doh/covid/covid-19-data.page

COVID-19, NYC
8/20/20

New element: Testing data
Virus testing: PCR testing data with 7-day average to see testing trends over time
Antibody testing: NEW antibody testing data with map and table showing antibody testing rates and percent positivity by ZIP code and by age, borough, neighborhood poverty and sex
(NOTE: race and ethnicity not available since often not completed by the provider requesting the test)
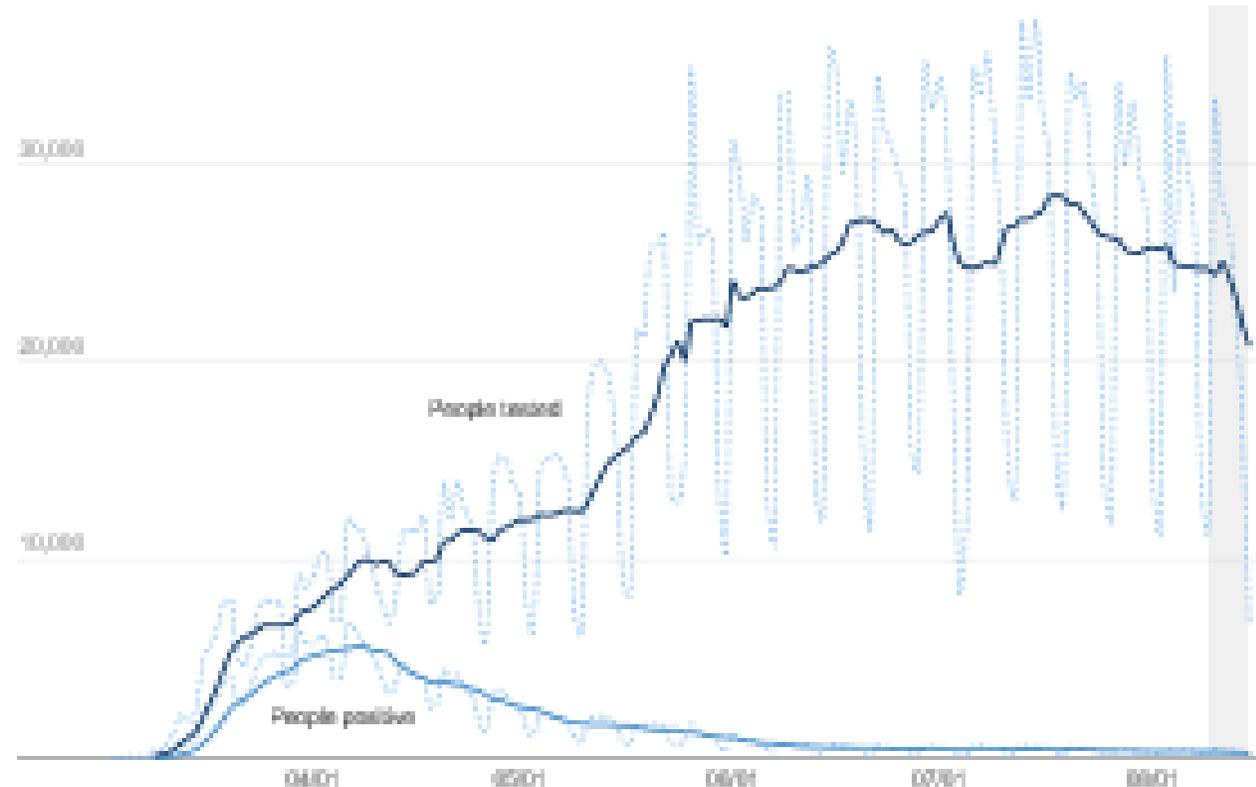
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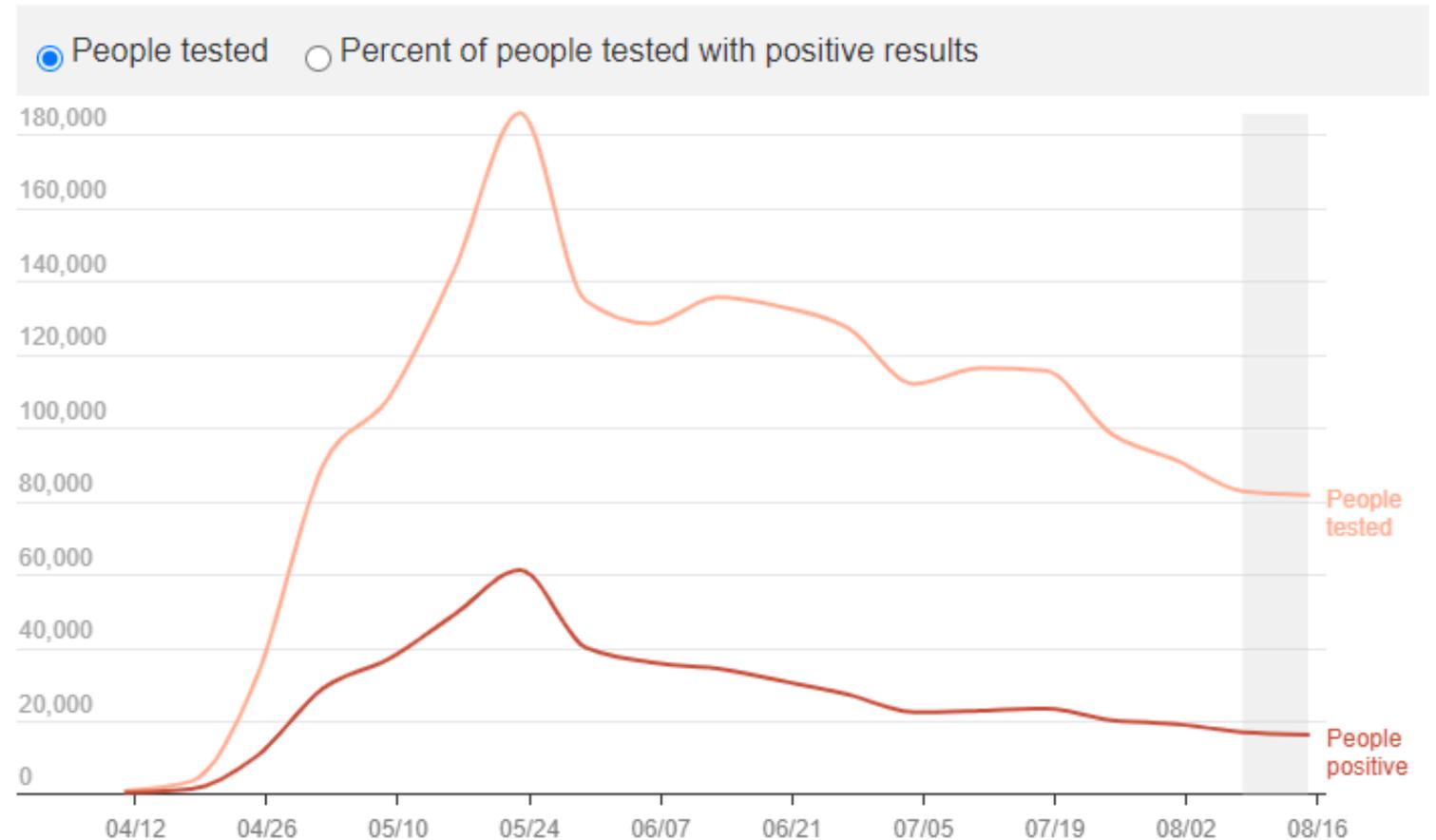
Antibody Tests

These charts show the number of people tested with antibody tests, the number of people who tested positive and the percent of people tested who had positive results for the week starting on the listed date.

⦿ People tested   ◯ Percent of people tested with positive results

NEW AND IMPROVED!

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, 1 p.m. (sign up on provider page)

- Dear Colleague COVID-19 newsletters (sign up for *City Health Information* subscription at: nyc.gov/health/register)

- 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

Other sources

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

RETRIEVING CME CREDITS

- Log onto the CPE website - http://cme.nychhc.org

- Look for the login section (on the right side)

- Create a profile if you have not logged in before

- Enter your username (email address) and password. Click on the **Go** button.

- The Welcome Screen will appear. Click on the **Go** button.

- The next screen will display three tabs. "**My Programs**", "**CPE Tracker**" and "**My Account Info**."

- Click the tab "**CPE Tracker**"

- On the same row look to your right. Locate the '**Select Year**' section. Click on the **down arrow and select the year** to view. Certificates will be listed by program name.

- View credits or print certificates by clicking on the certificate located under the **view/print** column.

- Note: It may take up to 8 weeks for H+H to process credits

QUESTIONS?

THANK YOU