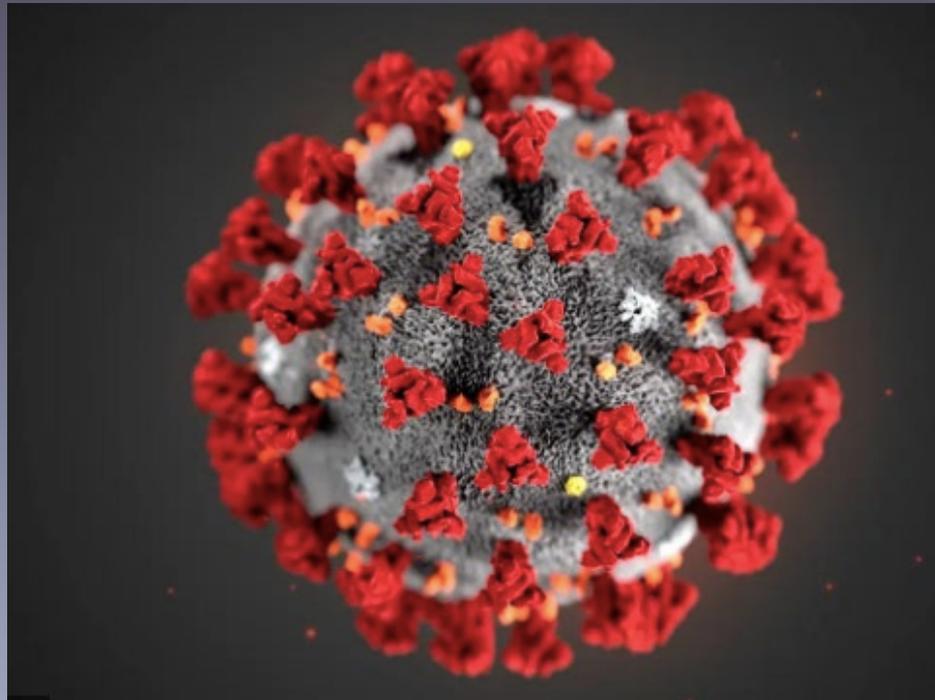


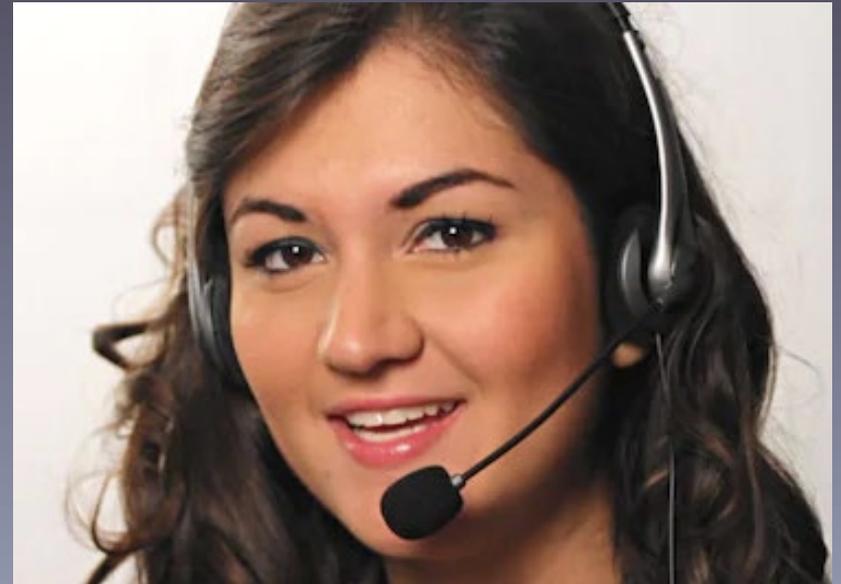
# IsoCare

## Supporting Isolation



# IsoCare

- \* Community Health Centers refer patients who must isolate or quarantine while awaiting test results
- \* Provides telephone health education, resources and support for people who have been told to home isolate or quarantine
- \* Has trained over 150 volunteers and supported over 1300 clients since April 2, 2020
- \* Partnered with Petaluma People Services Center as Fiscal Agent



# What IsoCare Does

- \* Education on how to prevent spreading Covid to close contacts and community.
- \* Problem solving for individual situations
- \* Emotional support
- \* Link client to resources like food, masks, \$ etc
- \* Safety net for people who can't isolate safely



# This is a Social Justice Issue!



« Unease During Pandem... | Main | The Immeasurable, Ca... »

Monday Apr 20, 2020

## When Quarantining at Home Puts Families at Risk

When I got sign-out on a patient who I will call Nelson, he was already starred on my list.

"Nelson is a watcher," the nightfloat admitter said.

We reviewed him: Young African-American, obese, history of obstructive sleep apnea. What they didn't sign out to me was that he had other family members who also had been admitted. When I walked in to see Nelson, he peppered me with questions about his family.

"How's my mom? How's my brother?"

I told him I didn't have a release to talk to him about them, and I honestly hadn't even known they also were hospitalized.



# Are IsoCare and PH doing the same thing?

- \* Public Health is focused on tracking known positive cases and tracing contacts (Who, Where, When)
- \* IsoCare supports people in isolating and quarantining when they don't yet have a positive test – 5-15 days before they get a call from PH
- \* IsoCare is focused on helping people understand what it really means to home isolate and how to protect the rest of their household and the larger community
- \* IsoCare deploys community resources to help people stay home

# What IsoCare Is NOT

**Their doctor**



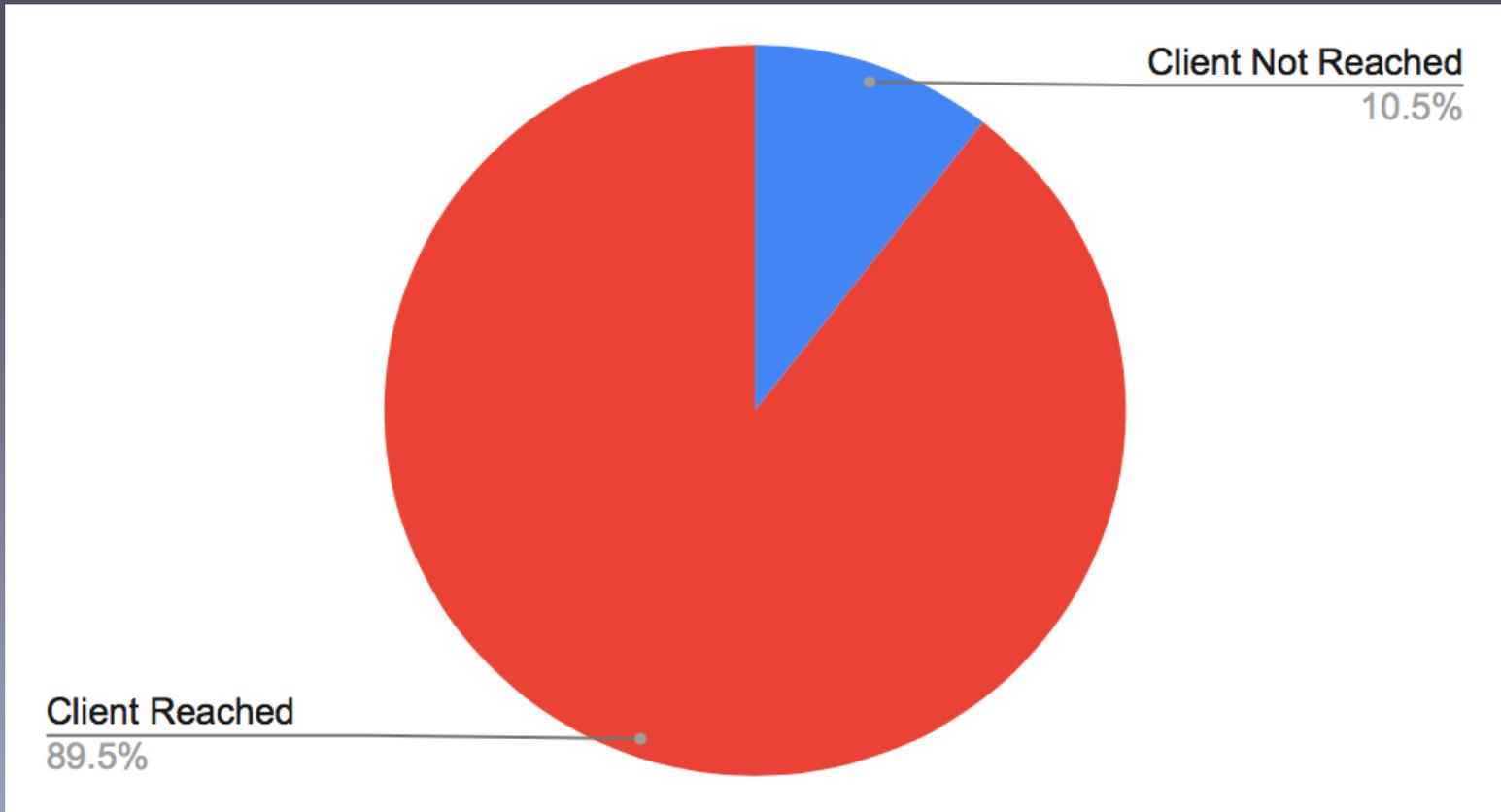
**Law Enforcement**



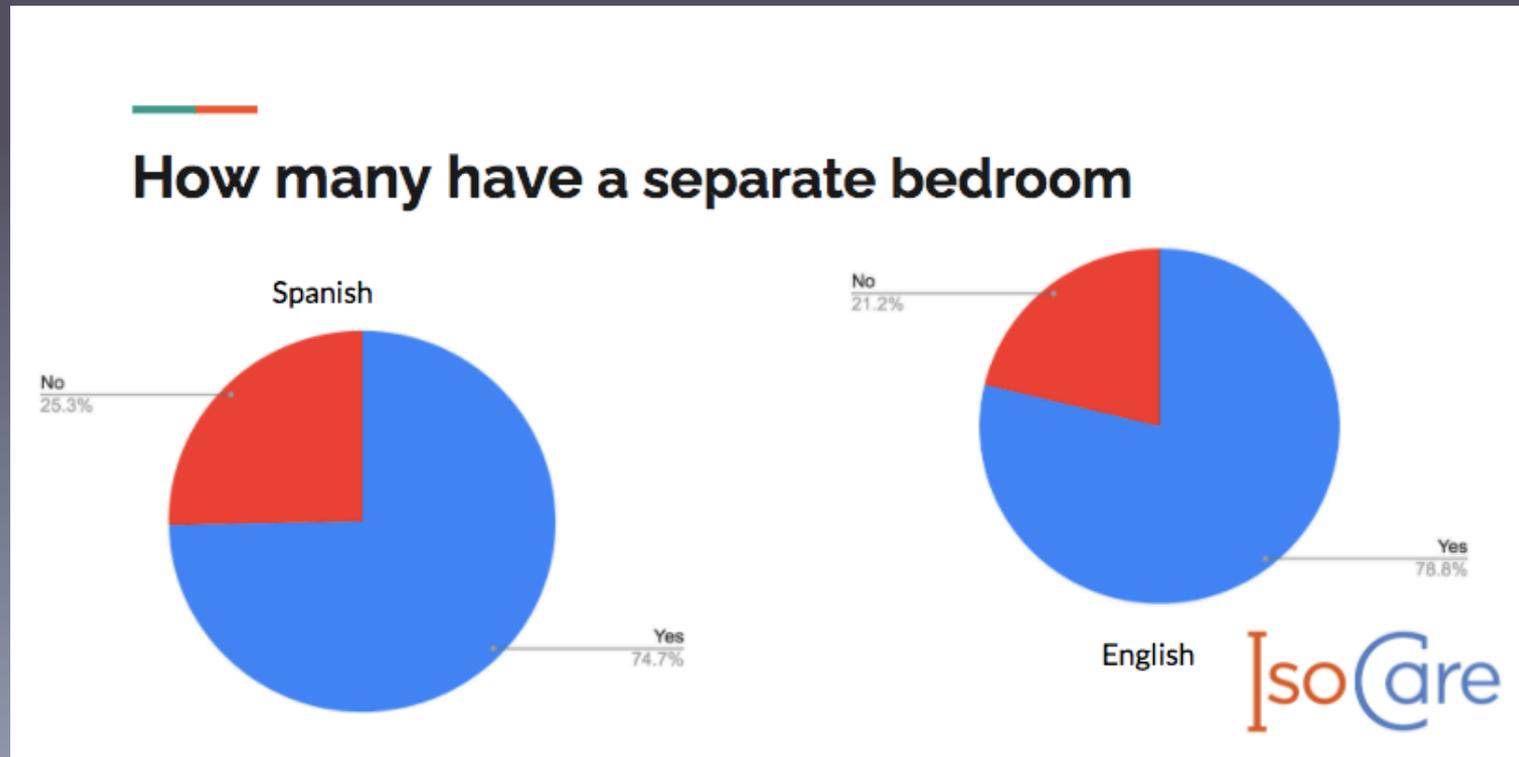
# Strategies that are Key to Success

- \* Train Community Health Workers (CHWs) to use a Case Management model to provide support, increase connection and build trust
- \* Utilize interactive scripts (on-line) to support and guide community health workers
- \* IT platform that easily collects data to be used to inform the model and future interventions
- \* Comprehensive, Initial Training for CHWs in Isolation/Quarantine, resources, motivational interviewing
- \* Minimum weekly collaboration/update meetings for CHWs
- \* IsoCare staff available for CHWs so they can get questions answered real time and support for complex patient needs
- \* Close collaboration with other Community Based Organizations – partnerships for client resources

# Over 1300 people supported

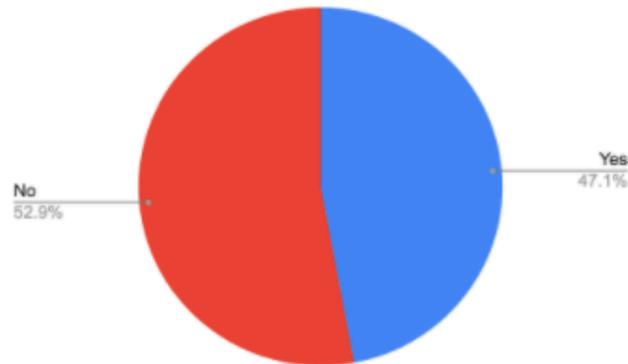


# Easy to learn about clients



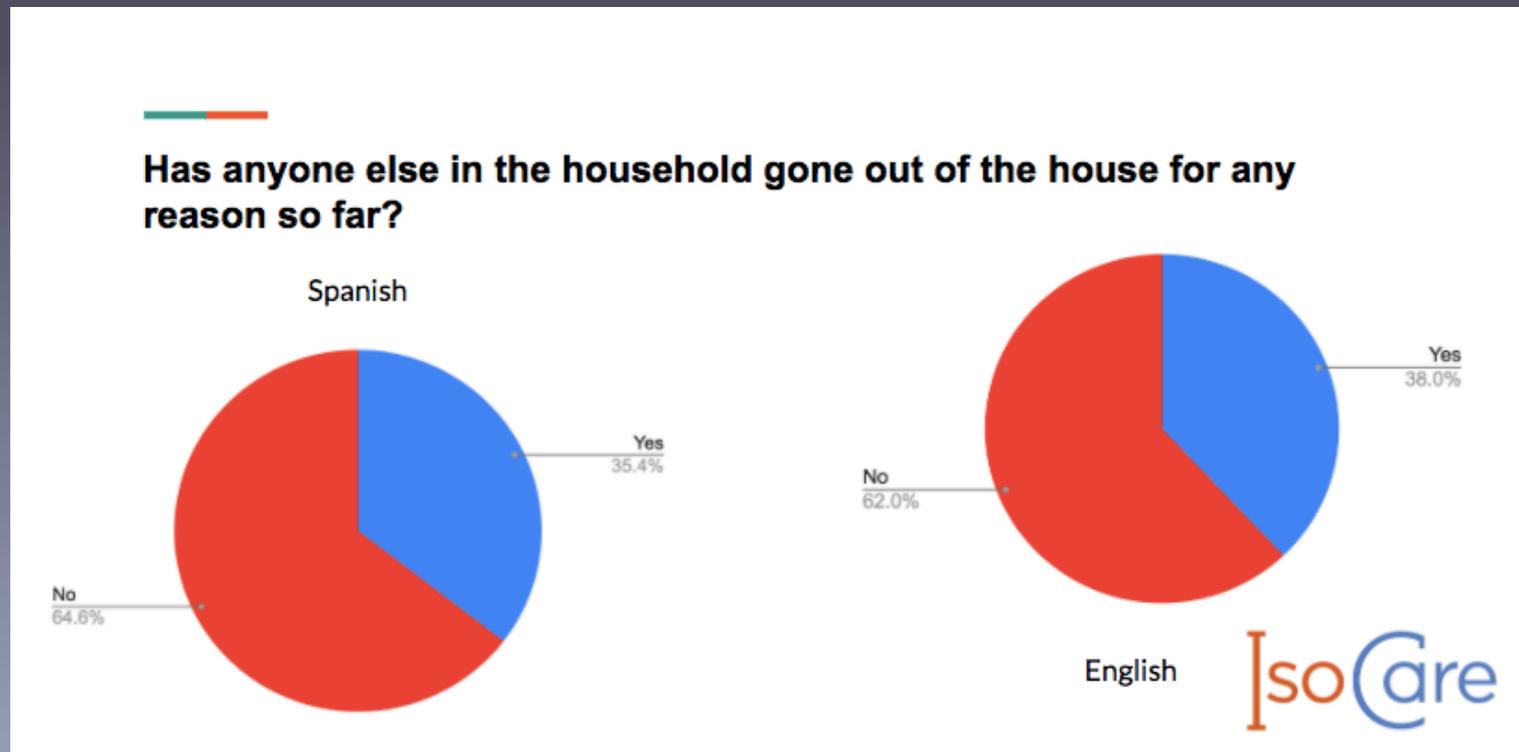
## How many have a separate bathroom

Spanish

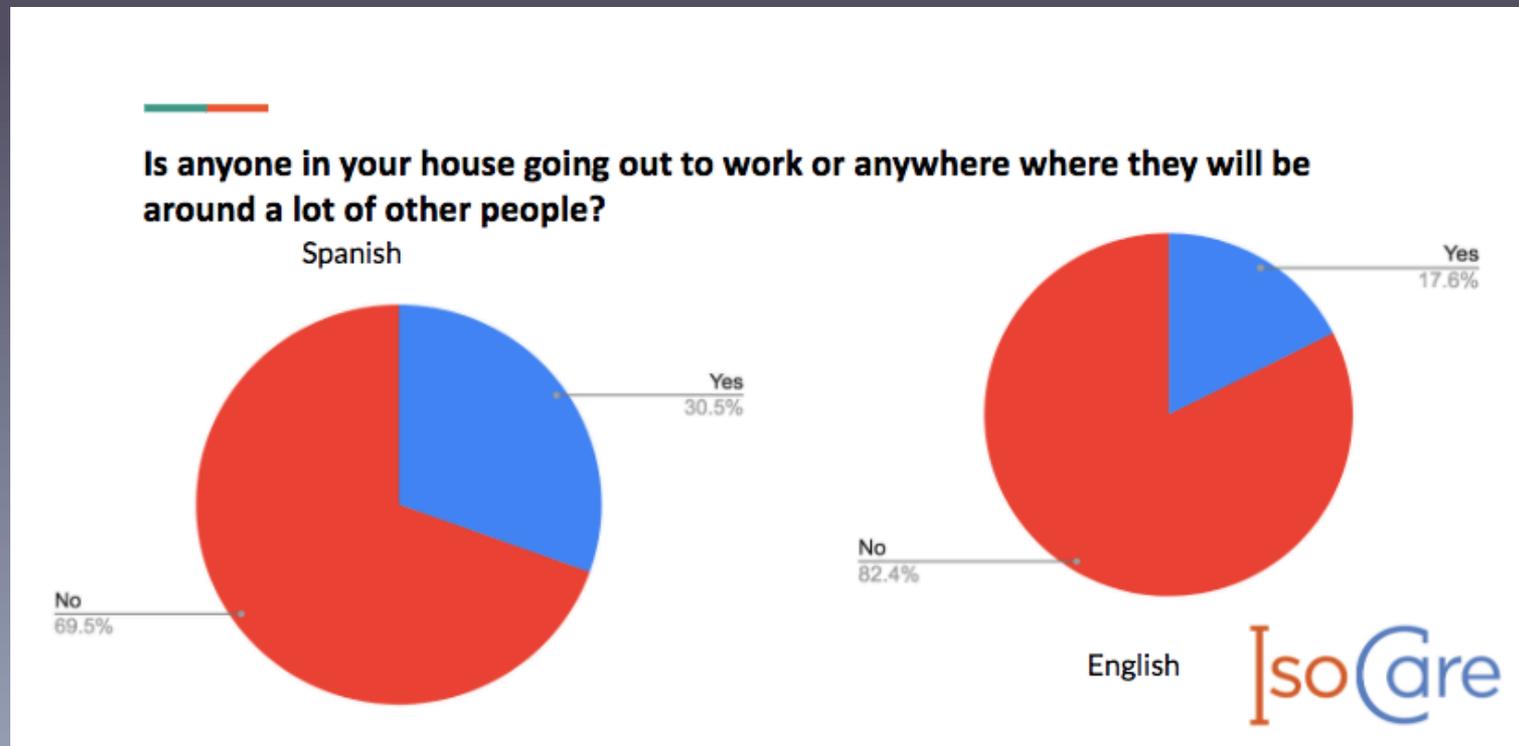


English IsoCare

# Slightly more English Speakers Leave the House



But almost all the Spanish Speakers who leave are going to work!



# Some things we have learned



- \* You can't wait till the positive test result to engage patients in stopping Covid spread!
- \* Isolation and Quarantine are really hard to do!
- \* Most people don't read the handouts
- \* If you want people not to go to work, you need to give them a work excuse
- \* Financial support would make a big difference in compliance

# Where could we go from here?

- \* Spread it - Other areas could create an IsoCare Collaborative
- \* Integrate It – Use the information from Intake to prioritize case investigation and potentially do case investigation or contact tracing with people in the program
- \* Need financial sustainability!



# Patient Needing Home Isolation For Covid



Isocare

Phone support for  
home isolation &  
linkage to  
resources

## Medical Care

Test  
Triage  
Sx Control  
Mental Health



## Community Resources

Food Bank  
Financial  
assistance  
Laundry  
Supplies

Community

County Health Dept

Test  
Order Isolation  
Contact Trace  
Release Isolation

Isocare

## Phase I (Apr-June)

- \* Created to fill gaps in COVID care
- \* All Volunteer
- \* Milestones
- \* Challenge: sustainability

## Phase II (July-Aug)

- \* Funding and Sustainability
- \* 2 Models
  - \* Independent Community Organization
  - \* Integrated with Medical Systems

# What IsoCare brings to a Collaborative



- \* Initial Training for Community Health Workers in Isolation and Quarantine
- \* Ongoing supervision and updates in rapidly changing environment
- \* Bilingual /Bicultural CHWs
- \* Opportunity for Volunteer CHWs
- \* Interactive CHW scripts in Spanish and English
- \* Data analytics and downloadable spreadsheets
- \* Linkage to community based organizations

# People Behind IsoCare

**Our amazing Volunteer  
Community Health Workers**  
who have supported over 1300  
people to isolate or quarantine  
as of July 4 !

## **Our (Volunteer) Core Team**

Panna Lossy MD  
Margaret Howe  
Aurora Williams  
Ariel Muirhead  
Judith Newton  
Letty Valentin

## **Our (Volunteer) Founding Team**

Deirdre Bernard Pearl MD  
Maya Pace  
Karen Mitchell  
Amy Ortega  
Travers Ebling

Laurie-Ann Barbour  
Lauren Lorenzi  
Tina Chang  
Ellen Gordon  
Robin Wein

# Organizations Behind IsoCare

**Petaluma People Services Center**  
- fiscal agent and community resource extraordinaire

**UndocuFund**

**Family Resource Centers**

**RCHC**

**Petaluma Health Center**

**Santa Rosa Community Health**

**West County Health Center**

**Alliance Health Center**

**NorCal Resources**

**Santa Rosa Family Medicine Residency**

**Kaiser Family Medicine Residency**

**Melissa Schoen Consulting**

**Taylor Group**

**Clever Name Here**

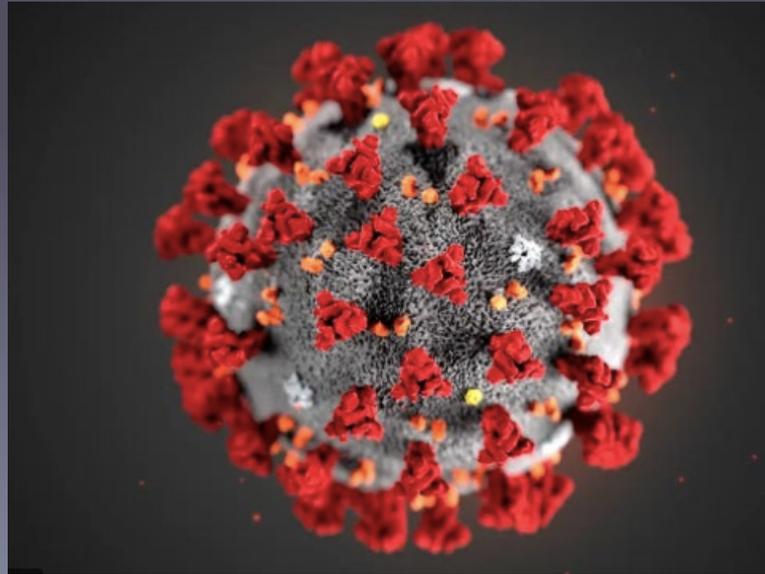
**North Bay Labor Council**

**CHCF Leadership Fellowship**

**Daya Cegla Graphic Design**

**Center for Excellence in Primary Care**

# IsoCare



Join Us!

[www.disastercrashcart.org/isocare.php](http://www.disastercrashcart.org/isocare.php)