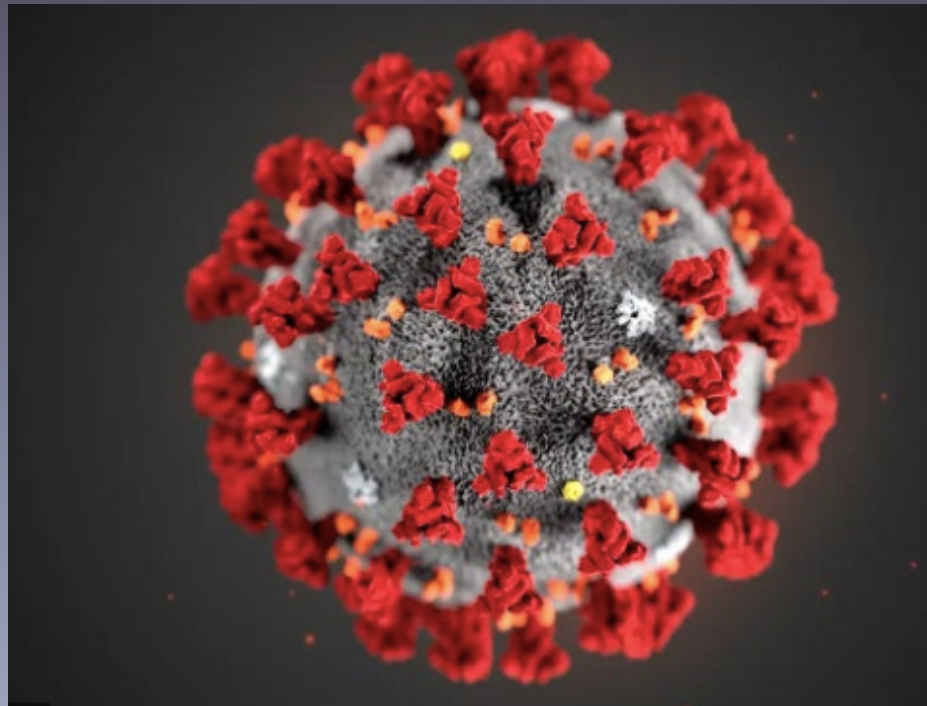


IsoCare

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!

FRESH PERSPECTIVES NEW DOCS IN PRACTICE

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

Monday Apr 20, 2020

When Quarantining at Home Puts Families at Risk

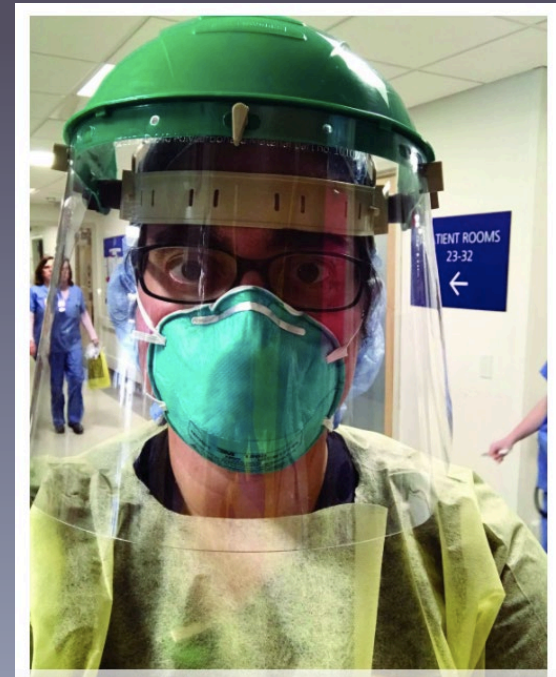
When I got sign-out on a patient who I will call Nelson, he was already starred on my list.

"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



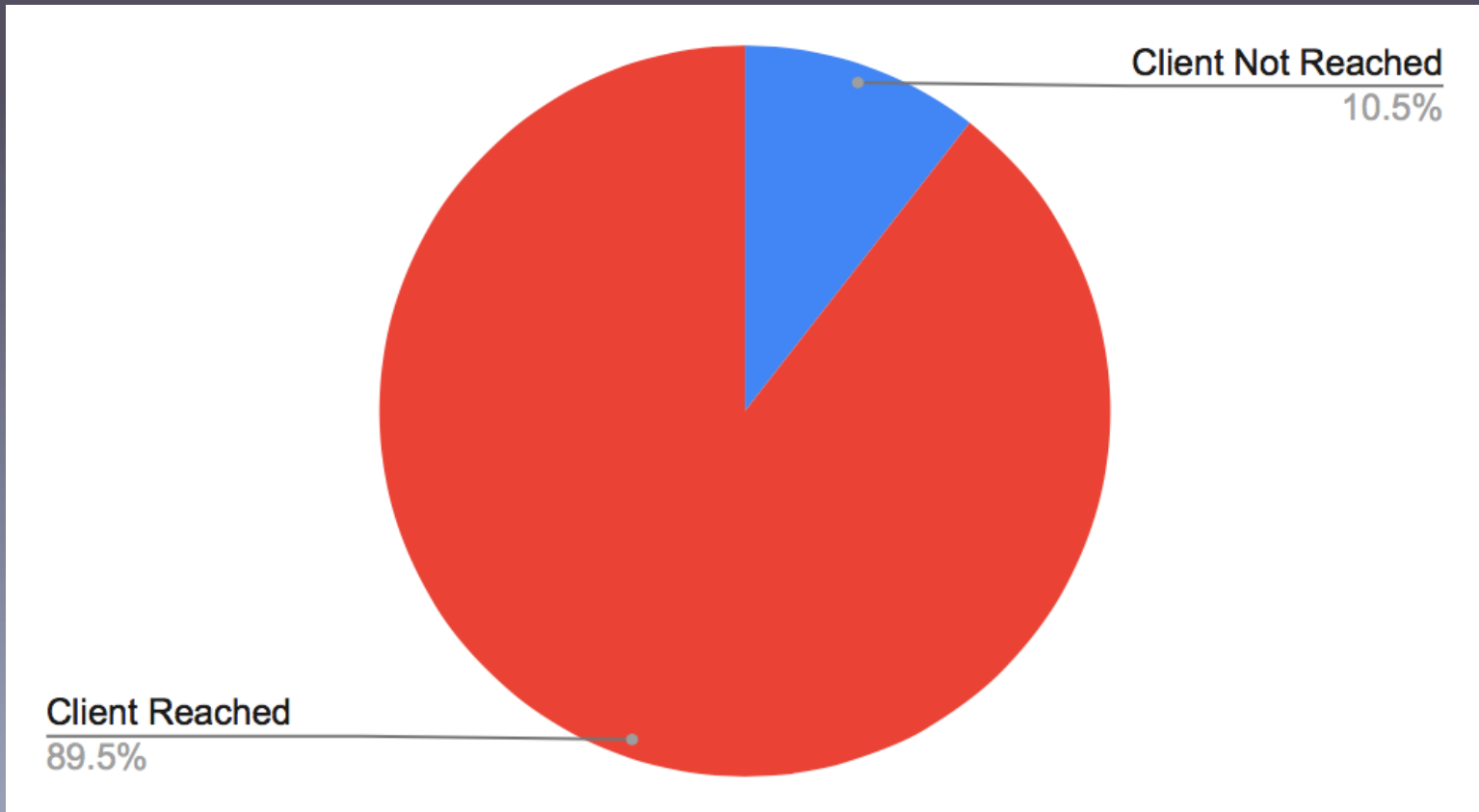
Law Enforcement



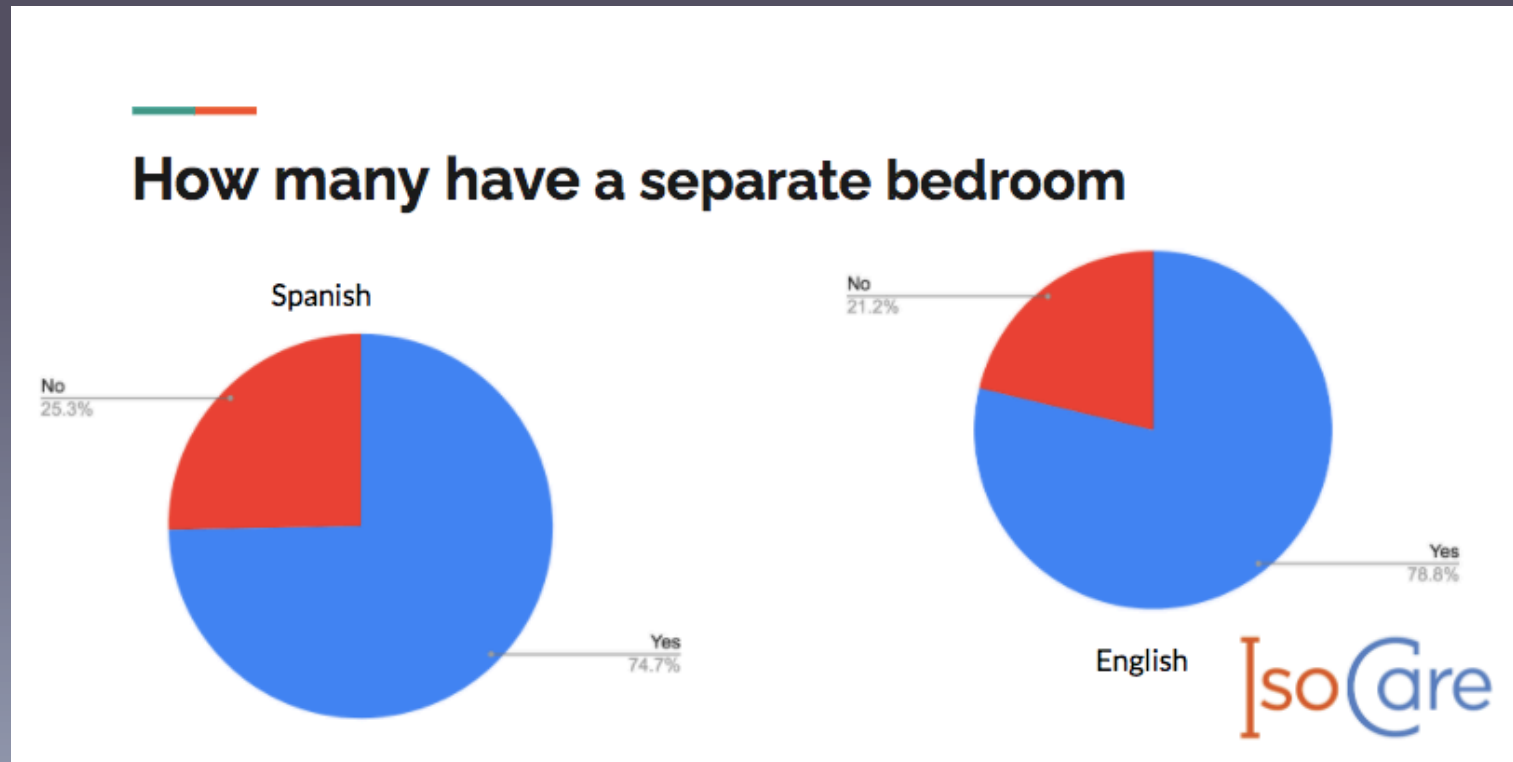
Strategies that are Key to Success

- * 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



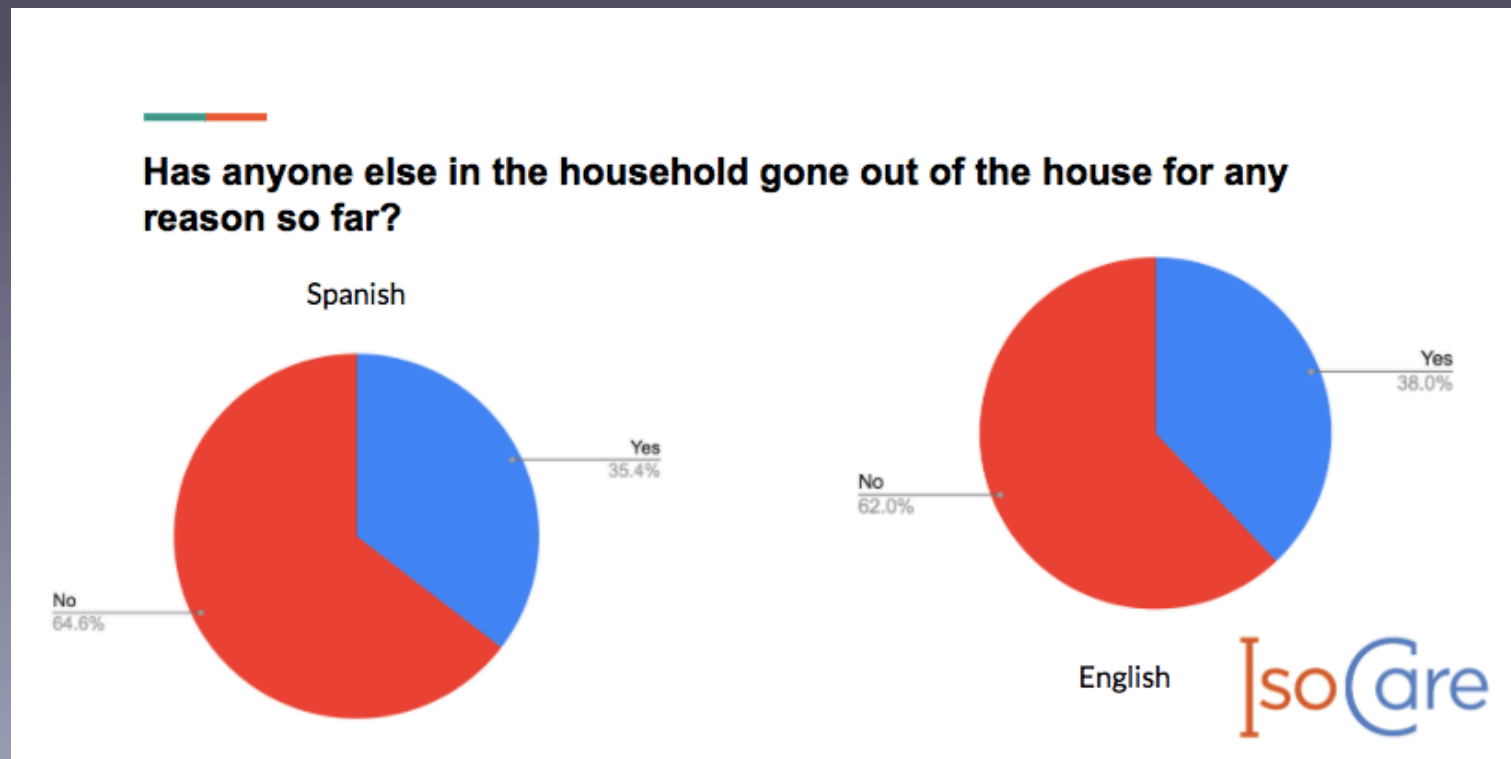
No
43.8%

Yes
56.3%

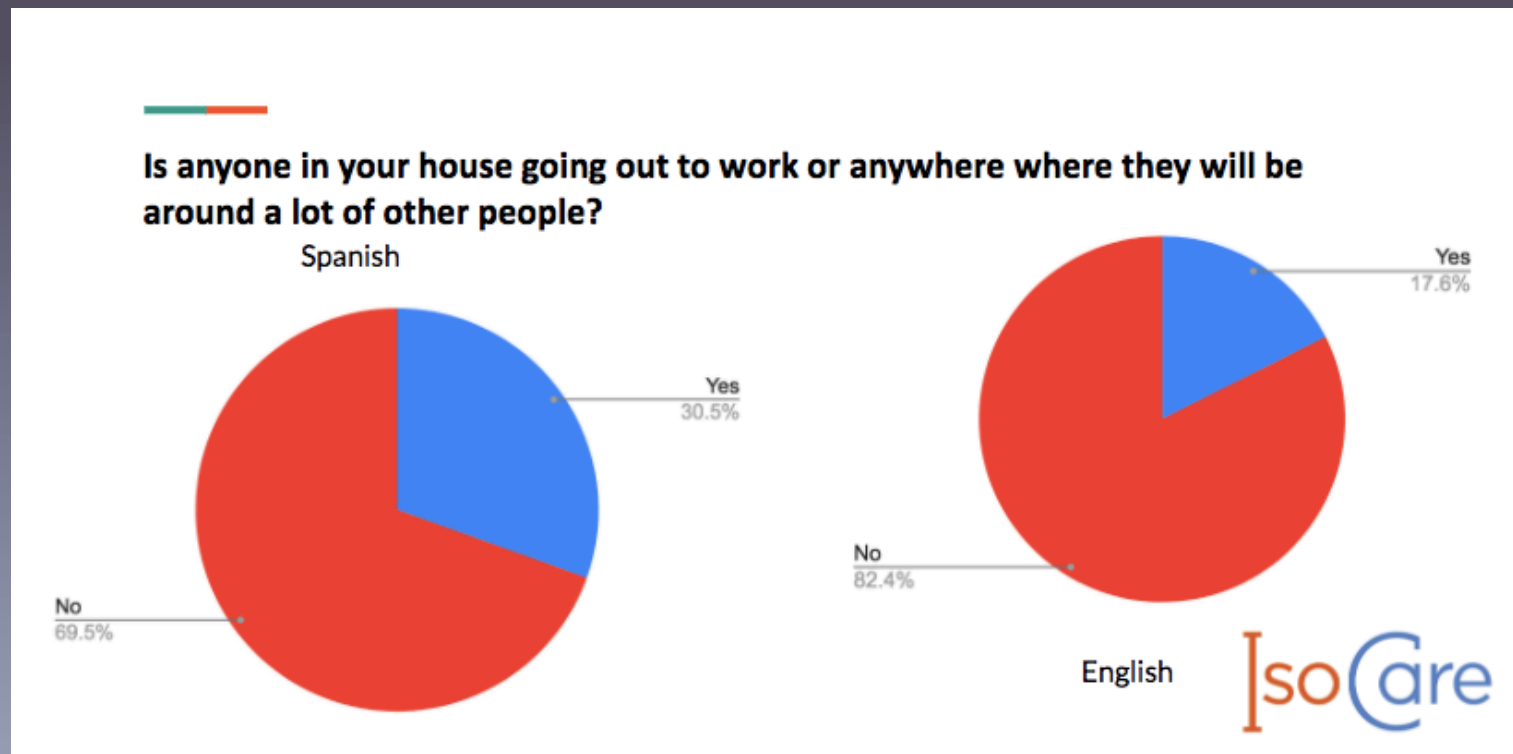
English

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

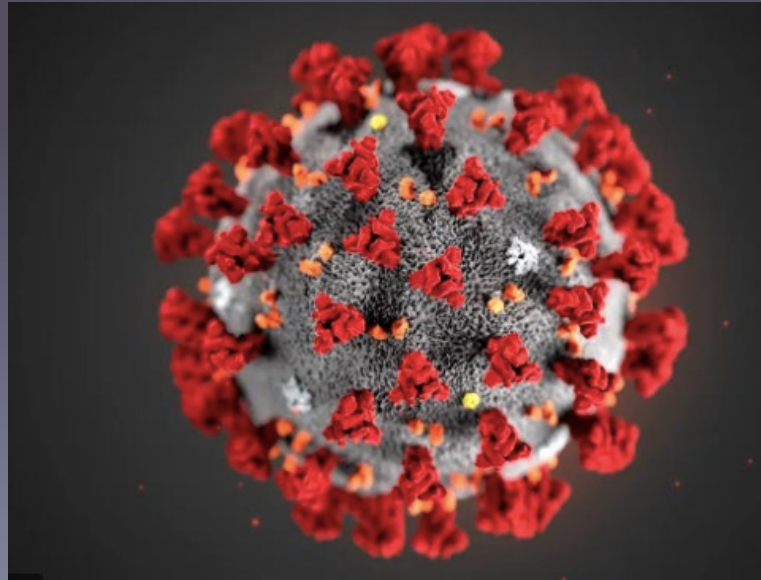
North Bay Labor Council

CHCF Leadership Fellowship

Daya Ceglia Graphic Design

**Center for Excellence in Primary
Care**

IsoCare



Join Us!

www.disastercrashcart.org/isocare.php

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