IsoCare
Supporting Isolation
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
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 admitted 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

- Client Reached: 89.5%
- Client Not Reached: 10.5%
Easy to learn about clients

How many have a separate bedroom

- Spanish
  - No: 25.3%
  - Yes: 74.7%

- English
  - No: 21.2%
  - Yes: 78.8%
How many have a separate bathroom

Spanish

No 52.9%
Yes 47.1%

English

No 43.8%
Yes 56.3%
Slightly more English Speakers Leave the House

Has anyone else in the household gone out of the house for any reason so far?

- Spanish:
  - No: 64.6%
  - Yes: 35.4%

- English:
  - Yes: 38.0%
  - No: 62.0%
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!
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
- Delrdre 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

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