Community Example

Cincinnati, OH

COVID-19 Project Setup - Cincinnati

› Issue:
- – Shelters report concern that residents are getting tested for COVID-19 but there is no meaningful way of communicating about the client's monitoring status, testing status, a way of messaging to other shelters when client goes MIA or messaging clients who leave shelter.

› Solution
- – Expand on existing framework for TB notification process already built in local software.
- – Create a project that users AND City & County Health Department staff can access to record updates about client's testing status and quarantine location.

COVID-19 Project Setup - Cincinnati

› The COVID-19 Tracking Project supports the projects serving people who are homeless and residing at an emergency shelter and/or connected to street outreach programs in Cincinnati and Hamilton County.

› The COVID-19 system which allows transmission of personal data was approved by both the Health Commissioners of the City Health Department and Hamilton County Public Health as is required.

COVID-19 Project Setup - Cincinnati

› Access
  – The COVID-19 project is only open to authorized workers of the agencies where emergency shelter and street outreach is provided.
  – Executive Directors must authorize the users. Only persons with a need-to-know and who understand the confidential nature of this work should be provided access.
  – NO data may be shared with any person outside of the authorized users of this system.

COVID-19 Project Setup - Cincinnati

› Dashboard

Active clients				**Filter by Client location:**		**Filter by Result:**		

Showing 1 to 4 of 4 entries   Show 50 entries   Filter:

Public ID	Client phone number	Client location	Quarantined?	Last updated	Result	Result date	Client messages	
Zebra9531↗	unknown	SHELTER A	Self-quarantine on 3/19/2020	3/24/2020	Result positive	1/22/2020	📧 3/17/2020	✏ EDIT↗
Bill5505↗	513-316-0924	SHELTER A	Self-quarantine on 3/19/2020	3/24/2020	Result pending		🟢 3/24/2020	✏ EDIT↗
Jenny2232↗	555-555-5555	SHELTER B	Quarantine at city facility on 3/20/2020	3/24/2020	Result positive	3/20/2020	🟥 3/24/2020	✏ EDIT↗
Lemongrass0786↗	555-555-5555	SHELTER A	Quarantine at city facility on 3/20/2020	3/24/2020	Result pending		🟢 3/23/2020 📧 3/23/2020	✏ EDIT↗

Showing 1 to 4 of 4 entries   Show 50 entries   Previous   1   Next
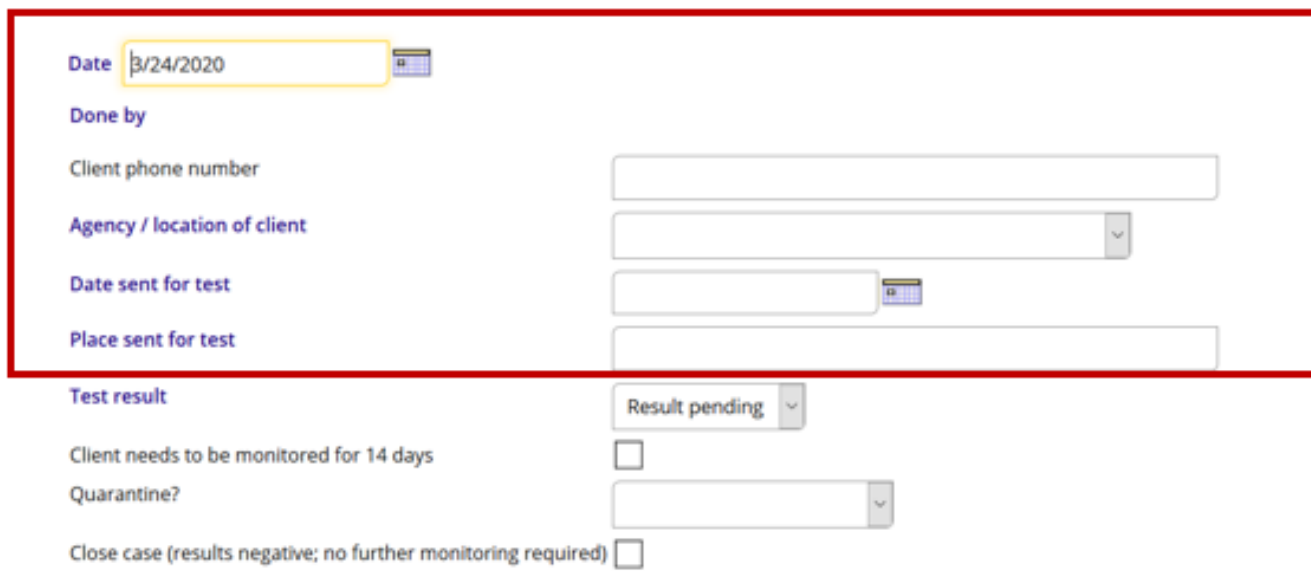
COVID-19 Project Setup - Cincinnati

› Workflow for shelter and outreach workers

  – Pre-screen client for appropriateness for testing referral

    • Have you been exposed to someone who tested positive for COVID-19?

    • Do you have a fever? What is it?

    • Have you taken medicine to reduce your fever?

    • Have you experienced any shortness of breathe or coughing?

  – Based on responses, client is referred to physician or testing location.*

  – If client referred, intake client into COVID-19 Tracking Project

    *shelter and outreach workers should defer to medical staff/advice

COVID-19 Project Setup - Cincinnati

› Client intake into COVID-19 Tracking

– Search for existing client in the system; create new client if necessary

– Record basic demographic info (name, DOB, SSN, etc.)

› Record referral to testing info

Date 3/24/2020

Done by

Client phone number

Agency / location of client

Date sent for test

Place sent for test

Test result   Result pending

Client needs to be monitored for 14 days

Quarantine?

Close case (results negative; no further monitoring required)

COVID-19 Project Setup - Cincinnati

› **What happens next?**

- One of the Health Departments will enter the results when they are known.
- Workers should check in periodically for results.
- If the client tested positive, they should have already been screened to determine if there is any place to self-quarantine that they can access or will be sent to the Quarantine Center.
- If they test negative, they will be returned to shelter facility.
- If the results are pending workers are advised to move the client to a location in the shelter that they may maintain social distance while awaiting their results.

COVID-19 Project Setup - Cincinnati

› Workflow for health department staff
  – Record test result status
  – Indicate if client requires monitoring
  – Record quarantine details

COVID-19 Project Setup – Cincinnati

› Health Department-Only fields
  – Behavioral Health staff contact notes
  – Vitals
  – Medical Interventions
  – COVID-19 messaging

COVID-19 Project Setup – Cincinnati

› Messaging

🟢 **Message FOR this client**

- Use this choice if you are trying to get in touch with a client.
- At projects using VESTAclient, the client can retrieve and view the full message body without a case worker present.
- Do not write something private - the message may be read on a computer in a lobby or public place.
- Any project serving this client can see the contact name, contact phone, and agency name but NOT the message body.
- Other users at your project can also view the full message body.

🟥 **Message ABOUT this client**

- Use this choice to leave a message or a reminder about this client for yourself or a coworker.
- Only users at this project or intra-agency partner projects (listed below) can view the header or any part of the message.

COVID-19-related

- At projects using VESTAclient, the client can retrieve and view the full message body without a case worker present.
- Only Supervisors and System Adminstrators can create this type of message.
- Any project serving this client can see the contact name, contact phone, and agency name AND the message body.