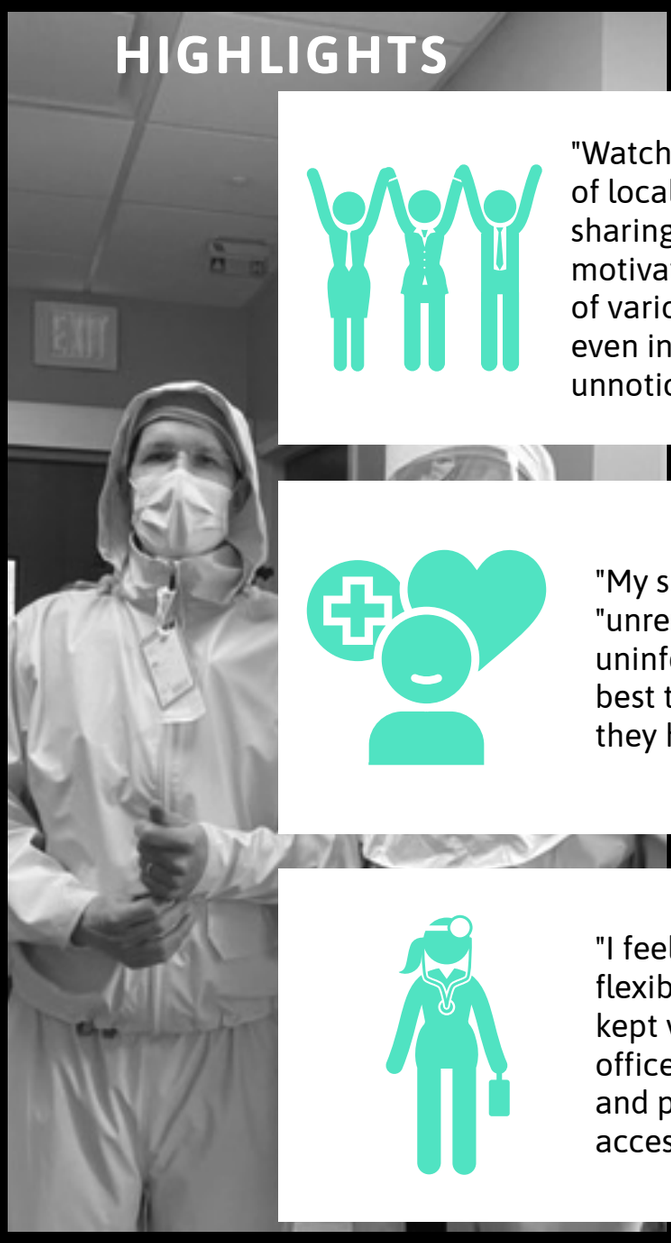
Updated July 16th, 2020

Highlighting the Success & Challenges of Practices during COVID-19

Over the course of the pandemic, providers and practices have had to make many changes to the way that they approach healthcare. They have had their fair share of trials and tribulations, but have also found success in their efforts. Here are a few stories from our partners in Colorado. Stories were collected between May 1 - June 22.

HIGHLIGHTS



"Watching the community come together to continue support of local businesses from book stores to restaurants, as well as sharing information on available resources has been very motivating and inspiring. We have also received an outpouring of various expressions of gratitude online, over the phone, and even in chalk on the street, which certainly does not go unnoticed and is very encouraging."

"My success stories are buried in the "boring" and "unremarkable" fact that my most vulnerable patients are still uninfected, taking care of themselves and their loved ones the best they can, and sufficiently supported and informed that they haven't given up hope."

"I feel like the COVID-19 crisis has shown the benefits of flexibility and dynamic practices. I feel like our providers have kept very on top of the current COVID situation and made office policy changes day to day or week to week to keep staff and patients safe and cared for while continuing to offer open access to care."

TOP AREAS FOR

SUCCESS

Patient Access

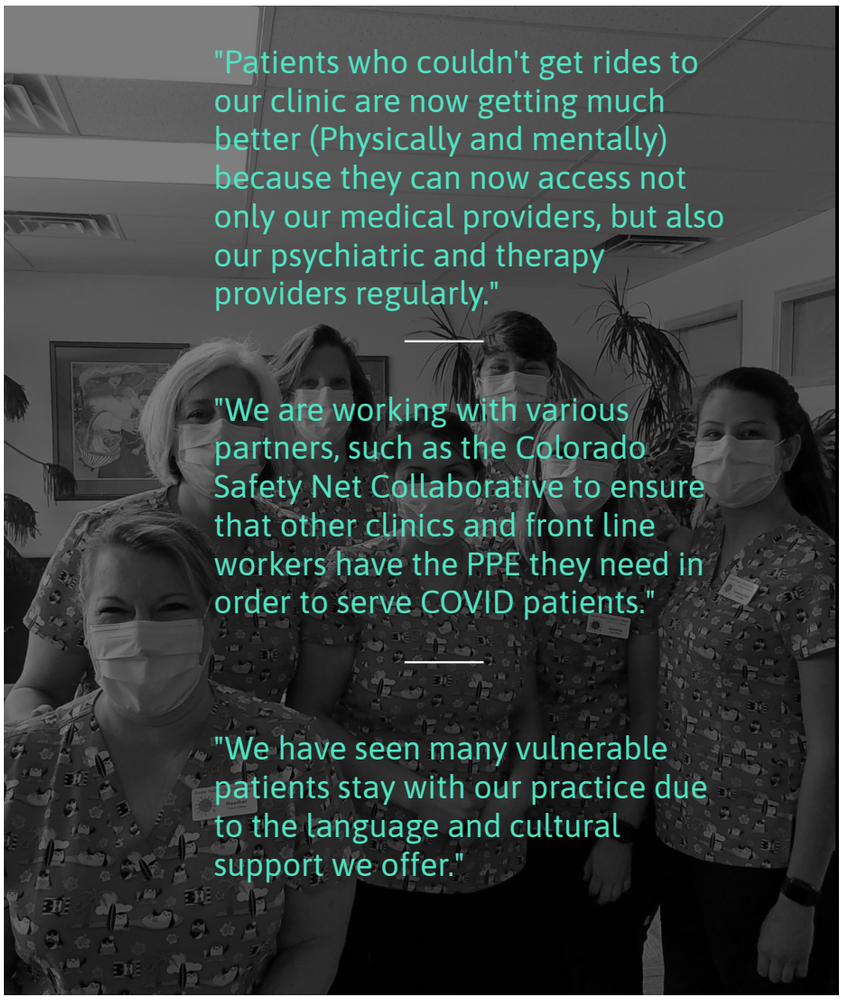
Practices have increased their outreach efforts for patients who normally aren't seen

Partnerships

Community organizations have been working with practices to provide the best support their patients.

Communication

Communication among staff members has allowed for more efficient workflow and patient care.



"Patients who couldn't get rides to our clinic are now getting much better (Physically and mentally) because they can now access not only our medical providers, but also our psychiatric and therapy providers regularly."

"We are working with various partners, such as the Colorado Safety Net Collaborative to ensure that other clinics and front line workers have the PPE they need in order to serve COVID patients."

"We have seen many vulnerable patients stay with our practice due to the language and cultural support we offer."

WHERE ARE WE STRUGGLING

Staff Wellbeing

"Having to change gears so quickly was hard on many staff - also just the unknown. We are all going day by day but not traveling, not being able to really vacation, it takes a toll on our mental health."

Financial Burdens

"Our biggest hurdle is loss of revenue. It has been very difficult to operate and maintain the organization with a significant loss in operating cash."

Lack of Hospital Collaboration

"We sit in the middle of two large hospital/clinic networks, we were on our own. The networks did not contact us or keep us in the loop as to what was available to us through them."

Lack of Direction

"We were left blowing in the wind with 5,000

Reduced Volume

"Patient volume has been down, starting to pick up

Delayed Resources

"We were opening a food bank in our clinic, that has anxious patients calling us, no way to test them, no way to treat them and no where to send them. "

with a reduction in restrictions but not back to previous levels making financial viability a challenge."

been put on hold for the most part due to lack of resources from lift up."

WE COULDN'T HAVE DONE IT ALONE

Practices have found success within themselves, but have also received support from patients and outside sources to ease the impact of the pandemic.

"Patients have also been very understanding of all the measures we are taking to reduce risk of exposure in and around our clinic, even as these measures may require our patients to spend more time filling out forms and submitting them online or answering to triage over the phone."

"Patients have donated PPE (face shield, masks, ear loop protectors) to us"

"We had local (and statewide) support in the form of donations of PPE from someone flying down to drop of supplies (masks, hand sanitizer) to making cloth masks and gowns and faceshields to keep our staff safe."

INITIATIVES & INNOVATION

Call Us First Campaign

The "Call Us First" Campaign is an initiative that encourages patients to call their doctor first to determine what type of visit they may need, rather than going directly to the ER. This is important as non-urgent cases can be rerouted, as to not overwhelm ERs. This is an amazing service that could pave the way for more efficient care!

LifeFleet1

The Mobilance by Miramount is a mobile health service that is allowing patients to be seen at/close to their homes. This is an promising service that will dramatically increase patient access to care, congratulations to the LifeFleet1 team for progressing mobile patient care!

Online Resources

Many providers have taken to the internet to reach their patients outside of telehealth. They have taken to practice websites and social media to post updates for their community. Both video and written messages have been posted. One practice, in particular, mentioned the use of highaltitudehealth.com to post these updates.

*Quotes were taken directly from survey responses but were edited for clarity.

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