



COVID-19 Behavioral Health Task Force

June 12, 2020

Agenda

- ❖ Roll Call and Housekeeping: Lauren Prole
 - Please delete all BH Task Force invites & will send new one
- ❖ Topics and Intro: Jill Rowland
- ❖ ADHS Update: Teresa Ehnert
- ❖ ADOA/SPO Initiative: Ed Jimenez
- ❖ Health Current Update: Christy Dye
- ❖ Crisis Response Network (CRN) Update: Justin Chase
- ❖ Southern Arizona Crisis Line Update: Shanna Palumbo
- ❖ Questions, Open Discussion & Wrap-Up: Jill Rowland

ADHS Update

Teresa Ehnert

Bureau Chief, Public Health Emergency Preparedness

Health Emergency Operation Center/ ESF8

PHEP/HPP Director, Arizona

Covid-19 Support Homeless Shelter Task Force

Ed Jimenez
State Procurement Administrator
State Procurement Office
Arizona Department of Administration

Overview

Homeless Funding Task Force

- **Description** - Legislature has allocated \$50M to the state's emergency Crisis Contingency and Safety Net Fund - \$5M made available for **housing, homeless services, small businesses and food banks**. Note: There are over 36K homeless in AZ with 71% of those in Maricopa County.
- **Budget Allocated:** \$2,050,214 has been set aside for the **homeless services**.
- **Director of Housing, Carol Ditmore reached out to ADOA and State Procurement Office for assistance.**
- **ADOA, SPO points of contacts:**
 - Ed Jimenez - 602-542-1268 (office) or 602-717-0620 (cell) preferred
 - Jill Pernice - 602-364-3848 (office) or 602-510-3435 (cell)

AZ Shelters Supplies and Requested Quantities

Total of 90 Shelters Supply Requests

These totals for based on needs for 4 months

Non-Medical Face Masks	69646
Goggles	7714
Bleach by gallon	1987
Disinfectanting Wipes by canister	6201
Gloves (Small) by box	6293
Gloves (Medium) by box	3084
Gloves (large) by box	3584
Gloves (XL) by box	3232
Spray Bottles/sprayers	722
Paper Towels by roll	14468
Toilet Paper by roll	24462
Baby wipes by package	5691
Large hand sanitizer bottles	2804
Mini hand sanitizer bottles	303
Hand Sanitizer by gallon	12909
Rubbing Alcohol by bottle	6312
Hydrogen Peroxide 3% by bottle	1093
Liquid Antibacterial Soap by gallon	877
Cotton Balls by pckg100	2840

Total of 90 Shelters Supply Requests

These totals for based on needs for 4 months

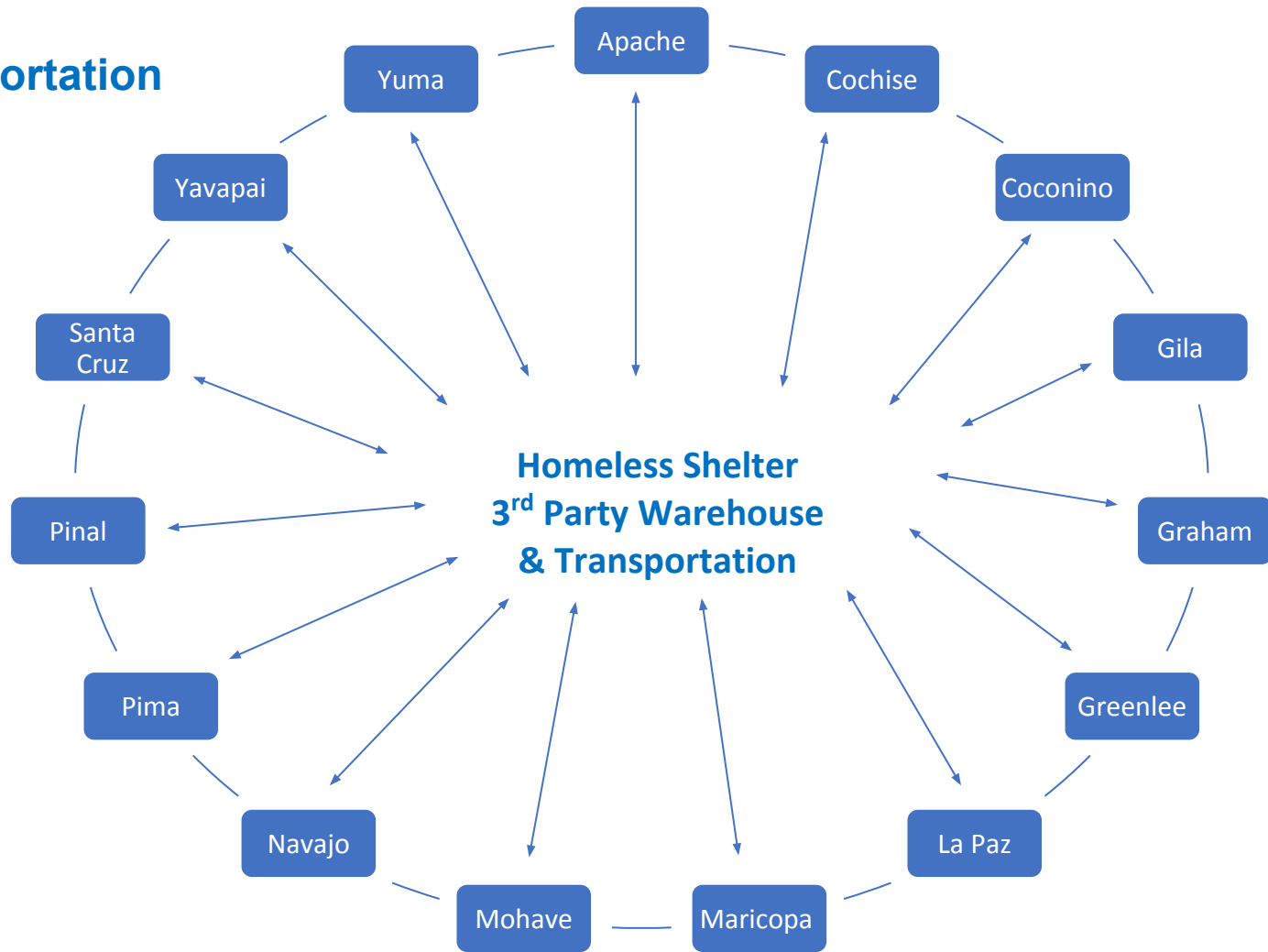
Forehead thermometers	328
Individual Thermometers	713
Sunscreen	561
lip balm	3022
sun visors	4854
kleenex packets	1447
plastic zip lock bags gallon size	15258
Diapers-size 5 & 6	13467
All-purpose cleaner-bottle	9443
Disinfectant Spray-cans	2113
Bottled Water	3268
Shoe Covers	6333
Laundry Detergent	874
N95 Masks*	38189
Surgical Masks*	31457
Surgical Gowns*	11677
Isolation Gowns*	12735

*These Items were not supplied due to thier necessity in the medical field

Overview - cont.

- **State Procurement Office utilized a 3rd Provider for Warehouse and Distribution**
- **PGL Warehouse & Logistics contact:**
 - PGL Warehouse Address:
 - **Perimeter Global Logistics: PHX**
 - 2820 S 18th Place Ste 100 Phoenix AZ 85034
 - PGL Point of contact - Ron Pietsch, District Director, Phoenix **O: 623.432.5757 C: 480.270.9367 E: ron.pietsch@shipPGL.com**
 - Provide 24/7 Service to all 15 Counties Daily

Warehouse & Transportation



Homeless Shelters by County

	A	B
1	County	Homeless Shelter
2	Maricopa	A New Leaf
3	Maricopa	A New Leaf - Autumn House
4	Maricopa	A New Leaf - Domestic Violence Overflow Shelter
5	Maricopa	A New Leaf - Faith House
6	Pinal	Against Abuse, Inc.
7	Navajo	Alice's Place
8	Maricopa	Andre House
9	Maricopa	Area Agency on Aging - Region One
10	Maricopa	AZCEND
11	Maricopa	Basic Mission
12	Cochise	Bisbee Coalition for the Homeless
13	Maricopa	Catholic Charites BHC Shelter
14	Maricopa	Catholic Charities
15	Maricopa	Catholic Charities - My Sister's Place
16	Maricopa	Catholic Charities - Pathways
17	Coconino	CCCS NA Catholic Charities Community Services
18	Maricopa	Central Arizona Shelter Services (CASS)
19	Maricopa	Chandler, City of*
20	Maricopa	Chicanos Por La Causa (CLPC)
21	Maricopa	Chrysalis
22	Maricopa	Circle the City
23	Maricopa	City of Avondale
24	Yavapai	Coalition for Compassion and Justice
25	Pinal	Community Action Human Resource Agency
26	Pinal	Community Alliance Against Family Abuse
27	Maricopa	Community Bridges

	A	B
28	Mohave	Cornerstone Mission
29	Maricopa	CPLC De Colores
30	Yuma	Crossroads Mission
31	Maricopa	Deep Within Rehab
32	Pima	Emerge Center Against Domestic Abuse
33	Maricopa	Family Promise
34	Maricopa	Family Promise
35	Coconino	Flagstaff Shelter Services
36	Cochise	Forgach House
37	Gila	Gila House Inc.DBA/Gila Safe Haven Domestic Violence Home
38	Cochise	Good Neighbor Alliance
39	Pima	Gospel Rescue Mission
40	Maricopa	Homeless Youth Connection
41	Maricopa	Homeward Bound
42	Cochise	House of Hope
43	Maricopa	Human Services Campus, Inc
44	Mohave	Kingman Aid to Abused People
45	Pima	La Frontera Center
46	Maricopa	La Frontera EMPACT
47	Maricopa	Lutheran Social Services of the Southwest
48	Maricopa	Maggie's Place
49	Maricopa	Maricopa County (A New Leaf Scottsdale)
50	Maricopa	Maricopa County (Medical Overflow - Travelodge)
51	Graham	Mt. Graham Safe House
52	Maricopa	Native American Connections
53	Maricopa	New Life Center
54	Coconino	Northland Family Help Center

	A	B
55	Coconino	Northland Family Help Center
56	Apache	Old Concho Community Assistance Center
57	Pinal	On Eagle's Wings - Gila River
58	Pima	OPCS
59	Pima	Our Family Services, Inc
60	Maricopa	Phoenix Dream Center
61	Maricopa	Phoenix Rescue Mission
62		Phoenix, City of*
63	Yavapai	Prescott Area Shelter Services
64	Pima	Primavera Foundation: Family Shelter
65	Pima	Primavera Foundation: Men's Shelter
66	Pima	Primavera Foundation: Women's Shelter
67	Yuma	Safe House Shelter
68	Maricopa	Salvation Army - Phoenix
69	Maricopa	Save the Family
70	Maricopa	Scottsdale, City of*
71	Maricopa	Society of St. Vincent de Paul
72	Maricopa	Sojourner Center
73	Pima	Southern Arizona Aids Foundation (SAAF)
74	Maricopa	Southwest Behavioral Health
75	Yavapai	Stepping Stones Agencies
76	Maricopa	Streetlight USA
77	Coconino	Sunshine Rescue Mission
78	Maricopa	Tempe Community Action Agency
79	Pima	The Salvation Army Hospitality House
80	Gila	Time Out, Inc.
81	Navajo	Tohdenasshai Committee Against Family Violence
82	Maricopa	U.S. Veterans Initiative
83	Maricopa	U.S. Vets
84	Maricopa	UMOM New Day Centers
85	Maricopa	UMOM New Day Centers
86	Yavapai	Verde Valley Homeless Coalition
87	Mohave	Westcare Safe House
88	Yuma	Western AZ Council of Governments (WACOG)
89	Navajo	White Mountain Safe House
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Happy Homeless Shelter Customers



Behavioral Health Task Force – HIE Solutions During COVID

Christy Dye

Chief Business Development Officer

Health Current

Agenda

- About Us
- Participation & Growth Statistics
- Services & Programs
- COVID-19 Support

About Us

- Who We Are
 - We are the Health Information Exchange that helps partners transform care by bringing together communities and information across Arizona in an era of changing expectations.
- Purpose
 - We integrate information with the delivery of care to improve individual and community health and wellbeing.
- Vision
 - Make healthcare transformation a reality.
- Mission
 - We help our partners realize their highest potential to transform care.

What We Are & What We Do

- A **public-private partnership** that improves health and wellness by advancing the secure and private sharing of electronic health information.
- A **Data Trustee and Data Manager** for the Arizona healthcare community.
- Manage and operate Arizona's **health information exchange** (HIE).
- Provide **secure access** to patient health information for Arizona's healthcare community.
- Provide **secure exchange** of patient health information between the HIE and its participating organizations and providers.



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Participation & Growth Statistics

Health Current Participation (as of May 31, 2020)

PARTICIPANTS	730
Accountable Care Organizations	16
Behavioral Health Providers	100
Community Providers	341
EMS/Community Paramedicine Programs	24
FQHCs & RHCs	22
Health Plans	15
Hospitals & Health Systems	61
<i>Acute Care Hospitals & Health Systems</i>	<i>26</i>
<i>Critical Access Hospitals</i>	<i>9</i>
<i>Long Term Acute Care Hospitals</i>	<i>3</i>
<i>Psychiatric Hospitals</i>	<i>14</i>
<i>Rehabilitation Hospitals</i>	<i>9</i>
Laboratories & Pharmacies	9
Long Term & Post Acute Care Providers	135
<i>Assisted Living Services</i>	<i>22</i>
<i>Home Health Services</i>	<i>28</i>
<i>Hospice & Palliative Care</i>	<i>23</i>
<i>SNF & Rehabilitation Services</i>	<i>62</i>
State & Local Government Agencies	7
HIEs (count not included in total)	42

Behavioral Health Providers

Provider Type	Organizations	Sites/Facilities
Psychiatric Hospitals	14	16
BH Outpatient/Residential	78	180
Integrated Clinics	30	176
Subacute	13	20

HIE Operations & Data Exchange

Service	Volume at 5/31/2020
Inpatient Discharges	95.8%
ED Visits	98.6%
Patients	13.3M
Monthly Transactions Received	23.2M
Monthly CCDs Received	3.3M
Monthly Alerts Sent	7.7M
Patient Accessed via Portal (point in time)	155K

COVID-19 Lab Test Alerts – An HIE Use Case



The image shows a banner for Health Current. At the top left is the Health Current logo, consisting of a teal bar chart icon above the word "healthcurrent". Below the logo is a red horizontal bar with a white fingerprint-like pattern. The word "Alert" is written in large white font on this red bar. Below the red bar, the text "Health Current is Here to Help During the COVID-19 Crisis" is displayed in bold black font. Underneath this, in a smaller black font, is the text "Dear HIE participants and community members:". At the bottom, in a smaller black font, is the text "As Arizona's Health Information Exchange (HIE), Health Current serves as a valuable resource for facilitating the exchange of important patient data. This service is especially important during a healthcare crisis like the COVID-19 pandemic. We're here to help."

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Alert

Health Current is Here to Help During the COVID-19 Crisis

Dear HIE participants and community members:

As Arizona's Health Information Exchange (HIE), Health Current serves as a valuable resource for facilitating the exchange of important patient data. This service is especially important during a healthcare crisis like the COVID-19 pandemic. We're here to help.

COVID-19 Lab Test Alerts

- Results from any COVID-19 clinical lab test are distributed to all providers serving the person, not just the ordering provider
 - Assumes person has not opted out of the HIE
 - Requires provider to upload a patient panel/list with the person's name on it
- Types of Alerts
 - Positive Only, All Results
 - Real-Time
 - Batch Report (Secure Email or SFTP)
 - Dynamic

COVID-19 Alerts

- Health Current receives **70-80% of all COVID-19 results in real-time**
 - Primarily from Sonora Quest & Banner Health plus other HIE data suppliers
 - Labcorp Provider Authorization Campaign
- 166 Arizona providers receiving COVID-19 Alerts
 - 40% of outpatient BH providers
 - 62% of Integrated Clinics

COVID Services for ADHS & County Public Health

Az's Enhanced Surveillance Advisory allows broader HIE access by State, including:

- HIE Portal access for ADHS and county public health
 - Epidemiologists and others to facilitate public health investigations
 - Offering to provide Portal access to support contact tracing
- HIE data queries by state public health
 - To fill the gap in data the State is receiving through other mechanisms
 - HIE data is filling in gaps related to hospitalization and race/ethnicity for ADHS dashboards

Other COVID Services

- ADHS Bed Capacity Registry & Surge Line
 - Receiving & mapping bed data that comes from hospitals via ADT's and sending to Central Logic, the transfer coordination center platform procured by the state to support the Surge Line
- Health Plan Member Panels

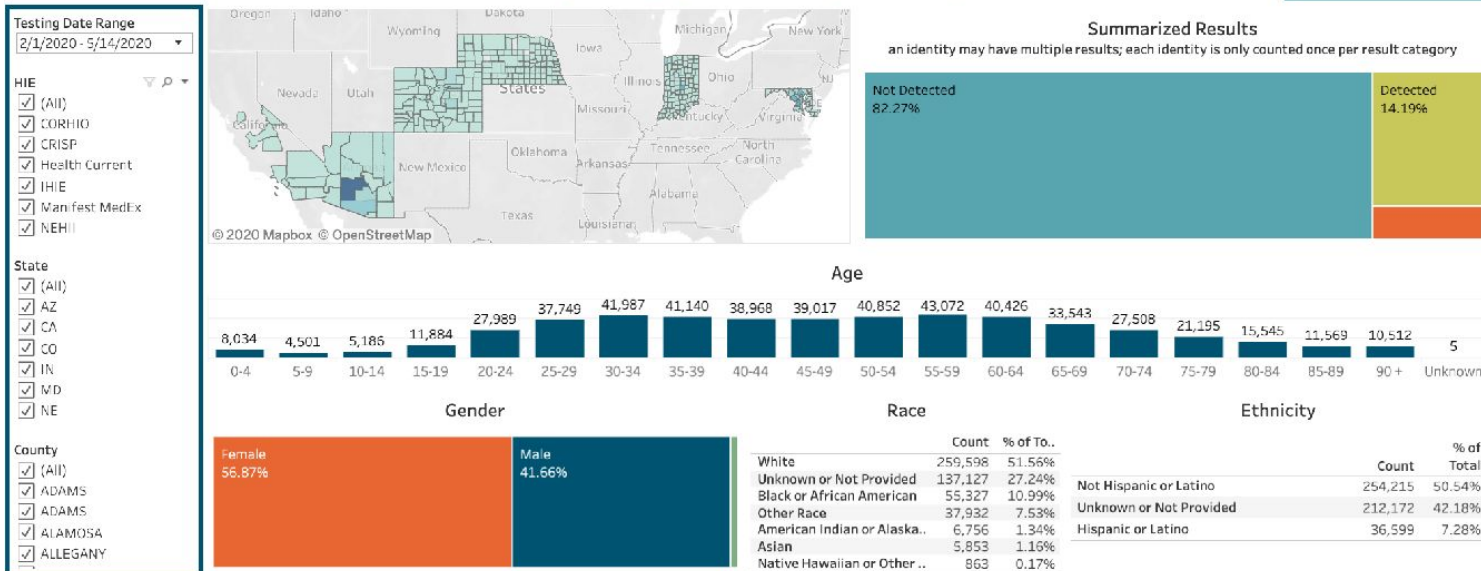
Multi-State Dashboard – Multi-State View

COVID-19 Aggregated Population Health Dashboard

The visualizations in this dashboard are generated from clinical data reported to contributing Health Information Exchanges (HIEs)

Visualization counts may not always equal total individuals tested due to underlying data pre-aggregated and multiple organizations sending different data about the same identity

Individuals Tested
from 2/1/2020 - 5/14/2020
500,682



DISCLAIMER: This COVID-19 Aggregated Population Health Dashboard is intended for demonstration purposes only and should only be viewed by authorized public health authority personnel. The aggregated information contained herein was generated based on information reported by participating health information exchanges and should not be relied upon or used for any diagnostic, epidemiological or other related public health decision. Participating HIEs make no representation or warranties of any kind, express or implied, about the completeness, accuracy, or reliability of the information contained herein.





HIE Testimonial | COVID-19 Alerts

"Health Current has enabled us to **integrate COVID-19 testing results directly into our EHR**. This allows our care team to engage with patients in the most **safe and appropriate setting**. It also empowers our clinicians **to follow up with patients, provide reassurance**, and determine if additional resources are required. Sharing COVID-19 data among all healthcare delivery organizations enables us to **provide true patient-centric care**."
- **Michael D. White, MD, MBA**, Valleywise Health, EVP, CMO

ARIZONA'S HEALTH
INFORMATION EXCHANGE



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COVID-19 Hotline & Crisis Line Updates

Justin Chase, LMSW, CPHQ, FACHE
President/CEO, Crisis Response Network
Justin.Chase@crisisnetwork.org



Arizona

211 Statewide COVID-19 Hotline

COVID-19 Hotline - Program Data Report

Report Dates: 3/20/2020 through 5/31/2020

	Program Summary
COVID-19 Hotline Inbound Calls	35,197
COVID-19 Hotline Calls Handled by Agent	9,176
Transferred to Poison Control	8,705



211 Statewide COVID-19 Hotline

Report Dates: 5/25/2020 through 5/31/2020

* Primary Reason for Call is documented on calls handled by agents

Primary Reason for Call	Total
Other	61
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, statistics, prevention)	49
Testing information and availability	24
Resources: Financial assistance (eviction prevention, utility assistance, etc.)	13
Travel, events, group gatherings	12
Best sources of information	9
Resources: Housing and homelessness	3
Supplies availability - masks, sanitizer, cleaner	2

Crisis Line Updates

March, April & May 2020

Measure	March 2020	April 2020	May 2020
Total Call Volume	22,277	20,585	21,317
Mobile Team Dispatches	2,121	1,883	2,009
Reasons for Call			
Depression	537	475	643
Anxiety	837	847	873
Medical	404	390	352
Suicidal/Self-Harm	2,500	2,258	2,365
Domestic Violence	94	118	124
Population	Pre-COVID	Post-COVID	Variance
Adults	8,390	8,979	7% Increase
Children (<18)	1,610	1,021	36.6% Decrease

Crisis Line Updates (2019 vs 2020)

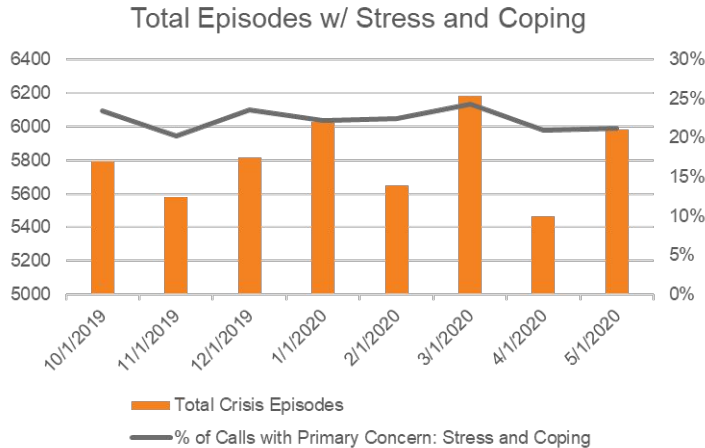
Measure	May 2019	May 2020	Variance
Total Call Volume	23,361	21,317	8.7% Decrease
Mobile Team Dispatches	2,220	2,009	9.5% Decrease
Reasons for Call			
Depression	594	643	8.2% Increase
Anxiety	633	873	38.0% Increase
Medical	377	352	6.6% Increase
Suicidal/Self-Harm	2,602	2,365	9.1% Decrease
Domestic Violence	113	124	9.7% Increase
Aggressive/DTO	596	735	23.3% Increase

Southern Arizona Crisis Line Update

Johnnie Gasper, Manager, Crisis System, AzCH

Shanna Palumbo, Director, Arizona Crisis Line

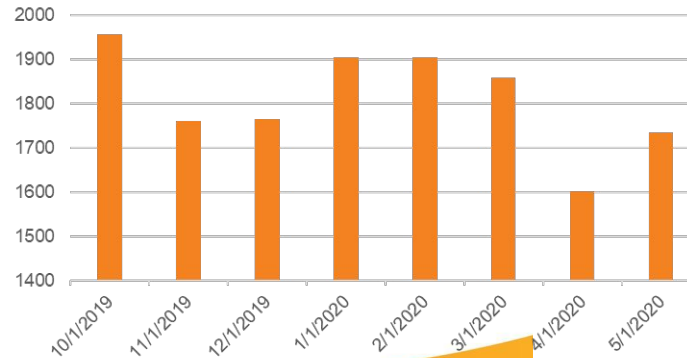
Crisis System Overview



- Crisis Mobile Team activations remain low-still high use from Law Enforcement
- Response times remain consistent-showing a 3 minute increase since beginning dispatch from home

- Measured in Episodes
 - Episodes can have many calls associated with one event
- Utilization remains down-up from April but year of year decrease
- Stress and Coping remains consistently high

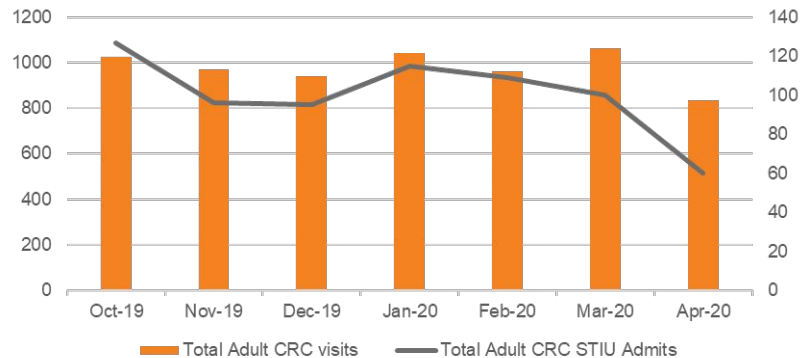
CMT Activations



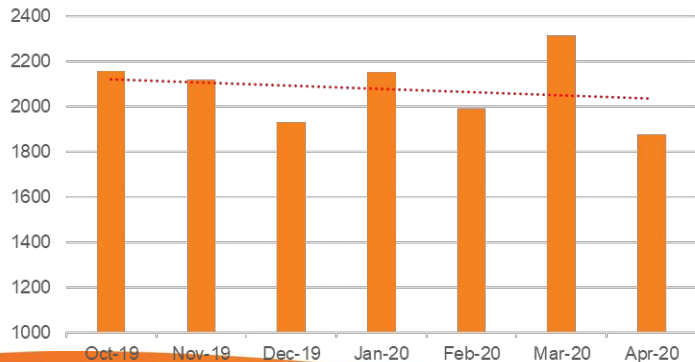
Crisis System Overview

- April change in CRC admits in Pima County
- Community stabilization rate saw an increase in March and April off of previous 4 months-7% increase

Pima County CRC Admits (Obs and STIU)



23hr Obs Presentations Southern GSA



- Systemically starting to see slight decrease in observation unit usage
- Change worth noting due to Crisis Line and Crisis Team trends
- Will continue to monitor



Questions, Open Discussion & Wrap Up

Thank you!

Future Topics

Have topics you want to discuss - send them to Lauren Prole at lauren.prole@azahcccs.gov

Call for volunteers: Sub-workgroup for protocols for inpatient facilities