OPQC COVID-19 Webinar Chat Box Themes – 4/24/20

Social Determinants of Health:
- What are plans as we reopen the medical system that will help address access issues for patients with high levels of social determinants of health?
  - **Utilization of Managed Care Plan**
    - (Chat Respondent): Please encourage patients to reach out to their Managed Care Plans, all of which have Maternal Child Health case managers. We have numerous resources to assist in removing barriers and specifically focus on addressing social determinants of health.
  - **Finding existing community resources to facilitate care for patients**
    - (OPQC Faculty/Presenter): [Judette Louis]: Insurance plans, churches, March of Dimes etc. MOD donated hand sanitizer that was supposed to be used for their walk. Local nonprofit donated BP cuffs. [Mike Marcotte]: StartStrong was neighborhood specific project to address inequities in birth outcomes in predominantly AA population that had much higher rates of infant mortality. One of the key learnings was relationships amongst population with healthcare providers and saw birth outcomes disparities disappear.
    - How are Queens Village & StartStrong funded?
      - Multiple funding resources. From HRSA to ODM and ODH. Bi3 in particular allows for the flexibility of programming.

Changes to Practice/Visits:
- Some have stopped efforts to get patients LARC after delivery to limit non-essential visits
  - (OPQC Faculty/Presenter): [Judette Louis] We are using LARCs aggressively. Luckily, Florida Medicaid pays for immediate postpartum LARC.
- How does a CHW interact with the clients at this time?
  - (OPQC Faculty/Presenter): [Michelle Edison]: CHWs are using phone calls, text messages and "facetime (or something similar) to connect with clients.
  - (Chat Respondent): In Centering Pregnancy, they can access patients through MyChart, doxy.me and the app Yomingo

Other Follow-up:
- If you are interested in participating in a Story Share please email Dr. Shockley-Smith at Meredith.smith@cchmc.org