

Special and Vulnerable Populations COVID-19 Forum

January 28, 2022

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Today's Facilitators



Alexis Guild
Director of Health Policy and
Programs
Farmworker Justice



Liam Spurgeon
Senior Project Manager of
Communications and
Engagement
Health Outreach Partners

Today's Agenda

- Welcome and Introductions
- Icebreakers
- BPHC Update: Suma Nair, PhD, MS, RD
- Q&A with Suma
- Workforce Wellness and Resilience
- Participant discussion
- Conclusion and Evaluation

National Training and Technical Assistance Partners (NTTAPs)



HRSA COVID-19 FAQs

COVID-19 Frequently Asked Questions (FAQs)

If the answer to your question is not located here or in the [Coronavirus-Related Funding FAQs](#), please submit it through [Health Center Program Support online](#) and select "Coronavirus Inquiries (COVID-19)" as the issue type, or call 877-464-4772, option 2, 7:00 a.m. to 8:00 p.m. ET, Monday-Friday (except federal holidays).

Access more [COVID-19 Information for Health Centers and Partners](#).

Access [FY 2020 Health Center Program Look-Alikes: Expanding Capacity for Coronavirus Testing \(LAL ECT\) Frequently Asked Questions](#).

Access resources for [UDS Novel Coronavirus Disease \(COVID-19\) Reporting](#).

https://bphc.hrsa.gov/emergency-response/coronavirus-frequently-asked-questions?field_faq_category_tid=306&combine=

Special and Vulnerable Populations COVID-19 Forum

- Topics TBD, based on status of COVID-19 & Health Center challenges
- 4 Bi-monthly sessions per year (more if needed)
- Fridays, 2-3PM ET

Session 1: September 24, 2021

Session 2: November 19, 2021

Session 3: **January 28th, 2022**

Session 4: March 25, 2022

Health Center Resource Clearinghouse

The screenshot shows the homepage of the Health Center Resource Clearinghouse. At the top left is the logo, which consists of a red and blue geometric shape followed by the text "HEALTH CENTER RESOURCE CLEARINGHOUSE". To the right of the logo is a navigation menu with the following items: "ABOUT", "PARTNERS", "SEARCH", "PRIORITY TOPICS", "PROMISING PRACTICES", and "CONNECT". Below the navigation is a red banner with white text that reads: "YOUR FEEDBACK IS NEEDED! ALL health centers should complete to the weekly HRSA/BPHC COVID-19 Survey. Your responses are critical to identify community health center needs related to addressing the COVID-19 crisis." Below the banner is a search bar with the placeholder text "Search the Clearinghouse: Enter Search Terms Here" and a dark blue "SEARCH" button. On the left side, there is a sidebar with the heading "COVID-19 Resources:" and a list of categories: "COVID-19 Promising Practices", "Get Prepared: Vaccine Distribution", "Emergency Management and Operations", "Telehealth", "Governance", and "Special and Vulnerable Populations". The main content area features a large image of a healthcare worker in full PPE (goggles, mask, gloves) interacting with an elderly woman who is also wearing a mask. Overlaid on this image is the text "Quick Finds: ↓" and "Use the links below to find resources on key topics". At the bottom of the page, there is a dark blue footer with three icons and labels: a medical cross icon for "Clinical Issues", a document icon for "HIT/Data", and a group of people icon for "Social Determinants of Health".

HEALTH CENTER RESOURCE
CLEARINGHOUSE

ABOUT • PARTNERS • SEARCH • PRIORITY TOPICS • PROMISING PRACTICES • CONNECT •

YOUR FEEDBACK IS NEEDED! ALL health centers should complete to the weekly HRSA/BPHC COVID-19 Survey. Your responses are critical to identify community health center needs related to addressing the COVID-19 crisis.

🔍 Search the Clearinghouse: Enter Search Terms Here SEARCH

📖 COVID-19 Resources:

- > COVID-19 Promising Practices
- > Get Prepared: Vaccine Distribution
- > Emergency Management and Operations
- > Telehealth
- > Governance
- > Special and Vulnerable Populations

↓ Quick Finds: ↓
Use the links below to find resources on key topics

🏥 Clinical Issues 📄 HIT/Data 👥 Social Determinants of Health

www.healthcenterinfo.or

New Resource: Materials section of Masks & Tests Page

New Resources: COVID-19 Home Test Kits and Masks Page | HRSA Health Center COVID-19 N95 Mask Program

Search the Clearinghouse: Enter Search Terms Here SEARCH


HOME TEST KITS AND MASKS

This page aggregates the most recent federal information on home test kits and masks provided to health centers and provides a mechanism to submit resources, templates, and sample documents.

As part of the [HRSA COVID-19 Testing Supply Program](#), HRSA-funded health centers, Health Center Program look-alikes, and Medicare-certified Rural Health Clinics are invited to order free, FDA-authorized COVID-19 at-home self-test kits for distribution at no cost to patients and communities, especially populations at greatest risk from adverse outcomes related to COVID-19.

1. Interested in receiving testing supplies through this voluntary program? HRSA sent out [email communications to all health centers](#) in December 2021 providing additional information regarding the registration and ordering process.
2. Find FAQs about the [HRSA program here](#).

As Part of the [HRSA Health Center COVID-19 N95 Mask Program](#), eligible health centers can elect to participate and will receive N95 respirator masks from the Department of Health and Human Services Strategic National Stockpile for free distribution to patients and people within their communities.



COVID-19

[COVID-19 Home Test Kits and Masks](#)

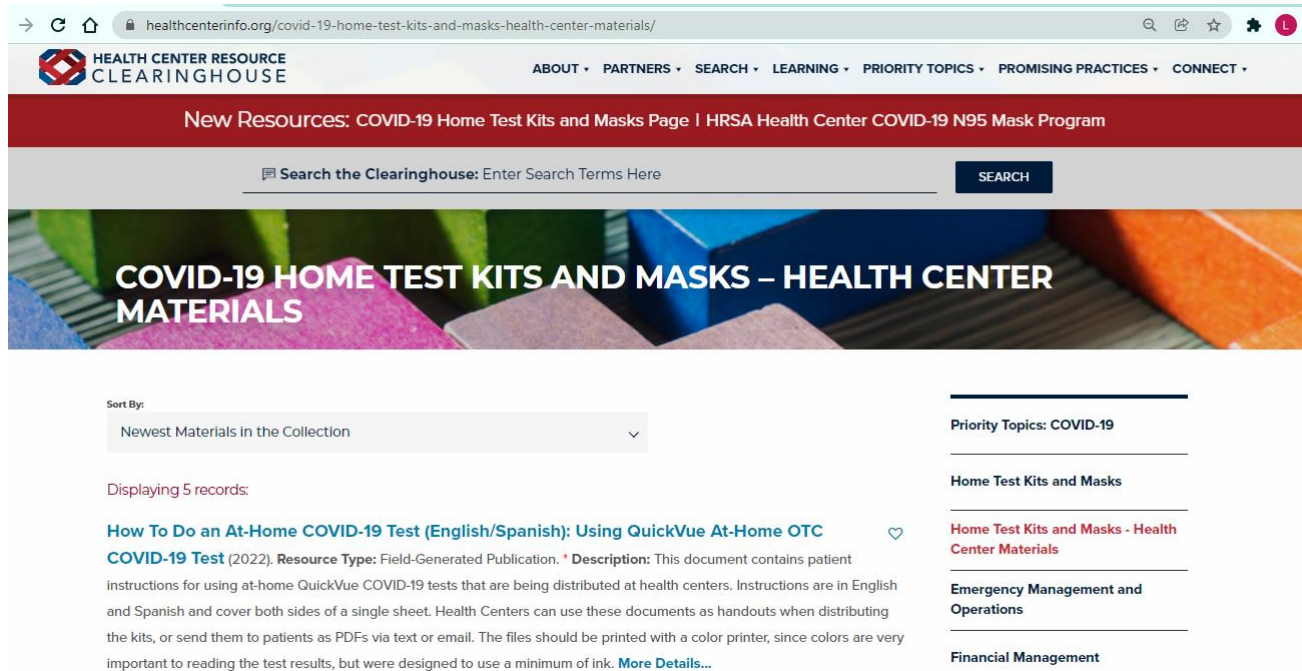
Vaccine Distribution

[Submit a TTA Resource](#)

[Submit a Template or Sample Document](#)

<https://www.healthcenterinfo.org/priority-topics/covid-19/home-test-kits-resources-and-call-for-materials/>

New Resource: Results Page for Health Center Materials



The screenshot shows a web browser at the URL [healthcenterinfo.org/covid-19-home-test-kits-and-masks-health-center-materials/](https://www.healthcenterinfo.org/covid-19-home-test-kits-and-masks-health-center-materials/). The page header includes the "HEALTH CENTER RESOURCE CLEARINGHOUSE" logo and navigation links: ABOUT, PARTNERS, SEARCH, LEARNING, PRIORITY TOPICS, PROMISING PRACTICES, and CONNECT. A red banner below the header reads "New Resources: COVID-19 Home Test Kits and Masks Page | HRSA Health Center COVID-19 N95 Mask Program". A search bar with the placeholder "Search the Clearinghouse: Enter Search Terms Here" and a "SEARCH" button is present. The main content area features a large image of colorful test kits and masks with the text "COVID-19 HOME TEST KITS AND MASKS – HEALTH CENTER MATERIALS". Below the image, there is a "Sort By:" dropdown menu set to "Newest Materials in the Collection". The text "Displaying 5 records:" is followed by a list item: "How To Do an At-Home COVID-19 Test (English/Spanish): Using QuickVue At-Home OTC COVID-19 Test (2022). Resource Type: Field-Generated Publication. * Description: This document contains patient instructions for using at-home QuickVue COVID-19 tests that are being distributed at health centers. Instructions are in English and Spanish and cover both sides of a single sheet. Health Centers can use these documents as handouts when distributing the kits, or send them to patients as PDFs via text or email. The files should be printed with a color printer, since colors are very important to reading the test results, but were designed to use a minimum of ink. More Details...". On the right side, there is a sidebar with a "Priority Topics: COVID-19" section and a list of categories: "Home Test Kits and Masks", "Home Test Kits and Masks - Health Center Materials", "Emergency Management and Operations", and "Financial Management".

<https://www.healthcenterinfo.org/covid-19-home-test-kits-and-masks-health-center-materials/>

Got Vaccinators?

Some health centers are facing challenges recruiting qualified individuals to support and expand their vaccination capacity.

If you have promising practices, sample recruitment tools or template documents, please consider sharing on the [Health Center Resource Clearinghouse Vaccine Distribution](#) page by completing this short [submit your resource](#) form.

Zoom Etiquette

- All participants muted upon entry
- Cameras on (if possible)
- Raise hand if you would like to unmute



Mentimeter

- Go to www.menti.com in your browser or on your phone and use the code **3334 0261**
- Or scan the QR code on the right



Where are you joining from?



BPHC Update

Suma Nair, PhD, MS, RD

Director, Office of Quality Improvement
Bureau of Primary Health Care
Health Resources and Services
Administration





Special and Vulnerable Populations COVID-19 Forum

Friday, January 28, 2022

Health Center COVID-19 Vaccine Program Team
Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People



Presenter



Suma Nair PhD, MS, RD
Director, Office of Quality Improvement
Bureau of Primary Health Care
HRSA

Health Center COVID-19 Response Programs

AGENDA

- Testing Supply Program
- Therapeutics Program
- N95 Mask Program
- Vaccine Program Updates
- Booster Updates
- Health Center Workforce Issues
- Questions and Answers



Health Center COVID-19 Direct Allocation Programs

To ensure our nation's underserved communities and those disproportionately affected by COVID-19 have equitable access to critical COVID-19 response tools, HRSA is making the following resources to health centers and rural health clinics:

- Adult and Pediatric Vaccines
- Diagnostic Testing Supplies, including at home, self-testing kits
- Therapeutics, including oral antiviral pills
- N95 Face Masks

For additional information, visit <https://www.hrsa.gov/coronavirus>.



HRSA COVID-19 Testing Supply Program

Path Out of
the
Pandemic

Expanding Free,
Self-Administered
COVID-19 Testing for
Americans

- As part of the [Path Out of the Pandemic](#) COVID-19 Action Plan, HRSA-supported health centers can receive free, FDA-authorized COVID-19 testing supplies
- [All health centers are invited to the HRSA COVID-19 Testing Supply Program](#) to order Quidel QuickVue® At-Home OTC COVID- 19 tests



HRSA COVID-19 Therapeutics Program



- Two oral antiviral pills: Merck's **Molnupiravir** and Pfizer's **Paxlovid**.
- Supplements state/jurisdictional allocations and aims to ensure equitable access by providing an additional supply directly to health centers.
- Initial phase: provide limited access to 200 health centers nationwide.
- HHS and HRSA will expand the program to more health centers as supply increases.

For more information visit [HRSA Health Center COVID-19 Therapeutics Program](#)



Health Center COVID-19 N95 Mask Program

- Through the new HRSA Health Center COVID-19 N95 Mask Program, eligible health centers can sign up to receive N95 respirator masks from HHS
- Interested health centers should complete [the invitation](#)
Deadline is January 26, 6 p.m. ET
- For further information, visit [HRSA Health Center COVID-19 N95 Mask Program](#)

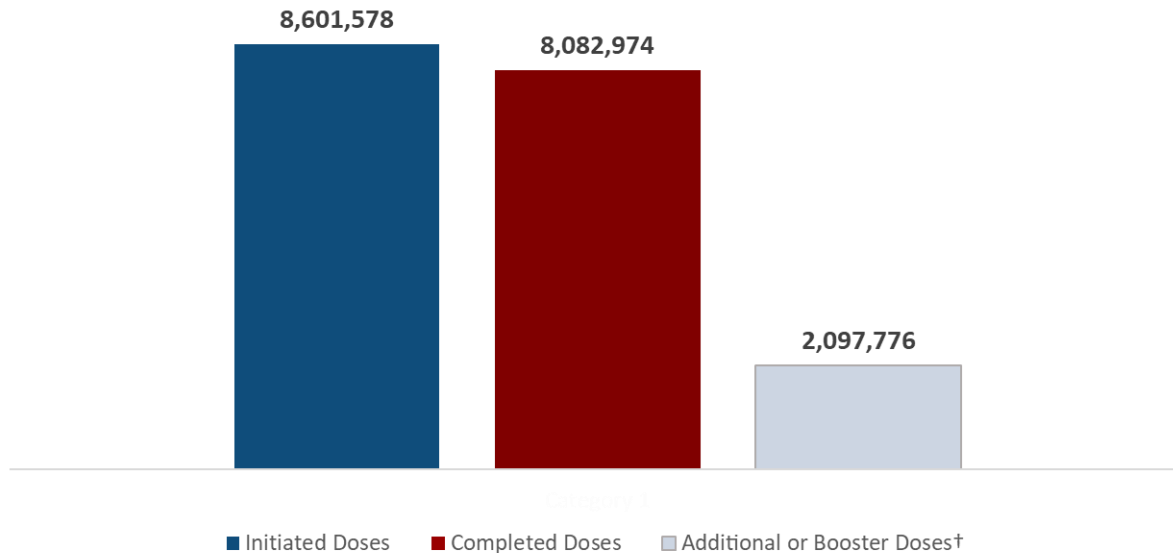


Health Center COVID-19 Vaccine Accomplishments

A total of 18,782,328 COVID-19 vaccine doses that were administered by health centers (1/8/21 – 1/15/2022)

HC Vaccine Program

- **878** HCs/LALs participating in the HC Vaccine Program
- **8,083,097** COVID-19 vaccine doses administered
- **76%** to racial and/or ethnic minorities
- **27%** to Special Populations and patients with LEP



*Survey moved to bi-weekly reporting starting with the 7/16/2021 survey; † additional doses were added to the 9/10/2021 survey

Source: [Health Center COVID-19 Bi-Weekly Survey, 2020-2021](#)

For additional information regarding Health Center COVID-19 Vaccinations Among Racial and Ethnic Minority Patients, please visit: [Health Center COVID-19 Vaccinations Among Racial and Ethnic Minority Patients Dashboard](#)



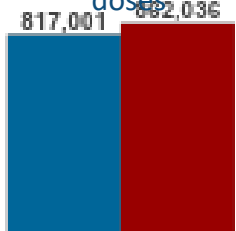
COVID-19 Vaccines Administered to Date by Health Centers: Special Populations Receiving Doses

Through the **Health Center COVID-19 Vaccine Program**, a total of **8,083,097 COVID-19 vaccine doses†** have been administered

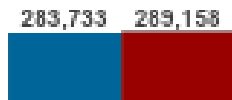
by participating health centers and look-alikes to date.

Patients with Limited English Proficiency:†
27% (2,170,646) of doses

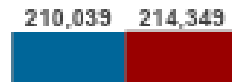
Children Less Than 18 Years:†
11% (862,036) of doses



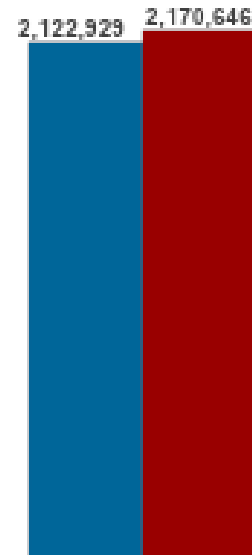
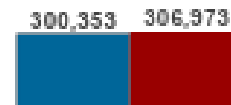
Migratory & Seasonal Agricultural Workers:†
4% (289,158) of doses



Patients Experiencing Homelessness:†
3% (214,349) of doses



Patients Who Are Residents of Public Housing:†
4% (306,973) of doses



■ 2/26/2021-12/31/2021+ ■ 2/26/2021-1/14/2022+

† Collection of additional or booster doses data began with the 9/10/2021 survey
Source: [Health Center COVID-19 Bi-Weekly Survey, 2020-2022](#)



COVID-19 Vaccine Booster Updates

Do I qualify for a COVID-19 vaccine booster and which one?

Which primary vaccine series did you complete?	Pfizer-BioNTech	Moderna	Janssen (J&J)
You can get a booster if:	It's been at least 5 months since completing a primary series AND you are:	It's been at least 5 months since completing a primary series AND you are:	It's been at least 2 months since completing primary vaccination AND you are:
	Age 12+	Age 18+	Age 18+
If eligible, you can get a booster of:	Pfizer-BioNTech* Moderna Janssen (J&J) <small>*Only Pfizer-BioNTech can be used as a booster in those age 12-17.</small>	Moderna Pfizer-BioNTech Janssen (J&J)	Janssen (J&J) Pfizer-BioNTech Moderna

For more information, visit www.fda.gov/covid19vaccines.

FDA U.S. FOOD & DRUG ADMINISTRATION

[COVID-19 Vaccine Booster Shots | CDC](#)
[Resources About COVID-19 Vaccine Boosters](#)

EUA fact sheets for Healthcare providers Pfizer-BioNTech

- [Pfizer-BioNTech COVID-19 Vaccine for 12 and older - gray cap do not dilute \(fda.gov\)](#)
- [Pfizer-BioNTech COVID-19 Vaccine for 12 and older - purple cap must dilute \(fda.gov\)](#)

Moderna

- [Vaccination Provider Fact Sheet | EUA | Moderna COVID-19 Vaccine \(modernatx.com\)](#)

Janssen (J&J)

- [Janssen COVID-19 Vaccine EUA for Healthcare Providers \(fda.gov\)](#)



New Child Vaccination Equity Web Resources

[Equity in Childhood COVID-19 Vaccination \(cdc.gov\)](#)

- Describes what Centers for Disease Control and Prevention (CDC) is doing to ensure COVID-19 vaccination equity among children.
- What communities can do to improve equity in childhood vaccination.
- Spotlights successful community health vaccine equity initiatives focused on children.

[Barriers to Equity In Childhood COVID-19 Vaccination | CDC](#)

- Identifies priority groups of children who face vaccination barriers.
- Historical disparities.
- Lessons learned about vaccination barriers from schools and families.



Health Center Vaccine Program Updates

2021 Accomplishments:

- 7,919,397 doses administered

Looking Ahead – Focus On:

- Reaching unvaccinated individuals
- Additional doses & boosters
- Pediatric vaccines
 - ✓ Children under 5 years - pending FDA authorizing and CDC recommendation



Burnout related to the COVID-19 Pandemic

- HHS providing \$103 million in grants to address health worker burnout
- Tips to cope and enhance resilience
 - Communicate with colleagues and family
 - Remind yourself that everyone is in an unusual situation.
 - Recognize what you can not control
 - Remember you are performing a crucial role and doing the best you can with the current resources.



For additional tips and recommendations visit [CDC's resource on how to deal with job stress](https://www.cdc.gov/coronavirus)

Questions?



Thank You!

Bureau of Primary Health Care (BPHC)

Health Resources and Services Administration (HRSA)



For general information on the Health Center COVID-19 Vaccine Program, please visit:
<https://www.hrsa.gov/coronavirus/health-center-program>.

bphc.hrsa.gov

[BPHC Contact Form](#)



[Sign up for the *Primary Health Care Digest*](#)



Guest Speaker

Kaethe Weingarten, Ph.D.

Director, the Witness to Witness
Program (W2W)

Migrant Clinicians Network



Self-Care



Strategies to help reduce stress
and increase resiliency


THE *witness to witness* PROGRAM



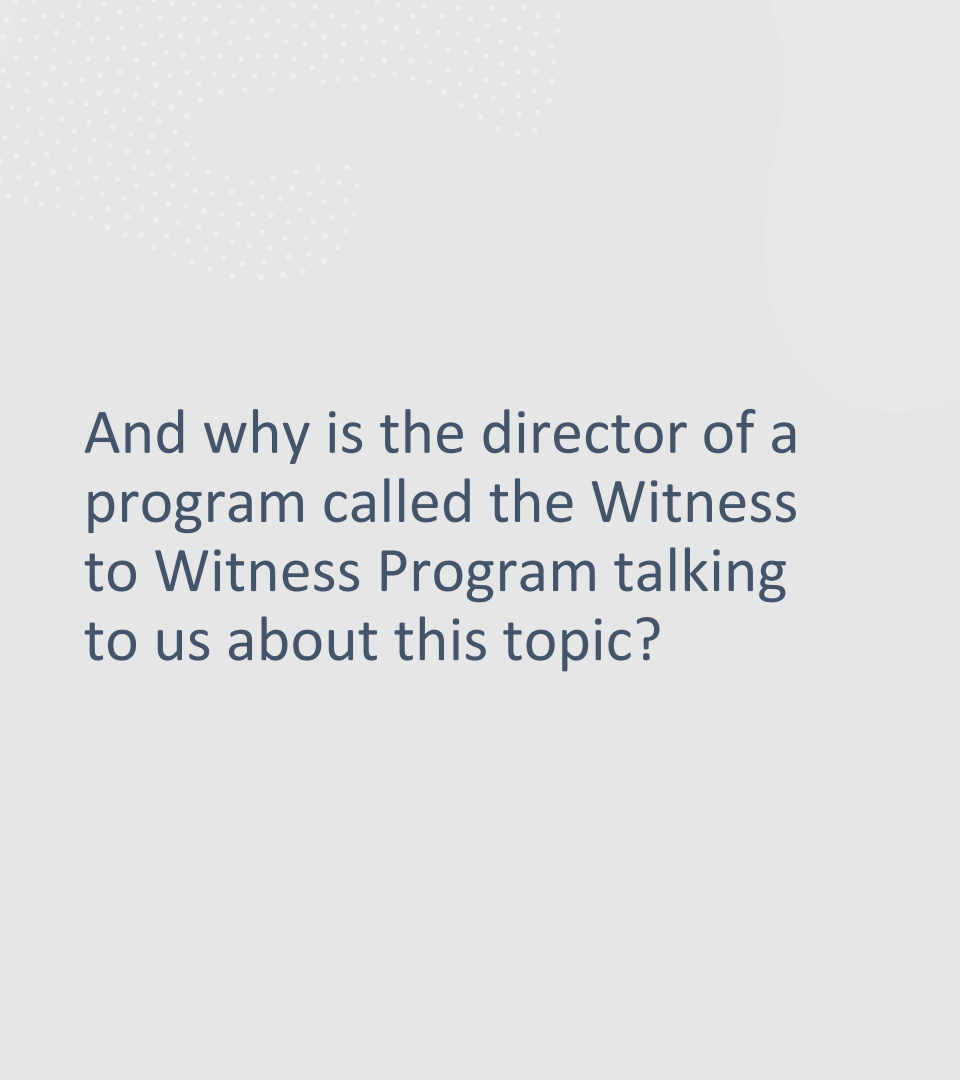
Kaethe Weingarten, Ph.D.

Founder and Director of the
Witness to Witness Program

<https://www.migrantclinician.org/witness-to-witness>



WHAT IS SELF-CARE AND WHY SHOULD WE PRACTICE IT?



And why is the director of a program called the Witness to Witness Program talking to us about this topic?




**BECAUSE WE ARE
WITNESSES TO THE
SUFFERING AND
TROUBLES OF THOSE
WE SERVE**

Two sides to the witnessing coin:

- One is compassionate witnessing
- The other is toxic witnessing





Witnessing can
create toxic
stress...


If we don't take care of ourselves

HOW TO USE EMPATHY WISELY?

BE AWARE OF ALL THAT IS GOING ON FOR US

AWARENESS

A large yellow triangle is positioned in the bottom right corner of the slide, pointing towards the top right.



**We do this work
in our bodies**

Sensations in the Body

- Clamminess or chilliness
- Exaggerated startle
- Fear responses to non-threatening stimuli
- Hyper-arousal
- Hyper-vigilance
- Lethargy
- Muscle aches and pains
- Numbness
- Poor concentration
- Rapid heartbeat
- Spacey feeling
- Sweating
- Tingling
- Sudden cold or hot

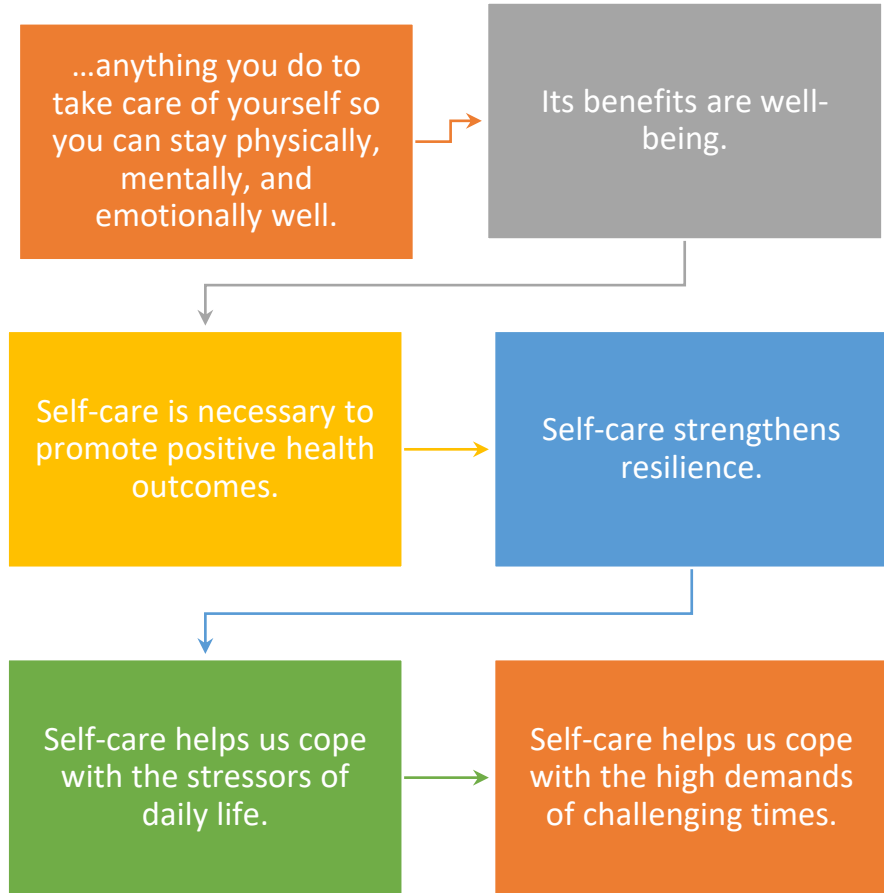
Psychological Experiences

- Aggression
- Anger
- Disbelief
- Fear
- Grief
- Guilt
- Helplessness
- Memory alterations
- Numbing
- Rage
- Sadness
- Shame
- Vulnerability
- Worry/ Anxiety



WHAT IS SELF-CARE?

Self-care is:



**WHAT
SELF-CARE
IS NOT**



**IT IS NOT
SELFISH**



**IT DOES NOT
TAKE A LOT OF
TIME**

Resilience



No one is resilient all of the time.



Everyone Has Strengths in a Crisis

What is your strength?

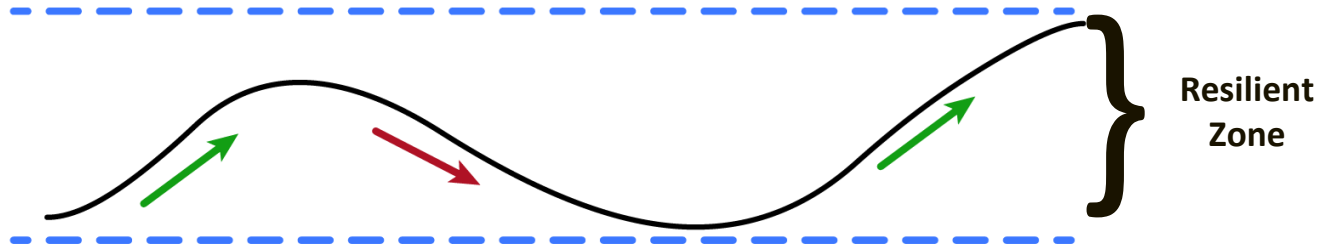
Here are some examples:

Planning, Responsive to others,
Compassion, Spirituality, Faith, Caring,
Resistance, Altruism, Mindfulness, Humor,
Good Communication, Self-Awareness,
Creativity, Finding meaning, Sense of
purpose, Flexibility, Resourcefulness,
Empathy, Insight, Logical thinking,
Imagination, Writing, Solitude...other

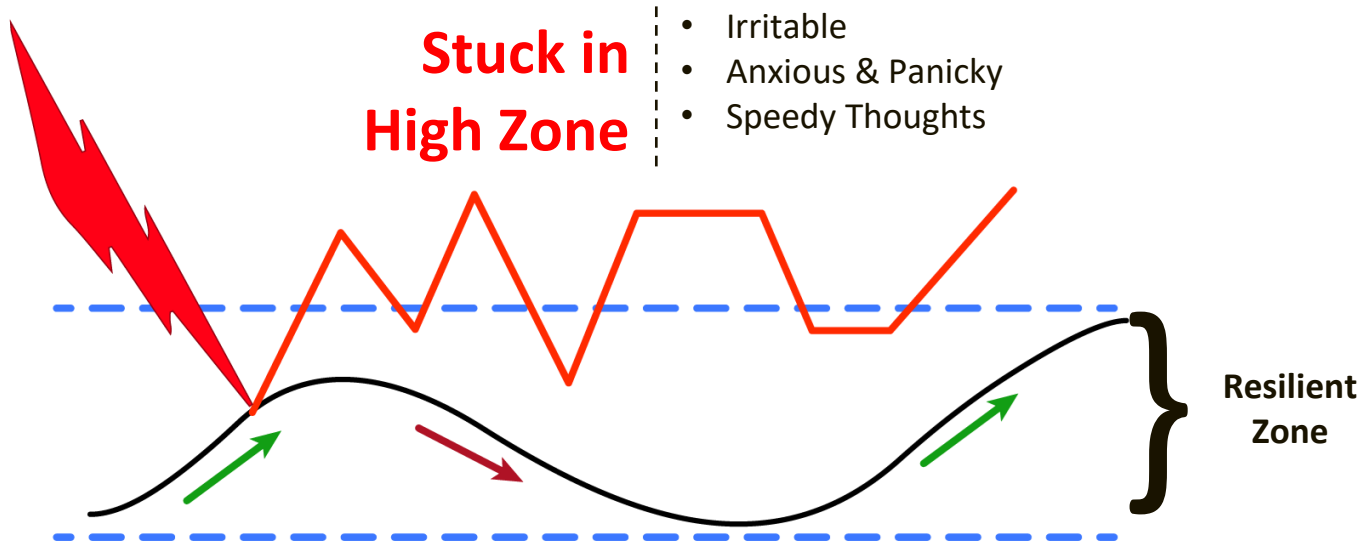
Traumatic / Stressful Event



Traumatic / Stressful Event



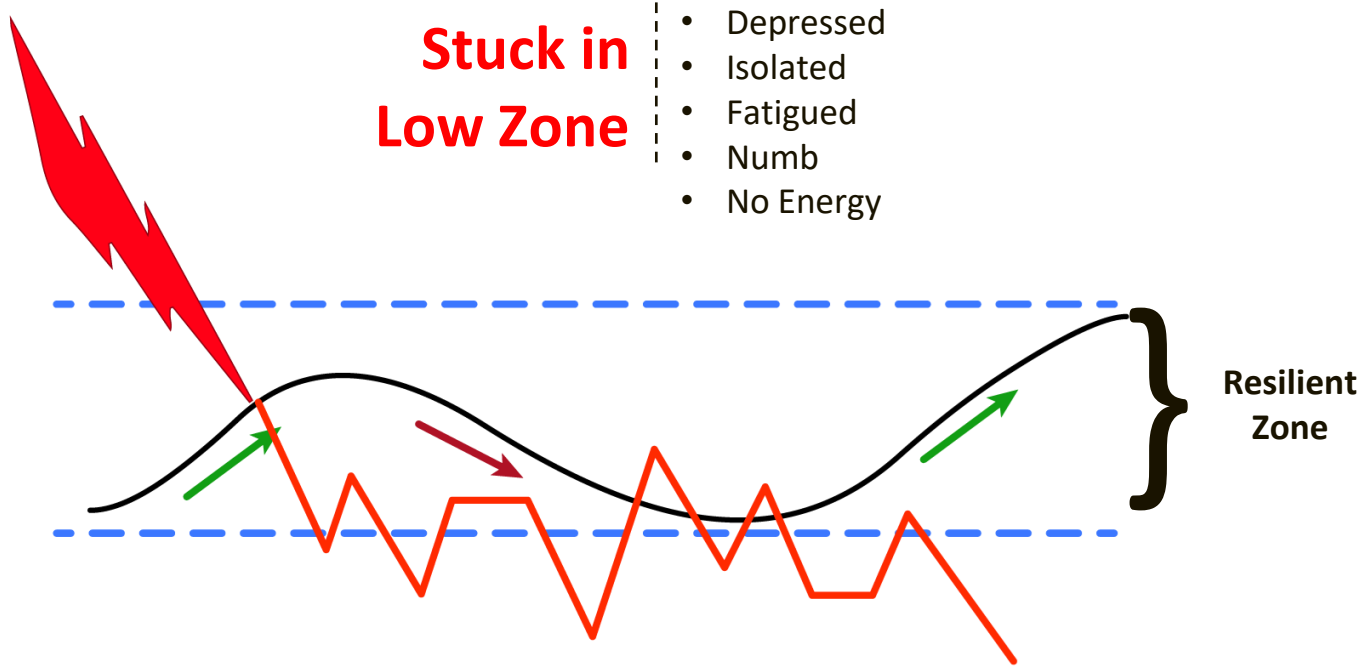
Traumatic / Stressful Event



Traumatic / Stressful Event

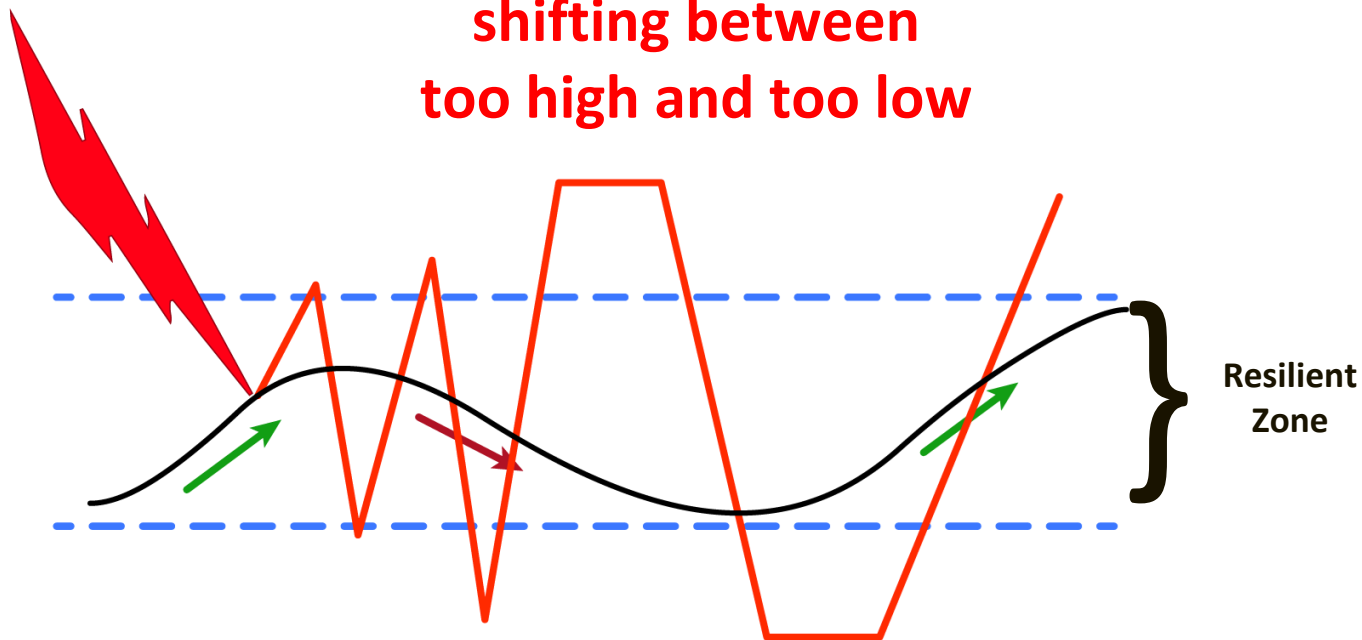
**Stuck in
Low Zone**

- Depressed
- Isolated
- Fatigued
- Numb
- No Energy

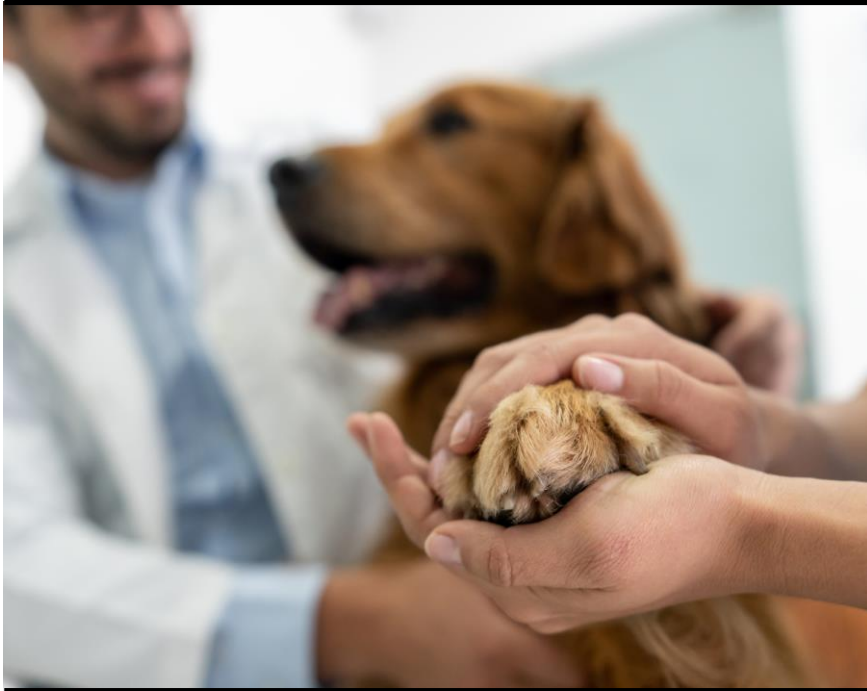


Traumatic / Stressful Event

shifting between
too high and too low



CREATING YOUR COPING TOOLBOX



Since self-regulation breaks are more and more necessary these days, on your time off, make a list of five activities that help you “cool off.” These may be watching a funny video, looking at family photos, listening to a piece of music you love, or looking at photos of waterfalls. Your choice but have a folder available to choose from.



Resource List

- Breathing
- Butterfly hug
- Call someone
- Music
- Nature, running water
- Healthy comfort food
- Prayer



SOURCES OF RESILIENCE

- INDIVIDUAL
- FAMILY
- FRIENDS
- COMMUNITY
- CULTURAL
- RELIGIOUS
- SPIRITUAL
- NATURE
- ANCESTORS

What I am not
talking about
and why

Burnout



HOPE AS A VERB

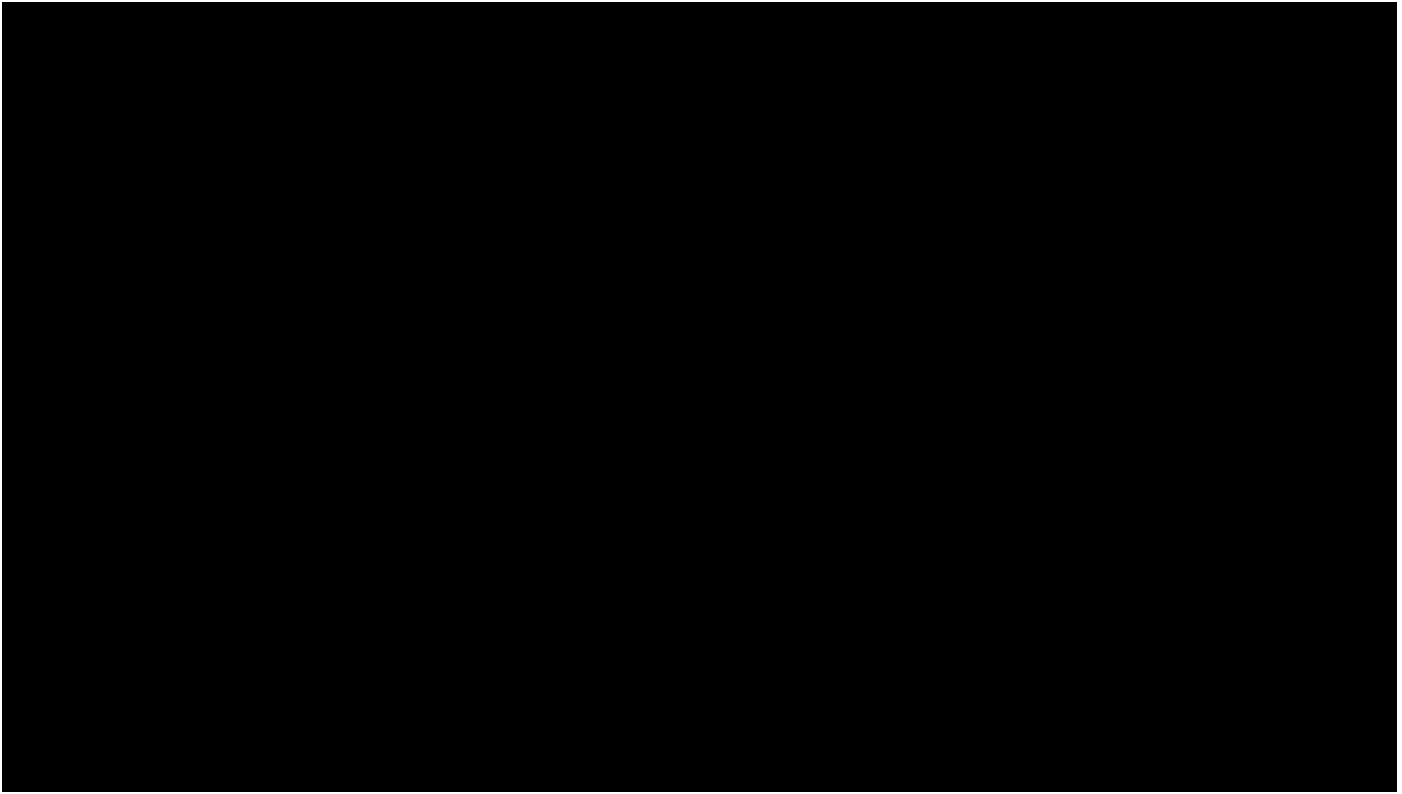
NOT A NOUN

HOPE IS WHAT WE DO WITH OTHERS



—
**Believe the small
is not trivial**

...And actions have
ripple effects
outward



Guest Speaker

Suzanne Speer

Senior Director, Workforce Development
*Association of Clinicians for the
Underserved*





COVID Roundtable #3

January 28, 2022

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$825,000 with 0 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov)



ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED



- Goals:
 - Access to Care
 - Primary Care Clinician Support
- Lenses:
 - Policy
 - Practice
 - Workforce
- Topics:
 - Medical Care
 - Behavioral Health/Mental Health Care
 - Vision Services
 - Oral Health
 - Health Information Technology
 - Pharmacy



- National Cooperative Agreement initially awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 21 National Training and Technical Assistance Partners (NTTAPs)
- Produces FREE Resources, Training and Technical Assistance



RESOURCE: BURNOUT SELF-ASSESSMENT TOOL

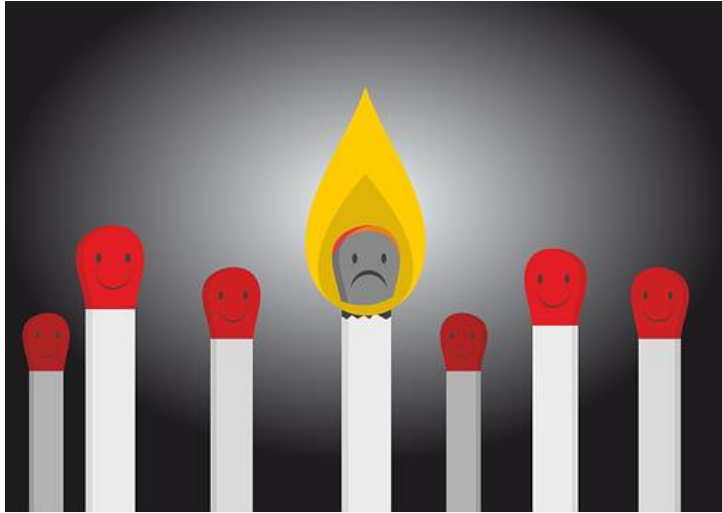
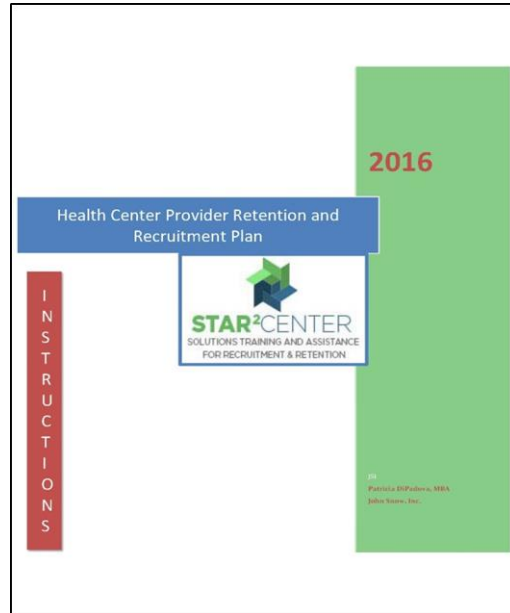


Image from Pixabay

- Assessment & recommendations for identifying and addressing burnout at the organizational level
- 7 questions, 5-10 minutes to complete
- <https://chcworkforce.org/star%C2%B2-center-burnout-assessment-tool>

RESOURCE: R&R TEMPLATE



- Assists health centers in developing a written R&R plan
- Can be tailored and changed to adapt to hiring practices during COVID-19
- Includes archived webinar & tools
- <https://chcworkforce.org/acu-rr-plan-template-resources>

RESOURCE: FINANCIAL ASSESSMENT TOOL



- Actual costs of provider turnover
 - Separation Costs, Vacancy Costs, Recruitment Costs, Onboarding Costs
- Physician and non-physician tabs
- Downloadable Excel file
- <https://chcworkforce.org/star%C2%B2-center-financial-assessment-tool>

Tangible Costs	Cost
A. Termination Costs	
1. Human Resources and/ or Business Office Expense for terminating benefits, COBRA administration (if applicable), notifying health plans of provider change in status.	\$ -
2. Estimated cost of a Locum Tenens or other part time provider	\$ -
3. Malpractice tail coverage costs, if any	\$ -
A. Total Termination Costs	\$ -
B. Replacement Costs	
4. Advertising Costs	\$ -
5. Pre-Interview Staff Time - to arrange advertising; accept, sort and document applications (written and electronic); respond to telephone and written inquiries, arrange visits including logistics (hotel, travel, recruitment dinner), schedule telephone interviews and meetings with medical director, other staff involved in the decision process.	\$ -
6. Professional Recruiting Service Expenses	\$ -
7. Interview Staff Expenses	\$ -
8. Interview Direct Costs (on-site face-to-face interview visits)	\$ -
9. Post Interview Expenses - staff time for negotiation, other hiring expenses (bonus, relocation)	\$ -
B. Total Replacement Costs	\$ -
C. Net Impact to Revenue	
10. Revenue Loss from Leaving Provider	\$ -
11. Revenue Recovered from Locum Tenens	\$ -
C. Total Net Impact to Revenue [Recovered - Loss]	\$ -
D. New Hire/Onboarding Costs	
12. Payroll startup, Benefit Enrollment, establish passwords,email account	\$ -
13. Credentialing services cost (internal or Credentialing Verification Organization (CVO))	\$ -
14. Internal and external publicity announcements	\$ -
15. Equipment and Uniform expense	\$ -
16. Orientation Costs	\$ -
17. Cost of Productivity lost to startup	\$ -
D. Total New Hire/Onboarding Costs	\$ -
Total Financial Impact	\$ -

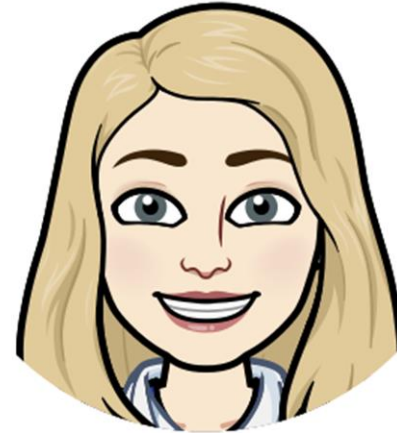


- Tools & Reports
- Webinars
- Individual Technical Assistance
- ...and much more in our Resource Library!

STAY IN TOUCH!



- [clinicians.org](https://www.clinicians.org)
- [chcworkforce.org](https://www.chcworkforce.org)
- sspeer@clinicians.org
- 703-577-1206



EVALUATION

Please take the time to complete the Forum evaluation via Zoom, and help us improve this activity for future sessions.

Thank you!

Next Session: March 25th

A dark blue diagonal gradient bar that starts from the bottom left corner and extends towards the top right corner, covering the lower half of the slide.