COVID-19 and Mercy Care

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Chief Medical Officer
Outline

• Information about COVID-19
• Data on Respiratory Illnesses in Arizona 2019-2020
• Current COVID-19 Reporting in Arizona
• Practical Guidance for Our Members
• Testing and Treatment
• Practical Guidance for Our Providers
• Practical Guidance for Us as Employees
Resources

COVID-19 and Mercy Care Unily Site

• All that is happening at Mercy Care
• Links to
  ➢ CDC, ADHS
  ➢ Maricopa and Pima Co
  ➢ AHCCCS
  ➢ CVS
• Expect changes and updates!
March 17th Town hall focused on COVID-19. Dr William Fried provides a very thorough overview of the virus, the illness, and the pandemic at the global and national level. The presentation can be streamed to your computer.
What is COVID-19?

- Coronaviruses are a family of viruses that cause illness ranging from mild (the common cold) to severe (SARS and MERS)
- COVID-19 symptoms are similar to other common respiratory illnesses such as “colds and flu”
  - fever, cough, shortness of breath may stand out
- Incubation is from 2 to 14 days (time for symptoms to appear)
What is COVID-19?

• The virus spreads very quickly and extensively through a community
  • Droplets and secretions
• For every 100 people who contract the virus (estimated)
  • 80 will have mild or no symptoms
  • 15 will have illness severe enough to make a person feel ill
  • 5 will have severe illness which can lead to acute respiratory distress needing intubation and ICU level care
• Certain groups have higher risk of having severe illness and death, based on age and co-occurring medical conditions
COVID-19 and Public Health Terminology

• Social Distancing – for every person
  • To prevent or delay contracting the virus
• Quarantine – for a person who may become ill
  • Ex’s: Traveler from a Level III country, Passenger on a cruise ship where illness occurred, caregiver of a person who is ill
• Isolation – a person who is ill
  • To protect others
• Cohorting – people who are ill
  • Having people with the same illness grouped together but separately from others
Arizona Department of Health Services’ Influenza reporting – which tracks number of positive laboratory tests for Influenza A and B in the State. This year had an increased number of positive tests. However, as you see, the number of positive tests (deep blue line) for influenza continues to decline even as the COVID-19 pandemic is occurring.
**Influenza-Like Illness (ILI) Surveillance from Sentinel Outpatient Providers**

ILI percent was below the threshold at 2.5% in week 9.

**CDC’s Arizona-specific Influenza-like Illness (ILI) surveillance reporting** – tracks reporting of flu-like illnesses at sentinel sites within the State. As you can see, this also shows the sentinel sites are reporting a decline in the number of influenza-like illnesses consistent with the seasonal flu.
Coronavirus Disease 2019 (COVID-19)

- The Arizona Poison Control System is available to answer questions about COVID-19 from Arizona providers (for testing, patient guidance) and the general public (for testing, isolation, quarantine): 1-844-542-8201
- The President's Coronavirus Guidelines for America – 15 Days to Slow the Spread of Coronavirus (COVID-19)

More at Whitehouse.gov

Testing at ASPHL for COVID-19 In Arizona

<table>
<thead>
<tr>
<th>Number of Positive</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Pending</td>
<td>102</td>
</tr>
<tr>
<td>Number of Ruled-Out</td>
<td>148</td>
</tr>
<tr>
<td>Number of People Tested</td>
<td>255</td>
</tr>
</tbody>
</table>

This is NOT the total number of tests that have been conducted in Arizona as it does not include tests at private labs. The number of COVID-19 cases DOES include these private lab tests.

COVID-19 Cases in Arizona

<table>
<thead>
<tr>
<th>Private Laboratory</th>
<th>13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona State Public Health Laboratory</td>
<td>14</td>
</tr>
<tr>
<td>Total Cases</td>
<td>27</td>
</tr>
<tr>
<td>Total Deaths</td>
<td>0</td>
</tr>
</tbody>
</table>

Arizona Level of Community COVID-19 Spread

- Minimal

Arizona Community Risk

- Low with some areas of heightened risk

Updated Recommendations 3/17/2020

- If someone in your family has tested positive for COVID-19, keep the entire household at home and contact your medical provider.
- ADHS strongly recommends that dine-in establishments in areas of known community spread (including Maricopa, Pima, and Pinal) discourage dine-in traffic and instead provide curbside pick up or drive-through service.
- Do not visit nursing homes or retirement or long-term care facilities unless to provide critical assistance.
- Recommendations to cancel or postpone mass gatherings of 10 or more people.
- Recommend telework and other alternatives when available.
- Increase hand hygiene (wash with soap and water for at least 20 seconds).
- Stay home when you are sick.
Number of Lab-Confirmed Influenza Cases Reported, by Week of Report: 2014–2020
# of cases

Without Protective Measures

Healthcare system capacity

With Protective Measures

Time since first case

Adapted from CDC / The Economist
Practical Guidance for Our Members

Use the CDC Resources

• How to Protect Yourself
• 10 Things to Manage Your Health at Home

Don’t forget their ongoing needs for chronic conditions and social support

• Will require us to be innovative to help our members maintain “Social Distance” while not losing these important supports (medical, behavioral, social)
What will be the experience of a person who is ill or being evaluated for COVID-19?

- Self-care will be common for mild illness
  - Be prepared for self care and self isolation
- People who are frail or are at higher risk of having moderate or severe illness and death will need more communication and access to supports
  - If at home, family or friends who are practicing both excellent hygiene and self quarantine
  - Telephonic or telehealth connections
  - If in the clinic or hospital, healthcare providers with adequate PPE (Personal Protective Equipment)
- No specific treatments are currently available
Testing for COVID-19

- Testing is only indicated for people who are ill and:
  - Public Health laboratories are only performing tests under certain public health indications
  - Commercial laboratories are only performing tests when ordered by a physician/NP/PA
- For many people with mild or moderate illness, the clinician may decide that testing is not warranted
- The test sample is collected by a healthcare professional who has appropriate PPE
  - Nasopharyngeal swab (a medical “q-tip” in the nose)
  - Placed in viral transport media (a small specialized test tube)
  - The viral transport media is then sent to the lab
- Lab results may take 3 to 6 days (estimate)
Recovering from COVID-19

• A person who tested positive for COVID-19 should:
  • Remain in home isolation for 7 days after COVID-19 testing if your fever and symptoms of acute infection are gone OR until 72 hours after fever and symptoms of acute infection are gone, whichever is longer

• A person with fever and respiratory symptoms who was not tested for COVID-19 should:
  • Stay home away from others until 72 hours after fever and symptoms of acute infection are gone
Practical Guidance for Our Providers

Use the CDC Resources to help themselves stay healthy

- How to Protect Yourself
- 10 Things to Manage Your Health at Home

Help them use the resources for protecting themselves and their facilities

- CDC, ADHS and Maricopa County Guidance for Healthcare Providers and Facilities

We need to help them be efficient and able to adapt to increased demands as the number of cases increase

- Will require us to be innovative to help our providers
Practical Guidance for Us as Employees

Use the CDC Resources to help ourselves stay healthy
  • How to Protect Yourself
  • 10 Things to Manage Your Health at Home

Our values
  • Compassion, Innovation, Collaboration, Advocacy

Our ability to help members and providers
  • Effective communication
  • Knowledge of our systems and our ability to perform under challenging circumstances
Questions?

If you have questions about the information shared throughout the COVID-19 webinar series, email your questions to:

ProviderRelations@MercyCareAZ.org

Mercy Care will hold a Q&A panel webinar next week to address as many of those questions as possible.

If you need an immediate response, email your PR Rep directly.
Reminder

Location closures

- Notify your Provider Relations Representative, or
- Email: ProviderRelations@MercyCareAZ.org
Thank You