**Paw-Paw Patch, COVID-19 Pop-Up Edition**

Abstract:

The Paw-Paw Patch was designed as an incubator for innovative ideas from our team at Unity Health Care in Washington, DC. (Paw-paws are a fruit native to the District of Columbia.) In the midst of the COVID-19 pandemic, at a monthly teleconference meeting, participating providers heard compelling presentations from those who submitted innovative ideas to the Paw-Paw Patch. Then we held a COVID-19 Paw-Paw Patch, pop-up edition! Using an online tool, we solicited best practices and innovative ideas related to COVID-19 in real-time. Submissions spanned virtual health, crisis management and response, workforce strategies, and population health management which were then assigned to a champion to further develop and implement the proposed idea or best practice. Some of the ideas (which are listed below in the table), like virtual group visits, were already taking place which signified that the pop-up edition was a great opportunity to share what was happening across the varying Unity health centers. Overall, the Paw-Paw Patch has been a way to channel provider’s ideas and passions, especially during this pandemic which has brought new challenges, but also innovation and creativity into how we approach healthcare delivery.

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|  | **COVID 19 idea** |
| virtual health | Ensure all patients signed up for the patient portal when calling for an appointment. Ensure telephone numbers actually written in "info" section and not notes section |
| virtual health | telemedicine lactation visits with CNMs to increase breastfeeding rates |
| alternate sites of care | Mass testing at homeless shelters |
| virtual health | Default telemedicine pediatric well visits to TM video on audio |
| work force strategies | Opportunity to have longer in clinic visits for patients with uncontrolled chronic disease |
| work force strategies | STI screening and depo injections to be converted to nursing visits |
| crisis response and management | COVID-19 Resulting process: Dedicated people to call back patients with COVID-19 results; train MA or RN at each site to call COVID-19 results and assess need for telemedicine appointment; Give patients number to call for COVID results. Provider or nurse can staff the line to answer calls and do rapid follow-up visits |
| work force strategies | Take effort to reduce provider burnout so they can continue providing quality care and come up innovative ideas |
| crisis response and management | Testing Strategy: Test everyone that wishes to have a test. Set up more testing tents; Have a separate tent for asymptomatic people being tested; Assign more runners to gather intake info on paper and have swabbers only swab; COVID-19 retesting for patients who need to return to work to expand testing numbers; Train someone besides provider to do nasal swab- so provider can focus on history/ assessment and treatment |
| virtual health | Care coordination to get telemedicine appointments scheduled for patients who have HTN or DM not seen in 6 months |
| virtual health | Provide providers with quiet space to be able to complete visits, better wifi to stream videos on phones |
| virtual health | Group visits by zoom! |
| crisis response and management | Assign more runners to gather intake info on paper and have swabbers only swab |
| crisis response and management | Outdoor open-air, shaded waiting area or method of allowing walk-in patients to safely wait in the car until their appt |
| crisis response and management | A safe way for patients to get labs done even if they don't need in person appt |
| virtual health | Provide BP kits to every patient with HTN or have easier way of getting blood pressure kits to those who need them |