



COVID-19 Response

From its launch in 1997 to its present network of community health centers, Friend Health has provided primary health care services to the vulnerable and medically underserved populations in a manner that is accessible, affordable, comprehensive, and culturally appropriate. Friend Health ensures that patients have access to a full-range of primary and preventive health care services as well as the necessary supplemental services which are either delivered directly or through established arrangements or referrals.

Friend Health was developed by the Friend Family Foundation through funding from the Michael Reese Health Trust, which enabled the merger of two University of Chicago clinical practices – the Woodlawn Infant Clinic and a clinic housed at Friend Health’s current flagship location on the University of Chicago campus. In 1998, Friend Health became a federally qualified health center (FQHC) and soon after expanded its services to additional Chicago communities. A significant number of the census tracts within its service area are designated as Medically Underserved Areas (MUA) and Health Professional Shortage Areas (HPSA), which are characterized by insufficient numbers of health care providers.

In December of 2017, Human Resources Development Institute, Inc. (HRDI) merged into Friend Health. Founded in 1974 by Dr. C. Vincent Bakeman and Mrs. Doris M. Lomas, HRDI is a leading provider of behavioral health services in Chicago addressing alcohol and substance abuse, mental health, youth and family services, community health, case management, HIV/AIDS, and gambling addiction. Since 2003, HRDI has also provided services to adult individuals with developmental disabilities in Alabama.

Our Mission: Provide a high quality, patient-centered, integrated system of **care for all**.

Our Vision: Achieve **the best health outcomes** for the individuals, families and the communities we serve.

COVID
Taskforce
formed in early
March

Created COVID specific protocols, workflows and education, which are being monitored and updated to align with changing CDC, IDPH and CDPH guidelines.

PPE levels monitored daily.

Instituted COVID-specific PPE guidelines and universal masking protocol, and installed safety barriers at check-in desk.

Instituted daily staff virtual huddle meetings to present updated information and address staff's questions. Created a FH COVID SharePoint site for staff.

Facilitating virtual lunch & learn training sessions for all staff
Behavioral Health facilitates virtual mindfulness and meditation sessions

Surveyed staff to evaluate how they were doing and solicited staff feedback and ideas for improvement

Conduct twice daily employee COVID symptom monitoring.
Established an Emergency Paid Sick Leave (EPSL) Program.

Staff Support

- Consolidated services to effectively manage staffing levels and PPE supplies.
 - Cottage Grove and Western remain open for patient services.
 - Pulaski utilized for staff conducting telehealth visits.
 - Beethoven open one day a week for resident care.
 - Ashland, Western and Burnham temporarily closed.
- Modified scheduling procedures and implemented telehealth services to minimize exposure to vulnerable high-risk populations.
 - PEDS: well-child visits for children under 23 months are scheduled for an in-person visit, all others are first scheduled for a telehealth visit.
 - OB/GYN: prenatal care are scheduled for an in-person visit, all others are first scheduled for a telehealth visit.
 - Family Medicine: visits are scheduled for a telehealth first, and if indicated by the provider, an in-person visit is scheduled.
 - Behavioral Health services are scheduled via telehealth.
- Laboratory and on-site pharmacy services remain open. The pharmacy is utilizing home delivery and curbside services to reduce clinic traffic.

Operations

- Call center staff trained to screen patients for COVID-19. Those with no symptoms or suspected exposure are scheduled for an in person or telehealth appointment based on new COVID-19 scheduling guidelines.
- Augmented call center staff by establishing a COVID-19 Triage Team comprised of providers and paraprofessionals to address the increased call volume related to COVID-19. The team has triaged over 400 suspected COVID cases.
- The COVID-19 Triage Team is able to reduce COVID wait times and reduce suspected COVID-19 cases from entering our clinics by:
 - Assessing and treating patients with mild to moderate symptoms in one-hour or less via telehealth services.
 - Patients who meet COVID-19 testing criteria are scheduled a same-day curbside test at FH.
 - Patients with severe symptoms are diverted to emergency services.
 - Patients are educated on CDC guidelines for home isolation and self-care.



Call Center Triage

- Tent triage stations were established outside of the Cottage Grove and Western clinics, staffed by Providers and MAs.
- All patients and visitors presenting to a FH clinic has their temperature checked, and are screened for COVID-like symptoms and potential COVID-19 exposure before entering the clinic.
- Staff inside the clinic are notified of a COVID-19 suspected individual presenting for services and the patient is escorted into the clinic through a separate entrance and isolated for services.
- Patients presenting to a FH clinic that screened positive for suspected or exposed COVID-19 is about 6% on average weekly.

Tent Triage

Behavioral Health Department COVID-19 Activities:

Telehealth Patient
Appointments.

Crisis referral services for
providers conducting telehealth
services.

Facilitating virtual mindfulness
and mediation sessions for staff.

Behavioral Health Services

Health Information Management (HIM) services restructured to reduce clinic traffic utilizing:

Virtual Fax
Services

HIM E-mail
Services

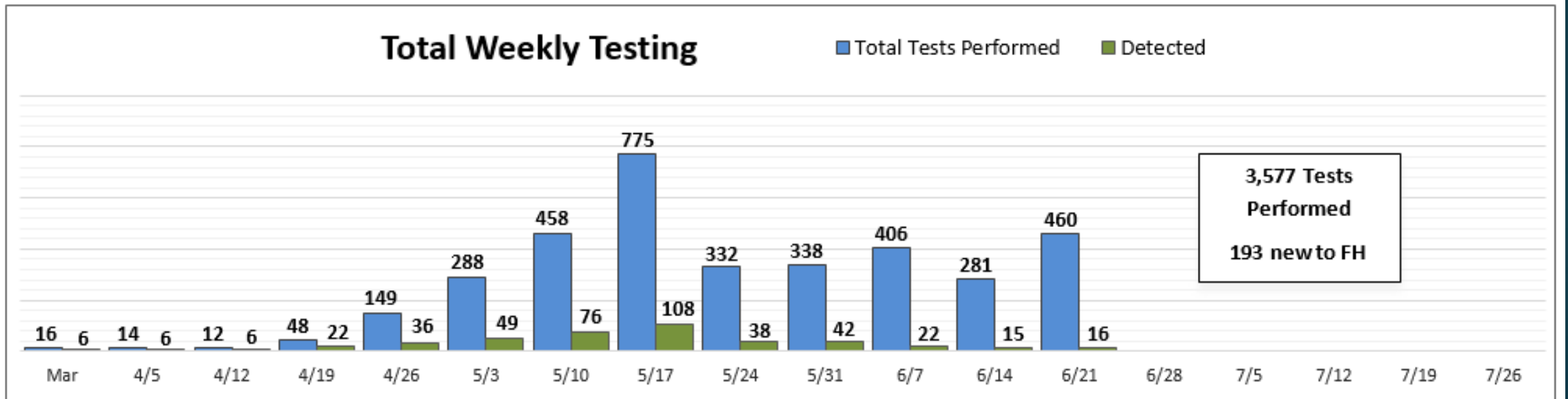
Curbside
Services

Health Information Management

Entered into partnerships with the Illinois Department of Public Health (IDPH) and the University Chicago Medical Center to increase testing services to vulnerable populations.

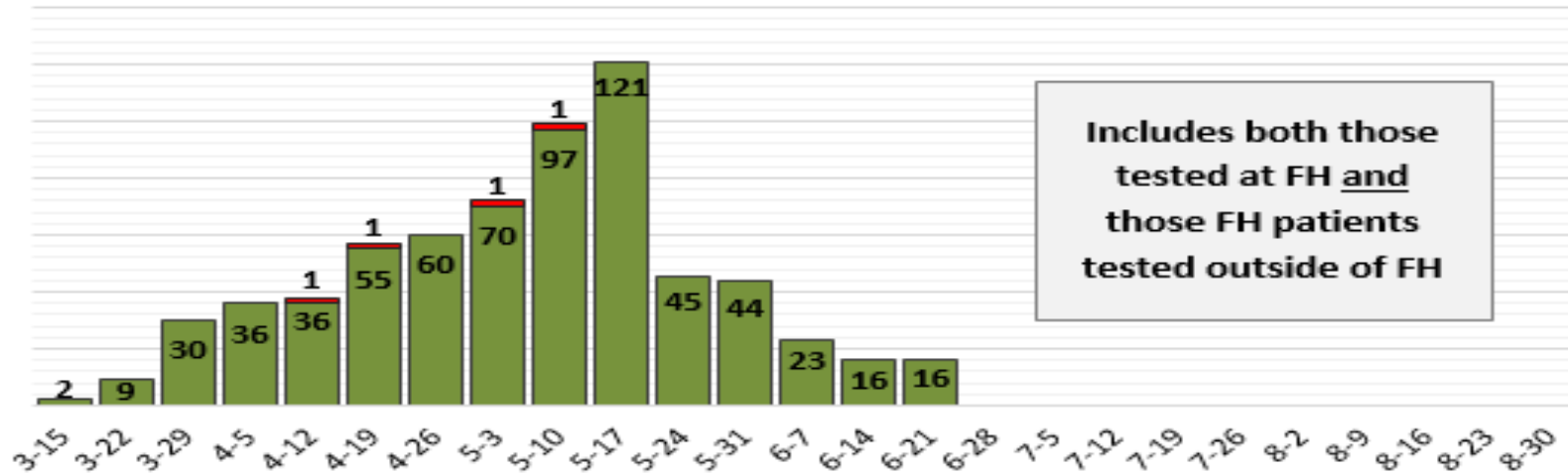
- Offer drive-up testing at two sites.
- Offer mobile testing services to congregated living facilities.
- Worked with community leaders to established pop-up testing sites in underserved communities.
- Created a data base of high-risk individuals based on comorbidities to target for testing

Testing Services



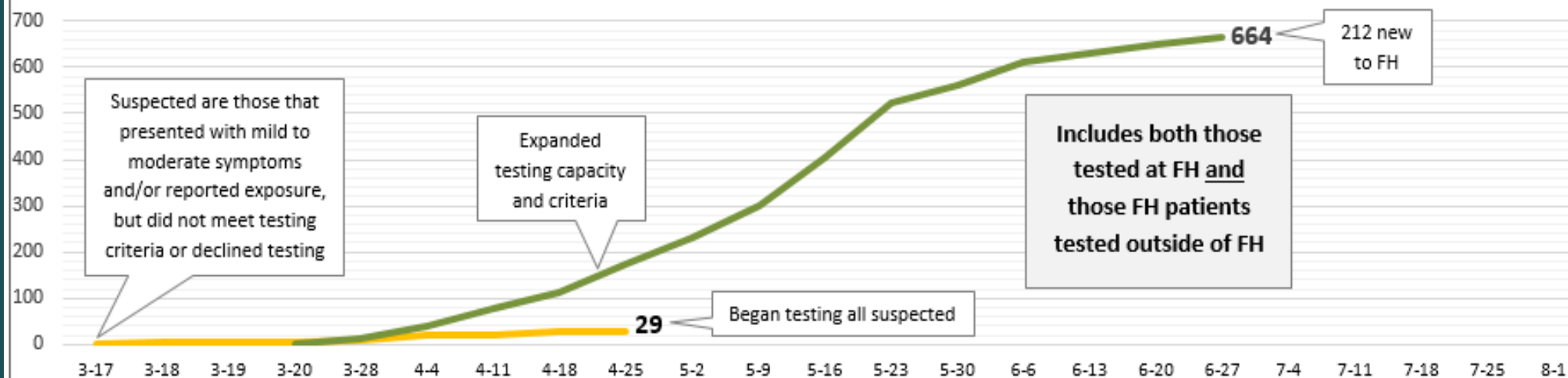
New Cases Weekly

■ Test Confirmed ■ Reported Death



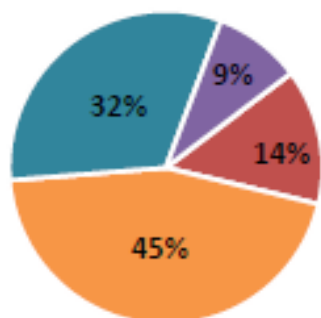
New Cases Cumulative

— Total Suspected (Not Tested) — Total Test Confirmed



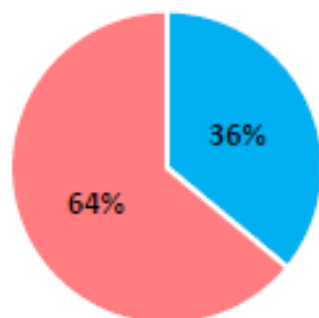


Total - Age



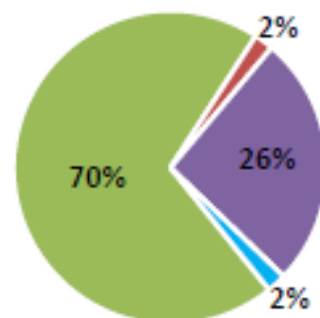
■ 0-18 ■ 19-39 ■ 40-59 ■ 60+

Total - Gender



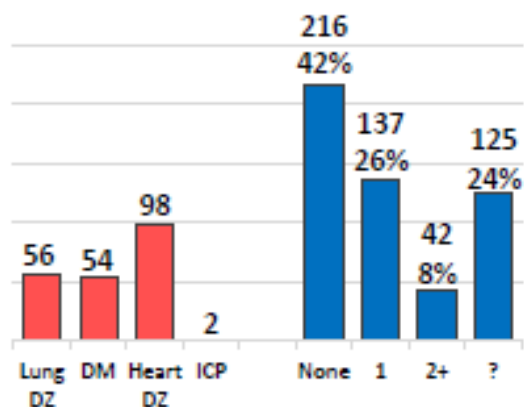
■ Male ■ Female

Total - Race/Ethnicity

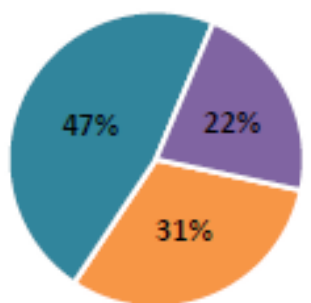


■ Black ■ White ■ Hispanic ■ Unknown

Total - Comorbidity

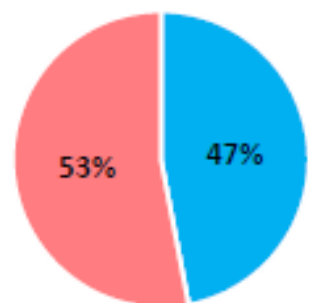


Hospitalizations - Age



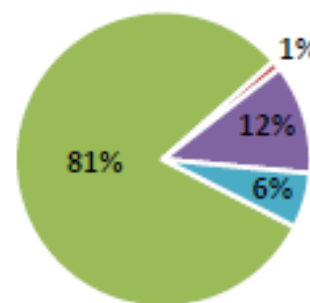
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Hospitalizations - Gender



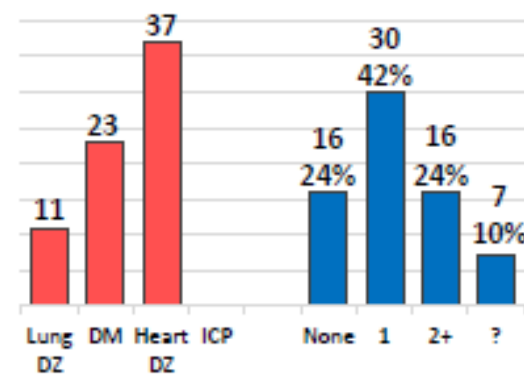
■ Male ■ Female

Hospitalizations - Race/Ethnicity

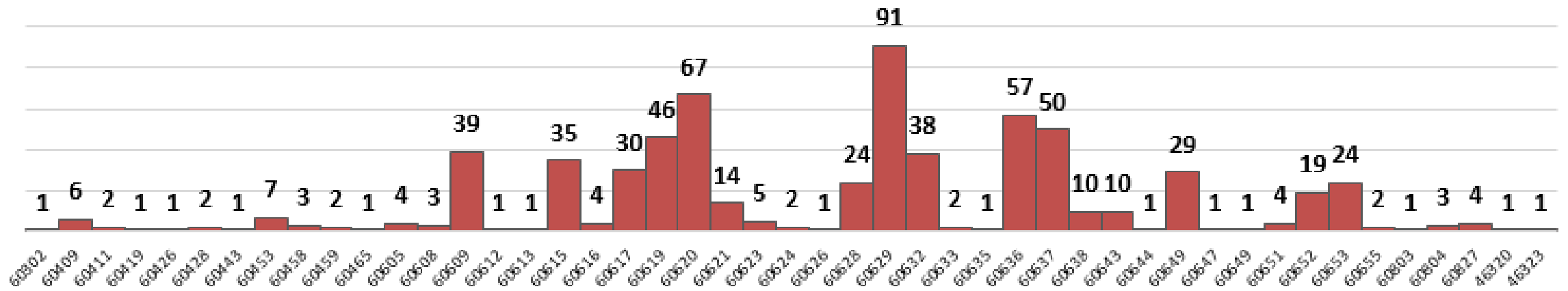


■ Black ■ White ■ Hispanic ■ Unknown

Hospitalizations - Comorbidity



Total Cases - Zip Codes





Formerly Friend Family Health Center

800 East 55th Street

Chicago, Illinois 60615

773-702-0660

friendhealth@bsd.uchicago.edu