

Behavioral Health & Homelessness Statewide Unified Response Group

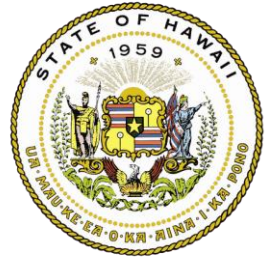
— BHHSURG.HAWAII.GOV —

APRIL 9, 2020



Edward Mersereau, Deputy Director, Behavioral Health Administration

Behavioral Health and Homelessness Statewide Unified Response Group



- A synchronistic partnership between three state offices as well as the counties, the University of Hawai‘i, and other partners
- Aimed at linking and syncing COVID-19 response related to:
 - Response efforts
 - Response policies
 - Response services
 - Response resources
 - Response messaging and information
- In a crisis, coordinated effort and communication is key
- Launched March 21st, 2020 (20 days ago)

BHHSURG Subcommittee Organization

Digital Media &
Communications

Logistics & Planning

Clinical Guidance

Contracts

Each committee includes subject matter experts from
BHHSURG partnering agencies

- ❖ **Resources and Strategic Communication**
- ❖ **Personal Protective Equipment (PPE) and Supplies**
- ❖ **Kaaahi Temporary Quarantine and Isolation Center (TQIC)**
 - Referral & Admission Procedures**
- ❖ **Screening, Testing, Quarantine, and Isolation**

Resources and Strategic Communication

Weekly Provider Webinars

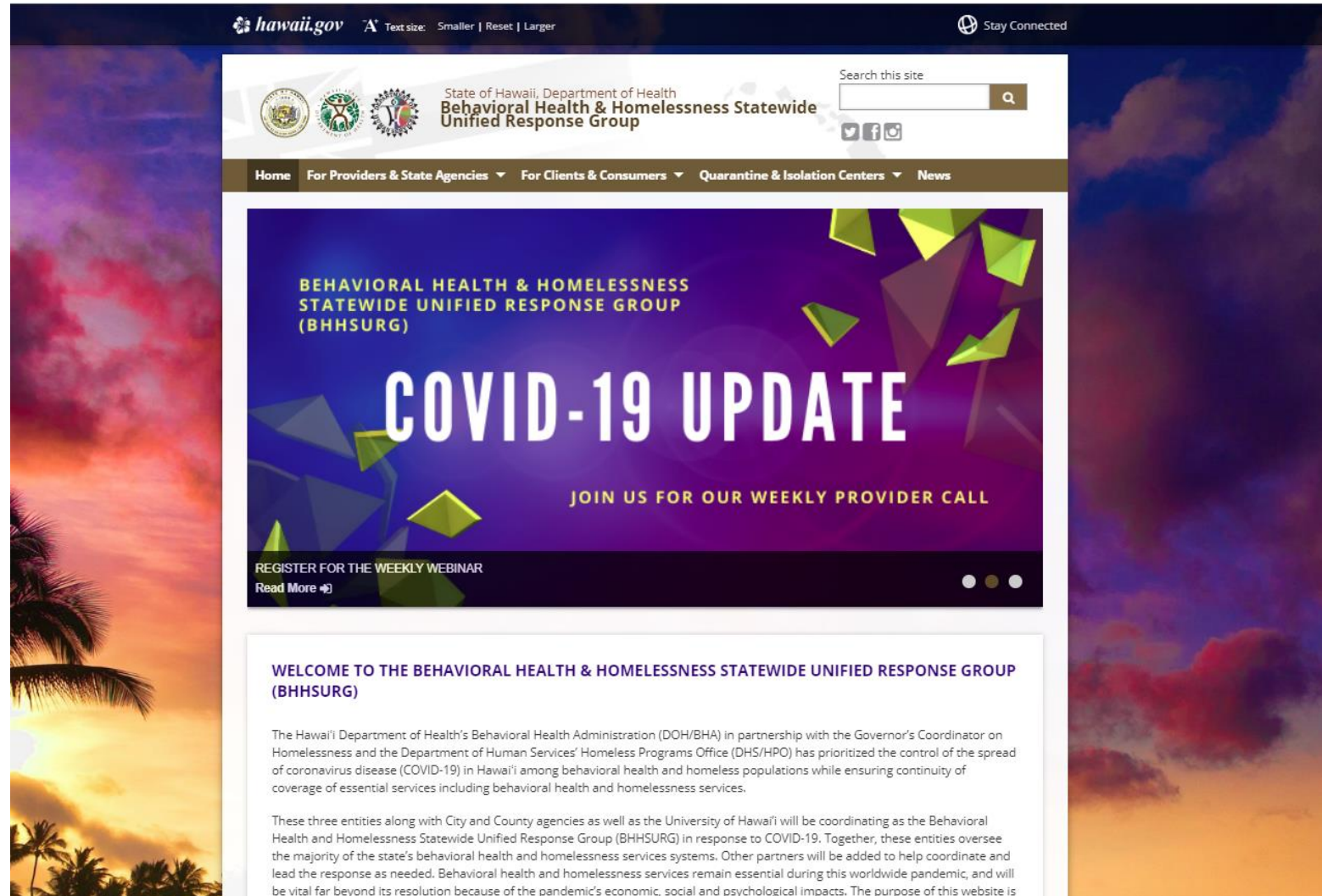
- Mondays via Zoom (11:00 AM – 12:00 PM)
 - Informational speakers
 - Examples include: MedQuest Medical Director, Executive Director of Hawai'i Health and Harm Reduction Center, Assistant Professor of the Department of Psychiatry
 - Updates on response efforts
 - Opportunities for informal question and answer
- ~150-450 participants weekly
- Webinars are recorded and stored on the website
- Suggest specific guest speakers or topic areas:
DOH.BHA.BHHcovid19response@doh.hawaii.gov
- Sign-up: <https://health.hawaii.gov/bhhsurg/weekly-webinar/>

Digital Media Resources

- Website:

<http://bhhsurg.hawaii.gov/>

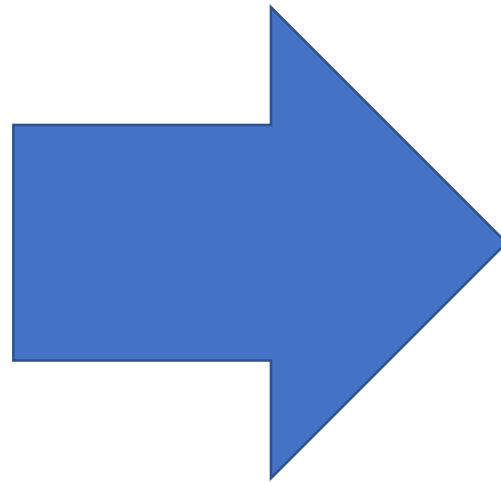
- Guidance on important topics for providers (e.g., telehealth, billing, administrative updates)
- “Submit a question” function (with 24-hour turnaround), staffed by clinical and administrative experts
- Linked to other state sites (e.g., hawaiicovid19.com, homelessness.hawaii.gov)
- Dedicated staff examining national guidance
- Decision trees



The screenshot displays the website for the Behavioral Health & Homelessness Statewide Unified Response Group (BHHSURG). The header includes the Hawaii.gov logo, a search bar, and navigation links for Home, For Providers & State Agencies, For Clients & Consumers, Quarantine & Isolation Centers, and News. The main banner features a purple background with geometric shapes and the text: "BEHAVIORAL HEALTH & HOMELESSNESS STATEWIDE UNIFIED RESPONSE GROUP (BHHSURG) COVID-19 UPDATE JOIN US FOR OUR WEEKLY PROVIDER CALL REGISTER FOR THE WEEKLY WEBINAR Read More". Below the banner, the text reads: "WELCOME TO THE BEHAVIORAL HEALTH & HOMELESSNESS STATEWIDE UNIFIED RESPONSE GROUP (BHHSURG) The Hawai'i Department of Health's Behavioral Health Administration (DOH/BHA) in partnership with the Governor's Coordinator on Homelessness and the Department of Human Services' Homeless Programs Office (DHS/HPO) has prioritized the control of the spread of coronavirus disease (COVID-19) in Hawai'i among behavioral health and homeless populations while ensuring continuity of coverage of essential services including behavioral health and homelessness services. These three entities along with City and County agencies as well as the University of Hawai'i will be coordinating as the Behavioral Health and Homelessness Statewide Unified Response Group (BHHSURG) in response to COVID-19. Together, these entities oversee the majority of the state's behavioral health and homelessness services systems. Other partners will be added to help coordinate and lead the response as needed. Behavioral health and homelessness services remain essential during this worldwide pandemic, and will be vital far beyond its resolution because of the pandemic's economic, social and psychological impacts. The purpose of this website is

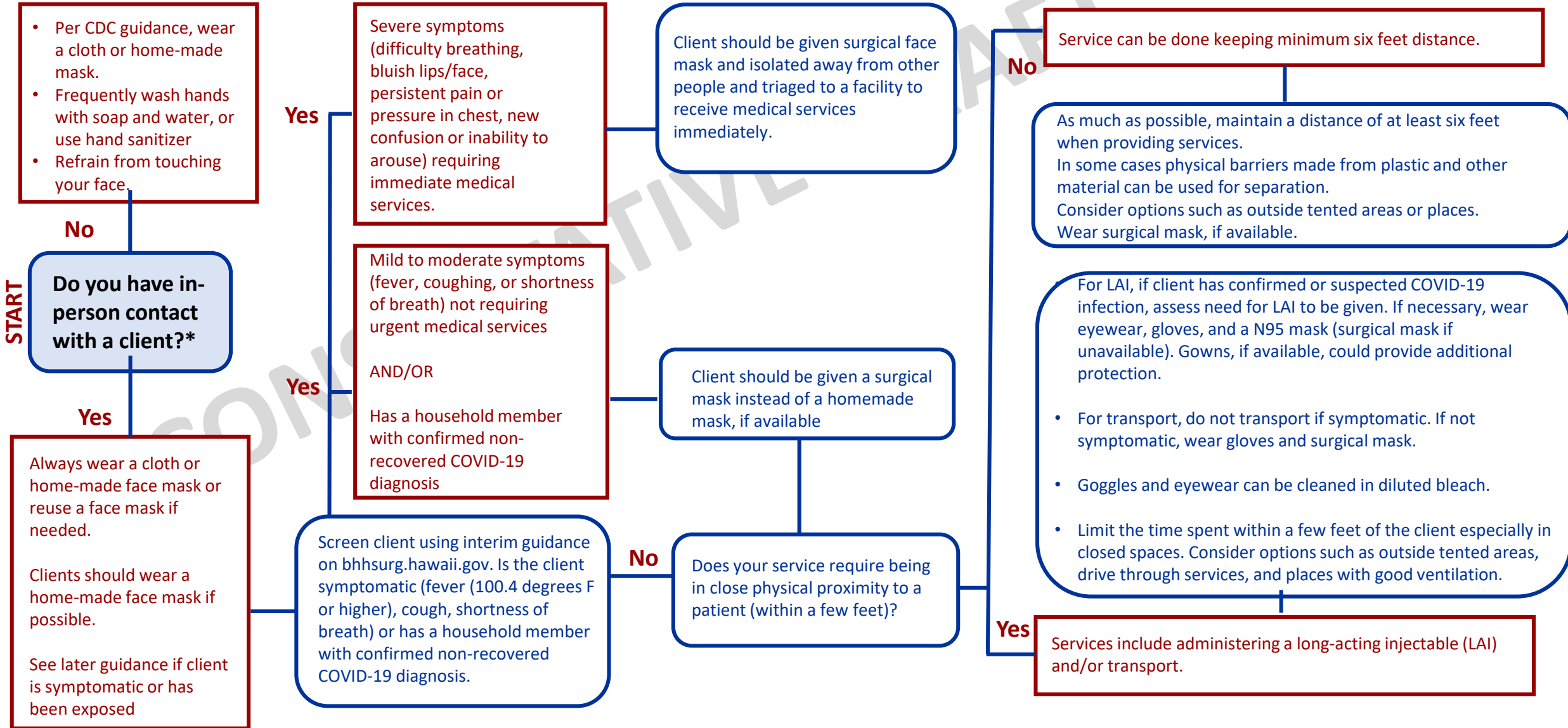
Tracking Ever-Changing Guidance, Translating to Clinical and Operational Guidance

Organization	Website
CARES Act	
SAMHSA	https://www.samhsa.gov/
CDC	https://www.cdc.gov/coronavirus/2019-nCoV/
CMS	https://www.cms.gov/
ONDCP	https://www.whitehouse.gov/ondcp/
HUD	https://www.hud.gov/coronavirus
USICH	https://www.usich.gov/
HHS	https://www.hhs.gov/
HHS OCR	https://www.hhs.gov/ocr/index.html
National Academy of Medicine	https://www.nam.org/coronavirus/
Whitehouse	https://www.coronavirus.gov/
PBTRC	http://www.pbtrc.org/
Medicaid	https://www.medicaid.gov/resources
Medicare	https://www.medicare.gov/medicare
NIH	https://www.nih.gov/health-informatic
AHRQ	https://search.ahrq.gov/search?q=co
AHRQ Integration Academy	https://integrationacademy.ahrq.gov/
USA.gov	https://www.usa.gov/coronavirus
	https://www.cogr.edu/institutional-an
NCBH	https://www.thenationalcouncil.org/w
NASHMHD	https://www.nasmhpd.org/
OSHA	https://www.osha.gov/Publications/O



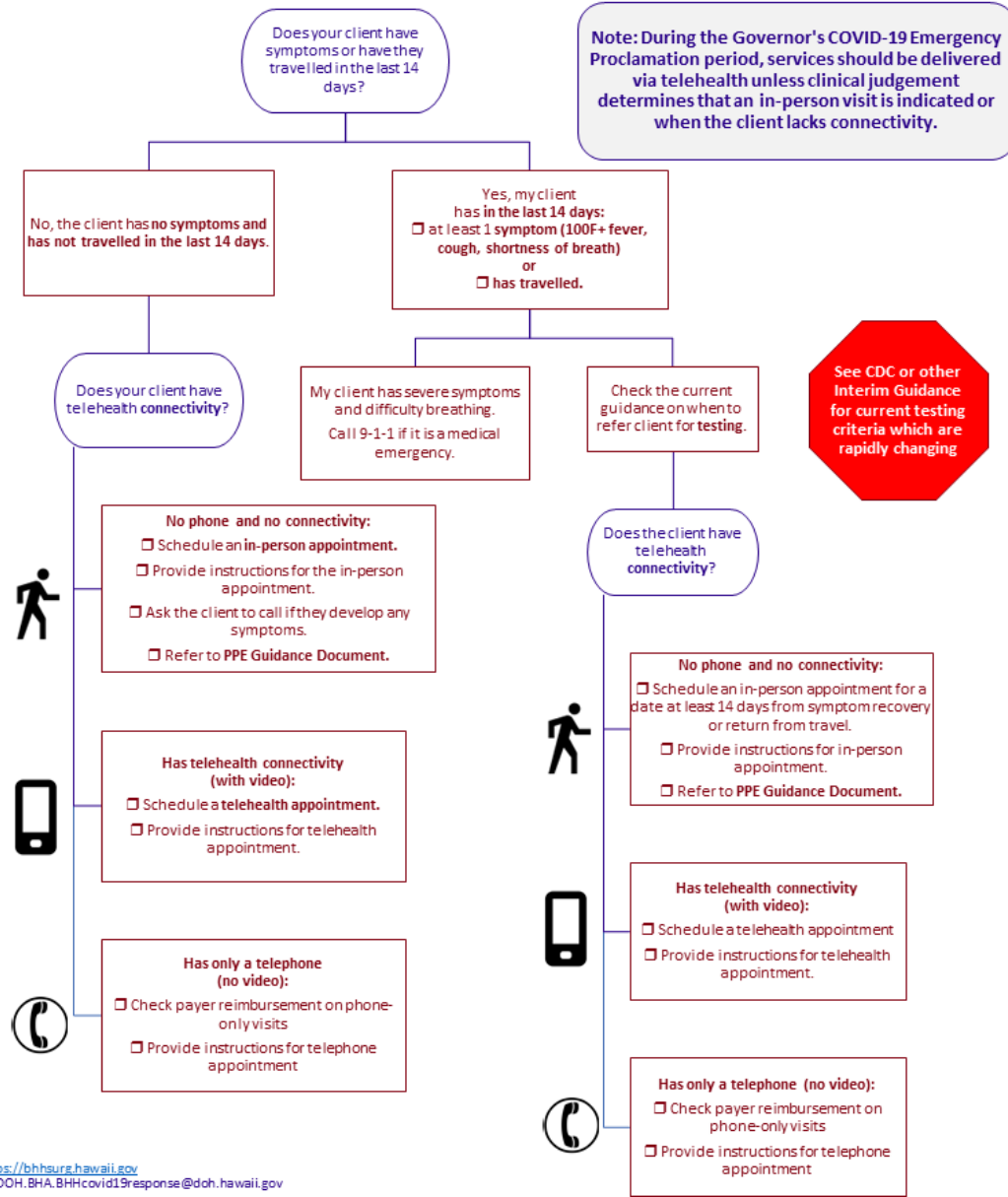
Clinical Guidance & Algorithms & Trees Development
General self care guidance
Frontline worker self care guidance
DV
Wearing PPE and wearing masks
Kaaahi Testing, Quarantine, and Isolation Center Guidance
PPE guidance
Telehealth guidance
Homeless shelter screening
Homevisiting guidance
BHHSURG master screening tool http://go.hawaii.edu/AS2
Quarantine with only travel-exposed risk factor

PPE DECISION TREE – April 8th, 2020

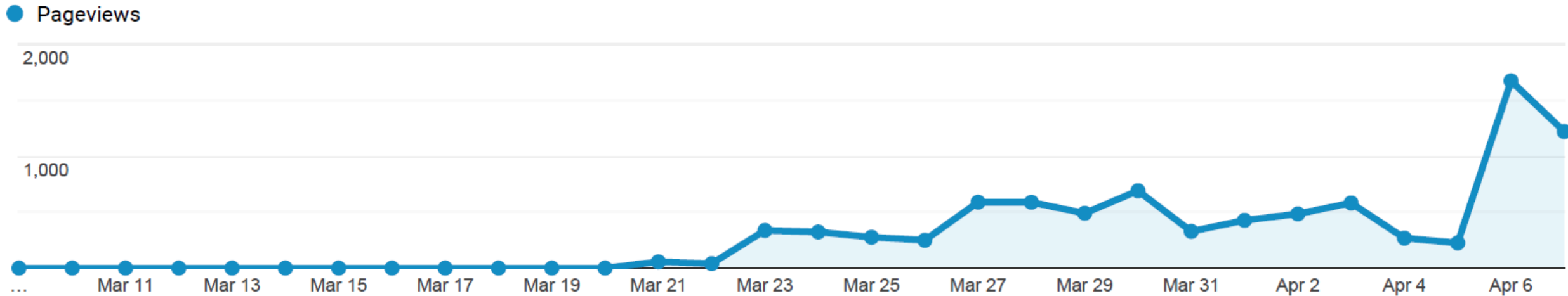


TELEHEALTH SERVICE DECISION TREE

Updated: 2020-03-27



Website Analytics (Launched 4/6/20)



Weekly Provider Newsletters



Welcome!

Aloha and welcome to the first edition of the Behavioral Health and Homelessness Statewide Unified Response Group provider newsletter! We want to make every effort to offer frequent, unified guidance on how best to continue the essential and excellent work that you do for our community. In this edition, you will find helpful information on when to use telehealth and personal protective equipment (PPE), learn how to sign up for the weekly webinar, and get an orientation to our brand new website. We are updating our guidance constantly, so please stay connected to us via our website, this newsletter, and our social media accounts.

Thank you for playing an important part of something bigger: saving lives and protecting our healthcare system. We are grateful for your partnership!

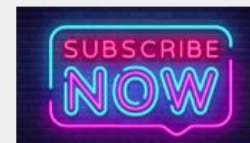
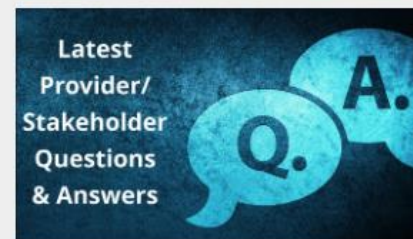
Eddie Mersereau, Deputy Directory, Behavioral Health Administration

Scott Morishige, Governor's Coordinator on Homelessness

Harold Brackeen III, Department of Human Services' Homeless Programs Office

Resource Hub

Click the images below to get more information about these provider resources.



Visit our news page and subscribe to our email list to receive the latest BHHSURG updates.





@ B H H S U R G

#HealthyWeLiveHawaii #SocialDistancing
#FlattenTheCurve #TogetherWeCan

Personal Protective Equipment (PPE) and Supplies

Personal Protective Equipment and Supplies Request Survey

- Survey developed in order to assess and coordinate requests for PPE and other supplies through HiEMA and other efforts
- Launched March, 2020 -> Ongoing
- To date ~175 provider organizations have responded
 - PPE and supply needs in hundreds of thousands of units
- On website to allow providers to revise and submit additional requests as needs change
- Developed algorithm based on risk of COVID-19 exposure to ensure providers at highest risk will have access to necessary PPE

How many units of the following **Environmental Hygiene** resources does your program/unit request? **(Please enter only numbers - do not enter commas, parentheses, or spaces)**

Notes: A 4-week supply is recommended. PPE supplies are listed separately (see below).

Bleach bottle (1 gallon bottle)

Clorox Disinfecting Wipe Cannister (1 canister has 100 wipes)

Liquid Soap (1 bottle is 32 oz)

Large Hand Sanitizer (1 bottle is 32 oz)

Paper Towel Roll (1 roll)

Spray Bottle

Garbage Bag Box (1 box has 90 bags)

Other items (please describe):

How many of the following **Personal Protective Equipment and Other Consumable Resources** does your program/unit request? **(Please enter only numbers - do not enter commas, parentheses, or spaces)**

Notes: Wholesale units for these items are not known, so please estimate individual units. A 4-week supply is recommended.

Masks

Goggles

Gowns

Gloves

Other

Priority of Support Areas

Support Area	Highest priority	High priority	Medium priority	Low or not a priority
Funds to pay for PPE	27	20	18	8
Support with pooled purchasing of PPE (buyer's club)	19	21	11	18
Warehousing and storage of PPE and supplies	1	6	9	51
Infection control planning and training including resources for how to use PPE, when to refer clients for testing or referrals, etc.	11	25	21	12
Infection control implementation - eg, staffing, logistics, operations	10	19	21	15
Maintaining routine service coverage	27	22	12	8
Food services	12	17	16	24
Pandemic accommodation or housing vouchers	16	10	15	25
Transportation services	7	15	17	26
Telehealth services and communication technologies (eg cell phones, internet)	16	19	14	16
Staffing issues such as hiring, retaining, or absenteeism	11	25	15	17
Anxiety, panic, depression, substance use, or other behavioral health concerns by clients or staff	17	20	19	12

Public-Private Partnership to Secure PPE: Resilience Hubs

Donate Homemade & Un-Opened Store-Bought PPE at O'ahu Resilience Hubs



MASKS



FACE SHIELDS



DISPOSABLE GLOVES



GOGGLES

KROC Center in Kapolei

91-3257 Kualakai Parkway
Ewa Beach, HI 96706

Hours: Mon – Fri, 9:00 am – 11:00 am

Phone: (808) 682-5505

KEY Project

47-200 Waihee Road
Kāne'ohe, HI 96744

Hours: Mon – Fri, 9:00 am – 12:00 pm

Phone: (808) 239-5777

Kalihi YMCA

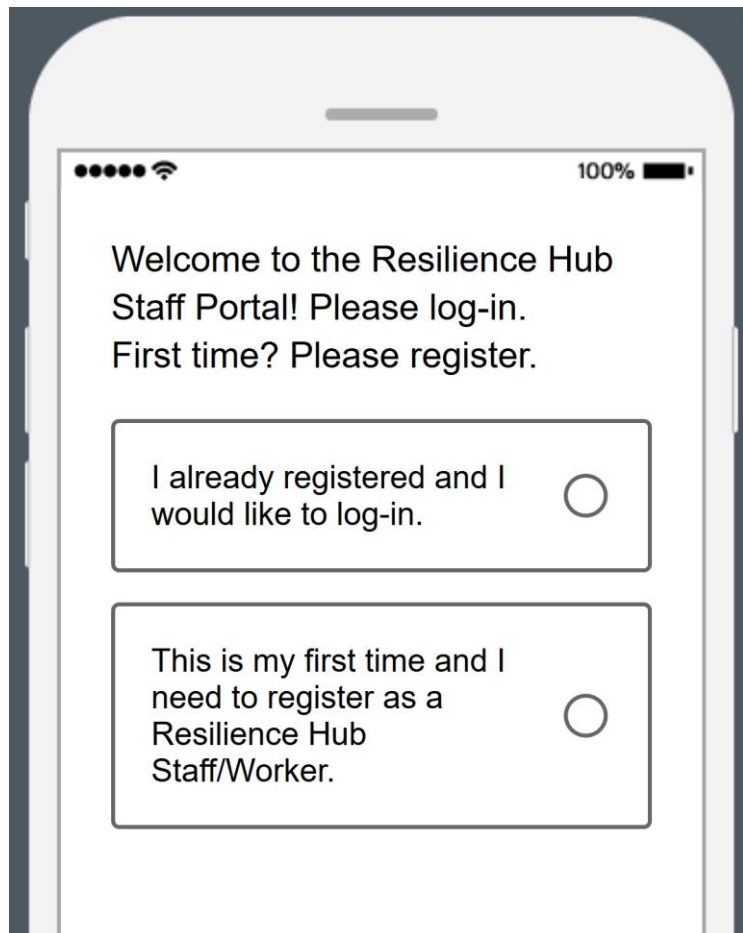
1335 Kalihi Street
Honolulu, HI 96819

Hours: Mon – Fri, 9:00 am – 11:00 am

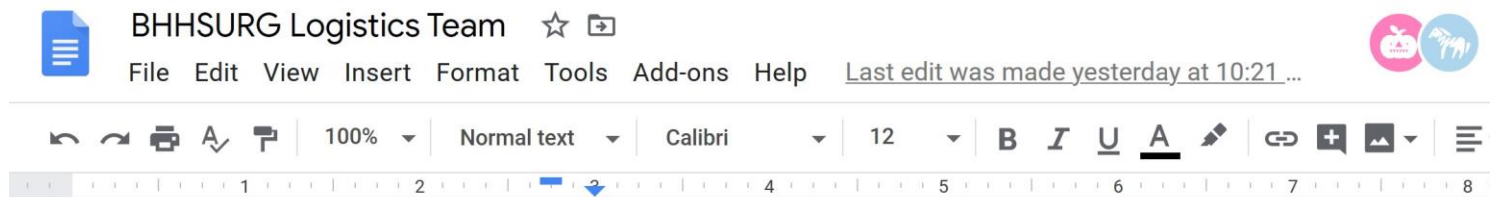
Phone: (808) 848-2494

- “Resilience Hubs” developed to receive PPE for essential behavioral health and homelessness service providers
- Mahalo to:
 - Hawaii Community Foundation
 - KROC Center (Salvation Army)
 - KEY Project
 - Kalihi YMCA
 - BlackSand Capital

Mobile-friendly inventory management tools for donation and distribution tracking



Documentation of Policies and Procedures for Resilience Hub Donation/Distribution



Behavioral Health and Homelessness Statewide Unified Response Group (BHHSURG)

- Basic Quality Standards for Homemade PPE
 - Masks
 - 100% cotton is preferred
 - If cotton was not used, a tightly-woven, non-stretch material is best, especially before being sewn.
 - No rips, holes, or stains
 - Must not have previously been used
 - Must be large enough to cover both mouth and nose
 - Must have some type of band to anchor around ears
 - Face shield
 - Should be made of hard, non-porous materials that can be cleaned
 - Adult size
 - Plastic shield material should be clear and not have any holes or worn down
 - Brow form should be included, if possible, to maximize comfort
- Basic Quality Standard for PPE
 - All must be unused and in original packaging
 - If a container is open PPE that are individually wrapped will be accepted but exposed

Real-time inventory dashboard

Resilience Hub Inventory Dashboard

Pacific/Honolulu HST (GMT-1000)

[Download as PDF](#)

Search Questions



BHHSURG SEW: Table 1.
Quantity of Donations Received
by Product Type and Resilience
Hub.

00100
10011
01101

Supplies Distributed to
Providers - Confirmed
Distribution



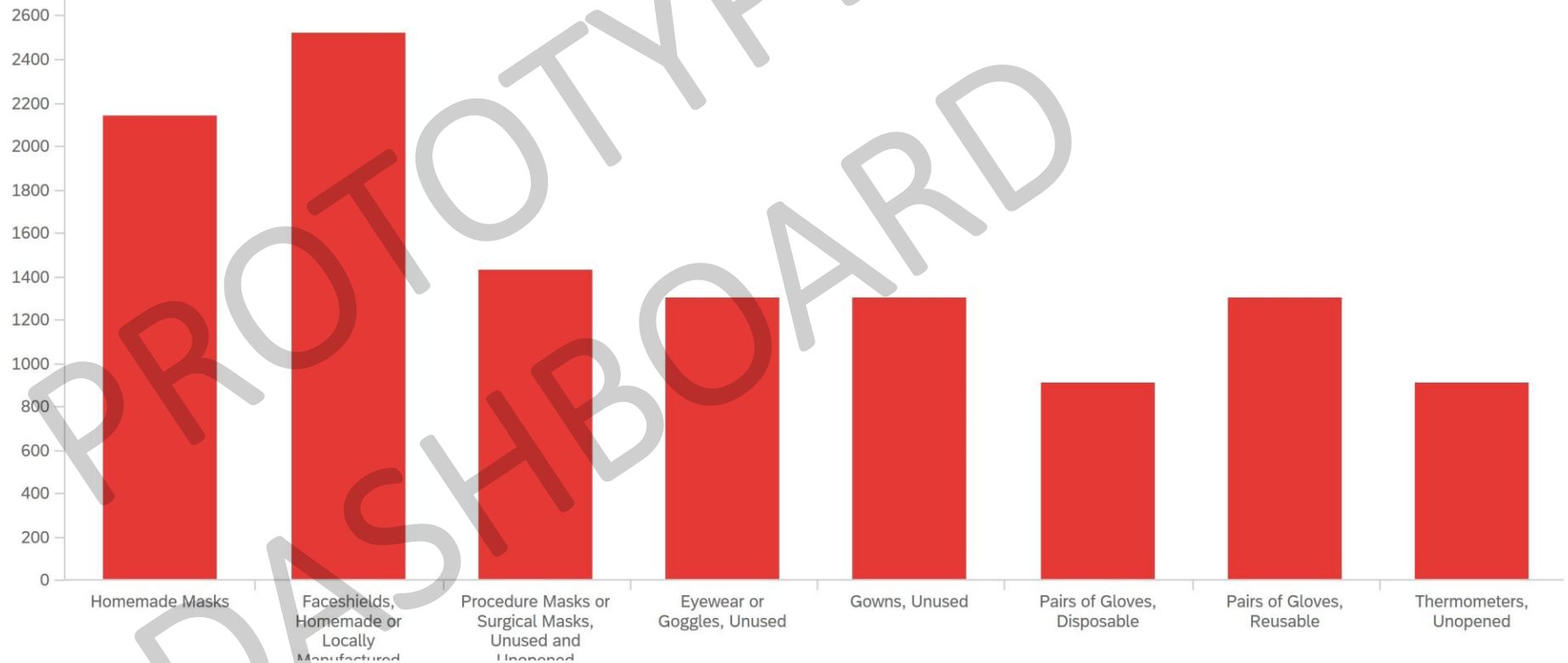
Staff/Donor feedback for the
BHHSURG



Resilience Hub Registrations by
Organization



Staff should ask the



Kaaahi Temporary Quarantine and Isolation Center (TQIC) Referral & Admission Procedures

TQIC Roles & Responsibilities

Referral and admission information is available on the website:

<https://health.hawaii.gov/bhhsurg/files/2020/04/Kaaahi-QuIC-Combined-200404.pdf>

Department of Health
(Oversight of all entities)

Medical Director
(Oversees all medical activities, coordinates with other attending staff)

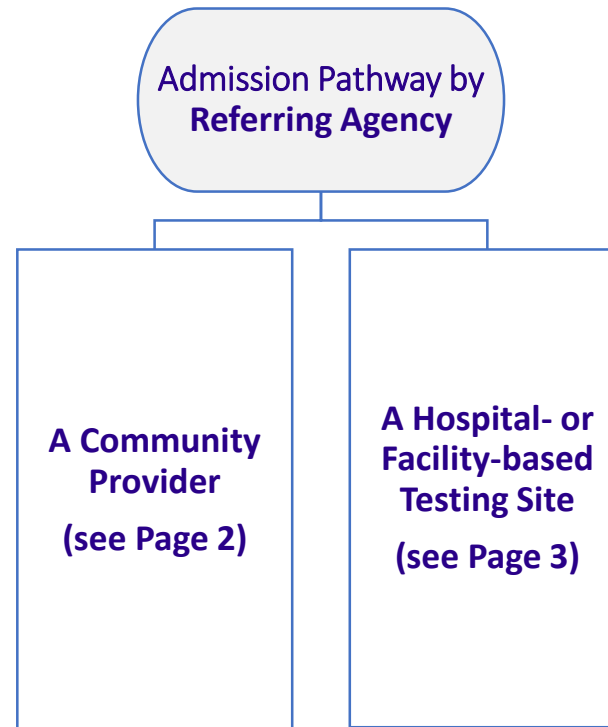
County of Honolulu
(Provided Facility)

Institute for Human Services
(Provides on-site behavioral health care, guest services, wrap, etc)

H4
(Provides on-site low to moderate level medical care, support to medical director, medical intakes)

CARES
(Coordinates referrals)

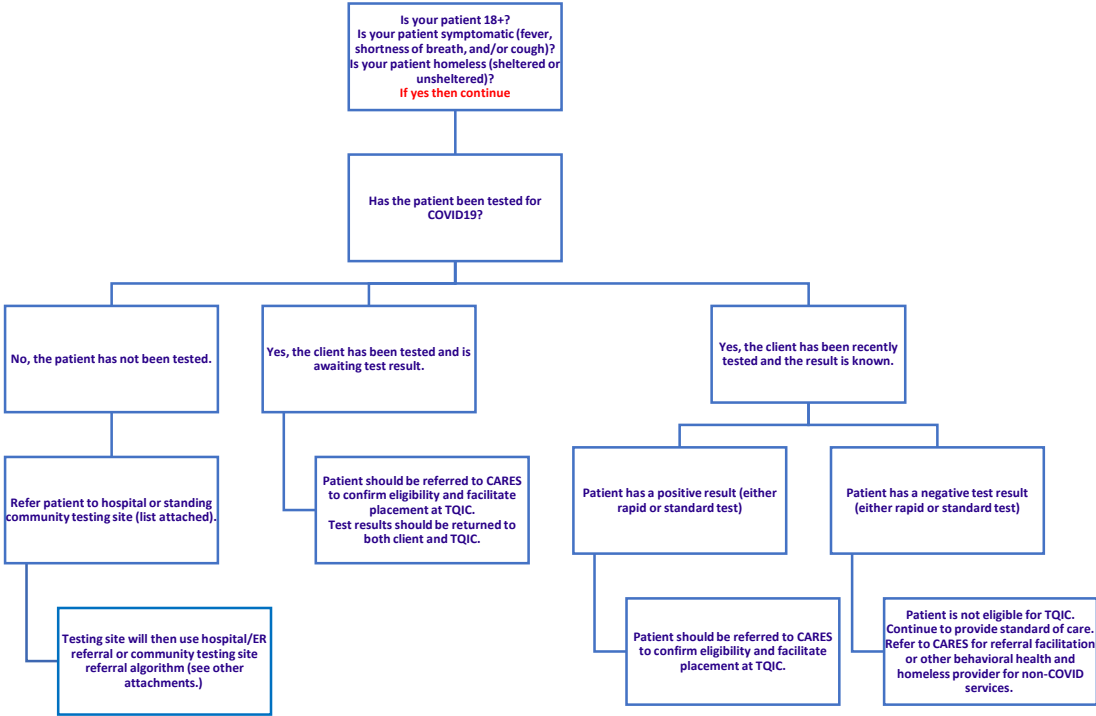
Local 5
(Provides on-site housekeeping, cleaning and meal support)



Referral and admission information is available on the website:
<https://health.hawaii.gov/bhhsurg/files/2020/04/Kaaahi-QuIC-Combined-200404.pdf>

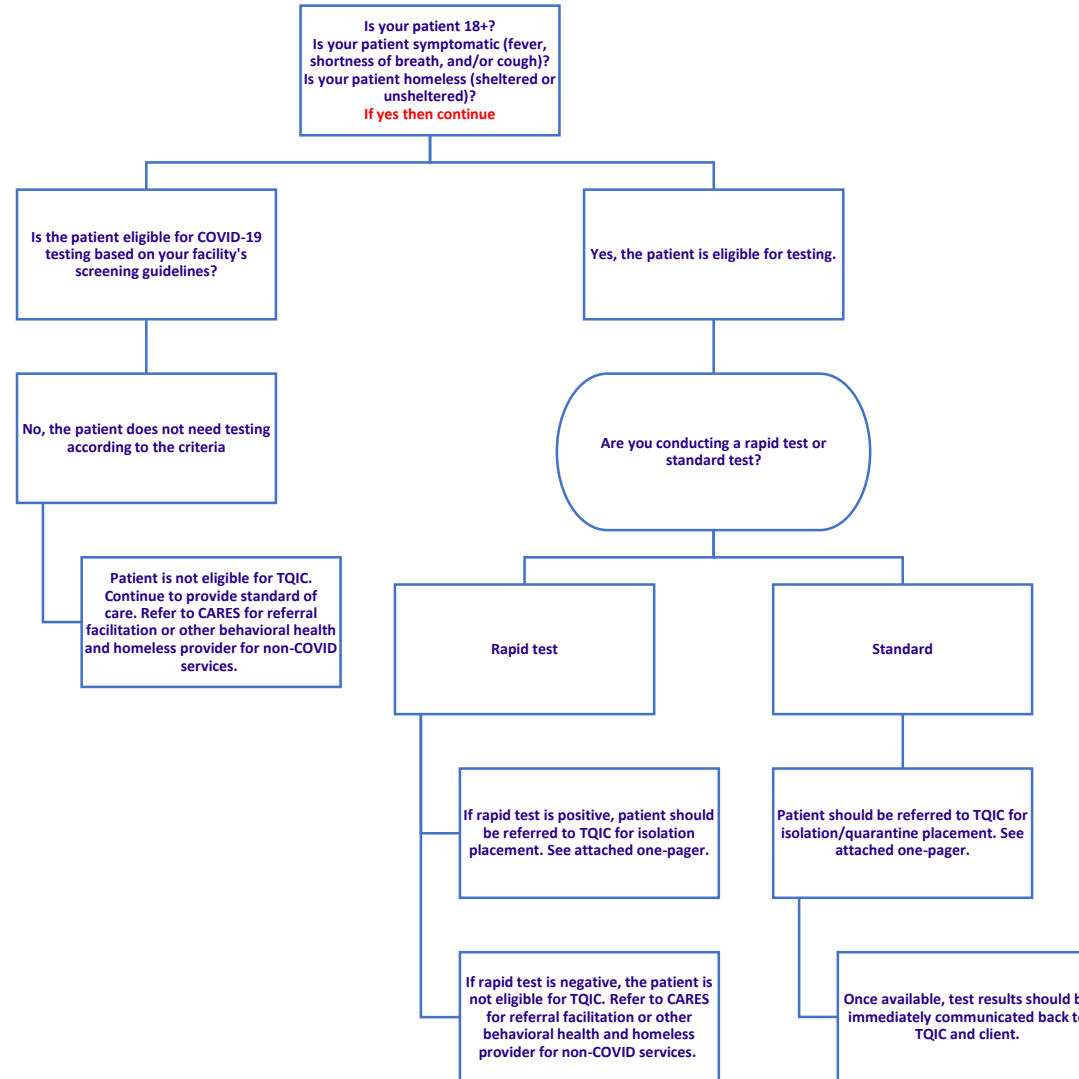
Temporary Quarantine & Isolation Center (TQIC)
Referral and Admission Algorithms: Community Provider | Page 3 of 6

Updated: 2020-04-04



Temporary Quarantine & Isolation Center (TQIC)
Referral and Admission Algorithms: Hospital- or Facility-based
Testing Site | Page 4 of 6

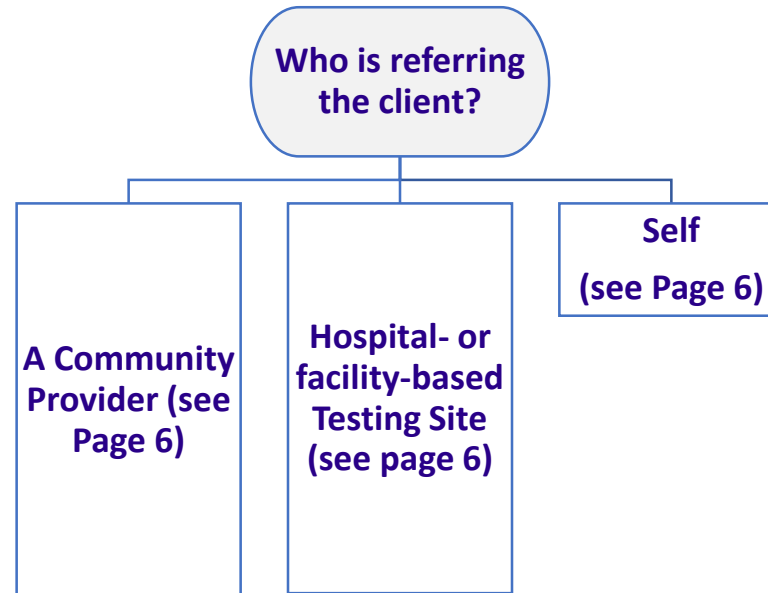
Updated: 2020-04-04



Temporary Quarantine & Isolation Center (TQIC)

Intake Procedure: All Sources

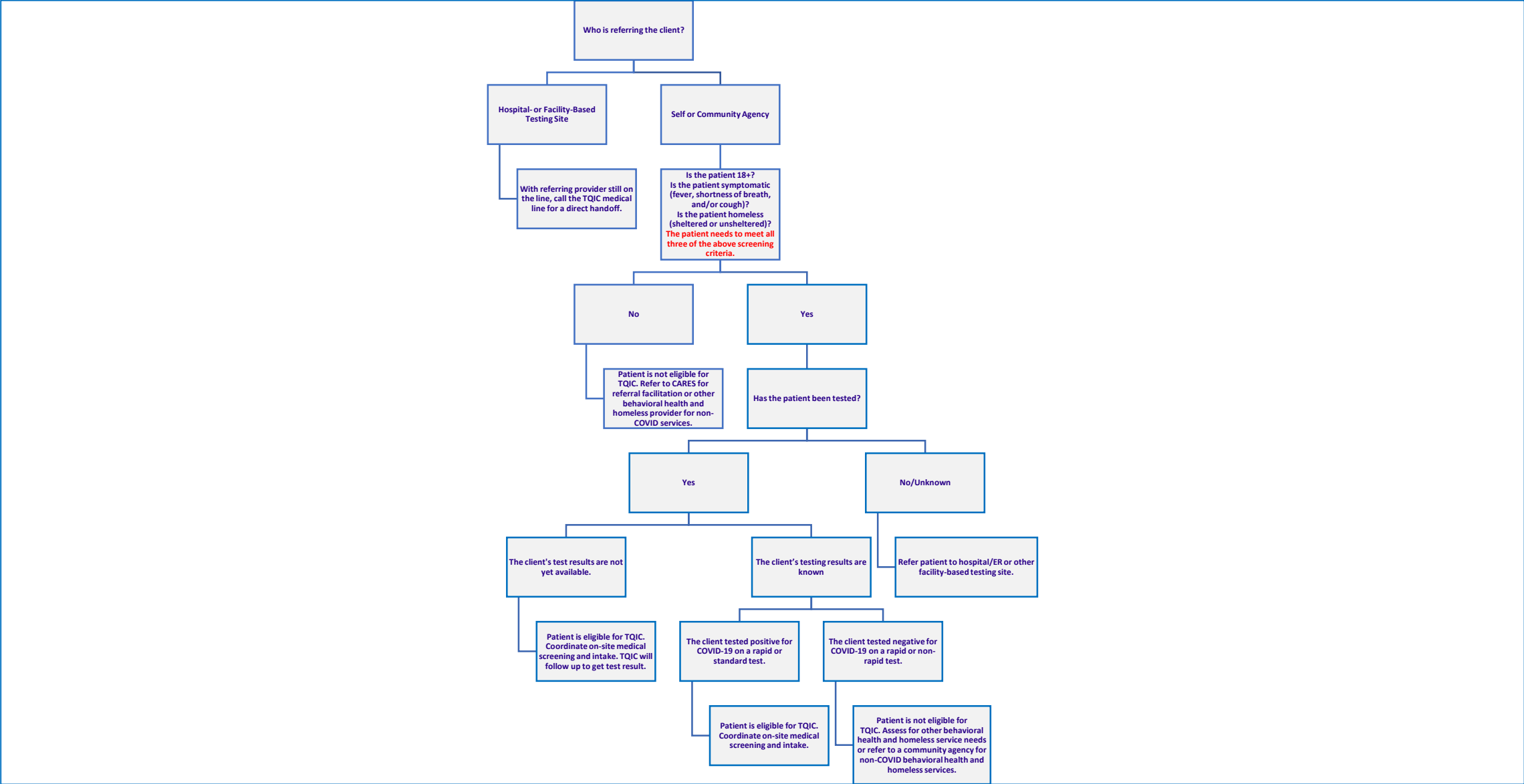
Updated: 2020-04-04



Temporary Quarantine & Isolation Center (TQIC)

Intake Procedure: CARES | Page 6 of 6

Updated: 2020-04-04





Temporary Quarantine & Isolation Center Symptomatic Homeless COVID-19 Patients

Aloha Oahu Emergency Departments and Hospitals,

Housing and basic medical monitoring can be provided at the Temporary Quarantine & Isolation Center (TQIC) by the Department of Health for symptomatic homeless patients.

General Admission Criteria include:

- | | |
|---|--|
| 1) COVID-19 tested with pending results <u>OR</u> confirmed positive
<u>AND</u> | Admission & Referral Hours:

8a-5p

Phone: 683.5484

Fax: 425.4013 |
| 2) Homeless
<u>AND</u> | |
| 3) Medically stable for discharge
<u>AND</u> | |
| 4) A minimum of 14 days' worth of all medications must come with the patient | |
| 5) <i>Please fax the patient face sheet, H&P and discharge summary to (f)808.425.4013 before calling.</i> | |
| 6) Patients sent by cab, or public transportation should wear a mask | |

For Hospitals and EDs, referrals can be made by calling (p) 808.683.5484.

Intakes will NOT be accepted after 5pm. Referrals from hospitals will be accepted from 8a-5p. All referrals must be made and accepted BEFORE the patient is physically sent. Patients who do not meet ALL the above criteria will not be considered. There are limited ADA units available.

For the general public, homeless outreach, and community providers referrals can be made through the CARES line at (p)808.832.3100

Screening, Testing, Quarantine, and Isolation

Coordinated Screening Tool

- Developed digital screening tool (aligned with DOH screening criteria) that can be used for providers to screen clients for COVID-19 testing eligibility
- Can also be self-administered to assess eligibility and risk
- Includes additional screening questions for behavioral health services to provide contact information and referral to services (CARES)

BHHSURG SCREENING TOOLS

Aloha in the time of COVID-19!

By using this tool, you agree that the State of Hawai'i, Department of Health, and University of Hawai'i will not be liable for any harm relating to your use of this tool. Use of this tool is solely at your own risk. Recommendations provided by this tool do not constitute medical advice and should not be used to diagnose or treat medical conditions.

If you or your client is experiencing a life-threatening emergency, call 911.

Operational and clinical guidance during the time of COVID-19 is rapidly changing. This tool was updated on April 6, 2020 and based on guidance from the US Centers for Disease Control and Prevention (CDC) and other public health agencies.

Visit <https://bhhsurg.hawaii.gov>

Pūpūkahi i holomua

Screening Tool Menu

Please select the screening tool you would like to use today.

Shelter staff: screening for shelter entry

General public: screening for testing

General public: screening for behavioral health and risk of experiencing homelessness



Call Testing Facility

Your answers suggest you may need to get tested for COVID-19.

Ho'oka'awale mai nā kānaka 'ē'a'e! | *Isolate From Others:* Put a mask on. Keep away from others for 14 days. Your isolation can end if their symptoms improve significantly and if they have had no fever for at least 72 hours without medicine.

E mālama pono! | *Rest and Take Care:* Make sure you eat well, drink fluids, and get plenty of rest.

Nānā pono i nā hō'ailona 'ōuli | *Monitor Symptoms:* Watch for symptoms such as cough, fever, or shortness of breath. If your symptoms get worse, contact a medical provider.

E kama'ilio me ke kauka no ka hō'ike hō'oa | *Seek Testing:* You may need to get tested for COVID-19. Testing access may vary by location and provider.

The first step to recovery

The first step towards recovery is recognizing you may have a problem. Alcohol and drug disorders are real, common, and treatable.

Please contact the CARES Line of Hawai'i for access to substance use disorder treatment services, Monday through Friday: O'ahu 832-3100; Neighbor Islands 1 (800) 753-6879

Please visit <https://bhhsurg.hawaii.gov>

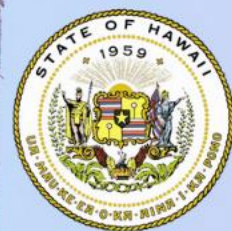
ALL PAU

You are not alone

Your results suggested you should seek help. Mental health disorders are real, common, and often treatable.

Mahalo!

BHHSURG.HAWAII.GOV



edward.mersereau@doh.hawaii.gov