RESILIENCE AND FLEXIBILITY: RESPONDING TO THE COVID-19 PANDEMIC

Executive Summary

The COVID-19 Pandemic has profoundly changed almost every aspect of life for families across the nation, including the more than 38,000 new families served by Nurse-Family Partnership®. We know that many NFP families are facing illness, job loss and disruption in critical services alongside fear and anxiety. But, NFP families, and the NFP nurses that support them, are strong and resilient. In responding to this crisis, NFP nurses haven’t skipped a beat. Thanks to the creativity, tenacity and skill of our nationwide team we have:

• Quickly shifted to 100% telehealth services nationwide, building on lessons learned from three years of implementing telehealth as a supplement to live visits.
• Adapted our enrollment and nursing education processes so that we can keep adding new nurses and enrolling moms in need safely.
• Established a partnership with Verizon to put phones and cell phone service into the hands of moms who need them to access telehealth.
• Advocated for increased flexibility in government funding streams that support NFP and similar programs to allow for telehealth and to support meeting tangible needs for families.

THE IMPACT ON FAMILIES AND COMMUNITIES

COVID-19 is posing significant challenges to communities across the country. But it is also highlighting the strength, resilience and creativity our community. Below you will find a few anecdotes sharing the ways that nurses are still connecting with and supporting families:

“We developed an emergency response team to help our families maintain social distancing and meet their basic needs. All home visitors are working remotely and completing telehealth or virtual visits. Our emergency response team of three have their cars loaded with diapers, wipes, formula, food, Pedialyte, thermometers and a limited supply of other items like paper towels and toilet paper. Home visitors send a text or email and we do a porch or doorstep drop off. We have included a list of community resources, COVID information from CDC and from our DOH.” - NFP team in Pennsylvania

“We are using Facetime and Duo for secure telehealth visits. The feedback from clients has been overwhelmingly positive. They appreciate the flexibility to do visits off hours, seeing their nurse and the reassurance that we care about them and their wellbeing.” – NFP nurse in Florida

“Through telehealth, I was able to stay connected with a client and assess her health needs. Together we discovered that she had an infection and needed antibiotics and hospital care. I’m glad that we were able to stay connected so I could help her advocate to get the care she needed. I’m also pleased to report that she and her child are both doing well and healthy.” – NFP nurse in New York
CHALLENGES & SOLUTIONS

Challenge: NFP nurses are being redeployed to support COVID-19 Response. As of mid-April, about 13% of our nursing workforce in various parts of the country is being reassigned to respond directly to COVID19 cases.

Solution: Telehealth and Flexible Visit Schedules By leveraging telehealth visits and maximizing the flexibility in visit schedule built into the NFP model, nurses are finding ways to successfully keep supporting NFP moms while reassigned. Our nurses truly are public health heroes.

Challenge: Some NFP moms don't have the technology to access telehealth. A national survey revealed that at least 2000 NFP families did not have access to a mobile phone or internet connection to be able to stay connected with their nurse virtually.

Solution: Nurse-Family Partnership has formed a national partnership with Verizon. We are partnering with Verizon to provide smartphones and 4 months of service free of charge to NFP moms who need them to stay connected with their nurse.

Challenge: Addressing sensitive issues via telehealth Some NFP moms are dealing with sensitive issues like violence in the home, substance use disorder, or mental health needs, that can be harder to address virtually.

Solution: Bring expert advice and support to give nurses confidence in addressing these topics virtually. NFP nurses have the skills and education to address sensitive topics like intimate partner violence, which we are boosting with additional support and education from experts about how to use assess and address these issues via telehealth.

HOW YOU CAN BE INVOLVED

- **Refer a mom to NFP.** We are still enrolling. Visit nfpmoms.org or call or text our helpline at (844) 637-6667 to connect a new mom in need with her own personal nurse.
- **Donate.** Your gift today supports Nurse-Family Partnership’s continued efforts to help families and communities through this crisis.
- **Thank A Nurse.** Send a video message of thanks and encouragement to a nurse on the frontlines helping families every day. #ThankANurse

For questions or more information about Nurse-Family Partnership please visit our COVID-19 response page at: https://www.nursefamilypartnership.org/covid-19/