

# AHRQ Long COVID Care Network

## Keck COVID Recovery Clinic Optimal Outcomes for Patients in a Comprehensive Assessment and Management Program



### Institution

University of Southern California

### Geographic Service Area

Los Angeles metro area

### Priority Population

Underserved racially and ethnically marginalized, urban and rural populations

### Project Period

2024–2029

### Contact

Caitlin Helen McAuley, DO  
*Principal Investigator*

CovidRecovery@med.usc.edu

### Project Overview

The COVID Recovery Clinic at Keck Medicine (Keck CRC) of the University of Southern California (USC) has been treating patients with Long COVID since 2020. Located within the USC Center for Advanced Lung Disease, an outpatient clinic at Keck Medicine of USC, the Keck CRC operates using an interdisciplinary and collaborative care model. This approach integrates the expertise of a primary care physician, occupational therapist, physical therapist, social worker, medical assistant, and nurse coordinator.

As part of the AHRQ Long COVID Care Network, Keck CRC's Optimal Outcomes for Patients in a Comprehensive Assessment and Management Program (Keck CO-OP CAMP) aims to enhance the existing care delivery model by developing innovative approaches to reach more patients, creating multidisciplinary educational resources for healthcare professionals, and systematically collecting and analyzing standardized data on patient and clinic outcomes to guide ongoing improvements in care delivery.

### Notable Features

- Keck CRC will implement a new single-visit CAMP model for patients with insurance or geographic barriers. The visit will include consultation with the care team members and development of a care plan. Virtual consultations with referring clinicians will facilitate care plan implementation.
- Keck CRC will form a patient support group. This support group will be run by the Occupational Therapy division and connect patients from Keck CRC to others experiencing Long COVID. It will have multiple recurrences and have offerings for remote attendance.
- Patients with Long COVID at Keck CRC will use a phone app to regularly assess and record the severity of their symptoms. This app empowers patients to monitor their symptom trajectory over time and provides real-time assessment data for evaluating the effectiveness of KECK CO-OP CAMP activities.

# Project Goal: Implement Keck COVID Recovery Clinic's Optimal Outcomes for Patients in a Comprehensive Assessment and Management Program

## Specific Aims

The Keck CO-OP CAMP aims to 1) improve current care delivery and system models within Keck CRC, 2) establish new models of service to expand services to more patients experiencing Long COVID, 3) create multidisciplinary education resources for internal and external healthcare professionals, and 4) implement consistent and standardized data collection for patient and clinic outcomes to inform ongoing modifications in care delivery.

## Developing Education Resources for Healthcare Professionals

Keck CRC is developing and disseminating educational resources on Long COVID for healthcare professionals through multiple channels. This includes creating handouts and pocket cards that outline clinical workflows for primary care, physical therapy, and occupational therapy, all based on the latest best practices and evidence-based guidelines for Long COVID. These resources will be accessible on the Keck CRC website and will be shared both within Keck USC and with community clinics.

In addition, Keck CRC is developing two interactive online modules on Long COVID specifically for the healthcare community. These modules will target healthcare professionals in community clinics, with a focus on improving access to resources for marginalized and underserved populations. After each clinician training, all participants will complete a survey assessing their knowledge gain, perceived self-efficacy to treat persons with Long COVID, and intentions to use the information.

## By the Numbers

- **394** unique patients treated at Keck CRC from December 2020 to May 2023, with an average of **192** visits completed annually at Keck CRC
- Expected to serve at least **400** unique patients directly at Keck CRC annually using grant funding

## Improving Care Delivery and Expanding Services at Keck for Patients With Long COVID

Keck CRC aims to enhance care delivery and increase patient volume by strengthening care coordination and behavioral health assessment and developing patient resources. To enhance care coordination, a nurse



care coordinator leads patient screening, pre-visit planning, follow-up care scheduling, and communication management. To support behavioral health, Keck CRC has established a Long COVID support group for clinic patients, which meets monthly. To improve health literacy, Keck CRC is developing high-quality educational resources for patients' family members and caregivers, addressing misinformation and fostering a better understanding and acceptance of Long COVID diagnoses and treatments.

Keck CRC is implementing several strategies to expand services, including a single-visit CAMP model for patients facing insurance or geographic barriers. Additionally, referring clinicians can use asynchronous e-consultations to aid in patient treatment. Patient outreach focuses on underserved minoritized populations through community clinics in the Los Angeles metropolitan area.

To evaluate progress in improving clinic activities and patient outcomes, standardized data collection includes both formative and summative evaluations. Formative evaluations are conducted through qualitative interviews with staff and patients, while summative evaluations are carried out using quantitative patient surveys. These methods collectively gather data on patient experiences and clinic satisfaction.

**"Keck CRC has evolved to become a comprehensive assessment and management program that seeks to provide optimal outcomes for people with Long COVID."**

**- Caitlin Helen McAuley, Principal Investigator**



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