Topics for today

- DHSS Reopening of Long-Term Care
- Staffing Discussion
- DON Update
**DHSS Guidance on Reopening of LTC Facilities**

Anticipate the reopening plan anytime-

1. the re-opening to be a 3-phase approach similar to CMS recommendations;
2. facilities re-opening likely based on their current COVID status and the status of COVID in their community; and
3. baseline testing will be part of the re-opening but the plan may deviate from CMS guidance as it relates to the ongoing re-testing.

**COVID-19 Updates in MO Long-Term Care**

- **Webinar 07/10/2020**
  - Speaker: Shelly Williamson, Administrator for MO DHSS Section for Long-Term Care Regulation
- **July 16 Administrator Support Group** will be a webinar follow-up discussion to answer any questions you may have
Let’s Talk Staffing

Poll questions

What challenges are you facing?

Has the extended unemployment benefit impacted your recruiting and retention efforts?

What Can You Do?

Ask the right questions during the interview. Offer virtual interviews. Collaborate with others in your area (other SNF’s, hospitals, etc.).

Review your orientation and onboarding process. Strengthen entry-level training.

Review your compensation scale. Are other homes in the area paying more in response to COVID-19? You may need to also, even if you are COVID-19 free.

Please share what you have done with the group.
LTC Information Update: July 7, 2020

NEW IDR CONTRACT

The Department of Health and Senior Service has contracted with Healthcare Quality Innovators (HQI) to offer IDR services to Missouri Long Term Care Communities. HQI is Missouri's designated Medicare Quality Improvement Organization and is based in Richmond, Virginia. HQI staff responsible for the IDR process are familiar faces, as they are the same staff that worked under the previous contract. HQI has begun contacting those communities with pending IDR requests. All new IDR requests will be submitted to HQI.

CONTACT INFORMATION FOR HQI IS:

Email: carmen.woodward@hqisolutions
Phone: (573) 514-8501 (may leave voicemail message)
Fax: (804) 289-5324
Mailing Address: Health Quality Innovators
Attn: MO IDR
9830 Mayland Drive
Suite J
Richmond, VA 23233
DON PREPARATION FOR RE-OPENING

Proactive not Reactive

Create a COVID-19 “re-opening” binder
Calendar of Re-opening needs

Track when mile-stones are reached.

Remind us what short term and long terms needs will be in the coming days or weeks.

Establish a time line of important events.
COVID-19 Focused Infection Control Survey: Acute and Continuing Care

Hand Hygiene
- Are staff performing hand hygiene when indicated?
- If alcohol-based hand rub (ABHR) is available, is it readily accessible and preferentially used by staff for hand hygiene?
- Staff wash hands with soap and water when their hands are visibly soiled (e.g., blood, body fluids). If there are shortages of ABHR, hand hygiene using soap and water is used instead?
- Do staff perform hand hygiene (even if gloves are used) in the following situations:
  - Before and after contact with patients;
  - After contact with blood, body fluids, or visibly contaminated surfaces or other objects and surfaces in the care environment;
  - After removing personal protective equipment (e.g., gloves, gown, facemask); and
  - Before performing a procedure such as an aseptic task (e.g., insertion of an invasive device such as a urinary catheter, manipulation of a central venous catheter, medication preparation, and/or dressing care).
- Interview appropriate staff to determine if hand hygiene supplies are readily available and who they contact for replacement supplies.

Did staff implement appropriate hand hygiene?  Yes  No (see appropriate IPC tags for the provider/supplier type)

Personal Protective Equipment (PPE)
- Determine if staff appropriately use PPE including, but not limited to, the following:
  - Gloves are worn if potential contact with blood or body fluid, mucous membranes, or non-intact skin;
  - Gloves are removed after contact with blood or body fluids, mucous membranes, or non-intact skin;
  - Gloves are changed and hand hygiene is performed before moving from a contaminated site to a clean site during care (body, equipment, etc.);
  - An isolation gown is worn for direct patient contact if the patient has uncontrolled secretions or excretions;
  - A facemask, gloves, isolation gown, and eye protection are worn when caring for a patient with new acute cough or symptoms of an undiagnosed respiratory infection unless the suspected diagnosis requires airborne precautions (e.g., tuberculosis)
- If PPE use is extended/reused, is it done according to national and/or local guidelines? If it is reused, is it cleaned/decontaminated maintains after and/or between uses?
- Are there sufficient PPE supplies available to follow infection prevention and control guidelines? In the event of PPE shortages, what procedures is the facility taking to address this issue?

Fact Sheets CDC


Families

Exchanging information on a regular bases will help produce better outcomes for our residents.

Provide on-going empathy, radiating positivity and have a keen eye for specific needs of their loved ones needs.

Need reassurance about the care their loved one is receiving and what the next steps are for their care.

Keeping realistic expectation with the potential changes in social distancing practices, PPE requirements, visiting expectations, activities and physician visits.

Emotional Support

Dementia Support

Understand and Accept

Be patient

Strive for Progress

Clear and concise

Non-verbal cues
Resources

Critical Element Pathway and Survey information
https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes

CLOSING

– Questions, share your stories, what else may we help you with?
– Resources are available at:
  • QIPMO
  • MO DHSS
  • MO DHSS Regional Emergency Contact Numbers
  • MHCA
  • CDC
  • CDC LTCF COVID-19 Module
  • World Health Organization
LET US KNOW HOW WE CAN HELP

EVALUATIONS


Nicky Martin email: martincaro@missouri.edu
Libby Youse email: youseme@missouri.edu
Mark Francis email: francismd@missouri.edu
Jessica Mueller: Senior Program/Project Support Coordinator
Ronda Cramer: Project Support
Marilyn Rantz, PhD, RN, FAAN
Curators' Professor Emerita, Project Director

QIPMO Coaches & Administrative Team
Your QIPMO Nurses

- Wendy Boren email: borenw@missouri.edu
- Katy Nguyen email: nguyenk@missouri.edu
- Crystal Plank email: plankcl@missouri.edu
- Debbie Pool email: poold@missouri.edu
- Melody Schrock email: schrockm@missouri.edu
- Carol Siem email: siemc@health.Missouri.edu

LTC LEADERSHIP COACHES

- Nicky Martin, MPA, LNHA, CDP, QIPMO Team Leader
  573-217-9382
  St. Louis/Southeast/Southwest
  martincaro@missouri.edu

  Mark Francis, MS, LNHA
  417-499-9380
  Kansas City/West/Southwest
  francismd@missouri.edu

  Libby Youse, BGS, LNHA, CDP
  660-651-3778
  Central/Midwest/North
  youseme@missouri.edu

Nursing Home Help
We can do virtual visits via zoom!