What's Next For Nursing Facilities and How To Prepare

Cohort 3 Session 15

March 9, 2021

12:00 PM

Please note, Project ECHO collects registration, participation, questions/answers, chat comments, and poll responses for some ECHO programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to inform new initiatives.

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Today's Agenda

Follow Up; Promoting Solutions for Making the Built Environment Safer During COVID-19 and Vaccine Clinics

What's Next For Nursing Facilities and How To Prepare

Case Study / Breakout Rooms

Performance Improvement Discussion

Wrap-up and Poll

Questions & Answers

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Follow-up on Built Environment Solutions

Vaccine Clinic Follow Up

- Vaccine Clinic 3 Follow Up
  - Strategies to help staff get second Pfizer vaccination
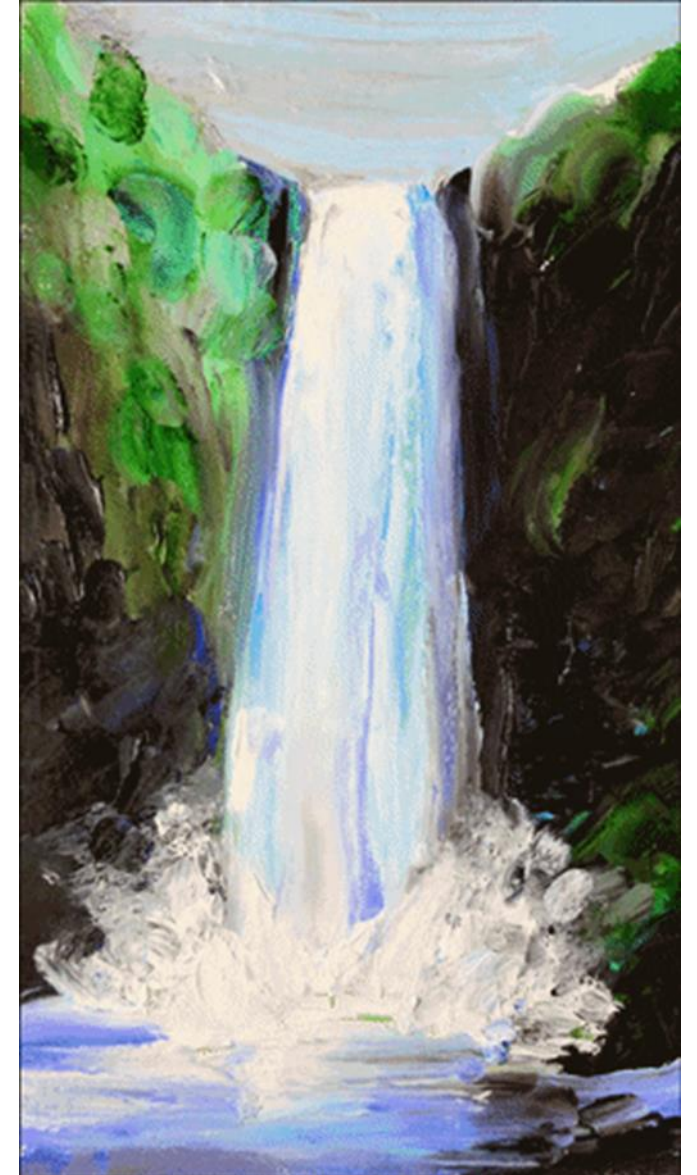
What's Next for Nursing Facilities and How to Prepare

Chat Waterfall

- We will ask you **two questions** what is next and how to prepare

- Don't hit send until I count you down!

Last Name Between A-K

- Type your response to the question below

- Respond "Everyone"

- **DO NOT HIT SEND UNTIL I TELL YOU TO!**

- Here is the question:
  - **What aspect of operations do you hope will be different in the year ahead?**

- 3-2-1 BEGIN

Last name between L-Z

- Type your response to the question below

- Respond "Everyone"

- **DO NOT HIT SEND UNTIL I TELL YOU TO!**

- Here is the question:
  - **What is the most important thing that your facility needs to do to prepare for what comes next?**

- 3-2-1 BEGIN

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Any Volunteers?

- Who Is Leading the Planning Effort?

- Who Else is Involved?

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Comprehensive Step By Step Planning Tool

Coronavirus Disease 2019 (COVID-19) Preparedness Checklist for Nursing Homes and other Long-Term Care Settings

Nursing homes and other long-term care facilities can take steps to assess and improve their preparedness for responding to coronavirus disease 2019 (COVID-19). Each facility will need to adapt this checklist to meet its needs and circumstances based on differences among facilities (e.g., patient/resident characteristics, facility size, scope of services, hospital affiliation). This checklist should be used as one tool in developing a comprehensive COVID-19 response plan. Additional information can be found at www.cdc.gov/COVID-19. Information from state, local, tribal, and territorial health departments, emergency management agencies/authorities, and trade organizations should be incorporated into the facility's COVID-19 plan. Comprehensive COVID-19 planning can

https://www.cdc.gov/coronavirus/2019-ncov/downloads/novel-coronavirus-2019-Nursing-Homes-Preparedness-Checklist_3_13.pdf

COVID Resurgence Plan Components

Component	Example
1. Structure for Planning and Decision Making	-A multidisciplinary planning committee or team -Specific individuals assigned responsibility
2. Development of a Written COVID Plan	-Includes relevant sections of federal, state, regional, or local plans for COVID-19 ----Identifies the person(s) authorized to implement the plan and the organizational structure that will be used.
3. General	-System to monitor for the development of COVID-19 among residents and healthcare personnel (HCP) in the facility. Information from this monitoring system is used to implement prevention interventions (e.g., isolation, cohorting)
4. Facility Communications	-External-public health points of contact during a COVID-19 outbreak -Internal-staff, residents, and families
5. Supplies and Resources	-Hand sanitizer, signage, PPE, EPA registered disinfectants -Contingency plan that includes engaging their health department when supply shortage

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COVID Resurgence Plan Components

Component	Example
6. Identification and Management of Ill Residents	-Symptom recognition and management -Cohorting, hold on communal dining, activities -Notification of public health department
7. Considerations about Visitors	-Criteria and protocol for when visits will be allowed -Process for virtual visits
8. Occupational Health	-**SCREENING** staff and resident -Non punitive sick leave
9. Education and Training	-Education and training for staff, residents and family -Individual(s) responsible for providing training
10. Surge Capacity	-A contingency staffing plan has been developed -Includes strategies for collaborating with local and regional planning and response groups

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Use for Planning and Real Time

1. Structure for planning and decision making

	Completed	In Progress	Not Started
COVID-19 has been incorporated into emergency management planning for the facility.	☐	☐	☐
A multidisciplinary planning committee or team* has been created to specifically address COVID-19 preparedness planning.	☐	☐	☐

List committee's or team's name:

An existing emergency or disaster preparedness team may be assigned this responsibility.

continue on next page

Nursing Home Incident Command

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Nursing Home Incident Command

What is NHIC?

- A scalable system to manage events - big or small; planned or unplanned and events of any type including a pandemic!
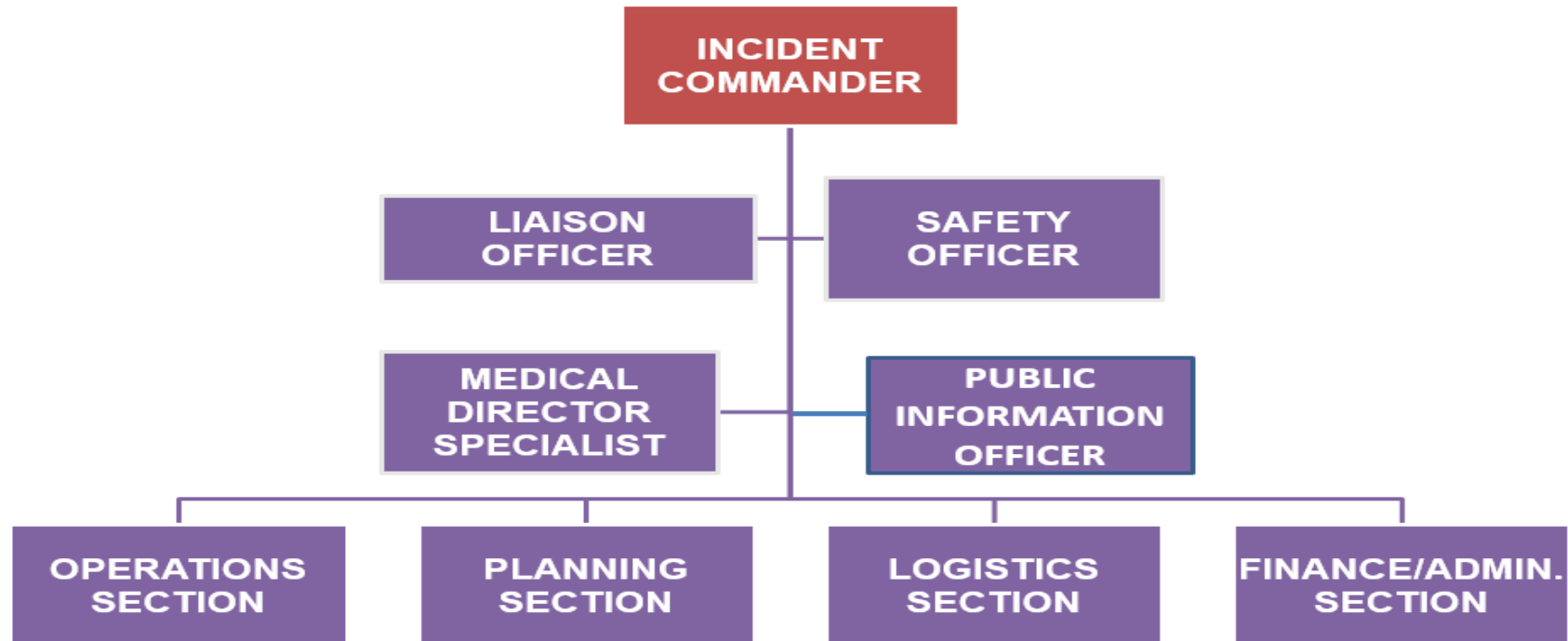
What are the Benefits of NHIC?

- Everyone gets a role in Incident Command Structure and has a clear line of authority that they fit within.

- It allows for a process that can be super-imposed on every event – full facility evacuation, a missing resident, a DPH survey and even a pandemic!

- Avoids duplication of efforts and accountability.

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Nursing Home Incident Command

INCIDENT MANAGEMENT TEAM

INCIDENT COMMANDER

LIAISON OFFICER • SAFETY OFFICER

MEDICAL DIRECTOR SPECIALIST • PUBLIC INFORMATION OFFICER

OPERATIONS SECTION • PLANNING SECTION • LOGISTICS SECTION • FINANCE/ADMIN. SECTION

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Nursing Home Incident Command

NURSING HOME INCIDENT COMMAND SYSTEM

ATTACHMENT C
NURSING HOME INCIDENT COMMAND SYSTEM
POSITION CROSS WALK

NHICS POSITION	NURSING HOME POSITION
Incident Commander	Administrator
Medical Director/Specialist	Medical Director/Nurse Consultant
Public Information Officer	Media Relations/Administrator
Liaison Officer	Assistant Administrator
Safety Officer	Maintenance
Operations Section Chief	Director of Nursing
Resident Services Branch Director	Director of Staff Development
Nursing Unit Leader	Charge Nurse
Psychosocial Unit Leader	Activities Director
Admit/Transfer & Discharge Unit Leader	Charge Nurse or Rehab Director
Infrastructure Branch Director	Housekeeping supervisor
Dietary Unit Leader	Cook

Time to Review and Revise COOP Plan

A Continuity of Operations Plan (COOP) provides policy and guidance to ensure the execution of essential functions if an organization's operations is/are threatened.

Many of components that are included in your COOP plan may also be included in a COVID-19 resurgence plan:

- Incident Command Structure – may be different people for a COVID-19 resurgence plan

- Documentation – daily incident command agendas, meeting minutes, leadership briefing, floor plans for isolation & cohorting; PPE dashboards

- Staffing Plans – include staffing & HPPD dashboard

- Communications – staff, family, multiple mediums

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Looking Ahead: Madonna Manor

- Ray McAndrews, Administrator

Break-out Rooms – 10 minutes

- List what should be included in a Resurgence Plan

- What have you already developed?

Report out

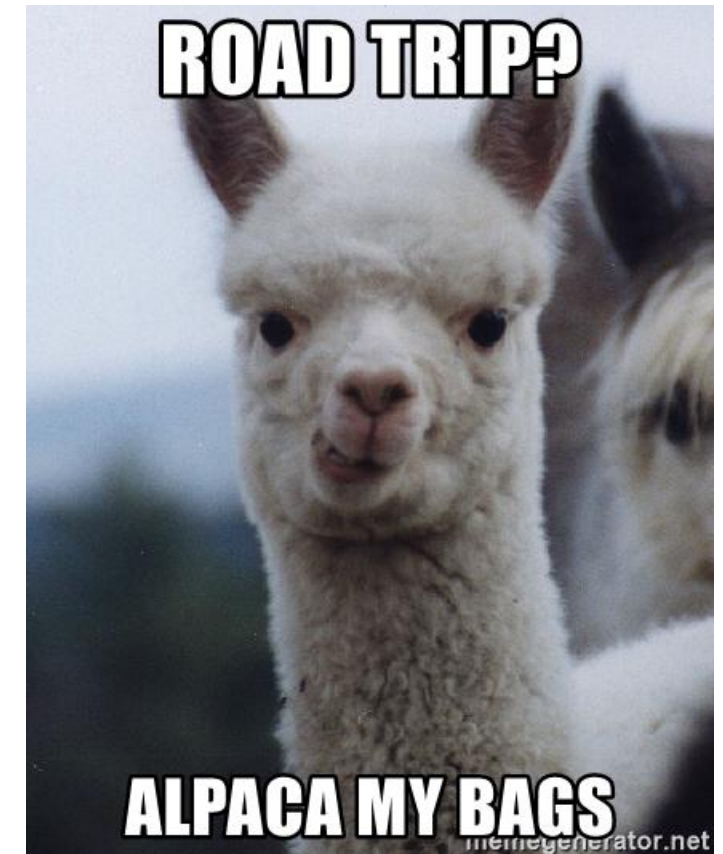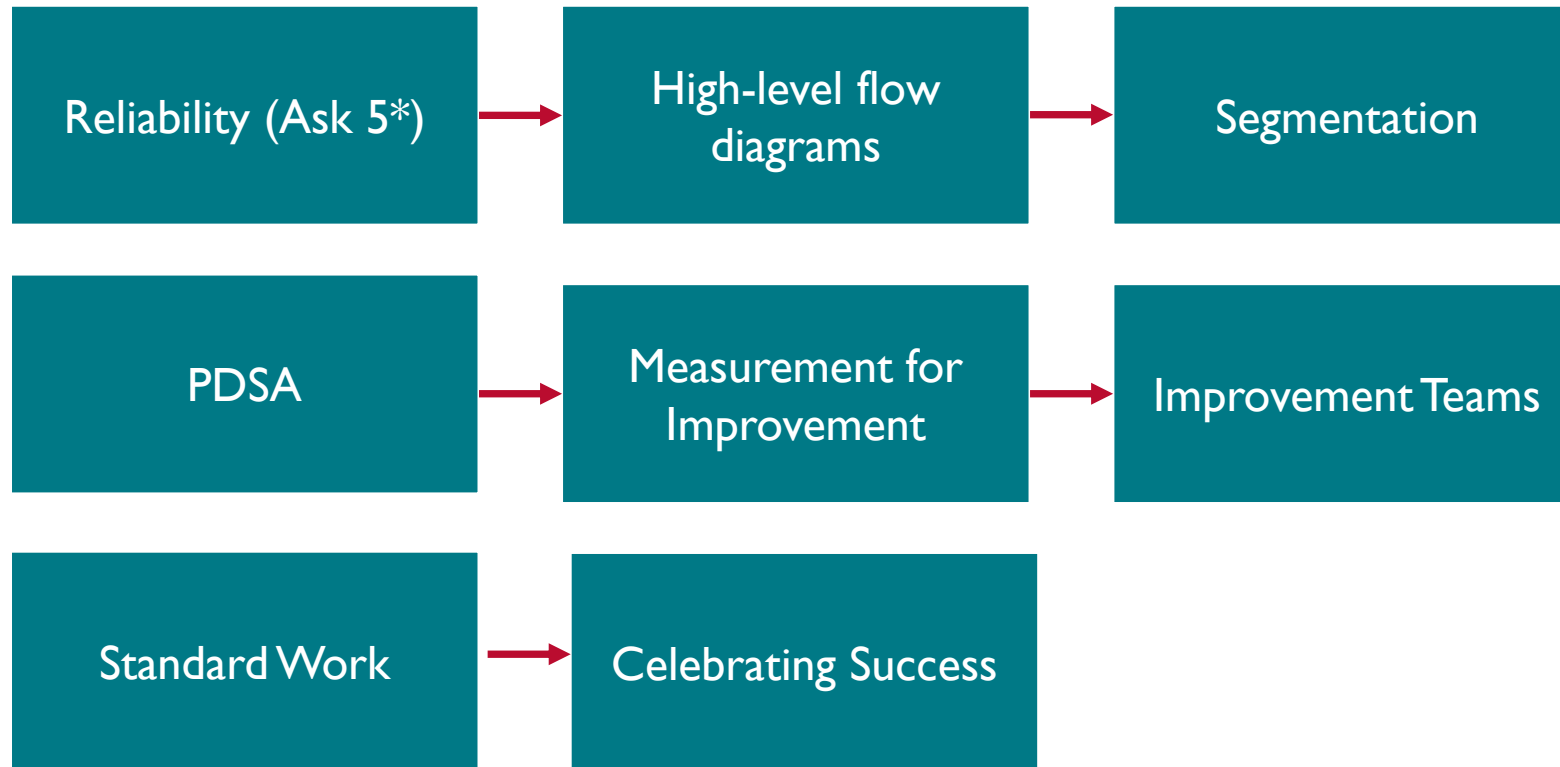Share your list with the group

Performance Improvement:

Celebration

Nizar Wehbi IHI

The QI Journey

Reliability (Ask 5*) → High-level flow diagrams → Segmentation

PDSA → Measurement for Improvement → Improvement Teams

Standard Work → Celebrating Success
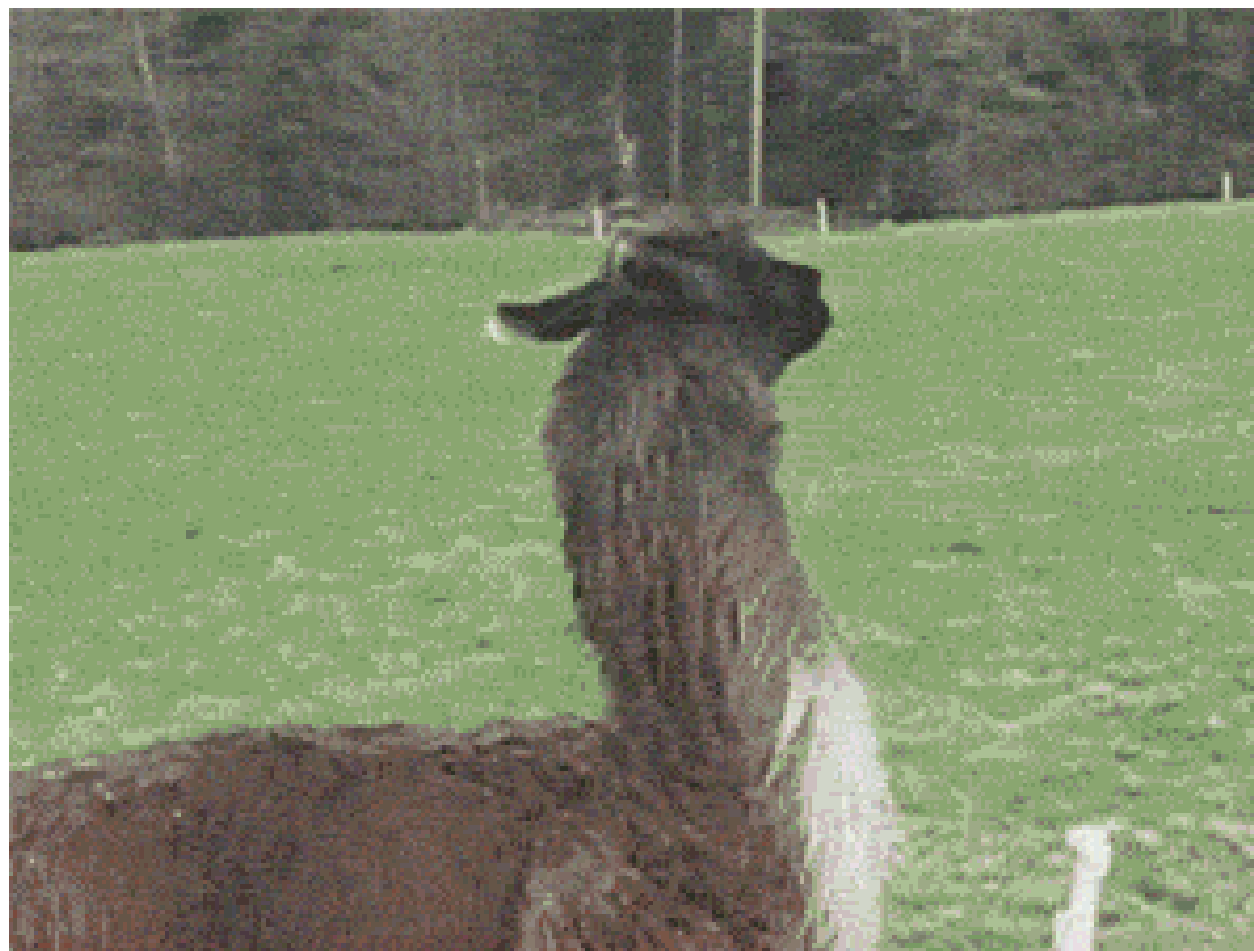
Ask 5: Who, When, Where, How, What

Celebration chat waterfall

- Type your response to the question below

- Respond "Everyone"

- **DO NOT HIT SEND UNTIL I TELL YOU TO!**

- Here is the question:
  - Share a win that's worthy of a celebration

- 3-2-1 BEGIN

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Celebration discussion

- How do you recognize staff for their QI success?

- How do you share success stories within your facility?

- How do you share success stories with your community?

- What are the benefits of celebrating success?

What to expect next…

Next Session: **March 16, 2021**

Topic:

- Session 16: Supporting The Emotional Well Being of Staff Caring for Residents During COVID 19

- Send your thoughts/challenges to Tabitha: TabithaFineberg@hsl.Harvard.edu

Wrap Up and Poll

- Please watch your screen and respond to our 2 poll questions as they launch

Questions?