# Safe Care Transitions During COVID 19

## Cohort 4 Session 12

February 17, 2021

2-3:30 p.m. ET

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 from Session 11 – Interprofessional Team Management and Monoclonal Antibody Treatment

Safe Care Transitions

Case Study and Break Out Rooms

Performance Improvement Discussion

Wrap-up and Poll

Questions & Answers

# Session 11 Follow Up

# Safe Care Transitions During COVID 19

# Transition of Care Defined

- A transition of care is defined as the movement of a patient from one setting of care (hospital, ambulatory primary care practice, ambulatory specialty care practice, long-term care, home health, rehabilitation facility) to another.
  - Center for Medicaid and Medicare Services

- Hospital to SNF

- SNF to Hospital

- SNF to Home

- SNF to SNF

- Between Units

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# DPH Regulations: Hospital to Nursing Home

- When a resident is transferred to a hospital for evaluation of any condition must accept the resident's return to the facility when the resident no longer requires hospital level of care.

- Shall not condition admission or return to the facility on COVID-19 testing or COVID-19 test results.

- If a test is not performed before discharge, facility should test the resident upon admission, if a test is available.

- Awaiting the test results should not delay discharge from the hospital to the long-term care

*DPH Admission Freezes*
- Does not apply to a resident transferred from the facility to a hospital or other healthcare facility.

# DPH Regulations, Continued

- Newly admitted or readmitted residents returning from any setting outside of the facility who are not recovered from COVID-19 within the previous six months
  - should be quarantined in a private room or, if unavailable, placed in a room with another resident who is recovered (less than six months from infection), in a dedicated quarantine space
  - monitored for symptoms of COVID-19 for fourteen days after admission

# CMS Regulations

Hospital to Nursing Home

- Can accept a resident diagnosed with COVID-19 and still under Transmission Based Precautions for COVID-19

- Should admit any individuals that they would normally admit to their facility

- If possible, dedicate a unit/wing exclusively for any residents coming or returning from the hospital.

- Quarantine 14 days with no symptoms

## Nursing Home to Hospital

- Residents who require transfer to a hospital - facility alerts EMS and hospital of the resident's diagnosis (suspected or confirmed COVID-19) and precautions to be taken by transferring and receiving staff

# Care Transitions Programs and Toolkits

- BOOST (Hospital Based)

- ProjectRED (Hospital Based)

- INTERACT (Nursing Home Based)

- OPTIMISTIC (Nursing Home Based)

- RAFT (Nursing Home Based)

**Effective Communication**

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# Never More Important Than Right Now: Case Study

- Mr. Jones admitted to the facility in June 2020 with diagnosis of Stage 3 pressure ulcer, COPD, Major depressive disorder, Chronic Respiratory Failure, morbid obesity, osteoarthritis. He was admitted due to severe debility, requiring assistance with care needs, and was unable to get of bed by himself.

- Physician's order on 6/19/2020 for bilateral upper side rails on the bed and a side rail consent signed by resident on 6/29/20 to use bilateral upper side rails as an enabler and that side rails were recommended as part of the plan of care. Reassessment of use of side rails was completed on 12/10/20.

- Mr. Jones left the facility 12/25/20 on a social leave and upon his return was **transferred to the quarantine unit.**

- During personal care by the CNA on 12/28/20, resident attempted to roll onto his side in bed by throwing his leg over but because of weight, he lost control and fell of the bed. During the facility investigation, it was noted that resident's bed in **the quarantine unit did not have bilateral upper side rails**

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# Why Effective Communication During Care Transitions Matter

- Resident Outcomes

  - Hospital Admission or Readmission

  - Falls

  - Medication Errors

  - Delirium

- Facility Outcomes

  - Survey implications

  - Quality Measures

  - Health Care System partnerships

# QI: Safe Care Transitions Process

Brian Bjoern, MD

# Describing a Process

https://www.youtube.com/watch?v=Ct-lOOUqmyY

# Make pancakes for breakfast

| Gather ingredients | Make batter | Cook pancakes | Serve pancakes |
|---|---|---|---|

| | | | |
|---|---|---|---|
| **Who:** Brian<br>**When:** Night before<br>**Where:** Kitchen<br>**What:** Flour, eggs, milk, yeast, salt, sugar, (spices), measuring cups and spoons, bowls<br>**How:** Measure out everything | **Who:** Brian<br>**When:** Night before<br>**Where:** Kitchen<br>**What:** Ingredients, mixing bowl, whisk, fridge<br>**How:** Whisk dry ingredients, add wet ingredients, rest overnight in fridge | **Who:** Brian<br>**When:** Morning<br>**Where:** Kitchen<br>**What:** Batter, stove, nonstick pan, butter measuring cup + spoon, spatula, plate<br>**How:** Heat pan, add 1 tsp butter, add .25 cup batter. Cook until both sides golden, flipping once | **Who:** Brian<br>**When:** Morning<br>**Where:** Kitchen<br>**What:** Pancakes, maple syrup, butter, plates + utensils, coffee<br>**How:** Put pancake on plate, add butter and maple syrup PRN |

# Breakout Session: (15 minutes)
# How Might We: Improve Communication When There Is A Care Transition During COVID 19?

- Group 1: SNF to Hospital Transition

- Group 2: Hospital to SNF Transition

- Group 3: Unit to Unit Transition

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# Breakout Session Activity

- Describe the process for information transfer between settings/units
  - High Level Flowchart

- Draft a safe care transition checklist
  - Be sure to include COVID specific information

# Safe transition from SNF to hospital

| Step 1 | | | | |
|---|---|---|---|---|

| Who<br>When<br>Where<br>What<br>How | | | | |
|---|---|---|---|---|
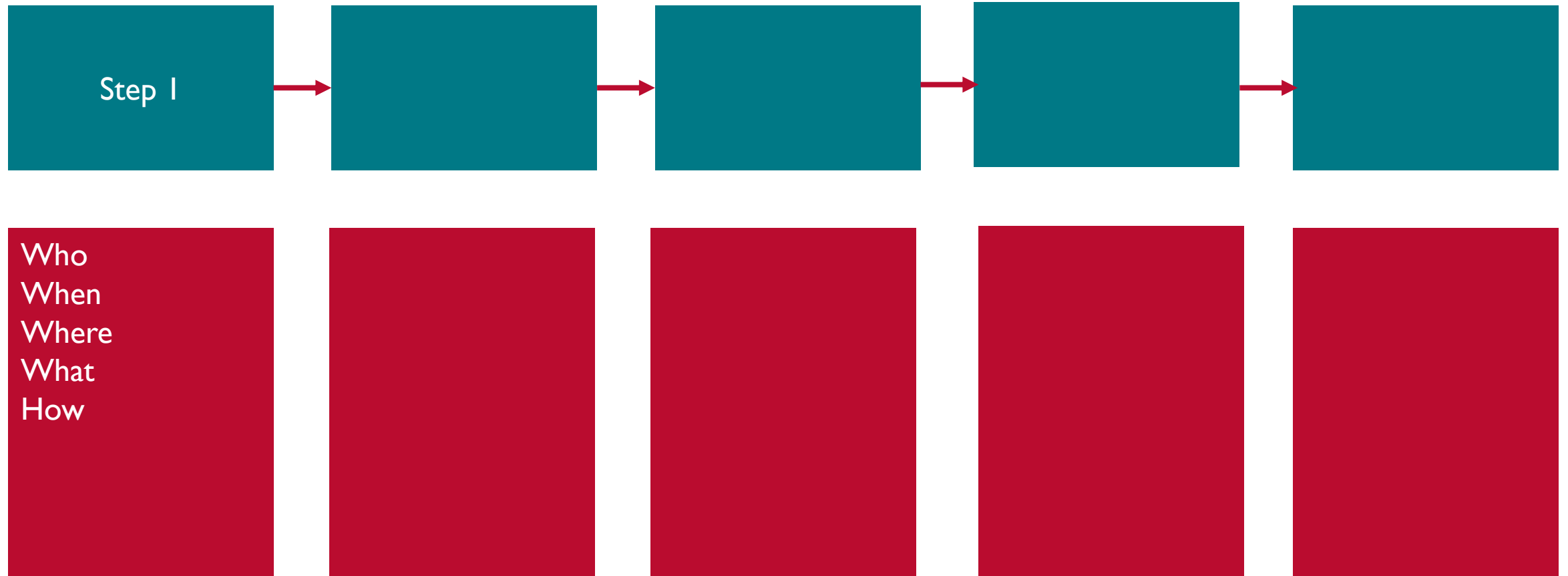
# Safe transition from SNF to hospital (Group 2)

| Identify the Potential Need for Resident to Go to the Hospital | Paperwork | Notify Family Members | Determine Transportation | Notify Hospital |
|---|---|---|---|---|

Who: Resident's CNA or Nurse; Clinical Team
When: Routine Rounds, Change in Condition when it cannot be managed at SNF
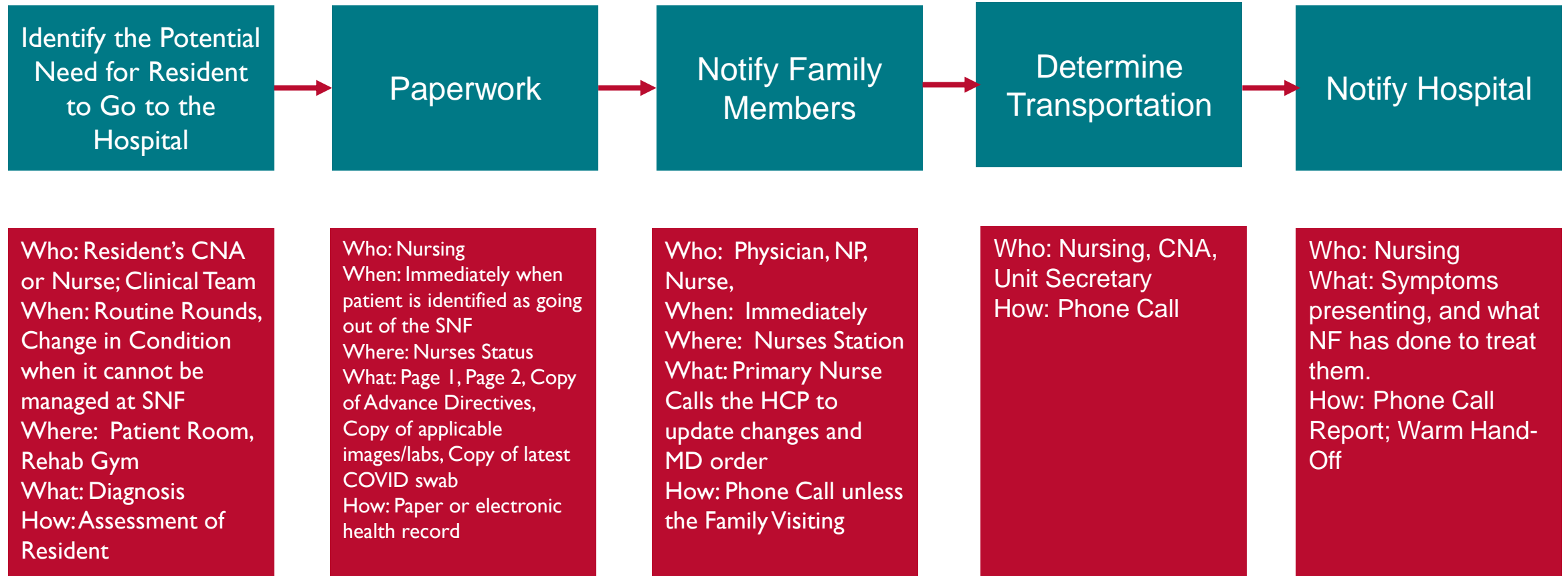Where: Patient Room, Rehab Gym
What: Diagnosis
How: Assessment of Resident

Who: Nursing
When: Immediately when patient is identified as going out of the SNF
Where: Nurses Status
What: Page 1, Page 2, Copy of Advance Directives, Copy of applicable images/labs, Copy of latest COVID swab
How: Paper or electronic health record

Who: Physician, NP, Nurse,
When: Immediately
Where: Nurses Station
What: Primary Nurse Calls the HCP to update changes and MD order
How: Phone Call unless the Family Visiting

Who: Nursing, CNA, Unit Secretary
How: Phone Call

Who: Nursing
What: Symptoms presenting, and what NF has done to treat them.
How: Phone Call Report; Warm Hand-Off

# Short-term to long-term Transition (Group 3)

| Communicate w/ patient and/or healthcare proxy | Determine appropriate unit for patient | IDT care plan meeting | Warm nurse-to-nurse handoff | Acclimate patent to new unit |
|---|---|---|---|---|
| Who – social work and nursing<br>When – short-term goals met<br>Where – unit/conference calls<br>How – setting up time for call<br>What – nursing and therapy notes | Who – patient, famliy, IDT<br>When – short-term goals met<br>Where – call<br>How – having a call with all involved<br>What - notes | Who – IDT<br>When – at time of transfer<br>Where – call<br>How –<br>What - | | |

# Report Out

- How did you do?

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# What to expect next…

Next Session: **February 24, 2021**

Topics:

- Session 13: Safe Visitation and Reopening

Send best practices/challenges to Marina ([mrenton@maseniorcare.org](mailto:mrenton@maseniorcare.org))

# Wrap Up and Poll

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

Questions?