SESSION 1
Program Overview
Stopping the Spread

VCU Nursing Home ECHO
COVID-19 Action Network

Virginia Center on Aging
VCU Department of Gerontology
VCU Division of Geriatric Medicine

Objectives

1. Setting the stage
   - Using Zoom
   - Introductions
   - Expectations
     - You of us
     - Us of you

2. Take-Home Points
   - Project ECHO overview
   - Stop the spread of COVID-19
   - QAPI

ZOOM Primer & Review

1. When you speak, please introduce your facility and name.

2. Audio
- **Mute yourself when not speaking**

CHANGE Views: Speaker Gallery

Microphone MUTED Unless speaking

Webcam ON

USE Chat

Hover over Zoom for menu

ZOOM Primer & Review

After launching the Zoom meeting, click on the "Participants" icon at the bottom of the window.

In the "Participants" list on the right side of the Zoom window, hover over your name and click on the "Rename" button.

Rename

Enter a new screen name:

Facility Name_Participants

Type in the display name you'd like to appear in the meeting and click on "OK".

3. Participant Name
- **Have your screen name display your name & facility**

4. Video
- **Turn on camera during session**
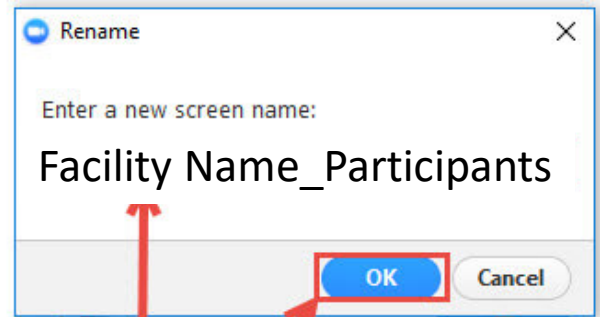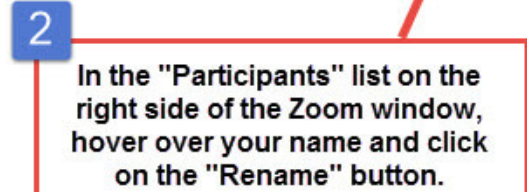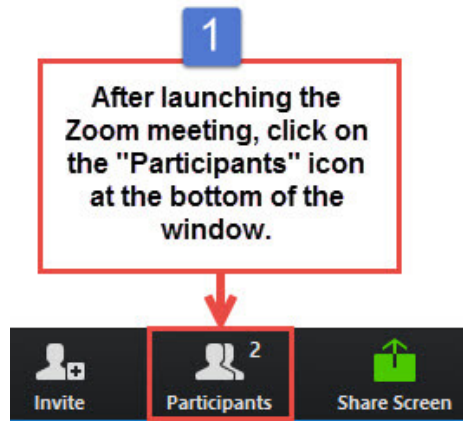
Today's Agenda

Time	Presentation Content/Discussion(s)	Presenter(s)
1-1:15 pm	Welcome and Introductions	ECHO Hub Team
1:15-1:20 pm	Introduction to ECHO	
1:20-1:30 pm	Preventing and Limiting the Spread of COVID-19 in Nursing Homes	
1:30-1:45 pm	Introduction to Guided Case Discussions	
1:45-1:55 pm	QAPI Process	
1:55-2 pm	Wrap-Up	ECHO Hub Team
2-2:30 pm	Extended Question and Answer Session	ECHO Hub Team and participants

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Hub Team Introductions

Educators

Christian Bergman MD, CMD

Daniel Bluestein MD, CMD-R

Joanne Coleman FNP, MSN

Laura Finch GNP

Administrative support

Kim Ivey MS

Jenni Mathews BS

Ann Rhodes MS

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Funding and Faculty Disclosures

- Pending
  - CE/CME and certificate information will be forthcoming

- Disclosures
  - We (sponsoring organizations, speakers, and planners) have no relevant financial interests to disclose with any manufacturer of commercial products or services discussed in this activity

What you can expect from us

- Weekly presentation/case-based discussion of best practices re. Covid-19
  - 1st 60 minutes required
  - Additional 30 minutes optional for discussion & questions
- Linkage to your QI and QAPI efforts
- Access to content and QI experts
- Posting of PPTs and resources to VCU NH ECHO CAN webpage
  - *See next slide*
- CME/CEU credits/certificates of completion
- $6000 reimbursement from University of New Mexico for program completers:
  - Must be a CMS certified NH
  - 2 facility champions attend 13 of 16 sessions for 60+ minutes
  - Additional participants/facility as desired

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VCU Nursing Home ECHO Website

- Team members

- Curriculum content

- Handouts

- Contact information

https://www.vcuhealth.org/NursingHomeEcho

What we need from you

- Attend!
- Participate! (Zoom review next slides)
  - Questions, share ideas, best practices
  - Cases (de-identified, HIPAA-compliant)
- Complete surveys & questionnaires
  - Your replies are confidential
  - Help us evaluate & refine program

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Break slide

NEXT UP – OVERVIEW PROJECT ECHO & STOPPING THE SPREAD

Overview: Project ECHO

- **E**xtension for **C**ommunity **H**ealthcare **O**utcomes
- Originally to support generalist groups by subspecialist teams in care of complex patients who might otherwise be referred
- Overcomes barriers of:
  - Distance
  - Capacity
  - Safety
- Now leveraging existing "clinical" ECHO networks to meet public health crisis, rapidly changing best practices, and shared wisdom
  - Focus on facilities, teams
  - Focus on policy as well as practice
  - Topics: see resources
- Video: ECHO Model & COVID-19 https://www.youtube.com/watch?v=MjtS418u2h4&feature=youtu.be

Amplification – Use **Technology** to leverage scarce resources

Share **Best Practices** to reduce disparity
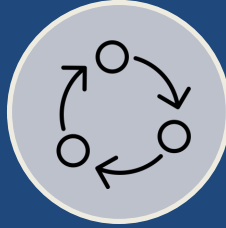
Case Based Learning to master complexity

Web-based **D**atabase to **Monitor Outcomes**

De-monopolize knowledge
Wisdom in the audience

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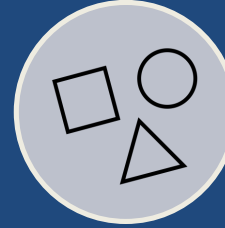# ECHO is All Teach, All Learn

Interactive

Co-Management of Challenges

Peer-to-Peer Learning

Collaborative Problem Solving

Project ECHO, COVID & YOU/YOUR FACILITIES :

Challenges with Infection Control
Patient or Staff Contracts COVID
Family Visits
Staff Turnover/Shortage
Challenges with Testing & Tracing
COVID-19 Outbreak

During **ECHO** Video conferences discuss COVID-19 best practices, resident and system issues, facility scenarios with Team of Specialists, IHI and Peer Network

Incorporate recommendations from **ECHO COMMUNITY** into your plans and update Team on progress during weekly meetings

Increase implementation of evidence-based infection prevention and safety practices for residents & staff
Increase quality of facility performance on CMS measures
Develop a learning community that supports each other

Stopping the Spread 1: General

- Identify a TEAM to Plan Your Process

- Review State and Federal Guidance

- Develop YOUR System

  - Policies and Procedures

  - Supplies

  - Education

  - Monitoring

- Video: Stopping the spread of COVID-19
  https://www.youtube.com/watch?v=Nnrh_tP_5jA&feature=youtu.be

Stopping the Spread 2: Screening

Who:
- Symptomatic
- Exposed
- Asymptomatic per community prevalence

Where: Upon entry

How:
- Know performance characteristics of proper antigen tests
- Proper collection techniques

What next: Policies for dealing with positives

1. Immediate placement decision for resident
2. Employee: send home immediately
3. Notifications
4. Retesting
5. Facility plan (next slide)

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Stopping the Spread 3

- Resident placement

- Dedicate space for residents confirmed with COVID-19

- Quarantine space

- How to handle new admissions/readmission

- Consistent assignment, dedicated staff

- Plan for staff illness

- PPE use

- Hand hygiene

- Cleaning and disinfection

- Social distancing

- Education and signage

- What else? (QAPI comes in)

Break slide

NEXT UP – GUIDED CASE DISCUSSIONS

Guided Case Discussion

Discussion Questions

- How would (or have you) approached **writing guidelines or protocols** for ESSENTIAL CAREGIVER visitation if you were or are a Director of Nursing or Administrator?

- How do you **reassure** staff, families and residents that the indoor visits will be made as safe as possible?

- How do you address **vendors and other works** who need to enter the building?

- Any other **regulatory issues** or updates to be aware of?

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Your thoughts?

- Sample cases

- Any other questions or comments?

- Ideas or want to share stories?

Break slide

NEXT UP – WHAT IS QAPI AND HOW TO ADAPT CHANGE

What is QAPI and how can it support this work?

AHRQ ECHO National Nursing
Home COVID-19 Action Network

HEALTH SCIENCES

Project ECHO

AHRQ
Agency for Healthcare
Research and Quality

Institute for
Healthcare
Improvement

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QAPI Elements

Element 1: Design and Scope

Element 2: Governance and Leadership

Element 3: Data Systems and Monitoring

Element 4: Performance Improvement Projects

Element 5: Systemic Analysis and Systemic Action

Resource: https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPIAtaGlance.pdf

Transforming the lives of nursing home residents through continuous attention to quality of care and quality of life

QAPI
at a Glance:

A Step by Step Guide to Implementing Quality
Assurance and Performance Improvement (QAPI)
in Your Nursing Home

CMS   UNIVERSITY OF MINNESOTA   StratisHealth

AHRQ ECHO National Nursing
Home COVID-19 Action Network

UNM HEALTH SCIENCES   Project ECHO

AHRQ Agency for Healthcare
Research and Quality

Institute for Healthcare Improvement

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QAPI Features

> **Quality Assurance** is aimed at meeting minimum standards
> **Performance Improvement** is about your setting, your culture and your standards

- Uses a *systems* approach

- Works to improve quality of health care, resident environment, and to improve work environment for all workers and care partners

- Is data-driven and uses proactive rather than reactive approaches

- Involves staff at all levels to identify opportunities for improvement

- Identifies gaps in center system or processes - develops and implements improvements and corrective action plans and continuously monitors the effectiveness of interventions

Role of Leadership in Improvement

SET EXPECTATIONS

BUILD WILL AND ENCOURAGE THE HEART

SHAPE THE DESIRED CULTURE

PROVIDE RESOURCES

MONITOR PROGRESS AND RESULTS
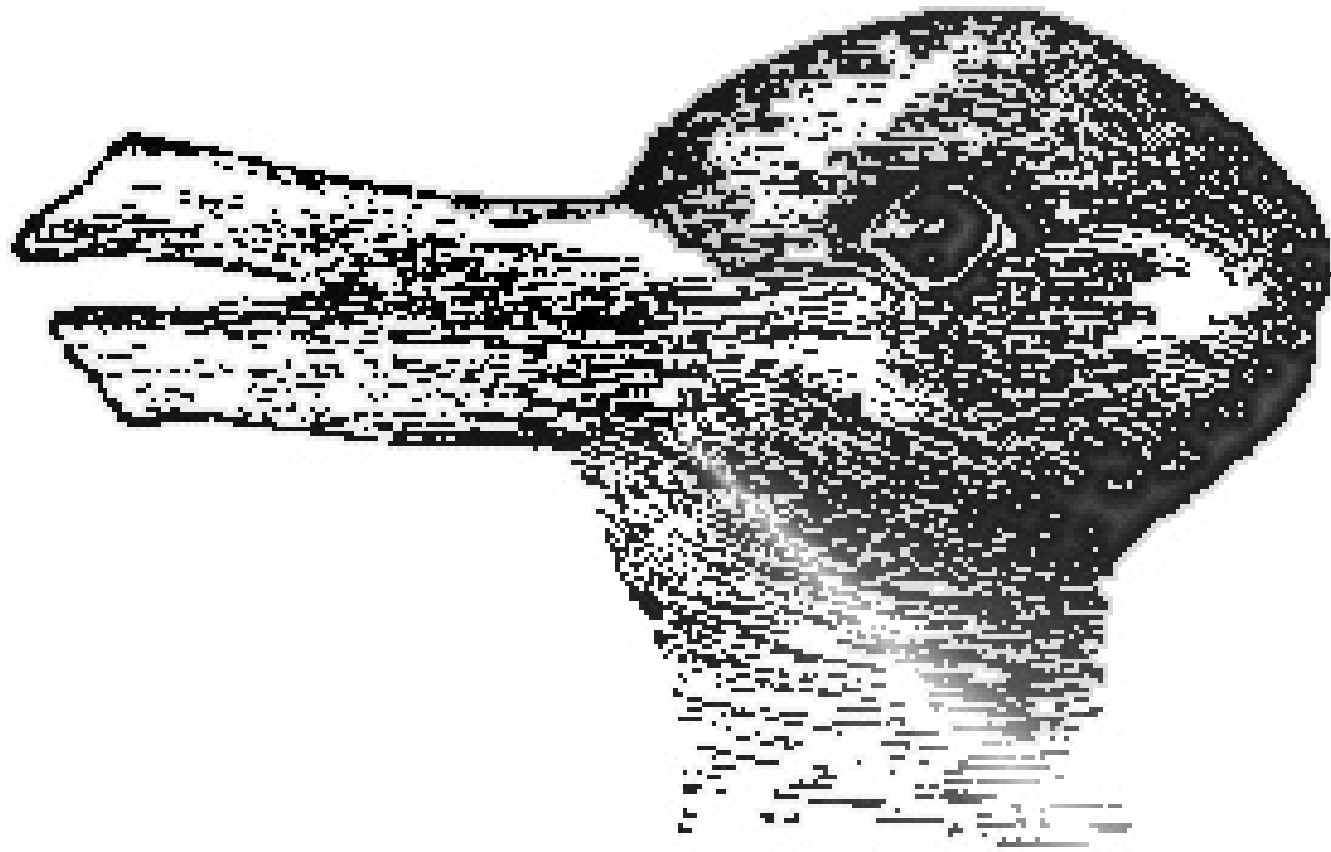
Leave in Action

Over the coming week:

- Take a moment to review your facility's QAPI plan

- Consider COVID-related changes and potential improvement projects

Break slide

NEXT UP – WRAP UP & NEXT STEPS

VCU Nursing Home ECHO Website

- Team members

- Curriculum content

- Handouts

- Contact information

https://www.vcuhealth.org/NursingHomeEcho

Curriculum Content

1. Preventing and Limiting the Spread of COVID-19 in Nursing Homes

2. **NEXT WEEK: Guidance and Practical Approaches for use of Personal Protective Equipment (PPE) During COVID-19**

3. Approaches to Cohorting during COVID-19

4. Promoting Solutions for Making the Built Environment Safe During COVID-19

5. Guidance for Cleaning and Disinfecting During COVID-19

6. COVID-19 Testing for Nursing Homes

7. COVID-19 Community Transmission and Nursing Home Screening Strategies

8. Staff Returning to Work Safely During COVID-19

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Break slide

NEXT UP – RESOURCES

AHRQ ECHO Nursing Home COVID-19 Action Network Goals

- Prevent SARS-COV-2 from entering nursing homes where it has not been detected
- Identify residents and staff who have been infected with SARS-COV-2
- Prevent the spread of SARS-COV-2 between staff, residents, and visitors
- Provide safe and appropriate care to residents with mild and asymptomatic cases of COVID-19
- Ensure staff members have the knowledge, skills, and confidence to implement best-practice safety measures to protect residents and themselves
- Reduce social isolation for residents, families, and staff during these difficult times

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16-Week Curriculum Topics

1. Preventing and Limiting the Spread of COVID-19 in Nursing Homes

2. Guidance and Practical Approaches for use of Personal Protective Equipment (PPE) During COVID-19

3. Approaches to Cohorting during COVID-19

4. Promoting Solutions for Making the Built Environment Safe During COVID-19

5. Guidance for Cleaning and Disinfecting During COVID-19

6. COVID-19 Testing for Nursing Homes

7. COVID-19 Community Transmission and Nursing Home Screening Strategies

8. Staff Returning to Work Safely During COVID-19

16-Week Curriculum Topics

9.   Interprofessional Team Management of Mild cases of COVID-19

10.   Advance Care Planning in the time of COVID-19

11.   Promoting Safe Care Transitions during COVID-19 – Admissions, Discharges and Transfers

12.   Promoting Safe Visitation and Nursing Home Re-opening during COVID-19

13.   The Role of certified nursing assistants (CNAs) in managing and Supporting Residents and Families during COVID-19

14.   Managing Social Isolation during COVID 19: Perspectives on Staff and Residents

15.   Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19

16.   Effective Leadership and Communication during COVID-19

COVID-19 Screening

Symptoms:

- Fever or Chills
- Cough
- Shortness of Breath/Difficulty Breathing
- Fatigue
- Muscle or Body Aches
- Headache
- New Loss of Taste or Smell
- Sore Throat
- Congestion or Runny Nose
- Nausea or Vomiting
- Diarrhea

Table 2: Routine Testing Intervals Vary by Community COVID-19 Activity Level

Community COVID-19 Activity	County Positivity Rate in the past week	Minimum Testing Frequency
Low	<5%	Once a month
Medium	5% - 10%	Once a week*
High	>10%	Twice a week*

*This frequency presumes availability of Point of Care testing on-site at the nursing home or where off-site testing turnaround time is <48 hours.

Table 1 Testing Summary

Testing Trigger	Staff	Residents
Symptomatic individual identified	Staff with signs and symptoms must be tested	Residents with signs and symptoms must be tested
Outbreak (Any new case arises in facility)	Test all staff that previously tested negative until no new cases are identified*	Test all residents that previously tested negative until no new cases are identified*
Routine Testing	According to Table 2 above	Not recommended, unless the resident leaves the facility routinely

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Stopping the Spread: References and Resources

- Centers for Disease Control and Prevention. Preparing for COVID-19 in Nursing Homes. June 25, 2020: https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html

- Centers for Disease Control and Prevention. Responding to Coronavirus (COVID-19) in Nursing Homes. April 30, 2020: https://www.cdc.gov/coronavirus/2019-ncov/hcp/nursing-homes-responding.html

- Centers for Medicare & Medicaid Services. Interim Final Rule (IFC), CMS-3401-IFC, Additional Policy and Regulatory Revisions in Response to the COVID-19 Public Health Emergency related to Long-Term Care (LTC) Facility Testing Requirements and Revised COVID-19 Focused Survey Tool, 08.26.20: https://www.cms.gov/files/document/qso-20-38-nh.pdf

- Centers for Medicare & Medicaid Services. COVID-19 Long-Term Care Facility guidance. April 2, 2020: https://www.cms.gov/files/document/4220-covid-19-long-term-care-facility-guidance.pdf

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Readiness Assessment Tools

- CDC: Infection Prevention and Control Assessment Tool for Nursing Homes Preparing for COVID-19 (ICAR): https://www.cdc.gov/coronavirus/2019-ncov/hcp/assessment-tool-for-nursing-homes.html

- CMS: QAPI at a glance: https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPIAtaGlance.pdf

- CMS: QAPI Self-Assessment Tool: https://www.cms.gov/medicare/provider-enrollment-and-certification/qapi/downloads/qapiselfassessment.pdf

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