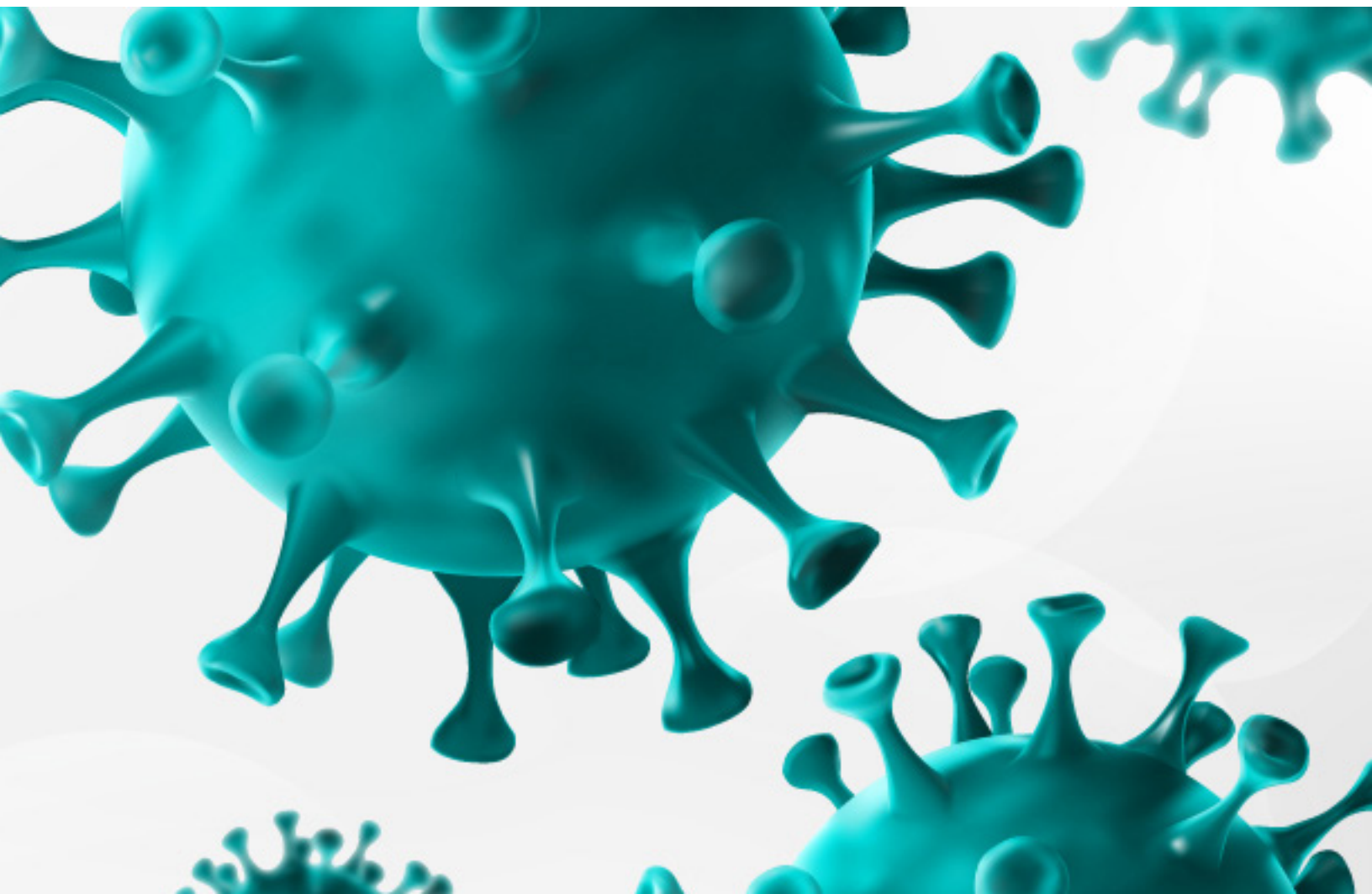




HEALTH DIMENSIONS GROUP

# SKILLED NURSING & SENIOR LIVING COVID-19 RESPONSE & RESOURCE GUIDE





**Close Monitoring & Implementation of CMS, CDC, State & Local Health Departments, & State & Trade Association Guidance**

**Resources:**

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html>
- <https://www.cms.gov/files/document/qso-20-14-nh-revised.pdf>
- [https://www.ahcancal.org/facility\\_operations/disaster\\_planning/Pages/Coronavirus.aspx](https://www.ahcancal.org/facility_operations/disaster_planning/Pages/Coronavirus.aspx)
- <https://leadingage.org/coronavirus-resources>



**Development of Detailed Surveillance & Preparedness Plan**

- Emergency preparedness plans
- Visitor restrictions & screening
- Community signage
- Employee & provider screening & illness tracking
- Staff education & auditing
- Resident illness tracking & symptom screening & response
- PPE & supply management
- Review & updating (if necessary) policies & procedures around infection control
- Intensified plant operations & housekeeping activities

**Resources:**

- <https://apic.org/resources/topic-specific-infection-prevention/long-term-care/>



**Communication**

- Develop communication plan with key audiences delineated
- Develop written communication for visitors, families, residents, staff & vendors
- Develop clear signage for building entries
- Share government notices & flyers with all audiences
- Update websites & social media sites
- Update phone & voice messages
- Utilize other tools like auto text & call software to quickly contact staff & families
- Develop media statements & train local staff on media interaction

**Resources:**

- [https://www.ahcancal.org/facility\\_operations/disaster\\_planning/Pages/Coronavirus.aspx](https://www.ahcancal.org/facility_operations/disaster_planning/Pages/Coronavirus.aspx)
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**Workforce Planning & Support**

- Tracking of State & Federal programs to support workforce, including leave policies & exclusions
- Updating recruiting & job postings to recruit hospitality workers
- Utilizing paid & organic social media to support recruiting
- Defined training processes to train and competency test new employees quickly
- Offer support for childcare, sick leave, & employee support services
- Interview processes to include web meetings to continue to recruit while adhering to visitor restrictions
- Development of contingency staffing plan
- Identify menu & food ordering guide for staffing crisis
- Track state-level waivers and guidelines on staff screening and trainer
- Review new paid leave requirements and eligibility

**Resources:**

- <https://www.congress.gov/bill/116th-congress/house-bill/6201>



## Financial Resource Review

- Review current & projected cash positions of communities
- Explore loan, line and government resources for COVID-19 expense
- Work with vendors on payment terms
- Identify backup personnel for billing & collections to ensure stable cash flow
- Proactively communicate with lenders who are seeking updates on assets



## Survey Readiness

- Review existing infection control policies, procedures & tracking
- Have all COVID-19 specific training & tools implemented
- Document COVID-19 response, training & tracking
- Review updated CMS survey guidelines

**Resources:**

- <https://www.cms.gov/files/document/qso-20-12-allpdf.pdf-1>



## COVID-19 Positive Case Management

- State Health Department collaboration on testing and positive case management
- PPE requirements & room signage
- Review hospital transfer documents & procedures
- Care-in-place management plan
- Ongoing education on precautions
- Outbreak control including plan for COVID-19 treatment area and dedicated staff

**Resources:**

- <https://www.cdc.gov/hai/state-based/index.html>
- <https://www.cdc.gov/longtermcare/pdfs/LTC-Resp-OutbreakResources-P.pdf>



## Daily Education & Discussion

- Frequent review & dissemination of new guidelines & surveillance to communities
- Daily site leadership training
- Open discussion of challenges between communities on daily call
- On-site leadership & staff huddles
- Education & auditing of infection control policies & PPE utilization



## Supplies & PPE Planning

- Collaborate with suppliers on ordering & shipping timelines
- Partner with hospitals & health coalitions for critical supplies if needed
- Attend supplier education to understand ordering processes & allotments
- Monitoring & storing of supplies for loss prevention
- Staying current with PPE guidance on use

**Resources:**

- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>



## Resident Life

- Utilization of technology for e-visits - tablets, tools & training
- In-room & hallway activities like overhead speaker games & interaction
- Encourage community at large to send cards, letters, puzzle books, books, & other small gifts
- 1:1 activities with social distancing

**Resources:**

- <https://www.nccap.org/covid-19-activity-director-resources>
- <https://www.pioneernetwork.net>



### Rapid Response Team

- Identify a team (not currently working in communities) to be trained to provide direct care, housekeeping & dining services in the case of an outbreak & staffing shortages
- Train & competency test this team to provide side-by-side support to on-site teams
- Reduce exposure risk of this team by utilizing a remote workforce & social distancing to ensure they are healthy if team is deployed



### Tracking of Policy Changes

- 3 Day stay Medicare waivers
- LTACH transfers
- MDS timing changes
- Medicare appeals
- <https://www.cms.gov/files/document/covid19-emergency-declaration-health-care-providers-fact-sheet.pdf>



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