

Hi Erik,

My apologies for the delay in responding to this. The new ADM, titled “Performing Nursing Services and Duties Remotely in OPWDD Certified Programs and Settings” is not related to on-call or triage services. We understand that when performing triage services, nursing staff are likely in non-certified sites.

Initially, there was remote nursing guidance issued by OPWDD to assist with such issues that included decreasing the need for transportation between programs, decreasing the risk of new employees entering a program during the height of COVID-19, assisting with staff shortages while increasing and RNs ability to immediately respond to clinical needs. We have had much call to maintain some of the flexibilities that were put into place during COVID-19. With this, it was determined that we could safely continue to perform some nursing services remotely where clinically appropriate. This is specific to the day-to-day tasks that nurses are required to perform, as well as, the performance of some other duties that may be able to be performed using technology. We discuss maintaining an “on-site” presence as there may be homes that will continue to require more frequent on-site visits depending on the complexity of delegated nursing tasks assigned or the medical status of the individuals being supported within that home. Nurses are on-site in a residential or administrative setting during their normal working hours. They are not working “remotely” only performing some duties remotely from another OPWDD site.

Let me know if you have any further questions.

Thank you!

Sue

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**Sent:** Wednesday, September 23, 2020 1:39 PM

**To:** Prendergast, Susan B (OPWDD) <[Susan.B.Prendergast@opwdd.ny.gov](mailto:Susan.B.Prendergast@opwdd.ny.gov)>; Baer, Willow F (OPWDD) <[Willow.F.Baer@opwdd.ny.gov](mailto:Willow.F.Baer@opwdd.ny.gov)>

**Cc:** [ChristianaJ@thearcny.org](mailto:ChristianaJ@thearcny.org)

**Subject:** FW: ADM remote nursing services

**Importance:** High

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Hi Susan and Willow.

We were reviewing this new ADM and the following concern below was raised. I think it is a valid concern since we have been using an external company to provide nursing triage for our Chapters. I know we have had many discussions about this arrangement.

I also know that OPWDD uses Upstate Medical Center for nursing triage for state ops programs as well. This language would seem to preclude these arrangements and I do not understand the rationale for the requirement as long as there is a nurse available for in person follow up as needed. Could you please advise?

Erik

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**From:** Dinorah DAuria <[DDAuria@rocklandarc.org](mailto:DDAuria@rocklandarc.org)>

**Sent:** Wednesday, September 23, 2020 10:42 AM

**To:** Erik Geizer <[geizere@thearcny.org](mailto:geizere@thearcny.org)>

**Subject:** ADM remote nursing services

**Importance:** High

Good morning Erik. I usually reach out to Sue Prendergast directly with questions but I have concerns about the portion highlighted in this ADM and I wanted to ask you first if there have been reactions from other chapters.

“Background:

*Remote Nursing Services Model Remote nursing care is when a Registered Nurse (RN) is physically located at one OWPDD certified program, while providing virtual medical support to other nearby certified programs. The immediate physical location should be rotated to assure physical availability to all covered programs and individuals, while reducing the need for transportation between programs. RNs must continue to be available to respond to immediate or urgent medical changes and needs. Their proximal availability to individuals is critical in maintaining their health and safety. Remote service delivery only enhances the RNs ability to provide care to more individuals and with more efficiency.”*

This gives the reader the impression that remote nursing services (which includes triaging in my opinion) cannot be delivered from non-certified locations. That would be a serious concern for us. Our RN's should be able to provide remote services as described in the ADM regardless of location, that should be the whole point of allowing it. Or am I reading too much into this?

Thoughts?

Thank you!

Dinorah



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