Creating a COVID-19 Recovery Center

September 24, 2020

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

CDC
CENTERS FOR DISEASE
CONTROL AND PREVENTION

Quality Improvement
Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

Introduction and Welcome

Lisa Sullivan, MSN, RN
Acting Director
Division of Community and Population Health
iQuality Improvement & Innovation Group
Centers for Medicare & Medicaid Services (CMS)

Speaker Introduction

Lindsay Holland, MHA

Director, Care Coordination

Health Services Advisory Group

Meet Your Speakers

David Silver, MD
Chief Executive Officer
Rockport Healthcare Services

Michelle Eslami, MD, FACP, CMD
Chief Medical Officer
Rockport Healthcare Services

Carol Larkin, FNP
Chief Clinical Development Officer
Rockport Healthcare Services

Kristen Morris, RN
Chief Clinical Officer
Rockport Healthcare Services

Rockport Healthcare Services

- CA's largest nursing home administrative services company
  - Based in Los Angeles

- 75 skilled nursing facilities across the state, Eureka to San Diego
  - 7,490 Resident beds
  - 12,000 facility-level employees

- Rockport is contracted to provide clinical consulting and education, prepare payroll, benefits, accounting, human resources and operational oversight

Challenges at the SNF early in the Pandemic

- Limited understanding of COVID-19
  - Atypical symptoms (nausea and vomiting, diarrhea)
  - Asymptomatic carriers
  - Sudden respiratory distress (acute change of condition (COC)) in asymptomatic individuals

- Limited testing availability and long turnaround times for results
  - Early guidance was NOT to test symptomatic persons

- Recognition that transmission from staff to resident was the route COVID-19 would take to enter the nursing home

- No cure, only supportive treatment
  - Hydroxychloroquine and Azithromycin

- PPE and equipment availability

Challenges at the Local Community Level

- Restriction of nursing home visitors (March 9)

- CA's stay at home order (March 19)

- Local public health departments trying to prevent a "surge" in COVID-19 cases and overloading the hospital system
  - Push to open up hospital beds for critically ill

- Community partners (local health departments, hospitals, health plans) began asking for help with increasing numbers of COVID-19 positive patients

- Different prevention strategies among counties

- Negative media coverage

COVID-19 Response Team

- Daily 'Stand Up' and 'Stand Down' calls

- Daily calls with nursing home leadership

- 1-800 hotline

- Regional Quality Management Consultants

- Weekly 'All Facilities Call' with Q&A

- Messages from the Chief Medical Officer

- Translate local, state and federal guidance and regulations into meaningful policies and processes

Planning a COVID-19 Dedicated Facility

- HOW?
    - Reinforcement of admission, transfer and discharge protocols and education
    - Staff education on COVID-19
    - Care pathways and protocols
    - Consultants

- WHEN?
    - ASAP

- WHY?
    - Overwhelming community need
    - Opportunity to help community partners

- WHERE?
    - Nursing center with experience caring for residents with COVID-19

Planning a COVID-19 Dedicated Facility (cont.)

- Location
  - Open at a previously (closed) nursing home?
  - Repurpose an existing facility?

- Staffing considerations
  - Staffing shortages due to illness or lack of child care
  - Limit staff from working at more than one facility?
  - Would staff want to work at a COVID-19 dedicated facility?
  - Keep staff safe and moral high

- Local and state agency involvement
  - LAC DPH
  - CDPH

Moving off the Drawing Board

- With clinical and operational framework complete, consulted with LAC DPH and CDPH

- Rockport opened the first COVID-19 Recovery Center (CRC) on April 09, 2020*

- Currently three Rockport buildings have a CRC designation
  - Los Angeles County
    - Country Villa East, 99 beds (CRC designation on 4/28/20)
    - Country Villa Pavilion, 59 beds (CRC designation on 4/28/20)
    - Country Villa South, 87 beds*

The COVID-19 Recovery Center (CRC)

- Temporary

- 24/7 Respiratory Therapy

- Rehabilitation Therapy
  - Gym open (with restrictions)

- Reinforced staffing levels
  - Increased compensation
  - Closer monitoring of Residents for acute decompensation
  - Higher RN ratio
  - Full-time Infection Preventionist (CDC training)

- Ambulance and EMTs on-site 24/7

- Social Services staff specializing in relocation stress syndrome

- COVID-19 experienced staff

- Telehealth
  - Continuity of care
  - Specialty consults

- Alternate methods for Residents to maintain contact with families/loved ones and 'home' facility

Lessons Learned and Best Practices

- **Post- Discharge Chart Reviews**
  - Dialysis Residents
  - Early onset symptoms

- **Robust discharge planning**

- **Relationships with sister facilities**

- **Resident morale**

- **In-house Respiratory Therapy**

- **COVID-19 Response Team**

- **Daily Reporting**
  - Data collection
  - Informed resource allocation

- **Telehealth**

- **Weekly 'All Facilities Call' with Q&A**

- **Procurement Officer assigned to PPE**

- **Enhanced Environmental Services**
  - High touch surfaces cleaned every hour
  - Overtime authorized for daily cleaning at the end of shifts
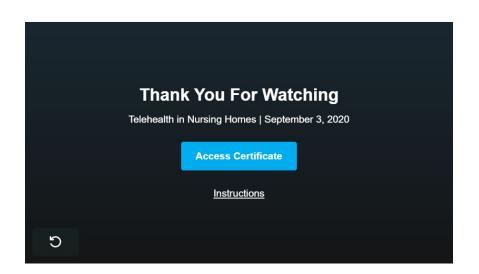 - Deep cleaning provided by vendor

Using the CMS-CDC Nursing Home COVID-19 Training Series

Access your Certificate of Participation by clicking the blue **Access Certificate** button at the very end of this training. It may take a full minute for the screen to appear. **Thank you for your patience.**

- Visit https://qioprogram.org/cms-cdcfundamentals-covid-19-prevention-nursing-home-management to view other videos at a time that works for you.

- Bookmark www.nursinghometrainings.org in your web browser to print or save your Certificates of Participation and check your progress.

- Need help getting your Certificate? Click Instructions below the **Access Certificate** button on your screen or go here: http://qioprogram.org/cms-cdc-covid-19-training