Transparency: Resident and Family Notification, Department of Health and Other Notifications

4:00 – 5:00 PM ET

August 13, 2020

Introduction and Welcome

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Meet Your Speakers

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Objectives

During this webinar, participants will:

- Learn updated guidance and policies regarding transparency during the COVID-19 public health emergency

- Learn more about best practices to implement a comprehensive and actionable communication plan

- Glean insight from a family member of a nursing home resident

- Learn strategies to provide compassionate care and communication during the COVID-19 pandemic

Federal Guidance and Policies Regarding Transparency

Requires accurate data collection and reporting to residents, their representatives and families, in addition to the local, state and federal levels

- Data collection and reporting to the Centers for Disease Control and Prevention's (CDC's) National Healthcare Safety Network (NHSN) for viewing by facilities, stakeholders and public

https://www.cms.gov/medicareprovider-enrollment-and-certificationsurveycertificationgeninfopolicy-and-memos-states-and/interim-final-rule-updating-requirements-notification-confirmed-and-suspected-covid-19-cases-among

Federal Guidance and Policies Regarding Transparency

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-16
Baltimore, Maryland 21244-1850

Center for Clinical Standards and Quality/Quality, Safety & Oversight Group

Ref: QSO-20-29-NH

DATE: May 6, 2020

TO: State Survey Agency Directors

FROM: Director
Quality, Safety & Oversight Group

SUBJECT: Interim Final Rule Updating Requirements for Notification of Confirmed and Suspected COVID-19 Cases Among Residents and Staff in Nursing Homes

- **COVID-19 Reporting Requirements**: CMS is requiring nursing homes to report COVID-19 facility data to the Centers for Disease Control and Prevention (CDC) and to residents, their representatives, and families of residents in facilities.
- **Transparency:** CMS will begin posting data from the CDC National Healthcare Safety Network (NHSN) for viewing by facilities, stakeholders, or the general public. The COVID-19 public use file will be available on https://data.cms.gov/.

Reporting Requirements: Notifying Residents, Resident Representatives and Families

Report COVID-19 status within the nursing home by 5 p.m. of the next calendar day following the occurrence of either:

- A single, confirmed COVID-19 infection among residents or staff

- Three or more residents or staff with new onset of respiratory symptoms consistent with COVID-19 infections in a 72-hour period (symptom clusters)

https://www.cms.gov/files/document/qso-20-29-nh.pdf

Weekly Cumulative Updates

- Nursing homes are required to provide weekly cumulative updates to residents, resident representatives and families.

- If new cases or symptom clusters are identified more frequently than weekly, nursing homes will not be required to make additional "cumulative weekly update" notifications, as each notification related to new cases and clusters must include cumulative updates.

- If a week has passed since identification of the last new case or symptom cluster and notification, nursing homes must provide a weekly update to residents, resident representatives and families.

https://www.cms.gov/files/document/qso-20-29-nh.pdf

Notification Guidelines

- Do not include any personally identifiable information.

- Include information on mitigating actions implemented to prevent or reduce the risk of transmission, including if normal operations of the facility will be altered.

- Include cumulative updates on COVID-19 cases and clusters of respiratory symptoms by at least weekly or by 5 p.m. the next calendar day following the subsequent occurrence.

  https://www.cms.gov/files/document/qso-20-29-nh.pdf

Notification Guidelines, cont.

- When surveying for compliance with this requirement, surveyors will interview residents and resident representatives to determine timely notifications.

- Nursing homes are expected to make reasonable efforts to make it easy for residents, resident representatives and families to obtain the information nursing homes are required to provide.

    https://www.cms.gov/files/document/qso-20-29-nh.pdf

How to Meet Requirements

- Facilities should use group email lists, website postings, paper notification and/or recorded telephone messages.

- Facilities are not expected to make individual telephone calls to each resident's family or responsible party to inform them that a resident in the facility has laboratory-confirmed COVID-19.

- The Centers for Medicare & Medicaid Services (CMS) expects facilities to take reasonable efforts to make it easy for residents, their representatives and families to obtain the information facilities are required to provide.

https://www.cms.gov/files/document/qso-20-29-nh.pdf

Transparency During the COVID-19 Public Health Emergency

Relationship between:

- Transparency
- Accountability
- Quality of nursing home care

Transparency mechanisms:

- Nursing Home Compare
- Nursing Home Quality Initiative (NHQI)

Challenges Emerging from Constant Stream of Information

- Ongoing media coverage

- County, state and federal updates

- Family and community updates on evolving situation at the nursing home

Comprehensive Communication Plan

Guides communication with:

- Staff, and local, state and federal government

- Residents and families

- Long-term care ombudsman

- Media

- Other health care entities:

  - Local hospitals

  - Emergency medical services

  - Other long-term care and residential facilities

  - Relevant community organizations including those involved with disaster preparedness

COVID-19 Preparedness Checklist

- Refer to the "Facility Communications" section of the CDC's [Coronavirus Disease 2019 (COVID-19) Preparedness Checklist for Nursing Homes and other Long-Term Care Settings](#)

- Refer to other state-specific guidance

- [Toolkit on State Actions to Mitigate COVID-19 Prevalence in Nursing Homes](#) (July 2020 Version 6)

https://www.cdc.gov/coronavirus/2019-ncov/downloads/novel-coronavirus-2019-Nursing-Homes-Preparedness-Checklist_3_13.pdf

Communication Strategies

- Stay as positive as possible

- Offer options as possible

- Use scripting and conversation guides

  - Optimistic-Care: https://www.optimistic-care.org/probari/covid-19-resources/

  - ACHA/NCAL Template for Notification to Residents, Representatives and Family Members

- Please see Resource Document: https://qioprogram.org/nursing-home-trainings

Resident-Centered Care During COVID-19

- ## Keep residents informed / Town Hall Meetings

    - Use in-house television system to broadcast

- ## Know your residents – What Matters Most?

    - Age-Friendly Health Systems: Guide to Using the 4Ms in the Care of Older Adults http://www.ihi.org/Engage/Initiatives/Age-Friendly-Health-Systems/Documents/IHIAgeFriendlyHealthSystems_GuidetoUsing4MsCare.pdf

        - What Matters, Medication, Mentation, Mobility

    - MY STORY – Anne Arundel County https://www.aacounty.org/services-and-programs/my-story

        - Download form and instructional guide

Communication Tips

- ## Prevent PPE from depersonalizing care
  - Explain its use to the resident; hazmat suits can be scary.
  - It's difficult to read emotions and expressions.
  - PPE can make us unrecognizable – faceless robots.
    - Attach photo/headshot to gown

- ## Tips for communicating while wearing a mask
  - Masks muffle voices. Don't shout, take your time speaking.
  - Ask follow-up questions; use the teach-back method.
  - Be mindful of the environment and distracting noises.
  - Learn sign language and use interpreters for residents who are unable to read lips.

Sharing A Story

A family member of a nursing home resident shares her experience:
Lisa Sullivan

Family-Centered Care During COVID

- Support meaningful connections to minimize feelings of isolation

- Phone, video calls, automated voice and text broadcasting systems

- Virtual Family Town Hall Meetings / Electronic Newsletters

- Reopening/Visitation Considerations

Infection Prevention Teaching

- Hand Hygiene in Healthcare Settings https://www.cdc.gov/handhygiene/
- How to Safely Put On and Take Off Personal Protective Equipment (available in other languages) https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html

Demonstration of Donning (Putting On) Personal Protective Equipment (PPE)

Family Communication

- Support meaningful connections to minimize feelings of isolation

- Mitigation strategies to communication barriers during physical distancing
  - Family Communication System Protocol
  - Person-Centered Guidelines for Preserving Family Presence in Challenging Times
  - Family-Centered Care During the COVID-19 Era

Social Isolation & Loneliness

- Physical distancing vs. social distancing

- October is Resident's Rights Month – theme: Connection Matters https://theconsumervoice.org/events/2020-residents-rights-month

- The Friendship Line: 800-971-0016*

    - Institute on Aging in San Francisco offers this national 24-hour support for lonely, isolated, depressed, frail and/or suicidal seniors

        *Not endorsed by CMS

Social Isolation in the News…

- "Wife takes dishwashing job at nursing home to visit husband with Alzheimer's"
  - Mary Daniel finally reunited with her husband after 114 days of separation https://www.foxnews.com/us/wife-dishwashing-job-nursing-home-alzheimers-husband

- "Creative device bringing families together at senior facility in The Woodlands"
  - Affectionately called a 'hugging booth', Steve and Amber Crenshaw came up with the idea https://www.click2houston.com/news/local/2020/07/31/creative-device-bringing-families-together-at-senior-facility-in-spring/

Social Isolation, Cont.

- "There's No Cure for Covid-19 Loneliness, but Robots Can Help"
  - It's hard to replace human contact. But during a pandemic, robots can help patients fight off feelings of isolation and despair. https://www.wired.com/story/covid-19-robot-companions/

Social Support Resources

- Pandemics can be stressful
  - CDC Coping with Stress https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html

- Eldercare Locator https://eldercare.acl.gov/Public/Index.aspx or 800-677-1116
  - A public service of the U.S Administration on Aging to connect you to services for older adults and their families

- 2-1-1 https://www.211.org/pages/about
  - 211 is the most comprehensive source of social services information in the U.S. and Canada

For Residents with Dementia

- Considerations for Memory Care Units in Long-Term Care Facilities during COVID-19 https://www.cdc.gov/coronavirus/2019-ncov/hcp/memory-care.html

- National Partnership – Dementia Care Resources https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/National-Partnership-Dementia-Care-Resources
  - Encouraging Comfort Care: A Guide for Families of People Living with Dementia Living in Care Facilities
  - Managing Challenging Behaviors

Serious Illness Conversations

Shared Decision-Making

- Address goals of care and treatment decisions with resident and/or their representative

Resources

- VitalTalk Tips App
- The Conversation Project
- Coronavirus Disease 2019 (COVID-19) Shared Decision-Making Tool
- COVID-19 Conversation Guide for Long-Term Care
- Advance Care Planning During COVID-19 Toolkit
- Respecting Choices® Person-Centered Care
- PREPARE for your care™
- CAPC COVID-19 Response Resources Hub

Advance Care Planning

The Decision Guide
http://www.decisionguide.org

GO TO THE HOSPITAL OR STAY HERE?

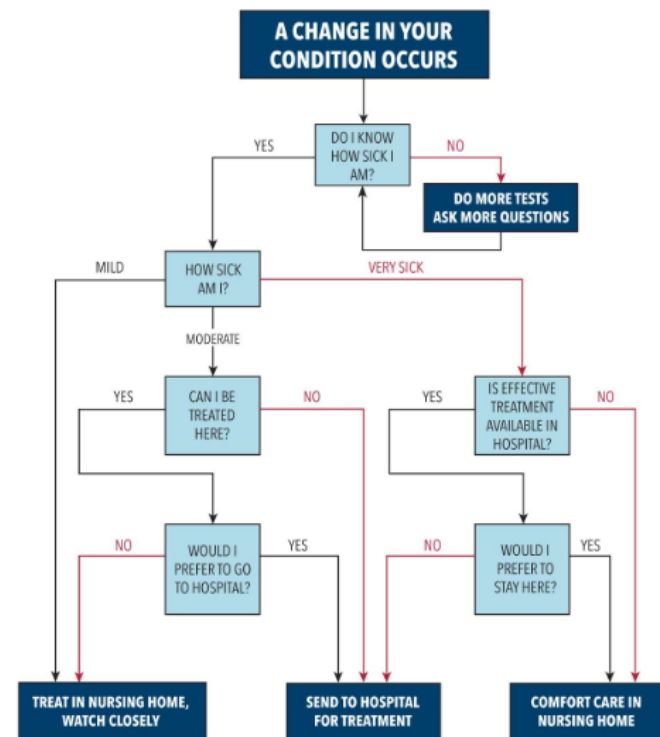A Decision Guide for Residents, Families, Friends and Caregivers

LOOK INSIDE

Welcome to The Decision Guide Website from Dr. Ruth Tappen, Leader of the Team that developed The Guide.

Decision Tree

GO TO THE HOSPITAL OR STAY HERE?

CMS Learning Opportunities

- For details: https://tmfnetworks.org/ – Coronavirus Updates – Upcoming Webinars/Teleconferences

- CMS COVID-19 Office Hours Calls

- CMS COVID-19 Care Site-Specific Calls
    - **Nursing Homes**
    - Home Health and Hospice
    - Dialysis Organizations
    - Nurses

- Lessons from the Front Lines: COVID-19

- CMS COVID-19 Stakeholder Calls – Podcasts and Transcripts: https://www.cms.gov/Outreach-and-Education/Outreach/OpenDoorForums/PodcastAndTranscripts

More Learning Opportunities

- Institute for Healthcare Improvement COVID-19 Rapid Response Network for Nursing Homes: https://my.ihi.org/materials/covid19-nursinghomes.aspx
  - Week 14 – Supporting Persons with Dementia
  - Week 13 – Equity, Racial and Ethnic Disparities

- Long-term Care Community Coalition: https://nursinghome411.org/coronavirus/

TMFNetworks.org

Nursing Home and Skilled Nursing Facility Network webpage

https://tmfnetworks.org/Networks/Nursing-Homes-Skilled-Nursing-Facilities

TMF Networks' COVID-19 Resources Webpage

tmfnetworks.org/COVID-19

https://tmfnetworks.org/Home/HIDDEN/Coronavirus-COVID-19-Updates-and-Resources/itg/ARNHCOVID1

Locate Your QIN-QIO

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

Patients & Families   Health Care Providers   Campaigns & Initiatives   Locate Your QIO

Locate Your QIO

Beneficiary and Family Centered Care (BFCC)-QIOs

People with Medicare and their representatives who have a complaint or quality of care concern can get help from their Beneficiary and Family Centered Care (BFCC)-QIO (BFCC-QIO). BFCC-QIOs manage all complaints and quality of care reviews, EMTALA and other types of case review for people with Medicare and their representatives. Use the dropdown below to find the BFCC-QIO for your area.

Quality Innovation Network (QIN)-QIOs

Quality Innovation Network (QIN)-QIOs are responsible for working with health care providers and the community on data-driven projects to improve patient safety, reduce harm and improve clinical care at the local level. If you are a health care provider, stakeholder or partner interested in learning more about these projects, **use the dropdown below to find the QIN-QIO for your area**.

https://qioprogram.org/locate-your-qio

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Key Takeaways

- Be timely with resident and family notifications and reporting data

- Develop, implement and evaluate your communication plan

- Stay current with updates

- Implement both best practice and innovative interventions for effective communication and care

For More Information

For more information,

Please Contact TMF at

nhnetwork@tmf.org

Open Discussion and Questions

New! Pre-Recorded Training Sessions

The First Pre-Recorded Nursing Home Training

Session "Cohorting Strategies" will be available

on Thursday, August 20, 2020

4:00 pm ET on the QIO Program Website

https://qioprogram.org/nursing-home-trainings

Sign up to attend the live Q&A Session on August 27th from 4-5pm ET

Registration Required:

https://zoom.us/webinar/register/WN_w16sb6o8TBa-PR7oAFNg2g

Thank You

Your opinion is valuable to us. Please take a moment to complete the post event assessment here:

https://www.surveymonkey.com/r/08_13_20

We will use the information you provide to improve future events.