Creating a COVID-19 Recovery Center

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Introduction and Welcome

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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.

- Bookmark [www.nursinghometrainings.org](http://www.nursinghometrainings.org) in your web browser to print or save your Certificates of Participation and check your progress.
THANK YOU