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

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

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/](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)

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.

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.

• 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.

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.

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)

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?
    • What Matters, Medication, Mentation, Mobility
  • MY STORY – Anne Arundel County [https://www.aacounty.org/services-and-programs/my-story](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.
A family member of a nursing home resident shares her experience: 
Lisa Sullivan
• 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/](https://www.cdc.gov/handhygiene/)
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](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”

• “Creative device bringing families together at senior facility in The Woodlands”
“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.
  
Social Support Resources

• Pandemics can be stressful

• Eldercare Locator
  [https://eldercare.acl.gov/Public/Index.aspx](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](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

• 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

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

  • Week 14 – Supporting Persons with Dementia
  • Week 13 – Equity, Racial and Ethnic Disparities

• Long-term Care Community Coalition: https://nursinghome411.org/coronavirus/
Nursing Home and Skilled Nursing Facility Network webpage

Conducting Long-Term Care in Nursing Homes and Skilled Nursing Facilities

The TMF Quality Innovation Network is recruiting nursing homes and skilled nursing facilities in Arkansas, Mississippi, Nebraska, Puerto Rico, Texas and the U.S. Virgin Islands to improve performance on initiatives as defined by the Centers for Medicare & Medicaid Services:

- Improve medication safety and the use of opioid medications.
- Prevent infections and improve antibiotic stewardship programs.
- Improve resident mobility and function to help prevent falls and pressure ulcers/injuries.
- Improve early recognition of change in resident’s condition to reduce emergency department visits and hospital admissions or readmissions.

https://tmfnetworks.org/Networks/Nursing-Homes-Skilled-Nursing-Facilities
Additional Resources for Nursing Home and Long-term Care Facilities

How to Handrub? How to Handwash?

The World Health Organization provides this graphic tool to add value to any hand hygiene improvement strategy.

Your Five Moments for Hand Hygiene

Download and share this handout from the World Health Organization that shows when it is important to wash your hands when caring for a patient or resident.

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

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

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.
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, 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.