0:06

Good afternoon everyone and welcome to the Qsource QIO office hours COVID-19 Infection Control Binder Overview. My name is Tammy Geltmaker Program Director for Qsource.

0:20

Our agenda today includes opening remarks, housekeeping, presentation, Q&A and closing remarks.

0:32

As you may know, Qsource is the Quality Innovation Network-Quality Improvement Organization (or QIN-QIO) for Indiana. We convene, teach and inform health care providers, we engage and Empower patients and inspire the entire healthcare continuum by sharing knowledge and spreading best practices.

0:56

Thank you for taking time to join us. We appreciate all you do to improve quality and achieve better outcomes and health and health care at lower costs for the patients and communities we serve.

1:12

Next slide.

1:15

Today's office hour is one of 11 total that we are hosting during the months of April and May. Each office hour is made available for on-demand learning to share with your peers. Today's presentation will be made available as well. Before we begin, I want to run through a few housekeeping items.

1:39

We have the phone lines needed at this time. We will not be opening the phone lines on today's webinar. However, we do have the question chat feature. The question chat box is located on the right side of your screen. Teresa Hostettler will be monitoring the chat feature as we move through the presentation today. So if you have a question or comment you can post it in chat. We will respond to you either in chat or on the call.

2:08

Please monitor the chat function frequently for information or questions from the moderator.

2:15

Next slide. It is my pleasure to introduce today's speaker Kara Dawson. Ms. Dawson is a registered nurse with over 25 years of nursing experience. She started her career as a certified nursing assistant before pursuing her bachelor's degree in nursing. She has both acute and post-acute care experience. During her acute care experience

2:43

she worked in various areas of the hospital including the Dialysis Unit, Critical Care, Neonatal Intensive Care Unit, Labor and Delivery, and postpartum. She entered the long-term care setting where she fell in love with the residents and their families and she remained in this setting for over 20 years. During her time in long-term care she worked as a staff nurse, unit manager, facility educator and scheduler, MDS coordinator in which she still maintains the certification,

3:18

and director of nursing. She is currently working for the Qsource Quality Improvement Organization for the state of Indiana, as well as pursuing her master's degree in health care administration, with a focus on leadership pathway.

3:34

Without further ado, we will turn it over to our speaker, Ms. Dawson.
3:43
Thank you Tammy. And thank you to everyone who joined us today. The objectives for today's webinar include an overview of the COVID-19 infection control binder and each of the tabs that contain a review of the resources and the items that should be included in each of these sections and setting up your facility binder. Qsource collaborated with and is putting together.
4:13
an infection control binder that is full of resources and tools that we hope are beneficial in ensuring that your facility is in complete compliance.
4:24
Before we begin let's start with a polling question. We would like to know does your facility already have a COVID-19 infection control binder?
4:36
We will give you a few moments to respond. And please don't forget to hit the submit button so that your response will be recorded.
4:45
Teresa, I will have you read the responses once the poll closes.
5:11
Kara, the responses are in. We have yes at 94% and 60% of I'm not sure.
5:27
Okay. Thank you Teresa for that. For those of you who don't know if you already have a binder, Qsource is here to assist you in putting a binder together for your facility. And for those of you who already have one,
5:44
I hope that this webinar will be a chance for you to see if there are things that you may want to add and/or update in your current binder that you have at your facility. The resources that we discussed are available electronically and we can email those to you so that you can get them added to your binder quickly.
6:10
Should be good. Let's review just the tabs that are included in the infection control binder.
6:19
The first tab is planning a committee team, team leaders contact information. This time would include the local and State Health departments as well as your long-term care Trade Association, checklist, facility self-assessment, written preparedness plan and policy, new guidelines, surveillance tool, isolation protocols,
6:48
transferring resident, environmental, identification and management of ill resident, postpartum post-mortem care, excuse me, visitor management, education and training, resident and family resources, and additional resources.
7:09
The tabs that we included in the binder were taken from the CDC preparedness checklist to ensure that facilities were prepared in the event that they were selected for a focus survey. Many of the tabs, as we will discuss in the upcoming slides, will include your facility specific policies and procedures.
7:36

The first tab is the planning committee and or team tab and this tab should include the list and names and contact information such as an email address for each of the team members. This team should be multidisciplinary and includes members such as your facility administrator, your medical director, or director of nursing, infection control.
8:06
Occupational Health, educator, maintenance, housekeeping, dietary, Pharmacy consultant, therapy, transportation, purchasing agent, and facility staff.
8:26
Other team members you may want to consider, social services and your clergy. This team or committee should be focused on addressing COVID-19 prevention and control issues within your facility.
8:48
The next tab is for the team leaders contact information. This is the individual in your facility that is leading at the planning and communication effort and relation to COVID-19.
9:02
I mean the facility's COVID-19 response coordinator or team leader is the one who will contact local or regional planning groups to obtain information on coordinating the facilities plan with other COVID-19 plan and is the person authorized to implement the plan and the organizational structure that will be used.
9:32
There may be several individuals that your facility will identify as authorized to implement the plan
9:39
and or organizational structure that will be used for that plan. But just ensure that it is clear to your staff at your facility who the team leader is for the committee and that there is contact information for them.
9:55
This tab should also include the contact name, phone number, and or email address for the following individual, your local Health Department, your State Health Department, and your long-term care Trade Association.
10:16
The checklist tab includes the CDC preparedness checklist and the CDC checklist for optimizing the supply of n95 respirators. You can also put the self-assessment checklist under this tab as well.
10:34
The CDC preparedness checklist is a very good resource and guide to use when performing a check and balance to ensure that your facility has instituted every element needed for a complete COVID-19 plan.
10:51
This guide is essential in making sure that you have all requirements including your facility policy and procedures to make sure they are in total compliance.
11:09
We have made the facility self-assessment tab separate and it includes the infection prevention assessment tool. You can have the EMResource navigation guide here, or you can place it under the surveillance tab, which we will discuss later in the presentation. The facility infection

prevention assessment tool is again a way to put your finger on the pulse to assess where your facility is currently.
11:38
And to identify where there may be gaps or breaks in your system that need to be addressed.
11:46
These gaps or breaks can be discussed with a COVID-19 team you identified and interventions and systems can be initiated in a more timely and rapid fashion. This assessment can be completed on an annual basis to ensure that your infection program continues to remain on track.
12:06
This tab should also have the facility assessment or checklist for the focused survey. This assessment is fantastic guide and making sure that you are aware of all aspects of a focus survey and your facility is ready with no surprises should you be chosen.
12:27
The written preparedness plan and policies tab should contain all of your written policies and procedures. This would include your facility specific for policies such as your COVID-19 policy infection control policies,
12:50
your sick leave policies that are COVID-19 specific. These policies may look a little different than your general sick leave policy and a contingency staffing plan. This plan is essential in the event that one or more of the leaders in your building are confirmed or suspected to have COVID-19, what and or who will step into that role to ensure that systems and policies are being adhered to. Remember when reviewing your policy you can ensure that they are
13:27
complete and contain all needed information by following the CDC preparedness checklist as a guide. Qsource is here to assist and reviewing your facilities policies and procedures to ensure that all required elements are present and we can also provide any needed resources for those elements that are found to be missing.
13:55
The new guidelines tab includes all the new guidelines and waivers that have been released. These include things such as your COVID-19 focus survey for nursing homes, including the guideline communal dining guideline.
14:13
CPR guidelines during COVID-19 pandemic, your personal care attendant position and training guideline.
14:24
We have also included the personal care attendant cards, the course outline spreadsheets that you will need, and the simulation check off sheet, long-term care transfer form from hospital to nursing home COVID-19 redcap reporting,
14:46
facility case reporting, relocation of long-term care facility resident, survey activity and those modification and your volunteering. Also included in this tab is the most recent memo regarding NHSN COVID-19 reporting for a long-term care facility. Qsource keeps this tab up to date and again can provide you with the electronic copies of any of these items. Remember that many of these waivers are temporary and will be taken away once the pandemic is behind us.
15:34

First the surveillance tools tab houses any and all surveillance and or monitoring tools that your facility may be using. Some of the tools include the health care personnel surveillance record, healthcare personnel screening forms, and return to work form. This is a resource for screening your staff member and also there's information on when a staff member

16:03

return to work, when they've been coached, have a laboratory COVID-19 positive test or if they were just affected with COVID-19. EMResource navigation guide as I had mentioned before can be housed under this tab. This provides guidance for each facility on how to enroll and input their data.

16:28

Each facility should be utilizing the site to make sure that you're supporting your current PPE. We also have as a resource of video instruction always for the EMResource should you want to have that as well.

16:48

It also includes a long-term care respiratory surveillance line list. This resource includes the instructions on what and who you should be putting on the surveillance tool and it includes a clean copy of the tracking tool that you can print and utilize.

17:05

And we do have just as a resource of facility map that each facility would want to include their own specific facility map and this map should be used to track any COVID-19 infection throughout your facility and will help to identify unit maybe having an outbreak.

17:25

Again, all surveillance and monitoring tools that your facility is the using should be housed under this tab. I would recommend that you have a working binder for all of your surveillance tools that you are doing, that you are completing, including your facility map and then leave a clean master copy in this master COVID-19 infection control binder.

17:56

The next tab is for isolation protocols. In this tab we have included resources for your facility such as isolation sign and we have those both in English and Spanish that we can send to you electronically.

18:15

As well as you would put your facility specific policies and procedures for airborne isolation, contact isolation, standard isolation policy, and your transmission based precautions.

18:36

The transferring residents tab has all the guidance information and even form that you should use when transferring a resident or when a resident is transferring to your facility. Some of the resources that are available in this tab include the update for transferring a residence during COVID-19. This guidance is on accepting new residents into your facility of COVID-19 positive residents and COVID-19.

19:06

So that we've included the hospital hand off to nursing home communication form as well as a hospital transfer cover sheet.

19:16

There is a long-term care transfer guidance for hospital discharge to long-term care again. This gives guidance on residents discharging from the hospital to the long-term care facilities and assist in categorizing these residents and provides guides on what they need and or what the

facility needs to have for each of the three categories before transfer things such as do they need to have a COVID-19 test before they can be transferred.

19:46

It also includes interfacility transfer forms and instructional sheet, nursing home accepting transfers from hospital for COVID-19 and post-acute to transfer communication. For there will be several different versions of transfer communication forms that we can offer.

20:11

It's just important that whichever transfer communication form that your facility is utilizing that you put under this tab.

20:25

The next tab is for identification and management of ill resident. We have included as resources for your facility clinical needs.

20:36

Check with the COVID symptoms treatment, which is a symptom management support by the provider. Check with infection control severe acute respiratory syndrome recommendation for those residents with COVID-19 or suspected COVID-19.

20:56

And the long-term care respiratory surveillance line, again includes the instructions for how you should utilize this for and the correct way to monitor.

21:14

The environmental tab had lots of resources on appropriate disinfectant for COVID-19. It gives a very extensive list.

21:25

It also has a spreadsheet that your facility can utilize that will identify what specific cleaning agent your facility is using, where they're located, and if there's any instructions that the staff needs to know for dilution or before the disinfectant. It also has an environmental services cleaning guide and the environmental infection control type.

22:03

Anything that your facility is doing with post-mortem care as it relates to COVID-19 should be underneath this tab. We have included COVID-19 guidance for post-mortem care from the CDC. However, you should also have your facility specific post mortem care policy and procedure in this tab as well. You may be able to utilize your general policy for post mortem

22:33

care that should have an addendum or specific policy for handling those residents that may die in your facility that were either suspected or laboratory confirmed COVID-19 positive. We have provided under this tab and can provide you as a sample of a policy that you can edit to make it facility-specific.

23:04

Visitor management is next and this tab should include the sign that your facility has posted. We have some of these signs and posters that we can send to you electronically if you need additional signage.

23:21

That was sent to your facility residents and family and the voluntary leave of absence waiver that outlines the rules if a resident or a resident family should choose to take the resident out of the facility during this time. It gives specific guidelines. If a facility is obligated to allow the

residents to come back into the facility again, Qsource does have the visitor poster. We have the form letter that we can send to.

23:51

you electronically if you need additional ones to send out to residents and family.

24:02

The Education and Training tab is just that you should put all the Education and Training completed under this tab. Resources that we can provide includes a cover your cough poster, hand-washing posters, as well as a crosswalk distinguishing between the flu COVID-19 and allergy. There are also in-service presentations

24:33

including PowerPoint slides and pre and post-test that we can provide to your facility. There is instructions and examples of the correct sequence for donning and doffing of PPE as well as many on demand and podcasts that are available to you and your staff on the Qsource website, web page at resourcehub.exchange. Qsource is here to assist in doing virtual infection.

25:02

control and or COVID-19 specific and services for your facility as well.

25:11

The resident and family Resources tab should include any education or training that you're providing to your residents and family. Some of the resources that we have included under the tab are the cover your cough poster, hand-washing poster, how they can assist in preventing the spread of COVID-19 if they are sick,

25:41

and an educational handout reviewing an overall infection prevention for resident. Additional resources, again that your facility is utilizing for patient and family education can and should be placed in the stack.

26:00

The final tab is the additional resources tab and it houses all the all additional resources that didn't fit under any other tab that we thought would be important resources for your facility things such as Advanced Care planning. There is a video link that your facility can utilize for Advanced Care planning during COVID-19. And there is also an advanced care planning resource for Faith leaders.

26:30

Sometimes clergy in your facility find very useful. We also put another information sheet on distinguishing the difference between COVID-19 and healthcare professionals frequently asked questions in regards to COVID-19,

26:51

and the link and information for the ISDH toolkit.

26:58

We've also included in this path an OSHA bloodborne pathogens standard guideline.

27:09

In summary, Qsource can provide you the resources and guidance and helping you put together a complete up-to-date and organized infections COVID-19 control binder. The tabs

27:24

to the binder follow the CDC preparedness checklist to ensure that all needed elements are included. Remember that all the resources and trainings can be sent to you electronically so that

you can have immediate access to them. We continue to update and add to the resources in the binder on an ongoing basis.
27:47
Please don't hesitate to reach out to us if you are interested in putting together a binder for your facility, or if you need additional resources for your visor. Thank you.
28:05
We will now take any questions that you may have. Please turn your attention to the question chat box located on the right side of your screen. Teresa, do we have any questions submitted?
28:24
How do you communicate an update has been made with the CDC regarding long-term care transfer guidelines and assessment forms.
28:42
We can we try to send out an update and put those on our website as they can so that people know that there's updates and I know that your trade associations are also doing that as well on a daily basis.
28:59
So as those come up we try to send those out to the facilities, put them on our website, and also look at for those updates on your ISDH website as well as your trade associations.
29:22
There are no. If I may add that the infection control binder will be located on our website. So we will be updating on that website and you can refer to that website for any updates.
29:45
Thank you Kara. Teresa, do I understand that there are no additional questions at this time? We have "it's my first day here. I have not seen this binder. Can you tell me how to get this binder?"
30:05
I will answer that in the links provided.
30:09
Yeah, you can contact us here at Qsource, and Teresa will put that in the link and we'll be happy to assist you in putting a binder together for your facility.
30:26
Thank you Kara and just a reminder once again for those on the phone, if you have any questions or comments, please feel welcome to submit those in the chat and question feature will be sure to respond.
30:45
Okay. Well a big thank you to our speaker Ms. Dawson and all of our participants for joining the call today. The Qsource staff is here to help you. Please contact us if you have questions about what you've heard today, or if you need technical assistance with your improvement initiative. As you can see on the screen, we do have one final polling question. What additional resources do you need most right now?
31:14
Please select your top three.
31:17
We will give you just a few seconds to take this poll. And don't forget to please hit the submit button once you have chosen your top three.
31:53
The polling questions are now in. Thank you Teresa.

31:58
Yes, the infection control education training is that 77%, activities ideas for residents during COVID-19 and surveillance tools for NHSN enrollment are both at 54%, and resident transfer resources are at 38 %.

32:24
Thank you Teresa for sharing those results and thank you all on the phone for participating. Before we move on Teresa, do we have any other questions or comments in the chat box?

32:36
We do not at this time.

32:39
Thank you. Well in addition to the office hours calls we also have another resource for you, our QTip podcast for nursing home. Each podcast has great tips for your organization to use during this time. We will feature two new episodes each week and each podcast will be approximately 5 to 10 minutes in duration.

33:04
Next slide. Also remember to visit our resourcehub.exchange. This is our online warehouse of tools, resources, podcast and webinars. All items are available to users for free, but some do require a registration to access.

33:27
Simply create an account and you'll have access to more than 1,000 downloadable tools and resources along with hundreds of on-demand learning opportunities.

33:37
Simply type resourcehub.exchange into your browser to get started. Additionally, we've also developed a new resource to help you with conducting virtual meeting whether online or by phone. This resource includes software options, how to plan a meeting, how to conduct a meeting, rules and etiquette, and conference call Bingo. You can find it on resourcehub.exchange.

34:06
Next slide. We want to hear stories of nursing home heroes, whether a staff member or family member or resident share with us the stories of those making a difference during this pandemic from making masks,

34:23
 or social distancing Bingo, or even virtual family meeting, tell us how the everyday heroes are impacting you, your residents and the care provided. We will then compile them and share them on social media, blogs, and enews to inspire and encourage others during this difficult time. To share your story,

34:46
please email them to Mitzi Daffron at mdaffron@qsource.org. Please take a few moments to complete the post-event survey. The link is available for you in the chat as well as a pop up as you close the webinar. Please copy and paste that link into your web browser. Your feedback is very valuable to us and it will help us shape the future virtual learning and action event. If you miss the opportunity, please note that you will receive the link via email later this afternoon.
35:25Once again, thank you all for joining us and have a great afternoon.