Transfer and Admissions:
Keys to Building a Strong Hospital-Nursing Home Partnership
Tuesday, May 19, 2020
11:00 a.m. EST

Today’s Moderator:
Bob Asztalos
Chief Lobbyist/Emergency Response Coordinator
You can minimize your control panel using this arrow icon.

To maintain sound quality, we encourage use of the computer speakers instead of the regular phone line.

You can type your questions here for the organizer/presenters.

Attendees are MUTED.

Please use the question box to send in your questions.

Technical problems? Call FHCA at (850) 224-3907

Handouts are available on the FHCA website and a recording of the webinar will be posted soon.

Access via this link:
https://www.fhca.org/events/COVID19_Containment_Webinar_Series

Thank you healthcare workers.
We’re proud to work with you, today and always.
Today's Speakers

Secretary Mary Mayhew
Agency for Health Care Administration

Rob Greene
Palm Garden Healthcare

Crystal Stickle
Florida Hospital Association

Martha DeCastro
Florida Hospital Association

Objectives

1. Outline the Agency's Emergency Rule 59AER20-1, Hospital Screening Requirements for Long Term Care Facility Residents
2. Discuss benefits of strong hospital – nursing home partnerships during and after the public health emergency
3. Discuss the best practices that will foster open and ongoing communication between hospitals and nursing homes
4. Review the transfer and admissions protocols between facilities
LONG-TERM CARE IN FLORIDA

Number of Skilled Nursing Facilities: 698
- Number of Residents: 65,793
Number of Assisted Living Facilities: 3,101
- Number of Residents: 79,039
Number of Other Long-Term Care Facilities: 681
- Number of Residents: 6,892
Total Number of Long-Term Care Facilities: 4,480
- Total Number of Residents: 151,724

COVID IN LONG-TERM CARE
Includes SNF and ALF Facilities

<table>
<thead>
<tr>
<th>COVID Cases in Long Term Care</th>
<th>Residents (%)</th>
<th>Staff (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities with 1 to 5 COVID Cases</td>
<td>1,709</td>
<td>1.18%</td>
</tr>
<tr>
<td>Facilities with 6 to 10 COVID Cases</td>
<td>297</td>
<td>7.82%</td>
</tr>
<tr>
<td>Facilities with 11+ COVID Cases</td>
<td>99</td>
<td>2.61%</td>
</tr>
</tbody>
</table>
SNAPSHOT OF STATE OUTREACH

AHCA, DOH and DEM
PARTICIPATED IN
hundreds of statewide
calls with stakeholder
groups

SENT more
than 100
AHCA
provider
notifications
FLORIDA’S ACTIONS TO PROTECT RESIDENTS IN NURSING HOMES AND ASSISTED LIVING FACILITIES

- REQUIRED comprehensive visitor, staff, vendor screening
- Provided LTC facilities guidance on restricting and screening visitors in early March
- Issued Emergency Order on March 11 requiring comprehensive screenings of both staff and visitors at long-term care facilities — formalized many precautions AHCA already asked residential providers to take

LONG-TERM CARE FACILITY VISITS

AHCA has made more than 1,400 ONSITE VISITS and NEARLY 14,500 CALLS to residential providers statewide since this emergency began

DOH coordinated 120 AMBULATORY ASSESSMENT TEAMS deployed to long-term care facilities, visiting OVER 3,800 FACILITIES to complete needs-assessments

Rapid Emergency Support Teams (REST) have deployed to MORE THAN 200 LONG-TERM CARE FACILITIES to train staff on infection controls and augment clinical patient care

FLORIDA’S ACTIONS TO PROTECT RESIDENTS IN NURSING HOMES AND ASSISTED LIVING FACILITIES (CONTINUED)

- MANDATED universal face mask be worn by all staff and visitors in facilities on March 18
- IMPOSED statewide visitor restriction at all long-term care facilities - Emergency Order was issued on March 18
MARCH 18 FACE MASK NOTICE TO ALL RESIDENTIAL & LONG-TERM CARE FACILITIES

ALL STAFF AND ANYONE ENTERING THE FACILITY MUST WEAR A FACIAL MASK AT ALL TIMES.

MARCH 18 HOSPITAL AND PHYSICIAN COVID-19 TESTING CRITERIA FOR THE ELDERLY AND MEDICALLY FRAIL

• ISSUED emergency rule mandating hospital testing prior to discharge to long-term care facility

• ESTABLISHED transfer protocol to encourage early identification of individuals requiring isolation & clinical monitoring

PROTECTING HEALTH AND SAFETY OF RESIDENTS AND STAFF
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- **ESTABLISHED** COVID-dedicated nursing homes
  - First of its kind in Florida—Dolphin Pointe in Jacksonville
  - THREE ADDITIONAL SITES are active

ENSURING EVERY FLEXIBILITY IS AVAILABLE TO FRONT LINE PROVIDERS

- **APPROVED** program to allow personal care attendants to temporarily perform additional duties.
- **PROVIDED** additional time for Nursing Facilities and Intermediate Care Facilities to pay Quality Assessment Fees.
- **ADVOCATED** for CMS waiver for hospitals to use swing beds with greater flexibility.

PROTECTING HEALTH AND SAFETY OF RESIDENTS AND STAFF

- **MANDATED** access to facilities by DOH for infection control and staff testing
- **NEW** DOH long-term care facility testing plan
NURSING HOME RESIDENT TRANSFER PROTOCOL

• FOLLOW Centers for Disease Control (CDC) Guidance for Response to COVID-19

• TRANSFER Residents with Verified or Suspected COVID-19 if the Facility in Unable to Maintain

If a nursing home has one or more cases of confirmed or suspected COVID-19 involving residents or staff, the nursing home must:

• ISOLATE RESIDENTS WITH KNOWN OR SUSPECTED COVID-19.

• Residents with COVID-19 must be cared for in a dedicated unit or section, entirely separate and distinct from non-COVID-19 residents of the facility with dedicated staff following CDC PPE recommendations for a dedicated unit.

• Increase monitoring of ill residents, including assessment of symptoms, vital signs, oxygen saturation via pulse oximetry, and respiratory exam, to at least 3 times daily.
NURSING HOME RESIDENT TRANSFER PROTOCOL

- All nursing homes must:

- Create a plan for managing new admissions and readmissions whose COVID-19 status is unknown, such as placing the resident in a single person room or in a separate observation area so the resident can be monitored for evidence of COVID-19.

- Actively monitor all residents at least daily for symptoms including fever, cough, shortness of breath and other symptoms as recommended by the CDC guidance.

- Notify the county health department within 12 hours about residents or staff with suspected or confirmed COVID-19.

Secretary Mary C. Mayhew
Agency for Health Care Administration

Robert Greene
President and CEO
Palm Garden Healthcare

Palm Garden is a mission-driven, patient-centered provider of post-acute healthcare services consisting of skilled nursing and rehab centers, outpatient rehab clinics, assisted living and memory care, and home care agencies conveniently located across the state of Florida.
Benefits of Strong Hospital – Nursing Home Partnerships

• Trust and elevated transparency
• Clear understanding of expectations
• Timely information on:
  o Bed availability
  o Surges in COVID 19
  o Surges in elective surgeries

Benefits During COVID-19 Pandemic and Afterwards

Fostering Open, Ongoing Communication Between Acute Care and Post-Acute Providers

• Maintaining a positive line of communication with key decision makers, C-suite leadership communication if available
• Transitional Care Coordinators building open lines of communication with hospital case managers
  o If a referral cannot be accommodated, assist the case manager with other resources when possible
  o The relationship is built on trust and speed on referral acceptance or denial
Fostering Open, Ongoing Communication Between Acute Care and Post-Acute Providers

- Attend calls being held by acute care providers
  - Advent and HCA have open calls to increase communication and awareness
- With social distancing, face to face interactions are minimal
  - Reach out via email or by phone to cultivate the business/social interactions
- This crisis is an opportunity for Acute and Post-acute organizations to redefine the relationship

FHCA/FHA Partnership Objectives

- Prevent the rapid spread of COVID-19 via early risk factor identification.
- Increase infection prevention and control education and adoption of best practices.
- Build and strengthen regional/local relationships between post-acute care providers and hospitals.
SHARE perspective and best practice collaborations between hospitals and nursing homes.

PREVENT and PROMOTE. Prevent adverse clinical outcomes and promote optimal patient and family experience.

ADVANCE implementation of evidence-based standards of care.

NETWORK with regional providers to establish collaborative rapport.

**SPAN THE CONTINUUM OF CARE**

**FHCA/FHA Partnership First Steps**

**Step 1**
- FHA to host statewide webinar with hospitals this week to outline FHCA/FHA partnership goals and objectives.

**Step 2**
- Convene regional webinars that bring nursing homes and hospitals together for dialogue to increase collaboration and communication.
  - Regions will be defined in coordination with CMS Quality Improvement Organization's community coalitions to build upon the goals to strengthen provider relationships along the continuum of care.

**Step 3**
- Share lessons learned from the infection prevention experts.
  - Identify top COVID-19 risk factors in Florida's post-acute care facilities.
  - Develop a post-acute care facility COVID-19 Risk Assessment Tool.

**Step 4**
- Expand lessons learned to the assisted living care continuum.
  - Develop education and appropriate clinical guidance tailored for infection prevention in assisted living facilities.
Cohorting: Steps to Setting Up Your Facility’s COVID-19 Unit
For Nursing Homes
Thursday, May 21, at 11:00 a.m. EST

FHCA COVID-19 Webinar Series
COVID-19 Containment in Nursing Homes and Assisted Living Facilities – Strategies for Success

Thank you again for joining us today!