

## Week 12: Promoting Safe Visitation and Nursing Home Re-opening during COVID-19

<b>Session Information</b>
<p><b>Session Topic: Promoting Safe Visitation and Nursing Home Re-opening during COVID-19</b></p> <p><b>National Expert Presenter(s):</b></p> <ul style="list-style-type: none"> <li>• Roger Schutt, DO</li> <li>• Kristen Lundin, LNHA</li> <li>• Katelyn Vaughn, APRN-BC, DNS-CT, CIC</li> </ul>
<b>COVID-19 Content: Effective Leadership and Communication During COVID-19</b>
<p><b>Presentation Title:</b> Visitation during COVID-19</p> <p><b>Session Description:</b> Humans are social beings and the elderly are particularly vulnerable to the effects of social isolation. This presentation will review alternative methods to in-person visitation and review the necessary steps that must be taken to promote safe, effective in-person visitation in nursing facilities.</p> <p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>• Understand the reasons why it is important for nursing facilities to reopen to visitation and how social isolation can affect the elderly</li> <li>• Identify the core principles of COVID-19 infection prevention</li> <li>• Describe alternative methods of communication in addition to in-person visitation</li> <li>• Review measures that may be taken to facilitate safe in-person visitation</li> <li>• Acknowledge that visitation is not necessarily a linear process – adjustments may have to be made to the visitation program based on community and facility COVID-19 status</li> </ul>
<p><b>Required Resources</b></p> <ul style="list-style-type: none"> <li>• Video: Visitation during COVID-19</li> </ul>
<p><b>Special Considerations</b></p> <ul style="list-style-type: none"> <li>• What are the specific county/state regulations around family visitation and residents leaving the facility?</li> </ul>
<b>Quality Improvement: Moving to Action</b>
<p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>• Share successes and challenges</li> <li>• Identify one or more ideas to try</li> <li>• Plan for trying a new idea</li> </ul>

**Required Resources:**

- Improvement Questions Facilitation Framework

**Activity:**

- Plan and execute on prioritized change idea

**Discussion****Guided Questions**

- Are written protocols in place that address whether or not residents may leave the nursing home to attend holiday gatherings?
- Are these materials detailed? Do they include instructions for residents and family members/care partners regarding screening for symptoms, length of time away from the nursing home, number of individuals at social gatherings (no more than 10 people), use and type of mask, hand hygiene, social distancing, logistics upon resident's return (e.g., return to resident's regular room vs 14 days on the observation unit, testing protocols, screening for signs/symptoms for 14 days post-visit).
- Is there a process in place for documenting visits outside of the nursing home for each resident and unit?
- Who is responsible for overseeing visit protocols and documentation?
- Is it clear when an activity or concern should be flagged or reported to leadership?

**Sample Case & Case Questions**

Many states have restricted nursing home visitation by family members/care partners for several months. Visits have been limited to outdoor areas, with a series of screening questions, temperature checks, social distancing (6 feet or more), masks for all visitors, hand hygiene. Now some states are relaxing those guidelines and permitting indoor visitation with certain protocols. Staff, owners and local municipal leaders have raised concerns about indoor visits possibly raising the risk of infection – for both residents and staff.

- How would you approach writing guidelines or protocols for indoor visitation if you were a Director of Nursing or Administrator?
- How would you reassure staff, families, and residents that the indoor visits will be made as safe as possible?
- How will you address vendors or other workers who need to enter the building?