

UNMC College of Public Health ECHO

December 16, 2020

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Welcome and Announcements

Deborah Levy

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Announcements

- Please type your ***name, email, and facility name*** in the chat box for us and ECHO Institute to capture your attendance
- Please type your questions in the chat box, and they will be addressed during the situation discussion and/or the Q&A
- The materials from the sessions are available for you to download from our website
- The recording of the sessions, which are required by AHRQ and ECHO Institute, are available only for special circumstances and a request must be made to Krista Brown
- Throughout the week, if you have questions, concerns, or issues to raise, please send Krista an email at Krista.Brown@unmc.edu
- Training Centers will receive a no notice audit – staff from the ECHO Institute will join one of our sessions between now and the end of the 16 weeks

CME and CNE Credits

- These sessions have been approved for both Physician and Nursing credits
- 1.5 credits will be awarded per session
- Approval is based on attending the 30 minutes of discussion and Q&A at the end of the formal 60 minutes
- You will be **required to complete 2 evaluations** to receive your continuing education credits
 - After the first 8 weeks
 - At the end of the 16 weeks
- You must type your **name, email, and facility name** in the chat box to be recognized as attending the session
- If you have questions or issues about these credits, please send Barbara Dodge an email at bdodge@unmc.edu

Week 6 Agenda

Time	Subject	Speaker/ Facilitator
1200 - 1205	Welcome and Announcements	Deborah Levy
1205 - 1230	COVID-19 Testing for Nursing Homes	Matt Beacom
1230 -1245	Case Study/Scenario Presentation and Discussion	Matt Beacom and Kristi Sanger
1245 - 1255	Process Improvement Concepts Applied	Reid Haase
1255 - 1300	Weekly Poll	Krista Brown
1300 - 1330	Continued Discussion and Q&A	Public Health Core Team

16-Week Curriculum Overview

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16-Week Curriculum Overview – 1

- Preventing and Limiting the Spread of COVID-19 in Nursing Homes ✓
- Guidance and Practical Approaches for Use of Personal Protective Equipment (PPE) during COVID-19 ✓
- Approaches to Cohorting during COVID-19 ✓
- Promoting Solutions for Making the Built Environment Safer during COVID-19 ✓
- Guidance for Cleaning & Disinfecting during COVID-19 ✓
- **COVID-19 Testing for Nursing Homes**
- COVID-19 Community Transmission and Nursing Home Screening Strategies
- Staff Returning to Work Safely during COVID-19

16-Week Curriculum Overview – 2

- Interprofessional Team Management of Mild Cases of COVID-19
- Advance Care Planning in the Time of COVID-19
- Promoting Safe Care Transitions during COVID-19: Admissions, Discharges, and Transfers
- Promoting Safe Visitation and Nursing Home Re-opening during COVID-19
- The Role of Certified Nursing Assistants (CNAs) in Managing and Supporting Residents and Families during COVID-19
- **Managing Social Isolation during COVID 19: Perspectives on Staff and Residents**
- Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19
- Effective Leadership and Communication during COVID-19

COVID-19 Testing for Nursing Homes

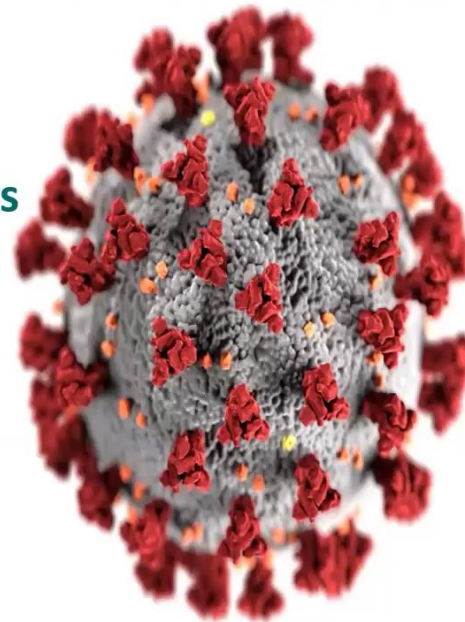
- Learning Objectives
 - Review the core activities for COVID-19 prevention and response in nursing homes
 - Describe challenges and considerations when creating resident cohorts

COVID-19 Testing Video



SARS-CoV-2 Testing Considerations

Nimalie D. Stone, MD
Long-term Care Team Lead
Kara M. Jacobs Slifka, MD
Long-term Care Team



Nursing Home COVID-19 Action Network
Conversation Series



For more information: www.cdc.gov/COVID19

All Teach All Learn

Case Study/Situation Presentation and Discussion


UNMC Public Health Core Team

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Follow-up on Last week's "leave in Action"

- What process did you investigate?
- What did you learn?



Project ECHO®

NATIONAL NURSING HOME COVID-19 ACTION NETWORK

SESSION 1 - OCTOBER 28, 2020

HOW TO STOP THE SPREAD OF COVID-19 IN NURSING FACILITIES

HOW TO MAKE CHANGE STICK

- Focus initially on **KEY PROCESS** rather than on benchmarked outcomes.
- Evaluate if staff **KNOW** the process.
- **KEEP** it SIMPLE!
- Commit to be a **LEARNING ORGANIZATION**.

REASSESS THE GOAL

- The goal is 95% performance.
- **WHY?** 95% or better means it is likely to be **SUSTAINABLE** over time.

KEEP IT SIMPLE

- It is more important that the process be **STANDARD** than it be perfect.
- When you design for perfection - you often get overly complex protocols, planning for every contingency.
- A policy and procedure make look great

95%

FOCUS ON PROCESS

If you think a **PROCESS** works pretty well, test the **FIVE ATTRIBUTES**

5

- WHO does it
- WHEN should it be done
- WHERE is it done
- HOW is it done
- WHAT is needed to do it

5

- Ask **5 staff** to describe the 5 attributes.
- If 5 direct care staff can describe the work with the 5 attributes, you have a good chance to achieve 95% performance and **SUSTAIN** the performance over time.
- If they can't, determine which attribute they can't describe and develop a simple process for improvement.

If you have a process that does **NOT** work so well

- Determine if it is a **COMMON** or **INFREQUENT** failure.
- Observation of **ONE PERSON** does not mean it is a common failure.
- Fix **ONE Attribute** (*who, when, where, how, what*) at a time.

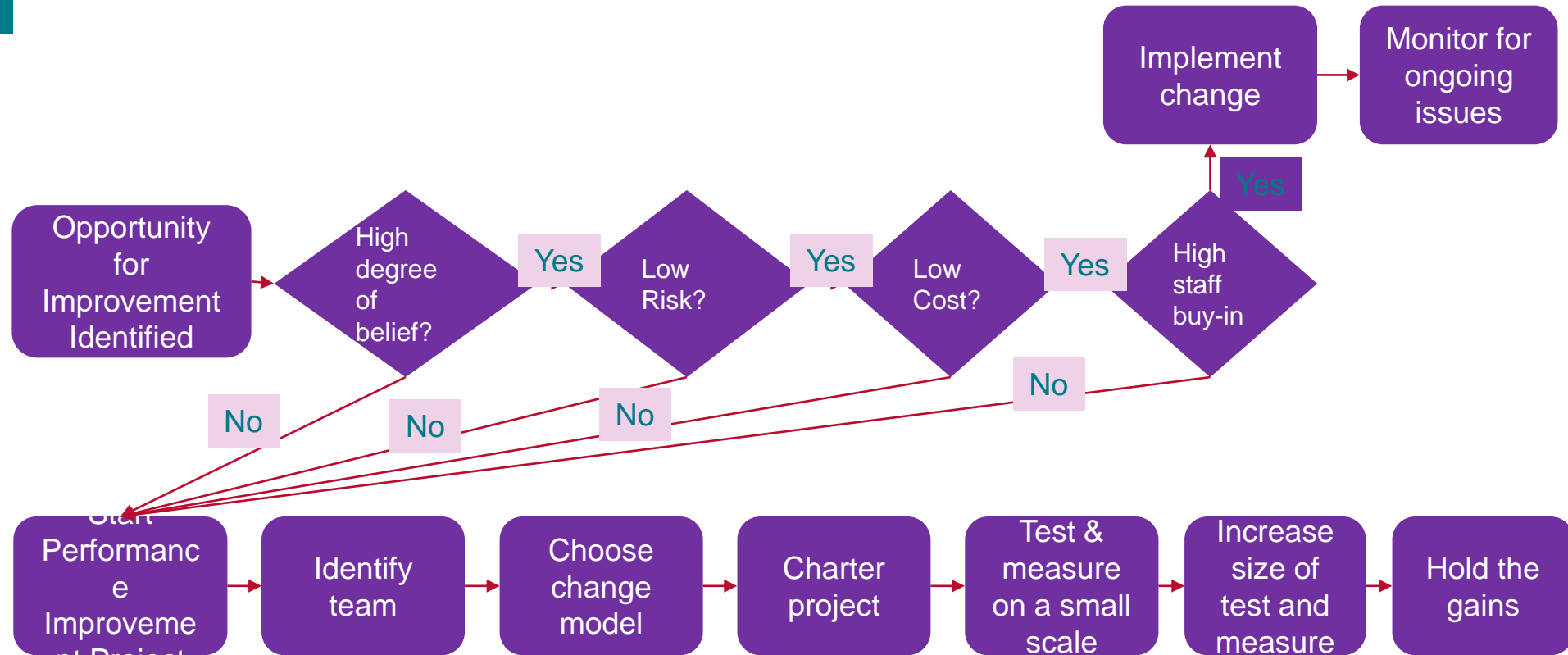
COMMON

- Don't rely too heavily on education as **THE FIX**.
- Get **CURIOS** to determine **WHY** this is occurring.
- Inform staff on the **WHY**:
 - **WHY** is this process important.
 - **WHY** do we do it this way.
- Get **CURIOS** - **WHY** are they **NOT** following the process.
- Develop a plan to fix **ONE** process, test and refine.
- Keep it **SIMPLE!**

INFREQUENT

- Infrequent does **NOT** mean you have a bad process.
- Don't try to make it perfect - you will use up too many precious resources.
- Talk to that one person to reeducate or determine **WHY** it is occurring.
- Accept defeat & **MOVE ON** to focus on another process.

To PIP or not to PIP...



Improvement in 5 Steps

1. Get curious about the nature of the problem
 - Observe it
 - Talk to staff (huddles!)
 - Map/diagram/brainstorm
 - Measure it
2. Set a goal for what you want to achieve
3. Decide what you want to try
4. Start by testing/trying it on a small scale...1 day, 1 resident
5. Measure your impact in ways that make sense

Leave in Action

Think about your conversations, discoveries and observations over the past few weeks and months and identify one area that you might want to focus on through a PIP versus a ‘just do it’ approach.

Connect with 2 other staff members to ask their opinion on what you might be able to impact in this area?

Weekly Poll

Krista Brown

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Continued Discussion and Q&A

UNMC Public Health Core Team

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Resource Links

- *Video:* Session 6_Presentation_C19 Testing
- <https://www.youtube.com/watch?v=p4T6XdQQsk&feature=youtu.be>
- Know the purpose for and differences among types of COVID-19 tests in nursing homes (e.g., antigen/molecular/viral tests vs antibody/serologic tests); diagnostic vs serial tests, testing in response to an outbreak, etc.
- https://www.cdc.gov/coronavirus/2019-ncov/hcp/testingoverview.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Fclinicalcriteria.html
- <https://www.cdc.gov/coronavirus/2019-ncov/lab/resources/antigen-tests-guidelines.html>
- <https://www.cms.gov/files/document/qso-20-38-nh.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/nursing-homes-testing.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html#Testing-in-Nursing-Homes>
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html#Patients-with-Persistent-or-Recurrent-Positive-Tests>
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/nursing-homes-antigen-testing.html>
- <https://www.youtube.com/watch?v=8oCRqIY1kJw>
- <https://www.cdc.gov/coronavirus/2019-ncov/lab/lab-biosafety-guidelines.html#decentralized>
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html#Testing-in-Nursing-Homes>



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