

# **Lessons Learned from the Pandemic that Inform the New Normal**

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# What We Learned During the Pandemic

- Infection Control Practices and immunizations work when widely used and done consistently
- Staff care deeply about their residents
- Staffing in our sector is a challenge
- Care needs of our residents and emergencies (e.g., hurricanes) continue despite pandemic
- We have to rely on each other as outside help is often limited

# COVID-19

- Here to stay
- Variants will continue to arise
- Vaccination rates will dictate how it impacts care and our lives

# COVID-19 Among Nursing Home Residents

State

All

Timeframe

☒ Select all

☒ Before Vaccines

☒ After LTC Vaccine Clinics Began (12/18/20)

Cases

717,077

Deaths

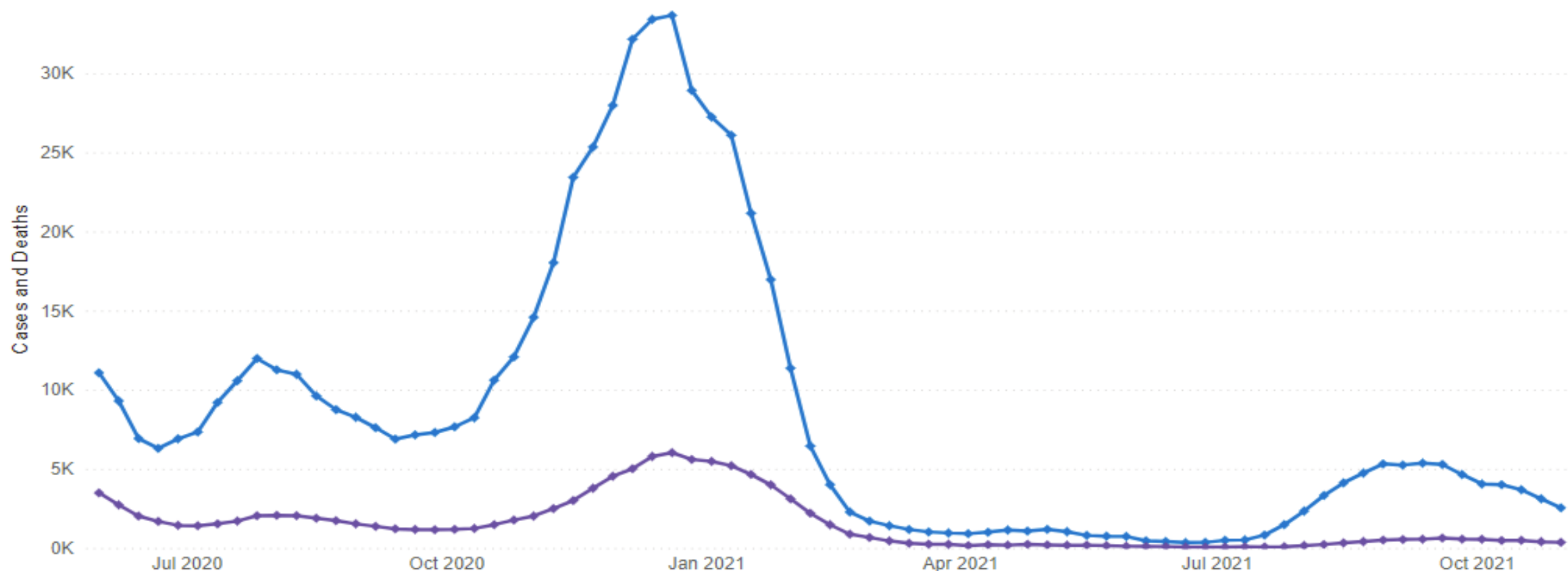
138,789

Estimated Recoveries

511,817

Trend of New Cases and Deaths

◆ New Resident Cases ◆ New Resident Deaths



**Data Through:** Week ending Oct 31, 2021 (\*Latest week's data is preliminary and represents fewer nursing homes than other weeks)

**Source:** NHSN **Notes:** May 24, 2020 includes collective historic data. It is excluded from the graph since it does not capture that specific week, but included in the total value at the top. Estimated recoveries made using a 3-week disease period using NHSN cases and deaths.

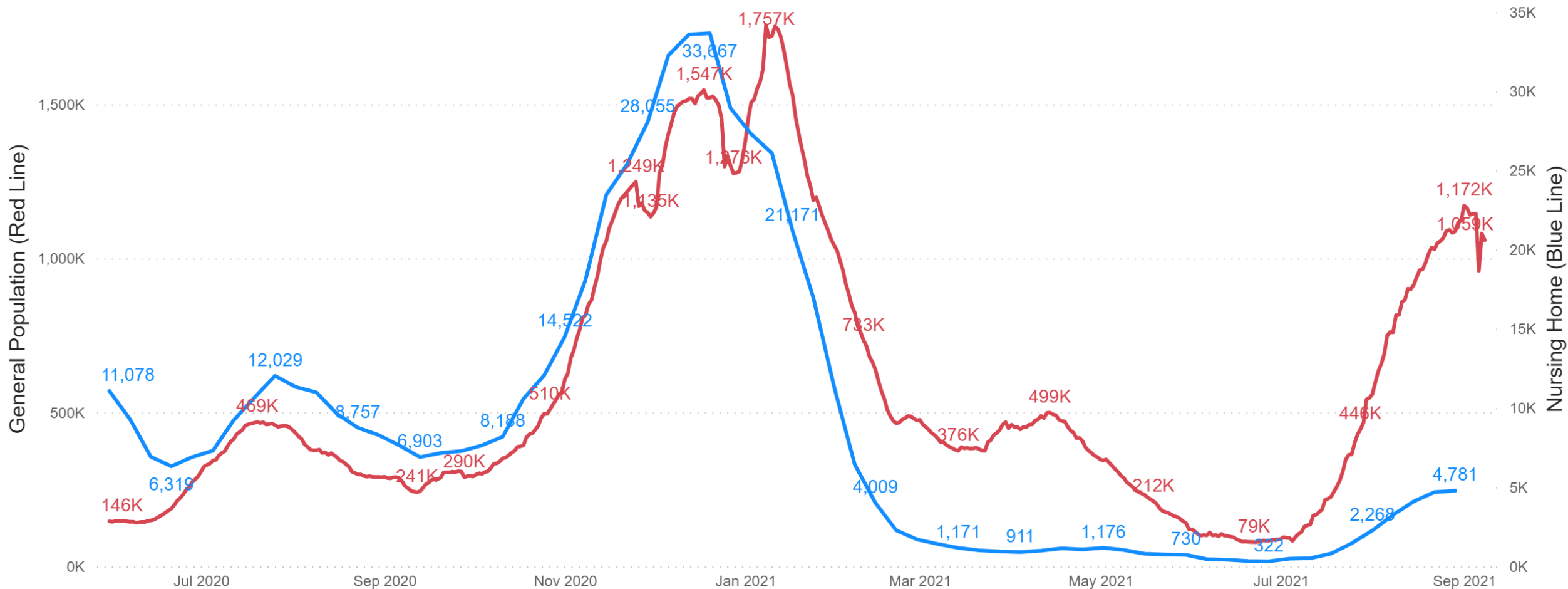
State

All

# COVID-19 New Cases: General Population & Nursing Homes

New Case Trends: General Population & Nursing Home Residents (7-day)

● General Population ● Nursing Home Cases



**Data Through:** Nursing Home - Aug 29, 2021 (\*Latest week's data is preliminary); Community - Sep 8, 2021 **Sources:** NHSN and Johns Hopkins University

# Nursing Home Occupancy

Current Average Occupancy

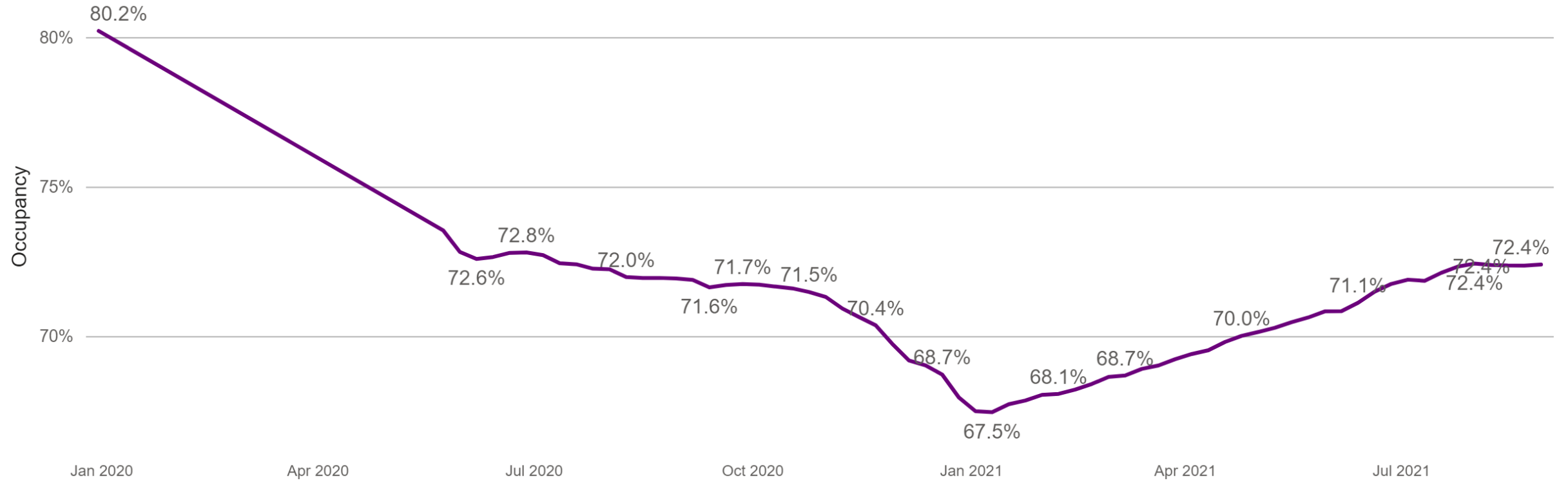
72.4%

State

All



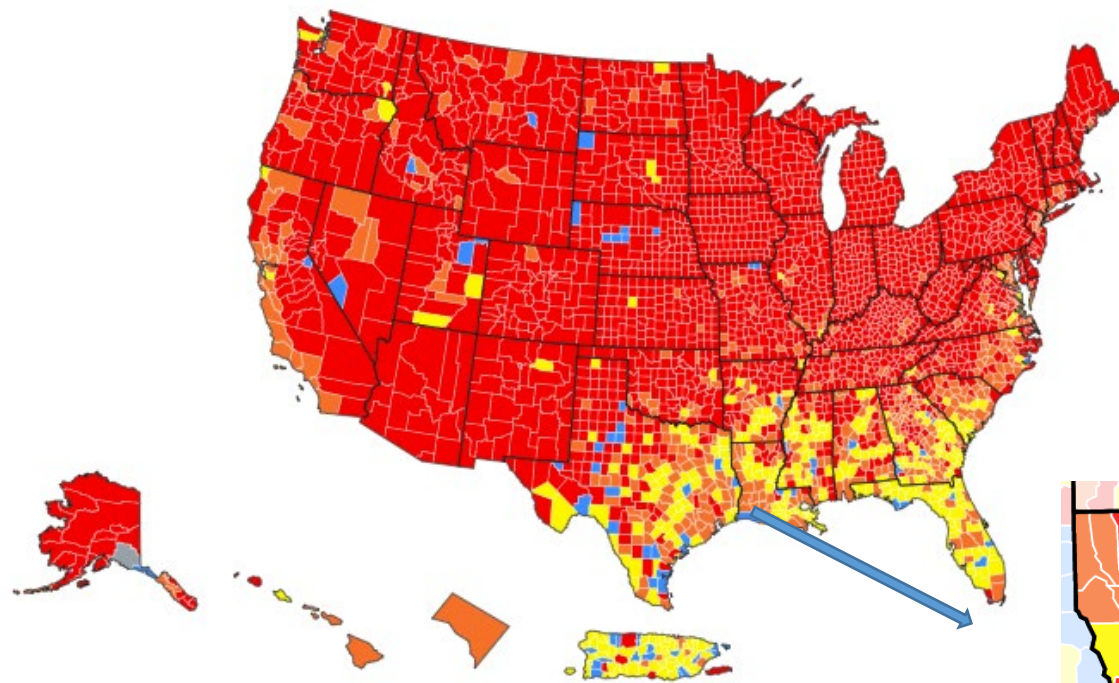
Average Occupancy



**Data Through:** Week Ending Aug 29, 2021 **Source:** Payroll-Based Journal (PBJ) and NHSN **Notes:** PBJ data used to calculate 2019 average occupancy. All 2020 occupancy data based on NHSN

# New System as of 9-10-21

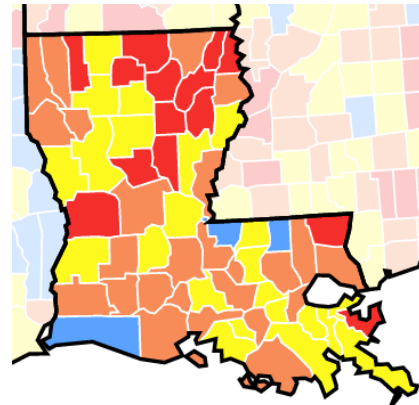
## Cases per 100,000 population



As of Nov 15<sup>th</sup> 2021

Community Transmission in US by County

	Low	Moderate	Substantial	High
New cases per 100,000 persons in the past 7 days*	<10	10-49.99	50-99.99	≥100
Percentage of positive NAATs tests during the past 7 days**	<5%	5-7.99%	8-9.99%	≥10.0%



CMS changed Testing Frequency as of 9-10-21

**Blue**

**Yellow**

**Orange**

**Red**

**none**

**1x per wk**

**2x per wk**

**2x per wk**

Available at: <https://covid.cdc.gov/covid-data-tracker/#datatracker-home>

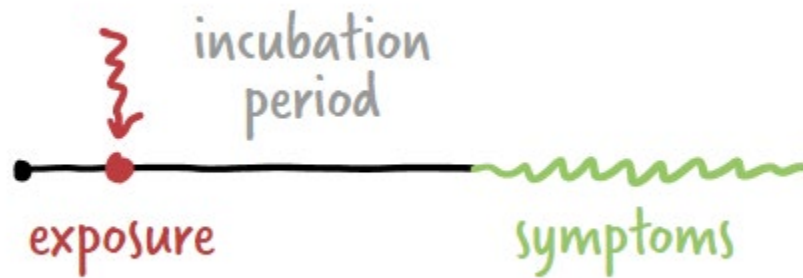


# Infection Control in COVID endemic era



# Incubation Period

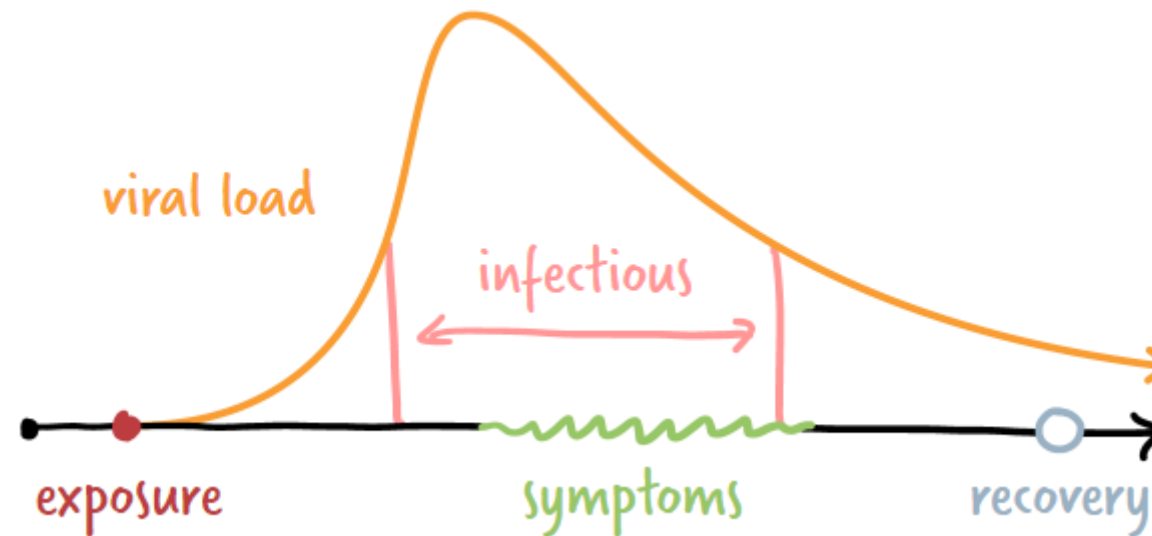
- Time from exposure to developing symptoms or disease



Implications for  
interpreting COVID-19 tests

Source: <https://www.nytimes.com/interactive/2020/10/02/science/charting-a-coronavirus-infection.html>

# Infection Time Frames & Terms



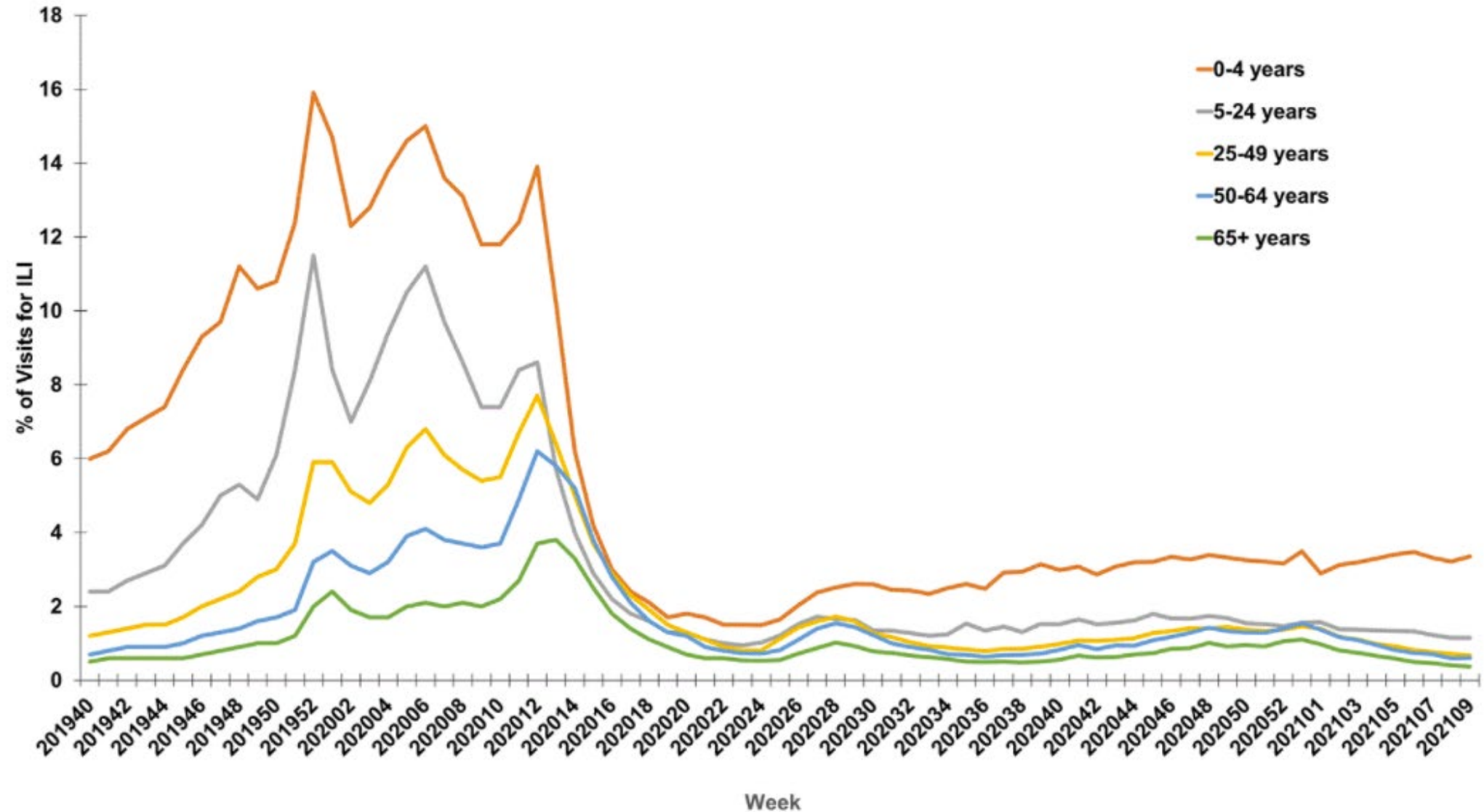
Source: <https://www.nytimes.com/interactive/2020/10/02/science/charting-a-coronavirus-infection.html>

# COVID Infection Control<sup>1</sup>

- Vaccinated residents and staff
- Monitored ~~Influenza~~ **COVID-19** in community
- Tested residents who had symptoms
- During an outbreak (defined as 1 resident with ~~influenza~~ **COVID-19**)
  - Screened visitors or restricted visitors
  - Cancel or limit group activities
  - Used masks and PPE when treating symptomatic **unvaccinated or ill residents**
    - N95 when aerosolizing procedures **and COVID-19 positive residents**
  - ~~Initiated facility wide prophylaxis~~ **initiate cohorting of COVID-19 (+) residents**
- Treated residents as soon as they developed symptoms (~~Tamiflu~~ **mAb**)

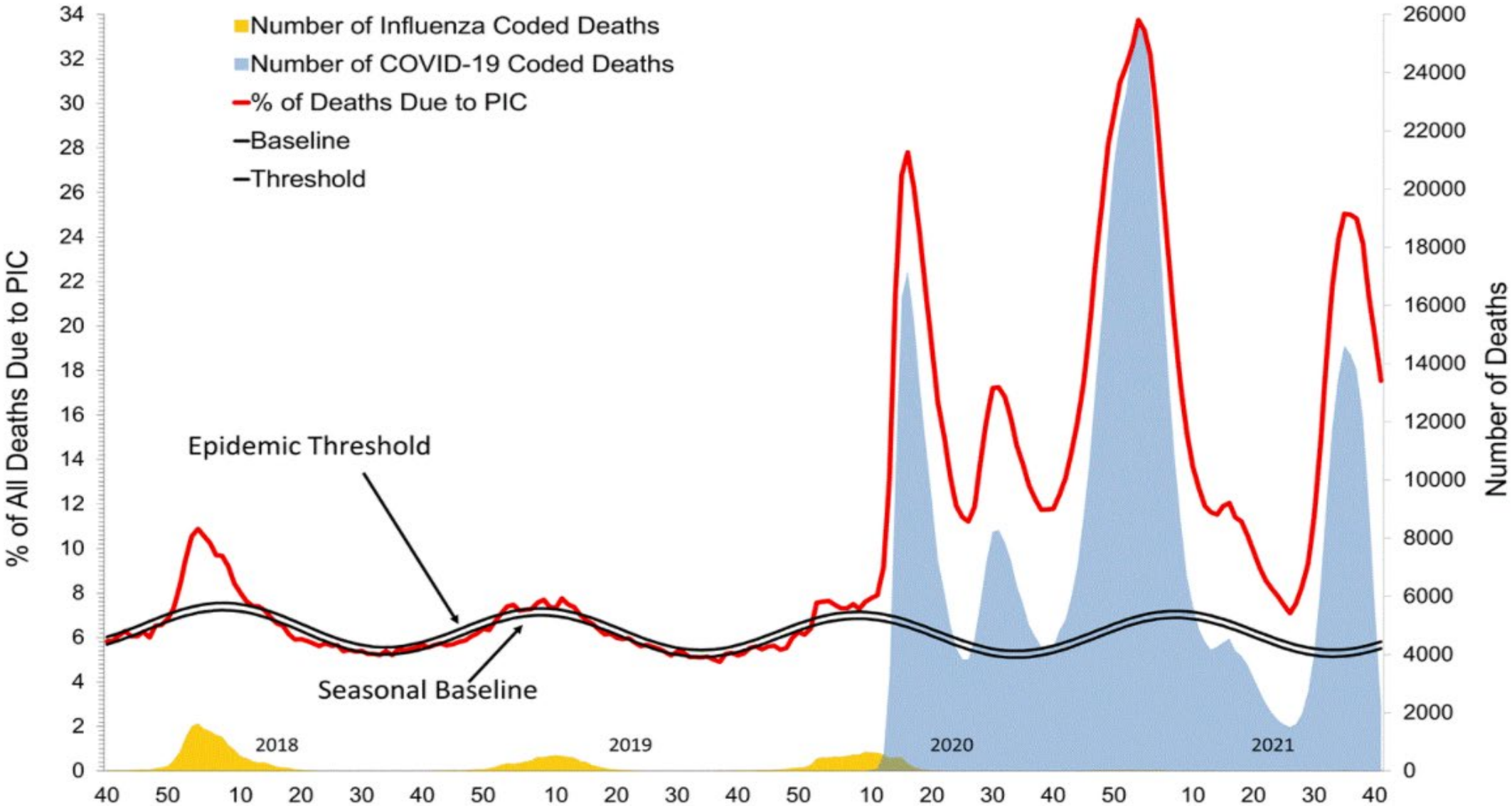
<sup>1</sup>Edit existing CDC recommendation for influenza but updating with COVID specific recommendations from CDC

Percentage of Visits for Influenza-Like Illness (ILI) by Age Group  
Reported by the U.S. Outpatient Influenza-like Illness Surveillance Network (ILINet),  
Weekly National Summary, 2019-2020 and 2020-2021 Seasons



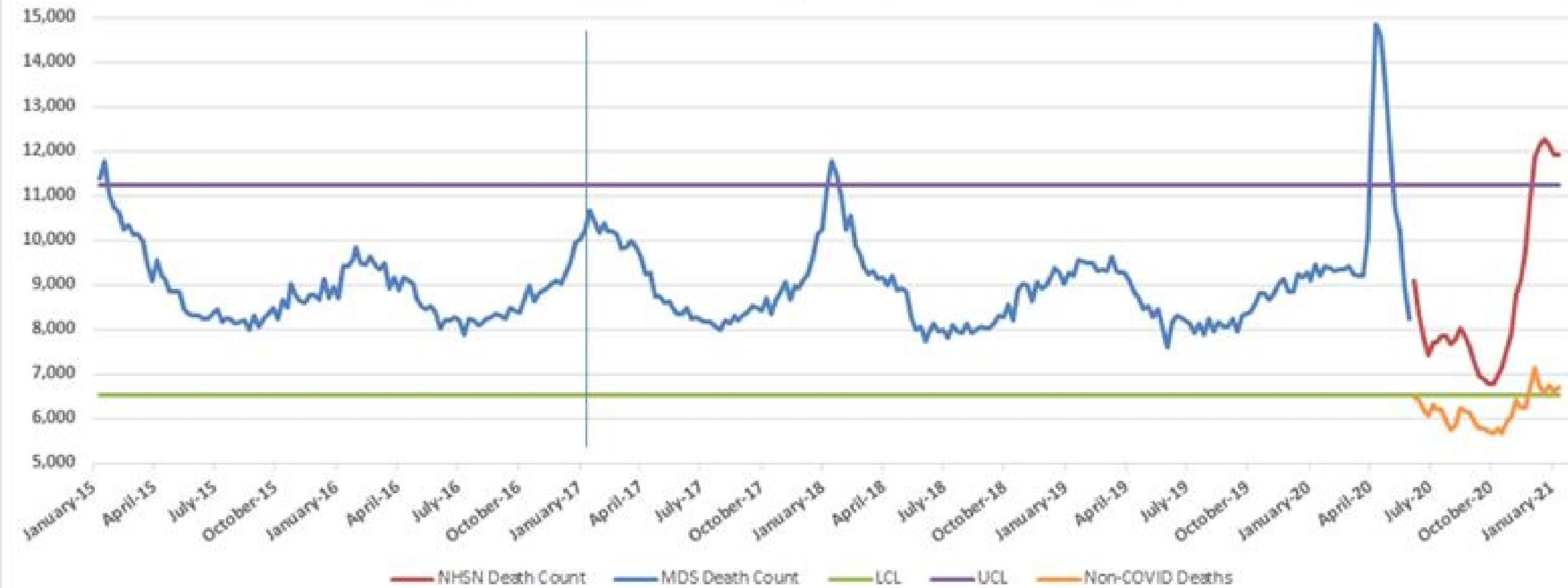
# Pneumonia, Influenza, and COVID-19 Mortality from the National Center for Health Statistics Mortality Surveillance System

Data as of October 21, 2021



# Deaths in LTC

Deaths among SNF Residents per Week - Jan 2015 to Dec 2020





Vaccination rates



# Relationship Staff Vaccination Rate to Resident Cases of COVID-19

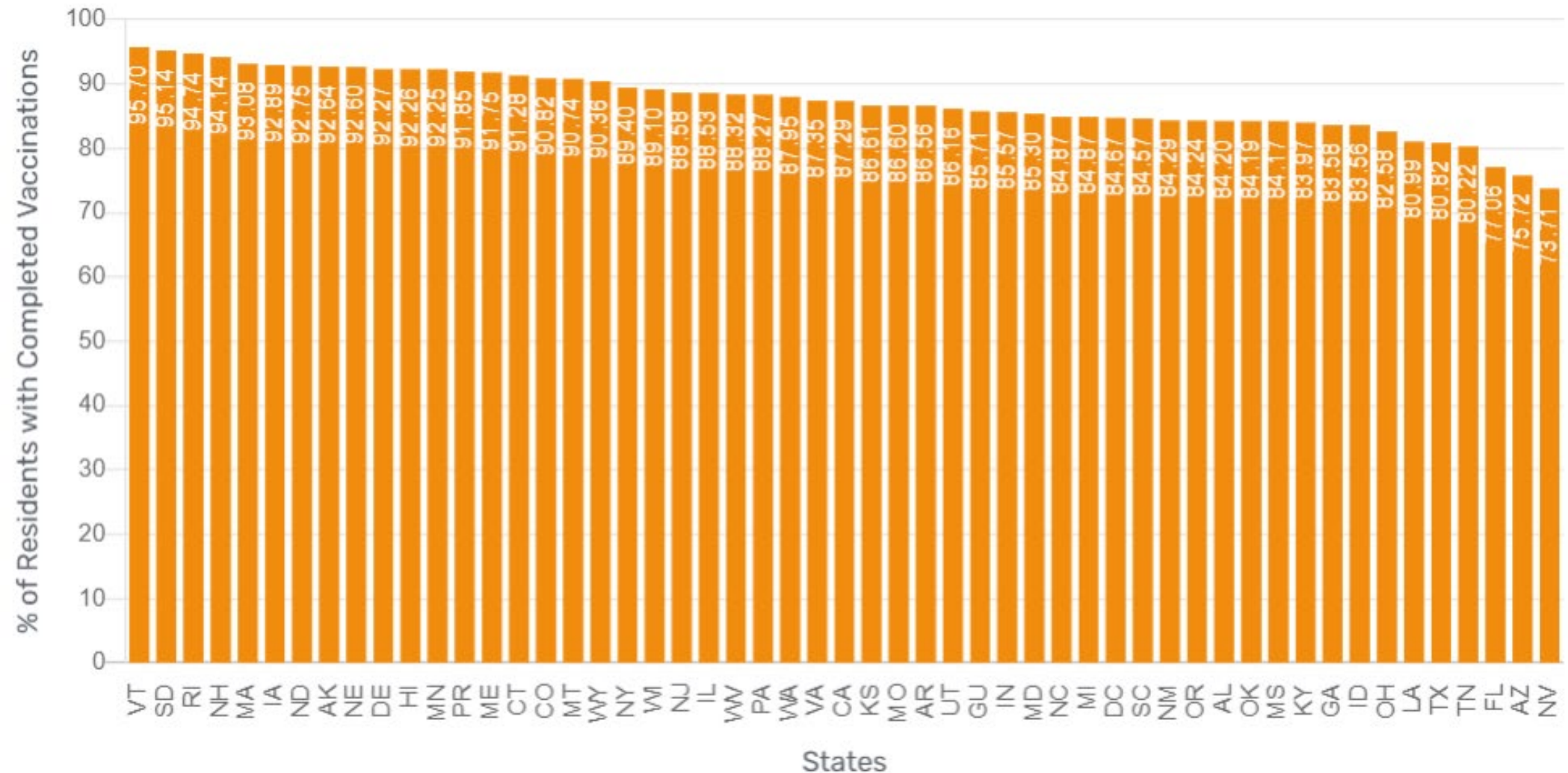
- Resident Cases of COVID-19 drop off dramatically with staff vaccination rates >90% and approach 0 at 100% vaccination rates

Staff Vaccination Category	# of SNFs	Resident Cases this week	Average Resident Cases per 1,000 Residents this week	Resident COVID Deaths this week	Average Resident COVID Deaths per 1,000 Residents this week ending July 10th
Less than 50%	5,091	242	0.71	44	0.17
50-79%	5,252	157	0.33	20	0.05
70-89%	3,589	68	0.34	13	0.06
90-94%	462	6	0.15	1	0.02
95-99.9%	268	4	0.15	0	0.00
100%	122	0	0.00	0	0.00



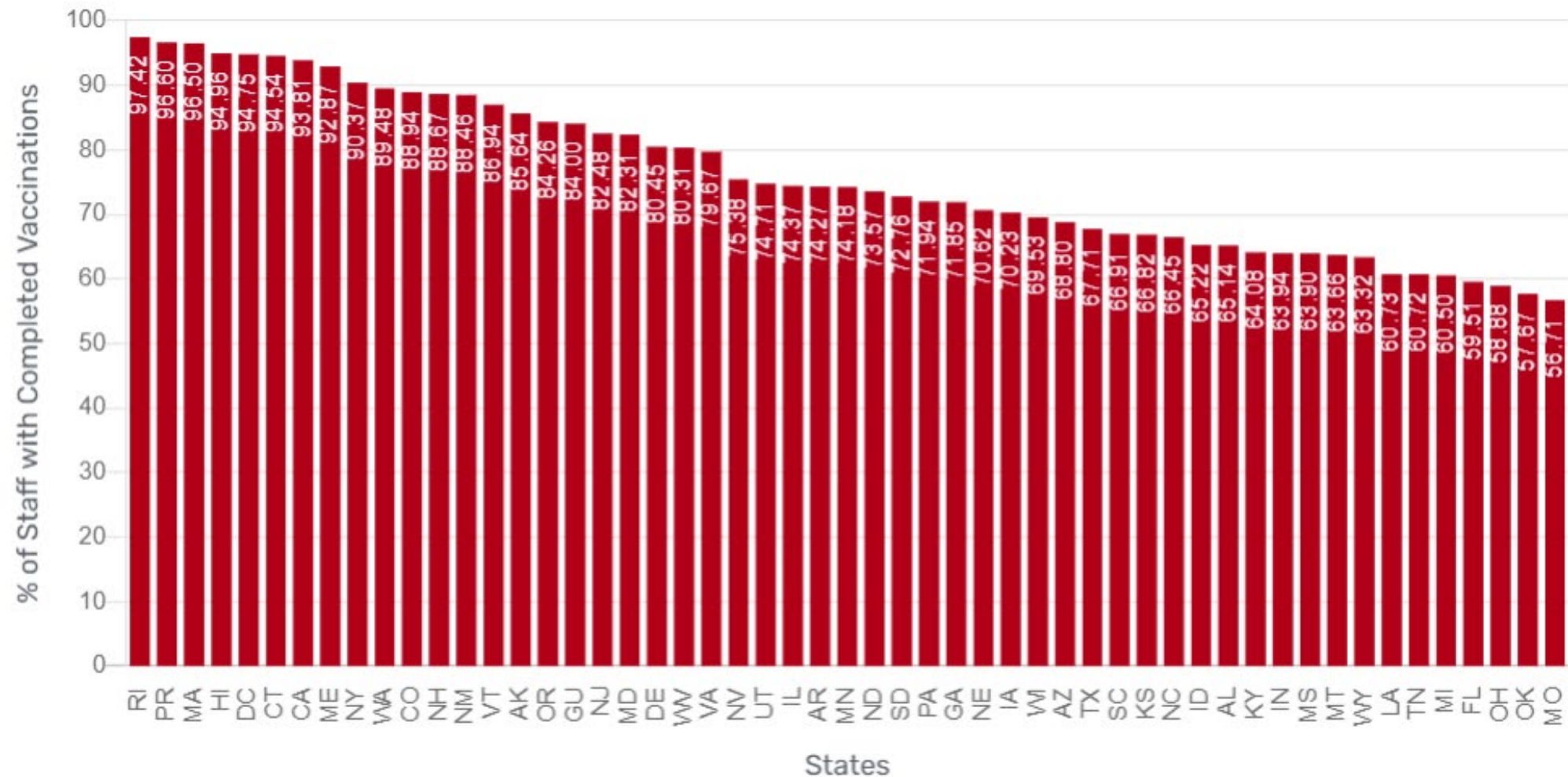
# Percent of Current Residents with Completed COVID-19 Vaccinations per Facility

Note: This shows the average percentage among facilities who have reported vaccination data in the current or prior week.



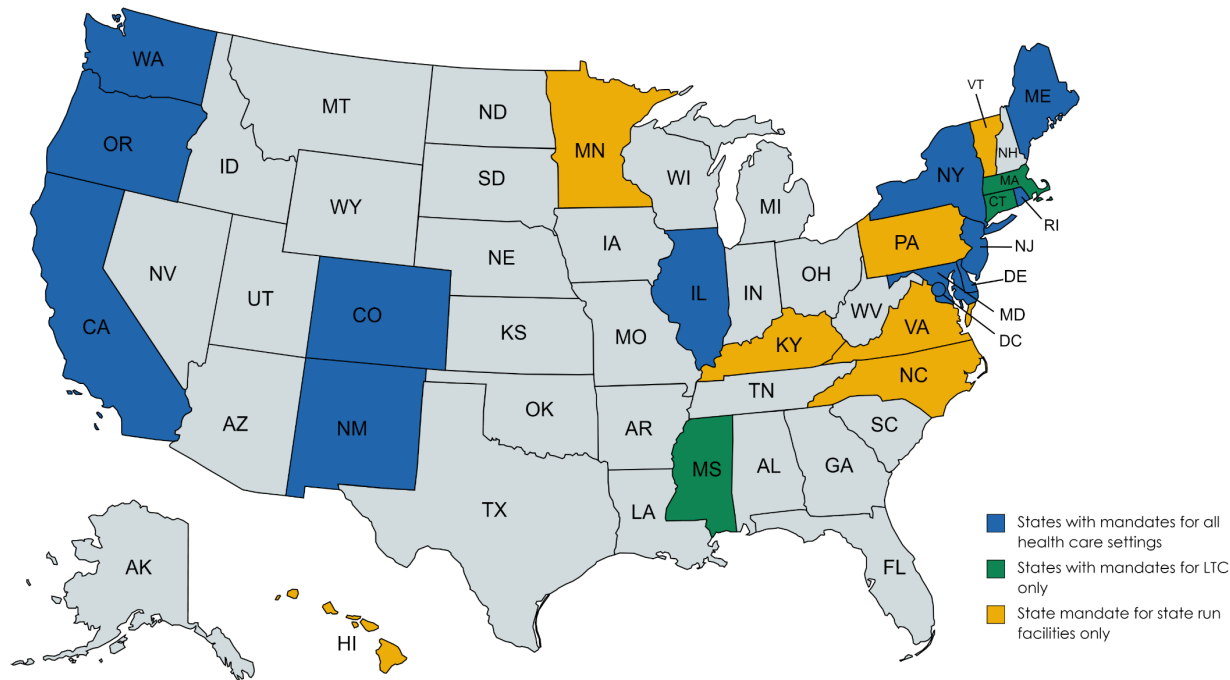
## Percent of Current Staff (Healthcare Personnel) with Completed COVID-19 Vaccinations per Facility

Note: This shows the average percentage among facilities who have reported vaccination data in the current or prior week.



# State Vaccine Mandates

Most states with mandates are not limited to LTC



States mandating for all  
healthcare settings

CA

DC

DE

IL

ME

MD

NJ

NM

NY

OR

RI

WA



# Staffing Challenges

# Decline in Available Workforce

## *Long Term Care Facility Employment*



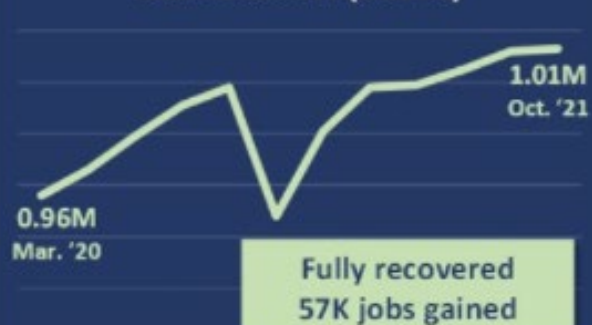
Source: U.S. Bureau of Labor Statistics



# Staffing Recovered Elsewhere but not for LTC

## FULLY RECOVERED: PRE-PANDEMIC LEVELS

### OUTPATIENT CARE CENTERS EMPLOYMENT (# JOBS)



## NEAR/AT FULL RECOVERY: PRE-PANDEMIC LEVELS

### HOME HEALTH CARE SERVICES EMPLOYMENT (# JOBS)



## SIGNIFICANTLY BELOW: PRE-PANDEMIC LEVELS

### NURSING HOMES EMPLOYMENT (# JOBS)



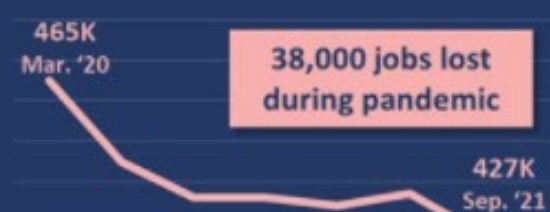
### OFFICES OF PHYSICIANS EMPLOYMENT (# JOBS)



### HOSPITALS EMPLOYMENT (# JOBS)



### ASSISTED LIVING COMMUNITIES EMPLOYMENT (# JOBS)





# Hallway Ambassador/Universal Worker

- Lessen the load of Clinical Staff (C.N.A's and Nurses)
  - Answer call lights, stock supplies, get additional supplies so Nurse or Aide doesn't need to leave the room
- Offer an entry level position to the Clinical Career Path
- Can assist in many different capacities, increasing staff morale
  - Activities, Housekeeping, Laundry, Dietary
- Potential Candidates
  - Students (H.S. or college)
  - Retired elderly
  - Family members



# Federal Regulatory & Payment Priorities



# 2021 & beyond

## 2020 & beyond....

- Reimbursement
  - SNF VBP
  - PDPM
  - Managed Care
  - Alternate payment models
  - SNPs
- Five Star
  - Staffing
  - SNF QRP
- Survey & regulatory
  - Infection Control
- Changing patient mix
  - SMI & OUD
  - Advanced dementia
  - Increasing acuity

**Infection Control**

**Common  
Outcomes**

- Hospitalizations
- Satisfaction
- Antipsychotic use
- Function
- Staffing

# # 1 Citation – F-884

## Failure report to NHSN

- Automatically generated with associated escalating CMP
- 7 NHSN modules must be completed
  - Resident Impact and Facility Capacity
  - Staff and Personnel Impact
  - Supplies and PPE
  - Therapeutics
  - POC test results if the state does not have an alternative method for uploading these
  - COVID-19 Vaccine for Residents,
  - COVID-19 Vaccine for Staff.
- Reasons for citation
  - Not all modules completed
  - Not all data elements in a module completed
    - Leaving it blank vs entering “0”
  - Waiting to submit on Sunday or day 7 from prior week and then .....
  - Having only one person registered for submissions

# #2 Citation F-880: Reasons for 880 Citations

- Failure to consistently
  - Wash hands
  - Use masks
  - Use PPE
  - Donning and doffing
- Going in and out of the room without.....
- Cohorting incorrectly
- COVID-19 units comingling with others

# Shift Coaches

**Shift coaches** are peers on each shift assigned to provide just in time coaching to peers and others about infection control practices

## Coaching involves

- requires you to speak up when you see something that's “not right”
- As a coach, you're observing and interacting with others
- While “training/teaching” and “coaching” are often used interchangeably, they're not the same.
  - Training/teaching is about acquiring skills or knowledge; coaching is about performance:

<https://sites.brown.edu/ican/coaches/>

# Explain the Why not just the What or How

- Why do I need to wear my mask if I am vaccinated?
- Why do I need to wear a mask if others are vaccinated?
- Why do you wash your hands for 20 seconds?
- Why do you wash your hands after taking off your gloves?
- Why do you need to put on PPE when just entering room?
- Why do I need N95 sometimes and not other times?
- Why do we worry when the resident has tested negative and has no symptoms?



## F757 Unnecessary Medications

# Antipsychotic Use

- CMS started in 2018 focus survey on AP exclusions
  - Focused on facilities with new schizophrenia diagnosis
  - Verified that document & steps for new diagnosis were present
    - PASSR
    - Psychiatric evaluation when new diagnosis was made
    - Documentation of symptoms distinguishing from other diagnoses or dementia
    - Physician history and physical performed or done by order
    - Change to Care plan
    - Notification of Family



# Five Star and Medicare Compare



# Likely Future Changes

- Staffing Measures
  - Staff vaccination rates
  - Staffing turnover and retention
  - Weekend staffing vs weekday staffing HPRD
  - Require changing 5 star assignment for staffing component
    - Similar to QM methodology of points per measure
- Quality Measures
  - Healthcare acquired infections resulting in hospitalizations



CMS SNF Medicare VBP

# SNF Medicare VBP Changes

- Add new measures (proposed candidate QMs)
  - Customer Satisfaction (CoreQ Long stay)
  - Hospitalizations due to healthcare acquired infections
  - Staffing HPRD
  - Discharge to Community
- Change the scoring methodology
- No change to
  - 2% max withhold
  - Score based on better of improvement or achievement

# Contact Information

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