

Welcome to the IPRO QIN-QIO COVID-19 Promising Practice Webinar!

*Thank you for joining! Our presentation
will begin at the top of the hour*

For best quality, use phone for audio: Click on “join audio” bottom left to see
your participant ID, then call: 646 558 8656 Meeting ID: 924 7288 7893

Slides and handouts are available @ <https://bit.ly/june30bhs>

Welcome!

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Some helpful tips:

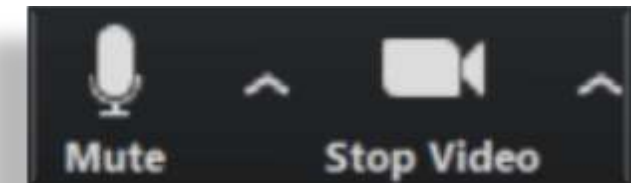
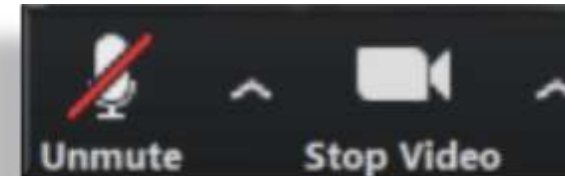
- **Mute microphone** when not speaking

Left bottom corner of your screen

If on the phone to unmute press *6

Remember to **unmute before speaking**

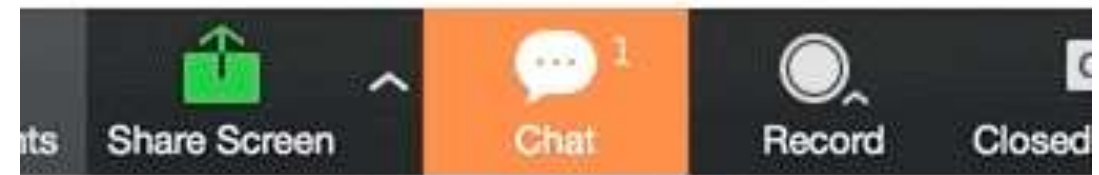
Speak close to microphone



- **Use chat function** for comments and questions

You can chat to “everyone” or another attending group or individual

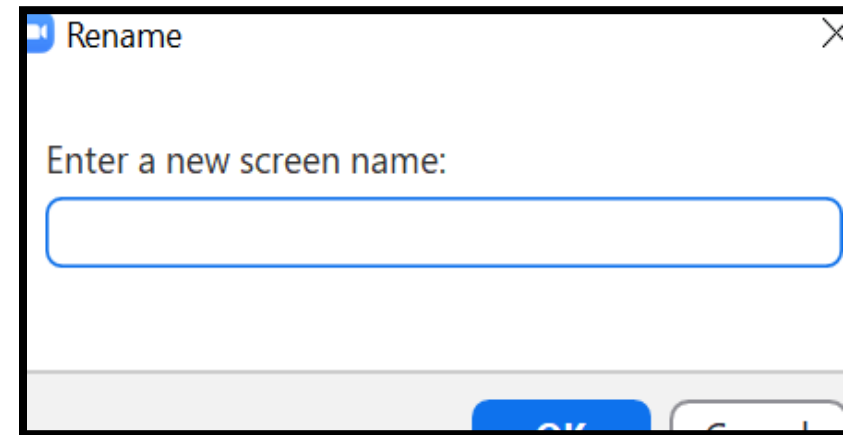
Do **not** share any Protected Health Information (PHI) when discussing examples - this includes names, initials, birthdate (except year), address/city



Some helpful tips:

- **Make sure your name appears correctly:**

find yourself by clicking “Participants” and click the three dots next to your name



Choose “rename”

Type your name and state for individuals

Type name of organization and state for larger groups, then use the chat function to submit names of all attendees for your site for attendance

Click “ok”

Berkshire HealthCare Systems' COVID-19 Journey Getting to the Gold

IPRO QIN-QIO

COVID-19 Promising Practices Webinar

June 30, 2020 11am-12pm

Chat In



Please use the chat feature to share your name, organization and state.

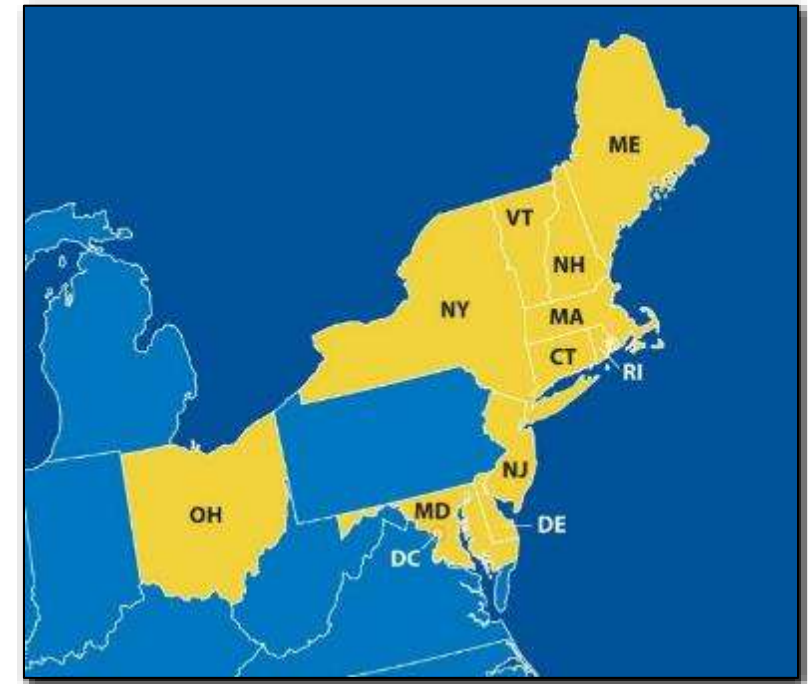
The IPRO QIN-QIO

Our Members and Coverage Area

IPRO: New York, New Jersey, Ohio

Healthcentric Advisors: Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island

Qlarant: Maryland, Delaware, District of Columbia



Working to ensure high-quality, safe healthcare for 20% of the nation's Medicare beneficiaries

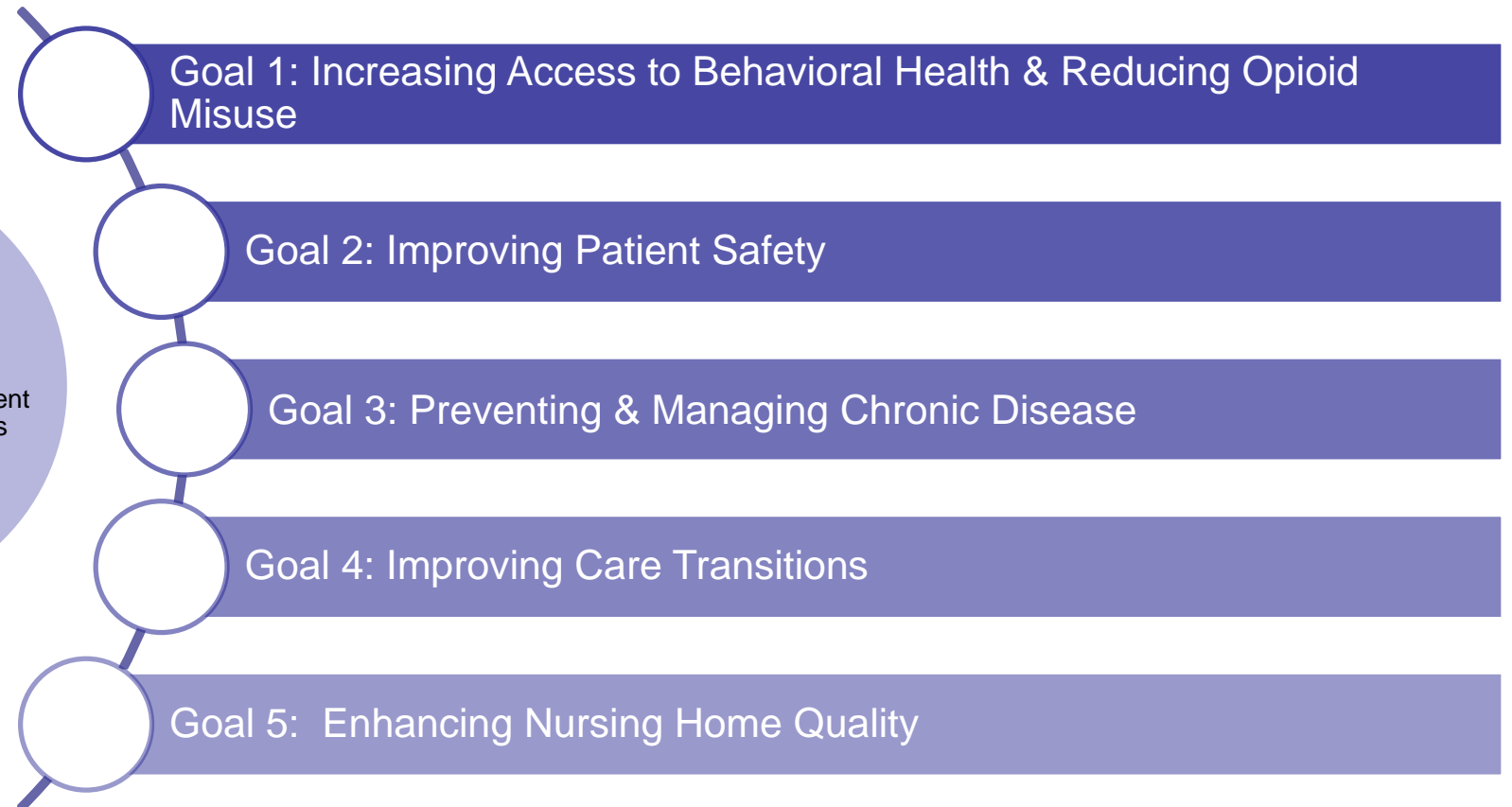
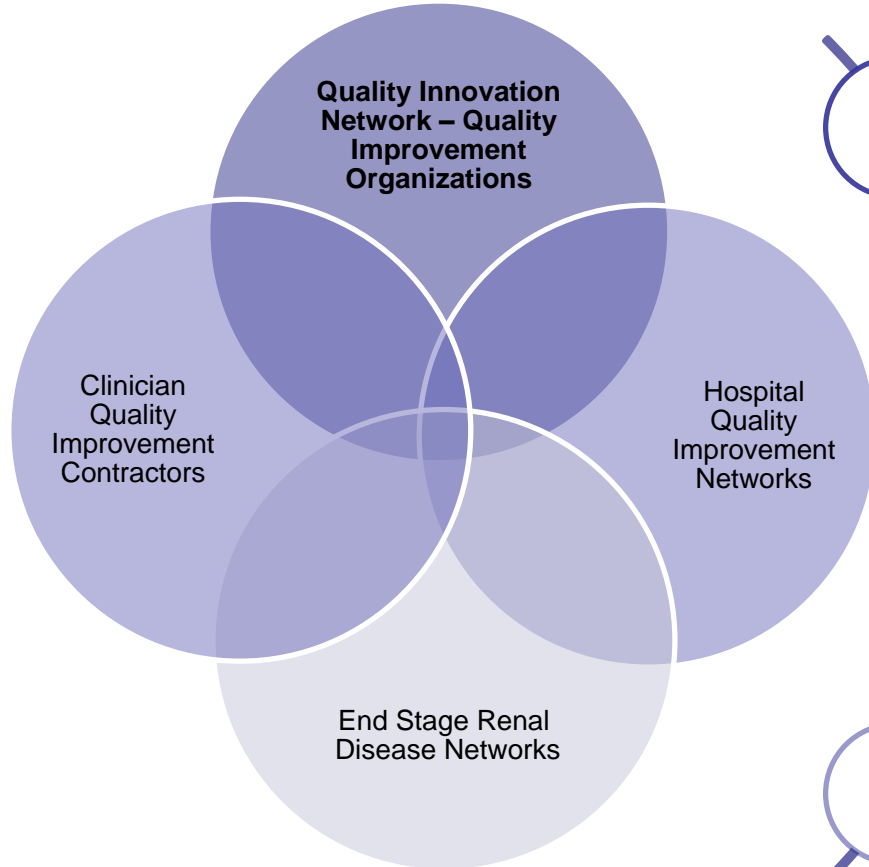
CMS' Network of Quality Improvement and Innovation Contracts



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



■ Healthcentric
Advisors
■ Qlarant



*Working Collectively
to Achieve CMS' 5 Goals*

Learning Objectives



- ☑ Review effective COVID-response strategies, including collaboration with key partners
- ☑ Evaluate specific efforts to manage infection control, PPE, communication, staffing and clinical care
- ☑ Apply best practices in preparation for phased reopening and/or a resurgence of cases

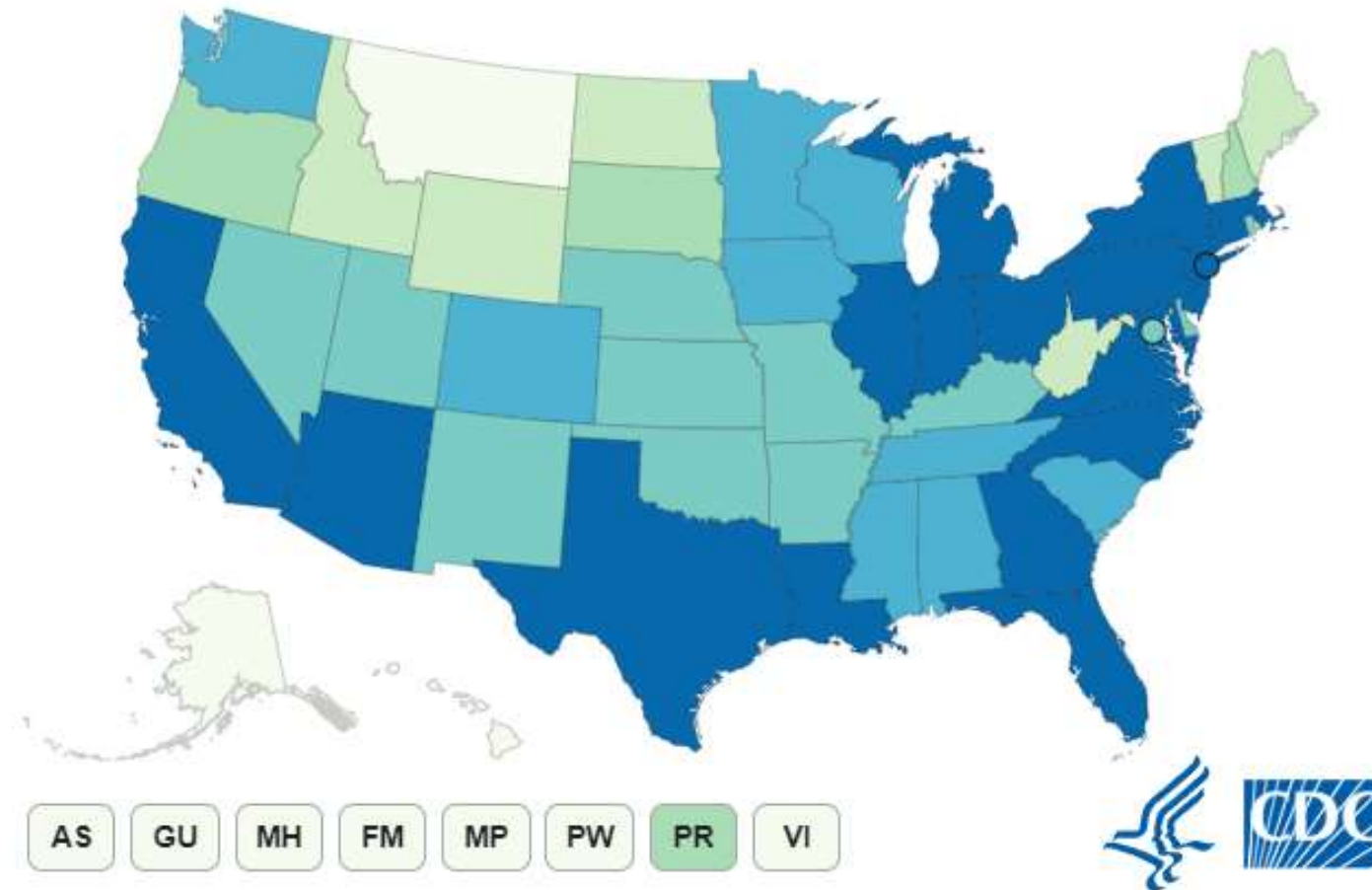
COVID-19 Across The U.S.



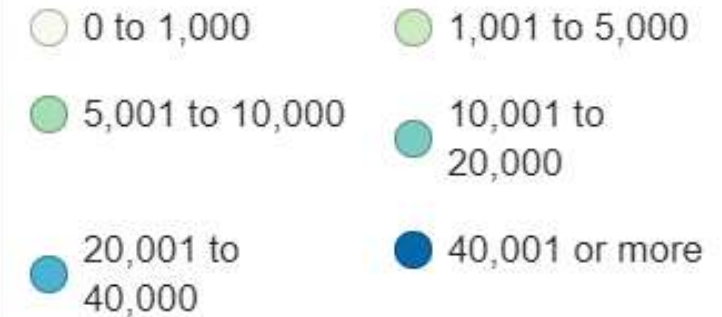
Quality Improvement
Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Healthcentric
Advisors
Qlarant



Reported Cases



TOTAL CASES
2,414,870

TOTAL DEATHS
124,325

Prevalence in MA



Total Cases
108,070

Total Deaths
8,013

Residents/Healthcare
Workers of LTF with
Probable or Confirmed
23,362

LTC Reporting at
Least One Probable or
Confirmed
369

Probable or Confirmed
Deaths in LTF
5,051

Today Speakers



**Quality Improvement
Organizations**

Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



■ Healthcentric
Advisors
■ Qlarant



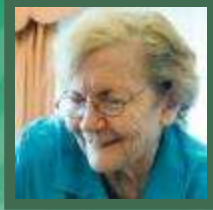
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COVID-19 Getting to Gold Recovery Status

*We're Perfecting the
Art of Superior Care.*

Berkshire Healthcare Systems (BHCS)

Total Nursing Home Beds (SNF)	2,052
Total Independent Living Units (ILU)	218
Total Assisted Living Units (ALU)	172
Total Adult Day Health (ADH)	35
Total Hospice Clients	175

Where We Are Located



It Takes a Community



Paving The Way With Expert Support



- ICAR Assessment
- Co-developed cohorting plans
- Decision to use 14 days to clear a resident from isolation
- Consideration of other resident impacts and development of best practices
 - showering
 - smoking
 - socialization
 - Disorientation
 - depression

Embraced collaboration with Mass DPH – allowing our experiences and learnings to benefit others

We Leveraged Existing Connections

Clinical,
regulatory and
advocacy
support

Share
experiences &
learnings

Support with
policies/guidance

Promising
practices

Infection control
audit & feedback

Webinars

Our Associations
- AHCA & Mass Sr. Care

Immediate Actions – Before Protocols

Open Communication

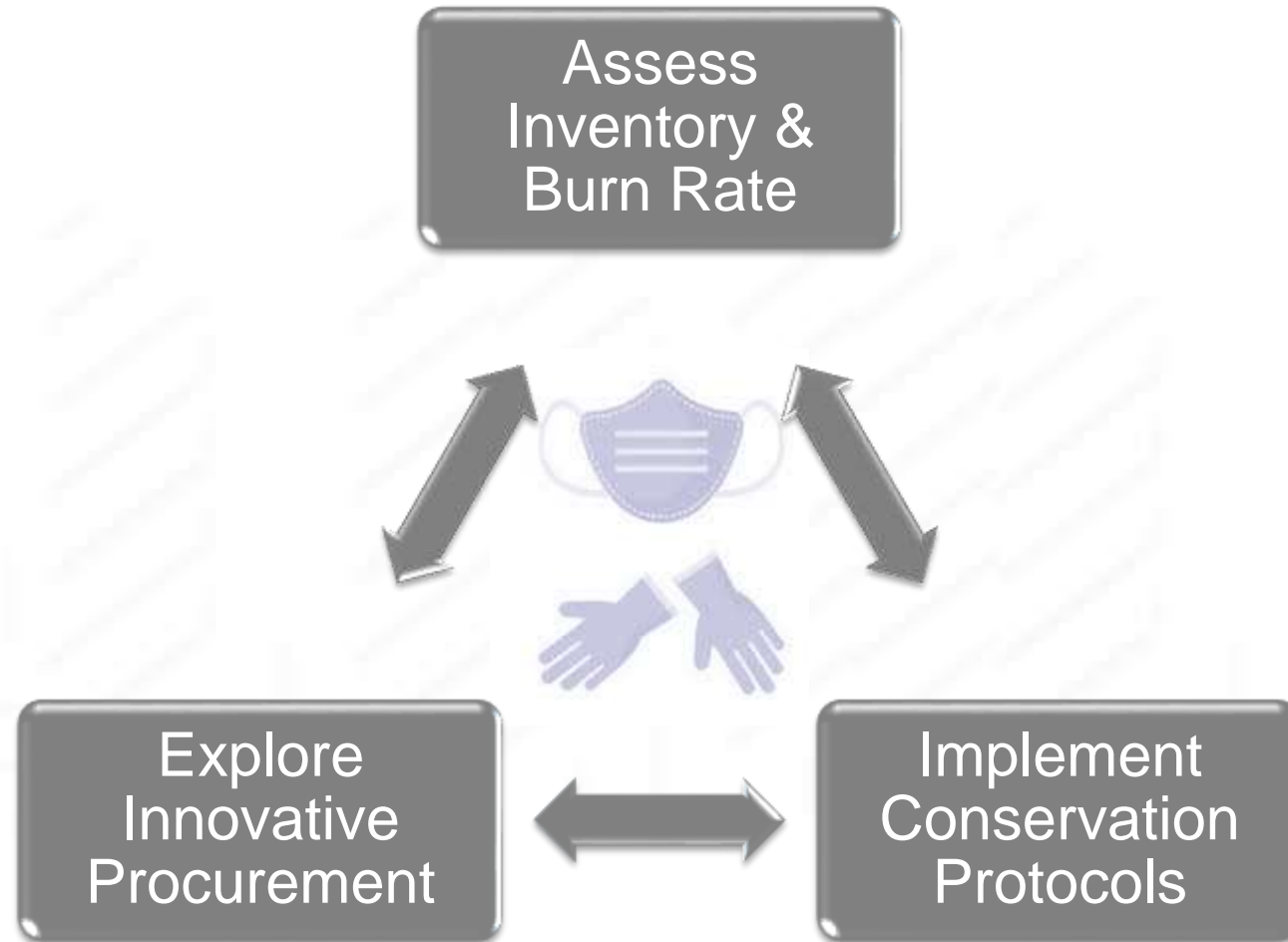
Back to Infection Control
Basics

Embraced
ICAR

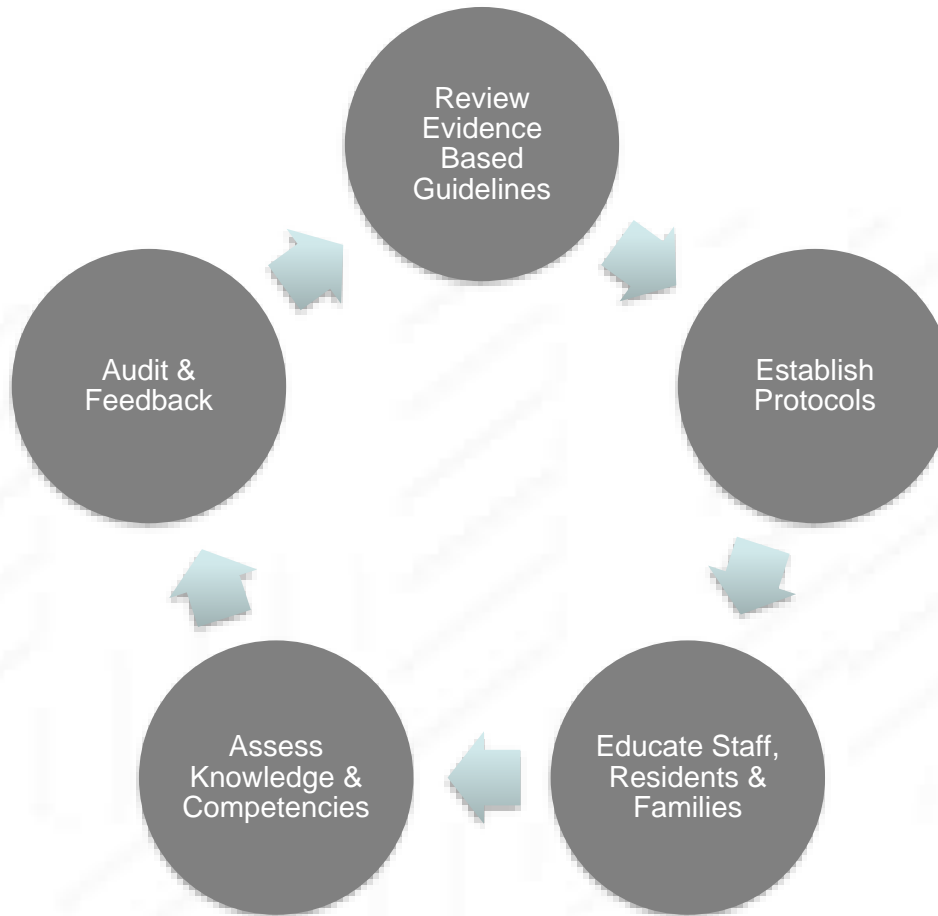
Centralized Focus on
PPE

- Daily calls
- Check list – screening & visitation
 - Restricted visitors – virtual/window
 - Screening of all employees
 - Resident symptom screening
- Closing common areas – no group activities/dining
- Masks for all staff, masks for residents
- Cohorting
- Transmission-based precautions
- Surveillance testing
- PPE management

PPE Strategies



Prioritized Education and Support



- COVID-19 Facts
- Screening
- Prevention
 - Hand Hygiene
 - Use of PPE

Supported our Teams

1. Covered staffing gaps
 1. Redeployed staff to direct care
 2. Leveraged volunteer network
 3. Mass DPH staffing portal
 4. Nursing Assistance
 5. National Guard
2. Adjusted onboarding
3. Focused on team wellness



Our people are our greatest resource

First Signs of the Virus Checklist



Checklist: <https://qi.ipro.org/wp-content/uploads/Checklist- First COVID Positive Facility.pdf>

- Communication
 - Screen phone calls to units to minimize nursing interruptions
 - Gather email addresses of families
 - Update web page to inform community of positive cases
- Resident Placement/Cohorting
 - Bed Boards
 - Terminal Cleaning Team



First Signs of the Virus Checklist



Checklist: <https://qi.ipro.org/wp-content/uploads/Checklist- First COVID Positive Facility.pdf>

- Resident Impacts
 - Nebulizers
 - O2 sat monitoring
 - Respiratory/Symptom screening
- Staff Safety
 - Universal mask wearing
 - Staffing patterns



First Signs of the Virus Checklist



Checklist: <https://qi.ipro.org/wp-content/uploads/Checklist- First COVID Positive Facility.pdf>

- Nursing
 - Stock of IV NS and IV D5
 - Oxygen concentrators/High flow oxygen
 - Resident Suspect Treatment Protocol
 - COVID EHR POC
 - Hold nonessential meds



First Signs of the Virus Checklist



Checklist: <https://qi.ipro.org/wp-content/uploads/Checklist- First COVID Positive Facility.pdf>

- **Physician/NP**
 - Educate on disease process
 - Create /Update MOLST
- **Advance communication with Funeral Homes**
 - Adopted Guidance of Mass Funeral Directors

Mass Funeral Directors Guidance available here:
<https://www.massfda.org/files/COVID-19%20Update%20-%20March%2020%202020.pdf>

MA MOLST form and instructions available here:
<https://www.molst-ma.org/download-molst-form>

Don't recreate the wheel – adopt or adapt what already exists

Williamstown Commons Skilled Nursing and Rehabilitation Center



CASE STUDY

- 145 bed – LTC; SNF and secure Memory
- SNFist Model

Williamstown Commons



CASE STUDY

Williamstown
Commons
Floorplan

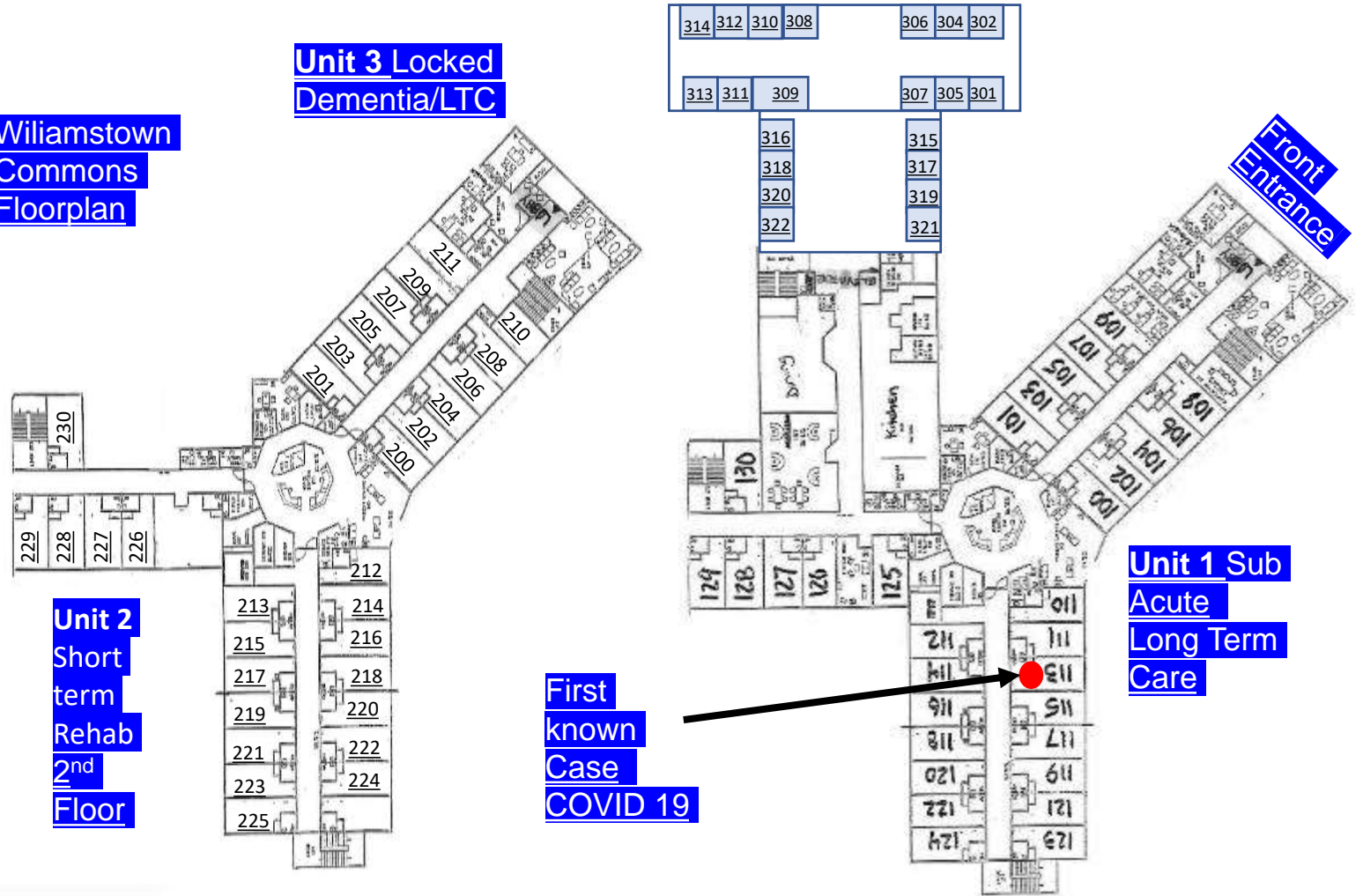
Unit 3 Locked
Dementia/LTC

Unit 2
Short
term
Rehab
2nd
Floor

First
known
Case
COVID 19

Unit 1 Sub
Acute
Long Term
Care

Front
Entrance



Clinical Presentation



CASE STUDY

Rarely “*common*” signs and symptoms

- Fever $\geq 37.8^{\circ}\text{C}$ (100.0°F)
- Cough
- Shortness of breath

Frequently “*less*” *common* signs and symptoms

- Confusion or change in mental status
- Poor oral intake
- Weakness
- Muscle aches, headache
- Sore throat, runny nose
- Falls
- Diarrhea, nausea and vomiting

Most often NO signs or symptoms

Early Testing Outcomes

12 residents selected for testing on March 24th

Unit 1

- Case ID 5: 66 yo female - c/o general discomfort and feeling unwell; Max temp 99.5
- Case ID 6: 81 yo female- Recent resp illness c/o cough; Max temp 99.2
- Case ID 7: 84 yo Lethargic, O2 sat 79% on RA; Max Temp 101
- Case ID 8: 85 yo female- Exposure-High risk for poor outcome; Max temp 98.2
- Case ID 13: 91yo female unusual episode of urinary incontinence, cough, anorexia; Max temp 100.
- Case ID 14-91 yo female-Lethargic, poor po intake; Max Temp 99.5
- Case ID 16: 86 yo female- Increased confusion, mild SOB with exertion, fatigued, cough; Max temp 99.2
- Case ID 18: 86 yo female- Mild full body tremor; Max temp 99.0

- Case ID 17: 83 yo Increased lethargy, decreased PO intake; Max Temp 101
- Case ID 19: 95 yo female-Asymptomatic; Family will insist on testing; Max Temp 99.1

Unit 2

- Case ID 15: 60 yo male-c/o persistent headache, body aches and feeling unwell; Max temp 99

Unit 3

- Case ID 20: 71 yo Male-Report of urinating on the floor and having his wallet on his head; Max temp 101.1

Early Testing Outcomes

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Clinical Lessons- Signs and Symptoms



Provider checklist: https://qi.ipro.org/wp-content/uploads/Checklist_COVID-19_Provider.pdf

Clinical outcomes are positively influenced by having savvy practitioners physically present in the facility examining and treating patients

- Suspected or confirmed case
- Early Disease
- Mid Disease
- Late Disease
- Telemedicine

Clinical Lessons- Managing Less Responsive Residents



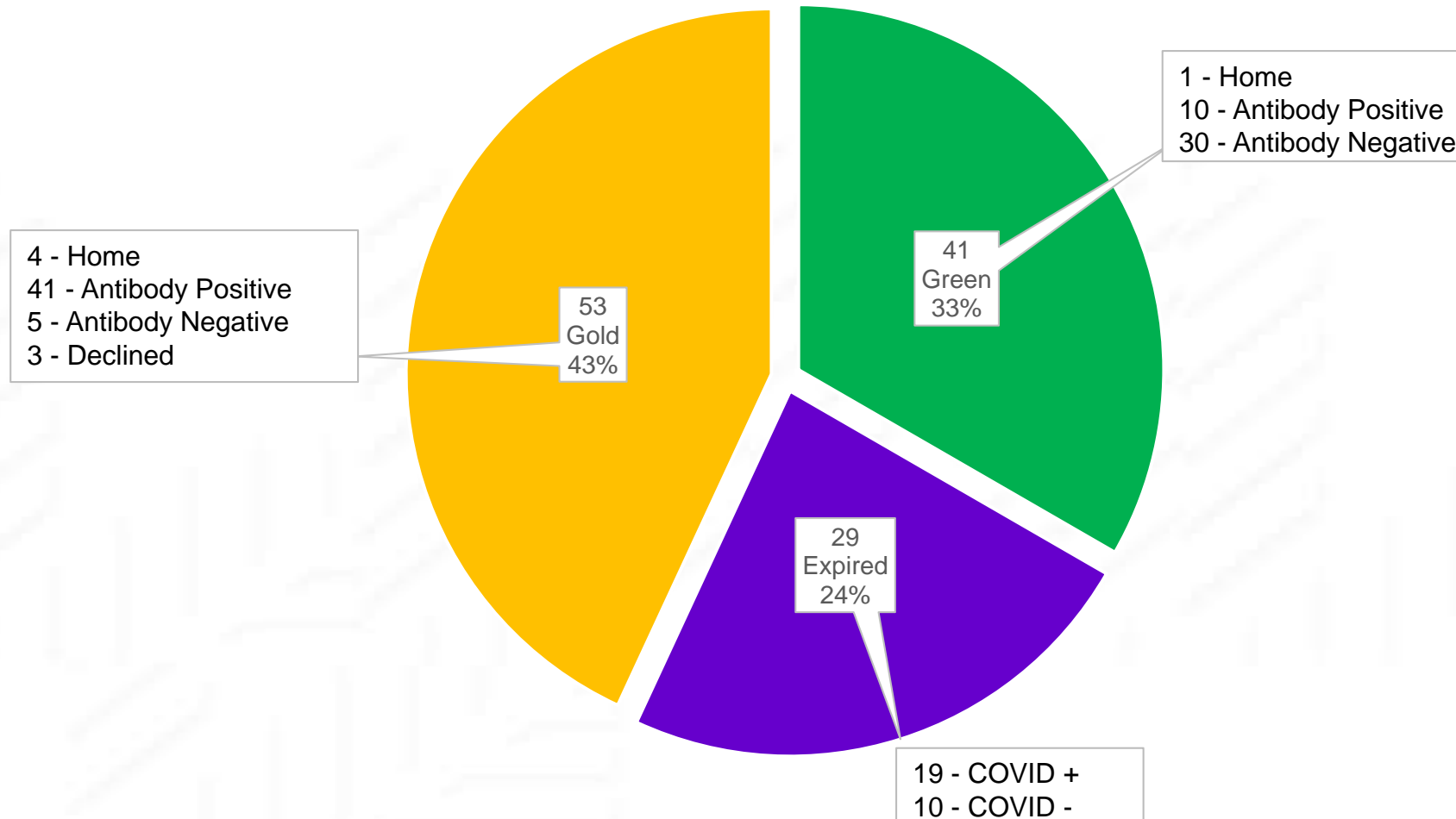
Provider checklist: https://qi.ipro.org/wp-content/uploads/Checklist_COVID-19_Provider.pdf

Avoid giving morphine or other sedating medications unless indicated for signs of symptomatic respiratory distress or agitation

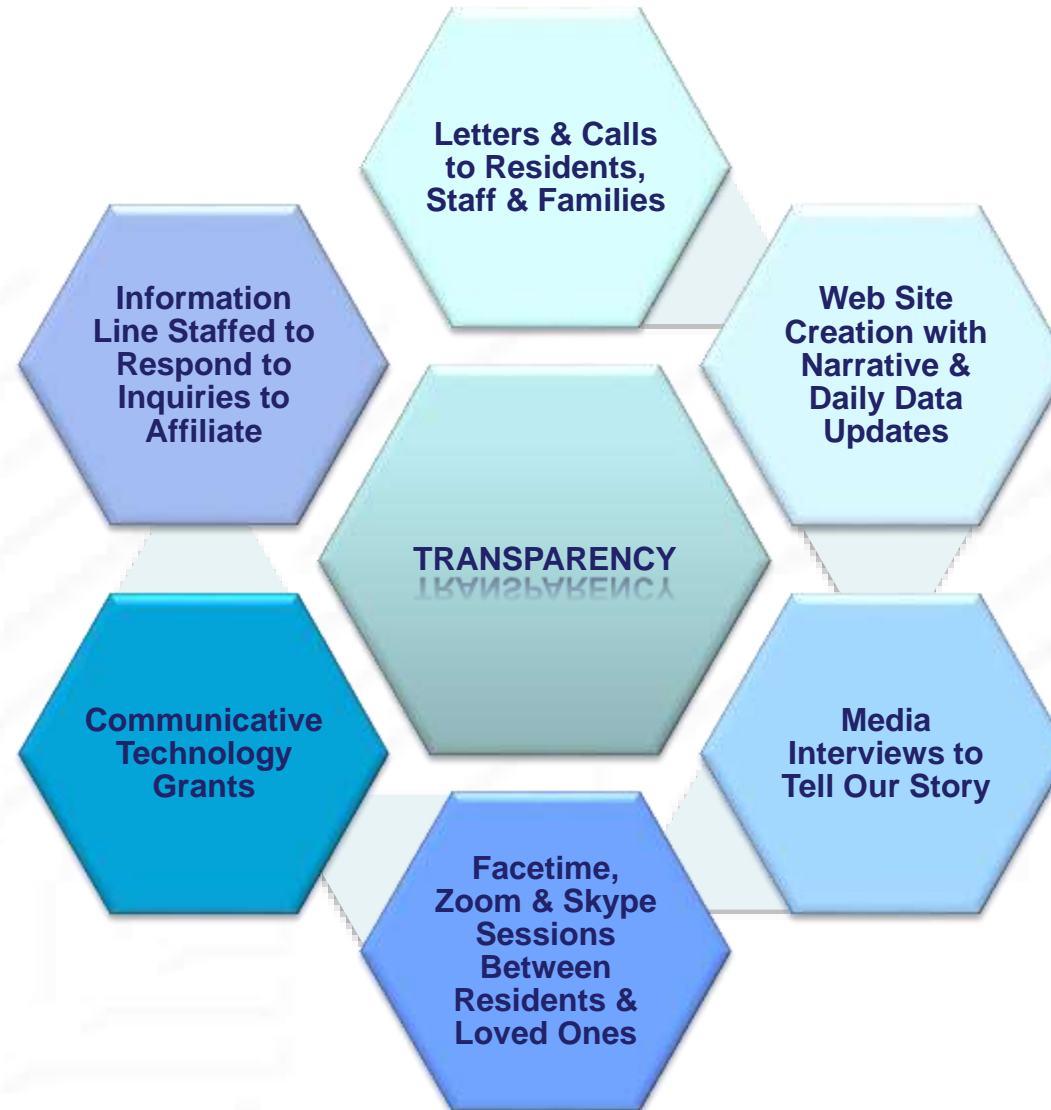
- Residents may become less responsive and appear more anesthetized than asleep
- Clinical response to interventions

Getting to Gold

123 Original Residents on March 17, 2020



Communication Strategies



Summary

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Facilitated Panel Discussion

Moderated by:

Alyssa DaCunha & Joshua Clodius, Healthcentric Advisors, a member of the IPRO QIN-QIO

Panelists

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Epidemiologist

Massachusetts Department of Public Health

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Chief Medical Officer

Berkshire HealthCare Systems

Melissa Cumming, MS, CIC

Epidemiologist

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Healthcare Associated Infection Coordinator

Massachusetts Department of Public Health

Jill Zucco

Vice President of Operations

Berkshire HealthCare Systems





Before you go... we invite you to



Email QIO-Info@ipro.org

*Improve **Nursing Home Quality** & Enhance the **Health of Your Community***

Working with **1,751** of the nursing homes across the network – enroll today

<https://hcaportal.org/recruitment/signup.php>

Supporting **86** Community of Care coalitions across the network – contact us to see if there is a coalition in your community

<https://isweb.ipro.org/recruitment12sow/cc/>