

Welcome! We will begin at 10:30 AM

Nourishing the Mind, Body & Soul During COVID-19: Providing Compassionate Food & Nutrition Services

COVID-19 Workshop Series

July 2, 2020

10:30 AM ET



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For today's call, everyone is muted.

- Please use the Chat box (right side of your screen) for questions and comments.
- This webinar will be presented in an interview style, question and answer format and is intended to be **conversational** versus PowerPoint based.
- Although we have a variety of questions prepared, we want to answer **YOUR** questions – please type questions in the Chat box and send to “**all participants.**”
- If we are unable to get to your question today, we will follow up with you.
- Use to the Chat box to let us know who's here today – your name, organization and role.

The IPRO QIN-QIO Who We Are



- Healthcentric Advisors
- Qlarant

The IPRO QIN-QIO

- A federally funded Medicare Quality Innovation Network—Quality Improvement Organization
- 12 regional CMS QIN-QIOs nationally

IPRO:

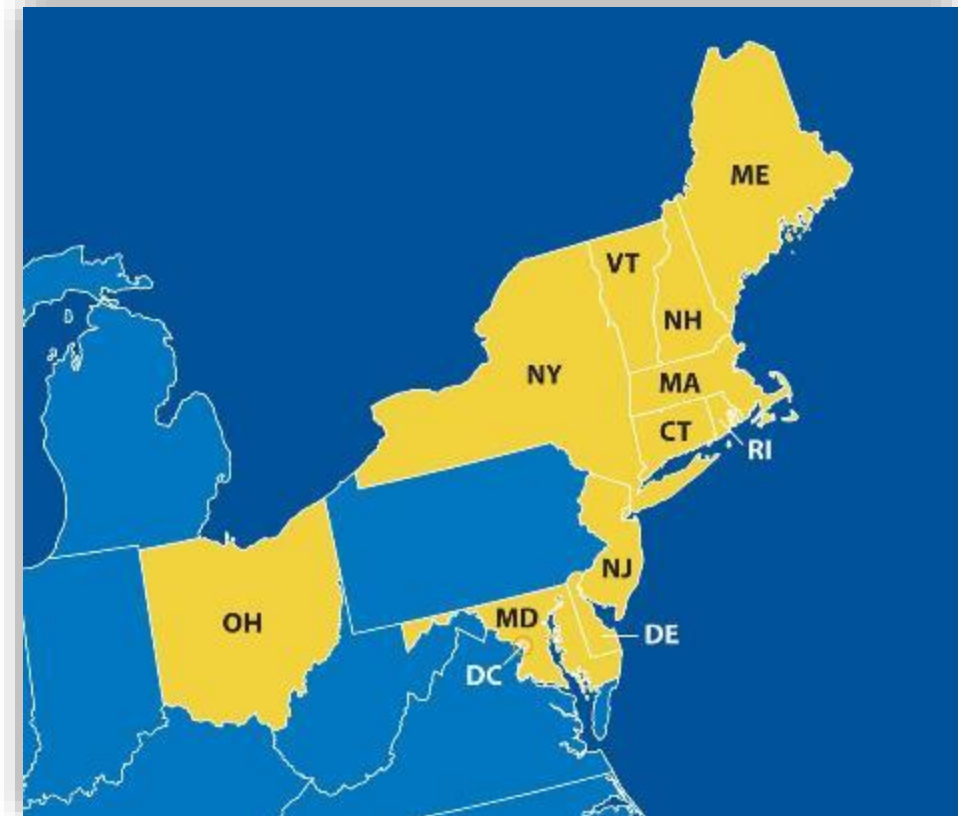
New York, New Jersey, Ohio

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 FFS beneficiaries**

Focus Areas Across Settings

Nursing Homes

- ✓ Working with more than 1,500 of the nursing homes in the region

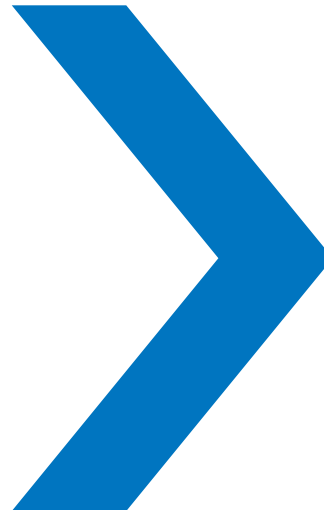
Community Coalitions

- ✓ **86** Communities that encompass at least 65% of the Medicare beneficiaries in each state
- ✓ Members collaborating to improve outcomes for the communities they serve:

- Acute Care Hospitals
- Critical Access Hospitals
- Federally Qualified Health Centers
- Home Health Agencies
- Skilled Nursing Facilities
- Physician Practices
- Pharmacies
- Community Based Organizations

Cross-Cutting Priority Areas

- Health Information Technology
- Health Equity
- Trauma-Informed Care
- Patient & Family Engagement
- Rural Health
- Vulnerable Populations



Program Focus Areas



Our Speakers



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Ingris García, RDN, CDN, CPHQ
Population Health Coordinator, IPRO
Lake Success, New York



Judith (Judy) Batashoff, RD, CDN
Chief Clinical Dietitian, Rego Park Health Care
Flushing, New York



Mary A. Fitzpatrick, RDN, CDN
Nutrition & Food Service Director, Norwegian
Christian Home & Health Center
Brooklyn, New York



Jordan Lynch, RD
Chief Clinical Dietitian
Cabrini Eldercare, Dobbs Ferry, New York



Learning Objectives

- Successful practices to stabilize resident food intake
- Monitoring and managing resident weight changes
- Infection control practices from the perspective of a dietitian
- Preservation of a sense of “home” for residents



Navigating Changes in the Nutrition Care Process



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What adjustments have you made to the nutrition assessment processes in response to COVID-19?

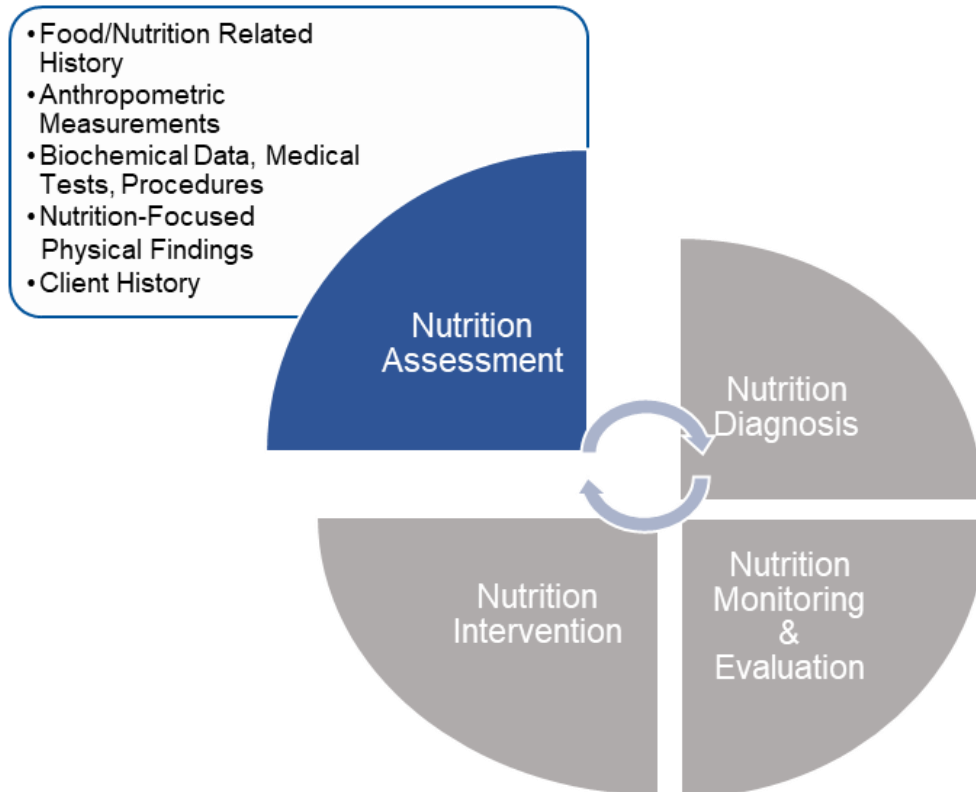
Navigating Changes in the Nutrition Care Process



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- Collaborate with multidisciplinary team across departments
- Engage with residents, families, and care partners using accessible modes of technology



What interventions have you put in place to promote improvements in the food intake of residents?

Sustaining Resident Food Intake



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- Provide fortified and enriched food items
- Offer nutrient dense snacks
- Adjust supplement schedule to resident convenience and align with staff workflow
- Allow temporary texture downgrades, when appropriate, to ease burden for resident
- Coordinate and collaborate with multidisciplinary team across departments on intervention implementation strategies
- Be flexible in assuming a multi-faceted role if your duties and services may need to expand





What approach did your facility take to
collect and monitor resident
weight changes ?

Keeping Resident Weight Changes Stable

Continued Weight Collection

- When medically necessary
- When infection control protocols enable safe collection/ pose minimal risk of COVID-19 exposure to residents & staff
- As directed by organizational protocols & best practice guidelines

Temporary Weight Collection Discontinuation

- When not medically necessary
- When safe collection is not possible/ poses considerable risk of COVID-19 exposure to residents & staff
- As directed by organizational protocols & best practice guidelines



Keeping Residents, Families, & Staff Safe with Infection Control



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What steps did you and your team take to ensure a safe environment for residents, staff, families, and care partners?

Keeping Residents, Families, & Staff Safe with Infection Control



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- Infection Control In-Services
- Hand hygiene protocols for residents & staff prior to meals
- Personal Protective Equipment (PPE) enforcement
- Limited access to food service department and units by non-authorized individuals
- Sanitation buckets & PPE discard stations
- Disposable trays
- Adjust food truck delivery process on/off units



How have you and your care team members
been able to preserve a sense of “home”
and “stability” for residents in this new
environment impacted by the need for
“social distancing” practices?

Preserving the “Home” Environment

- Coordinate with interdisciplinary team to adapt the planning and format of dining & social experiences to allow safe interactions
- Integrate infection control protocols into dining & social experiences
- Offer comfort food items and beloved menu staples
- Keep menu cycle consistent
- Use technology and bedside manner basics to provide a “touchless touch” of compassion to care



Adjusting to a “New Normal”



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What adjustments have you made in
your professional practice or your
personal perspective?



Staff & Resident Resilience



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What has supported you, your team,
and residents' in building resilience
while navigating both professional
challenges and personal demands of
this pandemic?

Staff & Resident Resilience:



What is your rainbow or source of strength from the lessons learned in the past 3 months?

What lessons do you think will sustain you and your team if faced with a “second wave”?

Rainbows After the Storm

**“When the going gets tough,
the tough get going.”**

- Joseph P. Kennedy

**“It is okay to be brave and afraid at the
same time.”**

– Brené Brown

“United we stand, divided we fall.”

- John Dickinson



Food & Nutrition Services Best Practice Resources



- Healthcentric Advisors
- Qlarant

**Academy of
Nutrition and
Dietetics**

<https://www.eatrightpro.org/coronavirus-resources#resource-links>

**Centers for
Disease
Control and
Prevention**

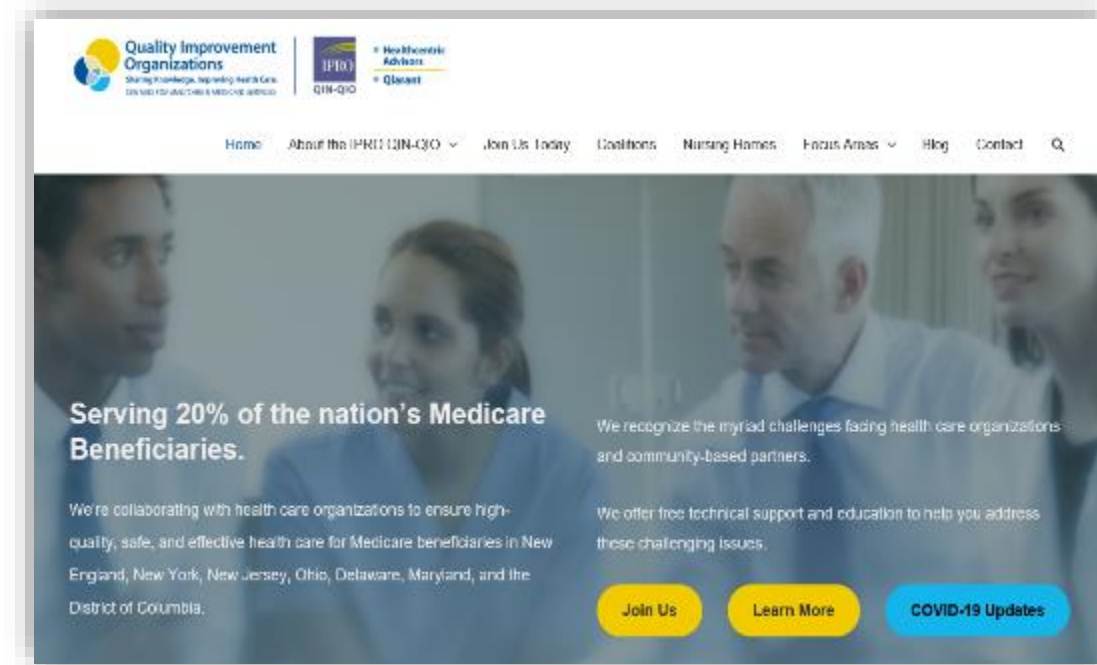
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>

**Pioneer
Network**

<https://www.pioneernetwork.net/resource-library/enhancing-the-dining-experience/>

Thank you!

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<https://qi.ipro.org/>



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This material was prepared by the IPRO QIN-QIO, a collaboration of Healthcentric Advisors, Qlarant and IPRO, serving as the Medicare Quality Innovation Network-Quality Improvement Organization for the New England states, NY, NJ, OH, DE, MD, and the District of Columbia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 12SOW-IPRO-QIN-T1-AA-20-73

