



# VCU

# Nursing Home ECHO

## COVID-19 Action Network

Virginia Nursing Homes \* VCU Department of Gerontology  
VCU Division of Geriatric Medicine \* Virginia Center on Aging

For educational and quality improvement purposes, we will be recording this video-session. By participating in this ECHO session you are consenting to be recorded. If you have questions or concerns, please email, [nursinghome-echo@vcu.edu](mailto:nursinghome-echo@vcu.edu).

Project ECHO® collects registration, participation, questions/answers, chat comments, and poll responses for some teleECHO® programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to inform new initiatives

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



# CE/CME Disclosures and Statements

## Disclosure of Financial Relationships:

The following planners, moderators or speakers have the following financial relationship(s) with commercial interests to disclose:  
Christian Bergman, MD – none; Dan Bluestein, MD – none; Joanne Coleman, FNP-none; Laura Finch, GNP - none;  
Tara Rouse, MA, CPHQ, CPXP, BCPA – none; Sharon Sheets-none;

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In support of improving patient care, VCU Health Continuing Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

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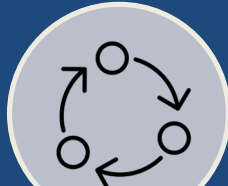
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VCU Health Continuing Education awards 1.50 hours of participation (equivalent to AMA PRA Category 1 Credits™) to each non-physician participant who successfully completes this educational activity.

# ECHO is All Teach, All Learn



Interactive



Co-  
Management  
of Challenges



Peer-to-Peer  
Learning



Collaborative  
Problem  
Solving



# Agenda

1. Weekly COVID-19 Updates
  - Virginia COVID-19 Stats
  - Guidance/Regulatory Updates
  - From the Literature
2. Follow Up
  - Concerns from last week
3. Weekly Topic
4. Open Discussion
  - COVID-19 Active Issues
  - QI Content with More In-Depth Conversation
  - Questions for Group Discussion

# Checking In



Please introduce yourself in the chat

1. Your name
2. Your Nursing Home
3. One or two words that represent how you are feeling today



# VCU

## Weekly COVID-19 Updates

- Virginia COVID-19 Stats
- Guidance/Regulatory Updates
- From the Literature

**AHRQ ECHO National Nursing  
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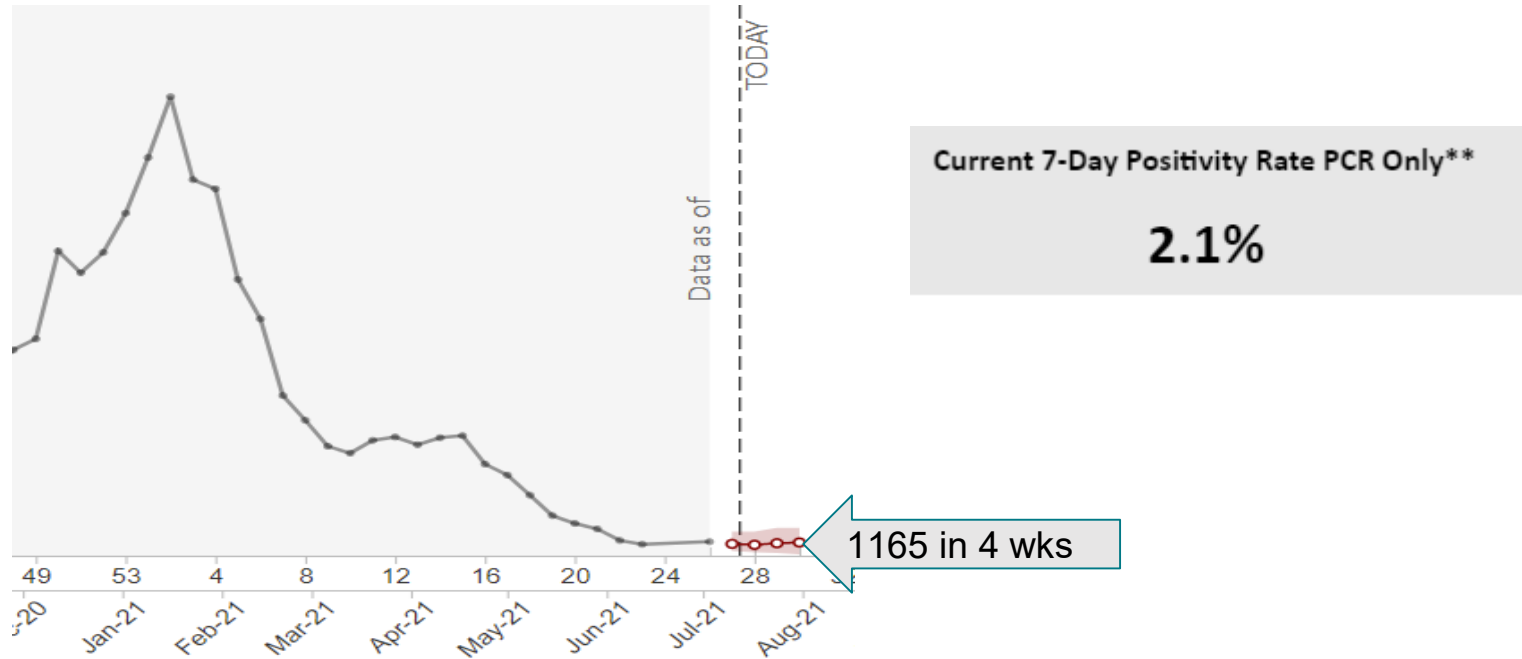


# Virginia Cases by Vaccination Status January-current

Fully Vaccinated People: <b>4,412,664</b>		
<b>Percent of Cases In People Not Fully Vaccinated</b> <b>99.4%</b>	<b>Percent of Hospitalizations In People Not Fully Vaccinated</b> <b>99.0%</b>	<b>Percent of Deaths In People Not Fully Vaccinated</b> <b>99.3%</b>
<b>189,783</b> Total Cases Not Fully Vaccinated^	<b>6,710</b> Total Hospitalizations Not Fully Vaccinated	<b>2,429</b> Total Deaths Not Fully Vaccinated
<b>Total Breakthrough* Cases</b> <b>1,063</b>	<b>Total Breakthrough Hospitalizations</b> <b>71**</b>	<b>Total Breakthrough Deaths</b> <b>17</b>
<b>0.024%</b> Percent of Fully Vaccinated People who Developed COVID-19	<b>0.0016%</b> Percent of Fully Vaccinated People Who Were Hospitalized for COVID-19	<b>0.0004%</b> Percent of Fully Vaccinated People Who Died of COVID-19

<https://www.vdh.virginia.gov/coronavirus/covid-19-vaccine-summary/>

# Observed and Forecasted Cases-Changed from expected



[https://covid.cdc.gov/covid-data-tracker/#forecasting\\_weeklycases](https://covid.cdc.gov/covid-data-tracker/#forecasting_weeklycases)



# VDH Dashboard Variants of Concern Shifting

- updated as of 7/9/2021

Region	Alpha (B.1.1.7)	Beta (B.1.351)	Gamma (P.1)	Delta (B.1.617.2)
Virginia	2,734 (89.6%)	118 (3.9%)	112 (3.7%)	88 (2.9%)
Central	523 (89.7%)	17 (2.9%)	6 (1.0%)	37 (6.3%)
Eastern	506 (81.4%)	77 (12.4%)	30 (4.8%)	9 (1.4%)
Northern	553 (89.6%)	13 (2.1%)	28 (4.5%)	23 (3.7%)
Northwest	467 (90.5%)	4 (0.8%)	30 (5.8%)	15 (2.9%)
Southwest	685 (95.9%)	7 (1.0%)	18 (2.5%)	4 (0.6%)

Last  
Week

Region	Alpha (B.1.1.7)	Beta (B.1.351)	Gamma (P.1)	Delta (B.1.617.2)
Virginia	2,471 (90.1%)	117 (4.3%)	87 (3.2%)	67 (2.4%)

Total Infections  
**3,052**

Total Hospitalizations  
**176**

Total Deaths  
**42**

<https://www.vdh.virginia.gov/coronavirus/covid-19-data-insights/variants-of-concern/>

# CDC/CMS Updates

Weekly updates or novel research findings from  
CDC, CMS, VDH, for nursing homes.

No new major updates since 5/27/21

<https://www.cms.gov/newsroom>

<https://www.cdc.gov/coronavirus/2019-ncov/whats-new-all.html>

# CMS Vaccine Data Now Available

Make sure your data is accurate. >99% centers in Virginia now updated. n=287

## As of 6/13/21

- Residents: 77.36% (35th out of 50 states)
- Staff: 57.87% (25th out of 50 states)

## As of 6/20/21

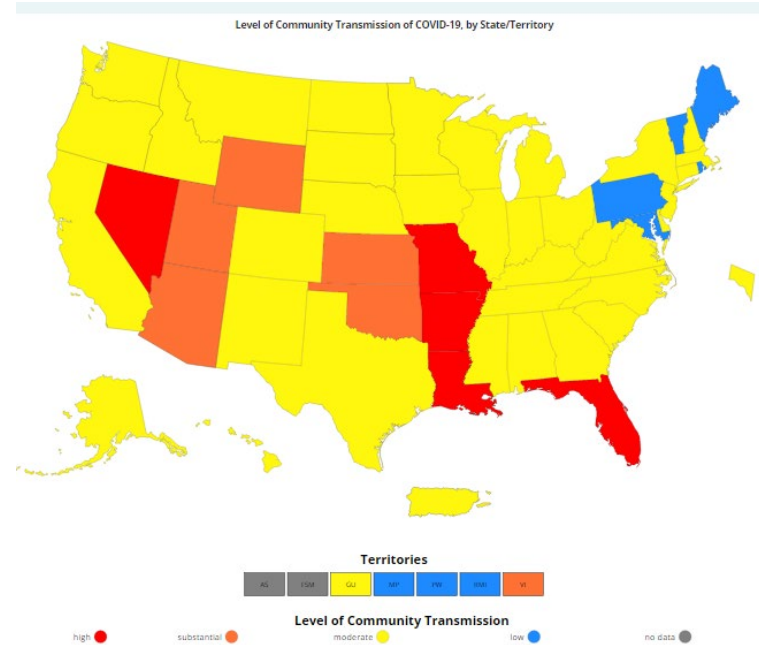
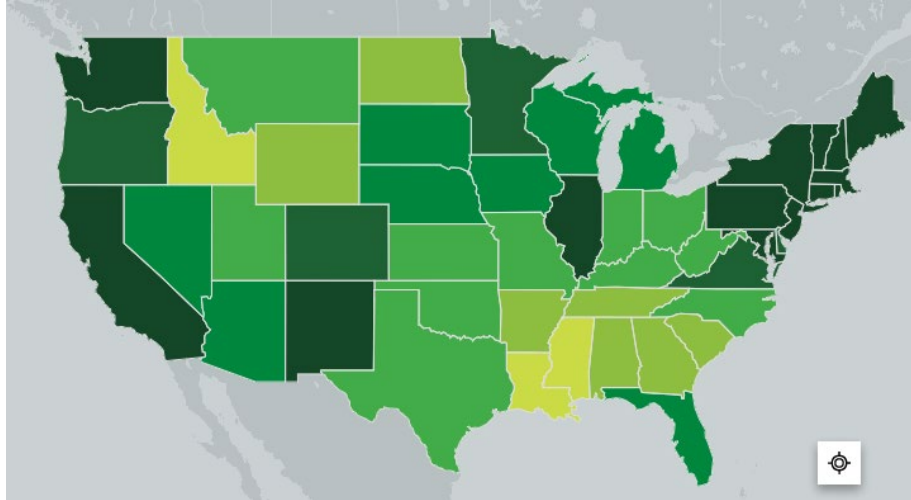
- Residents: 79.32% (26th out of 50 states)
- Staff: 60.97% (20th out of 50 states)

## As of 6/27/21

- Residents: 80.45% (23rd out of 50 states)
- Staff: 64.44% (17th out of 50 states)

<https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg/>

# Vaccination Rates vs. Community Transmission



<https://www.mayoclinic.org/coronavirus-covid-19/vaccine-tracker>

[https://covid.cdc.gov/covid-data-tracker/#cases\\_community](https://covid.cdc.gov/covid-data-tracker/#cases_community)

# From the Literature

## An In-Depth Briefing on Latest Research Relevant to PA/LTC

- No new major research findings.

Awaiting more research on booster shots, delta-plus variant, etc.

<https://paltc.org/amda-update-covid-19>

# “As the Virus Turns”

5-minute weekly video updates - sponsored by the Alzheimer’s Association

Episode 15 - **SARS-CoV-2- is Growing in Case Counts** - July 8, 2021

<https://community.ihl.org/HigherLogic/System/DownloadDocumentFile.ashx?DocumentFileKey=470b2d3f-b921-1340-baed-1c761d263f2c&forceDialog=0>

Episode 14 - Dementia Care Practice Recommendations - July 2, 2021

<https://www.youtube.com/watch?v=N5c76YPQrTw>

Episode 13 - Update on Delta Variant & Hand Hygiene - June 21, 2021

<https://www.youtube.com/watch?v=Tg2GHw5omsk>

All Episodes <https://community.ihl.org/echo/ourlibrary?DefaultView=folder>



**VCU**

# Follow Up

- Concerns from Last Week

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Agency for Healthcare  
Research and Quality



# Concerns from Last Week

Unmute if you have a concern or question  
from last week and please share





# Chat Waterfall

Were you able to take advantage of the CMP funds last year to enhance staff, resident, and family access to technology?

- Yes or No

AND

- If yes, what kind of technology devices did you acquire?



**\*\*\* Remember! Put in your response, but DO NOT hit enter until instructed! \*\*\***



# VCU

## Weekly Topic

Module 6: Leadership Communication

Session 5: Using Technology in Communication

July 13th and July 14th, 2021

Slides courtesy of: Janine Finck-Boyle, MBA/HCA, LNHA, VP-Regulatory

Affairs, Leading Age

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# Learning Objectives

By the end of this session, participants should be able to:

1. Reflect on the impact of telehealth in nursing homes during the pandemic.
2. Describe best practices in implementing telehealth and utilizing technology in the communication loop.
3. Recognize the challenges associated with rapid technology implementation.

# Opening Discussion

- Could you share a silver lining moment?
  - How did you communicate the silver lining to staff/residents?
- Reflecting on our conversation last week (communication loop & emergency preparedness), did you make a change?

# Module 5

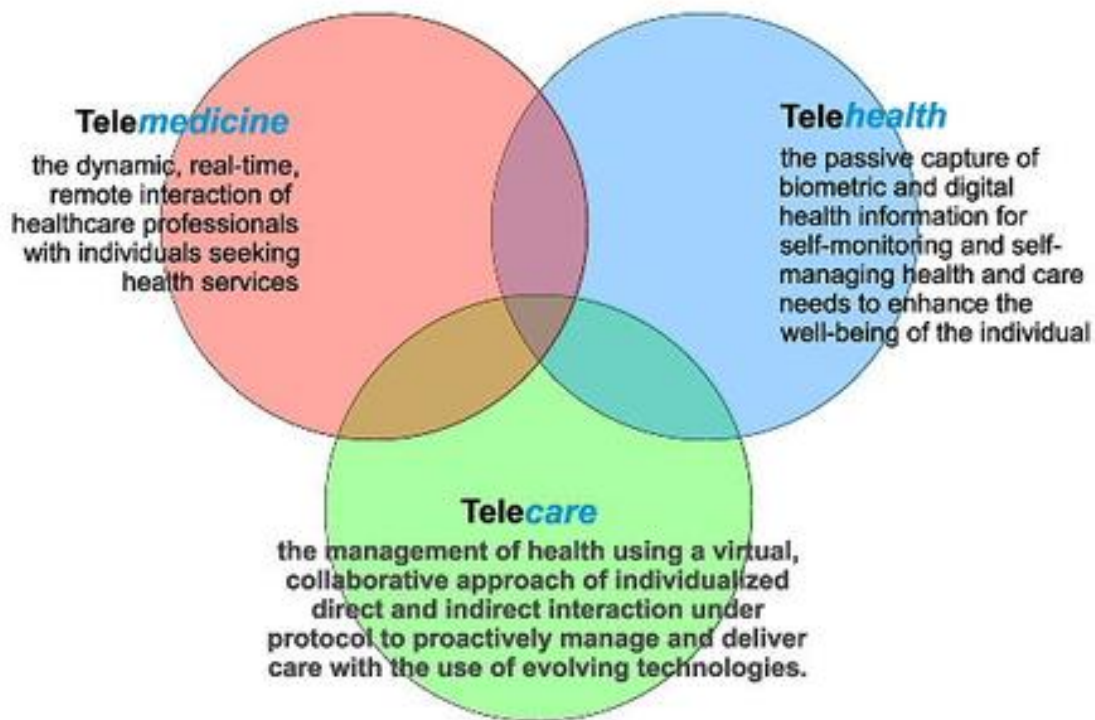
- Leverage technology to support effective and timely communication.
- Nursing homes should be at the forefront of technology to help connect and care for all residents.



# 1135 Waivers & CMP Grant Funds

- 1135 Waivers during the PHE issued in 2020
  - Clinical practice
  - Social isolation
  - Visitation
  - Regulatory aspects of survey
  
- Civil Monetary Penalties Grant Funding during COVID-19

# Telemedicine vs. Telehealth



<https://www.royalhealingnd.com/telemedicine-virtual-medical-center.html>

# Telehealth in Nursing Homes

- Consider the following:
  - Is the purpose clinical care? Telemedicine or telehealth or telecommunication?
  - Rules, regulations, privacy, timeframes
  - Resources?
  - Education?
  - Testing?



# CMS Telehealth in LTC

## Long-Term Care Nursing Homes Telehealth and Telemedicine Tool Kit

### Table of Contents

<b>Table of Contents</b> .....	1
<b>Intent of Toolkit:</b> .....	1
Immediate Key Implementations: .....	3
Tool Kit Contents: .....	4
1135 Waiver Information.....	5
CMS Telemedicine General Policy Guidance .....	6
Telehealth Implementation Guide.....	6
State Statute Guidance .....	6
Basics on Setting up Telehealth .....	6
Telehealth Technical Assistance .....	7
Selecting a Vendor .....	7
Articles .....	7
Patient and Community Resources.....	8
Nursing Home Resources.....	8

<https://www.cms.gov/files/document/covid-19-nursing-home-telehealth-toolkit.pdf>

- Implementation Guide
- List of Vendors
- Case Examples
- Remote Patient Monitoring
- Physician Telemedicine Visits



JAMDA

journal homepage: [www.jamda.com](http://www.jamda.com)



Review Article

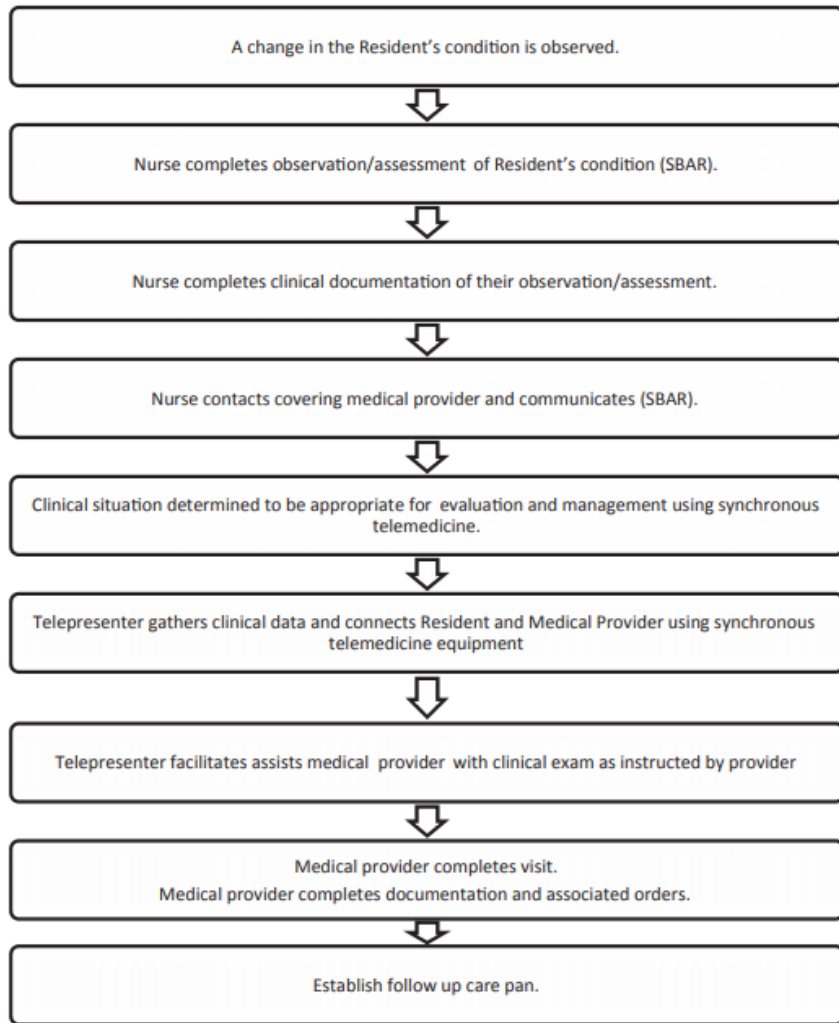
## Standards for the Use of Telemedicine for Evaluation and Management of Resident Change of Condition in the Nursing Home



Suzanne M. Gillespie MD, RD, CMD<sup>a,b,c,\*</sup>, Andrea L. Moser MD, MS, CMD<sup>d</sup>,  
Murthy Gokula MD, CMD<sup>e</sup>, Thomas Edmondson MD, CMD<sup>f</sup>, Joseph Rees DO<sup>g</sup>,  
Dallas Nelson MD, CMD<sup>b</sup>, Steven M. Handler MD, PhD, CMD<sup>b,i</sup>

# Standards of Telemedicine Visits

<https://paltc.org/sites/default/files/Standards%20for%20the%20Use%20of%20Telemedicine.pdf>



# Technology to Enhance Communication

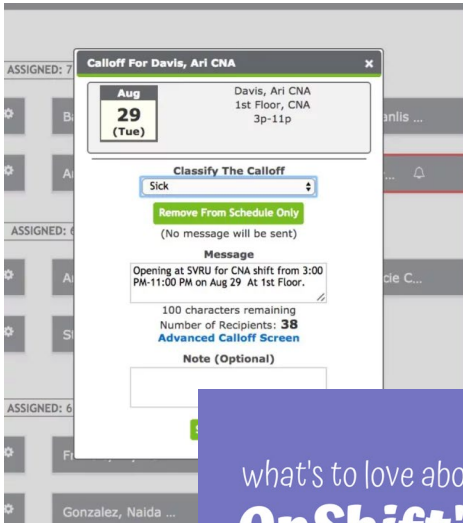


Technology use among NH residents, staff and families increased during COVID-19:

- Audio books
- Personal iPads/tablets
- Virtual visits
- Video/Audio monitors (motion activated)

<https://www.directsupply.com/blog/leverage-the-civil-money-penalty-reinvestment-program-to-improve-quality-of-life-in-your-community/>  
<https://www.aarp.org/caregiving/health/info-2020/more-nursing-home-virtual-visits.html>

# Using Technology to Enhance Communication



**Calloff For Davis, Ari CNA**

Davis, Ari CNA  
1st Floor, CNA  
3p-11p

**Aug 29 (Tue)**

**Classify The Calloff**

Sick

**Remove From Schedule Only**  
(No message will be sent)

**Message**  
Opening at SVRU for CNA shift from 3:00 PM-11:00 PM on Aug 29 At 1st Floor.

100 characters remaining  
Number of Recipients: **38**  
**Advanced Calloff Screen**

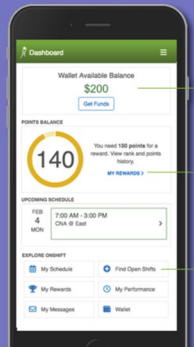
Note (Optional)

**INSTANTLY COMMUNICATE WITH STAFF**

what's to love about

## OnShift's Mobile App?

a whole lot!



- Fast Way To Access Earned Wages
- Points, Rewards & Recognition
- Flexible Schedules



**Constant Contact**

*The Best*  
**Mass Email SENDERS**



**sendinblue**

**ongage**



**VIRTUAL VISITS**

# Common Challenges

- Staffing
- Infrastructure
- Funding
- Equipment
- Support



# Simple Steps



Consider a  
Telehealth  
Liaison



Assess Staff  
Workload



Creativity -  
Think Outside  
the Box



Funding -  
Apply for  
Grant  
Funding

# Tools & Resources

- Information Technology - vendors, consultants
- Case Studies
- Health Care Systems
- Local Colleges and Universities
- Professional Associations

# Transition to Tara!



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# QI Minute: Sustaining Positive Changes

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# Chat waterfall

Chat your response into the chat box and wait to press send until given the go ahead

All can participate in this waterfall

## *Chat Waterfall:*

**What is one new practice that emerged during covid that you want to keep moving forward?**



# Testing VS Implementation

## Testing

- Not Permanent
- Minimal supporting process changes needed
- Focus on learning at minimal risk
- Failure expected-even planned
- May not effect everyone

## Implementation

- Become part of routine
- Supporting processes changed (improved)
- Performance should be close to predictions (less learning)
- Greater people impacted
- Can take longer

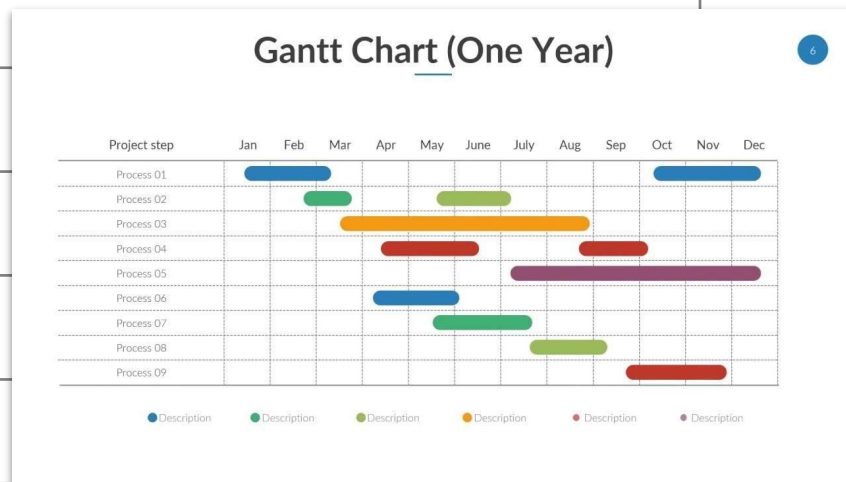
IG pg 174

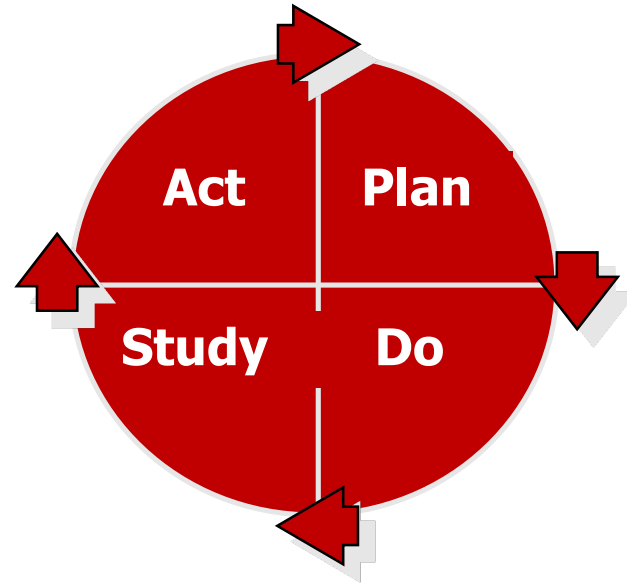
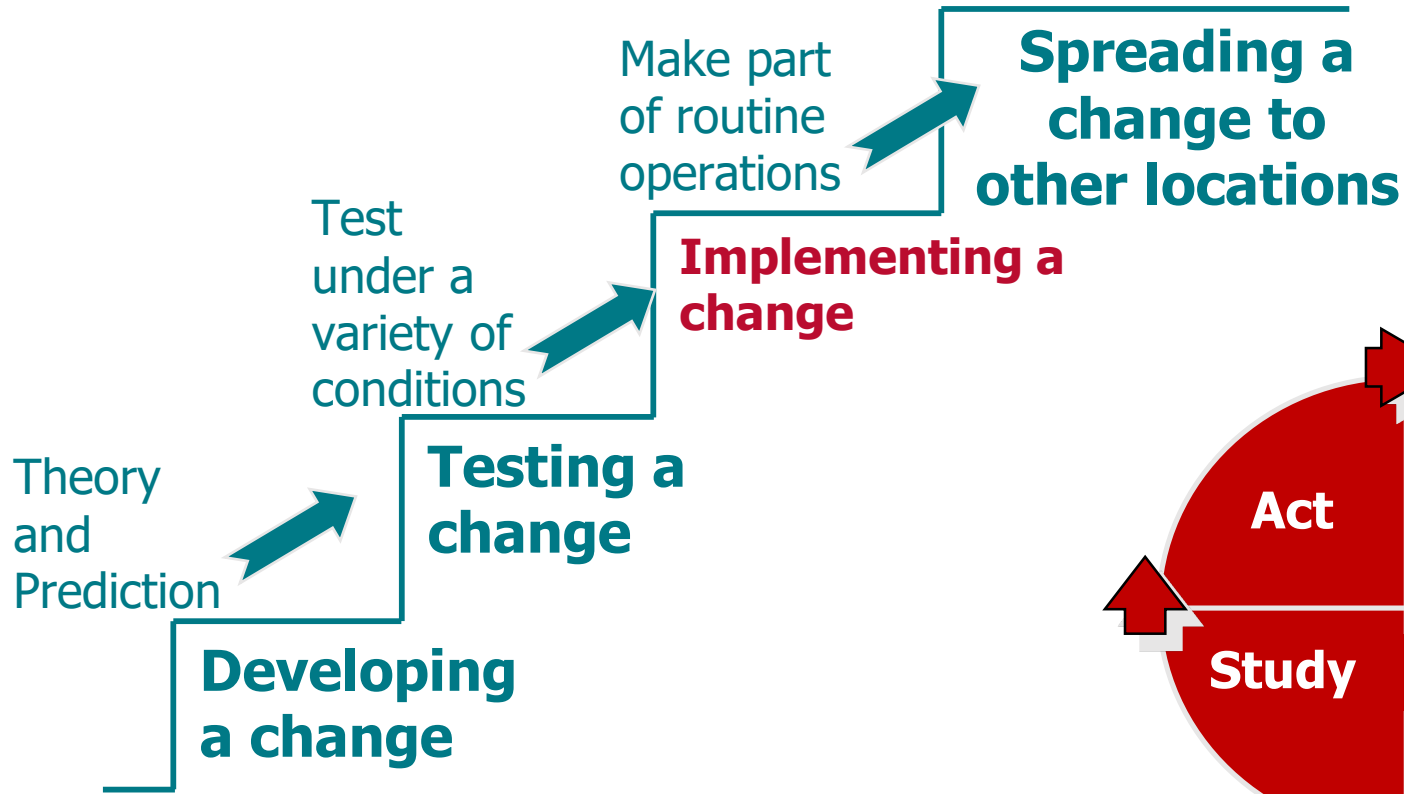
# Laying the groundwork during testing

- Testing under a wide range of conditions
  - If change is successful under different circumstances we are more confident it will hold over time
- Reduce the likelihood of mistake or error
  - Is there a way to alter the system so that the correct way is the only way
  - Are we using any technology triggers we can (reminders etc)
  - Do we have ways of providing immediate feedback if action not done correctly

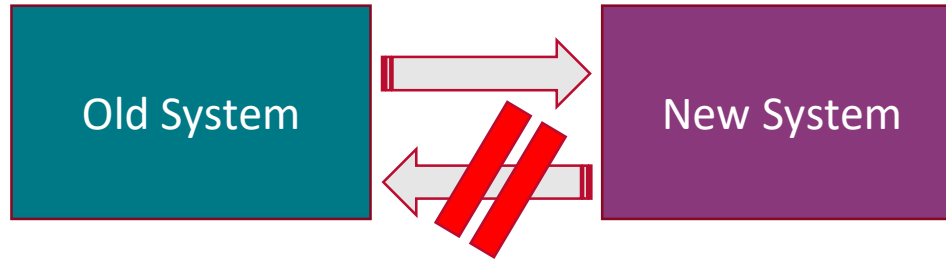
# Use a Gantt Chart to help set your timeframe

Cycle No.	Change Tested or Implemented	Lead	June		July			August			September				October			November							
			24	1	8	15	22	29	5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25
	<b>Policies</b>																								
	<b>Documentation</b>																								
	<b>Onboarding process</b>																								
	<b>Staff education/training</b>																								
	<b>Job descriptions</b>																								
	<b>Information Flow</b>																								
	<b>Equipment Purchases</b>																								





# Our Ultimate Goal...



# Chat waterfall

Chat your response into the chat box and wait to press send until given the go ahead

All can participate in this waterfall

## *Chat Waterfall:*

**What is one thing you can do to sustain your positive change moving forward?**





# Wrap Up

Next Session: New Module

Topic: Emotional and Organizational  
Support for Staff

# Emotional and Organizational Support for Staff

## Goal

Create a trauma-informed, psychologically safe work environment that enhances emotional intelligence and the development of life skills to support personal and professional growth.

## Strategy

This module will focus on increasing individual and organizational capacity for psychological safety to enhance psycho-emotional growth and well-being.

## 5 Critical Change Opportunities

- Introduce participants to two of the principles of trauma informed care, safety and trust.
- Expand emotional intelligence by recognizing one's stress response.
- Train staff in strategies to respond to stress by identifying feelings and needs with the language of nonviolent communication.
- Integrate a mourning practice into nursing home culture via team-based processes, such as rounds and debriefs.
- Support psycho-emotional growth by building attuned listening, debriefs, and learning into daily activities.



# VCU

## Open Discussion

- COVID-19 Active Issues
- QI Content with More In-Depth Conversation
- Questions for Group Discussion

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# Announcements

## Next Week

Staff Wellbeing Depends on the Trauma-Informed Principles of Safety and Trust

## CE Activity Code

Within 7 days of this meeting, **text the attendance code to (804) 625-4041.**

Questions? email [ceinfo@vcuhealth.org](mailto:ceinfo@vcuhealth.org)

## Attendance

Contact us at [nursinghome-echo@vcu.edu](mailto:nursinghome-echo@vcu.edu) if you have attendance questions.

# Resources / Website

<https://www.vcuhealth.org/NursingHomeEcho>



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[Home](#) > [Services](#) > [Telehealth](#) > [For Providers](#) > [Education](#) > [VCU Health Nursing Home ECHO](#) > Curriculum

## Education

[Contact Us](#)

[Diabetes and Hypertension Project ECHO](#) +

[VCU Health Nursing Home ECHO](#) -

[Our Team](#)

**Curriculum**

[Resources](#)

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## Curriculum

Take the opportunity to submit and discuss your de-identified case study for feedback from team of early childhood specialists. To submit a case for presentation during an ECHO clinic, please email [jhmathews@vcu.edu](mailto:jhmathews@vcu.edu).

## Upcoming Sessions

### 16-Week Curriculum Topics

Session 1: Program Introduction: Preventing and Limiting the Spread of COVID-19 in Nursing Home

- [Session 1 Summary](#)
- [Slide Presentation](#)

Session 2: Infection Prevention Management: Guidance and Practical Approaches for Use of Personal Protective Equipment (PPE) during COVID-19

# Resources

[COVID-19-Variants-of-Concern-Dashboard.png \(827×1600\) \(virginia.gov\)](#)

<https://www.vdh.virginia.gov/content/uploads/sites/182/2021/05/COVID-19-Variants-of-Concern-Dashboard.png>

[Virginia Coronavirus Map: Tracking the Trends - Mayo Clinic](#)

[CDC COVID Data Tracker](#)

[COVID-19 State Profile Report - Virginia | HealthData.gov](#)

[TRAIN Learning Network](#)