

Stay Calm
Stay Prepared
Stay Informed
CALTCM.org

Webinar Series
COVID-19: CALTCM Weekly Rounds

July 13, 2020

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Thank you to our Planning Committee!

Patricia Latham Bach, PsyD, RN
Flora Bessey, PharmD, BCGP
Heather D'Adamo
Michelle Eslami, MD, FACP, CMD
Janice Hoffman-Simen, Pharm.D., EdD, APH, BCGP, FASCP
Ashkan Javaheri, MD
Albert Lam, MD
Jay Luxenberg, MD
Karl Steinberg, MD, CMD, HMDC
Michael Wasserman, MD, CMD



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We're all in this together.
ACADIA is honored to support front line providers caring for our long-term care communities.




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Webinar Moderator

Michael Wasserman, MD, CMD
Geriatrician, President, CALTCM,
Medical Director, Eisenberg Village,
Los Angeles Jewish Home



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Webinar Moderator

Janice Hoffman-Simen, Pharm.D., EdD, APH, BCGP, FASCP
Director, Postgraduate Residency Program,
Jewish Home for the Aging; Associate
Professor of Pharmacy Practice and
Administration; Western University of Health
Sciences



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Webinar Faculty

Rebecca Ferrini, MD, MPH, CMD
Medical Director Edgemoor DP SNF,
Behavioral Health Services; Health and Human
Services Agency, County of San Diego, CA;
2009 AMDA Medical Director of the Year
2019 CALTCM Leadership Award Recipient



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Webinar Faculty

Timothy L. Gieseke, MD, CMD
Member, California Partnership for Improving
Dementia Care; 2018 CALTCM
Leadership Award Recipient



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Webinar Faculty

Albert Lam, MD
Geriatrician, Chair, Dept of Geriatric Medicine,
Palo Alto Foundation Medical Group,
CALTCM BOD member and President-Elect



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Webinar Faculty

Jay Luxenberg, MD
Chief Medical Officer, On Lok
CALTCM, Wave Editor-in-Chief




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**A Special
Message from
Dr. Dan
Osterweil**



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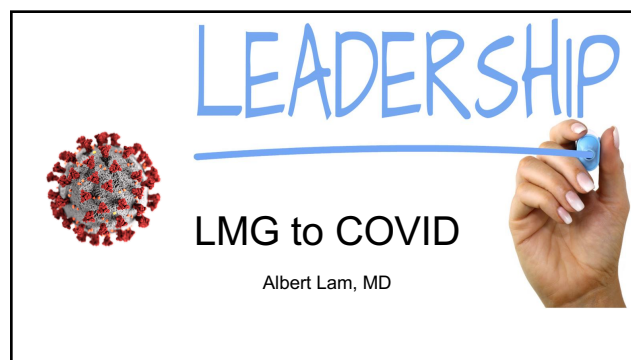


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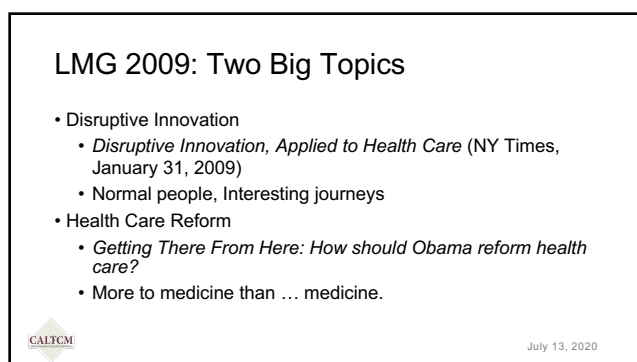
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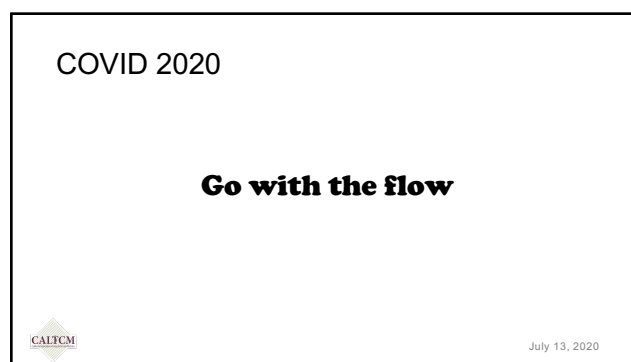
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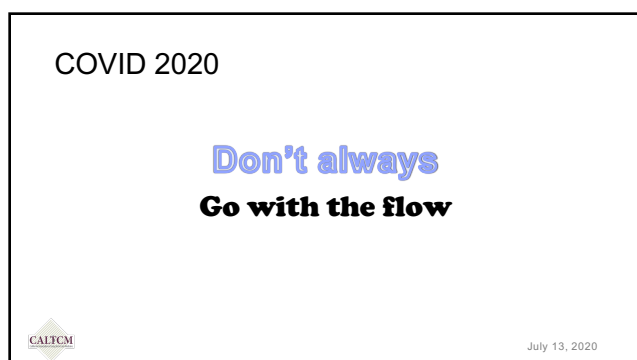
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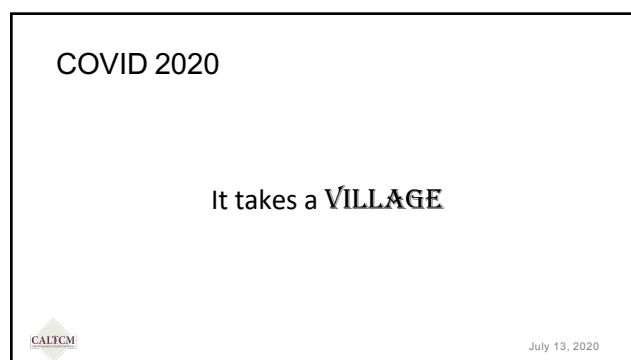
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COVID 2020

It takes a **VILLAGE**
And a Plan
And Action
And Follow Up



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Leadership During COVID-19



Tim Gieseke MD, CMD
Retired General Internist
Emeritus Associate Clinical Professor UCSF
Former CALTCM President and Education Chair

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Community Engagement

1. "Best Possible Care" in the SNF and Palliative Care Communities
2. Overwhelmed Hospitals and SNF in New York, demanded a county wide response
3. Timely guidance re COVID prevention, management, & actions urgently needed
4. How can we keep it out of our senior living communities?
5. What changes should our facilities implement prior to an outbreak?



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Mentors are Crucial

1. Connie Sabin
2. Dr. James Pattee
3. Dr. Christine Mlot
4. Dr. Cheryl Osborne & Susan Keller
5. Dr. Dan Osterweil



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"All Hands On Deck"

1. Dr. Gary Johnson contacted our PhD & set up meeting with all 20 SNFs
2. First virtual meeting in mid-March
3. Initial Leaders identified, but....
 - a. Who else should be here?
 - b. What's our mission?
 - c. How often will we meet?
 - d. What about Seniors living in congregate settings?



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Together, we explored ideas that mitigate COVID on our facilities and residents

- SNF work group - 20 SNFs in Sonoma Co
 - Medical Model
 - More complex and dependent patients
 - Room mates and shared bathroom
 - Multiple ALFs to implement
- Senior Living Work Group
 - Social model
 - A Few PINs (Provider Information Notices)
 - 177 Facilities in Sonoma County



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Projects

1. Full time Infection Preventionist
2. Weekly CDPH HAI Project Thursday calls
3. Telehealth development (WAVE Article)
4. Deprescribing
5. Advance Care Planning updates
6. Resident & Staff Anxiety
7. Public Health Department and KP MOU & Playbook for ALF/RCFE Education
8. Welcomed new learning from outbreaks in Marin and Solano Counties
9. Resident QOL & Safety – "Locked Down"



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"COVID Prevention Matters"

"Messy Tree Problem"
Water fountain pump is occluded with tree droppings about every 5-7 days

Potential Solutions

1. Clean fountain every 5-7 days
2. Shut down the fountain
3. Chop down the neighbor's trees
4. Prevent the debris from reaching the pump



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Asymptomatic HCW Transmission is Common (Most infectious 2-3 days prior to Symptoms)

- **New York State Department of Health report of 7/6**
 - Most NH infections d/t HCW transmission
 - Not from transfers of COVID Convalescing patients.
- Surge of COVID cases in past 2 weeks
 - 9 more SNFs with + HCWs (4 in prior 6 weeks)
 - COVID now in 2 facilities – one has 34 residents and multiple deaths
 - Most of our +HCWs have been asymptomatic at time of testing & many work at multiple facilities
 - Quest RT-PCR turnaround time for HCWs now 8-10 days



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Strategies to Reduce this Risk

- Identify labs (county & state provided info available) with a faster turnaround time – hopefully 24-48hr
- More rapid testing through our SC PhD lab (purchased another machine that will triple it's testing capacity)
- All HCWs should wear N95 and sealed face mask while working in SNFs per recent CDC guidance
 - HCWs working at multiple facilities will be first to receive this PPE
- All SNFs will email PhD lead nurse their contact info for their Infection Preventionist and list of HCWs that work at multiple facilities
- Next CALTCM WAVE has more ideas for managing this risk



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Leadership in the Time of COVID

Rebecca Ferrini, MD,
MPH, CMD



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COVID 19 up-ended our organizations

- Change in roles of Physicians, Medical Directors
- Major change in priorities
- Change in operations: Procedures
- Change in productivity: How much time and effort it takes to do things
- Changes in how we communicate (meetings)

Leadership is assuring those changes align with our mission, vision and values, protect staff and residents and the organization.



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How do we define successful leadership?

- Sufficient staffing
- Productivity and quality metrics stable.
- No hoarding/sufficient PPE to meet needs
- Adherence to regulations and best practices
- Keep COVID out or keep it from spreading in the facility.
- Quality of life/care of residents
- Subjective feelings: morale, engagement, safety of staff

Physician leadership
CAN influence each of
these metrics!



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I am in it with you, I am on your side, we are not (too) afraid, we can do it!

- Visible medical director on the front lines
- Staff/resident info sessions.
- "I am here with you and we will figure it out together."
- If you are not on site for safety, make sure your actions are visible, you are available.
- My life is changed too.
- Do as I do. Wear the same PPE they wear.
- I care about you.
- What more can we do to make things smoother?



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Appreciative Inquiry: Focus on what is right.

- Appreciative inquiry fosters a sense of optimism, and people tend to work best when they are feeling optimistic.
- It encourages collaboration, which engages and helps teams focus on the meaning of their work and inspiring members to do their best.
- This technique also facilitates storytelling, which engages emotions and inspires collaboration and confidence.



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We need staff to function. We must assure they are safe and appreciated.

- Maintaining trust and hope
 - Supply shortages—being very honest, creative
 - Explaining why
 - Transparency
 - Letting staff decide as much as possible
- Addressing needs and questions very quickly
 - Anticipating questions, but also listening carefully to rumors
 - Info in small bites, pictures, their words
 - Challenges of fear while protecting staff privacy
- Leading with science



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How Do You Respond?

- The COVID test hurt, my nose bled and hurt all week. I'm not getting any more of those tests!
- My husband was exposed to COVID at work yesterday. Can I work, Should I get a hotel?
- The patient snuck out to the 7-11, do they have to be quarantined?
- The tests results are taking too long to come back!
- I want to wear an N-95 mask every day.
- I worked with Susie and she is off now, does she have COVID?
- How long is this going to last?



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Lessons Learned

- We never opened our disaster plan—did you?
- Teleworking puts stress and risk on those on site.
- Guidance helps, but for many things you have to make tough decisions quickly on your own.
- COVID changes advance directive conversations
- What is less essential:
 - Meetings, medications, complete physical examinations, bowel and bladder assessments on a comatose patient.
- Telemedicine consultant appointments—enhancing collaboration
- Try to be ahead of the curve—anticipate the next recommendation.
- We started asking Quality Team members what they learned and published this every month.



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Q & A



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Join us

July 27th

COVID-19: Ask the Experts



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