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Stay Prepared
Stay Informed
CALTCM.org**

Webinar Series COVID-19: CALTCM Weekly Rounds

September 14, 2020

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Thank you to our Planning Committee!

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Ashkan Javaheri, MD

Albert Lam, MD

Jay Luxenberg, MD

Karl Steinberg, MD, CMD, HMDC

Michael Wasserman, MD, CMD



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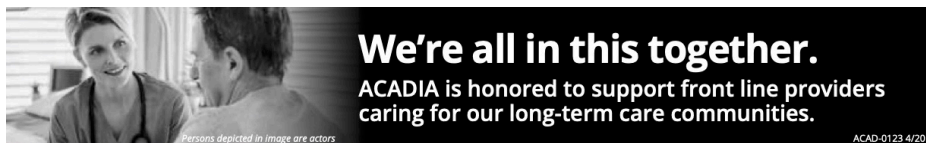
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Webinar Faculty

Kathleen "Suki" De Jesus, BSN, RN
Regional Director of Clinical Operations;
Mariner Health Care



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Webinar Faculty

Tom Haithcoat
Chief Operating Officer
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Webinar Faculty & Moderator

Ashkan Javaheri, MD, CMD

Geriatrician, Mercy Medical Group–Dignity Health Medical Foundation; Head of the Geriatric Division, Associate Clinical Professor, UC Davis School of Medicine



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Webinar Faculty

Jay Luxenberg, MD

Chief Medical Officer, On Lok CALTCM, Wave Editor-in-Chief



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Webinar Faculty

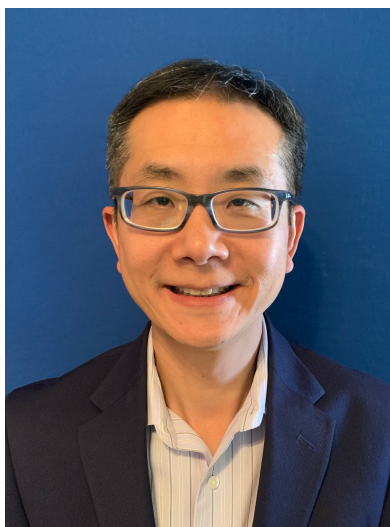
Michael Wasserman, MD, CMD

Geriatrician, President, CALTCM,
Medical Director, Eisenberg Village,
Los Angeles Jewish Home



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Webinar Faculty


Glen Xiong, MD

Clinical Professor (MSP)
University of California at Davis
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Dept. of Neurology; Alzheimer's Disease
Center



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Making Telehealth Work in LTC During COVID-19: What We Have Learned



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Making Telehealth Work in LTC During COVID-19

Benefits

- Telehealth services help provide necessary care to patients while minimizing the transmission risk of SARS-CoV-2, the virus that causes COVID-19, to healthcare personnel (HCP) and patients.
- Provide low-risk urgent care for non-COVID-19 conditions, identify those persons who may need additional medical consultation or assessment, and refer as appropriate
- Access primary care providers and specialists, including mental and behavioral health, for chronic health conditions and medication management
- Provide non-emergent care to residents in long-term care facilities



Limitations

- Situations in which in-person visits are more appropriate due to urgency, underlying health conditions, or inability to perform an adequate physical exam
- The need to address sensitive topics, especially if there is patient discomfort or concern for privacy
- Limited access to technological devices (e.g., smartphone, tablet, computer) needed for a telehealth visit or connectivity issues
- Level of comfort with technology for HCP and patients

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CHALLENGES AND CONCERNS



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PRIVACY

- During an Outbreak, residents stay inside their rooms cohorted with other residents
- Make sure consent has been obtained explaining the risk and possibility of roommates overhearing what is being discussed unless resident can go to another room for the televisit
- Provide individual earphones for residents unless they already have their own so that MD can freely discuss health-related concerns, diagnosis etc. without being overheard by others

AVAILABILITY OF PROPER DEVICE

- Strong and good Internet connection is needed for success
- Proper device ie. android tablets, ipads etc. are needed and has to have sufficient charge

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CHALLENGES AND CONCERNS



WHO HAS TIME TO DO ALL OF THIS?

- Assign a non-nursing staff who will be in charge of scheduling visits ie. Activity Staff – who will maintain the schedule, set-up the device inside the resident's room, connect and make sure everything is in place before the scheduled call.
- 10- 15 minute intervals are usually adequate enough for staff to disinfect the device and set it up for the next resident who will be using the device. This also includes staff donning and doffing of PPE, and proper hand hygiene practices.
- Ideally, a maximum time-limit has to be set for the televisit – usually 15 minutes. All laboratory results or diagnostic imaging should already be sent to the MD before the scheduled visit. Psyche visits may need more time and should be accommodated by the facility.

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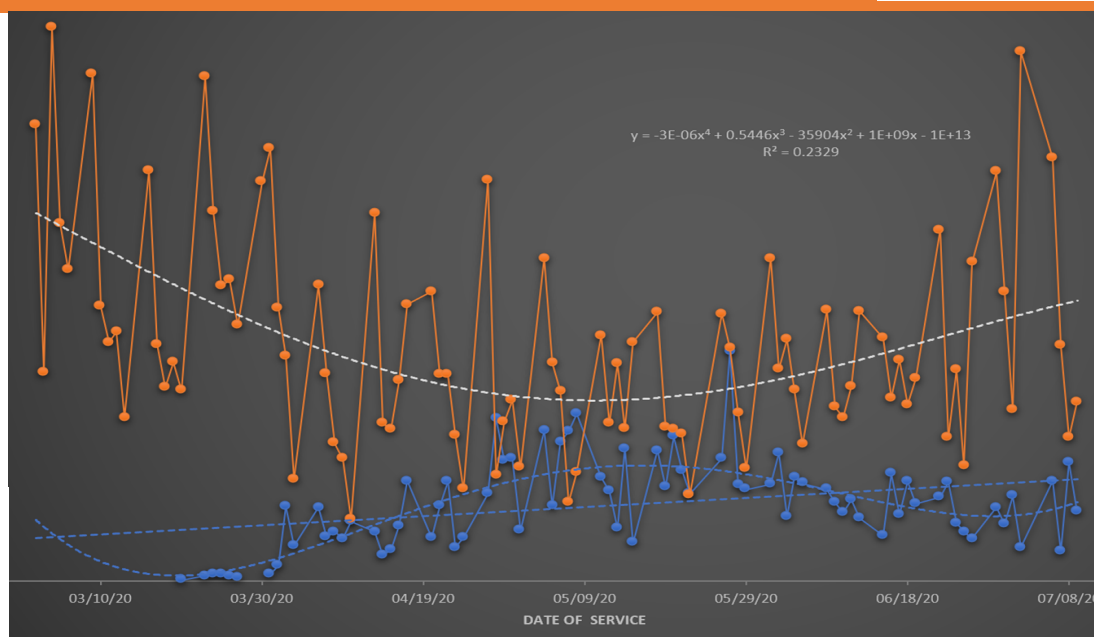
SUGGESTED ACCESSORIES

- Purchase tablet or phone holders that can be easily used if needed especially for residents who have limitations. Do not forget to disinfect everything between use with EPA registered disinfectant for Covid-19.



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Telehealth Utilization vs Face To Face



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Amazon Partnership


+




Key Features

- 400 Donated Echo 8 Devices
- Drop-In Feature
- Installed in ACO patient and COVID+ Rooms for Telehealth Access 24 hours
- Testing 5 mobile units in OC



Echo Show 8




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Grant Opportunities

- Telepath research project from SHRQ
- FCC grant for nonprofits
- California Emerging Technology Fund (CETF)
 - <http://www.cetfund.org>



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Q & A




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September 21 & 28
October 4



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