

COVID-19 Nursing Facility Tool Kit

Resources for Nursing Facility Providers

The following content are options for providers to consider when engaging Buckeye Health Plan nursing facility members during the COVID-19 pandemic. Providers are encouraged to consider expanding their existing processes to incorporate strategies or initiatives as appropriate.

Develop and Implement an Infection Prevention and Control Plan

Develop, implement, and consistently update or refine an Infection Prevention and Control Plan based on [CDC recommendations for Nursing Homes](#) (updated regularly) or community status to protect both residents and staff. Inform staff and residents when updates are made to the Plan.

Educate Staff in Keeping the Community Safe

Educate and train staff, including facility-based and consultant personnel (e.g., wound care, podiatry, and barber) and volunteers who provide care or services in the facility on the Infection Prevention and Control Plan and all updated policies and procedures.

- Share the Infection Prevention and Control Plan with staff including expectations for health and safety for staff and residents.
- Access training modules for front-line staff that can be used to reinforce recommended practices for preventing transmission of COVID-19 and other pathogens
 - [CDC Preparing for COVID-19 in Nursing Homes](#).
 - [CDC Infection Control Recommendations](#)
- Reinforce sick leave policies and set expectation not to come to work when sick.
- Ensure staff have access to and [properly use PPE](#). This includes transparent face shields for interpreters and activities' teams to better facilitate communication between staff and residents.

Invest and Implement New or Enhanced Technology

Technology should be leveraged to increase safety measures to minimize unnecessary exposure between staff and residents. Considerations include: Thermal scanners at entryways · Virtual companions · Telehealth monitoring · Bluetooth-enabled thermometers · Vital-sign integration into the electronic health records system · Robotics and virtual assistants · Visitor kiosks · Radar monitoring or artificial intelligence video (for falls and gait variances) · Electronic Health Record (EHR) tools for assessments [point-of-care, vital-sign trends, continuity of care document transmission, meal and nutrition applications, increased application programming interface (API) integration and optimizing infection control/ incident management modules] · Implement contactless contracts and online document management practices.

Educate the Community and Communicate Often and Transparently

Residing in a nursing home during the pandemic could be overwhelming and anxiety inducing. To alleviate anxiety, providers who have not already, should consider developing a communication protocol that incorporates information-sharing meetings, regular newsletters, ad hoc emails, and open discussions. Educate the community on COVID-19 and your strategies for

maintaining health and safety for staff and residents. Some topics to include, but are not limited to:

- [Signs and symptoms of COVID-19](#)
- Communications should share what the facility is doing to keep residents safe, healthy, and engaged as well as updates on Infection Control Plan and the number of staff or residents with COVID-like symptoms or in quarantine. Including but not limited to, the facilities approach to maintaining health and safety (quarantine measures, visitor policies, staff requirements, importance of hand washing and mask wearing, Ombudsman numbers, resident rights, etc.).
- How residents and their caregivers/support systems will receive communication from the facility on any updates due to COVID-19 status
- Providers should be open to questions from the community of residents, caregivers, and advocates during information-sharing meetings or through listserv. When responding to questions, providers should answer to the best of their ability, acknowledging they may not have all the answers or that they are still developing plans as the pandemic evolves. It is important to remember, providers are not expected to know all the answers, but are appreciated when they can guide the community in a safe trajectory.

Engage Residents in Innovative and Meaningful Ways

Some suggestions already implemented by providers around the country are summarized below. Nursing facilities should identify approaches for engaging small groups, residents one-on-one, and larger groups virtually and in socially distanced in person. Activity door tags or resident status can be used to help residents and staff identify the most appropriate activity or program.

- In-house TV channels can be used to lead exercises, community-wide hymn singing, a talk show or other community oriented forms of entertainment.
- Decorate outside of the building by creating inspirational yard signs or use sidewalk chalk or lawn art to cheer up residents outside the building. Side walk chalk or paint can be used to develop a one-dimensional obstacle course for residents (or their visitors) to use.
- Utilize social media to keep residents in touch with their families, for example, [Nursing Homes Get Creative](#)
- Provide activities in the hallway. Bingo, movement activities, and other activities can be done at a distance within doorways. In one community residents are writing a group story. The writing starts with one resident who sends the story down the hallway; everyone gets to add to it by adding a paragraph each day.

It is important to remember, we are committed to providing whole person care. Person-centered planning and coordination is especially important in the context of the nation's COVID-19 public

Centene Partnered with Facilities During the Initial Crisis Response

- Developed connecttocarejobs.com to help facilities find available workers (currently live in CO, WA, OR, MI) in partnership with Advancing States.
- Convened cross-industry workgroup to discuss solutions for recruiting workers.
- Facilitated the distribution of over 6,000 surgical & N95 masks when they were scarce.
- In process of distributing over 400 computer tablets across 8 states through Social Threads™ to support access to technology and communication for members with their social supports as well as their CM. A majority were distributed within facilities in partnership with state-based provider associations
- Piloting capabilities to engage members/families and their case managers through secured Zoom visits.
- Provided information to health plan leaders about the use of Point-of-Care Testing Devices in facilities

We will continue the partnership with facilities and members to continue to support our members' health and wellbeing.

health emergency. Individuals with unique long-term needs across the care continuum will continue to receive support in a variety of settings, with more difficulty accessing services, anxiety about attending appointments, and unfamiliarity with engaging in telehealth. Reviewing what is important to and for our members during the pandemic can help improve coordination and provide services that support individual goals.

We Are Here to Support Our Nursing Facility Providers

We are actively engaged in creative pilots such as virtual and telephonic visits with facility members in select markets to build on our established partnerships to assist with the health and wellbeing of our members. For more information, contact your local Provider Relations department at [Buckeye Requests](#).