

Webinar Recap for December 7th, 2020

LTC+ Acting on Pandemic Learning Together

TOPIC

LTC and Hospital Partnership: Key Learnings from Southlake and River Glen Haven LTC

KEY AREA(S)

Pandemic response and surge capacity

SPEAKER(S)

- Gayle Seddon, Director of Community Programs and Partnership, Southlake Regional Health Centre
- Lesley Wiesenfeld, Strategy Manager, Southlake Regional Health Centre
- Jordan Kannampusha, Chief Operating Officer, ATK Care Group

SESSION OBJECTIVE(S)

- Learn from Southlake Regional Health Centre's experience on Pandemic response and surge capacity
- Offer concrete strategies to organizations related to Pandemic response and surge capacity
- Share program updates and next steps to participate in the LTC+: Acting on Pandemic Learning Together program

SUMMARY

1. In April 2020, a COVID-19 outbreak led to 90 residents and 37 staff testing positive for COVID-19, as well as the deaths of 36 residents at River Glen Haven LTC. In response, the Ministry of Long-Term Care issued a Mandatory Management Order for Southlake Regional Health Centre to assume management of River Glen Haven LTC in May 2020. When the organizations partnered, five priority areas emerged: 1) infection prevention and control, 2) resident care, 3) PPE supplies, 4) management team, and 5) family engagement.
2. Through a teaching, coaching and support role, Southlake Regional Health Centre guided River Glen Haven LTC home in creating and fulfilling a pandemic and outbreak response plan, as outlined below. Their approach included, refreshing PPE education for staff; creating an inventory of PPE supplies, as well as subsequently measuring and monitoring their burn rate as a proxy measure for proper PPE use; adopting an electronic audit process; implementing staff huddles, and townhalls for resident families and caregivers.



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3. A few key success factors emerged from the joint outbreak response. The first is the importance of ‘building a coalition of the willing’, which involved the collaboration of both organizations in operations, daily goal setting, holding regular huddles and celebrating weekly successes. The second involved working with families as essential partners in care, through daily and weekly communications, virtual calls with residents during the outbreak, and eventually, in person visitations after PPE education and monthly testing at a remote assessment clinic.
4. Consistent data collection, measurement and monitoring was an additional success factor in the River Glen Haven LTC outbreak and pandemic response. Throughout their partnership, tools were developed in order to ensure the consistency of the data collected and reported to families, staff, management, as well as the local public health unit and the Ministry of Health and Long Term Care. The first tool developed was a daily outbreak tool (featured on the top right corner of the image below) used to inform both the management team and daily communications with families. After the COVID-19 outbreak, and as part of the partnership’s sustainability and transition plan, a weekly reporting tool was developed and led by River Glen Haven LTC home. This tool contained meaningful data and performance targets in order to ensure the LTC home would maintain their gains and their successful practices would remain in place; featured on the bottom right corner of the image below. In addition, activity tracking data was collected for each resident in order to identify and address any important behavioural changes throughout COVID-19.

What gets measured gets done

Context:

- Lack of consistent mechanisms to determine a point in time operational status of the home

Goal:

- Validate all data to ensure accuracy and consistency between RGH Management Team, York Region Public Health and Ministry
- Shift focus from data validation to action and follow-up

Examples of Actions Taken:

- ✓ Produced new daily report for tracking outbreak data
- ✓ Produced new operational report for tracking weekly operational data related to ongoing sustainability of newly implemented policies and practices



5. Listed below are the overall lessons learned and key operational responses for pandemic response in LTC, which emerged from River Glen Haven LTC home’s experience:
 - Thorough IPAC education and audit plan
 - Quick deep clean and declutter of home
 - Robust and nimble cohorting plan
 - Comprehensive staffing plan
 - Comprehensive PPE acquisition (i.e., management and conservation)

- ‘What get’s measured gets done’
 - Resident care (i.e., care needs are met, and importance of family/caregivers)
 - Comprehensive communication plan to keep families and caregivers informed
6. While it proved difficult to measure and monitor staff’s psychological health during the COVID-19 outbreak, their staff’s ‘Psychological PPE’ was prioritized through various ways, including, an employee assistance program; mental health-related resources available and reviewed each day at huddles; mental health reminders at exit and entryways of the LTC home; identifying a space on the property to allow for socially distanced repose amongst staff; vigils and a garden created to acknowledge the lives of residents lost throughout the April 2020 COVID-19 outbreak; and ongoing, mental health-related community support.
7. River Glen Haven LTC home undertook surveillance testing of staff every 7 days. There was little resistance to this approach which may have been attributable to their swabbing practice or ‘set up’, involving weekly swabbing at set times, accommodating staff who could not attend, and using this time as a mental health check-in with staff. River Glen Haven LTC home also believe this was successful due to the positive narrative encouraged through educating staff around the need and importance of surveillance to keep all safe.

RESOURCES SHARED

Listed below are the resources mentioned during the webinar:








- [Reimagining Care for Older Adults Report](#)
- [Staying Apart to Stay Safe: The Impact of Visit Restrictions on Long-Term Care and Assisted Living Survey](#)
- [Daily Outbreak Tool \[ATTACHED\]](#)

WEBINAR RECORDING

[Watch the full webinar here!](#)

The newly amalgamated organization that brings together the Canadian Foundation for Healthcare Improvement and the Canadian Patient Safety Institute works with partners to share proven healthcare innovations and best practices in patient safety and healthcare quality. Working together with patients and other partners, we can deliver lasting improvement in patient experience, work life of healthcare providers, value for money and the health of everyone in Canada. The organization is a not-for-profit charity funded by Health Canada. The views expressed herein do not necessarily represent the views of Health Canada. Visit cfhi-fcass.ca and patientsafetyinstitute.ca for more information.

<Name of Home> Daily Dashboard October 8 2020 (Data as of 2400 October 7)

Item		Indicator	8	9	10	11	12	13	14	15
	Outbreak Summary York Region Public Health Declared Outbreak April 27	Occupancy Census Residents								
		Total Resident deaths related to COVID								
		Total Staff deaths from COVID								
		Total Residents tested COVID+								
		Total Staff tested COVID+								
		Total Residents tested COVID+ 1st time in past 24h								
		Total Staff tested COVID+ 1st time in past 24h								
		Total Residents swabbed in past 24h								
		Total Staff swabbed in past 24h								
		Total Resident deaths not related to COVID								
		Total Resident deaths all causes								
		Total Residents discharged from home during outbreak								
		Total Resident cases resolved as per YRPH								
		Total Staff cases resolved as per YRPH								
	Daily Resident Summary Status: RED Legend: No newly symptomatic in past 24h - Green Any newly symptomatic in past 24h - Red	Total Residents active cases COVID+	1	0	0	0	0	0	0	0
		Total Residents active cases COVID+ in home	2	0	0	0	0	0	0	0
		Total Residents active cases COVID+ in hospital	3	0	0	0	0	0	0	0
		Total Residents active cases symptomatic (test pending)	4	0	0	0	0	0	0	0
		Total Residents newly symptomatic in past 24h	5	0	0	0	0	0	0	0
		Total Resident deaths in past 24h	1	0	0	0	0	0	0	0
		Total Residents in hospital due to COVID	2	0	0	0	0	0	0	0
		Total Residents discharged from home during outbreak	3	0	0	0	0	0	0	0
			Daily Staff Summary Status: GREEN Legend: No new staff with COVID symptoms test requested - Green Any new staff with COVID symptoms test requested - Red	Total Staff active cases COVID+	1	0	0	0	0	0
Total Staff with COVID symptoms test requested/result pending	2			0	0	0	0	0	0	0
Total Staff asymptomatic test requested /result pending	3			0	0	0	0	0	0	0
Total Staff deaths in past 24h	4			0	0	0	0	0	0	0
Total Staff in hospital due to COVID	5			0	0	0	0	0	0	0
	Staffing Projections Status: GREEN Legend: Yes - Green, No - Red	Full staff complement (Yes/No)								
	Physical Plant Management Status: GREEN Legend: All completed - Green, Any not completed - Red	Cleaning status high touch	x3	0	0	0	0	0	0	0
		Cleaners on site	6	0	0	0	0	0	0	0
		Garbage process meets public health criteria	Yes	0	0	0	0	0	0	0
	Outbreak Management Status: RED Legend: Out of Outbreak - Green In Outbreak - Red	100% cohorting achieved	Yes	0	0	0	0	0	0	0
		Vacated rooms are terminally cleaned	Yes	0	0	0	0	0	0	0
		Doffing stations are fully stocked	Yes	0	0	0	0	0	0	0
		High touch surfaces cleaned 2x daily	Yes	0	0	0	0	0	0	0
		Decluttering completed (with ongoing maintenance)	Yes	0	0	0	0	0	0	0
		Public health inspector on site	Yes	0	0	0	0	0	0	0
		Public health/IPAC recommendations implemented	Yes	0	0	0	0	0	0	0
	PPE Education and Inventory Status: GREEN Legend: 100% and no errors/ infractions - Green <100% and any errors/ infractions - Red	% of staff wearing surgical masks	100%	0%	0%	0%	0%	0%	0%	0%
		# of donning and or doffing errors	1	0	0	0	0	0	0	0
		# of handwashing infractions	0	0	0	0	0	0	0	0
		Use of direct care staff wearing isolation gowns	100%	0%	0%	0%	0%	0%	0%	0%
		Use of direct care staff wearing face shields	100%	0%	0%	0%	0%	0%	0%	0%
		Daily inventory completed	Yes	0	0	0	0	0	0	0

Notes:

- ▶ May 11 - 29: Based on data reported from day prior to date of report
- ▶ May 30 - onward: Data is as of 2400 day prior

<Name of Home> Daily Status Report: DAILY STAFF SUMMARY

#	Indicator	October 2020																							
		8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1*	Total Staff active cases (COVID+ and/or symptomatic)	1																							
2*	Total Staff with COVID symptoms test requested/result pending	2																							
3*	Total Staff asymptomatic test requested /result pending	3																							
4*	Total Staff deaths in past 24h	4																							
5*	Total Staff in hospital due to COVID	5																							
6	Total Staff COVID+ asymptomatic working (resolved)	6																							
7	Total Staff COVID+ <14 days with symptoms not working	7																							
8	Total Staff COVID+ >14 days with symptoms not working	8																							
9	Total Staff COVID+ recovered not returning to work	9																							
10	Total Staff COVID+ staying at Ramada not working	10																							
11	Total Staff staying at Ramada and working	11																							
12	Total Sick Calls in past 24h	12																							

Note: * indicates this data element is reported on the main dashboard

<Name of Home> Daily Status Report: STAFFING PROJECTIONS

#	Indicator	June 2020																							
		8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1	Days: RNs (TBD) - note non-admin	1																							
2	Days: RPNs (3), PSWs (12) and HCA	3 RPN 11 PSW 2 HCA																							
3	Days: Recreational Therapist (3) and PTAs	3 RT 1 PTA																							
4	Days: Dietary (5)	5																							
5	Days: Housekeeping (3)	3																							
6	Days: Maintenance (TBD)	2																							
7	Nights: RNs (TBD) - note non-admin	1																							
8	Nights: RPNs (2), PSWs (6) and HCA	2 RPN 7 PSW 1 HCA																							
9	Nights: Housekeeping (3)	3																							
10	DOC	1																							
11	ADOC	1																							
12	Management Non-Nursing	1																							

Note: * indicates this data element is reported on the main dashboard

<Name of Home> Daily Status Report: PHYSICAL PLANT MANAGEMENT

#	Indicator	October 2020																							
		8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1*	Cleaning status high touch	x3																							
2*	Cleaners on site	6																							
3*	Garbage process meets public health criteria	Yes																							

Note: * indicates this data element is reported on the main dashboard

<Name of Home> Daily Status Report: PPE EDUCATION AND INVENTORY

#	Indicator	October 2020																							
		8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1*	% of staff wearing surgical masks	100%																							
2*	# of donning and or doffing errors	1																							
3*	# of handwashing infractions	0																							
4*	% of direct care staff wearing isolation gowns	100%																							
5*	% of direct care staff wearing faceshields	100%																							
6*	Daily inventory completed	Yes																							

Note: * indicates this data element is reported on the main dashboard