

Conversations to Prepare for Improvement

AHRQ ECHO National Nursing
Home COVID-19 Action Network



Polling Question 3

1. What is the #1 concern of your staff?
 - a. Resident safety
 - b. Personal safety
 - c. Adequate PPE supply
 - d. Impact isolation has on residents
 - e. Following IP guidelines
 - f. Staff burn out
 - g. Other – answer in chat

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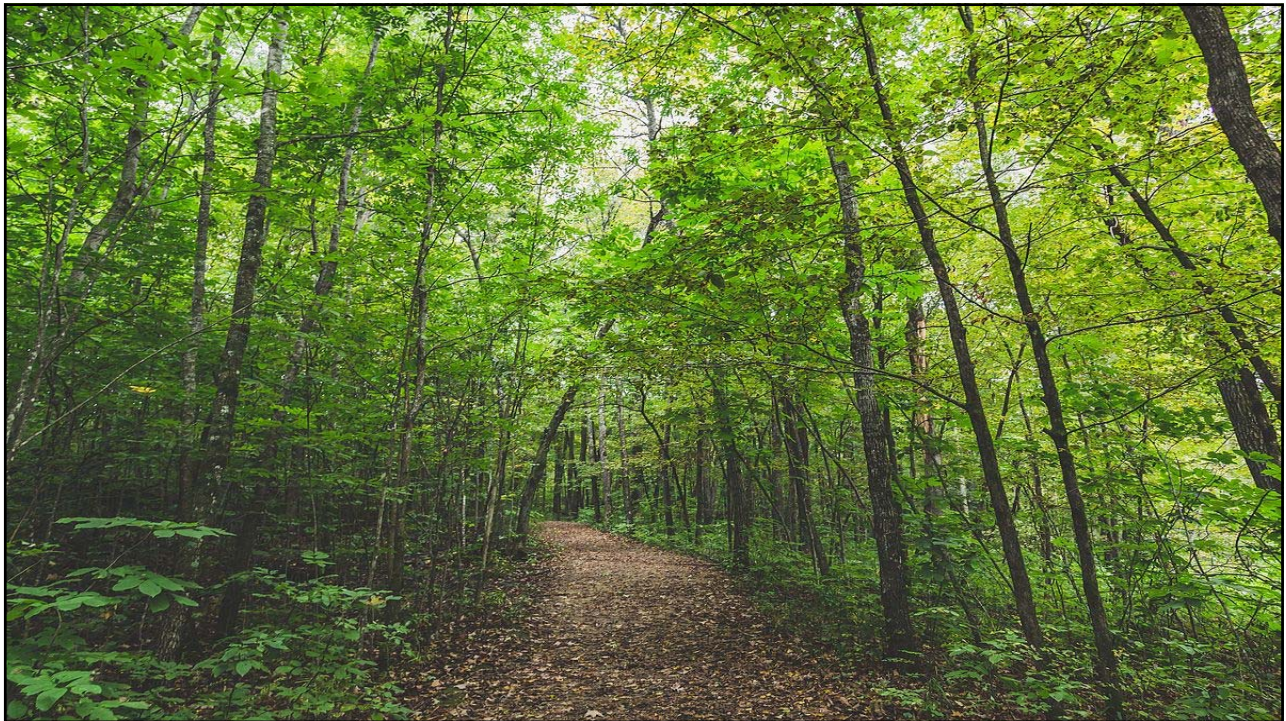
Why Conversation?

- Information to assist in problem solving
- Support Staff wellbeing
- Tap into creativity of staff
- Promote joy in work and healthy relationships
- Build a more robust system

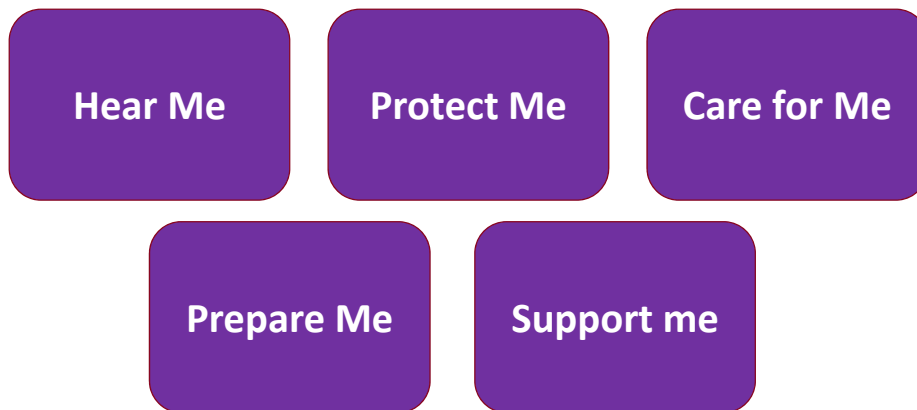
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Pillars



<http://www.ihi.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>

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Hear Me

Listen and act on lived experience to understand and address concerns to the extent organizations and leaders are able

Short huddles, in small groups or 1:1 where you can ask:

- What concerns do you have for residents, yourself, or the team?
- Are there steps we can take right now as a team?
- What good thing happened today?



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Chat Waterfall

GROUPS

- Group 1: First initial of your last name is A – M
- Group 2: First initial of your last name is N- Z

Leave in Action

Speak to 5 staff members and ask them some version of the questions below:

What concerns do you have for residents, yourself, or the team?
Are there steps we can take right now as a team?
What good thing happened today?

Share next week what came up that was surprising or what new ideas emerged from problem solving

<http://www.ihl.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>

Long Term Care COVID-19 Testing Reporting Requirements

Below is a list of the COVID-19 Testing reporting requirements for Long Term Care. The list includes both state and federal requirements.

Long Term Care Requirement:

All positive COVID-19 tests, both residents and staff, are to be reported within 24-hours to Long Term Care and Acute Disease.

1. Long Term Care Incident Report

ODH 283 – Incident Report Form <https://www.ok.gov/health2/documents/OSDH%20Form%20283.pdf>

Fax: 405.271.4172 or 1-866.239.7553

also call

Acute Disease at 405.271.9444 ext 57920 (for positive COVID-19 *only*)

CMS/CDC Requirement:

CDC's National Healthcare Safety Network (NHSN) - All COVID-19 tests should be reported per §483.80(g)(1)-(2) which include suspected and confirmed infections, and deaths, for both residents and staff. The information is to be reported at least once every seven days. Facilities may choose to submit multiple times a week. CMS is not prescribing which day of the week the data must be submitted, although reporting should remain consistent with data being submitted on the same day(s) each week. (QSO-20-29-NH)

2. NHSN –

<https://www.cdc.gov/nhsn/>

<https://www.cdc.gov/nhsn/covid19/index.html>

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Lab Requirement:

CLIA - All CLIA-certified laboratories that perform or analyze any test that is intended to detect SARS-CoV-2 or to diagnose a possible case of COVID-19 (e.g., molecular, antigen, antibody) are required to report, regardless of the type of laboratory (type of CLIA certificate [including waivers]) performing the testing. **All negative and positive SARS-CoV-2 results must be reported** irrespective of the method (e.g., molecular, lateral flow) used. (QSO-20-37-CLIA, NH). **Follow the instructions for reporting to Acute Disease using the PHIDDO system and this will meet the CLIA reporting requirement.** For information contact:

OSDH CLIA Department

Phone: 405.271.6576

Email: medicalfacilities@health.ok.gov

3. **OSDH Acute Disease** – All **negative and positive** COVID-19 tests, both residents and staff, are to be reported within 24-hours to Acute Disease using the PHIDDO system Acute Disease/PHIDDO System –

For information contact:

Tony McCord, Acute Disease

405.271.4060

tonywm@health.ok.gov

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4. **Qualtrics** - Per the Governor's Fourth Amended Executive Order 2020-20, all facilities performing COVID-19 testing are required to report their data to OSDH daily by 10:00 am using the following Qualtrics survey link:
https://osdhphs.co1.qualtrics.com/jfe/form/SV_0eLFFyfLEEbS1
Qualtrics Survey Questionnaire – For information contact:
William Huffman
williambh@health.ok.gov

OSDH Long Term Care Offices – new phone number 405-426-8200