

# COVID-19 Q&A Hour for Long Term Care



WASHINGTON STATE DEPARTMENT OF HEALTH

Healthcare-Associated Infections (HAI) Program

Shoreline, WA

# Housekeeping



Attendees will be in listen only mode



Self-mute your lines when not speaking



Type questions into the question window. Please include the type of facility you are from in your question (e.g., NH) and indicate your county.



Nursing Home

Participants from long-term care, regulatory, public health



No confidential information presented or discussed. This is an educational webinar and does not constitute legal advice.



Local guidance may differ, please consult with your Local Health Jurisdiction (LHJ):

<https://www.doh.wa.gov/AboutUs/PublicHealthSystem/LocalHealthJurisdictions>

# This is the LTC COVID-19 Q&A Hour!

A chance to connect, ask questions, and learn about the COVID-19 response and infection prevention guidance



# Where Can I Find the Q & A Document?

Posted every Wednesday

- Washington Health Care Association:

<https://www.whca.org/washington-department-of-health-covid-19-qa-session/>

- Washington LeadingAge:

FAQ emailed to members – Administrators, Directors of Nursing and Staff Development Coordinators

- Adult Family Home Council:

<https://adultfamilyhomecouncil.org/covid-19/>

# Panelists

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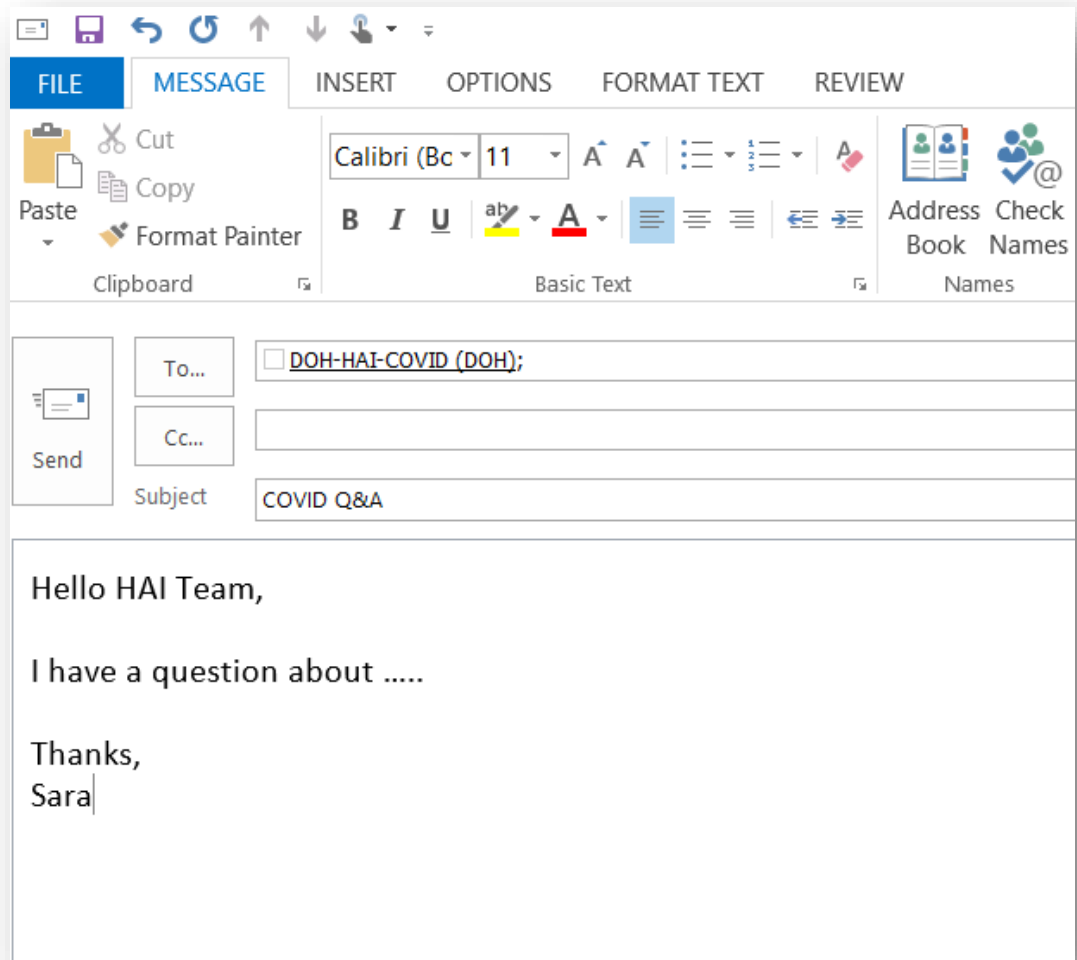


# Send Us Your Questions Ahead of Time

**Subject Line:**  
COVID Q&A

**Email:**  
[HAI-COVID@doh.wa.gov](mailto:HAI-COVID@doh.wa.gov)

**Due by:** COB Tuesday





# WASHINGTON STATE DEPARTMENT OF HEALTH

## ICAR PROGRAM DETAILS

*Our free, non-regulatory ICARs provide facilities with infection prevention recommendations and resources on how to keep residents and staff safe.*

### What We Do

- Provide support with an infection prevention expert
- Assist with addressing gaps in your current infection control protocols for COVID-19 or other infections
- Offer up-to-date guidance and resources

### Who We Serve

- Long Term Care Facilities (Assisted, Skilled, Behavioral Health, Nursing facilities, and Adult Family Homes)
- Outpatient Settings
- Acute and Critical Access Hospitals

### To Learn More or Schedule an In-Person or Virtual Visit:

<http://doh.wa.gov/ICAR>

### Contact Us:

[HAI-FieldTeam@doh.wa.gov](mailto:HAI-FieldTeam@doh.wa.gov) (General)



### In Partnership With

- Local Health Jurisdictions
- LeadingAge Washington
- Washington Health Care Association
- Adult Family Home Council of WA State
- Washington State Hospital Association



## WASHINGTON STATE DEPARTMENT OF HEALTH

### HAI-AR SECTION EMAIL ADDRESSES

*Please refer to the table below to find the email most appropriate for your needs*

Email Path	Description
<a href="mailto:HAI@doh.wa.gov">HAI@doh.wa.gov</a>	General healthcare associated infection questions
<a href="mailto:HAI-Covid@doh.wa.gov">HAI-Covid@doh.wa.gov</a>	COVID19-specific healthcare associated infection questions
<a href="mailto:HAIEpiOutbreakTeam@doh.wa.gov">HAIEpiOutbreakTeam@doh.wa.gov</a>	Epidemiological outbreak assistance and healthcare associated infection questions
<a href="mailto:HAI-FieldTeam@doh.wa.gov">HAI-FieldTeam@doh.wa.gov</a>	Schedule an ICAR for your facility
<a href="mailto:HAI-FITTesting@doh.wa.gov">HAI-FITTesting@doh.wa.gov</a>	Respiratory Protection related questions <a href="http://www.doh.wa.gov/ltrcpp">www.doh.wa.gov/ltrcpp</a>



# Long-Term Care COVID-19 Immunization Champion Award

**260 facilities participated in winter quarter. Notifications and postings on website shortly – congratulations to all!**

**Continue to track for next award: Expect next deadline March 2022**



- More information: [Long Term Care COVID-19 Immunization Champion Award :: Washington State Department of Health](#)
- Any Long-Term Care facilities can participate (SNFs use NHSN to report) <https://redcap.doh.wa.gov/surveys/?s=KFRMW8JN4P>
- For questions about the awards, contact [covid.vaccine@doh.wa.gov](mailto:covid.vaccine@doh.wa.gov)
- For questions about the survey, contact [LTC-COVID-Vaccination-Survey@doh.wa.gov](mailto:LTC-COVID-Vaccination-Survey@doh.wa.gov) using subject line: LTC COVID-19 Vaccination Survey

# Boosters and Vaccinations

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Per the Department of Health Office of Immunizations, support for vaccinations is available if needed:

1. Contact your long-term care pharmacy for on-site support
2. Contact your local health jurisdiction (LHJ) to find out if they are already working with local partners for on-site vaccinations. Find your LHJ here: <https://www.doh.wa.gov/AboutUs/PublicHealthSystem/LocalHealthJurisdictions>
3. If you're not sure about resources and do not currently have a plan for ongoing vaccinations, please take this short survey to let us know: [www.surveymonkey.com/r/DQ5K9WV](http://www.surveymonkey.com/r/DQ5K9WV)
4. Contact the Department of Health by email at [COVID-Vaccine@doh.wa.gov](mailto:COVID-Vaccine@doh.wa.gov) for other questions.

# Flu Resources

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- DOH Resources for Public Health and Healthcare Providers:
  - <https://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/PublicHealthSystemResourcesandServices/Immunization/InfluenzaFluInformation>
- Communications Toolkit:
  - [toolkits.knockoutflu.org](http://toolkits.knockoutflu.org)
- Flu Fighter Award for 75%+ staff vaccination
  - [Flu Fighter Facility Award :: Washington State Department of Health](#)
- Washington State Flu Report:
  - [www.doh.wa.gov/Portals/1/Documents/5100/420-100-FluUpdate.pdf](http://www.doh.wa.gov/Portals/1/Documents/5100/420-100-FluUpdate.pdf)
- CDC Weekly Flu Report:
  - [www.cdc.gov/flu/weekly](http://www.cdc.gov/flu/weekly)



WA Department of Health's

# Project Firstline

# PODCAST!

**LIVE on  
SoundCloud!**

*Scan to listen*



or search:

"WA Dept. Health Project Firstline"

**May need to download the SoundCloud App by opening the iOS or Google Play App  
Store on your iPhone or Android device.**

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).

Pub #: 420-379

Learn about  
Infection Prevention  
& Public Health  
practices!

Listen as we talk to guests  
about the importance and  
impact these practices  
bring to our lives and the  
lives of our community!

# Upcoming LTC Q&A Schedule

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Please plan to attend these upcoming sessions!

Upcoming micro learning topics – date to be confirmed:

- Monoclonal Antibodies

# Today's DOH Infection Prevention Panelists

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- Poulline Castillo
- Amanda Reilly



# ICAR CUSTOMER SATISFACTION SURVEY REPORT

HAI Program/ Communicable Disease Epidemiology;  
IMT COVID-19 Outbreak Response

# Background

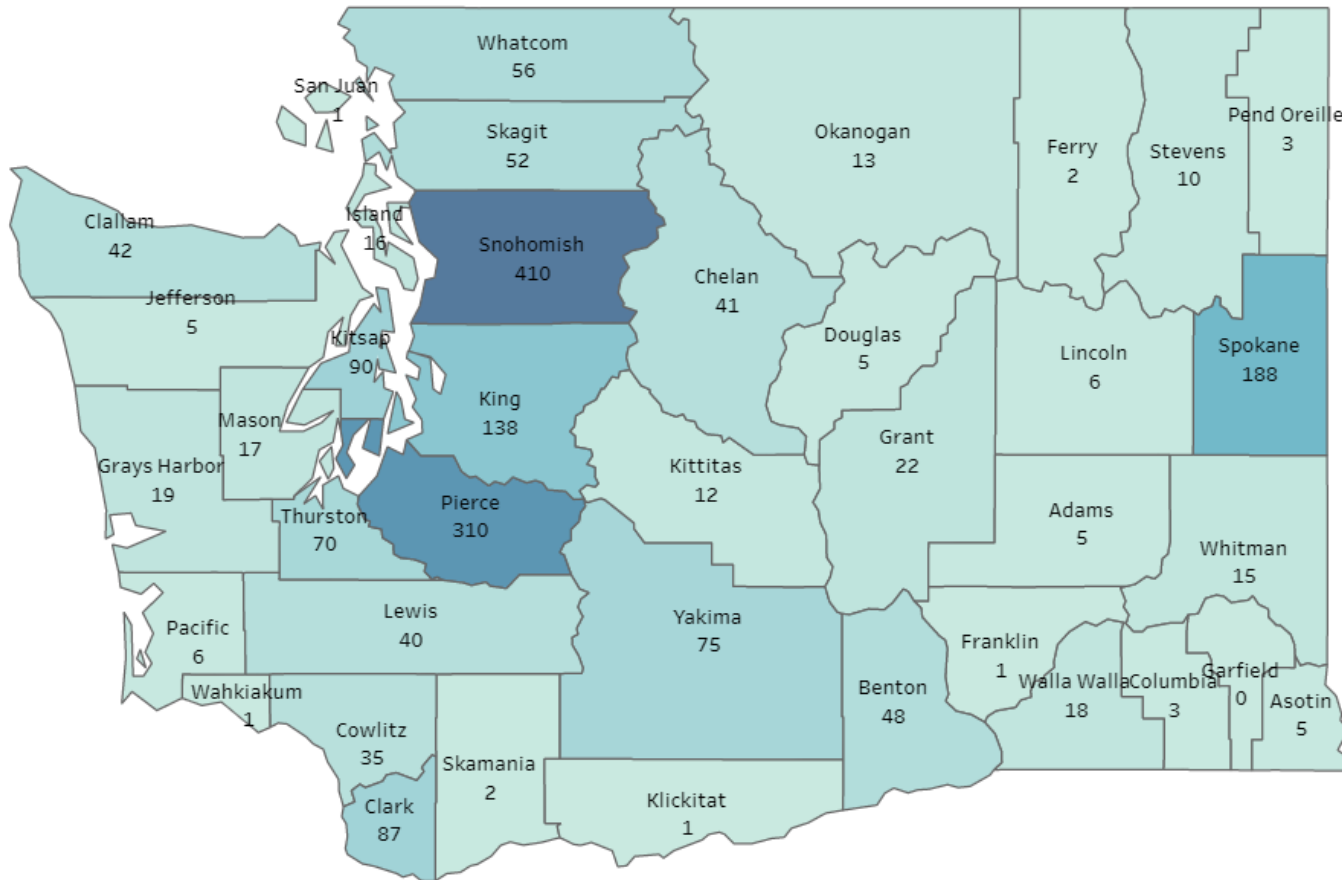
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- To support COVID-19 response, Hospital Associated Infections (HAI) Team partner with local health jurisdictions to conduct non-regulatory ICARs in LTCF settings.
- 1,870 ICARs were completed (March 1, 2020 – November 17, 2021).
- ICARs were offered to the following settings:
  - LTCFs (Nursing facilities, Adult Family Homes, Assisted Living facilities)
  - Hospitals
  - Outpatient Clinics



# Total of ICARs by County YTD

1,870



# Purpose

Designed survey in REDCap for ICAR participants seeking to:

- Identify which aspects of the ICAR program were useful to facilities.
- Determine need for continuation of infection prevention services in LTCFs.



Resize font:

## COVID-19 Pandemic Infection Control Assessment Response (ICAR) Support Survey

Please complete the survey below. The survey will automatically end if you have not had an ICAR during the COVID-19 pandemic. For additional information visit us at <https://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/HealthcareProfessionalsandFacilities/HealthcareAssoc>

Thank you!

Facility type: <small>* must provide value</small>	<input type="text"/>	<input type="button" value="reset"/>
Did you have an ICAR (Infection Control and Response Assessment) provided by WA DOH between March 1, 2020 - November 17, 2021? <small>* must provide value</small>	<input type="radio"/> Yes <input type="radio"/> No	<input type="button" value="reset"/>
Was this the facility's first time participating in a non-regulatory Infection Control Risk Assessment (ICAR)?	<input type="radio"/> Yes	

# Methods

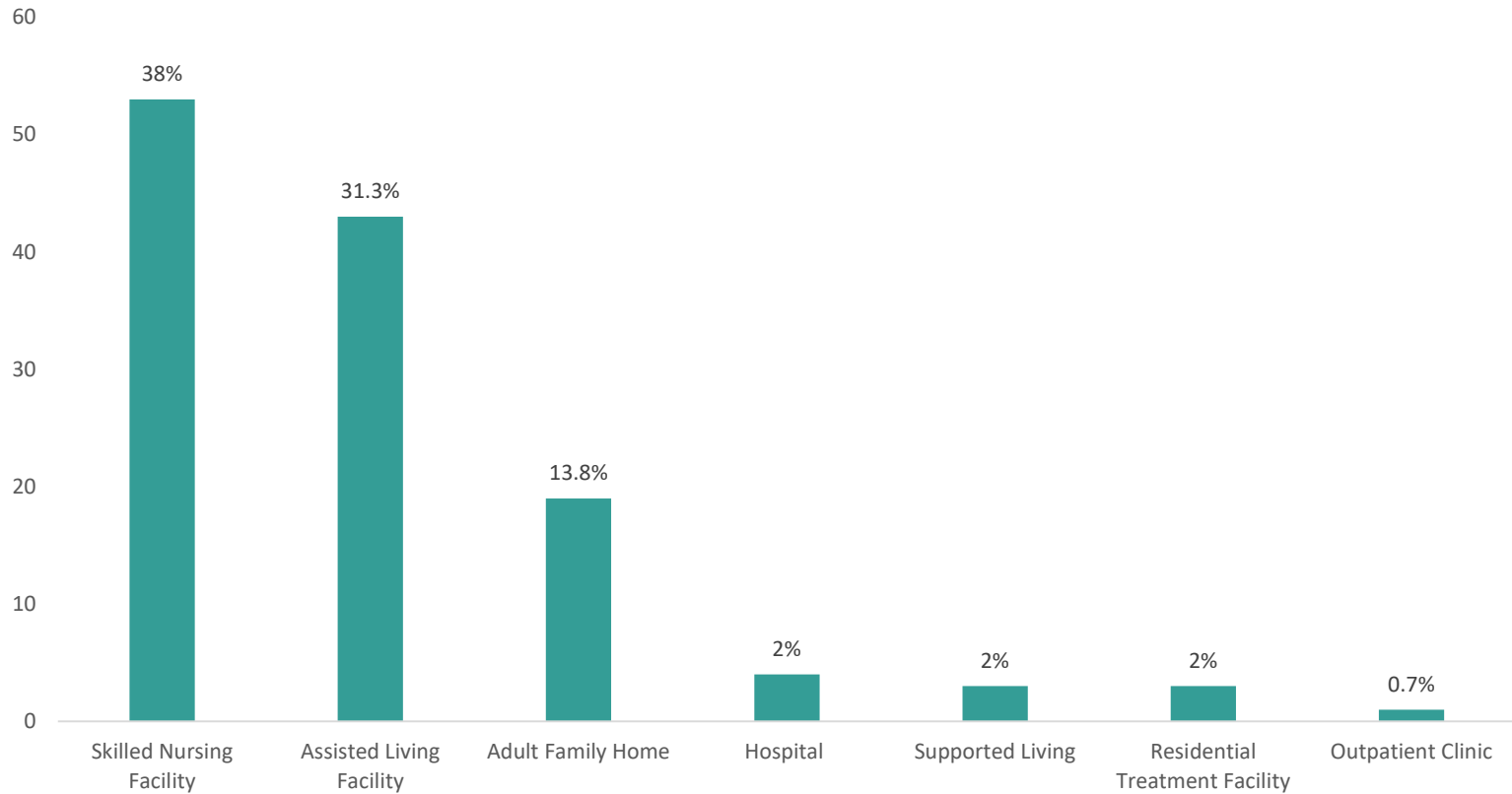
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## Survey population

- 1,026 long-term care facilities in Washington State.
- Participants sourced using Washington State Department's web-based data collection and management tool in REDCap.
- Survey respondents had an ICAR between March 1, 2020 – November 17, 2021.
- Survey respondent list exported from 2020-2021 ICAR projects in REDcap.
- Invites sent out by email via automated REDCap survey distribution tool.

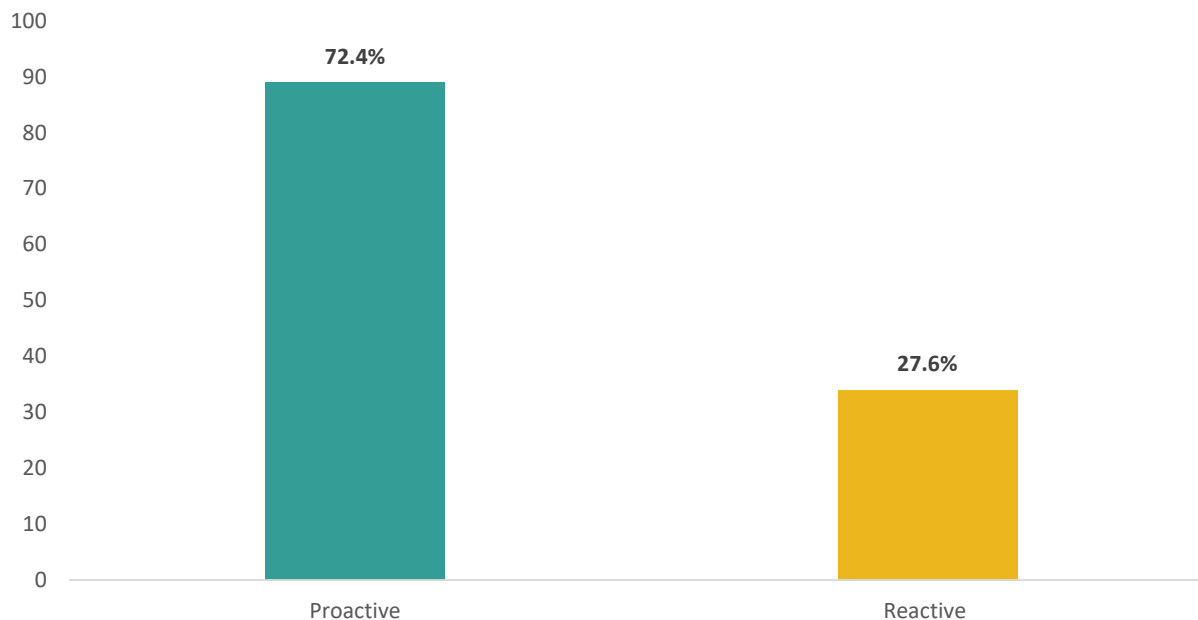
# Survey Respondents

N=137



# Outbreak Status

N=137



**\*Reactive** defined as “the facility was experiencing an outbreak of any kind at the time of the ICAR assessment”.

**\*\*Proactive** defined as “the facility was not experiencing an outbreak of any kind at the time of the ICAR assessment”

# Assessing impact of high staff turnover/staffing shortages

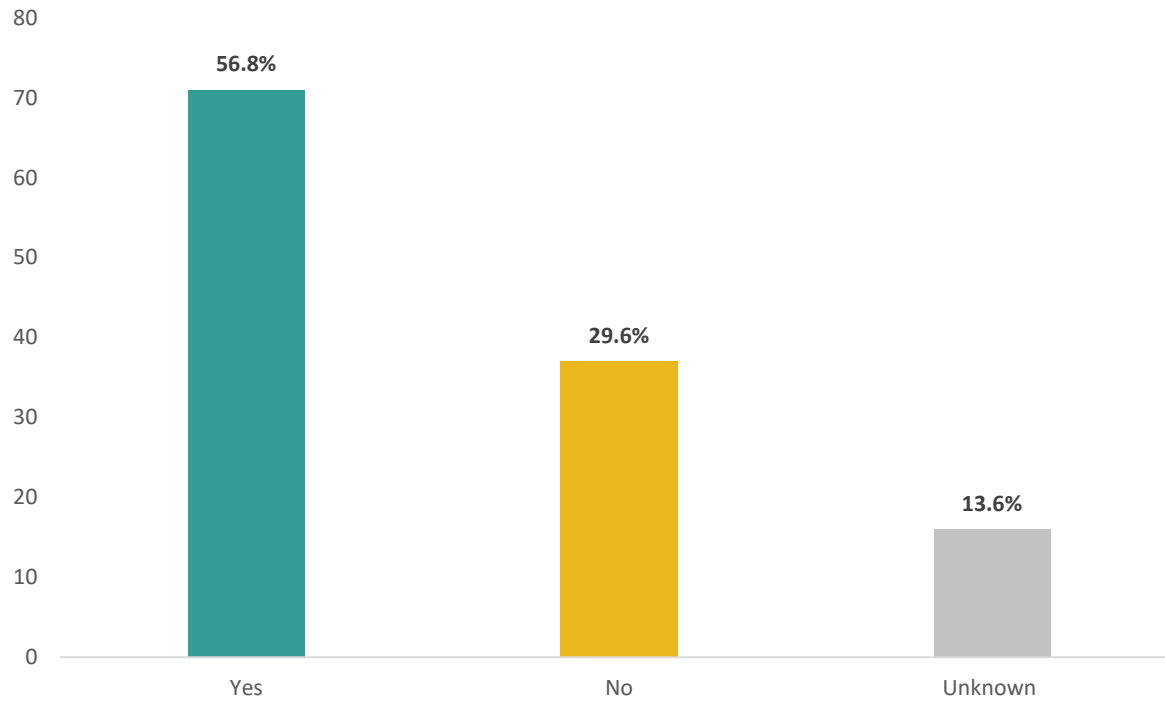
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LTCFs experienced high staffing turn over/staffing shortages during the COVID-19 Pandemic.

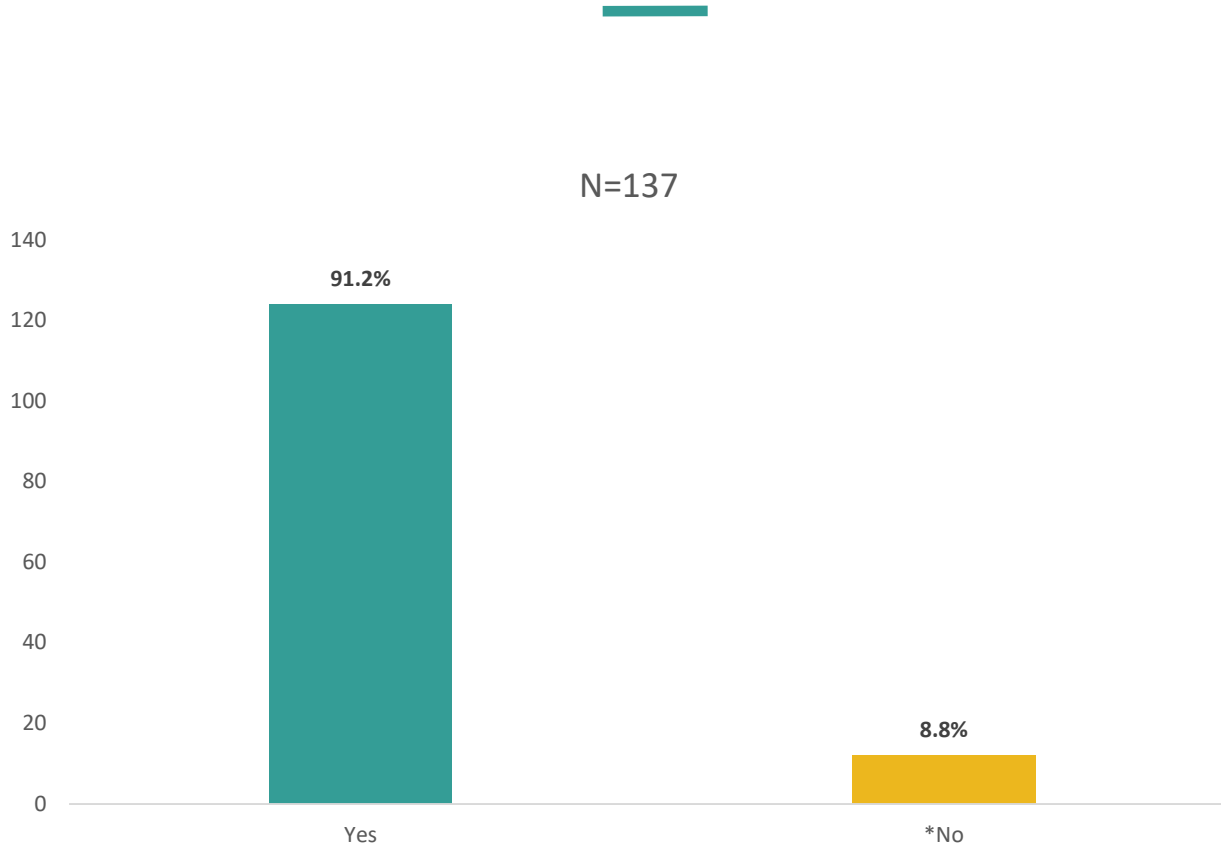
To identify extent of this impact on infection prevention, handoff of ICARs and related educational & guidance materials, the following survey questions were asked.

# Was this the facility's first time participating in a non-regulatory Infection Control Risk Assessment (ICAR)?

N=137



Did you have an ICAR (Infection Control and Response Assessment) provided by WA DOH between March 1, 2020 - November 17, 2021?



\*Demonstrating that some facilities that had an ICAR may not have adequately transferred information among changing IPs or facility staff.

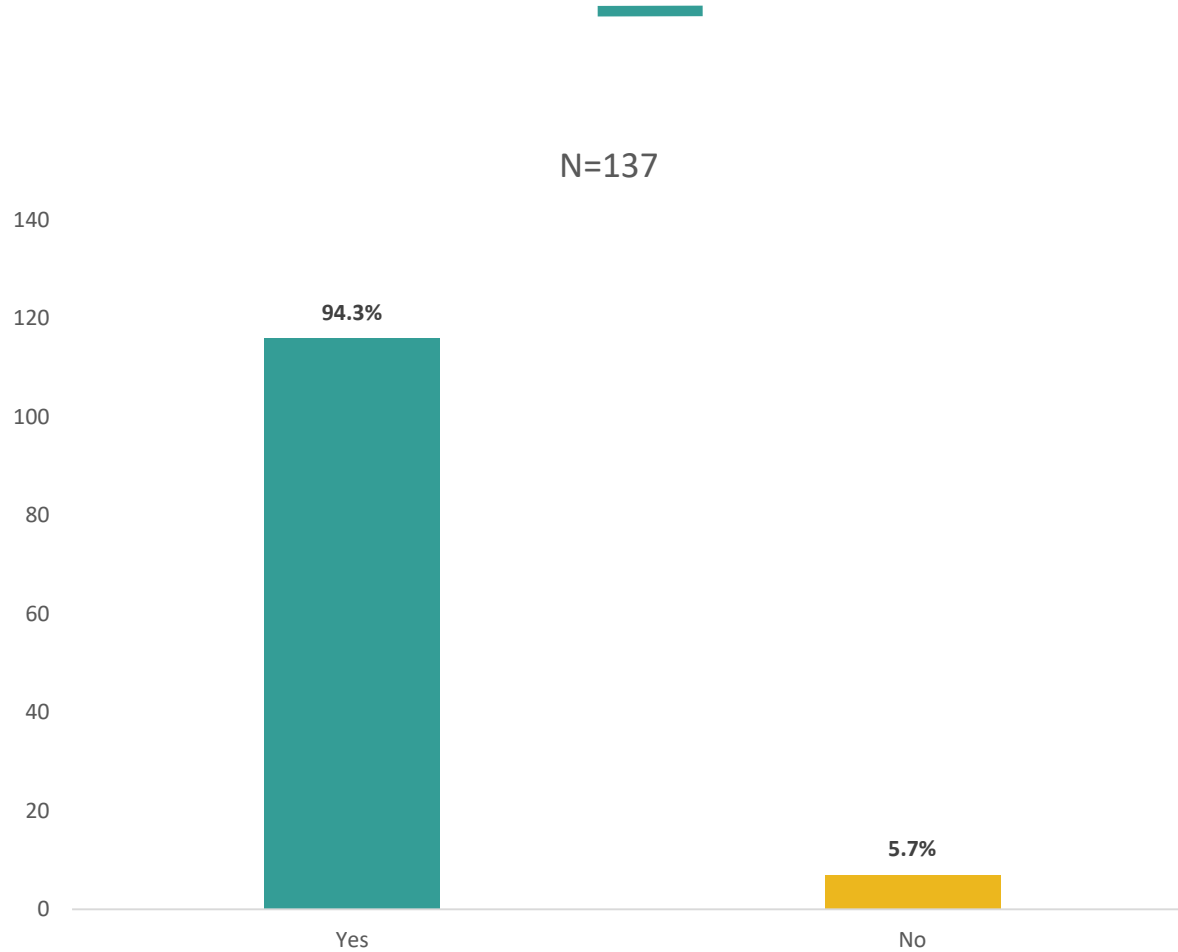


# Assessing Impact of ICAR Program

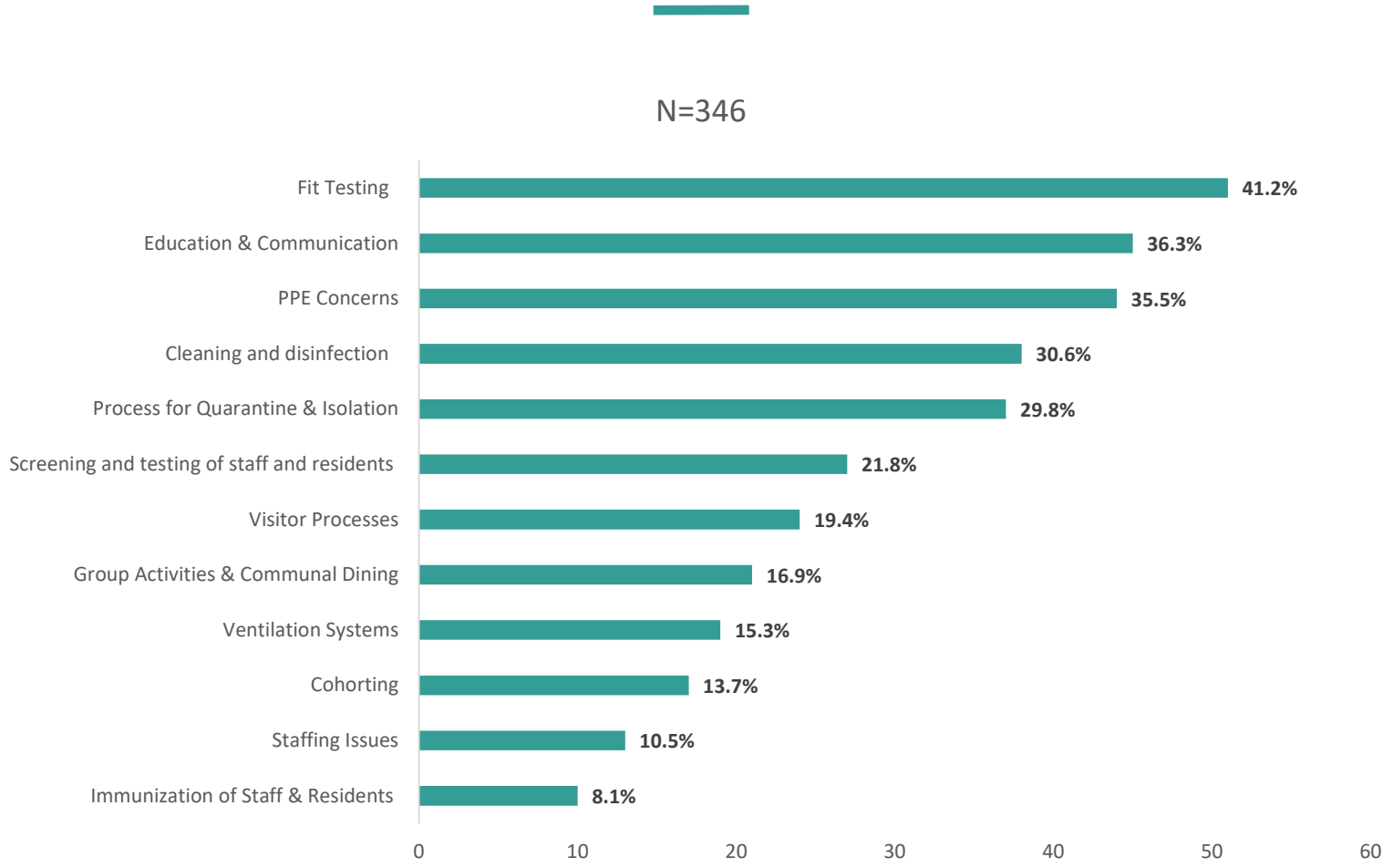
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It was important to us to assess the impact that the ICAR Program had on LTCFs. We wanted to identify aspects of the program that were helpful, supportive and educational.

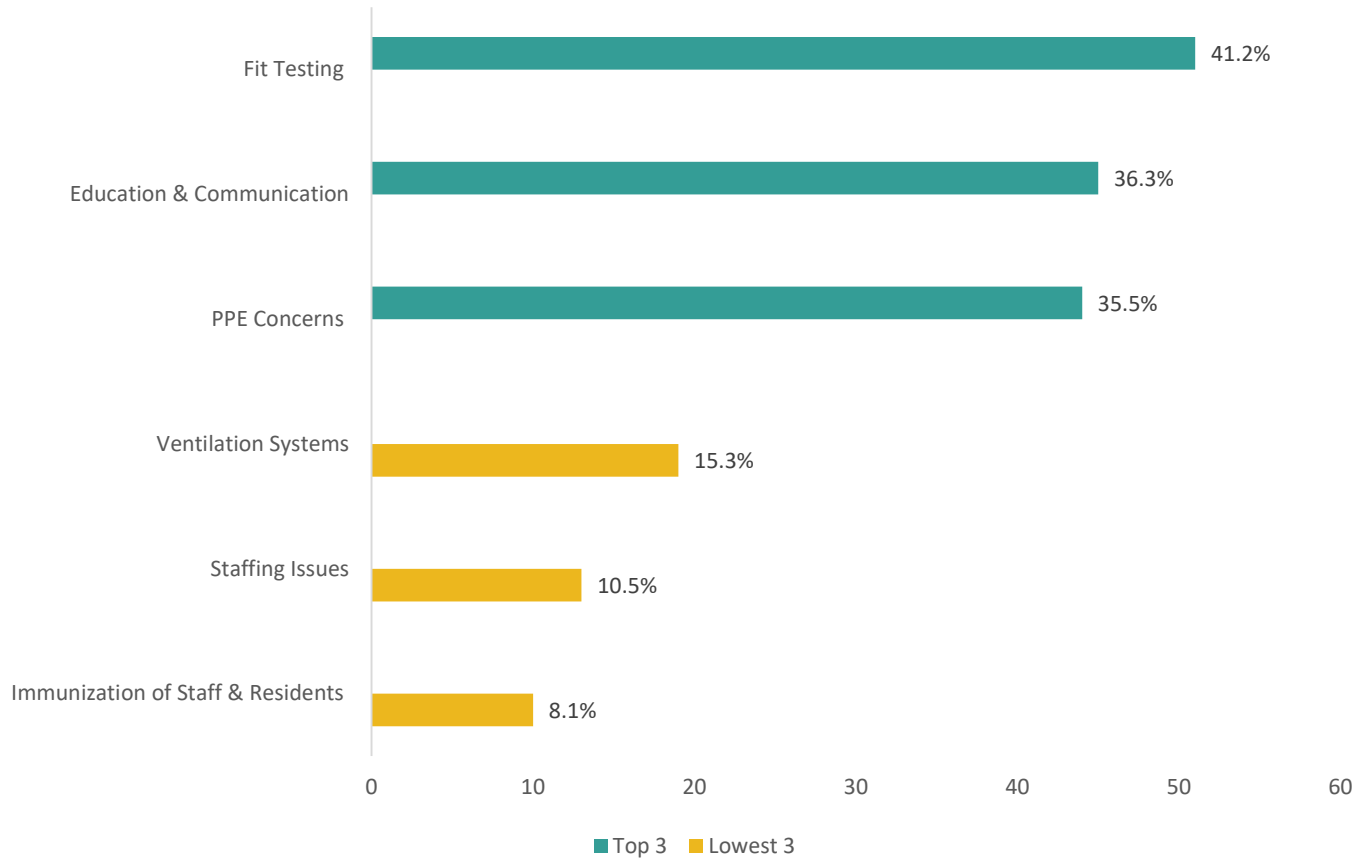
Would your facility participate in annual ICARs provided by the Washington State Department in partnership with your local health department?



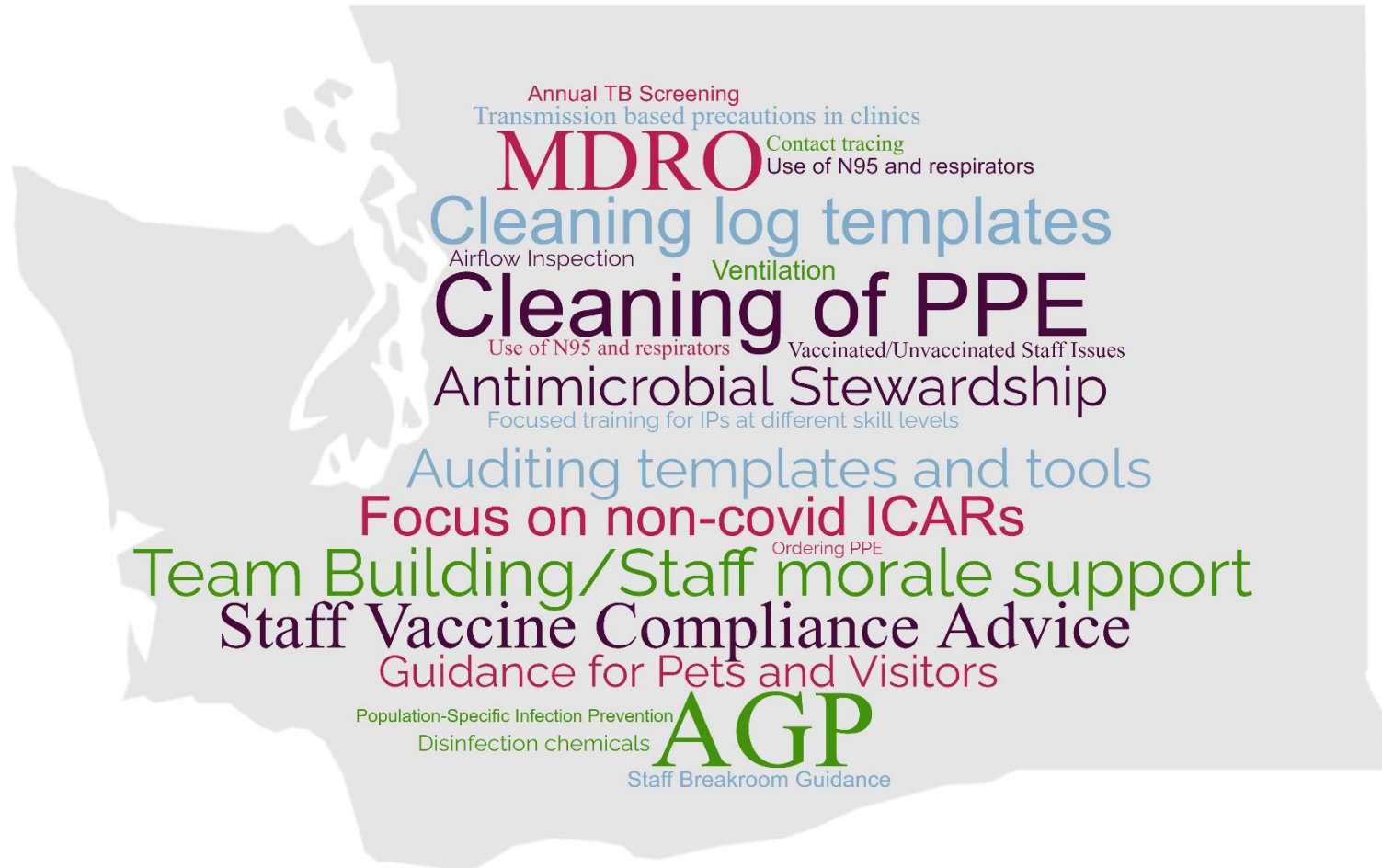
Check the infection prevention domain(s) where participation in ICAR led the facility to make at least one change in practice.



# Top 3 & Lowest 3 Infection Prevention Domains that lead to change in practice



# What topics should be on future ICARs?



# What facilities are saying about the ICAR Program



# LTCF Feedback

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“The entire team is helpful and easy to work with. I appreciate them and the fast response they have given me throughout this entire pandemic.”

“The program provided outlet for deeper dive issues and resolutions that impact staff and resident safety.”

“ICAR Program is an excellent resource for nursing facilities, we appreciate their guidance and feedback tremendously. I do not think we could have make it through this pandemic without them.”

“It is a much needed program for continuing education on this pandemic, as it changes often. The only thing I would suggest is it be bi-annual instead of annual.”

# LTCF Feedback

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“It is a very helpful service/tool to identify weak areas that need fixed or process tuned prior to surveyors coming in or to stop the spread of illness throughout facility.”

“It is a wonderful resource and helps with improvement and ultimately increases patient safety.”

“We have had 3 ICARs since May 2019 and each one has been helpful. It is ideal to get different people to conduct the assessment since everyone notices different things and has different insights.”

“This is a great, non-punitive and helpful process. I hope it continues to be available!”



# ICAR Program Constructive Feedback

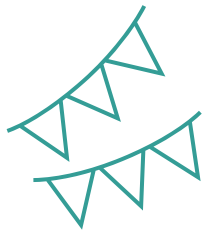
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- “I felt like more time could have been provided for the ICAR. We barely had time to tour the clinic. Very well done. Thank you!”
- “In the future, we'd like to schedule on-site assessment vs virtual.”
- “Our ICAR was almost a year ago, it would be nice to have the survey MUCH closer to the assessment date so it's fresh in our minds!”
- “Provide online seminars and/or training more frequently.”

# Takeaways

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- Timing is important; Survey respondents indicated that the survey should be offered closer to the time the ICAR completed.
- There is a community need for the continuation of ICAR Program.
- Facilities found this program helpful, resourceful and collaborative.
- Collaboration & involvement with Local Health Departments is essential to the ICAR process.
- Streamline guidance updates
- Incorporate ICAR topic feedback into future ICARs.
- Improve community awareness of separate governing entities



# Grand Prize Winners!

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Grand Prize Winners for Survey Raffle are:



1<sup>st</sup> Prize winner (Certification Exam Study Bundle)- Merrill Gardens at Tacoma (AL)

2<sup>nd</sup> Prize winner (APIC Membership)- Arcadia Healthcare- University Place (NF)

3<sup>rd</sup> Prize winner (Infection Prevention Swag) –Cataldo Community Residential INC. (AL)





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# Mailbox Questions

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1. SNF - Many people are experiencing mild-moderate cold symptoms and testing negative on rapid-antigen, and PCR tests, prior to testing positive. In a perfectly staffed world, we would just tell people not to come to work if feeling less than 100% but in today's already challenging staffing environment that is not feasible. These false negatives increase risk of transmission to residents even if staff wear source control as this only minimizes, not eliminates, risk. What is the guidance on how best to handle this both from a clinical and regulatory viewpoint?

# Q & A Portion

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Please type your questions into the question window and tell us what type of facility you are from (e.g., ALF, SNF, AFH) and what county you are in