



**FOCUS POINT NEWSLETTER**  
**SPECIAL FOCUS POINT FOR JUNE AND COVID ALERT 6/29/2020**



**NEW UPDATES from CMS in June 2020**

CMS has posted three recent updates

**QSO 20- 32 – published June 4, 2020 -- [Release of COVID-19 Nursing Home Data](#)**

CMS will post COVID-19 data submitted by facilities via the Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN). The information will be posted on June 4th, 2020 at the following locations:



- A link to the information in the “Spotlight” section of the Nursing Home Compare home page. The information will also be available at <https://data.cms.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg>

The information posted will include each facility’s name, their reported number of confirmed and suspected cases of COVID-19 (including residents and staff), resident deaths related to COVID-19, availability of personal protective equipment (PPE) and COVID-19 testing, and potential staffing shortages. For more details on the specific data elements collected, please view the CDC’s Long-Term Care Facility COVID-19 Module website.

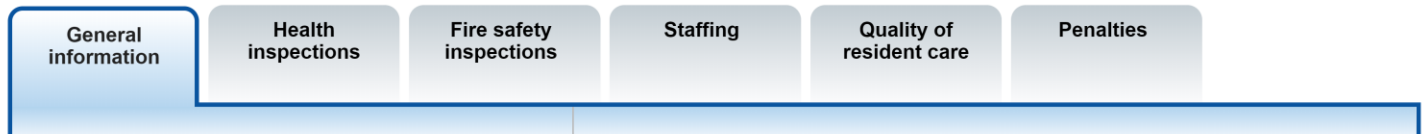
The NHSN COVID-19 information will be posted on June 4th, 2020, on the Nursing Home Compare home page, in the “Spotlight” section, and will be updated on a weekly basis. The information can also be accessed at <https://data.cms.gov/Covid19-nursing-home-data> starting on June 4th, 2020

**QSO 20-33 – published June 4, 2020 -- Posting of Nursing Home Inspections**

<https://www.cms.gov/files/document/qso-20-33-nh.pdf>

CMS will post health inspection (i.e., surveys) results that were conducted on or after March 4th, 2020, which is the first date that CMS altered the way that inspections are scheduled and conducted. This includes inspections related to complaints and facility-reported incidents (FRIs) that were triaged at the Immediate Jeopardy (IJ) level, and the streamlined Infection Control inspection process that was developed based on the guidance for preventing the spread of COVID-19. The information will be available in the “Spotlight” section of the Nursing Home Compare home page on June 4th, 2020.

**QSO 20-34 – published 6/25/2020 -- Changes to Staffing Information and Quality Measures Posted on the Nursing Home Compare Website and Five Star Quality Rating System due to the COVID-19 Public Health Emergency -- <https://www.cms.gov/files/document/qso-20-34-nh.pdf>**



- *Staffing Measures and Ratings Domain:* On July 29, 2020, Staffing measures and star ratings will be held constant, and based on data submitted for Calendar Quarter 4 2019. Also, CMS is ending the waiver of the requirement for nursing homes to submit staffing data through the Payroll-Based Journal System. Nursing homes must submit data for Calendar Quarter 2 by August 14, 2020.
- *Quality Measures:* On July 29, 2020, quality measures based on a data collection period ending December 31, 2019 will be held constant.



## Moving Past the Pandemic Blues

When life events are out of our control, it is natural to feel somewhat helpless and maybe even depressed. You are not alone. There are ways to move forward and overcome this through your behaviors.

1. **Get in a routine.** Structure is a natural barrier to depression.
2. **Set goals,** even if they are small ones. Accomplishing something can help improve your mood.

As more of the goals are achieved, more goals can be set, adding to the feeling of positivity.

3. **Exercise** or get fresh air and sunlight each day. 20 minutes of natural sunlight is recommended each day. Exercise helps the body release natural anti-depressants and also has many other benefits.
4. **Eating healthy** foods that contain omega-3-fatty acids (such as salmon and tuna) and folic acid (such as spinach and avocado) serve as natural anti-depressants.
5. **Get enough sleep.** Establish a consistent wake-up and bedtime. Try not to nap. Examine the area where you sleep and add things that bring your peace and comfort.

Each day brings a new opportunity to do something new and to try to have fun. In time those blues will fade away.



## Recent CHC Resources

CHC will continue to monitor VDH guidance for any continued updates and will keep you informed.

CHC team has recently developed the COVID-19 resources listed below. Please contact Mary at

[mary@chileshealthcare.com](mailto:mary@chileshealthcare.com) if you desire to purchase any of these resources.

<b>COVID-19 Infection Control Audit Tools Package – 6/18/2020</b>	The package offers eight different audit tools designed for staff observation/competencies in infection control practices, resident and resident representative interviews, chart audits, facility infection control practices, etc.	\$150
<b>COVID-19 Testing Plan 6/26/2020</b>	This is a 10-page policy to address the requirements of having a comprehensive COVID-19 Testing Plan in place to enter Phase 1 of the Virginia guidance on “Re-Opening Nursing Homes”. While such plan is not required by Virginia DSS for assisted living facilities, many communities may desire to follow the same process as the nursing home. CHC recognizes and respects that you may need to modify this plan to be reflective of specific facility protocols and processes and we anticipate further updates and guidance may come from VDH, CMS or CDC. Future updates to this guide will be the responsibility of each nursing facility. The document includes the following areas of discussion based on current guidance from VDH:	\$135
<b>Universal Facial Covering/Facemask Package – 6/29/2020</b>	This package offers a sample policy, a short self-directed power point presentation and a post-test of Universal Facial Covering / Facemasks. This set of instructions relates to the use of cloth facial coverings, facemasks, and surgical masks. It does not address the use of N95 respirator masks.	\$65
<b>Compassionate Care Visit Package – 6/29/2020</b>	This package is appropriate for nursing home or assisted living facility. The package includes a policy and sample care plan that requires modification for each resident and can easily be converted into EMR.	\$65
<b>Re-Opening Plan for Virginia Nursing Facility. [policy] 6/29/20</b>	This policy outlines the facility strategy for compliance with the Virginia Department of Health guidance on re-opening the Virginia nursing facility.	\$50
<b>Re-Opening Plan for Virginia Assistive Living Facility [policy] 6/29/2020</b>	This policy outlines the facility strategy for compliance with the Virginia Department of Social Service guidance on re-opening Virginia assistive living facility.	\$50



## What have we learned from the COVID Focus Surveys in Nursing Homes?

*This is a repeat article, in part, from the FOCUS POINT of 6/26/2020, but it bears repeating.*

Overwhelmingly, we have done well – you have implemented precautions, you have policies, you demonstrate infection control surveillance, you communicate with residents and families, you report to NHSN, VDH and OLC and you educate staff. However, we are seeing deficiencies when the surveyors are on-site with consistent staff compliance. **Observational audits plus consistently applying accountability processes are critical to your on-going monitoring and successful compliance and reduction in survey deficiencies at F-880 [Infection Control]**. Making rounds and observations throughout the facility [not just on nursing units] is a first step, but you also need to consider the importance of turning those rounds into observational audits for immediate action when variances are observed, to track the outcomes of the observations for compliance and to establish a means of feedback and accountability for on-going compliance. The majority of these tags are being cited at F-880 [Infection Control] and we also know from recent CMS guidance that this F-tag has its own level of enforcement and the tag history will stay with you for at least 2 years as outlined in QSO 20-31 of 6/1/2020. [Link here](#). Simply repeating the same education without the documented audits and analysis and without consistent application of processes for accountability, is not going to change staff behavior or create compliance. You have got to do some investigation to determine why a particular staff person is not being compliant when there is clear knowledge and understanding of expected process and outcome. This means, you have to do some digging because behavior is generally reflective of a distinct rationale or belief. The observational audits discussed above may not be required by regulation, however they are a best practice and will lead to greater compliance and reduction in infections, **IT IS THE RIGHT THING TO DO**.



## WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO

Source: Fournies, Ferdinand F. (2000). Coaching for Improved Work Performance, New York: McGraw Hill. Available at: <https://www.amazon.com/Coaching-Improved-Work-Performance-Revised/dp/0071352937>

1	They don't know <u>what</u> they're supposed to do.
2	They don't know <u>how</u> to do it.
3	They don't know <u>why</u> they should do it.
4	They think they are doing it (lack of feedback).
5	There are obstacles beyond their control.
6	They think it will not work.
7	They think their way is better.
8	They think something is more important (priorities).
9	There is no positive consequence to them for doing it.
10	There is a negative consequence to them for doing it.
11	There is a positive consequence to them for not doing it.
12	There is no negative consequence to them for not doing it.
13	Personal limits (capacities).
14	Personal problems.
15	Fear (they anticipate future negative consequences).
16	No one could do it.

This article was published by DMAS last week and it makes sense for all of us in our multiple roles as caregivers in long term care and caregivers at home.



Department of Medical Assistance Services



## Why Self-care is Important to Help Reduce Stress

The need for self-care has never been greater. Stress levels can be elevated as we worry about our health, our loved ones and our future. So much of these worries are beyond our control but there are things you can do to help improve your mental, physical and emotional health. Try these tips to help you get through your day:

1. **Exercise regularly.** Whether it's taking a walk, practicing some yoga, or riding a bike, physical activity helps your body and your mind. Need some new ideas? [Check out these easy ways to get active!](#)
2. **Stress less.** That's easier said than done but finding ways to reduce stress and manage your mental health can improve your quality of life. Whether you experience frequent headaches, trouble sleeping or mood swings, stress can take a toll on you physically and mentally. [Try some of these coping strategies to help you manage and improve your mental health.](#)
3. **Eat a healthy diet.** The foods that you put into your body can make all the difference in how you feel. Need help getting started with healthy eating? Read about [Healthy Eating on a Budget](#) for some useful – and cost saving – tips.
4. **Talk to a therapist.** Speaking to a trained professional is a great way to help reduce stress and discuss issues that are preventing you from being your best self. Talk to your **primary care provider** if you need help finding a new behavioral health specialist.
5. **Get regular sleep.** The amount and the quality of your sleep play an important part in your overall well-being. Find out [how sleep can affect your health](#) and ways you can improve your sleep.

Your health is important to us and resources are widely available to help you. [This list](#) includes behavioral health resources specific to Medicaid members. If you are experiencing a behavioral health crisis, please reach out for help immediately. The National Suicide Prevention Lifeline provides free and confidential emotional support 24 hours a day, 7 days a week. Call 1-800-273-8255 to speak with someone who can help.

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