COVID-19 Question and Answer Session for Long-Term Care and Congregate Residential Settings

May 29, 2020
Housekeeping

- All attendees in listen-only mode

- Submit questions via Q&A pod to **All Panelists**
  - Any other comments, feedback, suggestions for future topics, etc, please submit via chat

- Slides and recording will be made available later
Agenda

• Upcoming webinars
• LTCF NHSN IDPH Group
• Testing in Long Term Care
• Infection Control and Prevention Questions
• Open Q & A

Slides and recording will be made available after the session.
IDPH webinars

- **Friday Brief Updates and Open Q&A (1-2 pm):**

  Friday June 5th
  https://illinois.webex.com/illinois/onstage/g.php?MTID=e93324db3f5686b96980cbd42059012

  Friday June 12th
  https://illinois.webex.com/illinois/onstage/g.php?MTID=e8ca48172d718c49749e1f2353ee1f8f8

  **Note:** no planned session for June 15 because IDPH will host an LTC webinar on **Wed, June 17th, at 1 pm**

  Wednesday June 17th
  https://illinois.webex.com/illinois/onstage/g.php?MTID=e31c66916c51c637e7f367c69c2e6003

  Friday June 26th
  https://illinois.webex.com/illinois/onstage/g.php?MTID=e6f73a652185dcfe658ff3b2ff02bb5fb

  Slides and recordings will be made available after the sessions.
LTCF NHSN IDPH Group

IDPH has created a group in NHSN for your facility to share COVID-19 data with the State. IDPH intends to use this summary data for situational awareness as well as public health response. While there is no State mandate at this time, your participation is strongly encouraged.

There will be **NO** increased reporting on the part of your healthcare facility. All that needs to be done is to join the IDPH group.

Joining a Group:

The NHSN facility administrator can join the group by selecting “Group” in the NHSN left navigation bar and then clicking “Join”. This will open the Memberships page. Enter the 5-digit Group ID and the group password then click on “Join Group.”

Group ID: 78568
Joining Group Password: Illinois19!
IDPH memos, 5/28/20: LTC testing and emergency rule
### Why test in long-term care facilities?

<table>
<thead>
<tr>
<th>Source</th>
<th>Information</th>
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<tbody>
<tr>
<td><strong>IL</strong></td>
<td>2,402 (~49%) deaths associated with long-term care facility outbreaks as of 5/22/20</td>
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| **CDC** | Guides infection prevention and control measures  
- Cohorting and initiation of transmission-based precautions  
- Exclusion of healthcare personnel  
- Identifies asymptomatic cases |
| **CMS** | Recommended as factor for reopening nursing homes (QSO-20-30-NH; 5/18/20) |
Prepare, Prepare, Prepare!

Testing is only the beginning.

Facilities need to have a plan in place to act on the results.

Designate a COVID-19 unit

Understand the HCP return to work criteria

Plan for potential staffing shortages
Illinois Helps System
Background Information

• The Illinois Helps system contains both affiliated and non-affiliated medical and non-medical volunteers that register as part of 570 occupations that may be licensed to be used by 262 organizations.

• A potential volunteer can register in the system and choose up to 8 organizations to work with.

• The system can automatically or manually check licensures and background checks for a fee.

• Each organization manages its own portal and potential volunteers.
Illinois Helps System
COVID-19

• The State of Illinois created a special organization for state-level missions called Statewide COVID-19 Responders
• Matching opportunities that could be paid.
• The State of Illinois can also provide technical support in getting local organizations volunteers from this group.
# Illinois Helps State Request

**COVID-19 Staffing Request Form**

The Illinois Helps system is available to vet medical and non-medical volunteers for disaster response to local health departments, Medical Reserve Corps, long-term care facilities, and healthcare organizations. Each group can have its own organization in Illinois Helps whereby volunteers that come into the system can request to affiliate with them. Each organization manages their own portal and volunteers. Submission of this form in no way guarantees the request will be fulfilled.

The purpose of this form is once volunteers in the requesting organization's portal have been exhausted, the organization would like state assistance in seeking additional volunteers. The Illinois Helps state team can message within its own Statewide COVID-19 Responders organization to ask specific volunteers based on occupation located within a certain area of the state if they wish to help the requesting organization. The Illinois Helps team will only message volunteers in the state group that we have been able to verify their license status. Those volunteers may or may not have been backgrounded (which would then fall to the organization receiving them to determine and handle as appropriate).

**Directions for Requesting Organization:**

Please fill out this form and submit it to Illinois.helps@illinois.gov. Your organization will need an Illinois Helps portal if it does not already have one. Please make sure someone within your organization can manage the volunteers in the system that wish to affiliate with your organization. The request put out by the state in the Statewide COVID-19 Responders organization will ask volunteers that wish to affiliate with your organization to do so with the information provided below. The organization should be prepared to answer questions from the volunteers including rate of pay, reimbursement of expenses, location, and duration among other things. Please do not request assistance to message volunteers until these questions have been addressed locally in order to maximize effectiveness of this process. The requesting organization point of contact should be prepared to then work with the volunteers directly.

### Requesting Organization

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Contact Name and Title Submitting Request</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Physical Address of Response Site</th>
<th>Phone Numbers</th>
<th>Email/fax</th>
</tr>
</thead>
</table>

### Description of Volunteer Opportunity (be specific - what work will people be doing?)

### Staffing Resources Requested

<table>
<thead>
<tr>
<th>Resource Description (using occupation names from Illinois Helps like RN, CNA, LPN, etc.)</th>
<th>Quantity</th>
<th>Time/Date needed by</th>
<th>Duration</th>
</tr>
</thead>
</table>

<table>
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<tr>
<th>Additional considerations or requests [will volunteers be paid and/or reimbursed for expenses?]</th>
<th>Volunteer’s home locations to be considered when messaging? Examples: contiguous counties, certain counties in an IDPH region, statewide</th>
</tr>
</thead>
</table>

### Who are the 24/7 contact people from your organization for this request?

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Phone</th>
<th>Email</th>
<th>Fax</th>
</tr>
</thead>
</table>

![IDPH logo]
Questions?

• Illinois Helps is an option for staffing requests
  – Based on what a volunteer may want to do—no guarantees!
  – There are other options out there!

• Contact us at illinois.helps@illinois.gov with questions.
Emergency Rule, 77 Ill. Adm. Code 300

• Where were changes made?
  – 77 Ill. Adm. Code 300: Skilled Nursing and Intermediate Care Facilities Code

• What facility types does this apply to?
  – Licensed skilled nursing and intermediate care facilities

Information current as of May 28, 2020
What does the emergency rule require?

• **Facilities must:**
  
  – Add testing for infectious diseases to the facility’s infection control policies and procedures.
  
  – Comply with infection control recommendations provided by IDPH or their LHD
  
  – Test residents and staff when they have either an outbreak in the facility or when the chain of transmission is high and IDPH directs them to conduct testing. Test results must be reported to IDPH.

**What facility types do the requirements apply to?**
- Skilled nursing and intermediate care facilities licensed under the Nursing Home Care Act, 210 ILCS 45
- Referred to as “LTC facility” in the memo and press release

**What facility types does the laboratory testing referral apply to?**
- Broader LTC definition, to include ICF/DD, Sheltered Care, ALF, etc.

**What test type is acceptable?**
- PCR testing (FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA)
Facility Infection Control Assessment

- Each LTC facility must complete the assessment at https://redcap.dph.illinois.gov/surveys/?s=L3HPFNXEJD

- Previously distributed on March 20, 2020. **No need to resubmit if you already filled out.** There was an option to receive a confirmation email upon survey submission. If you think you submitted before, please check your email for this verification.

- Otherwise, must complete **within 7 days** of memo release.
Required Testing Plan and Response Strategy

• Written COVID-19 testing plan and response strategy within 14 days of the issuance of the memo.
• Must specify the necessary personnel, and the required training or experience of the personnel, to properly care for the number and types of residents served by the facility, including the personnel necessary to execute the COVID-19 testing plan.
Testing Plan (cont)

• The testing plan shall identify the ordering physician, method of obtaining consents for the tests, and the criteria and frequency for testing residents and staff.

• Every COVID-19 testing plan shall identify by name a dedicated laboratory contracted or otherwise engaged to provide COVID-19 clinical testing services according to the volume and frequency identified in the testing plan.

• IDPH can advise LTC facilities regarding laboratories with available capacity.
HOW CAN MY FACILITY GET TESTED?
Onsite Training for Specimen Collection

- Upon request, and subject to availability, IDPH can provide onsite training for proper specimen collection or other assistance as necessary.

- This can be requested via [https://redcap.dph.illinois.gov/surveys/?s=8TYYKCETCX](https://redcap.dph.illinois.gov/surveys/?s=8TYYKCETCX).
Testing for LTCFs with no COVID-19 cases in last 28 days

• IDPH can refer facilities with no COVID-19 cases in the last 28 days to a partner laboratory (currently Quest). Facilities may request this referral here: https://redcap.dph.illinois.gov/surveys/?s=8TYYKCETCX.

• Facilities should notify LHD of upcoming plans for testing. LHD can help facilities prepare for or respond to results.
Testing for LTCFs with outbreaks or identify their 1st case

- IDPH Laboratory can provide test kits and perform testing

- As part of outbreak response, facilities should discuss testing plans and arrangements with their local health department

  - Then they can sign up for testing through the same form: https://redcap.dph.illinois.gov/surveys/?s=8TYYKCETCX

- Once the outbreak is over, the facility must identify a contracted or engaged laboratory to continue to provide COVID-19 clinical testing services according to their testing plan
Process for testing through a referred or IDPH laboratory

1. An IDPH representative will call you to arrange for testing and/or onsite specimen collection support, if requested.

2. If you requested testing, your referred laboratory or IDPH representative will arrange for shipment of supplies, discuss specimen collection and transport, and set up a facility account and contract.

3. Billing for either Quest or IDPH laboratories will be handled in the same manner. They will obtain insurance information for test recipients to bill for services. Residents and staff without insurance will still be able to be tested, with services supported by HFS/CARES Act.
4. Facility obtains consent from residents (or their representatives) and staff to be swabbed prior to date of testing. Facility also prepares or compiles other supplies needed for specimen collection (e.g., specimen labels, test requisition forms, PPE, etc).

   —Transport media may require refrigeration – ensure you have space to store supplies!

5. Facility should prepare for the results. For example, ensure that a dedicated COVID-19 unit with dedicated staff are in place, prepare for potential health care worker shortages, and understand the return to work criteria.

6. Once facility receives test kits, they can conduct specimen collection (or on designated date if onsite assistance was requested) and submit samples to their designated laboratory.

7. Your referred laboratory will conduct testing and report results to the facility and IDPH.
Testing through the IDPH Laboratory

- **Online order form**: Facilities must obtain an outbreak or INEDSS number to order supplies
  - Don’t forget to order shipping supplies
  - **Prefer that facilities drop off or courier specimens** to an IDPH Lab to ensure sample integrity
  - If not possible, alternate arrangements can be explored

- **Test requisition form**: Each specimen must be submitted with this form
Training Materials for Specimen Collection and Packaging

- IDPH-produced video [in post-production]
- IDPH Lab’s 17 steps for collection
- PowerPoint slides with step-by-step instruction

Resources to be housed on upcoming IDPH LTC testing website
Reasons for specimen rejection at IDPH Lab

1. Specimens stored or shipped incorrectly
   - Specimens must remain at 2-8°C after collection
   - Must be received at the lab within 72 hours of collection
2. Specimens without patient identifiers (no labels)
3. Sample and submission (test requisition) form do not match
4. Missing submission form
5. Specimens collected using expired liquid transport media
6. Leaking specimens
7. Specimens with insufficient volume for testing
8. Specimen with no swab
What to do with positive results

- Report to LHD and CDC/NHSN (if required)
- Implement infection control measures, plan for subsequent testing
- Notify residents, families/representatives, and staff (see CMS requirements)
What to do with all negative results

This is great news! But remember that this only provides a snapshot of COVID-19 status on the day swabbing occurred.

Continue with infection prevention and control measures (e.g., monitoring hand hygiene adherence/PPE use and screening residents and staff for symptoms).

Plan for subsequent testing per your facility’s testing plan.
FAQ

• Q: How can assisted living facilities get testing?
  • A: Although not specifically addressed in the memo, other facility types can use the same online form to request testing.

• Q: Will residents and staff be charged for testing?
  • A: Under the CARES Act, individuals will not be charged. If they are insured, insurance will be billed; there are no copays, deductibles, etc. If they are uninsured, HFS/ CARES Act funding will pay for testing.
FAQ

• Q: Can we/should we test staff and residents weekly?
  • A: The interval between testing would depend on factors such as whether there were positive cases on the first facility-wide testing survey, residents or staff have developed symptoms subsequent to testing, laboratory capacity. If using a commercial or private laboratory, please reach out to them to determine capacity.
  • Please note that testing should not supersede infection prevention and control actions.

• Q: Are staff/residents allowed to refuse testing?
  • A: Yes.
FAQ

• Q: I received supplies from the IDPH lab but no further instructions. What should I do?
  • A: Please refer to the training materials. If onsite assistance for swabbing is needed, please fill out the online form.

• How do I send specimens to the lab for testing?
  • A: This will depend on the lab you use. If using Quest, they arrange for pickup – be sure to clarify the process with them. If using the IDPH lab, the preferred method is for the facility to drop off or use a courier to deliver specimens to your designated lab (Chicago, Springfield, Carbondale).
FAQ

Q: Are the residents to be put into TBP while awaiting test results if all are asymptomatic and there are no suspected cases?

- A: If testing is done to all residents and healthcare personnel (HCP) facility-wide and none of the residents or HCP has known exposures to a confirmed or suspected COVID-19 patient(s), the residents do not have to be under transmission-based precautions while waiting for SARS-CoV-2 test results.

- A: Universal use of all recommended PPE for the care of all residents on the affected unit (or facility-wide depending on the situation) is recommended when even a single case among residents or HCP is newly identified in the facility; this could also be considered when there is sustained transmission in the community.
If you have questions about testing, please direct them to dph.ltctesting@illinois.gov
Questions re: Infection Control Guidance

How do you perform an admit when only semi private rooms are available. If transferring facility test the resident and waited for negative results, but then admitted to a semi private. Are we to quarantine both residents for 14 days upon that admit?

Do residents who went out to the ER and returned after a few hours need to be placed in TBP for 14 days or only those residents who were admitted to the hospital ??

CMS indicated that for end of life compassionate situation only 1 visitor per day still. Is this still the case even if the resident is actively dying?
Open Q&A

Submit questions via Q&A pod to All Panelists

Submit suggestions for future topics, LTCFs best practices, lessons learned via Chat pod to All Panelists

Slides and recording will be made available after the session.
Reminder: SIREN Registration

To receive situational awareness from IDPH, please use this link to guide you to the correct registration instructions for your public health related classification: http://www.dph.illinois.gov/siren