LTCF After-Hours Cheat Sheet

NOTE: The LTCF Team documents in REDCap, CDDB and WDRS. For purposes of after hours call, it would be most important to get the facility entered into REDCap.

*For out of county needs (out of county facilities in need of support):

- Urgent need that needs immediate attention: please call DOH and speak with the afterhours Epi
- Non-urgent needs: call DOH COVID Hotline at

AFH in crisis:

Positive employee:

- Scenario # 1. a positive staff who lives in the Adult Family Home and cannot isolate
  - Action:
    - Have employee call the PICC to request I&Q support – all I&Q requests are funneled through the
- Scenario # 2. If staff are positive and the facility does not have enough staff to safely care for the residents.
  - Action:
    - Have facility call DSHS Field Manager to report staffing crisis
    - Elevate situation via email instructions below

Positive resident(s)

- Likely Scenario: 1 or more positive residents.
  - Actions:
    - Compile facility information: Total number staff & residents, number positive individuals (w/names and DOB), test date, symptoms.
    - Review ICP recommendations with facility – a list of common recommendations and CDC’s guidance is below.
    - Confirm isolation and cohorting plan (recommend having all positives isolated in private rooms if possible or a shared room with other positives, negative residents are separate from positive residents). Spread out negative residents or unknown status resident’s as much as possible, prioritizing residents with concerning exposures for private rooms (such as roommate of a positive resident).
    - Inquire if the facility has enough PPE – (UPDATED) if not and it is after-hours, please see below on “how to request a care package”
  - ** If there is any concern that the AFH CANNOT safely manage positive residents in the home and support is needed 1) have facility report to their DSHS Field Manager AND 2) escalate the situation using the email instructions below.

Reasons to elevate to RC3/DSHS:

- Facility feels they are unable to safely care for residents
Facility does not have enough staff to safely care for residents

Residents are unable to cohort/isolate appropriately. Example: not enough space to separate residents in private room or cohort positive residents to shared room. Negative residents being exposed

Not enough PPE to provide a safe environment for staff and residents

Actions (email instructions):

- Construct a brief summary of the situation identifying concerns, include: total number of staff & residents, number of positive (staff/residents) and number of residents needing transfer (if needed).
- Example summary: PH was notified today that ABC Adult Family Home (AFH) has 1 positive resident (onset date 8/5/20). This AFH has 5 residents and 4 staff (2 are live-in caregivers). The AFH is concerned that the positive resident will not comply with isolation due to cognitive challenges. It is felt the resident will wonder out of their room and will not wear a mask. For the safety of the other residents and staff, the AFH is requesting support to transfer the positive resident out of the home for the remaining of their infectious period. The AFH has reported this to their DSHS Field Manager.
- Send summary to the below recipients.
- NOTE: if you have concerns and the facility is declining transfer or support, continue to email the summary to provide situational awareness if future actions are needed.
- Email the summary to the following individuals:
  - [Recipients listed]

For urgent after-hours PPE requests:

**How to Request a “Care Package”**

If an investigation reveals a need to access the Care Packages, the HMAC team that has determined the urgent need should reach out to King County Logistics as well as the On-Call Chief/Deputy as referenced in the current IAP.

In coordination with Logistics, the Warehouse, HMAC, and the facility in need, a day and time will be agreed upon by the facility and the Warehouse for the Care Package to be picked-up by the facility. The facility will be asked to meet the Warehouse Supervisor at the 1st Avenue Warehouse on the weekend for a pick-up of the PPE Care Package. When the arrangements have been made, the address of the Warehouse will be provided to the facility along with the name and contact information of the Warehouse Supervisor.

The facility should also be instructed to submit a NEW PPE request for additional supplies **before Noon on Wednesday** to ensure there is no gap in PPE supplies. The
Warehouse will deliver additional supplies during their normal delivery schedules, Monday’s – Thursday’s.

Other possible calls:
A facility may call to report a large number of positives and/or requesting Infection Control support. Our team supports facilities such as: Skilled Nursing, Assisted Living, Adult Family Home, Independent Living, and Supportive Living.

➢ **Common ICP recommendations:**
  ❖ Isolate positive residents in a private room (consider creating a COVID area)
  ❖ All positive or suspected residents must be placed on Transmission-based Precautions which include gown, gloves, mask and eye protection when healthcare workers enters the resident room ([guidance here](#))
  ❖ Increase environmental cleaning to all high touch areas with appropriate disinfectants (recommend the facility confirms their disinfectant is appropriate by verifying on the [EPA N list](#))
  ❖ Recommend the facility test all staff and residents (inquire if the facility has access to testing supplies/capacity, if they need help we can enter a MAT request [HERE](#) (NOTE: there can be a delay in MAT support, the facility should also reach out to their commercial lab to discuss testing options (commercial lab can provide kits for testing). The facility can also hire other labs to support their COVID testing needs. We recommend on-going testing of negative staff and residents every 7 days until 14 days have passed without any new cases ([guidance here](#)). The MAT team may only be able to help one time or could be declined.
  ❖ Conduct symptom monitoring of all residents at least 3 X per 24h, this should include oxygen saturation. Monitor for downtrends.
  ❖ Positive or suspected Health Care Workers (HCW) should stay home and isolate ([guidance here](#))
  ❖ Cancel all group dining or group activities
  ❖ Hold visitation unless it is for compassionate care (hospice) situations.
  ❖ Notify staff and residents/families of COVID in facility.
  ❖ Facility should consider holding admissions until the extent of facility transmission is evaluated (testing)

➢ **Links:**
  ❖ [Discontinuing Transmission Based Precautions](#)
  ❖ [HCW Return to Work Guidance](#)
  ❖ [CDC HCW Risk Assessment and Work Restrictions for Potential Exposure](#)
  ❖ [Optimizing Supply of PPE during Shortages](#)
  ❖ [Infection Control Guidance](#)
  ❖ [COVID in Nursing Homes](#)
  ❖ [Dear Provider Letter re: transferring to COVID units](#)
If you are ever need support, you can always reach out to