



College of Continuing  
& Professional Studies

UNIVERSITY OF MINNESOTA



SCHOOL OF  
**PUBLIC HEALTH**

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# COVID-19 in Congregate Care Settings

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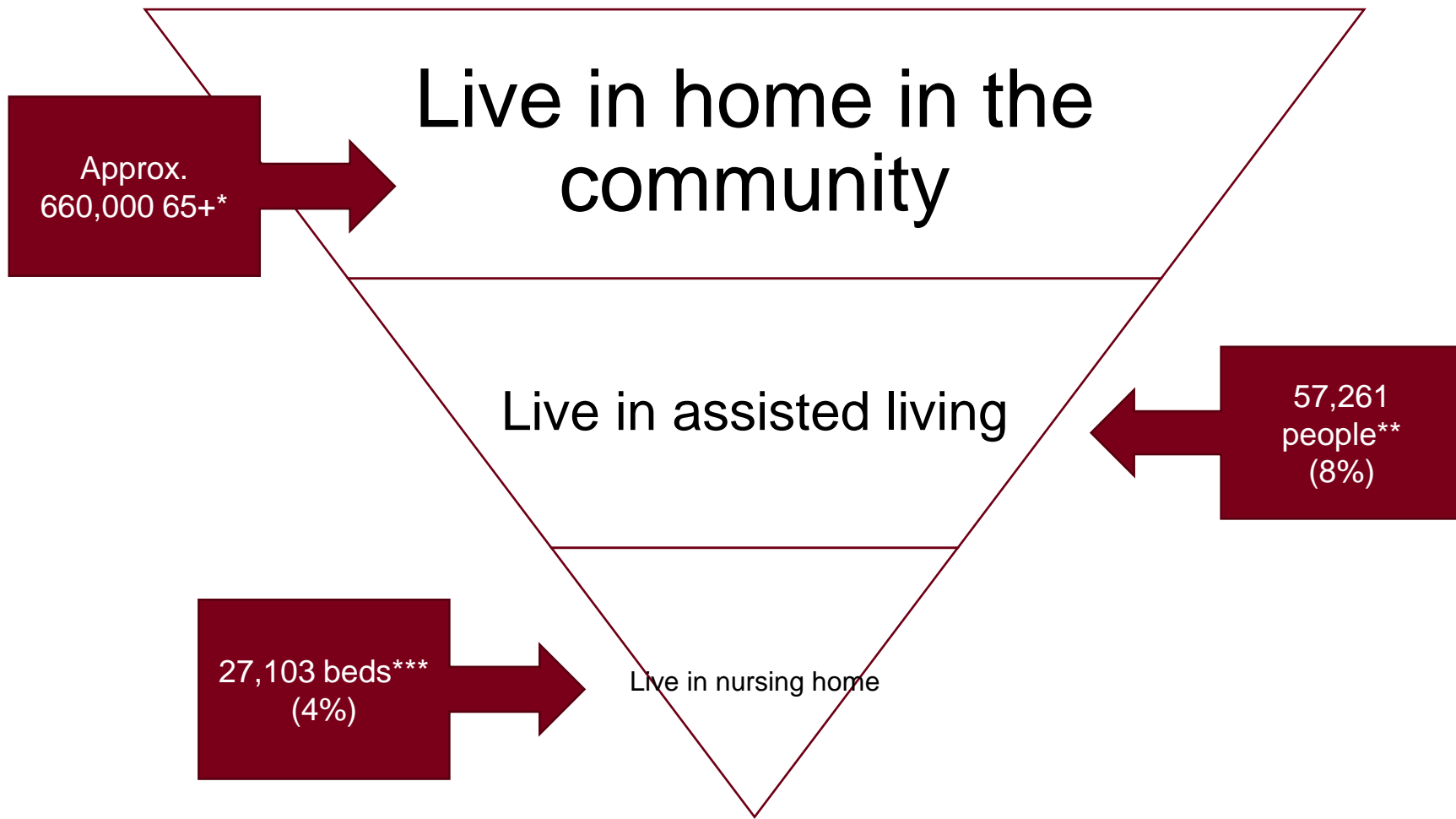
MN Medical Association

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Disclaimer: Not offering mental health or medical consultation or advice on this webinar. Please contact your health care provider if you are concerned about your mental health or health.

# Senior Living



\*Minnesota Compass

\*\*Minnesota Housing Finance Agency: Housing for Minnesota's Aging Population

\*\*\*Department of Health: Health Care Provider Directory

# Aging & Caregiving

“There are only four kinds of people in the world. Those who have been **caregivers**. Those who are currently **caregivers**. Those who will be **caregivers**, and those who will need a **caregiver**.”

~Rosalyn Carter

**41 M** family caregivers

*provided*

**34 B** hours of unpaid care to adult loved ones

*that is estimated to be worth*

**\$470 B**

which is more than total out-of-pocket spending on healthcare in the U.S. that year (\$366 billion) or all money spent on paid caregiving in 2016 (also \$366 billion).

\* Figures are from 2017.

Source: *Valuing the Invaluable: 2019 Update*; *Charting a Path Forward*, AARP Public Policy Institute

# COVID-19 & Senior Care

## Home Based Practices

1. Stay at Home Order
2. Social distancing

## “Assisted Living” Practices

1. Laws differ state to state
2. MN low regulated industry
3. Advised to use nursing home practices

## **Initial Responses**

1. Social Isolation (quarantining in rooms)
2. Cohorting
3. Screening of workers and residents for symptoms
4. Testing only symptomatic residents/workers
5. Using PPE

## **Recent Responses/Recommendations**

1. Masks for everyone (especially workers)
2. Separate Teams
3. Separate Facilities
4. Facility-Wide Testing (Sentinel Screening, Repeated testing)
5. Disclosure



## Case Example: Mt Olivet

- ✓ Ended family and friend visits
- ✓ Minimized vendor delivery
- ✓ Closed beauty salons
- ✓ Provided in-service education on bringing COVID into a facility
- ✓ Gathered outside employment data
- ✓ Monitored greater-community status
- ✓ Established new supply chains for PPE and cleaning/sanitizing
- ✓ Forecasted new supply needs
- ✓ Established a 5<sup>th</sup> floor cohort: ½ for observation and ½ for confirmed
- ✓ Color coded staff to designated units
- ✓ Educated staff on health care testing prior to full facility testing
- ✓ Established 7 separate break rooms
- ✓ Provided training on COVID-19 testing
- ✓ Established new protocols for sanitizing and air flow
- ✓ Created 12 hour shifts
- ✓ Increased staffing to account for room tray deliveries, feeding and monitoring
- ✓ Amended vacation policy to only allow 7 consecutive days, not 30
- ✓ Amended sick policy to allow for sick time after one shift tot PTO rather than three shifts of PTO
- ✓ Implemented immediate, on-site daily education
- ✓ Enforced PPE requirements



# Case Example: Mt Olivet

- ✓ Identified volunteers to work on COVID-19 unit
- ✓ Implemented mandatory face masks and shields for all at the door
- ✓ Implemented mandatory gowns for all employees leaving the first floor
- ✓ Initiated temperature and questionnaire screening with washable pencils, one touch forms and leadership presence at all shift changes
- ✓ Messaged daily to employees to support work, ensure transparency and increase retention
- ✓ Provided training and awareness of servant leadership
- ✓ Communicated workers compensation allowances
- ✓ Utilized prior credit line
- ✓ Utilized workers compensation rebate
- ✓ Established new fiscal practices to track COVID related expenses
- ✓ Established COVID-19 hotline (updated daily)
- ✓ Updated calendar daily for residents
- ✓ Enhanced WiFi and technology needs
- ✓ Applied for PPP loan
- ✓ Built a screening area
- ✓ Closed all means to enter except one for enter and one for exit
- ✓ Installed plexiglass for reception
- ✓ Ordered accushield screening kiosk
- ✓ Established videoconferencing technology
- ✓ Monitored resident, family and public concerns about other facilities
- ✓ Maintained transparency regardless of information (death, positives, etc.)
- ✓ Contacted media to develop relationships and positive news stories

## Case Example: Mt Olivet

- ✓ Increased 1:1 visits in rec therapy
- ✓ Provided overhead spiritual and music therapy
- ✓ Established new dietary processes for tray line
- ✓ Offered bag lunches for staff with pre-packaged foods
- ✓ Increased recognition to support departments
- ✓ Increased nursing to meet daily respiratory assessment needs for each resident
- ✓ Increased education from nurses to nursing assistances on universal precautions and PPE use
- ✓ Ensured increase staffing does not sit idle on units and supports dietary and rec therapy
- ✓ Prevented burn out by monitoring attitudes, overtime and personal needs
- ✓ Monitored state and federal regulations
- ✓ Implemented facility-wide testing
- ✓ Promised less about future and delivered more
- ✓ Created sources for psycho-social needs (outdoor plexiglass visiting stations, outdoor patio and social distancing, walks around the block, etc.)
- ✓ Elevated interdisciplinary approaches
- ✓ Ensured leadership approached with optimism, realism and clam
- ✓ Approached adversity with humility

# Should you consider taking a loved one out of a long-term care facility?

## Questions to ask yourself

1. Can you get appropriate care outside the facility?
2. Will return to the facility be restricted later?
3. What will the impact be on your family?
4. How well can you control infection risk?
5. How accessible is your home?

## Questions to ask the facility

1. What is your quarantine policy?
2. How well are infection control procedures adhered to?
3. How often are you screening?
4. What will happen to older adults that move out and recover?
5. What are my loved one's care needs?

# Resources



**Senior  
LinkAge Line<sup>®</sup>**  
**1-800-333-2433**  
**LINK TO A LOCAL AGING EXPERT**



Click on a link below to see resources by category.

The resource list includes services offered across the state, including those provided to American Indian elders. We will do our best to make it as complete and up-to-date as possible. If you don't find what you are looking for, call the Senior LinkAge Line at 1-800-333-2433 and we will help. Find additional resources at [MinnesotaHelp.info](https://MinnesotaHelp.info).

[Search resources](#) | [See all resources](#) | [Frequently asked questions](#)  
[Add a new resource](#) | [Request a change to a resource](#)

- |   |                                       |  |
|---|---------------------------------------|--|
| <a href="#">Adult Day Services</a>                | <a href="#">Care Coordination</a>     | <a href="#">Caregiver Services</a>         |
| <a href="#">Chores and Homemaker</a>              | <a href="#">Community Centers</a>     | <a href="#">Elder Abuse</a>                |
| <a href="#">Grocery and Prescription Delivery</a> | <a href="#">Health and Well-Being</a> | <a href="#">Home Care</a>                  |
| <a href="#">Home-Delivered Meals</a>              | <a href="#">Legal/Tax Assistance</a>  | <a href="#">Retail/Commercial Services</a> |
| <a href="#">Safety</a>                            | <a href="#">Social Support</a>        | <a href="#">Transportation</a>             |

[Helpolderadultsmn.org](https://Helpolderadultsmn.org)

# What can family members do with loved one in long-term care?

## **Connect often with Loved One**

- Call/FaceTime/Skype/Letters – Window Greetings

## **Send Activities to Loved One**

- Photobooks, iPad, Puzzles, Fidget Blankets, etc.

## **Connect Often with Extended Family**

- Support, Planning, Reassurance

## **Thank Workers**

- Send thank you cards, small gifts

## **Advocacy**

- Advocate for changes at facility, state, etc.

## **Start or Join a Peer Support Group on Social Media**

- <https://www.facebook.com/groups/minnesotafamilies>

## **Recognize Competing Responsibilities/Stress**

- Working from home, children, feelings of helplessness

# Sources of Information

## Minnesota Department of Health

<https://www.health.state.mn.us/diseases/coronavirus/index.html>

## Minnesota Department of Health Long-Term Care – Covid-19

<https://www.health.state.mn.us/diseases/coronavirus/hcp/ltc.html>

## Centers for Disease Control

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>

## Centers for Medicare and Medicaid

<https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>

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*Adapted from a presentation with  
Dr. Liz Lightfoot*