**Pandemic Response Self-Assessment Project**

**Introduction:** Facilities at the start of the COVID-19 Pandemic had faced a lot of challenges in dealing with the unknown. The SNF resilience and adaptation to the everchanging guidelines has given us the improved skill to deal with risk. Although CAHF would like to think that facilities can be completely prepared NOW for what is coming, organizations, facilities and individual staff must be on-guard and find ways to be prepared and anticipate the next risk/infectious condition. The following materials are designed by the CAHF Quality Improvement Subcommittee 2020 to provide easier access to resources. This Self-Assessment tool is divided into 5 folders:

1. **Clinical Self-assessment Readiness** **(See attachment)**:

For situations regarding Pandemic events, each facility must be aware and conduct a self-assessment. The following are resource materials that can be used to conduct a priority assessment of your facility:

I-1 CMS Infection Control Worksheet

I-2 HSAG Infection Prevention-Risk Assessment Prioritization

I-3 HSAG Infection Prevention Pandemic Analysis-Planning Tools

1. **Effective Communication (See attachment and hyperlink):**

During a pandemic maintaining effective and compassionate communication is essential for the residents, their families/resident-representatives, and staff. Identifying the mechanism(s) the facility will be using such as newsletter, email, website, recorded voice message, townhall meetings and other forms of communication will lessen misunderstanding and foster calm and increase engagement.

1. Below are ways to help residents and families remain connected:
2. Implement virtual office hours when families can call in and staff can share the status of activities or happenings in the facility.
3. Update the facility website to share the status of the facility and include information that helps families know what is happening in their loved one’s environment, such as food menus and activities residents can do while still social distancing, such as crafts, painting, etc.
4. Perform assistive messaging: Staff reading emails from the family to the resident, helping residents send letters, emails, or text messages with photos to their family, helping residents talk on the phone or video chat with family.
5. Encourage families and residents to suggest ideas that can help keep residents connected to friends and loved ones.
6. Below are tools and links for communication with staff:

AHCA Tools (see attachments):

* II-1 AHCA Articles HCW Emotional-Support & Communication – Documents that provide tips on supporting staff during the COVID-19 Pandemic that can be utilized for other events.
* II-2 AHCA Emergency Plan-Communication & Media - Documents that provide six-point outline guide in the process of creating or modifying emergency preparedness communication procedures. This ensures employees follow protocols during an emergency in contacting stakeholders, the media, and others.
* II-3 AHCA Template Letter to Employees 3\_10\_20
1. Articles on effective and compassionate communication for residents/families
* <https://www.mcknights.com/marketplace/communicating-with-patients-and-families-during-covid-19-five-messages-to-consider/>
* [https://www.caringfortheages.com/article/S1526-4114(20)30209-2/pdf](https://www.caringfortheages.com/article/S1526-4114%2820%2930209-2/pdf)
* <https://educate.ahcancal.org/products/communicatingduringCOVID-19>
1. **Public Health Advisory (See hyperlink resources)**

Since pandemic situations are unpredictable, facilities must be aware of all changes regarding infection.. Since changes and guidelines are also updated, the following links will allow facilities additional information, and guidance from Federal, State, local agencies regarding emerging infections:

* <https://www.cdc.gov/infectioncontrol>
* <https://www.cms.gov>
* <https://apic.org>
* <https://ahcancal.org> –
* <https://www.cdph.ca.gov>
* <https://www.hsag.com>
* <https://www.cahf.org>
1. **Education (See hyperlink resources):** Provision of education to staff in the facilities regarding infections and other guidance maintains workforce engagement. The following links can assist the facilities with educating their staff, residents and the public. These links also provide the facility Infection Preventionist with needed training and resources:
* <https://cdc.gov/education>
* <https://cdc.gov/nhsn/ltc/index.html>
* <https://cdc.gov/longtermcare/training.html>
* <https://apic.org/education-and-events>
* <https://www.hsag.com/cdph-ip-webinars>
* <https://www.educate.ahcancal.org>
* <https://www.cahf.org>
1. **Supplies (See hyperlink resources & attachment)**
* <https://cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html> - Provides guidance, educational tools, and the latest updates regarding use of PPE.
* See attached PPE burn rate calculator
* See attached document #7 – CDC Summary for Healthcare Facility Strategy for Optimizing Supply of PPE during Shortages