

PROJECT PATIENT CARE-ORG

Newsletter - August - September 2020

Get Your Flu Shot Today - Do Not Delay!



Dear Project Patient Care Community,

We hope this finds you and your loved ones in good health and keeping safe --- you will hear this frequently from us because we care!

We have a few updates that we know you will find of great interest as we work on quality and safety improvements while addressing COVID-19 issues.

The updates include:

Nursing Home Developments

- PPC's "Nursing Homes and COVID-19.....The Perfect Storm.....Sadly"
- CMS and CDC Unite to Provide Infection Control and Prevention On-Line Training
- Articles on the Effects of Lack of Coordinated Approaches and Isolation on Nursing Home Residents
- CMS NEW Surveillance Updates
- "Why Black Aging Matters, Too" - KHN News Update

NEW Care-Compare Web Site

Patient Safety Day – September 17 - Get Involved!

PPC Resources - NEW! Interview with George Bakris, M.D., A Physician/Patient Point of View on the Importance of Your Continued Care

Nursing Home Developments

As we know, Nursing Home Residents have disproportionately been affected by COVID-19 with nursing home residents representing 43% of all COVID-19 deaths but representing less than 1% of the U.S. population.

PPC's "Nursing Homes and COVID-19.....The Perfect Storm.....Sadly"

This [PPC article](#) highlights the many issues that have contributed to the high death rates in nursing homes and the warning signs that were missed with the first nursing home COVID-19 outbreak at Kirkland. The issues and interventions suggested are necessary to address before we head into winter and flu seasons. Keep in mind, we are now at 180

days of lockdown for nursing home residents.

Articles in the News on Nursing Homes - Worth a Read to Better Understand the Humanitarian Situation

There have been several articles on the nursing home and COVID-19 situation that are worth reading to sensitize people to the plight of nursing home residents and staff.

["What Happened in Room 10?"](#) Scroll to the article on Kirkland and how the situation was repeated in other nursing homes.

[Is Extended Isolation Killing Older Adults In Long-Term Care?](#) Highlights the effects that 180 days of isolation are having on residents in nursing homes - depression, dementia, loss of mobility, and loss of daily living functions.

"Long-Term Care Policy after Covid-19 — Solving the Nursing Home Crisis" by Rachel M. Werner, M.D., Ph.D., Allison K. Hoffman, J.D., and Norma B. Coe, Ph.D. This article appears in the New England Journal of Medicine's Perspective of September 3, 2020.

CMS and CDC Join Together to Offer Virtual Infection Control and Prevention Training

In response to current and past years of findings that nursing homes were not prepared to prevent or control infections, a virtual training is now available. As a result of the findings and knowing that most nursing home staff have not been trained to control or prevent infections, CMS and CDC are providing extensive training for nursing home staff with an added financial incentive that covers the staff training time.

There are two tracks available to nursing home staff - a basic training track and an advanced training track in infection control and prevention.

According to CMS, "The infection prevention and control course is covered in 23 modules and sub-modules, estimated at 19 hours to complete. It includes:

- User-friendly, informative and educational course content;
- Helpful resources (e.g., training tools, checklists, signs, and policy & procedure templates);
- Modules that can be completed at any time, in any order, and over multiple sessions, depending on the learner's schedule; and
- Continuing education credits and a certificate of completion are available for those who complete all modules and pass a post-course exam."

The [training courses](#) are available free of charge.

CMS Issues New Surveyor Guidance for COVID-19 and Nursing Home COVID-19 Testing

In an effort to address and standardize testing protocols, CMS has issued guidance to the State Survey Agency Directors. Additionally, there are additional components that have been added into the survey review process including assessment of the mental health of residents; communication with residents, families, and caregivers; and antipsychotic medication for dementia residents. Information available in the CMS memo of August 26 to [State Survey Agency Directors](#).

On September 8, CMS The Department of Health and Human Services announced they will be sending nursing homes 750,000 COVID-19 point-of-care tests that can be administered quicker and simpler than other options. Next week, the Abbott BinaxNOW COVID-19 Ag Card tests are in addition to previously announced shipments of devices and test materials. The tests use a nasal swab placed on testing material that will detect the coronavirus and do not require a separate reader and are applicable to residents and staff in their first seven days of being ill with COVID-19. Initial distribution will go to the recently CMS designated nursing homes [in counties coded red or yellow](#), which means they need the most frequent staff testing under new rules.

CMS added a new federal compliance citation for lack of reporting of data to the National Health Safety Network and also made changes to the COVID-19 survey documents including protocols,

worksheets, and other documents.

For those not familiar with the surveillance approach, nursing homes can be cited for non-compliance and some citations require special tags associated with the level and extent of harm to nursing home residents. These special Substandard Quality of Care compliance with levels of harm include:

Patient Rights
Freedom from Abuse, Neglect, and Exploitation
Quality of Life
Quality of Care
Behavioral Health
Pharmacy Services
Administration
Infection Control and Prevention

To view the documents, go to this webpage

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes>

Scroll down to the download section and Click on Survey Resources and Open up Survey Resources Zip file and go to file entitled "List of Revised FTags" and "COVID-19 Survey."

"Why Black Aging Matters, Too"

[Kaiser Health News](#) just released the results from analysis of older adult deaths that aligns with the general findings within the U.S. population on COVID-19 deaths - Black seniors are disproportionately effected by COVID-19.

According to Kaiser Health News, "A KHN analysis of data from the Centers for Disease Control and Prevention underscores the extent of their vulnerability. It found that African Americans ages 65 to 74 died of COVID-19 five times as often as whites. In the 75-to-84 group, the death rate for Blacks was 3½ times greater. Among those 85 and older, Blacks died twice as often. In all three age groups, death rates for Hispanics were higher than for whites but lower than for Blacks."

New Care Compare Web Site

CMS recently released the Care Compare web site that combines all eight siloed public reporting systems into one web site. The [Care Compare web site](#) is up and running. Project Patient Care will be making available recorded tutorials in early October on how to access the information from a patient, family, and caregiver perspectives.

World Patient Safety Day - September 17



Throughout the world, there are many activities being held to acknowledge World Patient Safety Day. The World Health Organization has adopted the following in recognition of the sacrifices that many healthcare workers have made in caring for COVID-19 patients.

Theme:

Health Worker Safety: A Priority for Patient Safety

Slogan:

Safe health workers, Safe patients

Call for action:

Speak up for health worker safety!

All events listed below are free of charge to attend on September 17, 2020

WHO – <https://bit.ly/3ITdU6k> Pre-Register for Event

14:00 – 17:00 CEST and 8:00 – 11:00 a.m. eastern time

United States – <https://patientsafetymovement.org/patient-safety-events/uniteforsafecare-virtual-event/>

5:00 – 8:00 p.m. eastern time

Brazil - <https://www.rebraensp.com.br/dia-mundial-da-sp>

8:00 a.m. – 10:00 p.m. Brazil time

Malaysia – tiny.cc/malaysia_wpsd

9:00 p.m. – 3:30 a.m. eastern time

International Forum on Perioperative Safety and Quality

On Demand Registration - <https://www.asahq.org/meetings/isq>

Rotary Fellowship of Doctors and Allied Health Professionals

September 16 9:00 -10:30 a.m. central time

Register at

<https://us02web.zoom.us/join/zoom/register/tZcvceGtqD8sH9Ao2Lz0INlyM6X6PdSn446B>

PROJECT PATIENT CARE (PPC) Presentations, Videos, Webinars, Media



NEW

George Bakris, M.D., a highly regarded physician and researcher, and also a patient, draws upon his own experience in urging patients to seek continued care. In a [new video](#), Dr. Bakris shares with Project Patient Care the importance of continued care and how he is moving ahead, without fear, with his own surgery in the midst of COVID-19.

Project Patient Care worked with patients, families, and caregivers to prepare a guide for them to use in

discussions with their care providers so they, too, can seek care without fear. [The Guide](#) was highlighted in NY Times, KHN, and other media. As with all of our material, the video and guide are available to all at no charge.

We continue to have a busy time at PPC as we respond to many requests to share the voice of the patient, family, and caregiver with providers, health organizations, and private and public entities.

During this past month we have produced several recorded webinars and have participated in several National Meetings, including Pat Merryweather-Arges at Academy Health Annual Research Meeting on public data and data privacy issues. During August and September we have been busy speaking at the National Association of Health Data Organizations (Pat co-chaired annual meeting); National Patient Safety Movement Foundation World Patient Safety Day (Marty Hatlie) is on Committee; Focus on Disparities with National Patient Safety Movement Foundation (Pat presented on live webinar); and National Association for Healthcare Quality (Pat and Marty are on panels focused on World Patient Safety Day).

The New York Times featured an article on June 30 on Project Patient Care's Guide, ["Recommendations for and by Patients, Families, and Caregivers for Elective Surgeries and Invasive Procedures During COVID-19 Pandemic"](#). Reporter Judith Graham of Kaiser Health News, highlighted the concerns and expectations patients have in returning for healthcare services and the issues that healthcare providers need to address for patients

to return. The PPC Guide was co-developed with patients, families, and caregivers. NY Times article "*Surgery or Medical Procedure? What to Know Before You Go*"
<https://www.nytimes.com/2020/06/30/well/live/surgery-or-medical-procedure-what-to-know-before-you-go.html?referringSource=articleShare>

"Patient and Family Engagement During COVID-19"

Maryland Patient Safety Center
<https://www.marylandpatientsafety.org/pfacqs.aspx>

"COVID-19 Update: Addressing Social Disparities"

Patient Safety Movement Foundation
Session 1 <https://www.youtube.com/watch?v=s9BuzDq9a5E&feature=youtu.be> NEW
Session 2 <https://www.youtube.com/watch?v=ccYTaeINP7A&feature=youtu.be> NEW
Co-Presented by:
Donna Prosser, DNP, RN, NE-BC, FACHE, BCPA, Chief Clinical Officer, Patient Safety Movement Foundation
Dr. Marcus Robinson, PhD, Collaboration
Patricia Merryweather-Arges, MA, Project Patient Care
Daria B. Terrell, M.D., St. Bernard Hospital and Health Care Center
Ron Wyatt, MD, MHA, MCIC Vermont

PPC, H2PI, and Consumers Advancing Patient Safety Joint COVID-19 Series:

Interview with George Bakris, M.D., A Physician/Patient Point of View on the Importance of Your Continued Care
<https://www.youtube.com/watch?v=JiMOiCGKsB8&list=PL85nvxr3ClzPJichPfeCOcrNSGWzU6mo7&index=10&t=0s>

Long Term Facilities - Part I Pat Merryweather-Arges
<https://www.youtube.com/watch?v=ACSB6EnN2F8>

Long Term Facilities - Part II Swati Gaur, MD, Medical Director at New Horizons, Georgia
<https://www.youtube.com/watch?v=lqt3-Qvl8eA&t=10s>

COVID-19 Testing - Moira Larsen, MD, MBA, MedStar Health
<https://www.youtube.com/watch?v=mE6053dCqEk>

Health Equity - Ron Wyatt, MD, MHA, MCIC Vermont
<https://www.youtube.com/watch?v=1rfhxX8LKAY>

The Important Role of Telehealth in Mental Health - Wendy Hayum-Gross, Licensed Clinical Professional Counselor, Grow Wellness Group in Naperville
<https://www.youtube.com/watch?v=OKoMOHOyw8s>

Elective Procedures in Hospitals - Kellie Goodson, MS, CPXP, Vizient; Pat Merryweather-Arges, MA, PPC
<https://www.youtube.com/watch?v=oYBagqu3a78>

Learning from COVID-19 Patients - Josh Weissburg
<https://www.youtube.com/watch?v=kNGnIYBuWD8&t=56s>

Preparing for Hospital Visit - Rosie Barthel, Patient Advocate
https://www.youtube.com/watch?v=Ih0GVGf_HW8&list=PL85nvxr3ClzPJichPfeCOcrNSGWzU6mo7

Finding Hope and Meaning Through Stories in COVID-19 Pandemic Series

MedStar Health Institute for Quality and Safety - with 11 healthcare leaders throughout the series:

How has the COVID-19 pandemic affected you personally and professionally?
What stories have you heard or experienced that are COVID-19 related and you can't forget?

What will this teach us for the future of healthcare?

What technology or innovations look transformative for the future as a result of COVID-19?

<https://www.youtube.com/playlist?list=PL85nvxr3ClzPPgQN-be5Wh9jzYcGLUjR>

Water, Sanitation, and Hygiene During COVID-19 Pandemic in Developing Countries

Pat Merryweather-Arges facilitated panel discussions on two days in June with leaders from around the world including USAID, UNICEF, Malawi, Kenya, Ethiopia, Eritrea, South Sudan, Guatemala, and India. It was amazing to hear the innovative approaches and how communities all came together to protect and save each other. The recordings should be available by next newsletter and will be shared. Pat Merryweather-Arges continued to do short videos for approximately 12,000 Rotarians in Illinois on COVID-19 updates and developments.

Resources

There are many resources readily available from international, national, state, county/city government agencies. Typically resources are centralized with most in state and city departments of public health.

A few links:

World Health Organization - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Centers for Disease Control and Prevention (CDC) - www.cdc.gov

Centers for Medicare and Medicaid Services (CMS) -

<https://www.medicare.gov/medicare-coronavirus>

State of Illinois - <https://www2.illinois.gov/sites/coronavirus/Pages/default.aspx>

Illinois Department of Public Health - <http://www.dph.illinois.gov/>

City of Chicago - <https://www.chicago.gov/city/en/sites/covid-19/home.html>

National Association for Healthcare Quality (NAHQ) COVID-19 Quality Resources -

<https://nahq.org/education/covid-19-resource-center/>



We Enjoy Hearing from YOU!

Please feel free to contact us at any time as most of the time we are still all working remotely from our homes.

Contact us at:

Telephone: 312-445-6477 (office phone)

Cell Phone: 630-202-5579

E-mail: Pat Merryweather-

Arges pmerryweather@projectpatientcare.org

Thank you!