

Alliant Health Solutions Emergency Preparedness Webinar: Lessons Learned From Recent Floods

Welcome!

- All lines are muted, so please ask your questions in Q&A.
- For technical issues, initiate a chat with the Technical Support panelist.
- Please actively participate in polling questions that will appear on the lower right-hand side of your screen.

We will get started shortly!

Alliant Health Solutions Emergency Preparedness Webinar: Lessons Learned From Recent Floods



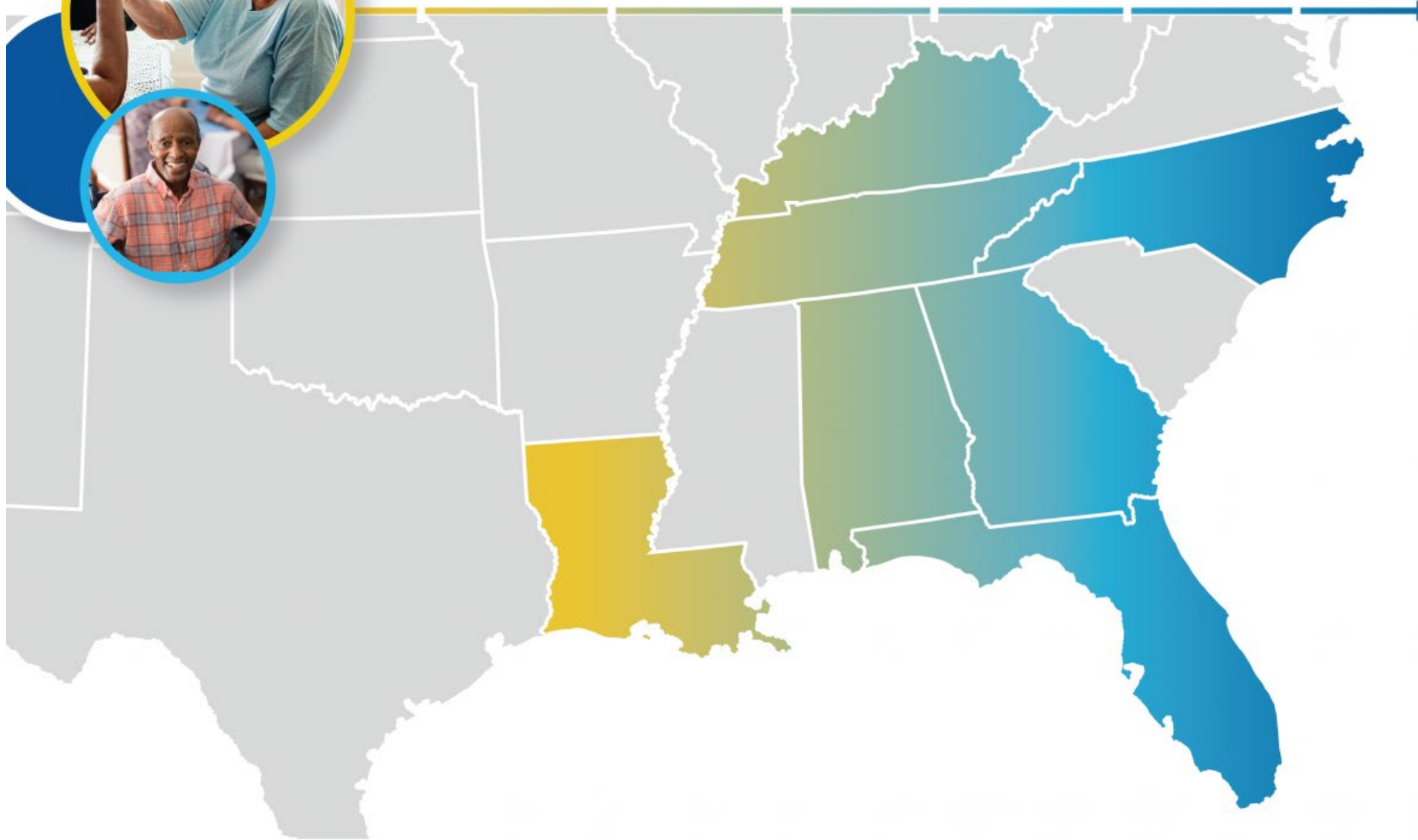
Presented by:
Carolyn Kazdan, MHSA, NHA

August 30, 2022

 **ALLIANT**
HEALTH SOLUTIONS

QIN-QIO
Quality Innovation Network -
Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES
QUALITY IMPROVEMENT & INNOVATION GROUP

Making Health Care Better *Together*



Carolyn Kazdan, MHSA, LNHA

SENIOR DIRECTOR, HEALTH CARE QUALITY IMPROVEMENT

Ms. Kazdan is the senior director of health care quality improvement for IPRO, the Medicare quality improvement organization for New York and 11 other states. Ms. Kazdan led IPRO's work with Project ECHO® and serves as a care transitions and nursing home subject matter expert for Alliant Health Solutions.

Ms. Kazdan previously led IPRO's work with the NYS Partnership for Patients and the Centers for Medicare & Medicaid Services (CMS) Special Innovation Project on Transforming End of Life Care in Nassau and Suffolk counties of New York State. Before joining IPRO, Ms. Kazdan was a licensed nursing home administrator and the interim regional director of operations in skilled nursing facilities and continuing care retirement communities in New York, Pennsylvania, Ohio and Maryland.

Ms. Kazdan has served as a senior examiner for the American Healthcare Association's National Quality Award Program. She currently serves on the NY State MOLST Statewide Implementation Team and Executive Committee and PALTC's Education Subcommittee. Ms. Kazdan earned a master's degree in health services administration at The George Washington University.



“We live in a rapidly changing world, where we need to spend as much time rethinking as we do thinking” – Adam Grant

Contact: ckazdan@ipro.org

Susan Bush, RN, BHA, LNHA

ADMINISTRATOR LANDMARK OF LAUREL CREEK

I have spent a large portion of my career in long-term care. I started as a nurse aide in 1984. I obtained a licensed practical degree in 1986. I served as a Charge Nurse for several years in long-term care before I ventured into other areas of nursing and health care. Eventually, I obtained a registered nurse degree. I served as a director of nursing in long-term care for many years until I was offered a regional director of clinical services position with a long-term company that owned, managed or operated skilled nursing facilities all over the United States, including Hawaii. I worked in this position for fourteen years. My responsibilities during that time ranged from taking care of clinical issues to financial issues, as well as learning the survey process, regulations, etc. I obtained a bachelor's degree in health care administration. I have been the administrator at Landmark of Laurel Creek, Kentucky, for the last seven years.



Contact: administrator@landmark-lk.com

Jessica Hall, RN/BSN, LNHA

ADMINISTRATOR, KNOTT COUNTY HEALTH AND REHABILITATION CENTER

Jessica Hall is the administrator of the Knott County Health and Rehabilitation Center. Jessica began her career at this facility in 2002 in the dietary department. She then moved into the accounts payable/office clerk department. While working in the business office, Jessica pursued a career in nursing and obtained her RN degree and began working as an MDS coordinator/infection preventionist. After a promotion to director of nursing, Jessica earned a BSN at Eastern Kentucky University.

Contact: jehall@hsimai.com



Charlotte Thornsberry, RN, MPH, LNHA

Administrator, Hazard Health and Rehabilitation Center

Charlotte has a master's degree in community health and 44 years of nursing experience in a variety of roles and practice settings. Charlotte began working with the Hazard team in 2001, serving first as a quality assurance coordinator, then as a director of nursing/assistant administrator and administrator since 2011. Prior to her transition to long-term care, Charlotte served as a staff nurse, a head nurse, a nurse manager, a care manager and a utilization review care coordinator in acute care.

Charlotte is an active member of her community, serving as a member of the local Advisory Council for Hazard Appalachian Regional Medical Center, a member of the Gamma Lambda Chapter of the Beta Sigma Phi community service organization, and participates in community health education programs and career fairs in elementary schools, high schools and colleges

Contact: chthornsberry@hsimai.com

Objectives



Learn Today:

- Adopt emergency preparedness best practice recommendations from peers who successfully led their teams through a recent natural disaster.
- Use Alliant Health Solutions' new Emergency Preparedness Self-Assessment to identify potential areas for enhancements to your plan and/or request additional resources and coaching support. It only takes five minutes or less to complete.

Use Tomorrow:

- Review your EPP today to quickly find opportunities to incorporate the key takeaways and recommendations from experienced colleagues.

Key Takeaways From Recent Floods



Challenges:

- Extended power and phone company outages
 - Recommendation: Include the phone company utilized on emergency call lists. Only one in three telephone companies had service.
- Administrator offsite and not able to get to the facility before roads became unpassable



Alliant Health Solutions Emergency Preparedness Plan (EPP) Self-Assessment

Why take five minutes to complete the self-assessment?

- The self-assessment is designed to help you identify where your facility plans may benefit from further refinement to ensure plans meet CMS requirements for Emergency Preparedness, including:
 - ✓ **All-hazards risk assessment and emergency planning**
 - ✓ **Development and implementation of policies and procedures,**
 - ✓ **A communication plan**
 - ✓ **Training and testing**
- The self-assessment is a fast and easy way to request additional resources or coaching support on any element of your plan.

Simply check or click on the area where you would like to receive support.



You can elect to have resources sent to you and can also request 1:1 coaching support or a review of your plan

Completing the AHS EPP Self-Assessment

The self-assessment can be accessed in two ways:

1. Direct link to the Self-Assessment Form: https://bit.ly/AHS_NHEPPAssessment
2. QR Code:



Completing the AHS Nursing Home Self-Assessment



Nursing Home Emergency Preparedness Program (NH EPP) Self-Assessment

Distributed by the Alliant Health QIN-QIO Nursing Home Team (Alliant Health QIN-QIO).

Name of Nursing Home *

If filling out for multiple facilities, please list the name and corresponding CCN number for each facility.

CMS Certification Number (CCN) *

CMS Certification Number (CCN) Map to CCN – 6 digit identification number

Today's Date *

Please provide your First and Last name. *

Email Address *

Telephone Number *

Please provide a telephone number where you can be reached with any questions about your submission.

What is the job title of the person who oversees the Emergency Preparedness Program (EPP)? *

Emergency Preparedness Team *

Does your Emergency Preparedness Team include at least one member from each department of your facility, at least one member from each shift, at least one resident, and at least one family member?

- Yes
 No

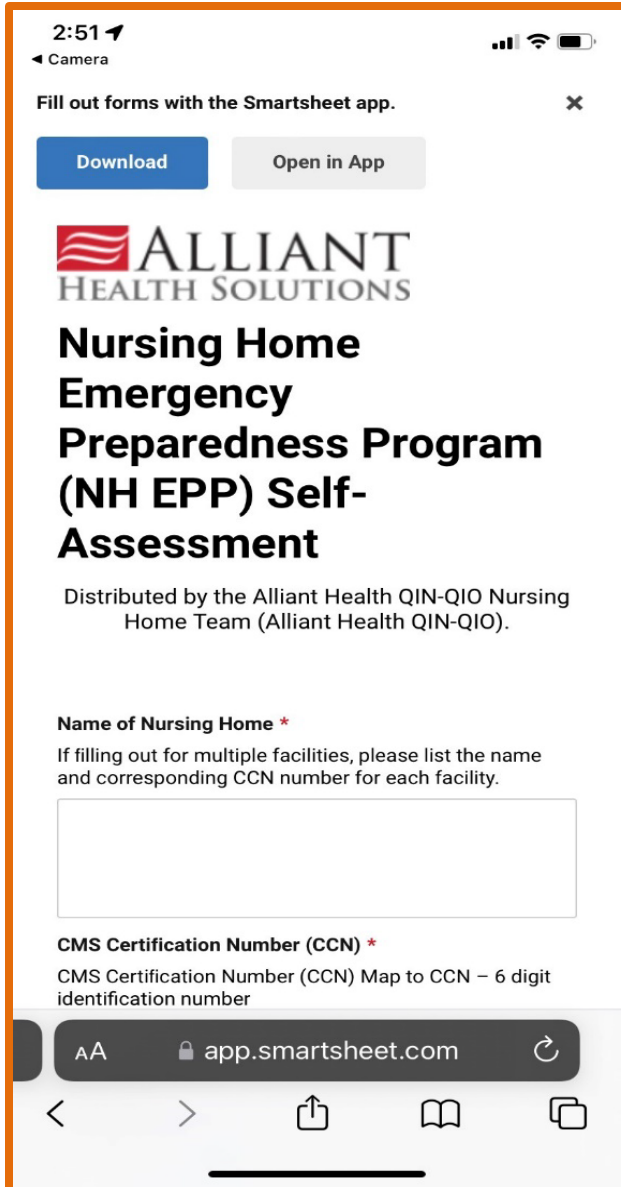
Is your plan stored and easily accessible in at least two locations outside of your physical plant? *

i.e. in ED/DON car, downloaded on mobile devices, with a local emergency response coordinator

- Yes
 No

← Entry starts here

Completion of the AHS on a Mobile Device



2:51
Camera

Fill out forms with the Smartsheet app. X

Download Open in App

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**Nursing Home
Emergency
Preparedness Program
(NH EPP) Self-
Assessment**

Distributed by the Alliant Health QIN-QIO Nursing Home Team (Alliant Health QIN-QIO).

Name of Nursing Home *
If filling out for multiple facilities, please list the name and corresponding CCN number for each facility.

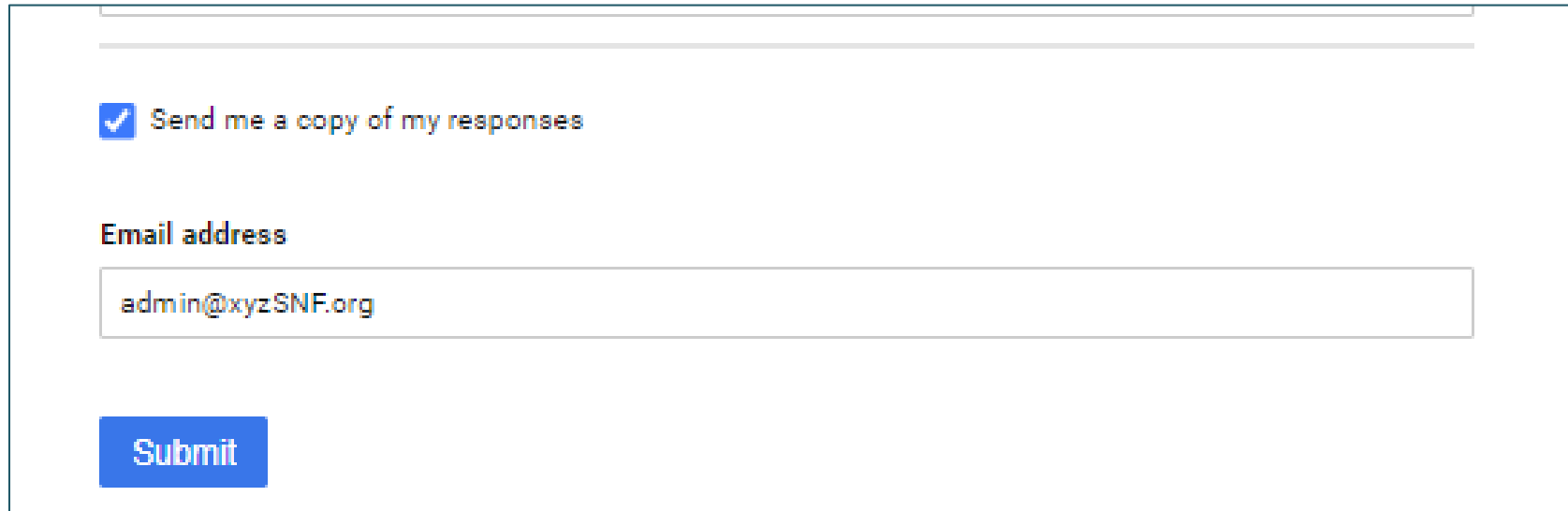
CMS Certification Number (CCN) *
CMS Certification Number (CCN) Map to CCN – 6 digit identification number

AA app.smartsheet.com

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To complete the assessment on a mobile smartphone, use the same link or QR code

Submitting the Completed Self-Assessment to Alliant



A screenshot of a web form for submitting a self-assessment. The form is enclosed in a thin black border. At the top, there are two horizontal lines representing text input fields. Below these is a checked checkbox with the text "Send me a copy of my responses". Underneath is the label "Email address" followed by a text input field containing the email address "admin@xyzSNF.org". At the bottom left of the form is a blue button with the text "Submit".



Check the “Send me a copy” box to trigger a prompt to add your email address to receive a copy of your response. Click “submit,” and you are done! It is that simple.

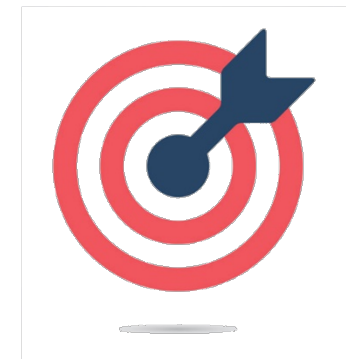
How Will Your Survey Results be Used?

Aggregated survey results will be used to:

- ✓ Identify trends in resources requested. Examples:
 1. 37% of survey results requested additional information on addressing the opioid crisis in facility disaster plans; that information would inform future programming or resources to support homes in developing associated plan elements or designing tabletop exercises around this type of disaster.
 2. 49% of survey results requested additional information about engaging patients and families in disaster planning. AHS might offer a series of office hours for facilities interested in learning and sharing best practices around this topic.
- ✓ Report to CMS the percentage of nursing homes enrolled with Alliant that submitted a survey response (CMS requested all QIOs review plans for 100% of enrolled nursing homes).

Alliant Health Solutions will NOT share your facility-identified survey results!
CMS will only receive aggregated data.

Objectives Check-In



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Use Tomorrow:

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How will this change what you do? Please tell us in the poll.

Closing Survey

Help Us Help You!

- Please turn your attention to the poll on the lower right-hand side of your screen.
- Completing this survey will help us ensure our topics cater to your needs.



Nursing Home and Partnership for Community Health: CMS 12th SOW GOALS



OPIOID UTILIZATION AND MISUSE

- Promote opioid best practices
- Reduce opioid adverse drug events in all settings



PATIENT SAFETY

- Reduce hospitalizations due to c. diff
- Reduce adverse drug events
- Reduce facility acquired infections



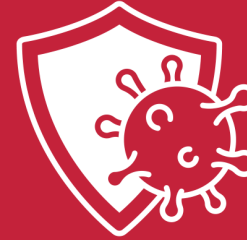
CHRONIC DISEASE SELF- MANAGEMENT

- Increase instances of adequately diagnosed and controlled hypertension
- Increase use of cardiac rehabilitation programs
- Reduce instances of uncontrolled diabetes
- Identify patients at high-risk for kidney disease and improve outcomes



CARE COORDINATION

- Convene community coalitions
- Reduce avoidable readmissions, admissions to hospitals and preventable emergency department visits
- Identify and promote optimal care for super utilizers



COVID-19

- Support nursing homes by establishing a safe visitor policy and cohort plan
- Provide virtual events to support infection control and prevention
- Support nursing homes and community coalitions with emergency preparedness plans



IMMUNIZATION

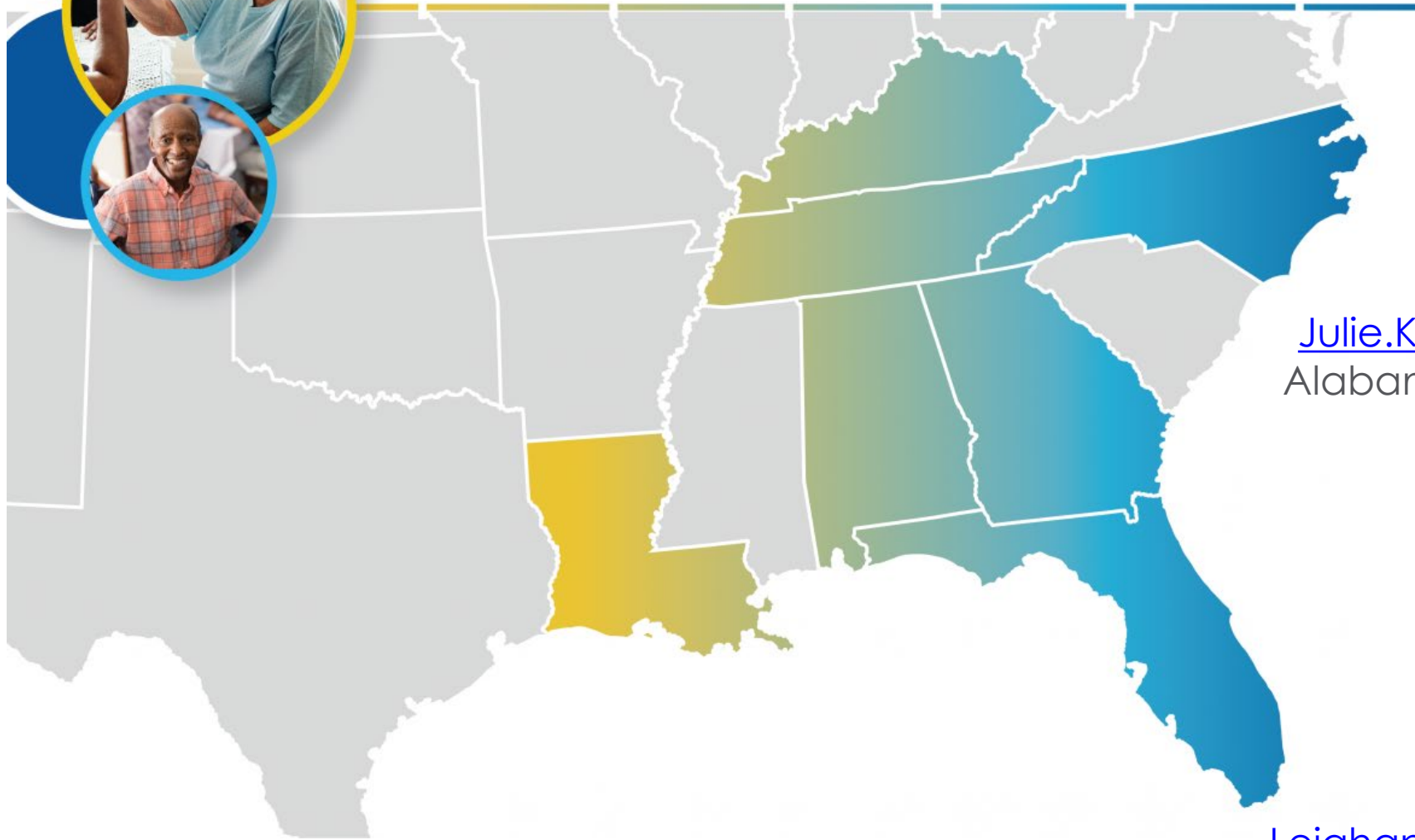
- Increase influenza, pneumococcal, and COVID-19 vaccination rates



TRAINING

- Encourage completion of infection control and prevention trainings by front line clinical and management staff

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Program Directors

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