

Date: April 16, 2020

To: Genesis Rehab Services Business Partners

From: Lou Ann Soika, Chief Strategy and Administrative Officer

Re: COVID-19 Communication – Week of 4/13/2020

Respiratory Support and Resources

We've heard the media mention N95s, PPE, ventilators and respiratory therapists daily since the pandemic began. In an American Association for Respiratory Care (AARC) press release from March 20, 2020, AARC Executive Director Tom Kallstrom says, *"Now, more than ever before, the role of the respiratory therapist is vital to the health of our nation...Respiratory therapists sacrifice and dedicate themselves to helping their patients and their communities during this time of COVID-19."* They, too, are on the front line in the COVID-19 fight and we wanted to take this opportunity to thank them for their service.

As many of you know, in addition to PT, OT and SLP services, Genesis also provides respiratory therapy (RT) through Respiratory Health Services (RHS). Like never before, we have called on our RT team to help our patients, our business partners and our employees.

COVID-19 attacks the lungs and respiratory system of patients, and in some cases, ventilation is necessary. About 5% of the patients with COVID-19 cannot sustain normal respiratory function and require intubation. To support these patients, trained respiratory therapists determine the appropriate ventilator settings to match the patient's respiratory needs. From that point, they provide constant monitoring and assessment and modify the settings as the patient's condition improves or worsens.

We know that underlying conditions or comorbidities potentially worsen the effects of Covid-19. Respiratory therapists are essential in managing infection control for these patients. They evaluate and recommend a treatment plan for those with diseases, infections or viruses of the cardiopulmonary system, such as lung cancer, asthma, emphysema, bronchitis, pneumonia, respiratory failure and sleep disorders. Respiratory therapists not only respond to emergency situations, but they also spend time educating patients and families about lung disease so they can maximize their quality of life.

Preventing rehospitalization is a key role for the center's respiratory, nursing and medical team. Respiratory collaborates with the healthcare team to establish the patient's baseline, as well as works on weaning patients from a ventilator, tracheostomy tube, or oxygen. Supportive treatment modalities include secretion clearance therapy, lung expansion therapy, respiratory muscle training, medication management, constant monitoring and assessment of the cardiopulmonary condition. Also, managing the different types of "PAP" therapy, whether it's a

CPAP, BiPAP, or Trilogy, non-invasive ventilation is the standard of treating those with sleep apnea, chronic or acute respiratory failure.

The demand for the respiratory therapist **after** this pandemic is going to be even greater. Already, the medical journals are mentioning the lingering effects of the virus for those who have been weaned off the ventilator post COVID-19. COVID-19 targets the lungs, but a lack of oxygen and widespread inflammation can also affect the other organs. COVID-19 survivors may face severe pneumonia and respiratory infections, and some will face acute respiratory distress syndrome (ARDS), in which the air sacs fill with fluid. This condition sometimes leads to scarring of the lungs which can cause long-term breathing problems.

GRS is grateful to have the RHS expertise available to our teams at this time. If you have questions or need to access the support of our respiratory therapy team, please contact us at 800-728-8808. To access additional resources, visit the [American Heart Association COVID-19 page](#) and the American Heart Association's [Interim Guidance for CPR certification extensions](#).

Regulatory Updates (*more information may be found on the GRS Customer Portal*)

1. Transferring or Discharging Residents Between Facilities

The Centers for Medicare & Medicaid Services (CMS) Director of Quality, Safety & Oversight Group sent a letter (Ref: [QSO-20-25-NH](#)) to State Survey Agency Directors on 4/13/20 providing supplemental information for transferring or discharging residents between skilled nursing facilities (SNFs) and/or nursing facilities (NFs) based on COVID-19 status. In short, transfers between two or more certified long-term care facilities for cohorting purposes do not require approval to do so. SNFs or NFs seeking to transfer or discharge residents to a **non-certified** location for cohorting purposes requires approval from the State Survey Agency. Access the guidance [here](#).

2. TRICARE Implementation of Coverage for Assistant Services

On March 17, 2020, the Department of Defense posted to the Federal Register a final rule titled, "TRICARE: Addition of Physical Therapist Assistants and Occupational Therapy Assistants as TRICARE-Authorized Providers" with effective date of April 16, 2020. This has been a 3 year advocacy effort by GRS and many professional and industry groups and we are very pleased to see that these individuals are now recognized as authorized providers. Due to the manner in which full implementation will be rolled out by TRICARE though, providers will need to carefully track claims and may need to resubmit claims during the initial months of implementation.

3. CMS Posts FY2021 SNF Proposed Rule

On April 15, 2020, CMS published this proposed rule. The GRS Regulatory Update outlines the major provisions published for comments due no later than 5 PM on June 9th and with provisions expected to be effective on October 1, 2020. Key proposed changes include a SNF net market basket increase of 2.3%, wage index changes that would be impacted by changes in urban and rural status, minor changes in the SNF Value Based Purchasing (VBP) program, and substantive changes to ICD-10 code mapping for PDPM.



COVID-19 Patient/Family Resources

Resource	Description	Link
What you need to know about Coronavirus Video - Recorded March 18, 2020	Kathy Cameron, Senior Director of National Council on Aging’s Center for Healthy Aging, talks about some basic ways to manage your needs and protect your health during the COVID-19 outbreak; (7:28 min)	Video - What you need to know about Coronavirus
Handwashing	Video from Centers for Disease Control (2:01min) Slide version - no sound	Handwashing Video CDC
How Coronavirus Spreads	Link to Centers for Disease Control Site: “How Coronavirus Spreads”	How Coronavirus Spreads - CDC
Getting help for food - National Council on Aging website	Links to resources: <ul style="list-style-type: none"> • Meals on Wheels • Food Banks • SNAP/Food Stamps • Emergency Food Assistance Program 	Where to get help for food
COVID19 Resources for Older Adults and Caregivers - National Council on Aging website	Links to resources: <ul style="list-style-type: none"> • Urgent Needs • Staying Healthy, Safe, and Connected 	COVID 19 Resources for Older Adults and Caregivers
Key COVID19 Government Resources for Older Adults and Caregivers - National Council on Aging website	Links to resources: <ul style="list-style-type: none"> • Government • Benefits • Caregiving • Chronic Illness • Finances • Food and Nutrition • Medicines • Mental Health • Physical Activity • Veterans 	Government Resources for COVID19 - Older Adults and Caregivers
Frequently Asked Questions about COVID19 For Older Adults and Caregivers	Link to National Council on Aging web page - frequently asked questions about COVID19 for Older Adults and Caregivers	Frequently Asked Questions about COVID19 - National Council on Aging

Vitality to You: An option for outpatient PT/OT/ST, by Genesis Rehab, provided in your home.
For information and availability in your area call: 1-(844) 570-5714 email: rehabreferrals@vitalitytoyou.com



Patient and Caregiver Education Videos

This document contains links to videos from trusted sources such as AARP, National Council on Aging, Family Caregiver Alliance, and the Centers for Disease Control and Prevention. These videos are not intended to replace, but rather support, patient specific face to face or virtual training. These videos are meant to provide the patient and caregiver helpful information that reinforces education received and supports safety and success at home after discharge.

There are various ways for the interprofessional team to effectively share this information with patients and families, such as:

- Email the entire document to the patient and/or family/caregiver (can highlight specific sections or items as desired)
- Copy and paste specific links and email to the patient and/or family/caregiver
- Print the document and tell patient/family to use the wording in the “Google Search Strategy” column to quickly and easily find the suggested videos on line (can circle or highlight specific sections or items as desired)

Resource	Link	Google Search Strategy
Medication Management		
Managing Medications: Administering Insulin Injections AARP; 5:53 minutes	Administering Insulin	Type: “managing medications administering insulin injections video”
Managing Medications: How to use an Inhaler AARP; 2:34 minutes	How to Use an Inhaler	Type: “AARP how to use an inhaler video”
Managing Medications: Taking an Anticoagulant AARP; 3:47 minutes	Taking an Anticoagulant	Type: “managing medications taking an anticoagulant video”
Managing Medications - Organizing and Administering Pills AARP; 8:28 minutes	Organizing and Administering Pills	Type: “AARP managing medications ordering and administering pills video”
From Hospital to Home: Managing Medications AARP; 4:18 minutes	Managing Medications	Type: “AARP managing medications from hospital to home video”
Medical Management		
General Principles of Wound Care AARP; 5:14 minutes	General Principles of Wound Care	Type: “AARP general principles of wound care video”
Caring for and maintaining ostomy bags AARP; 6:47 minutes	Caring for and Maintaining Ostomy bags	Type: “AARP caring for and maintaining ostomy bags video”

Nutrition		
Nutrition Family Caregiver Alliance 6:53 minutes	Nutrition Video	Type: “family caregiver alliance nutrition video”
Modifying Food Textures AARP; 2:58 minutes Includes: Tips for types of foods that are softer and easier to puree What food textures to avoid Posture for eating	Modifying Food Textures	Type: “AARP modifying food texture video”
G-Tube Feeding Guidelines AARP; 7:40 minutes	G-Tube Feeding Guidelines	Type: “AARP G-tube feeding guidelines video”
Mobility and ADLs		
Preparing Your Home for Safe Mobility AARP; 3:47 minutes Provides tips for enhancing safety in the home for someone with mobility challenges.	Preparing Your Home for Safe Mobility	Type: “preparing your home for safe mobility video”
Transfer Skills for the Caregiver Family Caregiver Alliance 6:20 minutes Includes instruction and demonstration in: <ul style="list-style-type: none"> ● Basic body mechanics and safety ● How to assist with transfers to wheelchair, bed, and car ● How to assist following a fall 	Caregiver Assisted - Transfer Skills	Type: “transfer skills for the caregiver video”
Using a Walker or Cane and Navigating Stairs AARP; 3:29 minutes Includes: <ul style="list-style-type: none"> ● Walking with cane on level surfaces ● Sit to stand to a walker and walking with walker, including turning ● Stairs with a cane 	Using a walker or cane/Navigating stairs with a cane	Type: “AARP using a walker or cane and navigating stairs video”

Getting from a Car to a Wheelchair AARP; 2:02 minutes	Getting from a car to wheelchair	Type: "AARP getting from a car to a wheelchair video"
Moving from a walker to a shower or bed AARP; 2:47 minutes Includes: <ul style="list-style-type: none"> Assisting transfer to and from a shower bench in a normal tub using a walker Assisting moving to and from sitting to lying down and in bed 	Moving from a Walker to Shower or Bed	Type: "AARP moving from a shower or bed video"
Bathing and Dressing Family and Caregiver Alliance 6:29 minutes Includes instruction and demonstration in assisting with bathing and dressing	Caregiver Assisted - Bathing and Dressing	Type: "bathing and dressing video"
Respiratory Home Management		
Pursed Lip Breathing American Lung Association; 2:26 minutes Includes instruction and demonstration in how to properly purse lip breath	Pursed Lip Breathing	Type: "Pursed Lip Breathing helps control shortness of breath"
Diaphragmatic Breathing "Belly Breathing" American Lung Association; 2:06 minutes Includes instructions and demonstration on how to properly breath to assist with SOB	Belly Breathing	Type: "A technique for people with Asthma and COPD when they experience shortness of breath"
How to Use a Nebulizer American Lung Association; 2:17 minutes Includes instructions and demonstration on how to use a jet nebulizer	How to Use a Nebulizer	Type: "How to use a nebulizer and properly take medication"

<p>How to Clean a Nebulizer American Lung Association; 2:11 minutes Includes instruction and demonstration on how to properly clean your nebulizer at home</p>	<p>How to Clean a Nebulizer at Home</p>	<p>Type: "Learn how to properly Clean your Nebulizer"</p>
<p>How to Use a Metered Dose Inhaler American Lung Association; 1:19 minute Includes instruction and demonstration on how to properly use metered dose inhaler and how to care for the inhaler</p>	<p>How to use a Metered Dose Inhaler</p>	<p>Type: " How to use and care for a Metered Dose Inhaler"</p>
<p>How to Use a Diskus American Lung Association; 1:00 minute Includes instruction and demonstration on how to use diskus</p>	<p>How to use a Diskus</p>	<p>Type: "How to use and care for a Diskus Inhaler"</p>
<p>How to Use a Flexhaler American Lung Association; 1:00 minute Includes instruction and demonstration of Flexhaler</p>	<p>How to use a Flexhaler</p>	<p>Type: "How to use and care for a Flexhaler"</p>
<p>Getting Started with Home Oxygen Concentrator American Lung Association; 3:09 minutes Includes instruction and demonstration on to use and care for concentrator</p>	<p>Getting Started with Home Oxygen Concentrator</p>	<p>Type: "How home concentrators work, the parts and how to take care of "</p>
<p>Getting Started with Portable Home Oxygen Concentrator American Lung Association; 2:36 minutes Includes instruction and demonstration on how to use and care portable oxygen concentrator</p>	<p>Getting Started with Portable Home Oxygen Concentrator</p>	<p>Type: "How to use and take care of your portable oxygen concentrator"</p>
<p>Getting Started at Home with Liquid Oxygen American Lung Association; 2:54 minutes</p>	<p>Getting Started with Liquid Home Oxygen</p>	<p>Type: "Explains the components of liquid oxygen how to use and care for your device"</p>

<p>Includes instruction and demonstration on how to use liquid oxygen</p>		
<p>Getting Started with Oxygen in Metal Tanks American Lung Association; 3:00 minutes</p> <p>Includes instruction and demonstration on oxygen in metal tanks</p>	<p>Getting Started with Oxygen in Metal Tanks</p>	<p>Type: “ How to use and care for Oxygen in Metal Tanks”</p>



April 16, 2020
Transition Planning for Patients
Returning to Home During COVID-19 Pandemic

The COVID-19 Crisis has created unprecedented circumstances that need special consideration to best support patients transitioning to home.

- Face to face education and training with family members/caregivers is limited.
- Usual access to community support and resources is challenged.
- The need for social distancing increases the risk for social isolation and the potential for less physical support for functional needs after discharge.

Early identification of discharge needs and actions to promote safe transition have never been more critical.

This document provides information for the interprofessional team to support successful transitions in care to home for patients and their caregivers during this difficult time. It highlights special considerations for transitions and provides supportive resources for patient and family/caregiver education.

Discipline	Special Considerations for Transition to Home During COVID 19 Crisis
Interprofessional Team	<p>Identify patient needs for a safe transition to home as soon as possible during their stay with consideration of the unique circumstances they may face due to the COVID 19 crisis.</p> <ul style="list-style-type: none"> ● Home support resources available during this COVID 19 crisis (family, community, etc) ● Electronic device accessibility (Ipad, Laptop, etc) ● Patient’s skill set for use of electronic device for virtual support while home ● Email access post-discharge (patient and/or family) <p>Identify pertinent patient/caregiver education supportive videos on Patient and Caregiver Education Videos and communicate to Social Services for inclusion in discharge materials.</p> <ul style="list-style-type: none"> ○ Note: These resources DO NOT replace standard patient and caregiver education materials or face to face patient education. These videos are supplemental references for the patient and/or caregivers when they are home.
Social Service Social Service (cont.)	<p>Coordinate care team recommendations to promote patient/family success.</p> <p>Verify adequate support and community resources available when returning home:</p> <ul style="list-style-type: none"> ● Family ● Friends ● Other caregivers <p><u>Home Health Services</u></p> <ul style="list-style-type: none"> ● Verify Home Health partner availability. ● Confirm HH start of care date to ensure the patient/family is aware of the possible gap between returning home and receiving their first visit. ● Verify delivery of required medical supplies by agency (ostomy, wound care, etc.)

<p>Social Service (cont.)</p>	<ul style="list-style-type: none"> ○ Center may consider providing necessary supplies at the time of discharge if a gap is expected. ● Verify that time sensitive labs that need to be completed are accessible. <p><u>Continuity of Medical Care</u></p> <ul style="list-style-type: none"> ● Set-up post-d/c MD appts <ul style="list-style-type: none"> ○ Inform patient these may be virtual ○ Confirm patient ability to participate with virtual MD appt <p><u>Discharge Medications</u></p> <ul style="list-style-type: none"> ● Provide prescriptions and call in to the pharmacy when possible. ● Supply additional medications when possible if a gap for receiving medications when returning home is a possibility. ● Provide pharmacy hours, delivery capability, and drive through options in the patient's geography. <p><u>DME</u></p> <ul style="list-style-type: none"> ● Order recommended DME and verify delivery. <p><u>Food & Supplies</u></p> <ul style="list-style-type: none"> ● Confirm patient has 1-2 weeks of food <ul style="list-style-type: none"> ○ Explore grocery delivery or Meals on Wheels. ○ Provide local grocery store hours. ○ Provide link to National Council on Aging website link for Where to get help for food ● Confirm disinfection supplies are available ● Collaborate with center Dietary dept. for consideration of providing a take home meal, if indicated. <p><u>Transportation</u></p> <ul style="list-style-type: none"> ● If a patient is being brought home in a private vehicle and has an infection, provide a mask. <p><u>Provide a Discharge Transition Folder</u></p> <ul style="list-style-type: none"> ● Include in the discharge packet COVID-19 Information. <ul style="list-style-type: none"> ○ CDC - Handwashing ○ CDC - What you need to know about COVID 19 ● Email COVID 19 Patient/Family Resources to patient and/or family. ● Email or Print Patient and Caregiver Education Videos that includes the interprofessional team's recommendations for pertinent videos to support the patient and/or caregivers. <p><u>Consider Vitality to You therapy services</u> as an option for appropriate patients or for patients where Home Health is not available:</p> <ul style="list-style-type: none"> ● Phone: (844) 570-5714 ● fax: (856) 809-3320 ● email: rehabreferrals@vitalitytoyou.com
<p>Nursing</p>	<p>Anticipate delay and/or limitation in post-discharge Home Health Services:</p> <ul style="list-style-type: none"> ● Medication Management teaching is critical ● Plan in place to ensure patient has necessary medications and wound supplies

	<p>Info on:</p> <ul style="list-style-type: none"> ● Caregiver teaching for <ul style="list-style-type: none"> ○ Wound ○ Gtube ○ Insulin ○ Mini Nebs>MDIs ○ Ostomy ○ Oxygen Use ● Post Discharge instruction for the COVID19 + patient
<p>Respiratory Therapy</p> <p>Respiratory Therapy (cont.)</p>	<p>Anticipate delay and/or limitation in post- respiratory discharge services:</p> <ul style="list-style-type: none"> ● Provide patient education and self management of their disease process <ul style="list-style-type: none"> ○ Identifying Triggers ○ How to Identify and Prevent Exacerbation ○ When to Call the Doctor ○ COPD Nutrition ○ Pursed Lip Breathing & Diaphragmatic Breathing techniques to help control and alleviate shortness of breath ● Provide direct observation and assessment of the patient’s ability self administer respiratory medications appropriately <ul style="list-style-type: none"> ○ Aerosolized Medication ○ Proper Inhaler Technique (MDI, Diskus, Flexhaler etc..) ○ Oxygen Dosage ● Collaboration with physicians and other qualified practitioners on appropriate selection of respiratory medications and the devices necessary to administer. ● Provide resources and education to bridge service delivery gaps with DME <ul style="list-style-type: none"> ○ CPAP/BiPAP ○ Oxygen Devices ○ Nebulizer Compressor ○ Spacer ○ Secretion Clearance Devices ○ Lung Expansion Modalities
<p>Rehab</p>	<p>Anticipate delay and/or limitation in post-discharge rehab services:</p> <ul style="list-style-type: none"> ● Provide most critical safety instructions ● Provide resources to bridge service delivery gaps <ul style="list-style-type: none"> ○ Home Exercise/Activity program ○ Self-care instructions <p>OT critical collaborations and considerations:</p> <ul style="list-style-type: none"> ● Collaborate with Social Services about patient food needs and abilities regarding meal planning ● Collaborate with Nursing about patient needs and abilities regarding medication management ● Consider skills needed to utilize technology for communication and access to virtual support. <p>PT critical considerations:</p> <ul style="list-style-type: none"> ● Focused instruction and education regarding fall prevention and safety <p>ST critical considerations:</p> <ul style="list-style-type: none"> ● Special instructions and risk reduction regarding swallowing safety ● Consider skills needed to utilize technology for communication and access to virtual support.

Dietary	Interview resident in Post Discharge instructions if they require a meal to be sent home when discharged.
Dietary (cont.)	Info on: <ul style="list-style-type: none">● Food Safety and Sanitation● Information on Home Meal program services<ul style="list-style-type: none">○ Where to get help for food● Diet Instruction and resources● Meal Planning and Healthy Nutrition