

Date: April 23, 2020

To: Genesis Rehab Services Business Partners

From: Lou Ann Soika, Chief Strategy and Administrative Officer

Re: COVID-19 Communication – Week of 4/20/2020

The Unintended Impact of COVID-19: Increase in Falls, Wounds, Social Isolation

GRS continues to provide therapy services to over 95% of our customers as previously reported. In March and early April, about 4% of our partners, primarily Assisted Living communities, asked us to suspend therapy services in order to stop the spread of COVID-19. Since that time, more than 25% of those have already called us back to resume services. Why? Because they have seen an increase in falls, wounds and the negative effects of social isolation, including increased behavioral issues, depression and unfortunately, even suicide. Residents no longer can walk to dine and the lack of mobility is resulting in untoward clinical and even potential liability consequences. We see an increase in depression leading to not eating and an uptick in unplanned weight loss. While we have collaborated with centers in the hot zones who are facing severe staffing shortages by performing duties outside the scope of traditional therapy care, our customers know first hand that GRS clinicians true value is in providing needed and proactive interventions. Quality Measures still matter today and will continue far into the future

Our greatest challenge is weighing the risks of treating people who need our help today and who should not wait for intervention in any setting vs the risk of spreading COVID-19. We have learned a lot since March. We have PPE for our therapists including N95s, surgical masks, gloves, eye protection, etc. Additionally, we are conducting daily screening of the GRS team upon entry to a site, testing of staff, daily screening of residents, and practicing social distancing by providing rehab services in resident rooms to help minimize the risk of spread. According to these same customers, they feel that it is better to have our therapists coming in to meet resident needs and avoid having residents experience a decline in function. We are another set of eyes that can help monitor health statuses. Additionally, letting potential move-in customers know that therapy is on-site is always a selling feature but especially so at this time.

This is just a reminder; we are here for you and your residents in that we still have the capacity to provide the right therapy at the right dose at the right time for the right resident. We can help you review resident cases in person or virtually. We want to provide a measure of support and reassurance to residents and families by knowing that your therapy team is helping to review

their care. We will take the lead, walk beside you or follow your lead on the best way to do that for your community. You just need to let us know by reaching out to your Clinical Operator.

Transitions in Care Webinar Resources

The COVID-19 pandemic has created unprecedented circumstances that need special consideration to best support residents transitioning to home. These challenges include:

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

Early identification of discharge needs and actions to promote safe transitions has never been more critical. A recording of GRS Solutions Consulting webinar presented last week may be found on the GRS Customer Portal at <https://my.genesisrehab.com/>. Attached are the three (3) resources from this presentation which include:

1. COVID-19 Patient/Family Resources
2. Transition Planning for residents Returning to Home During COVID-19 Pandemic
3. Patient and Caregiver Education Videos document with links

We have included additional resources to assist in discharge planning from the SNF to home, and often home alone, and how to best support residents through their transition.

Solutions Webinar Series: “Embrace & Adapt Series: Supporting Healthcare Teams While Managing the COVID-19 Impact”

In response to the current global situation, we have developed the "Embrace & Adapt Webinar Series" which will cover topics related to the current COVID-19 impact on healthcare teams. Attached is an overview flyer showcasing the topics and dates. [Click here](#) to register for the upcoming sessions.

Regulatory Updates

On April 19, 2020, the Center of Clinical Standards and Quality/Quality, Safety and Oversight Group released the "Requirements for Notification of Confirmed COVID-19 (or COVID-19 Persons Under Investigation) Among Residents and Staff in Nursing Homes." This document outlines the upcoming requirements for facility reporting of suspected and confirmed COVID-19 data to CMS and the Centers for Disease Control and Prevention (CDC). In addition, it also summarizes the requirement for notification of similar information to residents and resident representatives. By the time we send this email out, there may also be the release of specific direction by CMS/CDC for the reporting of this information.

<https://www.cms.gov/files/document/qso-20-26-nh.pdf>