



# Allum  COVID-19 Town Hall

April 15, 2020

Remarkable Care.

# Topics

- Intentions
- Current Status
- Longer View
- PPE Update
- Recent Letter To Families & Next Steps
- COVID-19 Exposure Risk Assessment Process
- COVID-19 Sick Benefits
- Keeping You Safe At the Peak of COVID-19
  - Daily – Staff Screening Form
  - Ask Patients & Family Members The Four Questions
  - Wash Hands Every 15 Minutes
  - Clean & Disinfect every 4 Hour
  - Individualized Emergency Plans for Each Patient
  - Limited Physical Contact with Other Employees

# Intentions

- We have the power to make a huge difference to our community, patients, and families
- Moments like these are why we exist
- We are here to lead and support
- We have the power to suppress spread of COVID-19
- This is our opportunity to **Be Remarkable.**



# Our Patients' Biggest Risk

The people around them  
being unknowingly exposed  
and transmitting it to them.

- Care Teams
- Family Members
- Others in the Home

**WE ARE OUR PATIENTS BIGGEST RISK.**

# Our First Defense



Personal Protective  
Equipment (PPE)



Diminish Your  
Exposure



Clean & Disinfect



# COVID-19 Current Status In CT

As of April 12, 2020

## COVID-19 Cases and Associated Deaths by County of Residence

*As of 04/12/20 12:00pm. Includes patients tested at the State Public Health Laboratory, hospital, and commercial laboratories.*

County	Laboratory-Confirmed COVID-19 Cases	COVID-19-Associated Deaths
Fairfield County	5534	248
Hartford County	1914	116
Litchfield County	403	24
Middlesex County	299	18
New Haven County	2946	119
New London County	190	7
Tolland County	182	17
Windham County	66	1
Pending address validation	501	4
<b>Total</b>	<b>12035</b>	<b>554</b>

# Longer View

- COVID-19 will likely increase in CT over the next 1-2 weeks and then start to slow, flattening out in mid-June
- Without a vaccine, COVID-19 will not go away – 12-18 months
- We will likely enter a time where we balance between confinement and able to go back out
  - Balancing what hospitals can tolerate over time will drive government to more stay-at-home orders
- Other factors that will hopefully help us:
  - Increased access to appropriate PPE
  - Rapid Response Test (3-6 months)
  - Possible treatment (6-12 months)
- COVID-19 PPE will become standard at every shift (and recommended in public)
  - Masks
  - Gloves
  - Eye Protection
  - Gowns

# Near Horizon



Yale anticipates significant increase in the next 2-3 weeks



Number of incidents will escalate



Hospitals will be overwhelmed 3-6 weeks



Pressure to push people home



CT may establish additional temporary hospitals



All hands on deck



# Personal Protective Equipment (PPE)



# PPE Guidance From CDC

Apr 12, 2020

- National guidance aimed at sustaining adequate PPE while ensuring safety of healthcare workers
- Addresses the shortage of PPE
- Implementation crisis contingency plan:
  - Reduce
  - Reuse
  - Repurpose



# PPE Guidance From CDC

Apr 12, 2020

## Reduce

- Reduce the rate of PPE by Modifying Normal Operation & Procedures
  - Masking patients
  - Automate delivery of food and supplies
  - Tele-health
  - Limit visitor access
  - Extending use-times of undamaged, non-visibly soiled PPE beyond single patient contact and other standard practice durations
  - Relaxes fit-testing requirements for N95 masks

## Reuse

- Reuse PPE by implementing Optimization, Decontamination, and Reuse Procedures
  - Strategies to optimize supplies and equipment
  - Implement expanded PPE reuse policies & procedures
  - Track “check in” and “check out” of PPE designated for reuse – each worker is provided specific PPE – all PPE is labeled and stored for re-use
  - Decontamination training advised
  - Allumé will distribute decontamination training

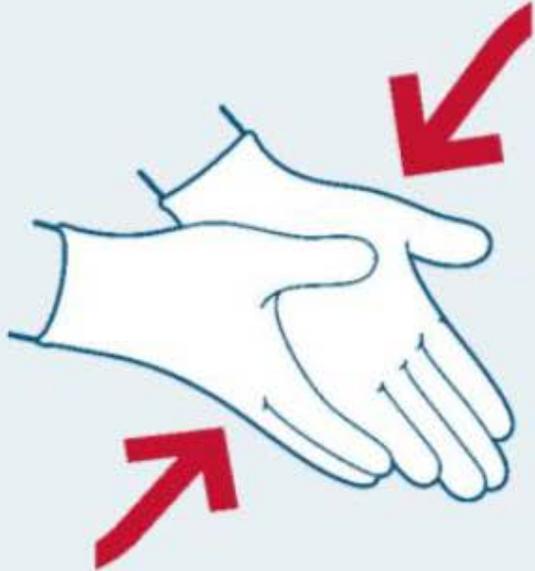
## Repurpose

- Repurpose Alternative Types or Sources of PPE
  - Use alternative NIOSH-approved respirators in lieu of N95’s for aerosol-producing procedures
  - Seek alternative supply of PPE from community donations, dentist offices, veterinarians, and other sources
  - Commercial sources of industrial Tyvek coveralls, face shields, goggles, etc.
  - Use N95s beyond expiration dates

We will send out the CDC flyer for your reading.

# PPE Guidance From CDC

Apr 12, 2020



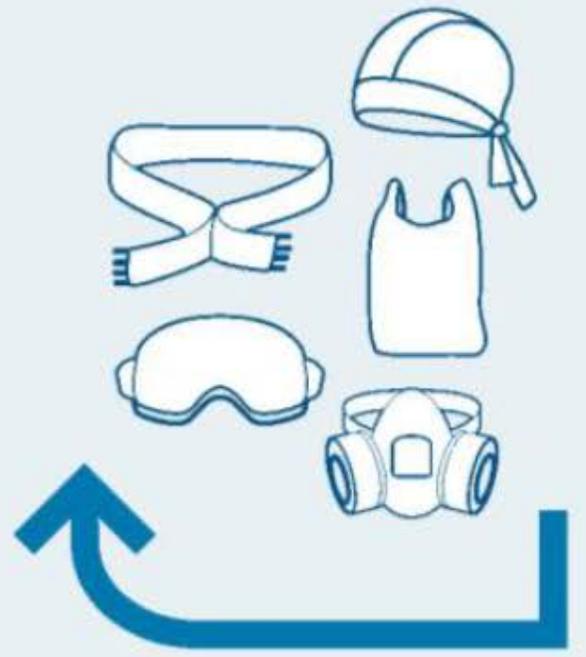
## Reduce

Think of ways to **reduce your use** of PPE.



## Reuse

Implement ways to **safely decontaminate and reuse** PPE.



## Repurpose

Use alternative **types or sources** for PPE.

Remarkable Care.



# Personal Protective Equipment Plan

*As of April 15, 2020*

## Emergency Starter Kit

- In each home currently
- To be used ONLY in the event someone is suspected/confirmed of COVID-19
- Not used unless needed
- Nurse would use this short-term
- Triggers need for Active COVID-19 Weekly PPE Kit
- Contents of kit:
  - 5 basic masks
  - 3 N95 mask
  - 4 yellow gowns
  - 1 eye shield
  - Gloves are in the home all the time

## Active COVID-19 PPE Kit

- Used in a home where COVID-19 is suspected/confirmed
- Contents of kit:
  - 1 N95 for every employee
  - 1 eye shield or goggles for every employee
  - 1-2 reusable cotton masks per employee
  - 1 yellow gown per employee
  - Plastic aprons – 1 per shift
  - Gloves are in the home at all times

## Standard Employee Personal PPE Kits

### *Implementing Over Next 7 Days*

- Given out to all direct care employees to be used at every shift
- Contents of kit:
  - 1-2 reusable cotton masks to be disinfected and washed between uses
  - 1 N95 mask to be disinfected and washed between uses
  - 1 set of protective eye ware
  - 1 gown per patient served
  - Plastic aprons – 1 per shift
  - Gloves will be provided in the home



# Personal Protective Equipment Plan

As of April 15, 2020

## • Masks –

- Shift nurses and home health aides use cotton reusable masks
  - Spray before leaving the home with a solution of alcohol, bleach, or peroxide
  - Put them into a plastic sealable Ziploc bag with your name & patient initials on it
  - Bring home and wash after each shift
  - **Let Taylor know if you don't have at least one cotton reusable mask**
- Case Managers and those doing intermittent visits use 1 surgical mask per visit

## • Gloves –

- Use sparingly but constantly
- Practice washing hands with gloves on
- Our supplier is only willing to give us ONE BOX PER HOUSEHOLD per month
- We are doing our best to acquire more

## • Eye Protection –

- Reuse goggles or eye shields
- **Let Taylor know if you don't have a set**

## • Gowns -

- Extremely hard to come by
- One per nurse per patient
  - Spray before leaving the home with a solution of alcohol, bleach, or peroxide
  - Put them into a plastic sealable Ziploc bag with your name & patient initials on it
  - **Let Taylor know if you don't have a gown by Apr 20**
- Use with a plastic disposable aprons

## • Plastic Disposable Aprons -

- Use one per shift
- Put over the isolation gown
- Will be distributed to patient homes by Apr 25

## • Hand Sanitizer -

- One large container per CC house per month
- One large container per CM per month
- **Let Taylor know if your patient is running low**

## • Antimicrobial Soap -

- VERY LOW SUPPLY AVAILABLE
- **Let Taylor know if the family does not have it in the home and we will work on it**



# Recent Letter to Families



# April 8 – Letter To Patients & Families: Elevated Precautions

## Allumé Changes:

1. Gloves & masks at all visits
2. Gowns & eye protection at all visits (starting Apr 17)
3. Employee Daily Temp Screening
4. Exposure Risk Assessment Process
5. Discontinues OT to avoid burnout & allocate resources for PPE

## Required Patient & Family Changes:

1. Everyone in the home must participate in the Four Screening Questions
2. Post Four Screening Questions near patient bed
3. Self-quarantine patient & all those living in the home
4. Agree to 6-foot social distancing
5. If someone in the home is essential worker they must either:
  1. Wear gloves & mask in the home at all times AND maintain 6-foot distance from patient & Allumé team OR
  2. Fully isolate themselves from the rest of the family to eliminate direct exposure to patient, other family members, and Allumé team
6. No visitors indoors
7. Any visitors must be outside the home and maintain 6-foot distance from anyone who lives in the home
8. Must wear a mask when in the same room as Allumé team member



ALLUMÉ

Call prior to you shift, and upon arrival to your shift.

These questions allow you to determine the Personal Protective Equipment (PPE) you need to have for the visit/shift.

Do **any** of the following apply to you?



Have you traveled outside the US or to an affected area in the last 2 weeks?



Signs or symptoms of respiratory infection, such as fever, cough, shortness of breath, or sore throat?



In the last 2 weeks, have you had contact with someone with a respiratory infection or are under investigation for COVID-19?



Do you live in a community where community-based spread of COVID-19 is occurring?

### If yes...

- Kindly ask the person to put on a mask
- Put a mask on yourself
- Put a mask on your patient
- Call the office at 860-417-6881 for further instructions

Remarkable Care.



# COVID-19 Exposure Risk Assessment Process



# Exposure Risk Assessment

1. **NOTIFICATION** - We are informed that a nurse has been exposed to COVID-19
2. **ESCALLATION** - Nurse is directed to Administrator or Clinical Supervisor
  - A. **Symptomatic or Asymptomatic?**
  - B. If Symptomatic, Follow Step 3 – “There is An Issue”
  - C. If Asymptomatic, then ask whether nurse was **wearing PPE?**
    - a. If nurse was wearing PPE, Follow Step 4 – “There is Not An Issue”
    - b. If nurse was NOT wearing PPE, then ask whether the nurse had **direct or indirect exposure?**
      - i. Direct Exposure – if the nurse had direct exposure, within the same room & within 6- feet & no PPE, then follow Step 3 – “There is An Issue”
      - ii. Indirect Exposure – if the nurse was not in the same room and within 6-feet, then follow Step 4 – “There is Not An Issue”
3. **THERE IS AN ISSUE**
  - A. Nurse Activity
    - a. Nurse is advised to speak to primary physician about a test
    - b. Quarantine required until test comes back negative
    - c. If test comes back positive, nurse quarantines at least 14 days and without fever for 3 days
    - d. Allumé notifies DPH of all positive tests
  - B. Allumé communicates is made to family and other team members working on same patient to let them know a nurse was exposed or has tested positive
4. **THERE IS NOT AN ISSUE**
  - A. Nurse can keep working and must wear PPE
  - B. Allumé communicates to family AND other team members letting them know we investigated a possible exposure and determined there is no risk + any other instructions for required PPE



# COVID-19 Sick Benefits



# COVID-19 Sick Benefits

- During the time that Allumé investigates whether “there is an issue,” we will pay you for any shifts you missed due to investigation
- Should you test positive for COVID-19 OR have evidence of being tested for COVID-19:
  - You are eligible to receive up to 2 weeks COVID-19 sick pay
  - Maximum of 40 hours per week
  - Amount based on your permanent schedule of shifts
- You can use your PTO for any additional time



---

*This guidance applies to healthcare workers in all settings (e.g. hospitals, nursing homes) and first responders (EMS, fire, police). This guidance will be updated as needed.*

---

### **Symptomatic Healthcare Workers and First Responders with Suspected or Confirmed COVID-19**

Healthcare workers (HCWs) and first responders (FRs) with suspected or confirmed COVID-19 should not return to work until:

- At least 3 days (72 hours) have passed since recovery, defined as resolution of fever without the use of fever-reducing medications; AND,
- Improvement in respiratory symptoms (e.g., cough, shortness of breath); AND,
- At least 7 days have passed since symptoms first appeared

HCWs and FRs meeting these criteria can return to work provided they:

- Adhere to respiratory hygiene, hand hygiene, and cough etiquette
- Wear a facemask at all times while in the healthcare facility (or at work for first responders), this assumes there is a sufficient supply of facemasks, until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer.
- Employers should consider reassigning HCWs who work with severely immunocompromised patients, such as bone marrow transplant patients, to work in other areas.

# Patients Needing Support



HSC, CCMC AND YALE ARE  
PUSHING OUT CONTINUOUS  
CARE PATIENTS



WE HAVE MANY OPEN SHIFTS  
WITH CURRENT PATIENTS



WE ARE EXPECTING A SURGE  
IN INTERMITTENT NURSING  
VISITS



WE NEED YOU HEALTHY AND  
WELL

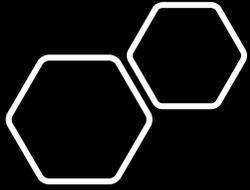


# COVID-19 REMINDERS



# Daily COVID-19 Staff Screening Form

- Take this daily
  - As part of the Allumé COVID-19 emergency response, we require all employees to log their temperature prior to reporting to a patient's home or to the office. This is in place to reduce the possibility of spreading the virus to patients, co-workers, and the community.
  - Please fill out this form **FOUR HOURS PRIOR TO THE START OF EVERY SHIFT.**
  - The four-hour notice gives us more time to find us a replacement for you, should it be needed.
  - Should you have a temperature above 100-degrees, in addition to filling out this form, please **CALL THE OFFICE - 860-417-6881** to discuss next steps.
1. What is your Temperature?
  2. What time was your temperature taken?
  3. Is your temperature greater than 100.4?
  4. Do you have a cough?
  5. Are you experiencing shortness of breath?
  6. Have you traveled by air in the last 14 days?
  7. Have you traveled by car more than 3 hours distance in the last 14 days?
  8. Have you interacted with anyone who has traveled to an endemic country in the last 14 days?
  9. Have you had direct exposure with anyone with a confirmed COVID-19 diagnosis in the last 21 days?



# Wash Hands Every 15 Minutes

- During the COVID-19 pandemic, it is our policy that you wash or sanitize your hands every 15 minutes

# Clean & Disinfect



It is our policy to clean & disinfect in your workplace at least every four hours



We ask you to do the same in your home



Especially high-touch surfaces



# Personal Protective Equipment

- Masks
  - Standard Disposable
  - Cotton Reusable
  - N95
  - Bandanas
- Gloves
- Yellow Gowns
- Protective Eye Shields



ALLUMÉ



# CDC COVID-19 Recommendations for Vulnerable Populations

## RECEIVE AT-HOME CARE

- If you are already receiving care at home, work together to ensure infection control and safety with your home health team
- Receiving at-home care ensures your health is managed and helps prevent the need for care in a facility where infection risk dramatically increases

## CLEAN YOUR HANDS OFTEN

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

## TAKE EVERYDAY PRECAUTIONS

- Avoid and eliminate contact with sick persons
- Avoid touching high-touch surfaces including elevator buttons, door handles, handrails, handshaking, etc.

## STAY HOME IF YOU ARE SICK

- Stay home if you are sick, except to get medical care.

## STAY HOME. PERIOD.

- As much as possible, just stay home.
- Ideally, everyone you interact with should also stay home.
- If you get cabin fever, go outdoors for a walk, or take a drive, but avoid going into public places.

## LIMIT EXPOSURE TO SMALL GROUP OF PEOPLE

- Ideally, you are interacting only with a small group of family members at home, who are also staying home.
- Working with at-home team of nurses and medical professionals to receive services needed to keep you healthy and out of the hospital

## STOCK UP ON SUPPLIES

- Medications, medical supplies, cleaning supplies, masks, etc. Plenty of groceries, including frozen and canned items
- This enables you to stay home where you are not exposed to COVID-19

## PRACTICE SOCIAL DISTANCING

- Avoid close contact with people who are sick.
- Maintain 6-foot distance between you and others
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

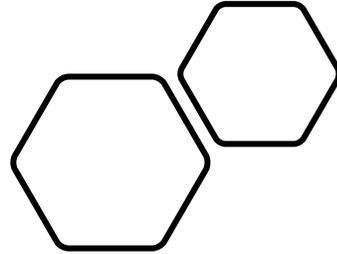
## CLEAN AND DISINFECT

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, counter tops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

## COVER COUGHS AND SNEEZES

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

# Limited Physical Contact With Other Employees



- To ensure we don't infect one another, we should all avoid direct physical contact with other employees
- Case Managers should not be in the same physical space
- Avoid contact with other nurses serving same patient
- Creating redundancies & ensuring we don't wipe out a whole team at one time



# Allumé Approach

Each of Us Need To Take Precautions To Limit Our Exposure

- Travel Ban
  - All employees must stay in CT or within 3 hour driving distance
  - No air travel
  - No travel to affected communities with confirmed cases
  - Air travelers or travelers outside the 3 hour driving limit, or to known affected areas, will have to remain in quarantine for 14 days before return to work
- Virtual Meetings
  - All meetings that can be held virtually, will be
  - Some training will remain in person
- Refrain from Crowds
  - Don't go places with lots of people and germs
  - Avoid parties, events, movie theaters, bowling allies, malls
  - Grocery store:
    - Grocery delivery
    - Grocery pickup
    - Ask someone else to shop
- No hand-shaking
- Handle Food Carefully
- Limit Number of People You Interact
  - Family and close-knit friends
  - Avoid people who have been in crowds
- 6-Foot Limit
  - Except for your patient, aim to be in close contact with others at work
- Cleaning & Disinfecting every 4 hours
- Follow CDC's guidelines for preparing your household (flyer coming)
- Self-Quarantine –
  - Anyone who has been exposed (within 6 feet) of a person with a confirmed case of COVID-19 will be required to self-quarantine for 14 days before returning to work
- When Ill
  - Don't come to work
  - Don't go into the community



# Allumé Approach

Partnering With Families To Limit Their Exposure

- We have sent out information to our families:
  - Educating them on COVID-19
  - Household Preparation
  - Limiting exposure to COVID-19
- We suggested:
  - Vulnerable patients stay home
  - People living in the home limit exposure to crowds
  - Elevate infection control practices in their environment
- We will inform them that Allumé Care Providers will be asking **The Four Questions** at every visit



# Remarkable Self Care!

- Maintain a routine
- Have a schedule
- Make your bed
- Meditate & breathe
- Exercise
- Go outside
- Hike / walk / bike / golf / fish / kayak
- Connect with others
  - FaceTime
  - Zoom – Free Account
  - Virtual Card Games, Happy Hours, etc.
- Start a project / hobby
- Give your mind something healthy to work on
- News
  - Don't watch the news
  - Limit news sources to 2-3
  - Limit time spent to <1 hour/day
- Need space
- Air pods & Audible/Spotify
- Daily Inspiration Book
  - *A Course In Miracles*
  - *Book of Awakening* By Mark Nepo
  - *One Day My Soul Just Opened Up* by Iyanly Vanzant
- Start a Bullet Journal
- Limit Social Media to <1 hour/day
- Limit alcohol

Questions?



Thank you!