



# Coronavirus Disease 2019 (COVID-19)

## Faith and Family Hospice

### Preparedness Assessment Tool

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All U.S. home health and hospice organizations should be prepared for the possible arrival of patients with Coronavirus Disease 2019 (COVID-19). All offices should ensure their staff are trained, equipped and capable of practices needed to:

- ▣ Prevent the spread of respiratory diseases including COVID-19 within the local offices and facilities in which we care for patients
- ▣ Promptly identify and isolate patients with possible COVID-19 and inform the correct leadership team, staff and public health authorities
- ▣ Care for a limited number of patients with confirmed or suspected COVID-19 as part of routine operations
- ▣ Potentially care for a larger number of patients in the context of an escalating outbreak
- ▣ Monitor and manage any healthcare personnel (HCP) that might be exposed to COVID-19
- ▣ Communicate effectively within the company and plan for appropriate external communication related to COVID-19
- ▣
- ▣ The following checklist does not describe mandatory requirements or standards; rather, it highlights important areas for Faith and Family Hospice to review in preparation for potential patients exposed to novel coronavirus or tested positive for COVID-19

## Elements to be assessed

### 1. Infection prevention and control policies and training for healthcare personnel (HCP):

▣ Company leadership, including the Medical Officer, CEO, COO, CCO, CRO, CFO, Sr VP of Clinical Operations, VP of HR, General Counsel and heads of Support Departments, has reviewed the Centers for Disease Control and Prevention's COVID-19 guidance.

▣ <https://www.cdc.gov/coronavirus/2019-nCoV/guidance-hcp.html>  
<https://www.cdc.gov/coronavirus/2019-ncov/php/guidance-evaluating-pui.html>  
[https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-\(ncov\)-infection-presenting-with-mild-symptoms-and-management-of-contacts](https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-(ncov)-infection-presenting-with-mild-symptoms-and-management-of-contacts)

▣ Company provides education and job-specific training to HCP regarding COVID-19 including:

- ▣ Signs and symptoms of infection
- ▣ How to safely collect a specimen
- ▣ Infection Control Plan, practices and policies and procedures are revised and reviewed
- ▣ Proper personal protective equipment (PPE) is available
- ▣ Triage procedures including patient placement when patient tests positive
- ▣ Screening of all patients for COVID-19, symptoms and International Travel
- ▣ HCP sick leave policies and recommended actions for unprotected exposures (e.g., not using recommended PPE, an unrecognized infectious patient contact)
- ▣ How and to whom COVID-19 cases should be reported
- ▣ Handwashing, Bag Technique and proper use of PPE in-services for all staff

**2. Process for rapidly identifying and isolating patients with confirmed or suspected COVID-19:**

- Prior to each visit, in areas with confirmed cases, staff will contact patient/caregiver to screen.
- All patients will be screened for coronavirus symptoms and travel through HCHB questions at the beginning of each nursing visit.
- Instructions to individuals with symptoms of respiratory infection to immediately put on a mask and keep it on during their assessment, cover their mouth/nose when coughing or sneezing, use and dispose of tissues, and perform hand hygiene after contact with respiratory secretions.
- Facemasks are provided to coughing patients and other symptomatic individuals upon entry to the home or facility.
- Alcohol based hand sanitizer for hand hygiene is available to each HCP.
- Company provides tissues and no-touch receptacles for disposal of tissues in waiting rooms and in common areas.
- All personnel are trained on appropriate processes (e.g., questions to ask and actions to take) to rapidly identify and isolate suspect cases.
- Company has a process that occurs after a suspect case is identified to include immediate notification of company leadership/infection control.
- Company has a process to notify local or state health department of a suspected case soon after observed.

### 3. Patient placement:

▮ Should a patient or caregiver test positive for COVID-19, or if patient or caregiver has been exposed to the coronavirus, placement will be discussed with patient and family.

▮ Before triaging the patient to another medical provider, (ER, Urgent Care, office of PCP) the staff and/or patient/family will call ahead for instructions.

#### 4. Transmission-Based Precautions (use Standard, Contact, Airborne Precautions plus eye protection for patients with confirmed or suspected COVID-19 cases):

- ▣ Personal protective equipment (PPE) and other infection prevention and control supplies (e.g., hand hygiene supplies) that would be used for both healthcare personnel (HCP) protection and source control for infected patients (e.g., facemask on the patient) are in sufficient supply with HCP and the office.
- ▣ Company has a respiratory protection program. Appropriate HCP have been medically cleared, fit-tested, and trained for respirator use.
- ▣ HCP receive appropriate training, including “just in time” training on selection and proper use of (including putting on and removing) PPE, with a required demonstration of competency.
- ▣ Facility has a process for auditing adherence to recommended PPE use by HCP.
- ▣ Review of Standard, Contact, and Airborne Precautions with all staff.

## 5. Movement of patients with confirmed or suspected COVID-19 within a facility:

- ▮ Patient movement outside of their rooms should be limited to medically essential purposes.
- ▮ A protocol is in place to ensure that, if the patient is being transported by company's HCP outside of their room, HCP in the receiving area are notified in advance.
- ▮ Patients transported outside of their room will be asked to wear a facemask and be covered with a clean sheet during transport.

## 6. Hand hygiene (HH):

- HH supplies, including alcohol-based hand sanitizer are readily accessible to all staff and stocked in care areas, including areas where HCP remove PPE.
- Company has a process for auditing adherence to recommended hand hygiene practices by HCP.

## 7. Environmental cleaning:

- ☐ Company has a plan to ensure proper cleaning and disinfection of environmental surfaces and equipment.
- ☐ Bag technique and the Barrier methods will be reviewed with all staff.
- ☐ Trunk supplies will include disinfectant products. Trunks will be inspected for clean and dirty areas as appropriate.
- ☐ Company has a process to ensure shared or non-dedicated equipment is cleaned and disinfected after use according to manufacturer's recommendations.
- ☐ Company will use an EPA-registered hospital-grade disinfectant with EPA-approved emerging viral pathogens claims on hard non-porous surfaces for the office environment. 
  - If there are no available EPA-registered products that have an approved emerging viral pathogen claim for COVID-19, products with label claims against human coronaviruses should be used according to label instructions.

## 8. Monitoring and managing HCP:

- ▮ The company follows the local/state public health authority's policies and procedures for monitoring and managing HCP with potential for exposure to COVID-19, including ensuring that HCP have ready access, including via telephone, to medical consultation.
- ▮ Company has a process to track exposures and conduct active- and/or self-monitoring of HCP if required by public health.
- ▮ Company has a process to conduct symptom and temperature checks prior to the start of any shift of asymptomatic, exposed HCP that are not work restricted.
- ▮ Company has contracts with Occupational Health organizations for employees use, if necessary.
- ▮ Company will allow employees to work remotely in areas with an outbreak and tele-resources will be used. This decision will be made by Executive Leadership.

## 9. Visitor access and movement within the offices:

- ▮ Plans for visitor access and movement within the offices have been reviewed and updated within the last 12 months.
- ▮ Visitors to the offices will sign in to record their presence in the event we need to trace exposure.
- ▮ Visitors are screened for symptoms of acute respiratory illness before entering the office.

**10. Company regularly monitors the situation on coronavirus disease (COVID-19) web page. [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)**

- Additional sites will be monitored:
  - Local Departments of Health
  - FDA
  - WHO
  - Johns Hopkins Health Security
  - Harvard Medical
  - Chinese CDC
  - European CDCP
  - The Lancet
  - ProMED
  - FEMA

## 11. Company Internal Communication Process:

- ☑ Email distribution lists are checked for accuracy and updated as needed for rapid communication
- ☑ Lines of communication are arranged, based on topic, in the following manner:
  - Executive Leadership
  - Senior Leadership
  - Local Leadership
  - All Faith and Family Hospice Employees

## 12. Additional Activities:

- Tabletop Exercises will be conducted in each office (Specific to Coronavirus). Phone trees will be updated.

Once there are suspected or confirmed cases in a service area:

- Referrals will be screened by intake or clinical leadership (or designee) for diagnosis of COVID-19 and/or international travel prior to accepting the referral. Should the referral answer YES to any of the questions, local leadership will consult with the VP and Sr VP of Clinical Operations to determine next steps.
- For current patients, schedulers (or assigned staff) will call patients prior to staff visiting using the screening questions in HCHB. Should the patient answer YES to any of the questions, local leadership will consult with their VP and Sr VP of Clinical Operations to determine next steps.
- A consulting physician, specializing in infectious diseases, will help to develop and monitor this plan.
- Company will arrange for addition PPE to be stockpiled and distributed to areas with a confirmed outbreak.
- Company will work directly with Medline, McKesson, Amazon and 3M for additional PPE and monitor the supply chain situation.
- Company will monitor FDA drug shortages due to supply chain failures in China regarding Active Pharmaceutical Ingredients (API).