

Continuing Care Sector Calls NSHA Update - Susan's Notes

May 26, 2020

NSHA Update (Susan Stevens):

- We are seeking your input on the frequency, content and ongoing need of the sector calls. A survey will be sent shortly asking for your input on what is helpful or not helpful, what has worked and what has not, your recommended frequency of the meetings, etc. Going forward, we will review these results with DHW and make decisions about the sector calls based on your feedback and input.
- We encourage everyone to visit the [Novel coronavirus \(COVID-19\) cases in Nova Scotia: data visualization](https://novascotia.ca/coronavirus/) web page for the most recent statistical data across the province (<https://novascotia.ca/coronavirus/>).
- Deployment of NSHA staff: A number of staff from various parts of NSHA, including Continuing Care, have been deployed/redeployed to assist with swabbing in secondary assessment centres and to work in nursing homes experiencing an outbreak.

New supports and services:

- Our Continuing Care nurses, managers and care coordinators are calling individuals on a regular basis to provide families with an update on their loved ones in Northwood. The team made over 1,463 calls to Northwood families. This work is now transitioning back to the care teams at Northwood.
- Our Intake and Nursing Only Assessment Team (NOAT) have been providing support to Pathology and Laboratory Medicine by receiving and processing referrals for in-home blood collection. This service is performed by Provincial Lab Network blood collection staff. The in-home blood collection services are offered in areas where field assessment centres are not available for in-home swabbing.
- We are working with VON & NSHA home care nurses to provide capacity to do in-home swabbing across the province in areas where Emergency Medical Services (EMS) services are not available.

COVID-19 related initiatives in progress:

- A lot of our time right now is being spent preparing for a potential second wave of COVID-19. We are working with our emergency response team within NSHA, colleagues in LTC, Acute Care, the Continuing Care sector and DHW to establish a CC COVID-19 Response Team within each zone. We are also looking at how the responses will need to be different depending on the situation; recognizing that each response is different and the types, levels and timeliness of support have been different for each outbreak. Our goal is to have the response teams in place over the next few weeks, so we are prepared and positioned to support you in future outbreaks. In anticipation, we are working to ensure we have a complete toolkit ready and also continue to work with the DHW to identify the roles and responsibilities during outbreak response.
- We are working on updating the [Continuing Care COVID-19 Hub](#).
- We are developing a proposal for a formal lessons learned session with DHW and the Continuing Care sector, which will provide an opportunity to share insights and experiences from COVID-19.



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On the LTC side:

- Work is ongoing with Dr. Maria Alexiadis on the LTC clinical pathways and the clinical care team.
- We are preparing a respite bed analysis for DHW and will be meeting to share our recommendations.
- We are finalizing another version of the LTC IPAC FAQs, which we will circulate soon.
- We are working on goals of care resources for NSHA LTC and will be sharing this with DHW when it becomes available.
- We are formalizing our approach on how we would support communications should another outbreak occur.
- Work is ongoing on the LTC placement protocols as well as the LTC guiding principles and screening.

On the Home Care (HC) side:

- The Home Care IPAC working group (consisting of agency IPAC specialists and leadership, NSHA IPAC, IWK IPAC, DHW CC and NSHA CC) is working together on the development of the Home Care IPAC FAQs, a Guide for Using PPE, and a PPE Differences Fact Sheet. The conversation has now shifted to what else might the sector benefit from if this working group were to continue i.e. what resources, guidance or responses might we need.
- We are working on implementing the new Public Health guidelines for HC and admission protocols and the DHW HC admissions protocols.
- The community screening documents have been updated.

LTC IPAC Guidelines:

NSHA engaged a number of providers to form two working groups comprised of representatives from nine LTC facilities, DHW and NSHA Continuing Care. The outcomes of these working groups were; the development of the [Messaging about Ethics for Long-Term Care](#) document (released May 5), update of the LTC protocols, guides and tools to align with the new direction, and currently in progress is the focus on information transfer.

Additional Information:

- The LTC Physician Group (comprised of NSHA Family Practice, LTC Medical Directors, and physicians from across the province) are meeting weekly to discuss virtual care, LTC clinical pathways, physician payment and provincial engagement of [Timed Right](#).
- We are looking to develop an IPAC HC Lessons Learned session. More information will be forthcoming on that.
- We are exploring other supports and services that you may need as we go forward so we are able to continue to provide support.

