



**COVID-19 Question and Answer Session
for Long-Term Care and Congregate Residential
Settings**

May 29, 2020

Housekeeping

- All attendees in listen-only mode
- Submit questions via Q&A pod to **All Panelists**
 - Any other comments, feedback, suggestions for future topics, etc, please submit via chat
- Slides and recording will be made available later

Agenda

- Upcoming webinars
- LTCF NHSN IDPH Group
- Testing in Long Term Care
- Infection Control and Prevention Questions
- Open Q & A

Slides and recording will be made available after the session.

IDPH webinars

- **Friday Brief Updates and Open Q&A (1-2 pm):**

Friday June 5th

<https://illinois.webex.com/illinois/onstage/g.php?MTID=e93324db3f5686b96980cbdcc42059012>

Friday June 12th

<https://illinois.webex.com/illinois/onstage/g.php?MTID=e8ca48172d718c49749e1f2353ee1f8f8>

Note: no planned session for June 15 because IDPH will host an LTC webinar on **Wed, June 17th, at 1 pm**

Wednesday June 17th

<https://illinois.webex.com/illinois/onstage/g.php?MTID=e31c66916c51c637e7f367c69c2e60003>

Friday June 26th

<https://illinois.webex.com/illinois/onstage/g.php?MTID=e6f73a652185dcfe658ff3b2ff02bb5fb>

Slides and recordings will be made available after the sessions.



LTCF NHSN IDPH Group

IDPH has created a group in NHSN for your facility to share COVID-19 data with the State. IDPH intends to use this summary data for situational awareness as well as public health response. While there is no State mandate at this time, your participation is strongly encouraged.

There will be **NO** increased reporting on the part of your healthcare facility. All that needs to be done is to join the IDPH group.

Joining a Group:

The NHSN facility administrator can join the group by selecting “Group” in the NHSN left navigation bar and then clicking “Join”. This will open the Memberships page. Enter the 5-digit Group ID and the group password then click on “Join Group.”

Note: Password is case sensitive.

The screenshot shows the NHSN interface. On the left is a navigation menu with options: NHSN LV1 Home, Alerts, COVID-19, Users, Facility, Group, and Logout. The 'Group' option is highlighted, and a dropdown menu is visible with options: Confer Rights, Join, Leave, and Nominate. A blue arrow points from the 'Join' option to the 'Memberships' page. The 'Memberships' page has a header 'Memberships' and a sub-header 'Groups that have access to this facility's data'. Below this is a table with columns for Group Name, Group ID, and Group Password. A 'Confer Rights' button and a 'Leave Group(s)' button are visible. Below the table is a section titled 'Enter ID and Password for this facility to join a new group' with input fields for 'Group ID:' and 'Group Joining Password:', and a 'Join Group' button. A red arrow points to the 'Join Group' button. A 'Back' button is at the bottom.

Group ID: 78568
Joining Group Password: Illinois19!

IDPH memos, 5/28/20: LTC testing and emergency rule



State of Illinois
Illinois Department of Public Health

COVID-19

JB Pritzker, Governor

Ngozi O. Ezike, MD, Director

Updated Interim Guidance: COVID-19 Testing and Response Strategy in Licensed Long-term Care (LTC) Facilities

May 28, 2020

This interim guidance provides updated guidelines and criteria for COVID-19 testing in licensed long-term care (LTC) facilities, as defined by the Nursing Home Care Act, 210 ILCS 45, primarily focusing on skilled nursing and intermediate care facilities.

Given their congregate setting and resident populations served (e.g., older adults often with underlying chronic medical conditions), nursing home populations are at the highest risk of being affected by COVID-19. If infected with SARS-CoV-2, the virus that causes COVID-19, residents are at increased risk of serious illness. The Illinois Department of Public Health (IDPH) is committed to working proactively with LTC facilities to prevent illnesses.

The Nursing Home Care Act requires each LTC facility to designate a person or persons as Infection Prevention and Control Professionals to develop and to implement policies governing the control of infections and communicable diseases (210 ILCS 45/2-213(d)). This policy must be written, clear, unambiguous and made available to the public (210 ILCS 45/2-210). This guidance outlines how each LTC facility must develop an infection and communicable disease control policy that includes a facility assessment, a testing plan, and a response strategy for COVID-19.

Facility Assessment

Each LTC facility must complete the Illinois Long-Term Care Facility Assessment for COVID-19, available at:

<https://redcap.dph.illinois.gov/surveys/?s=L3HPPFNXEJD>.

This assessment was previously distributed March 20, 2020. Any LTC facility that did not submit



NEWS RELEASE

FOR IMMEDIATE RELEASE

May 28, 2020

CONTACT:

covid.media@illinois.gov

Illinois Department of Public Health Files Emergency Rules Mandating COVID-19 Testing in Long-Term Care Facilities

SPRINGFIELD – Today, the Illinois Department of Public Health (IDPH) filed emergency rules mandating long-term care facilities comply with infection control practices, including testing all residents and staff for COVID-19. Each facility will be required to develop and implement a testing plan to better protect vulnerable residents and ensure no facility is shirking its responsibilities for those in their care.

“Nursing home residents are at higher risk for infection, serious illness, and death from COVID-19,” said IDPH Director Dr. Ngozi Ezike. “Testing residents and health care staff is important to help keep COVID-19 out of facilities if the virus is not there, detect cases quickly – especially among individuals who are asymptomatic, and stop transmission. While many facilities are working with IDPH and their local health departments to help keep residents safe, we cannot rely on voluntary compliance alone, and this additional regulatory authority will help ensure swift action.”

IDPH is requiring every long-term care facility in Illinois to test all residents and staff for COVID-19 as recommended by the Centers for Medicare and Medicaid Services and the Centers for Disease Control and Prevention. Each facility will collect specimens and arrange with a laboratory to have them tested. IDPH will provide training and assistance with testing if needed and will help identify laboratory services if requested. Each facility will be required to report to



Why test in long-term care facilities?

IL

- 2,402 (~49%) deaths associated with long-term care facility outbreaks as of 5/22/20

CDC

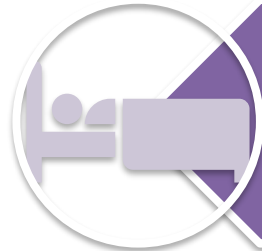
- Guides infection prevention and control measures
 - Cohorting and initiation of transmission-based precautions
 - Exclusion of healthcare personnel
- Identifies asymptomatic cases

CMS

- Recommended as factor for reopening nursing homes (QSO-20-30-NH; 5/18/20)

Prepare, Prepare, Prepare!

Testing is only the beginning.



Designate a COVID-19 unit

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/nursing-homes-responding.html>

Facilities need to have a plan in place to act on the results.



Understand the HCP return to work criteria

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>



Plan for potential staffing shortages

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/mitigating-staff-shortages.html>



Illinois Helps System Background Information

- The Illinois Helps system contains both affiliated and non-affiliated medical and non-medical volunteers that register as part of 570 occupations that may be licensed to be used by 262 organizations.
- A potential volunteer can register in the system and choose up to 8 organizations to work with.
- The system can automatically or manually check licensures and background checks for a fee.
- Each organization manages its own portal and potential volunteers.



Illinois Helps System COVID-19

- The State of Illinois created a special organization for state-level missions called Statewide COVID-19 Responders
- Matching opportunities that could be paid.
- The State of Illinois can also provide technical support in getting local organizations volunteers from this group.

Illinois Helps State Request

COVID-19 STAFFING REQUEST FORM

Date of Request	Time of Request	Email Reply to (fax or phone if necessary)

Purpose and Use of Illinois Helps State Request COVID-19 Staffing Request Form:

The [Illinois Helps](#) system is available to vet medical and non-medical volunteers for disaster response to local health departments, Medical Reserve Corps, long term care facilities, and healthcare organizations. Each group can have their own organization in *Illinois Helps* whereby volunteers that come into the system can request to affiliate with them. Each organization manages their own portal and volunteers. Submission of this form in no way guarantees the request will be fulfilled.

The purpose of this form is once volunteers in the requesting organization's portal have been exhausted, the organization would like state assistance in seeking additional volunteers. The *Illinois Helps* state team can message within its own Statewide COVID-19 Responders organization to ask specific volunteers based on occupation located within a certain area of the state if they wish to help the requesting organization. The *Illinois Helps* team will only message volunteers in the state group that we have been able to verify their licensure status. Those volunteers may or may not have been backgrounded (which would then fall to the organization receiving them to determine and handle as appropriate).

Directions for Requesting Organization:

Please fill out this form and submit it to illinois.helps@illinois.gov. Your organization will need an *Illinois Helps* portal if it does not already have one. Please make sure someone within your organization can manage the volunteers in the system that wish to affiliate with your organization. The request put out by the state in the Statewide COVID-19 Responders organization will ask volunteers that wish to affiliate with your organization to do so with the information provided below. The organization should be prepared to answer questions from the volunteers including rate of pay, reimbursement of expenses, location, and duration among other things. Please do not request assistance to message volunteers until these questions have been addressed locally in order to maximize effectiveness of this process. The requesting organization point of contact should be prepared to then work with the volunteers directly.

Requesting Organization				
Organization Name		Contact Name and Title Submitting Request		
Physical Address of Response Site		Phone Numbers	Email/fax	
Description of Volunteer Opportunity (be specific-what work will people be doing?)				
Staffing Resources Requested				
Resource Description (using occupation names from Illinois Helps like RN, CNA, LPN, etc.)	Quantity	Time/Date needed by	Duration	
Additional considerations or requests (will volunteers be paid and/or reimbursed for expenses?)	Volunteer's home locations to be considered when messaging? Example: contiguous counties, certain counties in an IDPH region, statewide			
Who are the 24/7 contact people from your organization for this request?				
Name	Phone	Phone	Email	Fax



Questions?

- Illinois Helps is an option for staffing requests
 - Based on what a volunteer may want to do-no guarantees!
 - There are other options out there!
- Contact us at illinois.helps@illinois.gov with questions.

Emergency Rule, 77 Ill. Adm. Code 300

- **Where were changes made?**
 - **77 Ill. Adm. Code 300:** Skilled Nursing and Intermediate Care Facilities Code
- **What facility types does this apply to?**
 - Licensed skilled nursing and intermediate care facilities

For full text: <https://www.dph.illinois.gov/covid19/governor-pritzkers-executive-orders-and-rules>

Information current as of May 28, 2020

What does the emergency rule require?

- **Facilities must:**
 - Add testing for infectious diseases to the facility's infection control policies and procedures.
 - Comply with infection control recommendations provided by IDPH or their LHD
 - Test residents and staff when they have either an outbreak in the facility or when the chain of transmission is high and IDPH directs them to conduct testing. Test results must be reported to IDPH.

For full text: <https://www.dph.illinois.gov/covid19/governor-pritzkers-executive-orders-and-rules>

IDPH LTC testing memo

- **What facility types do the requirements apply to?**
 - Skilled nursing and intermediate care facilities licensed under the Nursing Home Care Act, 210 ILCS 45
 - Referred to as “LTC facility” in the memo and press release
- **What facility types does the laboratory testing referral apply to?**
 - Broader LTC definition, to include ICF/DD, Sheltered Care, ALF, etc.
- **What test type is acceptable?**
 - PCR testing (FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA)

Facility Infection Control Assessment

- Each LTC facility must complete the assessment at <https://redcap.dph.illinois.gov/surveys/?s=L3HPFNXEJD>
- Previously distributed on March 20, 2020. **No need to resubmit if you already filled out.** There was an option to receive a confirmation email upon survey submission. If you think you submitted before, please check your email for this verification
- Otherwise, must complete **within 7 days** of memo release

Illinois Long-Term Care Facility Assessment for COVID-19

This infection prevention and control assessment tool is being used to assist long-term care and other congregate care facilities with preparing to care for residents with COVID-19. The information you provide will help the Illinois Department of Public Health (IDPH) plan for resource and technical assistance needs at your and other facilities.

The assessment reviews the following domains:

- Visitor restrictions
- Education, monitoring, and screening of Healthcare Personnel (HCP)
- Education, monitoring, and screening of Residents
- Availability of Personal Protective Equipment (PPE) and other supplies
- Infection Prevention Practices:
 - Hand hygiene
 - Use of PPE
 - Cleaning and disinfection of environmental surfaces and resident care equipment

Questions about this assessment can be directed to IDPH's Division of Patient Safety and Quality, dph.dpsq@illinois.gov.
Questions about COVID-19 preparations and response can be directed to your local health department.

IDPH COVID-19 Guidance for Long Term Care Facilities are available at: <http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/long-term-care-guidance>

Facility Demographics

Facility Name <small>* must provide value</small>	<input type="text"/>
Facility Type <small>* must provide value</small>	<input type="checkbox"/> Skilled nursing <input type="checkbox"/> Assisted living <input type="checkbox"/> Intermediate care/developmental disability <input type="checkbox"/> Supportive living <input type="checkbox"/> Independent living <input type="checkbox"/> Residential group home <input type="checkbox"/> Other
Bed Capacity	<input type="text"/>
Number of Ventilator Skilled Nursing Beds	<input type="text"/>
Street Address	<input type="text"/>

Required Testing Plan and Response Strategy

- Written COVID-19 testing plan and response strategy **within 14 days** of the issuance of the memo.
- Must specify the necessary personnel, and the required training or experience of the personnel, to properly care for the number and types of residents served by the facility, including the personnel necessary to execute the COVID-19 testing plan.

Testing Plan (cont)

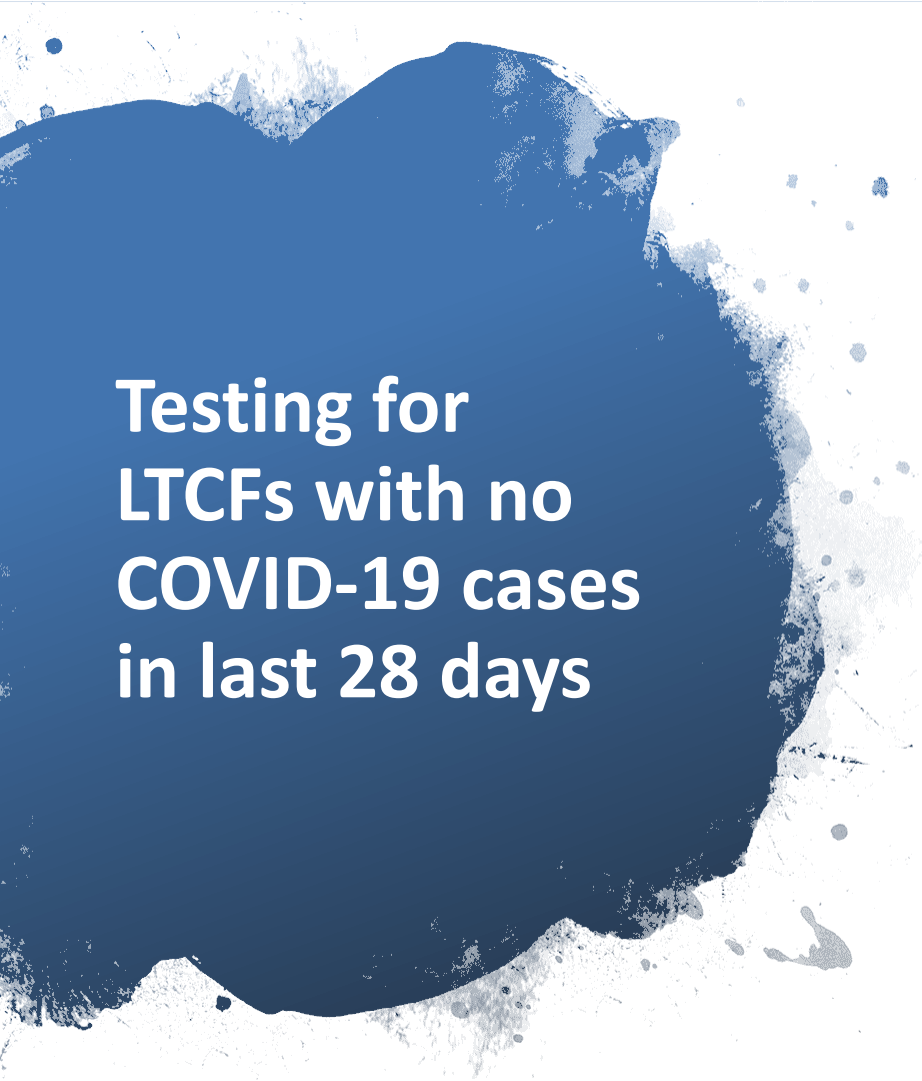
- The testing plan shall identify the ordering physician, method of obtaining consents for the tests, and the criteria and frequency for testing residents and staff.
- Every COVID-19 testing plan shall identify by name a dedicated laboratory contracted or otherwise engaged to provide COVID-19 clinical testing services according to the volume and frequency identified in the testing plan.
- IDPH can advise LTC facilities regarding laboratories with available capacity.

HOW CAN MY FACILITY GET TESTED?

Onsite Training for Specimen Collection

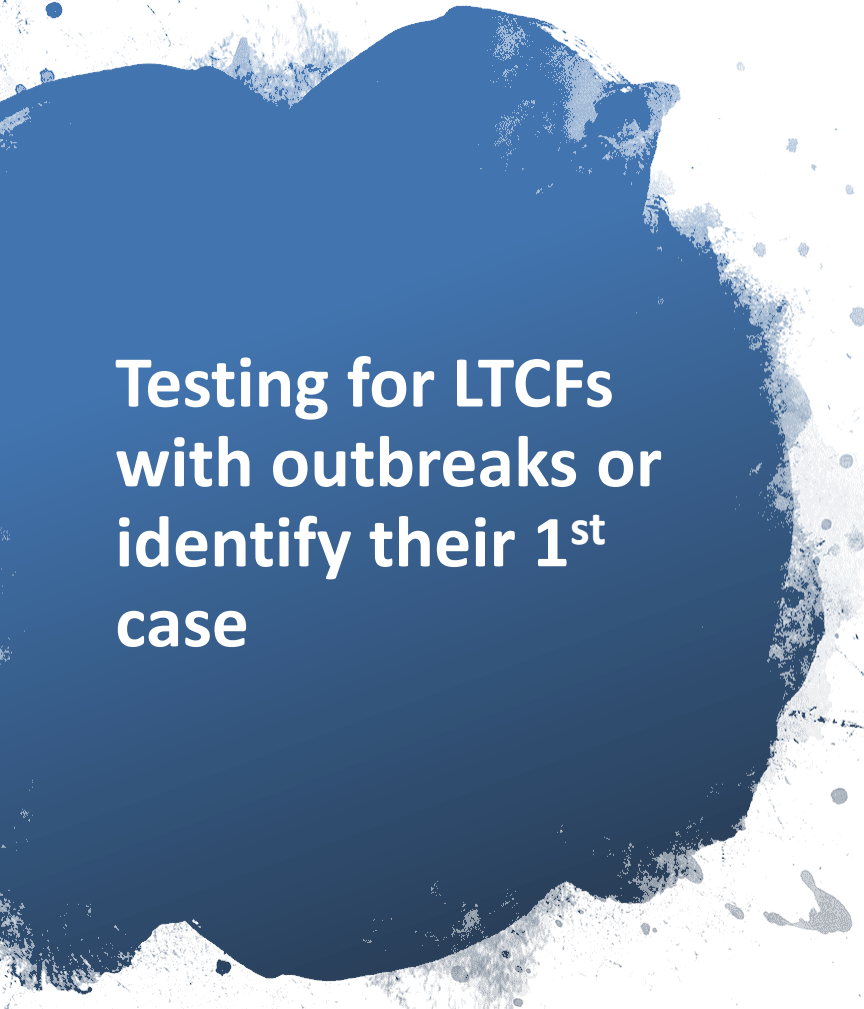


- Upon request, and subject to availability, IDPH can provide onsite training for proper specimen collection or other assistance as necessary.
- This can be requested via <https://redcap.dph.illinois.gov/surveys/?s=8TYYKCETCX>.



Testing for LTCFs with no COVID-19 cases in last 28 days

- IDPH can refer facilities with no COVID-19 cases in the last 28 days to a partner laboratory (currently Quest). Facilities may request this referral here: <https://redcap.dph.illinois.gov/surveys/?s=8TYYKCETCX>.
- Facilities should notify LHD of upcoming plans for testing. LHD can help facilities prepare for or respond to results.



Testing for LTCFs with outbreaks or identify their 1st case

- IDPH Laboratory can provide test kits and perform testing
- As part of outbreak response, facilities should discuss testing plans and arrangements with their local health department
 - Then they can sign up for testing through the same form:
<https://redcap.dph.illinois.gov/surveys/?s=8TYYKCETCX>
- Once the outbreak is over, the facility must identify a contracted or engaged laboratory to continue to provide COVID-19 clinical testing services according to their testing plan

Process for testing through a referred or IDPH laboratory

1. An IDPH representative will call you to arrange for testing and/or onsite specimen collection support, if requested.
2. If you requested testing, your referred laboratory or IDPH representative will arrange for shipment of supplies, discuss specimen collection and transport, and set up a facility account and contract.
3. Billing for either Quest or IDPH laboratories will be handled in the same manner. They will obtain insurance information for test recipients to bill for services. Residents and staff without insurance will still be able to be tested, with services [supported by HFS/CARES Act.](#)

Process for testing through a referred or IDPH laboratory

4. Facility obtains consent from residents (or their representatives) and staff to be swabbed prior to date of testing. Facility also prepares or compiles other supplies needed for specimen collection (e.g., specimen labels, test requisition forms, PPE, etc).
 - Transport media may require refrigeration – ensure you have space to store supplies!
5. Facility should prepare for the results. For example, ensure that a dedicated COVID-19 unit with dedicated staff are in place, prepare for potential health care worker [shortages](#), and understand the [return to work criteria](#).
6. Once facility receives test kits, they can conduct specimen collection (or on designated date if onsite assistance was requested) and submit samples to their designated laboratory.
7. Your referred laboratory will conduct testing and report results to the facility and IDPH.

COVID-19

ONLY for COVID-19 testing.

Transport Media (may require refrigeration)

Nasopharyngeal Swabs

Anterior Nasal Swabs

MAILING SUPPLIES

Biohazard Bags

1 per specimen

Shipping Boxes with Styrofoam Cooler

PROVIDE QUANTITY AND SIZE

Small: Holds 15-20 specimens

Medium: Holds 50-75 specimens

Large: Holds 175-225 specimens

Ice Packs

UN3373 Labels

1 label per shipping box/cooler if shipping via mail service

UPS RETURN SERVICE LABELS

UPS Return Service Labels are for next-day air delivery service. These labels should not be used for shipments that need to be delivered on the weekends, as they are Monday-Friday service only.

Carbondale Laboratory

Chicago Laboratory

Testing through the IDPH Laboratory

- [Online order form](#): Facilities must obtain an outbreak or INEDSS number to order supplies
 - Don't forget to order shipping supplies
 - **Prefer that facilities drop off or courier specimens** to an IDPH Lab to ensure sample integrity
 - If not possible, alternate arrangements can be explored
- [Test requisition form](#): Each specimen must be submitted with this form

Training Materials for Specimen Collection and Packaging



IDPH-produced video [in post-production]



IDPH Lab's 17 steps for collection



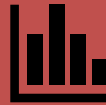
PowerPoint slides with step-by-step instruction

Resources to be housed on upcoming IDPH LTC testing website

Reasons for specimen rejection at IDPH Lab

1. Specimens stored or shipped incorrectly
 - Specimens must remain at 2-8⁰C after collection
 - Must be received at the lab **within 72 hours** of collection
2. Specimens without patient identifiers (no labels)
3. Sample and submission (test requisition) form do not match
4. Missing submission form
5. Specimens collected using expired liquid transport media
6. Leaking specimens
7. Specimens with insufficient volume for testing
8. Specimen with no swab

What to do with positive results



Report to LHD and
CDC/NHSN (if required)



Implement infection control
measures, plan for
subsequent testing



Notify residents,
families/representatives, and
staff (see CMS requirements)

What to do with all negative results

This is great news! But remember that this only provides a snapshot of COVID-19 status on the day swabbing occurred

Continue with infection prevention and control measures (e.g., monitoring hand hygiene adherence/PPE use and screening residents and staff for symptoms)

Plan for subsequent testing per your facility's testing plan

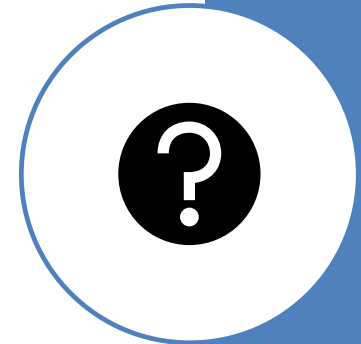
FAQ

- Q: How can assisted living facilities get testing?
 - A: Although not specifically addressed in the memo, other facility types can use the same online form to request testing.
- Q: Will residents and staff be charged for testing?
 - A: Under the CARES Act, individuals will not be charged. If they are insured, insurance will be billed; there are no copays, deductibles, etc. If they are uninsured, HFS/ CARES Act funding will pay for testing.



FAQ

- Q: Can we/should we test staff and residents weekly?
 - A: The interval between testing would depend on factors such as whether there were positive cases on the first facility-wide testing survey, residents or staff have developed symptoms subsequent to testing, laboratory capacity. If using a commercial or private laboratory, please reach out to them to determine capacity.
 - Please note that **testing should not supersede infection prevention and control actions.**
- Q: Are staff/residents allowed to refuse testing?
 - A: Yes.



FAQ

- Q: I received supplies from the IDPH lab but no further instructions. What should I do?
 - A: Please refer to the training materials. If onsite assistance for swabbing is needed, please fill out the online form.
- How do I send specimens to the lab for testing?
 - A: This will depend on the lab you use. If using Quest, they arrange for pickup – be sure to clarify the process with them. If using the IDPH lab, the preferred method is for the facility to drop off or use a courier to deliver specimens to your designated lab (Chicago, Springfield, Carbondale).



FAQ

- Q: Are the residents to be put into TBP while awaiting test results if all are asymptomatic and there are no suspected cases?
 - A: If testing is done to all residents and healthcare personnel (HCP) facility-wide and none of the residents or HCP has known exposures to a confirmed or suspected COVID-19 patient(s), the residents do not have to be under transmission-based precautions while waiting for SARS-CoV-2 test results.
 - A: Universal use of all recommended PPE for the care of all residents on the affected unit (or facility-wide depending on the situation) is recommended when even a single case among residents or HCP is newly identified in the facility; this could also be considered when there is sustained transmission in the community



If you have questions about testing, please direct them to dph.ltctesting@illinois.gov

Questions re: Infection Control Guidance

How do you perform an admit when only semi private rooms are available. If transferring facility test the resident and waited for negative results, but then admitted to a semi private. Are we to quarantine both residents for 14 days upon that admit?

Do residents who went out to the ER and returned after a few hours need to be placed in TBP for 14 days or only those residents who were admitted to the hospital ??

CMS indicated that for end of life compassionate situation only 1 visitor per day still. Is this still the case even if the resident is actively dying?

Open Q&A

Submit questions via Q&A pod to **All Panelists**

Submit suggestions for future topics, LTCFs best practices, lessons learned via Chat pod to **All Panelists**

Slides and recording will be made available after the session.

Reminder: SIREN Registration

To receive situational awareness from IDPH, please use this link to guide you to the correct registration instructions for your public health related classification:
<http://www.dph.illinois.gov/siren>