

#### Infection Prevention and Control Updates and Q&A Webinars for Long-Term Care and Congregate Residential Settings

June 28th, 2024

#### Housekeeping

- All attendees in listen-only mode
- Submit questions via Q&A pod to All Panelists

- Slides and recording will be made available later
- For continuing education credit, complete evaluation survey upon end of webinar
  - Must be registered individually to receive credit



#### **Agenda**

- Upcoming Webinars
- Illinois Summit on Antimicrobial Stewardship
- Telligen Offerings
- Specimen Collection & Handling
- Open Q & A



#### **Upcoming Infection Prevention and Control Q&A**

1:00 pm - 2:00 pm

Date	Infection Control Topic	stration Link
Friday, June 28 <sup>th</sup>	Best Practice & Steem Conection and Stera e	https://illinois.webex.com/weblink/register/r4db9e 0331ce42a0ab89facf6b3f5fbce





#### Illinois Summit on Antimicrobial Stewardship

- July 17<sup>th</sup> @ Doubletree Lisle Naperville
- Registration is open!
  - <a href="https://www.eventbrite.com/e/2024-illinois-summit-on-antimicrobial-stewardship-tickets-750770624147">https://www.eventbrite.com/e/2024-illinois-summit-on-antimicrobial-stewardship-tickets-750770624147</a>





The goal of these brief sessions is to focus on topics relevant to you, our long-term care providers. This attend-as-you-can series covers a different topic each session. Topics may include fall prevention, quality measures, infection prevention, NHSN reporting, emergency preparedness, rehospitalizations and much more!



# SET UP A NURSING HOME VACCINE CLINIC

Telligen has partnered with the Community Pharmacy Enhanced Services Network (CPESN) to provide nursing homes with a vaccine clinic option. Included below are the offerings provided as a result of the partnership.

#### **TELLIGEN WILL:**

- Collaborate with CPESN to find a pharmacy for on-site vaccine services
- Support with logistics for scheduling and preparation work
- Cover pharmacy staff and travel time

#### **PHARMACIES WILL:**

- Provide influenza (while supplies last),
   COVID-19, pneumonia, and RSV vaccines
- Bring all vaccines, necessary supplies, and staff for immunizations
- Manage the required documentation to the state immunization registry
- Assist with determining vaccine eligibility for residents upon request
- Bill insurance for residents and staff to cover vaccine product and administration

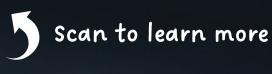
If you would like to set up a vaccine clinic, please complete the <u>Vaccine Clinic Request</u> form by July 31, 2024. Clinics must be scheduled by August 31, 2024.











Effective disaster management quality improvement methodology can significantly reduce the loss of life, property damage and socio-economic disruptions caused by natural or man-made catastrophes.



# One-on-One Antibiotic Stewardship Guidance for Post Acute Long Term Care Facilities

Do you have a particular question regarding your Antibiotic Stewardship Program?

Do you want to start or improve your current AS program?

Join us for a 1:1 two month mentorship program aimed at improving AS Programs in Post-Acute Long Term Care facilities.

#### Program Benefits:

- Individualized Learning: One-on-one sessions designed to meet your unique needs and challenges.
- Comprehensive Training: Covering key topics such as appropriate antibiotic prescribing, infection control, and resistance prevention.
- Ongoing Support: Continuous access to mentors for advice and troubleshooting.

#### Accepting facilities on a rolling basis:



#### Who Should Join?

- Long term care facility:
  - Administrators
  - Nursing staff and infection control practitioners
  - Pharmacists
  - Healthcare providers





Christine Pate, MLS, MPH, CIC
Infection Prevention Consultant





#### Objectives

- Understand the importance of safety procedures for collection and safe handling of potentially infectious materials
- Understand the importance of obtaining a quality specimen for examination and testing and the appropriate procedures
- Able to identify guidance resources for proper instructions on collection and submission of clinical samples



## Specimen Collection & Handling

- Clinical lab results are directly related to the quality of the specimen submitted for analysis/testing
- Specimen requirements are included in the lab testing catalogs
  - General test listings
  - Expanded instructions for collection and handling
- Understand what lab methods are being used for your facility (work-ups, protocols, modalities, species identification etc.)
- Contact your lab for any testing clarification prior to specimen collection



# Obtaining Quality Specimens for Testing

- Preparation of patient
- Collection of the specimen
- Processing the specimen
- Storing and/or transporting the specimen





- Bloodborne Pathogen (BBP) standard (29 CFR 1910.1030) protects workers from health exposures to BBPs
- Employers must have written Exposure Control Plan and provide training
- Employers must provide PPE and safer needle devices and include workers in choosing devices
- Employees must be trained and prohibited in:
  - Eating, drinking, smoking, applying cosmetics or lip balm, handling contact lenses in work areas
  - Storage of food or drink in refrigerators, freezers, shelves, cabinets where blood or OPIM are present



#### Specimen Collection: Standard Precautions

- Standard Precautions must be adhered to for all patient specimens
- All specimens must be regarded as potentially infectious
- Gloves must be worn
- Goggles, gowns, and masks indicated when contact with aerosols or large amount of body fluids
- Hand hygiene before gloving and immediately after removing gloves
- Use of safety needles required to prevent sharps injuries



Health & Safety Precautions

 Contaminated work areas must be disinfected immediately with an appropriate disinfectant

- For exposures, administer first aid immediately, notify your manager and seek medical attention
- First aid includes: washing cuts and needle sticks with soap and water; flushing splashes to the nose, mouth, or skin with copious amounts of water; and irrigating eyes with clean water, saline or sterile irrigates



## **IDPH Laboratory Testing**



- Must obtain authorization from your local health department (LHD)
- Authorization based on the need for public health surveillance data with consideration of private testing availability
- Testing includes samples typically of epidemiological concern or outbreak samples
- Tests: CRE, CRPA, and other related β-lactamase producing gram negative organisms; Influenza (outbreaks); Measles, TB
- Manual of Services includes authorization/submission requirements, testing method, results interpretation, collection criteria, TAT, hours of operation
- Three lab locations: Chicago, Springfield, and Carbondale

odc-labs-manual-of-services-04-05-2024.pdf (illinois.gov)



Partnering to improve patient care.

# Test Information



Learn how to order a test (request account)



Stay current on new tests (download test catalog)



Follow the step-by-step procedure guides for ordering appropriate tests



Informed-consent tests, referred tests, critical values and results, lab locations

#### Determine the Specimen Requirements

# Use the Test Catalog to identify

- Patient/resident preparation requirements
- Specimen requirements
- Specimen container requirements
- Specimen stability (temperature) requirements
- Collection instructions
- Required forms or special instructions



# **Collection Supplies**

- Your laboratory may provide supplies necessary to collect and submit specimens for testing
- Follow the instructions in the testing guidance to collect the specimen, paying special attention to container/tube, volume, and temperature requirements
- Store transport devices at room temp unless otherwise indicated
- Ensure specimen supplies are not beyond its expiration date
- Monitor inventory!



## Collection Swabs (Types)



- Swab or double swab in Amies agar gel aerobic, anaerobic, fungal cultures
- Double swab in liquid Amies medium vaginal yeast, aerobic bacterial culture



Double polyester dry swab – Group A Rapid Antigen (acceptable for Grp A culture)



Swab in liquid Stuart's medium – MRSA (NAAT test)



Nasopharyngeal dry flocked swab – viral culture (flu) or NAAT (B. pertussis)



202 fid.pdf



Partnering to improve patient care.

## Patient/Resident Preparation

- Provide in advance appropriate collection instructions and information
- Many tests require specific patient preparation
  - Fasting
  - Diets
  - Medication restrictions
  - Urinary voiding
  - Ingestion (glucose tolerance tests)



## Preparing the Patient

#### **Patient States:**

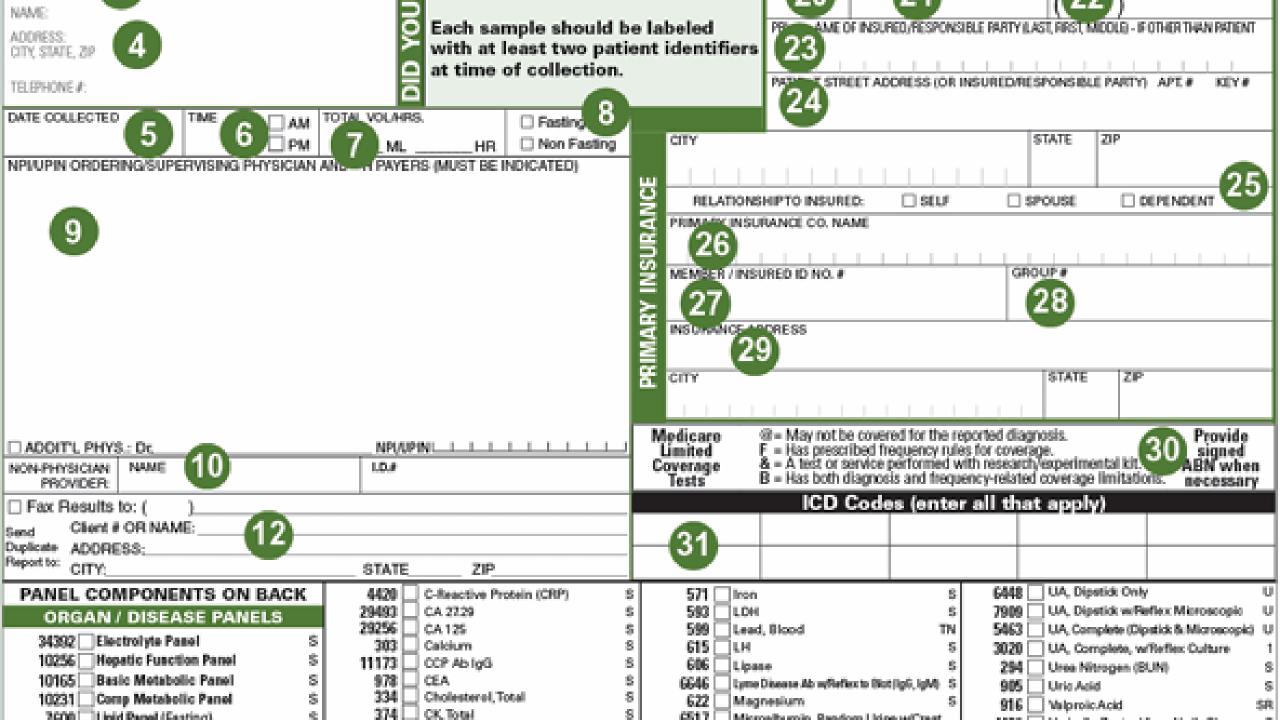
- Basal State early morning after awakening and about 12 to 14 hours after the last ingestion of food
- Composition of blood is altered after meals by nutrients being absorbed into the bloodstream
- Postprandial blood (blood drawn after a meal) is not suitable for some chemistry tests
- Exercise, Emotional or Physical Stress, Time of Day of Collection



#### Test Requisition

- Specimens must be accompanied by a paper requisition
- Complete all appropriate information (sections) on the form
- Select the test(s) to be performed
- Select the ICD diagnosis code that reflects the patients' symptoms, condition, or diagnosis for tests ordered
- Label each specimen (2 identifiers)— patient name, DOB, date, time of collection, or site
- Write the number of specimens on the test requisition





## Specimen Label Requirements

- All specimens <u>should</u> be labeled at the time of collection with at least 2 patient identifiers that must also appear on the requisition
  - 1. Resident name (full last name, first name, any initials) or a unique ID code required
  - 2. The second identifier may be one of the following: date of birth, unique ID (MRN), requisition number or specimen barcode label
- Provide date and time of collection, and name/initials of collector
- Microbiology testing (cultures, antigens) the anatomic source should be specified (nasal, left lower leg, clean catch urine)
- Handwritten labels use a ballpoint pen. Do not use a felt tip.
- If glass slides are submitted, use a pencil for labeling the frosted end



## Mislabeled Specimens

- Specimens are considered mislabeled when there is a mismatch between the person-specific identifiers on the specimen and the requisition form
- Handwritten labels must match exactly.
  - Example, "Rebecca" does not match "Becky"
- No label
- Specimens will not be relabeled or returned by lab
- When insufficient or inconsistent identification is submitted, a new specimen is required



# Instructions by Specime Type

General labs: Blood, Urine, Viral Collection

2. (A) (B) (C) (E) 28. (A) (B) (C) (E) 29. ABCDE 30. A B C D E 5. (A) (B) (C) (D) (E) 31. (A) (B) (C) (D) (E) 6. (A) (B) (C) (D) (E) 32. (A) (B) (C) (D) (E) 7. (A) (B) (C) (D) (E) 33. (A) (B) (C) (D) (E) 8. A B C D E 34. (A) (B) (C) (D) (E) A B C O E 35. (A) (B) (1) (D) (E) 36. (A) (B) (D) (E) 38. (A) (B) (C) (D) (E) 13. (A) (B) (C) (D) (E) 14. (A) (B) (C) (D) (E) 15. (A) (B) (C) (D) (E) 16. (A) (B) (C) (D) (E) 17. (A) (B) (C) (D) (E) 18. (A) (B) (C) (D) (E)

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23. (A) (B) (C) (D) (E) 24 ABCOE 48. A B C D

39. (A) (B) (C) (D) (E)

41. (A) (B) (C) (D) (E)

42. (A) (B) (C) (D) (E)

# Blood Collection: Venipuncture

- Evacuated tube system (Vacutainer) is preferable to needle and syringe method
- Improper collection will result in rejection (wrong anticoagulant, clotted, hemolyzed, QNS)
- Draw specimen from vein without an IV
- Prep site/skin with an antiseptic (alcohol) for venipuncture;
   allow area to dry; do not re-palpate



banner4.jpg (710×319) (ccmccstorage.blob.core.windows.net)

#### Order of Draw

#### Collecting more than 1 tube of blood:

- 1. Blood culture (sterile)
- 2. Light blue top
- 3. Red top or gold top gel
- 4. Green top
- 5. Lavender/purple top
- 6. Grey top or other additives

#### Order of Draw and Inversion Chart

Closure Color	Collection Tube	Mix by Inverting	
BD Vacutainer*Blood Collection Tubes (glass or plastic)			
	Blood Cultures - SPS	8 to 10 times	
	Citrate Tube*	3 to 4 times	
or 🥌	BD Vacutainer* SST* Gel Separator Tube	5 times	
	• Serum Tube (glass or plastic)	5 times (plastic) none (glass)	
	BD Vacutainer* Rapid Serum Tube (RST)	5 to 6 times	
or —	<ul> <li>BD Vacutainer PST Gel Separator Tube</li> <li>With Heparin</li> </ul>	8 to 10 times	
	Heparin Tube	8 to 10 times	
or	• EDTA Tube	8 to 10 times	
	<ul> <li>BD Vacutainer<sup>®</sup> PPT<sup>®</sup> Separator Tube K₂EDTA with Gel</li> </ul>	8 to 10 times	
	• Fluoride (glucose) Tube	8 to 10 times	

SPECIMEN COLLECTION, HANDLING, and TRANSPORT (testmenu.com)

# Blood, Serum or Plasma Collection

- Draw blood in the color-coded Vacutainer tube indicated in the test listing
- Draw approximately 2 ½ times the requested volume.
- Serum Completely fill the Vacutainer. Allow the blood to clot in the upright position for at least 30 minutes, but less than 1 hour before centrifuging
- Plasma and Whole Blood completely fill the container to eliminate dilution from the anticoagulant or preservative and immediately mix the blood by gently and thoroughly inverting 5 to 10 times



# Unacceptable Blood Specimens

#### Common Causes and Inaccurate Test Results

- Hemolysis
  - Occurs when the membrane surrounding red blood cells is disrupted and hemoglobin and other intracellular components escape into the serum plasma
- Hyperbilirubinemia
- Turbidity (lipemic)
- Quantity Not Sufficient (QNS)





# Handling & Centrifugation

- Serum tubes place upright vertical position; allow to clot for 30 minutes – centrifuge within 1 hour after clotting (2 hrs. of collection)
- Centrifugation: all serum tubes must be properly balanced, and tubes spun within the appropriate speed and time (follow centrifuge IFUs)
- After centrifugation, verify that the gel is completely separating cells from serum, if not visible – DO NOT RECENTRIFUGE
  - Transfer serum or plasma to an aliquot tube using a pipette
  - Centrifuge the aliquot tube
  - Transfer serum/plasma to another aliquot tube

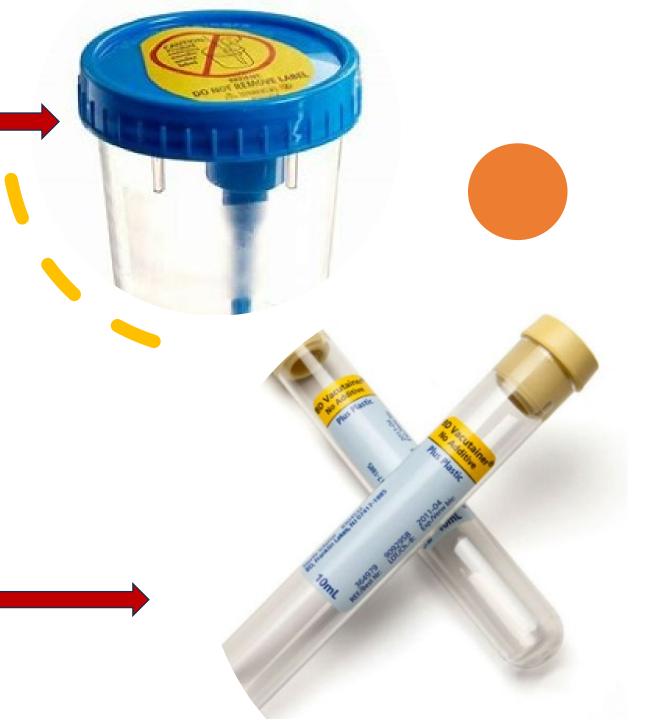
#### **Urine Collection**

#### 24 Hour Urine Collection -

- Many urine chemistry tests require a 24-hour collection
- Provide patient with instructions for collection
- Important that the preservative be in the urine collection container at the start of collection
- Do not urinate directly into the collection jug (use transfer device)
- Collection
  - Obtain a clean-catch, midstream specimen
  - Discard the first morning urine void and begin collection
  - Include the first morning urine void the following day

## Urinalysis

- Use a sterile specimen container
  - <u>Do not</u> submit specimens in **preservative tube with boric acid**
  - This tube is *used for urine culture*
- To reduce contamination, the specimen should be a mid-stream sample
- If also ordering a test for urine culture the sample should immediately be transferred into a preservative tube



#### Viral Swab & Viral Transport System

- Use the specimen transport medium provided by your laboratory
  - Sterile rayon, Dacron or flocked nylon swabs on plastic or metal shaft
- <u>Do not</u> use calcium alginate or wooden shaft swabs
- Refrigerate specimen in viral transport tube immediately after collection (>48 hrs. freeze)
- Specimen should be collected when the virus is at the highest concentration, during the acute phase of illness



### Virus Collection

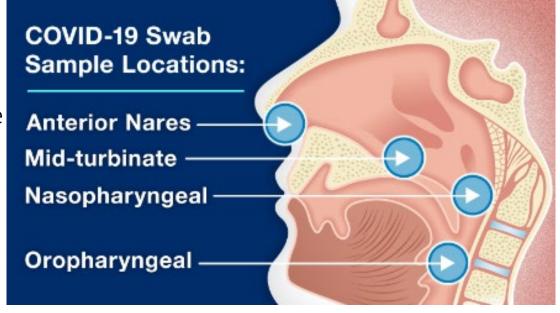
### Nasopharyngeal & Nasal Swab –

- Swabs of the nares/nostrils available for some POC testing (COVID) – less invasive
- Viral respiratory testing (PCR panels) typically use nasopharyngeal samples

### Collection:

- Immobilize patients head and insert swab through nostril
- Push forward using gentle downward pressure to keep the swab on the floor of the nasal cavity until tip reaches the posterior wall of the nasopharynx
- Rotate gently for a few seconds and remove
- Place swab into a viral transport medium
- Refrigerate

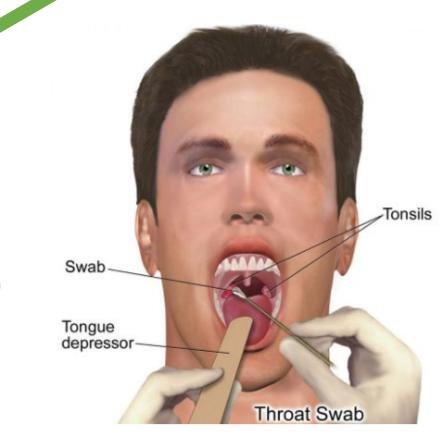




### Virus Collection

### Throat Swab -

- Vigorously swab tonsillar area and posterior oropharynx using a sterile swab (Dacron, or flocked nylon)
- Break swab tip(s) off into a tube of viral transport medium
- Refrigerate



Throat Culture-900x900.jpg (900×900) (tattoomagz.com)



### Basic Concepts

### Microbiology Specimen Collection -

- Collect sample from the actual site of infection, avoiding contamination
  - If appropriate decontaminate skin surface (70-95% alcohol, chlorohexidine or iodine tincture)
- Collect samples at optimal times
- Collect a sufficient quantity
- Use appropriate collection devices and transport media
- Minimize transport time. Maintain appropriate environment from collection to lab
- When possible collect samples prior to administration of antimicrobials
- Properly label specimen (2 pt. identifiers, source, date/time) and complete requisition form



# Specimen Rejection Criteria

Specimen	Comment
Sputum specimen with > 25 squamous epithelial cells per low powered field	Most likely saliva; submit a new sample
Induced sputum submitted for routine	Diluted specimen unlikely to provide clinically
bacterial culture	meaningful results
Swabs for Mycobacterial Culture	Submit tissue or aspirate
Specimen in anaerobe transport for	
Mycobacterial cultures	
Unpreserved urine > 24 hours old	
Urine catheter tip	
Specimen received in formalin	
Specimens submitted in ThinPrep for	
Chlamydia trachomatis and/or Neisseria	
gonorrhoeae	
Central venous catheter tip without	
concomitant blood culture within 24 hours	
Nasopharyngeal (NP) swabs for bacterial	May not represent infection in the lower
culture	respiratory tract
Formed stool for C. difficile and	Patient unlikely to have clinical disease; positive
any enteric pathogen testing	results may reflect colonization
Bacterial stool panel testing for inpatients	
hospitalized more than 3 days	
Repeat stool testing within 7 days for routine	
enteric testing	
Stool for fecal lactoferrin, H. pylori antigen	
testing, or protozoan pathogen panel	
submitted in Cary-Blair transport medium	
Mislabeled/unlabeled specimen	Patient safety issue
Specimens that have leaked in transit	Potential specimen contamination
Duplicate test requests	Wasteful practices
	Consider Collection Coldelines and (ibv adv)

Specimen-Collection-Guidelines.pdf (jhu.edu)

## Skin, Soft Tissue, & Wounds

- Only collect specimens from wounds that have clear signs of infection, appear to be deteriorating, or fail to heal after 3-4 weeks of treatment
- Indiscriminate submission, especially from a superficial site, may provide useless info and lead to unnecessary treatment
- Do not culture crusts, pus, wounds that have not been debrided and cleansed
- Cellulitis, or skin and soft tissue without a skin break superficial wound swab cultures and antimicrobial testing rarely indicated.

### Do NOT culture.

Crust or necrotic tissue,



Slough,



Pus from I&D



## Urine Culture Collection

Knowledge of appropriate collection for culture is very important (symptoms, asymptomatic bacteriuria)

First-morning specimen is preferred (most concentrated)

### Clean-Catch Midstream Urine

- *Males* cleanse end of penis with 1 towelette; begin at urethral opening and work away from it; urinate first portion in toilet
  - Uncircumcised must retract foreskin
- Females stand in squatting position over toilet; separate folds of skin around urinary opening; cleanse with 1 towelette (x2); urinate first portion in toilet
- Bring collection sterile cup into the midstream to collect the urine sample
- Immediately transfer urine in a vacutainer preservative tube (boric acid) to maintain colony counts for up to 48 hours



UrineCupAdobeStock 192454330.jpg (970×658) (neoteryx.com)

## Collection from Indwelling Urine Devices

\*Obtain samples aseptically

### **Indwelling (Foley)**

- Ensure there is no backflow of urine from collection into catheter tubing
- Draw Samples From the Collection Port
  - Cleanse collection port with alcohol and attach a sterile syringe to catheter
  - Do not break the seal maintain a closed catheter system
- Draw the specimen into a sterile syringe
- Expel urine into a sterile cup
- Discard syringe in a biohazard container

### Straight Catheter

Discard first flow; collect mid flow urine into a sterile cup



Partnering to improve patient care.

## **Stool Testing**

### Common tests ordered:

- Fecal WBCs
- Stool Culture
- C. difficile
- Norovirus
- Rotavirus antigen
- Ova & Parasite
- Occult blood
- Salmonella, Shigella Campylobacter

### **Bristol Stool Chart**

Type 1	Separate hard lumps, like nuts (hard to pass)
Type 2	Sausage-shaped but lumpy
Type 3	Like a sausage but with cracks on its surface
Type 4	Like a sausage or snake, smooth and soft
Type 5	Soft blobs with clear cut edges (passed easily)
Type 6	Fluffy pieces with ragged edges, a mushy stool
Type 7	Watery, no solid pieces. Entirely liquid

## Stool Sample Collection

- Stool collection container is dependent on the test
  - Unpreserved stool in sterile container (Culture, C. diff, H. pylori)
  - Cary-Blair medium (Salmonella, Shigella, Campylobacter)
  - Formalin & PVA vials Pak's (Ova & Parasite)
- Specimens must not be mixed with water (toilet) or with urine
- Only 1 stool specimen per day is accepted for routine bacterial culture and ova and parasite examination
- C. difficile only loose/watery stools acceptable for testing. Criteria: unexplained episode of 3 or more 'unformed' stools in 24 hour (1 mL.)



il\_fullxfull.2701847121\_aht7.jpg (3000×2250) (etsystatic.com)

### Throat Cultures

- Only for detection of agents known to cause pharyngitis-group A streptococci (also groups C and G), and Arcanobacterium haemolyticum
- Thrush is best confirmed by ordering a yeast culture
- For detection of carriage, Nasopharyngeal culture is suggested
- For culture of tonsillar abscess, aerobic culture is suggested

### Collection:

- Don gloves, eye protection, mask (as needed)
- Use sterile aerobic culture swab to sample back of throat, tonsillar crypts, and between tonsillar pillars and uvula avoid lips, cheeks, tongue



## Blood Culture Collection

- Routine Blood Culture Set: aerobic and anaerobic bottle
- PPE gloves
- Prevent Contamination!
- Skin Prep ChloraPrep or iodine, alcohol pads, gauze
- Bottle Prep use alcohol prep pads for cleansing bottle tops
- Volume: draw required amount of blood (8 10 mL adults; <4 mL pediatric)</li>
- Fill Aerobic bottle first
- Label each bottle (pt. name, date, time, site, initials of collector).
   Do not cover barcode
- Blood cultures should be held at room temperature until received by lab – stability at 2-4 hours



<u> Blood\_culture\_set - adult\_and\_paed.width-500.jpg (500×448) (gloshospitals.nhs.uk)</u>



## Packaging

- Ensure all specimen container caps and lids are properly tightened to prevent leakage
- Package the Specimen in a leakproof Biohazard Bag
- Include a completed test requisition form
- Fold and insert the form(s) into the outside pocket of the biohazard bag for the corresponding specimen
  - If there is no pocket place the form inside the bag with the specimen
  - Patient name & barcode facing out



## Specimen Storage & Shipping Temperatures

- Definition of specimen temperatures for storage and shipping:
  - Room Temperature:  $10.1 40.0^{\circ}$  C
  - Refrigerated:  $1.0 10.0^{\circ}$  C
  - Frozen: 1.0 80.0° C
- Refrigerator storage Refrigerators must have "Specimens Only" and "Biohazard" labels/signage on the door
- STAT: for "STAT" priority specimens, please call your courier for pickup
  - Place specimen in a biohazard specimen bag labeled as STAT



## Specimen Lockboxes

- Most ideal location for your lockbox is indoors
- If not possible, avoid placing in direct sunlight
- Add a frozen gel pack to lockboxes during warmer weather
- Frozen Specimens:



Approximate Outdoor Temperature	Frozen Refrigerant Bottles Recommended
Below 80°F	None
80°F - 100°F	One Refrigerant Bottle
105°F - 120°F	Two Refrigerant Bottles



## Key Take Aways

- Clinical lab results are directly related to the quality of the specimen submitted
- Successful pathogen isolation depends upon specimen selection, collection, proper transport and timely delivery to the lab
- Understand what lab methods are being used for your facility
- Adhere to the specimen testing requirements (prep, containers, volume, handling)
- All specimens <u>should</u> be labeled at the time of collection with at least 2 patient identifiers
- Always use standard precautions!



### Resources

- Occupational Health and Safety Administration (OHSA). Laboratory Safety Guidance. 2011. <u>Laboratory Safety Guidance (osha.gov)</u>
- Illinois Department of Public Health (IDPH). Lab Testing & Services: Laboratory Manual of Services. 2024. <a href="https://doi.org/10.1016/journal-of-services-04-05-2024.pdf">doc-labs-manual-of-services-04-05-2024.pdf</a> (illinois.gov)
- Quest Diagnostics. Specimen Collection and Transport Guide. 2019.
   Specimen Collection and Transport Guide 2019 (questdiagnostics.com)
- LabCorp. Microbiology Specimen Collection and Transport Guide. 2023. 202 (labcorp.com)
- National Library of Medicine. Specimen Collection Introduction. <u>Chapter 19 Specimen Collection Nursing Skills NCBI Bookshelf (nih.gov)</u>
- Johns Hopkins Medicine. Pathology. Specimen Collection. 2024. <u>Specimen Collection Microbiology</u> Division | Johns Hopkins Pathology (jhu.edu)
- LabCorp. Introduction to Specimen Collection. 2024. Introduction to Specimen Collection | Labcorp



### Reminders

- For continuing education credit, please fill out the evaluation survey upon end of webinar
  - https://forms.office.com/g/QNKRSHDqkg
- 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
- Telligen Resources:

  - Contact Telligen: nursinghome@telligen.com

