

Transforming
Lives

The Impact of COVID-19 on Long-Term Services and Supports

DSHS, Aging and Long-Term Support Administration

WA State Senior Citizens Lobby Fall Conference

October 22, 2020

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DSHS, Aging and Long-Term Support Administration



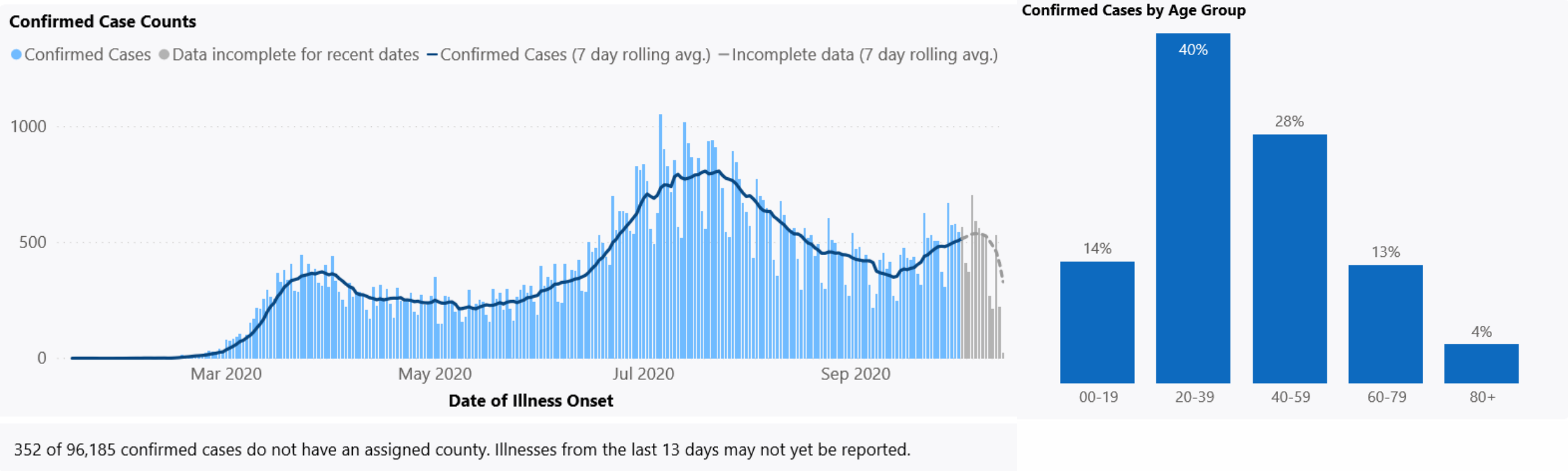
The Aging and Long-Term Support Administration: Our Team Approach to COVID-19



Mission
To transform lives by promoting choice, independence and safety through innovative services



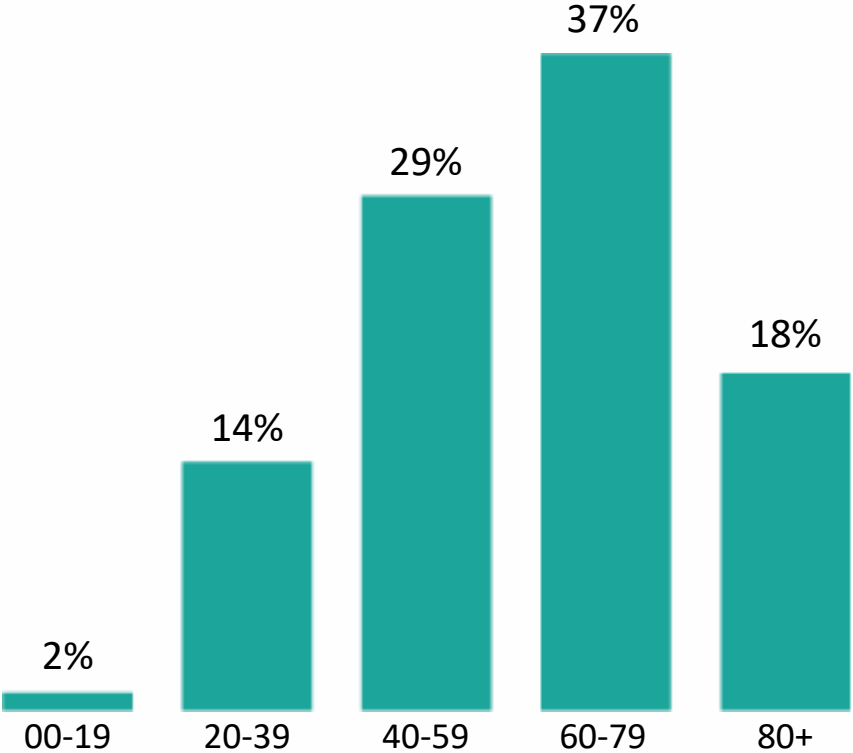
Overview: Prevalence of the COVID-19 Virus



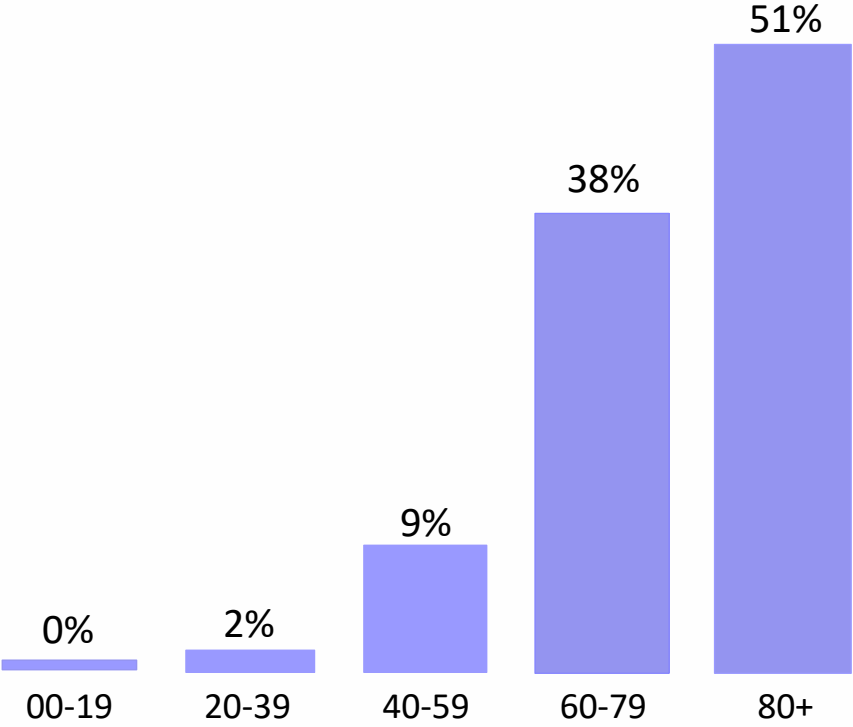
Source: Washington State Department of Health data as of October 14, 2020

Overview: Deaths and Hospitalizations From COVID-19

Hospitalizations by Age Group



Deaths by Age Group



Source: Washington State Department of Health data as of October 14, 2020

We Implemented State and Federal Waivers

These resulted in positive outcomes, including:

- Self-attestations to speed up disability and LTSS eligibility determinations
- Remote assessments and person-centered planning
- Retainer payments
- Additional home delivered meals
- Flexibility in how services are delivered; different settings and remotely
- Use of alternative locations or spaces in facilities
- Flexibility for resident discharge, transfer and roommates/groupings



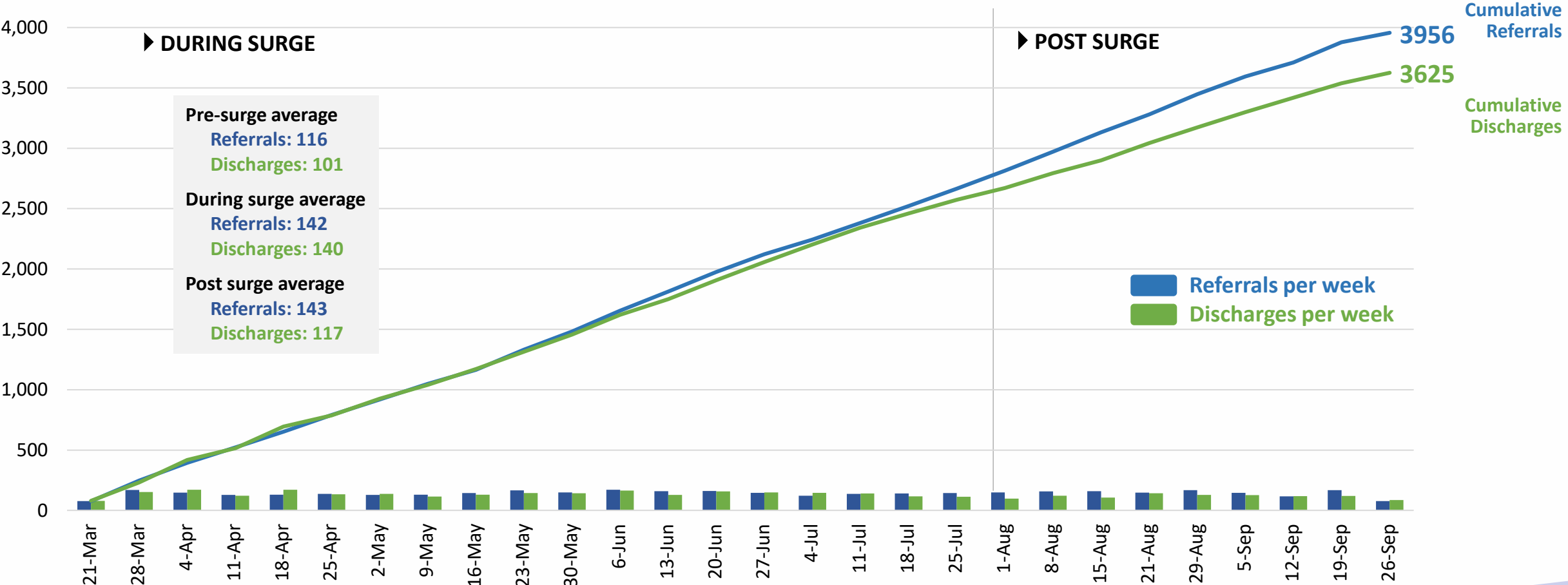
We Implemented Governor's Proclamations

- 20-10 – Long-Term Care Workers
- 20-16 – Statewide Limits on LTC – No Visitors
- 20-18 – DSHS Waivers
- 20-32 – Health care worker licensing
- 20-37 – Nursing Assistant – Registered Waiver
- 20-38 – DSHS Facilities
- 20-44 – Nursing Home Transfer and Discharge for COVID-19 Cohorting Purposes
- 20-52 – Statewide Orders Relating to Long-Term Care
- 20-65 – Long Term Care – Workers, Facilities and Resources
- 20-66 – Long Term Care – Operations and Visitation



We've Helped Ease the Burden on Hospitals Through Hospital Transitions

Weekly number (statewide), beginning March 18, 2020



SOURCE: DSHS Aging and Long-Term Support Administration. NOTE: Data lags about 3 weeks.

We've dedicated long-term care facilities to COVID-19

Facilities dedicated to COVID positive patients:

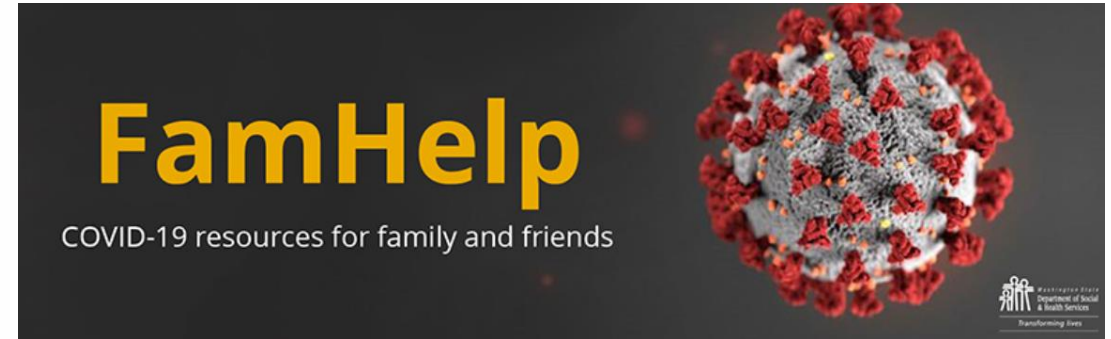
Facility Name	Contracted COVID+ Beds
Avamere Transitional Care of Puget Sound (Tacoma)	10
Richmond Beach Rehab (Shoreline)	19
Avalon Health & Rehab (Pasco)	34
Ballard Center (Seattle)	18

We purchased Paramount nursing facility now known as Transitional Care Center of Seattle to alleviate acute care hospital volumes of non-COVID patients



We developed COVID-19 Resources

- [FamHelp webpage](#) was developed for loved ones to have an easy place on the internet to find out current visitor status of adult family homes, nursing homes and assisted living facilities and contact information for these facilities.



- Partnership with Department of Health and Washington 2-1-1 to develop a new hotline number where public can call and find out general information on facilities and get resources related to COVID.
- Case management triage assigned a case manager to each facility with positive COVID-19 cases to answer questions and assist family members. This freed up facility staff to focus on caring for patients.

We Support Providers

- \$29/day Medicaid rate increase effective February 1 – June 30 2020. Using enhanced Medicaid matching rate authorized by federal H.R. 6201.
- Residential Care Services continues to work with facilities to give approvals for use of alternate spaces for care of COVID-19 positive residents.
- Residential Care Services conducted and completed 4,173 focused/targeted infection control assessments of all LTC facilities and supported living agencies. This work is ongoing.
- Transition of Behavioral Health consults to telehealth platform to continue vital services while minimizing transmission of infection.



We Communicate with Our Providers

- Established long-term care incident command with goals including PPE distribution according to the Department of Health triaging priorities
- Development of a provider-specific COVID-19 website
- Dear Provider letters
- Development of provider-specific information and guidance



We Deliver Emergency Equipment

We worked with stakeholders to advocate to have in-home workers represented in the state's prioritization of PPE distribution.

We continue to ensure PPE is available to our staff and to in-home providers.



AL TSA staff unloading shipments of face coverings to be individually packaged and mailed to providers and staff

Approximately 478,500 face coverings were packaged and mailed by AL TSA staff.*

**Face covering distribution is ongoing and another 298,500 face coverings are currently being sent.*

We've Administered COVID-19 Specific Funding

CARES Act funding used to increase rates and help respond to the COVID-19 crisis:

<p>Increased Capacity</p>	<ul style="list-style-type: none"> • \$100/day add-on to Nursing Facilities to admit clients from acute care hospitals (free up space in hospitals) • Increased Non-COVID-LTC capacity • Specialty contract for individuals with complex behaviors 	
<p>Adjusted Rates and Add-Ons</p>	<p>Nursing Facilities Adult Family Home Enhanced Service Facilities</p>	<p>In-Home Assisted Living Facilities Other community services</p>
<p>Bed Hold and Retainer Payments</p>	<p>Adult Family Home Enhanced Service Facilities</p>	<p>Assisted Living Facilities Adult Day Programs</p>
<p>Purchased PPE and Added Funding</p>	<p>In-Home Adult Family Homes</p>	

In partnership, we developed the Safe Start for Long-Term Care Facilities

Two primary factors will determine what Safe Start Phase a LTC facility will be qualified for:



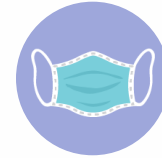
The COVID-19 case rates in a county (# of cases/100,000 resident);



If the facility has remained COVID-19 free without a resident, client, or staff member testing COVID-19 positive for 28 days before entering the next reopening phase.

A facility or home may not move into a less restrictive phase until the Department of Health approves the county they are in to move to the next phase.

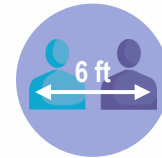
Until the public health threat has ended we are working together with facilities to:



Ensure a 14-day supply of Personal Protection Equipment;



Practice social distancing, universal use of face masks, and screening and testing;



Continue ongoing work with stakeholders to adapt visitation strategies that can be used as seasons change and that allow specific groups to have visitors, while protecting residents and staff.

We've Tracked Suspected and Confirmed Positive Cases

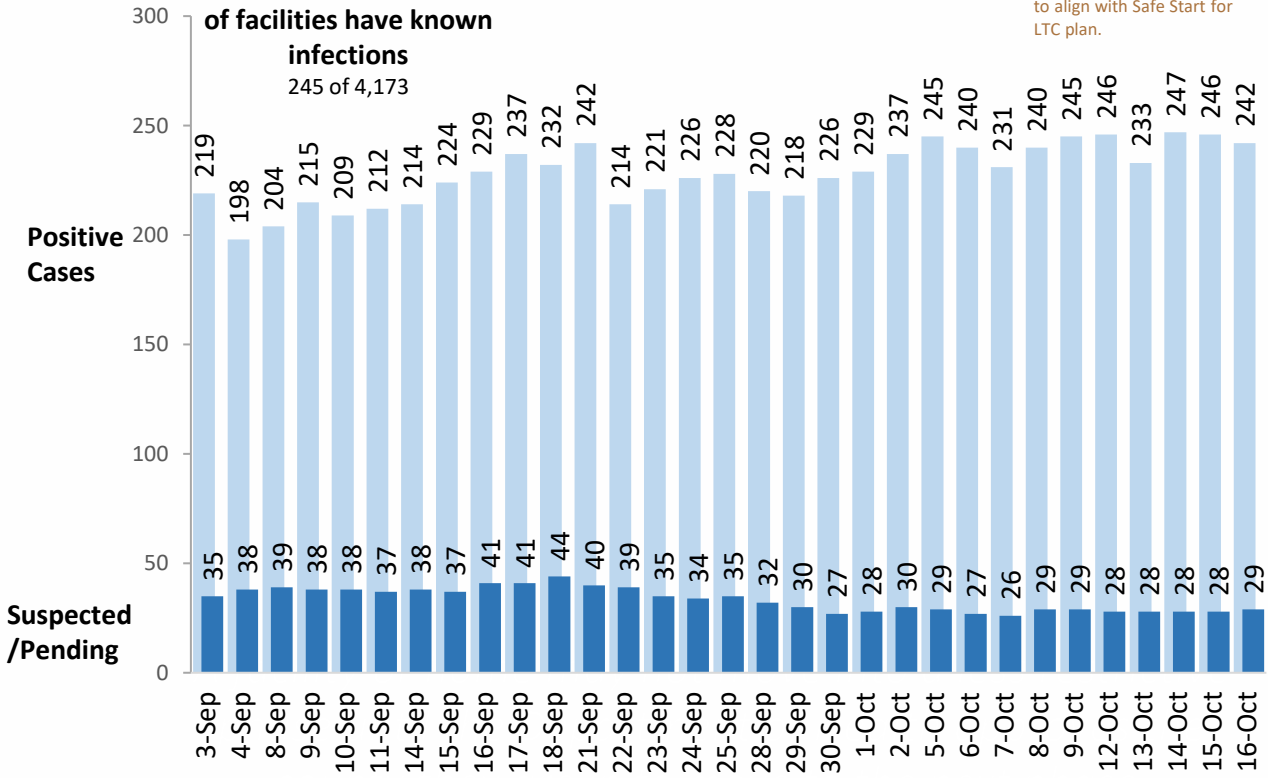
Long-Term Care Facilities with COVID-19 Cases

TOTAL FACILITIES = 4,173

5.8%

of facilities have known infections
245 of 4,173

New data tracking method to align with Safe Start for LTC plan.



In-Home Reports of Suspected or Confirmed Cases



SOURCES: DSHS Long-Term Care Incident Command. NOTE: Graphs do not represent the same period of time. 9/11/2020 First day of new process to track facility virus activity.

We've begun Implementation of Testing in LTC Facilities

Individual Testing Results

Out of the 49,355 residents and staff of NF and ALF with memory care units, 36,795 (74.5%) individuals were tested as a part of the statewide testing order.

Table 1: Individual Test Result by Facility Affiliation

	Total Tested	Positive	Inconclusive	Negative
Resident	8,099	132 (1.6%)	11 (0.1%)	7,956 (98.2%)
Employee	11,903	57 (0.5%)	23 (0.2%)	11,823 (99.3%)
Unknown	16,793	203 (1.2%)	20 (0.1%)	16,570 (98.7%)
Total	36,795	392 (1.1 %)	54 (0.1%)	36,349 (98.8%)

Washington State Department of Health Data as of August 3, 2020

We Continue Routinely Meeting with the Area Agency on Aging Partners



- Promoting 2-way information sharing
- Identifying and creatively solving problems we've never encountered before due to COVID-19
- Increased coordination of efforts and better communication

We Launched the COVID-19 Long-Term Care Facilities Advisory Group

Representation includes:

- Long-Term Care Facility Industry Leaders
- Governor's Office
- Colville Confederated Tribes
- LTC and DD Ombuds
- AARP
- Senior Citizens Lobby
- State Council on Aging
- WA State Society for Post Acute and Long-Term Care Medicine
- House and Senate Staff
- State and Local Agencies

To address current and ongoing communication and facilitation of COVID-19 response as it relates to residents living in long-term care facilities and the providers who are working to safely provide their care.

For advisory group charter, meeting agendas, minutes and other resources, please visit: <https://www.dshs.wa.gov/altsa/information-providers-and-long-term-care-professionals> and scroll down to *Long-Term Care Advisory Group*

Challenges That Remain: Budget Reductions



Clients are faced with the possibility of moving from their residence, losing connections with friends, caregivers and their communities.

At the direction of the Office of Financial Management, state agencies have proposed preliminary cuts to their state budgets.

This translates to:

- Approximately 12,000 clients losing all paid services and supports = -\$805.3M Total Funds; -\$385.6M GF-S; -69.6 FTE
- Reductions in rates paid to providers of services = -\$145.2M Total Funds; -\$66.6M GF-S
- A reduction in force, furloughs and eliminations of raises impacting state and Area Agency on Aging staff = -\$38.5M Total Funds; -\$18.6M GF-S

Other systems become stressed:

- Family/friends/informal supports pick up caregiving responsibilities
- Hospitals/ERs see increases
- Institutional care increases
- Homelessness increases
- Incarceration increases

Challenges That Remain: COVID-19 Funding is Critically Needed

Request	FY 2022	FY 2023	FY 2021-23 Biennium
Infection Control: Emergency Plan & Reporting	\$2,465,000 (\$1,233,000 GF-S/\$1,232,000 GF-F)	\$2,465,000 (\$1,233,000 GF-S/\$1,232,000 GF-F)	\$4,930,000 (\$2,466,000 GF-S/\$2,464,000 GF-F)
Infection Control: Quality Assurance Nurses	\$1,488,000 (\$744,000 GF-S/\$744,000 GF-F)	\$1,488,000 (\$744,000 GF-S/\$744,000 GF-F)	\$2,976,000 (\$1,488,000 GF-S/\$1,488,000 GF-F)
Client Services: Facility Complaint Backlog	\$11,014,000 (\$5,507,000 GF-S/\$5,507,000 GF-F)	\$0	\$11,014,000 (\$5,507,000 GF-S/\$5,507,000 GF-F)
Client Services: Telemedicine technology	\$3,314,000 (\$1,657,000 GF-S/\$1,657,000 GF-F)	\$2,390,000 (\$1,195,000 GF-S/\$1,195,000 GF-F)	\$5,704,000 (\$3,314,000 GF-S/\$3,314,000 GF-F)
Client Services: Deaf and Hard of Hearing technology	\$213,000 (\$213,000 GF-S/\$0 GF-F)	\$72,000 (\$72,000 GF-S/\$0 GF-F)	\$285,000 (\$285,000 GF-S/\$0 GF-F)
Client Services: Hospital Surge Continuation	\$9,018,000 (\$5,331,000 GF-S/\$3,687,000 GF-F)	\$9,018,000 (\$5,331,000 GF-S/\$3,687,000 GF-F)	\$18,036,000 (\$10,662,000 GF-S/\$7,374,000 GF-F)

Challenges That Remain: Statute Changes

Extension of Timelines, Flexibility in Staffing Requirements



- **Licensing statutes: Nursing Homes, Adult Family Homes, Assisted Living Facilities, Enhanced Services Facilities:**
 - Allows for the adoption of rules if a state of emergency that prevents the department from completing inspections according to statutory timeframes.
 - There is also a significant backlog of facility surveys and complaint investigations due to COVID-19. Options to resolve this are forgiveness of this backlog or funding to hire staff to catch up the backlog.
- **Nursing Home minimum staffing standards:**
 - Allows nursing facilities that have been the most impacted and are also critical in keeping hospitals from being overburdened some leniency in staffing and operations during and for a grace period after a declared state of emergency.

Challenges That Remain: Statute Changes

Extension of Timelines

- **Training statutes: Adult Family Home and Assisted Living Facility**
 - Allows for temporary policies to permit a home to admit residents with special needs related to mental illness, dementia or a developmental disability when training has not been completed in the home due to a pandemic or natural disaster.
- **Training statutes: Long-Term Care Worker Training Requirements**
 - Allows the department to adopt rules to allow long-term care workers additional time to complete the training requirements in a state of emergency.
- **Background check statutes: Long-Term Care Workers**
 - Allows for rule development to address flexibilities in the provisional hire time period during a state of emergency.



Thank You!

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