

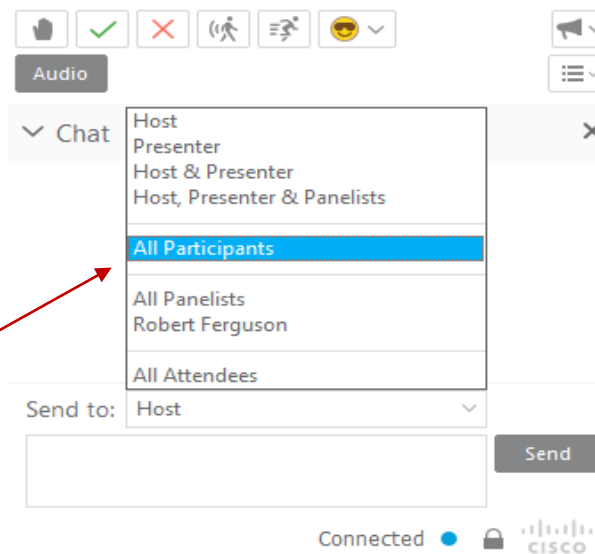
Welcome

We will begin at 9:00am

You have been muted upon entry to reduce background noise.



Open the **Chat Panel** and send questions to "All Participants."



Please note, this meeting is being recorded.

Agenda

Welcome – Nancy Zionts

Regional Response Health Collaboration Program (RRHCP) Overview – Wilmarie Gonzalez, Dr. Lawrence Appel, Dr. David Kelley & Keara Klinepeter

Division of Nursing Care Facilities – Susan Williamson & Jeanne Parisi

SouthEast Region – Laura Porter, Dr. Kate Behan, Kristen Vogl & Brian Duke

NorthEast Region – Dr. Robert Murphy, Mary Tirrell & Katherine Kemberling

NorthCentral Region – Katherine Kemberling

SouthCentral Region – Dr. Nicole Osevala

SouthWest Region – Dr. Emily Jaffe, Dr. David Nace, April Kane, Rob Zisman, Jane Montgomery & Nancy Zionts

NorthWest Region – Dr. Emily Jaffe, Dr. David Nace, April Kane, Rob Zisman, Jane Montgomery, Nancy Zionts & Dr. James Lin

Questions – Nancy Zionts

Regional Response Health Collaboration Program (RRHCP)

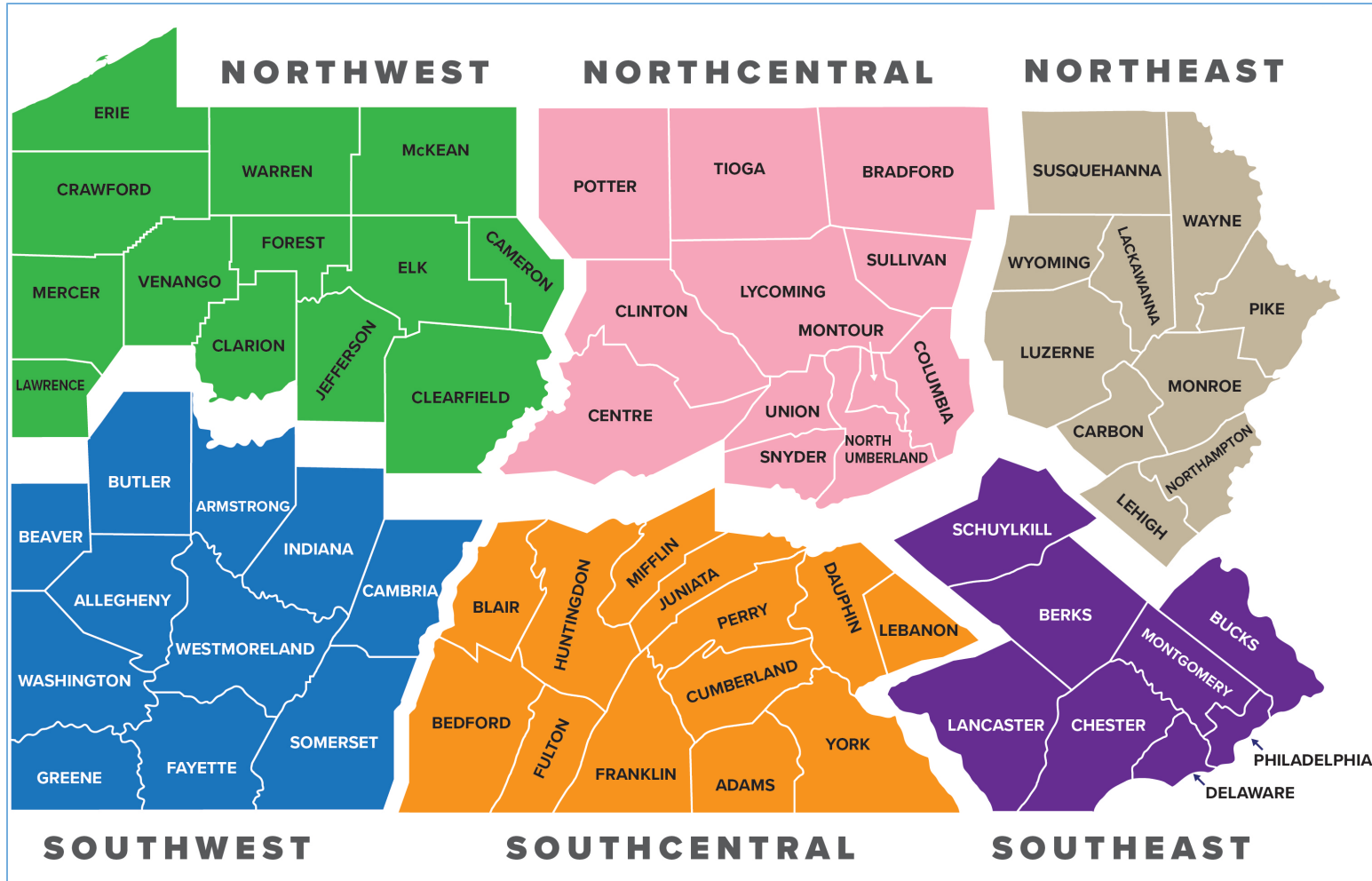
Wilmarie Gonzalez, Bureau Director, DHS
Dr. David Kelley, Chief Medical Officer, DHS
Dr. Larry Appel, Medical Clinician, DHS

Dated: July 24, 2020

RRHCP—Background

- ❑ In late May, the Pennsylvania Legislature approved \$175 million to establish the RRHCP in the commonwealth from federal funds received via the CARES Act.
- ❑ In early June, the Department of Human Services announced an opportunity for health systems to participate in a Request for Application to establish the Regional Response Health Collaboration Program.

RRHCP Regional Map



Regional Partners

Southeast: **Thomas Jefferson University in partnership with Main Line Health and Lehigh Valley Health Network** (Berks, Delaware, Montgomery, Philadelphia & Schuylkill); **University of Pennsylvania in partnership with Temple University Hospital, Inc.** (Bucks, Chester, Lancaster and Philadelphia)

Northeast: **Geisinger Clinic** (Lackawanna, Luzerne, Susquehanna, Wayne and Wyoming); **Lehigh Valley Hospital, Inc.** (Carbon, Lehigh, Monroe, Northampton and Pike)

Southcentral: **Pennsylvania State University** (Adams, Bedford, Blair, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lebanon, Mifflin, Perry, York)

Northcentral: **Geisinger Clinic** (Bradford, Centre, Clinton, Columbia, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Tioga, Union)

Southwest: **UPMC Community Provider Services in partnership with Allegheny Health Network, the Jewish Healthcare Foundation, and the Hospital Council of Western Pennsylvania** (Allegheny, Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Somerset, Washington, Westmoreland)

Northwest: **LECOM Health** (Cameron, Crawford, Elk, Erie, Forest, McKean and Warren); **UPMC Community Provider Services in partnership with Allegheny Health Network, the Jewish Healthcare Foundation, and the Hospital Council of Western Pennsylvania** (Clarion, Clearfield, Jefferson, Lawrence, Mercer and Venango)

Facility Types

Long-Term Care Facilities (Core)

- **Assisted Living Facilities**
- **Personal Care Homes**
- **Skilled Nursing Homes**

Other Types of Facilities

- Living Independence for the Elderly (“LIFE”) Centers
- *Older Adult Daily Living Centers*
- State Veterans Homes

DHS-Licensed Facilities

- Private Intermediate Care Facilities for Individuals with an Intellectual Disability
- Community Homes for Individuals with an Intellectual Disability or Autism
- Life Sharing Homes for Individuals with an Intellectual Disability or Autism
- Long-Term Structured Residences (“LTSRs”)
- Residential Treatment Facility for Adults (“RTFAs”)
- Adult Training Facilities
- Vocational Facilities

Our Strategy

Leverage existing resources (data collection, centralized systems, processes)

Coordinate with RRHCs, state and local organizations

Collaborate with national, state and local organizations

RRHCP—Program Overview

- ❑ **RRHCPs** will provide operations, management, and administrative support to protect residents in long-term care facilities from COVID-19.
- ❑ **RRHCPs** was based on the Educational Support and Clinical Coaching Program (ESCCP), a learning network that provided technical assistance and educational support to long-term care facilities in light of the current pandemic.

RRHCP—Program Components

RRHCPs will be expected to provide the following support for nursing homes, personal care homes and assisted living facilities:

- Establish a **Call Center with 24/7 access** that providers can access clinical consultation and technical assistance
- Provide assistance with **universal testing**
- Access to **expertise in infection control**
- Deploy **Rapid Response Teams** in case of emergency in conjunction with DHS, DOH, and PEMA
- Assess **facility's capability and capacity** to prevent and to respond to a COVID-19 outbreak.

RRHCP—Program Components (cont'd)

- Provide **emergency preparedness** for personal protective equipment assessment and coordination
- Provide assistance with **behavioral health assessments**
- Establish a **statewide educational support resource for providers** to have access to state and national resources
- Work with DHS and DOH to conduct **contact tracing**
- Assist providers in developing and implementing plans for **alternate care settings for residents** if outbreaks of COVID-19 occur at facility
- Assist providers with **staff augmentation** when needed
- Provide software and technical support to facilities to support 2-way **communication between residents and their families.**

▶ Activities Underway

- ❑ **DHS/DOH/PEMA Orientation** on Statewide Process, Systems, and Reporting Requirements
- ❑ **Participate** in Daily DOH/DHS/PEMA Meetings
- ❑ **Establish** Organizational Infrastructures within each RRHCP
- ❑ **Establish/Operationalize** Call Centers with 24/7 access
- ❑ **Establish** Rapid Response Teams for Possible Deployment
- ❑ **Establish** Statewide Learning Network

▶ Activities Underway (cont'd)

- ❑ RRHCPs Contact LTC Facilities to schedule Facility Visits (2x) by December 1, 2020
- ❑ DHS and DOH Released Communication to Providers—July 21, 2020
- ❑ Webinar: Introduction to RRHC Program on Tomorrow's Healthcare Platform—Friday, July 24, 2020 at 9:00am
- ❑ Schedule Meetings with Stakeholders

RRHCP—Call Centers

Health System	Counties Covered	Telephone Numbers
UPMC	Clarion, Fayette, Greene, Somerset, Venango	412-648-6714
Allegheny Health Network	Armstrong, Beaver, Clearfield, Indiana, Jefferson	866-496-1766
UPMC/AHN	Allegheny, Butler, Cambria, Lawrence, Mercer, Washington, Westmoreland	412-648-6714 or 866-496-1766
LECOM Health	Cameron, Crawford, Elk, Erie, Forest, McKean, Warren	814-451-1595
Thomas Jefferson University/Mainline Health	Berks, Delaware, Montgomery, Philadelphia*	215-395-8548
Lehigh Valley Health Network	Carbon, Lehigh, Monroe, Northampton, Pike, Schuylkill	888-402-5846, option 3
Geisinger	Bradford, Centre, Clinton, Columbia, Luzerne, Lackawanna, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, Wyoming	570-271-6009
University of Pennsylvania/ Temple University Hospital	Bucks, Chester, Lancaster, Philadelphia*	215-707-1300
Penn State Health	Adams, Bedford, Blair, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lebanon, Mifflin, Perry, York	717-265-8577

Questions?





Division of Nursing Care Facilities & Bureau of Human Services Licensing

Susan Williamson, Bureau Director, DOH
Jeanne Parisi, Bureau Director, DHS

DNCF Role

Division of Nursing Care Facilities is responsible for:

- Ensuring compliance with licensure and Medicare/Medicaid Certification regulations for nursing homes

Referrals by DNCF to RRHCP based on observations

- Infection Control
- Testing
- Cohorting/Isolation
- New cases or outbreaks

DNCF Complaints

Referrals to DNCF

- Significant regulatory violation that poses an immediate risk to the health and safety of the residents
- Complaints regarding the facility from residents, family member or staff



c-ncomplai@pa.gov



Complaint Hotline: 800-254-5164



<https://apps.health.pa.gov/dohforms/FacilityComplaint.aspx>

Bureau of Human Services Licensing

BHSL Function:

Ensure compliance with 2600 and 2800 regulations

Referrals to RRHCPs:

Education

Infection Control Practices

Clinical Consult

Staffing Support

Testing Support

Notification of new outbreaks

Assistance with isolation and cohorting

PPE Resources

Virtual Visitation

Bureau of Human Services Licensing

Personal Care Homes and Assisted Living Residences

Facilities	1206
Facilities with a Positive Case	342
Facilities with only 1 positive case	179
Residents diagnosed with COVID-19	<5%
Deaths due to COVID-19	<1%



SouthEast Region

Penn Medicine & Temple Health
Thomas Jefferson University and Mainline Health

SouthEast Region—RRHCP

University of Pennsylvania Health System in partnership with Temple University Hospital, Inc. (Bucks, Chester, Lancaster and Philadelphia)



Penn Medicine

- At Penn Medicine, we are dedicated to discoveries that advance science, to outstanding patient care throughout the world, and to the education of physicians and scientists who carry on our legacy of excellence. We are a world-renowned academic medical center, and strive to improve the health and well-being of people through research, education, clinical care and community service.
- We are proud of our commitment to service and strive to use discovery and rigorous research to benefit our neighborhoods, our city and our world. We embrace the opportunity to teach others, to learn from our partners, and to care for patients with skill and dignity.
- Penn Medicine includes six acute-care hospitals in areas of West Philadelphia, downtown Philadelphia, Lancaster, PA; Chester County, PA; and Princeton, NJ; as well as many outpatient locations throughout the region.



TEMPLE HEALTH

- Temple Health is an academic health system, consisting of Temple University Hospital (TUH), Fox Chase Cancer Center, Temple Faculty Physicians, and Temple Physicians, Inc., a community-based network of primary and specialty care physicians. TUH is the chief clinical site for the Lewis Katz School of Medicine at Temple University.
- Temple Health delivers a comprehensive range of services, from primary care to highly advanced quaternary care, at four hospital campuses and dozens of community offices throughout the Philadelphia region.
- Our primary service area is Philadelphia with a focus on North Philadelphia; which is one of the nation's most economically challenged and diverse urban populations. Our mission is to provide access to the highest quality healthcare in both the community and academic setting. Our organization's values are respect, service and quality.

SouthEast Region—RRHCP

University of Pennsylvania Health System in partnership with Temple University Hospital, Inc. (Bucks, Chester, Lancaster and Philadelphia)

- **The “Why”**
 - To **save lives.**
- **The “What”**
 - To provide ***support in three (3) critical areas*** to Long Term Care and other Department of Human Services Facilities; **minimizing the impact of a COVID 19 resurgence** in the fall.
 - Infection Prevention
 - Clinical Emergency Preparedness Planning
 - Universal Testing Support

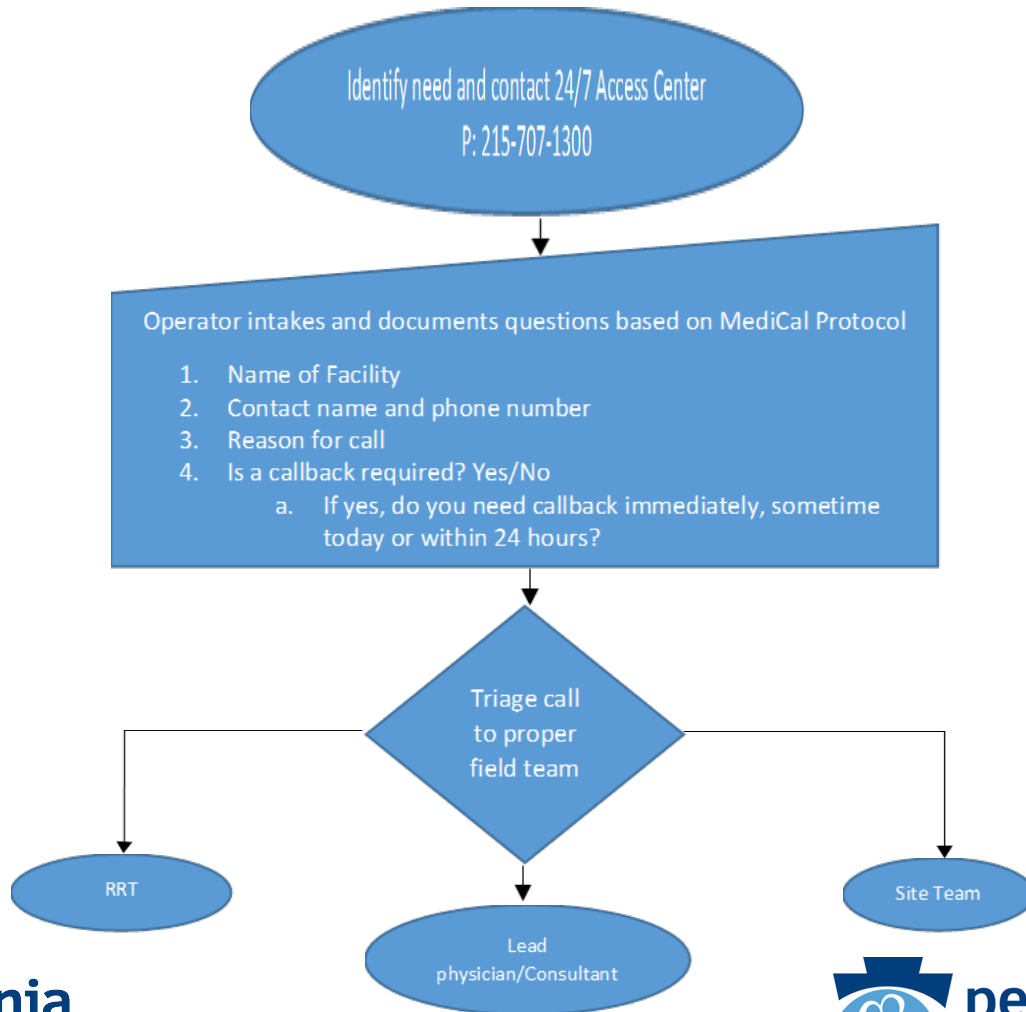
SouthEast Region—RRHCP

University of Pennsylvania Health System in partnership with Temple University Hospital, Inc. (Bucks, Chester, Lancaster and Philadelphia)

- **The “How”**
 - To *build on the foundation of prior work at the peak of the pandemic*; providing “**tangible resources**” including the following:
 - Personal Protective Equipment (PPE) Support
 - On-Site Consultation Services
 - On-Site “Shoulder to Shoulder” Training
 - Staff & Resident Morale Support
 - Rapid Response Teams (RRTs)
 - Staffing Resources (during outbreaks)
 - Specialty Physician Access
 - Call Center (information, clinical support or action)
 - **Phone Number:** (215) 707-1300
 - **Access Hours:** 24/7

SouthEast Region—RRHCP

University of Pennsylvania Health System in partnership with Temple University Hospital, Inc. (Bucks, Chester, Lancaster and Philadelphia)



SouthEast Region—RRHCP

University of Pennsylvania Health System in partnership with Temple University Hospital, Inc. (Bucks, Chester, Lancaster and Philadelphia)

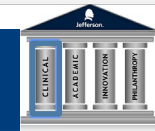
- The **guiding principles** of our work are to:
 - ***build relationships*** based on trust and respect that will continue post-grant,
 - partner in the establishment of ***long term solutions*** that are pragmatic,
 - ***support of Facility staff and leadership*** throughout the work,
 - ***minimize any burden*** of this work on Facilities, and
 - ***customize our work*** to the specific needs of the Facilities.

SouthEast Region—RRHCP

Thomas Jefferson University in partnership with Mainline Health and Lehigh Valley Health Network (Berks, Delaware, Montgomery, Philadelphia & Schuylkill)

Call Center: 215-395-8548

Role	Contact Names (leads)
Program Oversight	Dr. Katherine Behan / Kristen Vogl
Call Center	Kristen Vogl / Lisa Griffin
Clinical Guidance	Dr. Christopher Pitsch / Dr. Katherine Behan
Infection Control	Kelly Zabriskie / Dr. John Zurlo
Rapid Response Team	Dr. Edward Jasper / Kristen Vogl
Emergency Preparedness	Dr. Edward Jasper / Dr. Christopher Pitsch
Facility Visits	Heather Peiritsch / Dr. Christopher Pitsch
Financial Officer	Dustin Ottemiller / Ryan Chaiken
Data/Reporting	Richard Kwei



Jefferson Health

- › Integrated academic-community health system
- › 11 acute care, 2 specialty & 1 rehab hospital, plus 1 long term care (LTC) facility

In the North: Abington & Lansdale (together “Abington Jefferson Health”)

- › JV with Rothman Institute, Physicians Care Surgical Hospital (“PhyCare”)

In the Northeast: Torresdale, Frankford & Bucks (together, “Jefferson Northeast”)

- › JV with Rothman Institute: Rothman Orthopedic Specialty Hospital (ROSH)

In Center City & South Philadelphia:

- › Thomas Jefferson University Hospital (TJUH), Jefferson Hospital for Neurosciences (JHN) & Jefferson Methodist (together, “TJUH, Inc.”)
- › Magee Rehabilitation Hospital (“Magee”)

In Southern New Jersey: Cherry Hill, Stratford, Washington Township; Sewell LTC facility (together, “Jefferson New Jersey”)

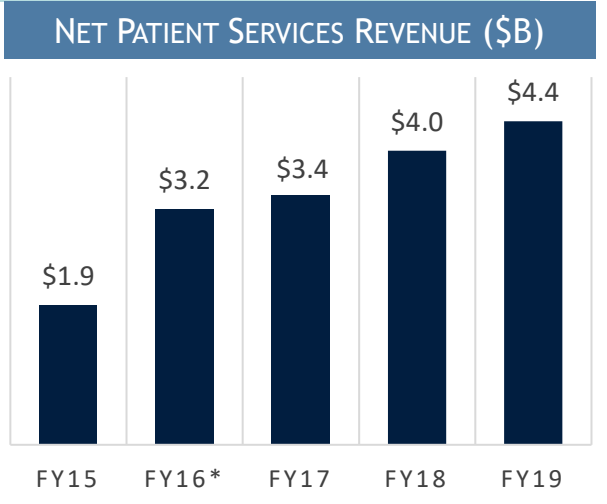
- › Extensive PA & NJ ambulatory network
- › Jefferson Physicians
 - › Employed: 1,685
 - › JeffCare PHO: 2,877
 - › JeffCare Alliance Clinically Integrated Network: 2,821
 - › Delaware Valley ACO In partnership with Main Line Health

Region’s largest Medicare ACO with 2,000+ PCPs and 90,000+ Medicare beneficiaries



FY2019 VOLUME STATISTICS	
Admissions	126,399
Observation Cases ¹	39,622
Total Surgeries	85,214
Births	7,339
ED Visits	499,596
Ambulatory Visits ²	4,042,429
Telehealth Visits	57,391

¹Based on O/P Observation cases.
²Includes urgent care and retail clinics.
 Sources: TJU Consolidated Financial and Statistical Report, June 2019 (Post-audit results); Jefferson Health internal data.



*Includes Jefferson Northeast though not part of Jefferson for full FY2016.
 Source: TJU Consolidated Financial and Statistical Reports FY16 – FY18; TJU Interim Consolidated (Audited) Financial Statements, FY19.

ADDITIONAL FY19 FACTS

- 7,913** nurses
- 5,784** ground transports
- 1,040** air transports
- 1,482** residents & fellows

ACUTE CARE BEDS

	Licensed	Staffed
TJUH, Inc.	908	888
Abington Jefferson Health	795	751
Jefferson Northeast	464	450
Jefferson New Jersey	593	526
Magee	96	80
Total - Jefferson Health	2,856	2,695

Sources: Truven Health Analytics, Jefferson Financial and Statistical Reports, JUP Internal Data, TJUH Data Systems Analyst, Abington Performance Analytics, Marketing & Enterprise Communications, Jefferson Finance Department.



Jefferson Health

- Jefferson Health has cared for thousands of COVID19 patients in the Philadelphia and S. New Jersey region
- Additionally, to date none of the patients in our care have been infected by those patients who were admitted with COVID 19
- Less than 1.2% of Jefferson Health employees tested positive from a direct occupational exposure
- Post-Acute Care Network Integrity team provided daily check-ins and weekly in-services to our SNF/LTC partners (included subject matter experts)
- HAP's 2020 Living the Vision Achievement Award- "Innovative and Collaborative Post-Acute Care Strategy of Two Large Hospital Health Systems Through Their Joint Venture ACO" (Jefferson Health and Main Line Health)

Thomas Jefferson University



- › Nonprofit corporation based in Philadelphia, PA and dedicated to teaching, research, and healthcare delivery
- › Functionally organized into four vertical pillars:

CLINICAL | ACADEMIC | INNOVATION | PHILANTHROPY

- › **CLINICAL** Pillar, or Jefferson Health
 - › Integrated academic-community system with the full range of diagnostic & therapeutic ambulatory, urgent, emergency, post-acute & acute care services across all levels of acuity and complexity
 - › 14 hospitals, 1 long term care facility, & a robust outpatient network in two states
 - › 1,685 employed physicians, 402 employed advanced practice providers and co-owner of the Delaware Valley Accountable Care Organization
- › **ACADEMIC** Pillar, or Jefferson University
 - › Ten colleges & three schools
 - › 160+ undergraduate & graduate programs
 - › Preeminence in health, medicine, science, architecture, design, engineering, fashion, and textiles
- › **INNOVATION** Pillar
 - › Generates & converts the ideas of the Jefferson community into products & services via tech-transfer activities & programming
 - › Develops human-centered design, software, multimedia, training, and contact center solutions for
 - › Identifies & vets companies with technologies that have potential to be applied to health care or higher education for the first time/in a new way
- › **PHILANTHROPY** Pillar
 - › Finds, develops, and manages philanthropic opportunities & relationships to realize our mission & vision, and enable us to lead



KEY STATISTICS

32,338 employees

2,600 faculty[†]

8,109 students*

\$136,337,194 in research funding

† Part and full-time faculty. * Head count, not FTEs.



Main Line Health[®]

Well ahead.[®]

Regional Response Health Collaborative Main Line Health

July 24, 2020

Team Leaders

Tom Lawrence MD, System Medical Director Geriatric Medicine
and Long Term Care

John Peacock DO, Clinical Lead

Brian Duke MHA MBE System Director Senior Services

Ed McKillip Vice President Ambulatory Financial Services

RRHC

- Building on 5+ years of relationships between health system and skilled nursing facilities
- During COVID-19 pandemic
 - Medical Director consultation with skilled nursing facilities, personal care homes and assisted living facilities
 - Weekly calls led by System leads Geriatric Medicine and Infection Chairman, Infection Control and Prevention
- Experience in collaborating on clinical pathways, care transitions and outcomes of care.
- Contact through Jefferson Health Call Center at 215-395-8548
- Other questions Brian Duke at dukeb@mlhs.org or 484-580-4576



NorthEast Region

**Lehigh Valley Health Network
Geisinger Clinic**

LVHN RRHC Introduction

Robert X. Murphy Jr. MD

July 24, 2020



Counties of Responsibility

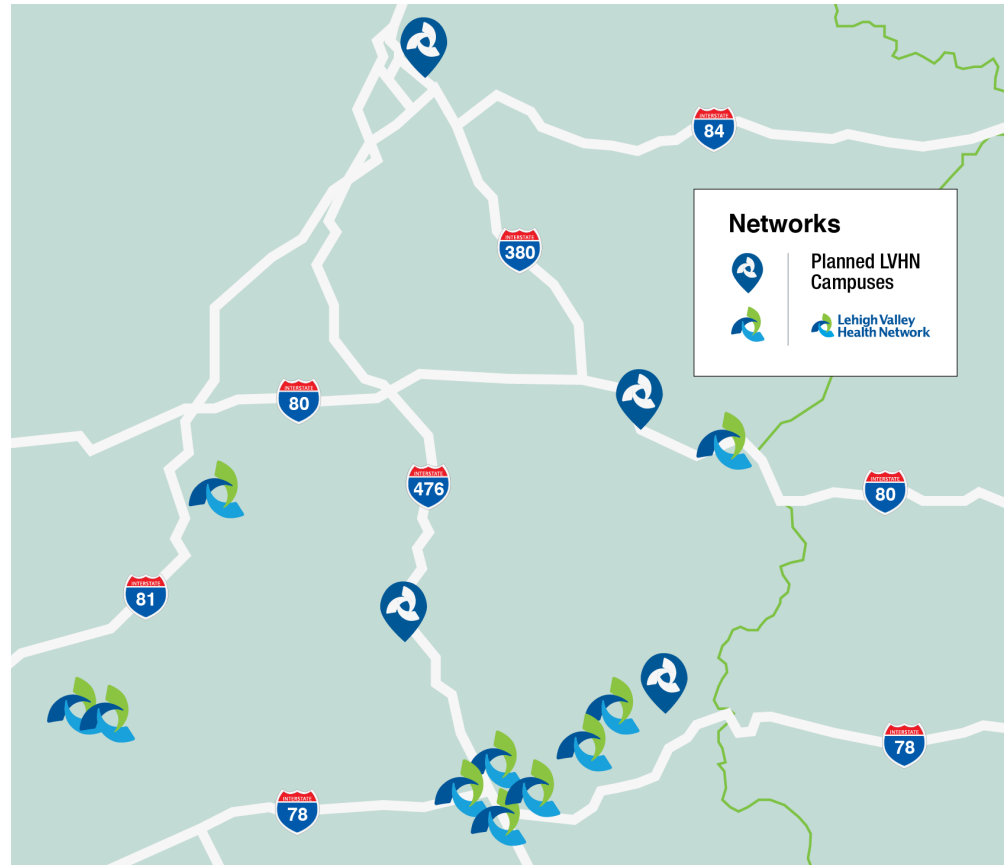
- NE RRHC LVHN assigned
 - Northampton , Lehigh , Monroe, Carbon and Pike
- SE RRHC in partnership with Thomas Jefferson
 - Schuylkill

LVHN has extensive footprint in these areas of responsibility

Hospital Campuses: **10**

Health Centers: **27**

Lehigh Valley Physician Group Practices: **210**



Pillars of the LVHN RRHC

Experienced 24/7 Call Center, In House Lab, Telehealth, Experienced Contact Tracing Teams, Occ. Med Services, Library of Professional Signage & Educational Materials



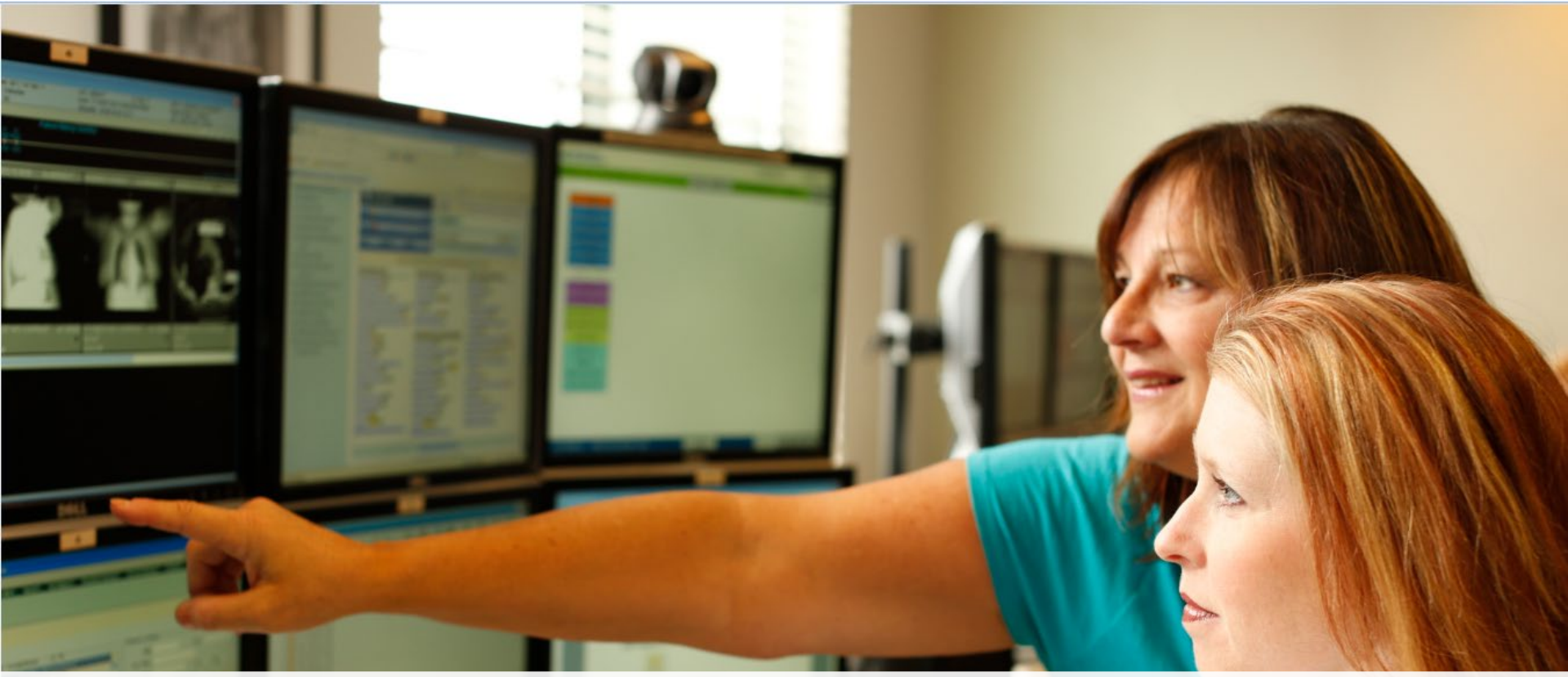
LVHN RRHC 24/7 Call Center
888- 402-5846
(LVHN) Option 3 for RRHC



HNL Lab Medicine

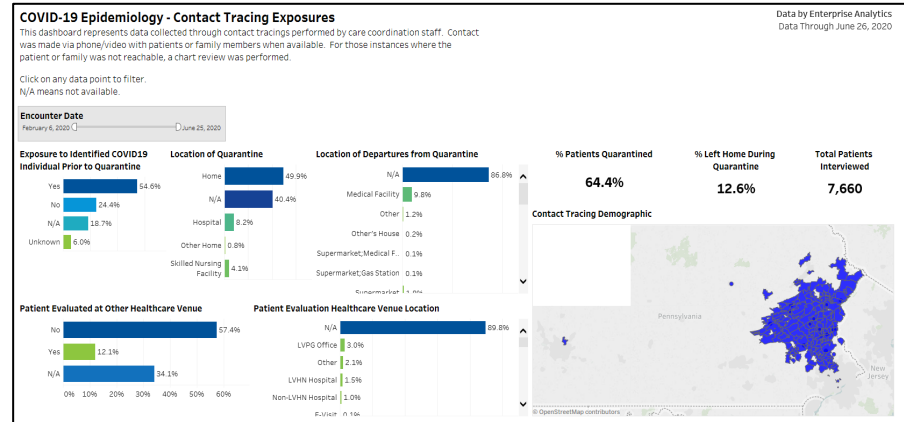
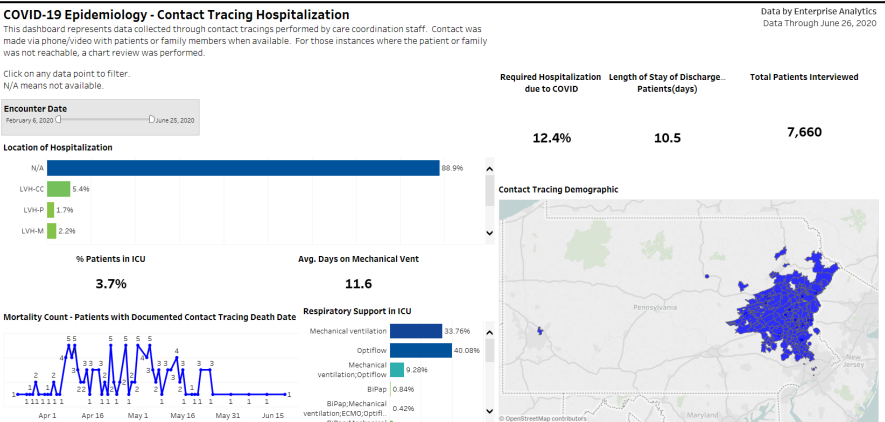
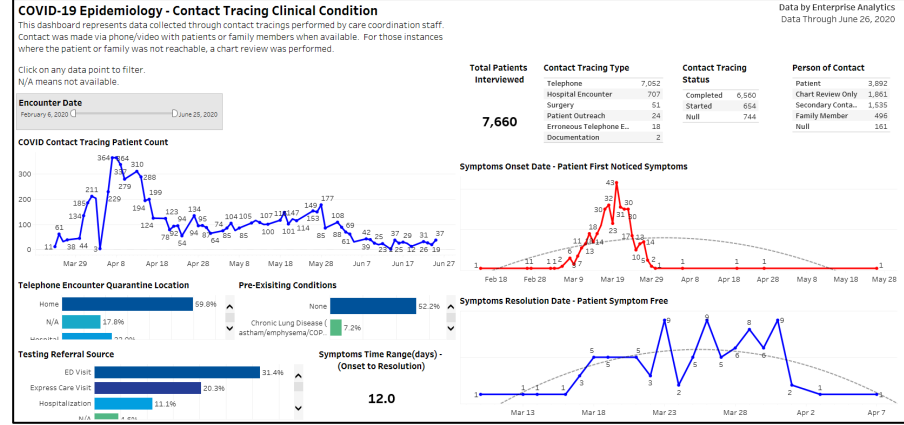
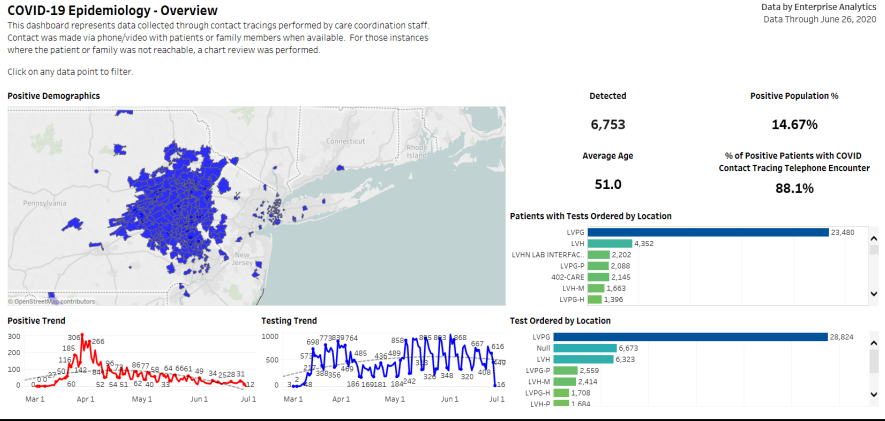
- 60+ locations in PA and NJ
- PCR and Antibody Testing
- 2,500 samples per day in-house
 - Up to 5,000 with reference lab
 - 6,500 per day in-house by mid-August
- Target turn-around time expectation 72 hours





TeleHealth

Contact Tracing and Epidemiology Reporting

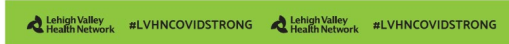
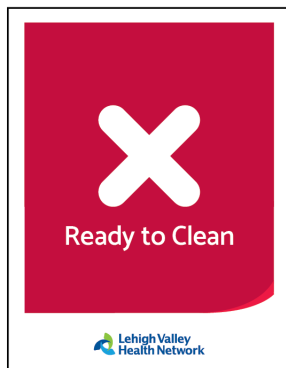
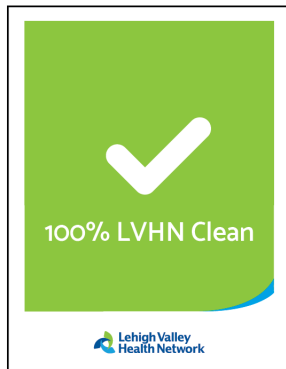


Safe Practices for Exposure Prevention and Workplace Hygiene

TOOLKIT

- ✓ Assess facilities, activities and populations
- ✓ Develop safety plans
- ✓ Customize policies
- ✓ Determine PPE needs
- ✓ Customize education and communications content

**HealthWorks
Occupational
Medicine**



COVID-19 SAFETY UPDATE

If you answer “yes” to any of the following questions, please notify the receptionist.

1. Do you have a fever, cough or shortness of breath/difficulty breathing (beyond what you normally experience), chills, repeated shaking with chills, muscle aches, headache (beyond what you normally experience), sore throat, vomiting, diarrhea, new loss of taste and smell?
2. Have you been recently diagnosed with COVID-19 infection (confirmed by a positive COVID-19 test)?
3. Have you been recommended for social isolation or quarantine because of exposure to a patient with a confirmed diagnosis of COVID-19?
4. Were you recently tested for COVID-19 and still awaiting results?

[LVHN.org/COVID19](https://www.lvhn.org/COVID19)

NorthEast Region—RRHCP

Geisinger Clinic (Lackawanna, Luzerne, Susquehanna, Wayne and Wyoming)

Call Center Telephone No. 570-270-6009 , 24/7 recorded line

Geisinger Placement Services

- A department with over 15 years of call center experience

Staffing:

- Specialists
- RNs
- Physicians

Services:

- Inpatient and Outpatient Services
- Telehealth Services
 - Physician and SNF nurse practitioner consults
- RN Triage
- Geisinger Transfer Center Team
- Laboratory Medicine
- RRHCP Rapid Response Team
 - Onsite Facility Assessments
 - Staffing
 - PPE

Geisinger Rapid Response Team

- Pre-Facility Assessment Phone call
 - Prepare the facility for the assessment
 - Answer any questions
 - Ensure those conducting the assessment are prepared to meet the needs/answer questions
- Facility Assessment
 - Pre-scheduled
 - Focus is working with the facility to build infrastructure
- Rapid Response Team
 - Multidisciplinary
 - Subject Matter Experts
 - Connect the facility with needed resources

Learning Network

- Lead by our Education department
 - Nursing educators are the leads for the Learning Network
- Contributing departments:
 - Emergency Management
 - Supply Chain
 - Infection Control/Infectious Disease
 - Laboratory Medicine
 - Telemedicine
- Goal is to provide educational topics that are useful to both administrators and frontline staff.

Critical Needs

- Supplies
 - Supply Chain is working to develop a cache of critical supplies
 - Utilize the facility assessments and phone calls to evaluate project needs and areas of concern
- Staffing
 - Working with Medifis
 - Fill and augment critical staffing needs
 - Will be coordinate with the help of the RRT representative deployed to the facility

Other Operational Areas

- Infection Control
- Behavioral Health
- Telehealth
- Universal Testing
- Regional Health Care Coalitions
- IT/Data Development



NorthCentral Region

Geisinger Clinic

NorthCentral Region—RRHCP

Geisinger Clinic (Bradford, Centre, Clinton, Columbia, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Tioga, Union)

Call Center Telephone No. 570-270-6009 , 24/7 recorded line

Geisinger Placement Services

- A department with over 15 years of call center experience

Staffing:

- Specialists
- RNs
- Physicians

Services:

- Inpatient and Outpatient Services
- Telehealth Services
 - Physician and SNF nurse practitioner consults
- RN Triage
- Geisinger Transfer Center Team
- Laboratory Medicine
- RRHCP Rapid Response Team
 - Onsite Facility Assessments
 - Staffing
 - PPE

Geisinger Rapid Response Team

- Pre-Facility Assessment Phone call
 - Prepare the facility for the assessment
 - Answer any questions
 - Ensure those conducting the assessment are prepared to meet the needs/answer questions
- Facility Assessment
 - Pre-scheduled
 - Focus is working with the facility to build infrastructure
- Rapid Response Team
 - Multidisciplinary
 - Subject Matter Experts
 - Connect the facility with needed resources

Learning Network

- Lead by our Education department
 - Nursing educators are the leads for the Learning Network
- Contributing departments:
 - Emergency Management
 - Supply Chain
 - Infection Control/Infectious Disease
 - Laboratory Medicine
 - Telemedicine
- Goal is to provide educational topics that are useful to both administrators and frontline staff.

Critical Needs

- Supplies
 - Supply Chain is working to develop a cache of critical supplies
 - Utilize the facility assessments and phone calls to evaluate project needs and areas of concern
- Staffing
 - Working with Medifis
 - Fill and augment critical staffing needs
 - Will be coordinate with the help of the RRT representative deployed to the facility

Other Operational Areas

- Infection Control
- Behavioral Health
- Telehealth
- Universal Testing
- Regional Health Care Coalitions
- IT/Data Development



SouthCentral Region

Pennsylvania State University

PENN STATE SOUTH CENTRAL RRHCP

Nicole Osevala MD, FACP: Director

Laurie Hedlund: Program Manager

Carlin Luz: Data Manager

South Central Region—RRHCP

Pennsylvania State University

(Adams, Bedford, Blair, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lebanon, Mifflin, Perry, York)

Call Center Telephone Number: (717)-265-8577

- Operator will take information and triage to appropriate team
- Can make request for telehealth referral for individual patient needs
- It is not a 911 call center

Office Hours:

- Available throughout the week upon request for facility based questions
- Schedule office hour “visit” through Call Center

SC RRHCP COMPOSED OF 3 COLLABORATIVE PROGRAMS

- CLINICAL
- EDUCATIONAL
- SUPPORT

THE MISSION:

TO SUPPORT OUR REGION'S SKILLED NURSING,
ASSISTED LIVING & PERSONAL CARE HOMES TO BEST
OF OUR ABILITY

MUTUAL COMMITMENT TO:

- COLLABORATION
- TRANSPARENCY
- COMMUNICATION

CLINICAL PROGRAMS

RAPID RESPONSE TEAM

CLINICIANS, NURSES
INFECTION PREVENTIONISTS
EMERGENCY MANAGEMENT PERSONNEL

INFECTIOUS DISEASE PHYSICIAN CONSULTATION

AVAILABLE FOR OFFICE HOURS &
CONSULTATION WITH RRTs

TELEHEALTH VISITS

INTERNAL MEDICINE &
ENDOCRINOLOGY

EMERGENCY STAFFING

AGENCY STAFFING SUPPORT
UPON REQUEST FROM DHS/DOH

ALTERNATE CARE SETTING

IN PARTNERSHIP WITH UPMC
PINNACLE

MENTAL HEALTH & INTELLECTUAL DISABILITY SUPPORT

- SCREENING FOR DEPRESSION/ANXIETY
- VIRTUAL WELLNESS TRAINING AND MENTAL HEALTH SUPPORT READILY AVAILABLE FOR FACILITY STAFF
- ASERT TEAM CAN FACILITATE CONNECTIONS WITH THE APPROPRIATE ICQU TEAMS

EDUCATIONAL PROGRAMS

PPE DONNING & DOFFING

OFFERED THROUGH TRAINERS FROM OUR
COLLEGE OF MEDICINE SIMULATION CENTER

PROJECT ECHO

COVID-19 SKILLED NURSING FACILITY
FOCUSED EDUCATION FOR STAFF &
PROVIDERS

PSU SMEAL SCHOOL OF BUSINESS EXECUTIVE PROGRAM

SUPPORTING BUSINESS LEADERS IN NURSING
HOMES AND ASSISTED LIVING COMMUNITIES
THROUGH
**SUPPLY CHAIN AND STRATEGY & LEADERSHIP
COURSES**

JEWISH HEALTHCARE FOUNDATION

TOMORROW'S HEALTHCARE
FOCUSED EDUCATION FOR ASSISTED
LIVING & PERSONAL CARE HOME STAFF &
PROVIDERS

TESTING, PPE AND CONTACT TRACING SUPPORT

PPE SOURCING/ADVISING

PSH SUPPLY CHAIN PPE SUPPORT
AND EXPERTISE FROM PSU IN
FORECASTING AND PROCUREMENT

TESTING PERFORMANCE

PENN STATE EMS WILL ASSIST WITH
COLLECTION OF SPECIMENS
UPON REQUEST FROM DOH/DHS

CONTACT TRACING

IN COLLABORATION WITH DOH
WHEN NEW EMPLOYEE CASE
IDENTIFIED

TESTING SUPPORT

UTILIZE PSU CONTRACT
WITH COMMERCIAL LAB
& EQUIPMENT PURCHASE
WHEN AVAILABLE TO
INCREASE TESTING
CAPACITY



SouthWest Region

UPMC Community Provider Services, Allegheny Health Network, Jewish Healthcare Foundation, and the Hospital Council of Western Pennsylvania

SouthWest Region—RRHCP

UPMC Community Provider Services in partnership with Allegheny Health Network, the Jewish Healthcare Foundation, and the Healthcare Council of Western Pennsylvania (Allegheny, Armstrong, Beaver, Butler, Cambria, Fayette, Greene, Indiana, Somerset, Washington, Westmoreland)

Health System Partner	Counties Covered	Call Center Telephone Number
UPMC	Fayette, Greene, Somerset	412-648-6714
Allegheny Health Network	Armstrong, Beaver, Indiana	866-496-1766
UPMC/AHN*	Allegheny, Butler, Cambria, Washington, Westmoreland	412-648-6714 or 866-496-1766

*Each facility will receive a welcome letter which will include their provider support partner. They may contact either call center line and requests will be routed appropriately.



NorthWest Region

**UPMC Community Provider Services, Allegheny
Health Network, Jewish Healthcare Foundation,
and the Hospital Council of Western Pennsylvania
LECOM Health**

NorthWest Region—RRHCP

UPMC Community Provider Services in partnership with Allegheny Health Network, the Jewish Healthcare Foundation, and the Healthcare Council of Western Pennsylvania (Clarion, Clearfield, Jefferson, Lawrence, Mercer and Venango)

Health System Partner	Counties Covered	Call Center Telephone Number
UPMC	Clarion, Venango	412-648-6714
Allegheny Health Network	Clearfield, Jefferson	866-496-1766
UPMC/AHN*	Lawrence, Mercer	412-648-6714 or 866-496-1766

*Each facility will receive a welcome letter which will include their provider support partner. They may contact either call center line and requests will be routed appropriately.

Key services provided

AHN and UPMC

- ✓ 24/7 call center
- ✓ Testing
- ✓ Infection control assessments, support and guidance
- ✓ Rapid response events and support
- ✓ Advanced clinical support – onsite and remote clinical support
- ✓ Crisis support and coordination – PPE, Staffing, Alternative Care Sites

Healthcare Council of Western PA

- ✓ Key forums
- ✓ Team members will be part of the AHN/UPMC Infection control teams
- ✓ PPE assessment - supply chain

Jewish Healthcare Foundation

- ✓ Education

Jewish Healthcare Foundation Educational Components



Tomorrow's Healthcare, an online platform to learn, communicate, collaborate, and engage professionals.



Bi-weekly Educational Webinars to provide expert guidance on current challenges for long-term care providers.



▶ NorthWest Region—RRHCP

LECOM Health (Cameron, Crawford, Elk, Erie, Forest, McKean and Warren)

Call Center Telephone No. 814-451-1595

Background Information about LECOM Health:

Lake Erie College of Osteopathic Medicine (LECOM) is the largest medical school in the nation and a leader in innovative, student-centered education and training. LECOM is the core of the only academic health center in Northwest Pennsylvania, LECOM Health. The LECOM Health umbrella includes academia - College of Medicine (COM), School of Pharmacy (SOP), School of Dental Medicine (SDM), and School of Health Services Administration (SHSA); three hospitals - Millcreek Community Hospital, Corry Memorial Hospital, Warren General Hospital; a multi-specialty physician practice group, Medical Associates of Erie; three skilled nursing facilities - LECOM Senior Living Center, LECOM Nursing and Rehabilitation, LECOM at Village Square; personal care homes and independent senior living, LECOM Senior Living Communities; a senior center, LECOM Center for Health and Aging; a home health and hospice agency, Visiting Nurses Association of Erie; and the LECOM Medical Fitness and Wellness Center. LECOM Health is able to draw upon the wide array of resources offered by these entities, thereby creating a richer learning environment for health profession students and innovative patient care delivery systems. LECOM has also established numerous relationships with external community-based organizations. LECOM Health is a health care and education system that strives to add to the quality of life of its neighbors by bringing total health care to the community with emphasis on geriatric care and behavioral health care.

LECOM Health – LECOM Institute for Successful Aging



▶ LECOM Health – Response to COVID-19

- March 3, 2020: activated its Emergency Operations Plan and established the Command Center to begin coordination of the COVID-19 response including a 24/7 call center.
- March 10, 2020: began visitor restrictions and initiated mandatory employee screening upon entrance into facilities. This includes completion of a staff questionnaire about symptoms, contacts and travel, and temperature readings utilizing thermal imaging cameras.
- March 16, 2020: began planning to transition a unit in one of our skilled nursing facilities into a space to care for patients with suspected or known COVID-19. This unit is able to accommodate up to twenty patients in ten semi-private rooms with four beds under negative pressure control for those who may undergo an aerosol-generating procedure. This unit was set up and able to admit it's first patient on April 6, 2020 and has been able to cohort not only COVID-19 positive patients but also those returning from a hospital away from the general population.
- LECOM Institute for Successful Aging has formalized atypical supply chain relationships that include direct manufacturing relationships domestically and internationally to procure volumes of PPE to outfit all of LECOM Health's clinical operations and ensure future ongoing supply of PPE.
- Throughout this time, the Command Center has adjusted all policies and procedures according to guidance from the Centers for Disease Control and Prevention (CDC), the Department of Health (DOH) and CMS in order to provide the most up to date information and approach to care for the patients, families and staff at LECOM Health's clinical services.

LECOM Health – What our RRHC has accomplished

- Made initial contact with most facilities. Onsite teams will be reaching out starting today to make appointments and begin the pre-assessment paperwork.
- Website being built to include a PPE supplies and equipment store.
- Contact us using our website, info@lecomrrhc.org email, or call center.

Questions?

Open the **Chat Panel** and send questions to "All Participants."

The screenshot shows a Zoom interface. At the top, there are icons for mute, video on, video off, chat, gallery view, and a smiley face. Below these is an 'Audio' button. The 'Chat' panel is open, showing a list of recipients: Host, Presenter, Host & Presenter, Host, Presenter & Panelists, All Participants (highlighted in blue), All Panelists, Robert Ferguson, and All Attendees. Below the list is a 'Send to:' dropdown menu currently set to 'Host'. A 'Send' button is at the bottom right of the chat panel. At the very bottom of the screen, it says 'Connected' with a blue dot and a Cisco logo.