



Long-Term Care

COVID-19 Pandemic Healthcare Surge Strategies Framework

Long-term care facilities should follow the latest regulatory guidance from [Department of Social and Health Services \(DSHS\)](#) and [the Department of Health \(DOH\)](#). For questions, facilities should reach out to DSHS, Residential Care Services (RCS) and/or their respective associations. For specific outbreak management and implementation guidance, facilities should reach out and follow the guidance of their local health jurisdiction (LHJ).

NWHRN Engagement

- Contact the NWHRN for situational awareness emails and coordination meeting invitations
- Contact the NWHRN Duty Officer when there are questions, concerns, or resource requests - 24/7 Duty Officer line: [425-988-2897](tel:425-988-2897), HECC email: HECC@nwhrn.org
- Update facility operational status in WATrac when status changes or notified via WATrac alert
- Participate in NWHRN situational awareness and coordination efforts

Interdependencies

- Follow local, state, and federal required and/or recommended COVID infection prevention and related guidance
- Work with Long-Term Care Associations, LHJs, and NWHRN as requested
- Participate in informational and coordination calls
- Submit resource requests as needed to the LHJ or NWHRN after exhausting any other channels for essential supplies and equipment
- Collaborate with regional partners
- Share data with response agencies as requested or required
- Reach out to partners with questions or concerns

Response Partners

- [Dept. Social and Health Services](#) – *State Aging and Long-term Support Administration*
- [Dept. of Health](#) – *State Public Health Agency*
- [Northwest Healthcare Response Network](#) – *Western Washington Healthcare Coalition*
- [Local Health Jurisdiction](#) – *Local public health authority*
- [LeadingAge Washington](#) – *Long-term care Association*
- [WHCA - Washington Healthcare Association](#) – *Long-term care Association*
- [Washington Medical Coordination Center \(WMCC\)](#) – *supports hospital transfers*

Interpandemic Phase (Preparedness)

- Staff training for PPE use (donning/doffing), screening protocols, infection control measures and regular refresher trainings, especially as guidance and protocols change
- Identify opportunities to support staff – mental health, housing, childcare, etc.

- Keep families informed about changes in protocols
- Discuss updating advanced directives with residents and families
- Establish an inventory baseline and track PPE usage / burn rate (prepare)
- Working with infection prevention guidance, establish plan for physical space in case of need to cohort
- Notify residents and families to prepare for changes in safety protocols

Alert & Pandemic Phase (Response)

- Follow the latest regulatory guidance and requirements. Reach out to partners
- Implement infection control measures, health screening, and visitor restrictions as required
- Actively monitor residents and support social distance protocols
- Dedicate space to cohort and/or managing care for residents with COVID-19
- Test staff and residents
 - Ensure appropriate clinical support or standing orders
 - Keep appropriate documentation
 - Monitor testing supply burn rate
 - Request supplies as needed
- Report COVID-19 cases (staff and residents) to LHJ and DSHS. If activated, work with LHJ drop teams, as noted in the [NWHRN Long-Term Care Support Operational Framework](#).
- Update WATrac when facility status changes (accepting or not accepting residents)
- Notify residents and families regarding changes to COVID-19 protocols
- Reduce number of staff caring for both COVID-19 and non-COVID residents
- Implement PPE conservation strategies when required or recommended
- Notify WMCC if multiple residents require acute care: 206-520-7222 or 877-520-7222
- Consult DSHS if non-urgent need to find alternative placement for COVID positive resident or additional staff support
- Consult LHJ if critical need to additional staff or alternative placement for residents
- Accept COVID positive patients from hospitals as able
- Vaccine
 - Register with the federal vaccination pharmacy program or other distributors
 - Stay in contact with vaccinating organization to schedule first and second dose
 - Obtain written consent for vaccination from residents prior to vaccination date

Transitional Phase (Recovery)

- Document response actions and operational decisions made
- Document areas for improvement, lessons learned, and what went well
- Identify what is needed to return to normal operations. Create a time-based plan for achieving this
- Conduct debriefs with staff. Consider hold debriefs with residents and families
- Provide mental and behavioral health support for staff and residents
- Develop an after-action report, identify corrective/improvement actions to implement before the next wave