

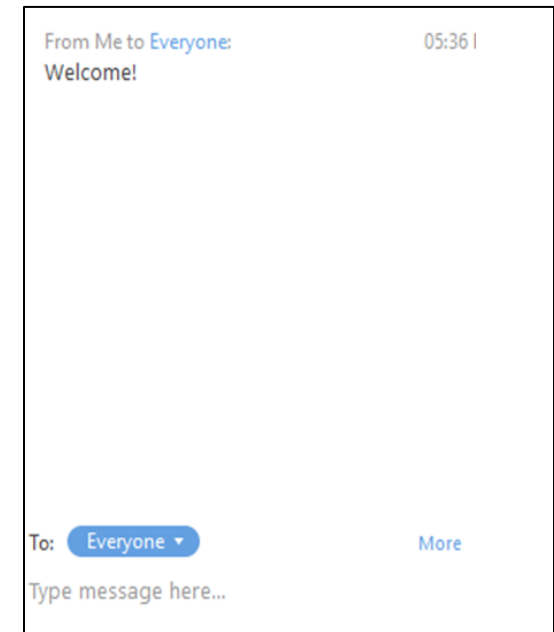
## Welcome! We will get started momentarily

Using “Chat,” please enter your name and organization AND if you’re a rural or urban provider

### How to use “Chat”:

1. Click on the “Chat” icon
2. Select who you want to send your message to (individual or everyone)
3. Type and send your message

*Please use “Chat” to submit questions for our speakers*





# Iowa Post-Acute Care Collaborative Office Hours

April 29, 2020

**Guest Speaker: Jenn Clayton, PharmD, BCGP**

**With Kate LaFollette, Program Specialist, Telligen**

**Facilitator: Gina Anderson, Sr Quality Improvement Facilitator**

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- Today's content and answers to participants' questions reflect Telligen's best understanding based on currently available information about COVID-19 as of April 29<sup>th</sup>, 2020.
- However, COVID-19 is an emerging, rapidly evolving situation. Therefore, it remains critically important to continually check the CDC's most up-to-date guidance, as well as the guidance from your state/local health department. CDC guidance for COVID-19 may be adapted by state and local health departments to respond to rapidly changing local circumstances.
  - CDC Coronavirus (COVID-19) <https://www.cdc.gov/coronavirus/2019-nCoV/>
  - Iowa: <https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus/Healthcare>
  - IDPH COVID-19 Questions for Healthcare Providers: 800-362-2736
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# Objectives

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- Identify collaborative opportunities with other partners and stakeholders to facilitate the flow of information
- Strengthening local community network by sharing emerging practices amid COVID-19

# Today's Guest Speaker



- Jennifer Clayton PharmD, BCGP
  - CEO Clayton Pharmacy Services





# COVID-19

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POST ACUTE CARE

RETAIL /LTC PHARMACY  
GUIDANCE



## Maintain Essential Workflow

- Ensure all pharmacy staff members follow your no-contact COVID-19 policies and procedures.
- Re-visit basic core elements of dispensing -
  - check DOB
  - maintain appropriate counseling practices
- Utilize employees at the top of their scope, delegate non-essential duties to support staff.



# Recognizing COVID -19 cases

## Goals of Care

- Identify COVID-19 positive cases
  - Work with your local facilities on communication. Request DX code on e-script.
  - Request discharge notes if possible, or access to remote portal.
    - MIXED feedback, some providers feel this is a HIPAA violation.
- LTC - Decrease interactions to reduce spread of COVID-19 and usage of PPE.
  - Reduce pass times - change formulations to ER if possible, D/C medications that offer questionable benefit (vitamins and herbal supplements).
  - Monitoring checks - If patient is stable, consider a decrease in glucose monitoring (eliminate SS or reduce usage of short acting insulin), BP and pulse checks.
  - Transition from nebulized solutions to handheld devices if appropriate.
  - Eliminate outlier administration times - ex. Fosamax
  - Reduction in medications that offer long term benefit in patients with reduced life expectancy.

# Recognizing COVID -19 cases

## Goals of Care

- Ambulatory
  - Medication Reconciliation upon discharge.
  - Provide CDC recommendations for isolation.
  - Decrease pill burden and dosing burden if possible.
  - Change from nebulizer solutions to handheld devices.
  - Consider reduction in scheduled APAP patients and in caregivers - may mask fever.
  - Recommend the following at home devices: Incentive Spirometer, Pulse Ox monitors, BP machines, thermometers.

# Questions?

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- Telligen QI Connect™ Coronavirus (COVID-19) Response and Resources <https://www.telligenqinqio.com/covid-19/>
- Preventing the Spread of COVID-19 in Retirement Communities and Independent Living Facilities <https://www.cdc.gov/coronavirus/2019-ncov/community/retirement/guidance-retirement-response.html>
- Partnership to Fight Chronic Disease COVID-19 for High-Risk Groups <https://www.fightchronicdisease.org/resources/covid-19-informational-resources-high-risk-groups>
- Iowa Department of Public Health: COVID-19 [https://coronavirus.iowa.gov/?utm\\_medium=email&utm\\_source=govdelivery](https://coronavirus.iowa.gov/?utm_medium=email&utm_source=govdelivery)
- CMS Current Emergencies <https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>
- CDC Coronavirus (COVID-19) <https://www.cdc.gov/coronavirus/2019-nCoV/>
- New guidelines from CDC for Symptoms of Coronavirus <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

## Save the Date!

Check out the Telligen QI Connect™ Event Page register for these events in your state

<https://www.telligenqinqio.com/events/>

### **COVID-19 in Long Term Care (LTC) Office Hours**

- Thursday, May 7<sup>th</sup>, 2020 at 1:00pm CT

### **Diabetes Management, Screening, and Preventive Services Covered by Medicare**

- Wednesday, May 13<sup>th</sup>, 2020 at 12:00pm CT

### **Iowa COVID-19 Post Acute Care Collaborative (PAC-C) Office Hours**

- Wednesday, May 20<sup>th</sup>, 2020 at 2:00pm CT

**“One day at a time, one thing at a time, and one moment at a time”** - unknown



May 5<sup>th</sup> is World Hand Hygiene Day

[https://www.who.int/infection-prevention/campaigns/clean-hands/WHO\\_HH-Community-Campaign\\_finalv3.pdf?ua=1](https://www.who.int/infection-prevention/campaigns/clean-hands/WHO_HH-Community-Campaign_finalv3.pdf?ua=1)

Safe Hands Challenge

<https://www.who.int/news-room/campaigns/connecting-the-world-to-combat-coronavirus/safehands-challenge>



# Ongoing support with Telligen QI Connect™



Telligen QI Connect™

**Telligen** serves as the Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for **Colorado, Illinois, Iowa, and Oklahoma**

## *If you value*

- Timely and up-to-date presentations
- A network of peer support
- Readily available technical assistance and resources



## *Join us!*

- [Telligen QI Connect™](#) : Our no-cost regional healthcare quality improvement collaborative built to help you improve care and navigate the constantly evolving healthcare landscape
- Sign up today <https://www.telligenqinqio.com/join-telligen-qi-connect/>

In another state? Find your QIN-QIO here: <https://qioprogram.org/locate-your-qio>



# Join Telligen QI Connect™ by Email



Telligen QI Connect™

Simply Email Us and Write,  
“I want to join Telligen QI Connect™”

Gina Anderson: [ganderson@Telligen.com](mailto:ganderson@Telligen.com)





# Thank You!



Telligen QI Connect™

*Please complete the evaluation posted in chat!*

Telligen QI Connect™ Team

<https://www.telligenqingio.com/contact/>

[COVID-19@cms.covid.hhs.gov](mailto:COVID-19@cms.covid.hhs.gov)

Contact CDC for Clinical Questions: 800-232-4636



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