

# Healthcare Resiliency Workgroup: Challenges & Successes During COVID-19

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# Industry Challenges

- Workforce
  - Fear
  - Family
  - Work from Home
  - Technology
  - Clinical Staffing Shortage
- PPE Resources & Training
  - Procurement
  - Fit Testing
  - Regulatory Confusion
  - Infection Control



# Industry Challenges

- Testing of Staff
  - Insufficient Resources
  - Community Testing Sites
  - Lack of Rapid Testing Kits
  - Tracking
- Accessing Facilities During COVID
  - Fear
  - Visitation, Discharge, and Transfer Guidance
  - Weekly Testing Required
  - Limited Resources for Use of Full PPE



# Industry Challenges

- Federal & State Emergency Blanket Waivers
  - Waiver Conflict
  - California Slow with Regulatory Relief
  - CDPH Response to Requests for Program Flex
    - District Office
    - Lack of Consistency
- Telehealth
  - Patient Family Fear of Visits
  - Reimbursements



# VNA Health Successes

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- Collaboration with County Public Health
  - Scarce Medical Resources Requests
  - Weekly Updates & Regulatory Guidance
  - County Committees
- Uniquely Suited to Handle a Remote Workforce
  - Laptops/iPad
  - Remote Video Capability
  - Limit Face-to-Face Contact to Essential Visits
- PPE Inventory & Order Management
- Mandatory Infection Control Training
- Staff Safety Priority

# Looking Ahead

- Financial Resources
- PPE Priority
- Point-of-Care Rapid Testing in the Field
- Vaccine Prioritization
- Reimbursement for Telehealth
  - Bipartisan Home Health Emergency Access to Telehealth (HEAT) Act just introduced in Senate last week to provide Medicare reimbursement for Telehealth during COVID
- Choose Home

