



Second Quarter

RISK



WATCH

THE QUARTERLY NEWSLETTER OF
HealthCap RMS

BLIZZARD 2019

Kimball, Nebraska

Kimball, Nebraska, located in the panhandle of Western Nebraska began receiving Winter Storm Warning alerts from the National Weather Service on Saturday, 3/9/19. Precautionary measures were in place at Kimball County Manor which undoubtedly assisted in their ability to continue to provide care for their residents.



The National Weather Service predicted the storm would begin at midnight on Tuesday, 3/12/19 beginning with rain followed by freezing rain. As it turned out, Tuesday was a “blue bird spring day” with temperatures in the low 50s and on Wednesday morning, 3/13/19 the temperatures were in the 40s.

Then, like a bad nightmare, things began to change drastically as the temperatures began to drop, and freezing rain began to fall at 7:30 am. By 9:30 am our Director of Maintenance warned out of town employees to head home as surrounding roads were treacherous and were expected to be closed. One employee who lives 12 miles west of Kimball left at 9:40 am and notified us when she made it home safely however there were 50+ mph winds, blowing snow, a complete white out and it felt like shards of glass were hitting her face.

Around 10:00 am the snow began to fall and accumulated rapidly. The wind was howling and at 3:00 pm it was determined that roads were going to be impassable and only necessary employees should stay on site. One nurse (Barb) had stayed in the Manor the previous night and remained on duty for the next couple of days, catching sleep when she could.

Our DON (Sarah) was able to get to her home by about 4:00 pm however the roads did indeed become impassable, the night shift was unable to get to the Manor but all was not lost, Sarah had a good Samaritan with a 4 Wheel Drive vehicle return her to the Manor to assist. Sarah rallied the troops who had already worked more than their full shifts and they stayed and cared for our residents. Rest breaks and meals were scheduled and Sarah jumped in to provide hands on care, assisting her amazing, gutsy staff through the night.

As if this wasn't enough, the Manor lost power at 10:00 pm and the power remained out the entire night. The backup generator struggled to keep up with the full demand being placed on it, but everyone remained calm and worked their magic to care for our fantastic population. Many of the staff worked through the night, 30+ hours with no sleep.

Continued on next page



As in any emergency, heroes come in many forms. Housekeepers, dietary and other support staff walked or got rides from people with 4-Wheel Drive vehicles and the community assisted by providing transportation for staff. The power was restored at the Manor at approximately 9:00 am, on 3/14/19.

All entrances to the Manor were blocked with snow drifts, cars were buried in snow and there was no way to move them until they were dug out. The Director of Maintenance worked tirelessly to keep at least one entrance opened for employees and/or emergencies.

On Friday 3/15/19 road crews were able to move the snow from our parking lot so that employees and visitors weren't required to scale snow drifts that were 4+ feet deep, several drifts were as tall as the Manor!

It is times like these when the true human spirit kicks in and people in crisis situations rise up and simply forget about themselves and do the right thing, taking care of others.

Many thanks to the staff at the Kimball County Manor and the tremendous work ethic that was shown by these people. If you would like to share your stories of heroism during emergencies please contact HealthCap at 734.996.2700. Thanks and be safe out there!



DISASTER PREPAREDNESS

Are We Ever Really Ready?

Did you know the government focused the month of March on Emergency Preparedness including:

- American Red Cross Month
- National Tsunami Awareness
- Americorps
- Flood Safety
- National Weather Service Spring Safety

I didn't! How timely is it considering the erratic weather we have experienced around the country! We have had flooding, earthquakes, blizzards, fires, tornadoes, you name it we have had it! What is concerning is that many times we are ill prepared to manage these events although most states have requirements for being prepared!

There is good news though! The government has a website www.ready.gov with tons of resources for communities to utilize in their efforts to be prepared!



Continued on next page >>



Some examples of what is available on their website include:

- Voluntary Organizations Active in Disasters
- Toolkits
- Congressional Co-Chair contact information for disaster preparedness
- Training opportunities
- Community Preparedness
- National Preparedness Month (NPM) information
- Webinars for education on similar topics
- Preparedness videos
- Social Media Toolkits for:
 - o Flood safety
 - o Hurricane seasonal preparedness
 - o Wildfire safety
 - o Winter Weather safety
 - o Severe weather safety
 - o Extreme heat safety
 - o FEMA app
 - o Financial preparedness
 - o Etc.

So, are we using our resources wisely? Remember, we have caregivers in our centers who have homes, families, schools, etc. also facing the risk of a disaster so why not share these resources? Need assistance with your center's disaster preparedness plan? It is also a prudent step to have information for an emergency restoration organization so that in the event you need them you can reach out quickly!

There are also tons of on line resources including our national health care associations and of course HealthCap's website! As you read the article about Nebraska, remember, it CAN happen to you and it DID happen to our Nebraska friends! The bottom line is to be prepared, take advantage of your resources and educate your team on expectations in the event of an emergency! Be safe!

Links of Interest!

<https://www.liveprocess.com/blog/cms-emergency-preparedness-skilled-nursing-homes-long-term-care-facilities>

<https://www.npr.org/2017/09/15/551163413/nursing-homes-and-emergency-preparedness>

<https://asprtracie.hhs.gov/technical-resources/52/long-term-care-facilities/47>

<https://asprtracie.hhs.gov/technical-resources/resource/123/disaster-preparedness-plan-template-for-use-in-long-term-care-facilities>

https://www.michigan.gov/documents/mdch/Emergency_Preparedness_Planning_-_Vermont_428874_7.pdf



DOWN THE RABBIT HOLE....

Real Cases, Real Events

Ever wonder what is happening in other centers, in other cities and other states? Where can you find current trends in litigation and regulatory citations? Well we are here to help with that! This program was designed and developed for you, the provider, to learn what is happening from a liability and regulatory perspective in all levels of post-acute care! Whether you are experiencing an acuity creep on your assisted living campus or an increase in negative outcomes in your skilled rehab center, this program is what you need! Let us walk you through case scenarios of actual events and discuss opportunities to assist in preventing repeat events in other centers with the goal of providing the highest level of care to each and every resident. Things happen and sometimes they aren't pretty so we will also discuss best practices for addressing these situations in an effort to avoid costly litigation and regulatory citations.

OBJECTIVES:

- Identify trends in post-acute litigation
- Discuss acuity creep
- Discuss the concept of matching residents needs with provider capabilities
- Define scope of service related to staffing

UPCOMING LOCATIONS:

Colorado: June 27, 2019

Nebraska: August 22, 2019

North Carolina: October 3, 2019

Massachusetts: October 24, 2019

Don't be late.....watch your email for upcoming locations!

HealthCap RMS is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for 7 clock hours and 7 participant hour.

As we enter into Springtime, now is a great time to ensure that you are prepared for the weather and other disasters that accompany this time of year. Check out our comprehensive disaster manual that is available for purchase on our website along with many other resources!

Looking for something in particular that you don't see?

Feel free to reach out to Lisa O'Neill (Lisa.ONeill@HealthCapUSA.com) for further assistance.

COMING SOON...HealthCap RMS Presents Our New Competency Toolkit!

Competency means different things to different people however for me it means that the person empowered to make decisions, provide care, etc. has the skill set to do so appropriately! CMS recently published a Competency Toolkit for providers to use in their centers. This is a great resource for identifying areas of weakness however, the process of competency validation also needs to be considered if the goal is to verify competency. There is no replacement for direct observation of hands on care and there is also no need to recreate the wheel! HealthCap Risk Management is very excited to be developing a Competency Toolkit to supplement the CMS toolkit with hands on competency evaluations to further enhance the delivery of care! Stay tuned to the HealthCap Resource and Education Center website for the introduction of our Competency Toolkit in early summer, 2019! Thanks again for all you do, enjoy this beautiful spring and get your residents outside for some Vitamin D!



**HEALTHCAP
NEWSLETTER**
Spring 2019

