February 8, 2023, LTCFA Webinar Chat Transcript

14:03:50 From Juliette Mullin to Everyone:

Website for this workgroup: https://aging.ca.gov/Long_Term_Care_Facility_Access_Policy_Workgroup/

14:08:43 From Ellen Schmeding to Hosts and panelists:

Ellen Schmeding, CA Commission on Aging

14:08:54 From Blanca Castro to Hosts and panelists:

Blanca Castro, State LTC Ombudsman

14:08:54 From Jake Hanson to Hosts and panelists:

Anissa Davis, MD, MPH City Health Officer for City of Long Beach representing CCLHO

14:08:57 From Tiffany Whiten to Hosts and panelists:

Tiffany Whiten, Senior Government Relations Advocate, SEIU CA

14:09:04 From Claire Ramsey to Everyone:

Claire Ramsey, Chief Deputy Director, Department of Social Services

14:09:06 From Jayleen Richards, Solano Public Health to Hosts and panelists:

Jayleen Richards, Public Health Administrator, Solano County, County Health Exec. Assoc. of CA

14:09:09 From Meredith Chillemi to Hosts and panelists:

Meredith Chillemi, LeadingAge CA

14:09:15 From Michelle Cabrera (she/her) to Hosts and panelists:

Michelle Cabrera, Executive Director, County Behavioral Health Director's Association (CBHDA), she/her pronouns

14:09:16 From Katrina DeLeon to Everyone:

Katrina DeLeon, MD SNFist, CaLTCM

14:09:16 From DeAnn Walters to Everyone:

DeAnn Walters, Director of Clinical Affairs with the California Association of Health Facilities (CAHF)

14:09:16 From Ken DaRosa to Hosts and panelists:

Ken DaRosa Chief Deputy Director, State Council on Developmental Disabilities

14:09:17 From Frances Chacon, Dept. Dev. Services to Everyone:

Frances Chacon, Department of Developmental Services, Senior Advisor

14:09:18 From Eric Carlson to Everyone:

Eric Carlson, LTSS Director, Justice in Aging

14:09:19 From Darrick Lam to Everyone:

Darrick Lam, Vice Chair, CA Alzheimer's Disease & Related Disorders Advisory Committee

14:09:23 From Amber King, LeadingAge CA to Hosts and panelists:

Amber King, Vice President, Legislative Affairs, LeadingAge California

14:09:23 From Betsy Armstrong - CHEAC to Hosts and panelists:

Betsy Armstrong, Senior Policy Analyst, County Health Executives Association of California (CHEAC)

14:09:23 From Susan Philip to Hosts and panelists:

Hello everyone, Susan Philip, Deputy Director of Health Care Delivery Systems at the Department of Health Care Services.

14:09:24 From Chris Gephart to Hosts and panelists:

Christine Gephart, Deputy Director Office of Statewide Clinical Services, Department of Developmental Services

14:09:25 From Jake Hanson to Hosts and panelists:

Jake Hanson - Executive Administrator, CCLHO

14:09:27 From Tony Chicatel to Everyone:

Good afternoon, I'm Tony Chicotel, Senior Staff Attny for California Advocates for Nursing Home Reform (CANHR).

14:09:30 From Thomas Martin to Hosts and panelists:

Hi everyone! On behalf of the California Department of Veterans Affairs, I am Thomas Martin, Chief of Future Operations and Planning

14:09:30 From Elizabeth Fuller to Everyone:

Liz Fuller

14:09:34 From Kevin Gaines to Everyone:

Kevin Gaines, Deputy Director; Dept. of Social Services, Community Care Licensing Division (CCL)

14:09:46 From Heather Harrison to Everyone:

Hi everyone. Heather Harrison, Sr Vice President of Public Policy & Public Affairs for the CA Assisted Living Association. Glad to be part of this group.

14:09:49 From Jaclyn Flores to Hosts and panelists:

Jaclyn Flores, Consumer & Policy Advocate, California Advocates for Nursing Home Reform (CANHR)

14:10:00 From K.J. Page to Everyone:

KJ Page RN-BC,LNHA Administrator of Chaparral House in Berkeley, representing Ca Association of Long Term Care Medicine (CALTCM)

14:10:18 From Colleen Chawla to Hosts and panelists:

Colleen Chawla, Alameda County Health Care Services Agency Director, representing the County Health Executives Association of California as the alternate member of the work group

14:10:22 From Jack Light, Providence St. Jude Med Ctr to Hosts and panelists:

Jack Light, LCSW, Director, Caregiver Resource Center OC (CRCOC) and St. Jude Brain Injury Network (SJBIN). Programs of Providence St. Jude Medical Center, Orange County California.

14:11:06 From Maitely Weismann (Essential Caregivers) to Everyone:

Maitely Weismann, family member/POA of RCFE resident and co-founder of Essential Caregivers Coalition.

14:11:48 From Catherine Blakemore to Everyone:

Good Afternoon, Catherine Blakemore, Alzheimer's and Related Disorders Advisory Committee., Chair.

14:12:28 From Melody A. Taylor Stark to Everyone:

Melody Taylor Stark, chosen family designated support person for SNF residents. Member Essential Caregivers Coalition

14:19:03 From Mercedes Vega to Hosts and panelists:

Hello, I am Mercedes Vega, I am a resident representative and advocate. Also a member of ECC.

14:19:10 From Juliette Mullin to Everyone:

Please use the chat to weigh in on this element of the scope - what additional elements might the workgroup consider?

14:19:28 From Michelle Cabrera (she/her) to Everyone:

Curious about whether/where mental health and substance use disorder providers would fit in?

14:19:35 From Claire Ramsey to Hosts and panelists:

Hi, it looks like Donna Benton is in the audience and is wondering if she should be one of the panelists.

14:19:35 From Brandie Devall to Donna Benton and all panelists:

hi, let's talk after. I have someone from CRC, and I believe a back up. But we can work it out for the next meeting.

14:20:02 From Ellen Schmeding to Everyone:

Visitors - can include professionals - e.g., financial planning

14:20:27 From Catherine Blakemore to Everyone:

Visits limited to the individual private room; And consider for visitors consider requiring testing as a way to minimize exposure

14:20:29 From Tony Chicatel to Everyone:

Types of Visitors: I strongly recommend that "friends, family, and chosen family" be broken down into multiple categories. Family that visits intermittently and Essential Caregivers who visit routinely and provide care.

14:20:55 From Maitely Weismann (Essential Caregivers) to Everyone:

Family caregivers are collaborators in care, support persons... A general visitor category is inappropriate for chosen support persons.

14:21:05 From Mercedes Vega to Hosts and panelists:

Conservators

14:21:29 From DeAnn Walters to Everyone:

Modalities-providers built areas/barriers to support visiting to enhance safety.

14:21:31 From Teresa Palmer M.D. to Hosts and panelists:

Need a resident defined essential caregiver category: this should be a right

14:21:39 From Darrick Lam to Everyone:

If space is not an issue, facilities can convert a designated room to be the visitation area.

14:21:40 From Kevin Gaines to Everyone:

During the pandemic, received a lot of feedback and petition for inclusion of entertainment and other service providers speaking to socialization needs beyond family and friendship

14:21:40 From David Farrell to Everyone:

Identifying essential visitors.

14:21:50 From Elena Francisco, RDHAP Connect to Everyone:

Dental hygienists (RDHAP) share very close contact but take care to reduce aerosole.

14:21:55 From Ana Acton to Everyone:

What about off-site visits to take someone to lunch or to stay with the family for a night or two?

14:22:07 From Denise Bogan to Hosts and panelists:

Essential Caregivers need to a category..friends, family, & chosen family does not cover.

14:22:07 From K.J. Page to Everyone:

private 'sitters' or care givers not employed by facility

14:22:16 From Ellen Schmeding to Everyone:

Visits occurring at meals when other residents are present.

14:22:17 From Catherine Blakemore to Everyone:

And consider that remote visits may not be effective for individuals with dementia, causing more confusing and being counterproductive

14:22:17 From Susan Philip to Hosts and panelists:

Care managers, such as those contracted with Medi-Cal managed care plan (can make that explicit under "other service providers"

14:22:31 From Darrick Lam to Everyone:

Can also utilize technology to arrange virtual meetings.

14:22:31 From DeAnn Walters to Everyone:

visitors-include volunteers as other service provider

14:22:48 From Jayleen Richards, Solano Public Health to Hosts and panelists:

Health care workers should include local public health employees.

14:23:51 From Teresa Palmer M.D. to Hosts and panelists:

Who defines the different categories of visitors and visitation purposes: it is not ethical for nursing home administration to dictate to a resident what is essential to them

14:23:53 From Todd Higgins to Everyone:

Advocates and investigators with P.&A. access

14:24:38 From Catherine Blakemore to Everyone:

consider expanding visits for persons with disabilities to include older adults (who may not have or do not identify as having a disability)

14:24:39 From Nancy Stevens to Everyone:

Restricting of visitation times should be a top priority of discussion. Many facilities, including

mine, empty the building of all visitors by 6:30pm. By 7:30-8pm, most of the residents are sedated or neglected.

14:24:42 From Karen Klink to Everyone:

Persons with disabilities, compassionate care and social visits should allow visitation for most of us family friends and loved ones!

14:25:15 From Maitely Weismann (Essential Caregivers) to Everyone:

Residents are in long-term care facilities because they need some level of support as persons with disabilities. That category applies to all residents.

14:25:17 From Donna Benton to Everyone:

Off site visit are important

14:25:27 From Teresa Palmer M.D. to Hosts and panelists:

I advise starting with face to face visits and starting with resident defined essential care giving—this is most important

14:26:16 From Karen Klink to Everyone:

I was allowed to be Mom's Essential Support Person because she had Dementia

14:26:28 From Karen Klink to Everyone:

That is the problem!

14:26:40 From DeAnn Walters to Everyone:

Agree with ensuring off-site activities are included as they are important to residents and bring joy to them.

14:26:43 From Michelle Cabrera (she/her) to Everyone:

Again, health care may or may not be inclusive of mental health and SUD, so a call out of those may be necessary

14:26:54 From Denise Bogan to Hosts and panelists:

Overnight, unrestricted visits for essential caregivers during the active dying process that the resident is experiencing

14:26:57 From Catherine Blakemore to Everyone:

I worry that identifying social visits may be where most family members fall and it would be easier to limit these visits. I would combine family members with visits to persons with disabilities and older adults from family members to support the physical, mental and emotional well being.

14:27:04 From Ellen Schmeding to Everyone:

Licensing or Ombudsman reps are also coming to ensure service is being delivered appropriately.

14:27:19 From Todd Higgins to Everyone:

visits should include home visits

14:27:30 From Tony Chicatel to Everyone:

Advocacy visits - Ombudsman, Attorneys, and other visitors who will voice concerns the resident has about their care or rights.

14:27:38 From Michelle Cabrera (she/her) to Everyone:

And behavioral health services should be distinguished from the impact of socially/emotionally supportive engagement

14:27:45 From Darrick Lam to Everyone:

Need to make accommodations for visitors who might only be available after their work schedule during the week.

14:27:50 From Ana Acton to Everyone:

Visits related to entertainment, arts, music, and classes.

14:27:53 From Donna Benton to Everyone:

Not a type of visit but important that translations and advocacy are often provided by family caregivers

14:28:13 From Michelle Cabrera (she/her) to Everyone:

Do we need to include transportation providers?

14:28:50 From Maitely Weismann (Essential Caregivers) to Everyone:

When "social" visits must be limited, my recommendation is to limit the number per resident rather than attempting to limit per family/friend/chosen categories of visitor. Social, emotional mental support visits are just as important as physical support.

14:29:08 From Susan Philip to Hosts and panelists:

would expand "care coordination" to "care management" under health care or social services 14:29:19 From Donna Benton to Everyone:

agree with MW comment

14:29:52 From Melody A. Taylor Stark to Everyone:

Maitely Weissman

14:30:17 From Teresa Palmer M.D. to Hosts and panelists:

Subacute SNF

14:30:37 From Ellen Schmeding to Everyone:

What about group homes for children? They may have their own forum for review.

14:30:48 From Karen Klink to Everyone:

Memory Care's are their own category (according to them).

14:31:14 From Michelle Cabrera (she/her) to Everyone:

STP SNFs

14:31:29 From Jake Hanson to Hosts and panelists:

Please delineate and list which of these categories Assisted Living Facilities falls under.

14:31:35 From Denise Bogan to Everyone:

Is Post Acute Facilities covered under SNF?

14:31:50 From Jayleen Richards, Solano Public Health to Hosts and panelists:

Agree that memory care should be their own category

14:32:08 From Melody A. Taylor Stark to Everyone:

Great note Ellen Schmeding - pediatric and younger adults need to be kept in mind in this process 14:32:29 From Catherine Blakemore to Everyone:

Please ensure that all types of care facilities for individuals with intellectual and developmental disabilities are included. They sometimes have different names but still may fall under these.

14:32:35 From Michelle Cabrera (she/her) to Everyone:

There are a whole range of residential facilities for individuals with BH needs that I'm unclear about - do they fit into this conversation?

14:32:36 From Maitely Weismann (Essential Caregivers) to Everyone:

Thirding Ellen Schmeding

14:32:41 From Claire Ramsey to Everyone:

From DSS, we will want to take a look at all the categories under our Adult and Senior Facilities because there are some additional categories.

14:33:03 From Jake Hanson to Hosts and panelists:

In patient psychiatric facilities and behavioral health facilities.

14:33:18 From Ana Acton to Everyone:

state hospital for the mentally ill, developmental center, rehabilitation hospital, and California Veterans

home

14:33:28 From Darrick Lam to Everyone:

What about hospice?

14:34:30 From Melody A. Taylor Stark to Everyone:

would flu be included in "Other Agents, Diseases, and Threats" it

14:34:59 From Donna Benton to Everyone:

Would extended rolling black outs count?

14:35:07 From Jayleen Richards, Solano Public Health to Hosts and panelists:

Power outages and significant weather events

14:35:08 From Colleen Chawla to Everyone:

"Pandemics" wouldn't address communicable disease in an early or regional stage.

14:35:13 From Melody A. Taylor Stark to Everyone:

...it may not be a pandemic but facilities have shut out visitors for "seasonal" (though it's no longer "seasonal") flu

14:35:14 From Maitely Weismann (Essential Caregivers) to Everyone:

The flu can trigger a facility-specific lockdown without declaration of a public health emergency. In fact, it appears that more facilities lockdown more readily now. This is perhaps pointing to a troubling new normal.

14:35:17 From Michelle Cabrera (she/her) to Everyone:

Mass shooting, terrorism (domestic or foreign)

14:35:23 From Tony Chicatel to Everyone:

Prior to COVID, etc facilities would occasionally prohibit visitation (with or without a local public health order) based on a facility-specific outbreak of infectious disease. I doubt these were considered a pandemic but were a local, facility-specific emergency.

14:35:51 From Melody A. Taylor Stark to Everyone:

Tony Chicotel

14:36:04 From Ellen Schmeding to Everyone:

Infrastructure breakdowns (pipes, electricity, etc.)

14:36:12 From Teresa Palmer M.D. to Hosts and panelists:

I think local emergencies limited to one or a few nursing homes should be included so everyone has to follow best practices

14:36:28 From Maitely Weismann (Essential Caregivers) to Everyone:

Please note, it appears that more facilities lockdown more readily now. This is perhaps pointing to a troubling new normal.

14:36:43 From Darrick Lam to Everyone:

I agree with Tony Chicatel. As a former owner/operator of SNF we occasionally prohibited visitation when there's outbreak of flu within the facility.

14:37:01 From Karen Klink to Everyone:

Absolutely agree Maitely

14:37:10 From Donna Benton to Everyone:

What if we have a "hacker" attack on EMR system which happened in other countries.

14:37:17 From Denise Bogan to Everyone:

My mom's facility claimed emergency due to unhealthful air and would not allow window visits because they wanted the windows closed.

14:37:19 From Colleen Chawla to Everyone:

Agree re infrastructure breakdowns - eg cyber attacks

14:40:49 From Teresa Palmer M.D. to Hosts and panelists:

I don't see how this is going to work if you don't create a category for a RESIDENT DEFINED ESSENTIAL CAREGIVER

14:40:50 From Michelle Cabrera (she/her) to Everyone:

Equity - we've run into scenarios where individuals were excluded from access to emergency LTC and housing settings due to their behavioral health and/or criminal backgrounds. This just deepens structural inequities in times of emergency/crisis.

14:40:54 From Tony Chicotel to Everyone:

I would add autonomy to the "balance" concept. There must be some accounting for what residents want in addition to concerns about their safety.

14:41:03 From Melody A. Taylor Stark to Everyone:

In the beginning, the whole world was scrambling with what to do/how to react. However as time went on and it was realized that the pandemic would be with us a while, LTC went from "protecting residents from Covid" to "Protecting them to death"

14:41:14 From Ellen Schmeding to Everyone:

Compassion - for those in facilities that need their loved ones with them

14:41:27 From Meredith Chillemi to Hosts and panelists:

Agree with Tony, the aspect of personal risk that residents would like to choose is important.

14:41:40 From Catherine Blakemore to Everyone:

agree with @tony chicotel

14:41:44 From Karen Klink to Everyone:

There continues to be an issue with rules, guidelines etc. Facilities and families don't know which agency to follow and most importantly the ability for the facility to be stricter but not more lenient than guidelines.

14:41:59 From Melody A. Taylor Stark to Everyone:

no-staff entering the building can follow the same PPE/safety protocols as staff

14:42:18 From Todd Higgins to Everyone:

Flexibility, consider individual needs

14:42:35 From Teresa Palmer M.D. to Hosts and panelists:

Consider individual rights

14:42:45 From Denise Bogan to Everyone:

For those near death, the quality of their death needs to be considered in the "balance."

14:42:52 From Maitely Weismann (Essential Caregivers) to Everyone:

Regarding the balance of public health protection and rights/well-being/support needs of residents — Best practices and online training for infection control protocols or other measures care staff would normally follow during the lockdown situation can apply to family/friend/chosen access.

14:42:53 From Jake Hanson to Hosts and panelists:

I would clarify that the need for PH protection is for the resident, and also for the staff and other residents in the facility. One case could quickly cause an outbreak in the entire facility.

14:43:00 From Catherine Blakemore to Everyone:

Ways to minimize the public health risk, requirements for masks, testing, location of visits

14:43:04 From Darrick Lam to Everyone:

Suggest that there is an inter-agency task force to create uniform policies and protocols so there is consistency between the CDSS and CDPH in this space.

14:43:19 From Karen Klink to Everyone:

Yes Darrick

14:43:30 From Tony Chicotel to Everyone:

Be mindful of ageism and ableism.

14:43:41 From Catherine Blakemore to Everyone:

Yes @darrick lam!

14:43:45 From Jayleen Richards, Solano Public Health to Hosts and panelists:

Agree with Jake Hansen comment

14:43:56 From Claire Ramsey to Hosts and panelists:

Length of time of the emergency

14:44:07 From Melody A. Taylor Stark to Donna Benton and all panelists:

Hi Donna - I was in other sessions where you presented and I'm super glad to see you here

14:44:53 From Heather Harrison to Everyone:

Encourage including local public health departments in this conversation since they can issue guidance that differs from the state and can be more restrictive.

14:45:01 From Maitely Weismann (Essential Caregivers) to Donna Benton and all panelists: Donna, 100% agree with Melody.

14:45:17 From Karen Klink to Everyone:

Or not restrictive

14:45:54 From Donna Benton to Everyone:

I forgot but if we can include "pets" or "pet therapist" as a visitor group.

14:46:10 From Karen Klink to Everyone:

More restrictive counties are a big issue as are more restrictive facilities.

14:46:19 From Melody A. Taylor Stark to Everyone:

Donna Benton

14:46:38 From Maitely Weismann (Essential Caregivers) to Everyone:

Seconding Heather Harrison's comment re: local PH Depts. Often felt that they didn't know the boots- on-ground realities in care homes.

14:47:08 From Maitely Weismann (Essential Caregivers) to Everyone:

(realities from the resident/family perspective)

14:47:11 From DeAnn Walters to Everyone:

Need to consider that the workforce in the LTC facilities must be able to implement and manage these suggestions during a time of emergency.

14:49:03 From Blanca Castro to Everyone:

Liz thank you for your leadership in 2022 to get us to this point

14:49:17 From Todd Higgins to Everyone:

Can we address COVID vaccination rates in long term care facilities

14:49:18 From Tony Chicotel to Everyone:

Good point DeAnn. We have to keep the policy simple.

14:49:54 From Melody A. Taylor Stark to Everyone:

DeAnn Walters - spot on -and communication of P&P - that understandably changed quickly - needs inprovement

14:50:38 From Teresa Palmer M.D. to Hosts and panelists:

Can participants get a follow up email with email for additional comments

14:52:10 From Elena Francisco, RDHAP Connect to Everyone:

Oral health was really impacted during the COVID pandemic. I think access to prevent oral health care - dental hygiene - is not as urgent as some mental health issues, but needs to be addressed if restrictions are of longer term. (3+mon)

14:52:14 From Juliette Mullin to Everyone:

Here is the email for this workgroup: LTCFApolicyworkgroup@aging.ca.gov

14:53:46 From Maitely Weismann (Essential Caregivers) to Everyone:

Liz and Asm Nazarian!

14:54:27 From Karen Klink to Everyone:

Thank you Liz Fuller

14:54:33 From Donna Benton to Everyone:

our champion

14:55:39 From Donna Benton to Everyone:

Hands on Care is Life saving YES Tony

14:55:50 From Susan DeMarois to Everyone:

I join others in thanking Liz Fuller personally, and for former Assm. Nazarian's leadership and the CA Legislature for including funding in the state budget approved by the Governor.

14:57:01 From Melody A. Taylor Stark to Everyone:

Echoing Susan DeMarois in appreciation for Asm. Nasarian and Liz Fuller

14:57:29 From Adam to Everyone:

Big thanks to Liz Fuller!

15:00:39 From Catherine Blakemore to Everyone:

Great discussion, will it be possible to get copies of the slides? And apologies, I will be leaving as I have another meeting at 3

15:01:36 From Caroline Servat to Everyone:

Hi Catherine, meeting materials will be available on the following webpage: aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup

15:01:39 From Melody A. Taylor Stark to Everyone:

With the recording - will the chat be available?

15:02:31 From Nancy Stevens to Hosts and panelists:

Hi back atcha dear Brandie Devall!

15:03:15 From Melody A. Taylor Stark to Everyone:

When we wrap up for today are there any "assignments" or prep that we can do prior to the March meeting?

15:05:08 From Juliette Mullin to Everyone:

Hi Melody - Yes, we will cover that as we wrap up today. Thanks for asking!

15:08:52 From Nancy Stevens to Everyone:

Nancy Stevens ~ Essential Caregivers Coalition Resident/advocate Shioubusiness@gmail.com

15:09:43 From Karen Klink to Everyone: Yes

Teresa!

15:10:46 From Anissa Davis to Hosts and panelists:

Getting the language of the bill would be helpful.

15:11:56 From Caroline Servat to Everyone:

Email: LTCFAPolicyWorkgroup@aging.ca.gov

15:13:16 From Caroline Servat to Everyone:

Website: https://aging.ca.gov/Long-Term_Care_Facility_Access_Policy_Workgroup/

15:14:18 From Tony Chicotel to Everyone:

AB 2546 text:

https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill id=202120220AB2546

15:14:56 From Anissa Davis to Hosts and panelists:

Ty Tony

15:15:17 From Bridgett Hankerson, Senate Human Services Committee to Everyone:

Bridgett Hankerson, Senate Human Services Committee

15:15:19 From Melody A. Taylor Stark to Everyone:

Thanks!

15:15:20 From Claire Ramsey to Everyone:

Thank you!

15:15:22 From Juliette Mullin to Everyone:

Thank you all!

15:15:26 From Nancy Stevens to Everyone:

Thank you!

15:15:28 From Jack Light, Providence St. Jude Med Ctr to Hosts and panelists:

thank you