

Patient and Family Engagement During COVID-19 Webinar
May 8, 2020
Selected Covid-19 Tools and Resources
Tools for Provider Audiences

Centers for Disease Protection and Control (CDC): Covid-19 Guidance landing page:
<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>

CMS Guidance on Visitation and Discharge for Covid-19 Infection control and prevention:

- Medicare and C-19 landing page: <https://www.medicare.gov/medicare-coronavirus>
- Hospitals, Psychiatric Hospitals and Critical Access Hospitals:
<https://www.cms.gov/files/document/qso-20-13-hospitals-cahs-revised.pdf>
- Nursing homes: https://skillednursingnews.com/wp-content/uploads/sites/4/2020/03/QSO-20-14-NH-REVISED-3-13-2020_0.pdf

Project Patient Care guidance on visitor rules in hospitals and nursing homes:

<https://www.projectpatientcare.org/wp-content/uploads/2020/04/ppccovid19april5.pdf>

Vizient *Covid-19 Resource Page* (updated daily): <https://www.vizientinc.com/covid-19>

Patient Safety Movement Foundation (updated frequently): *Helpful Covid-19 Resources*
(<https://patientsafetymovement.org/helpful-coronavirus-covid-19-resources/>)

Centers to Advance Palliative Care (CAPC): *COVID-19 Response Resources*
(<https://www.capc.org/toolkits/covid-19-response-resources/>)

- CAPC provides a toolkit on communication during end of life/palliative situations customized to Conavid 19 situations

University of Wisconsin: *Best Case/Worst Case: ICU, with Special Content for Patients with COVID-19* (https://www.hipxchange.org/BCWC_COVID-19)

- Designed to help palliative care clinicians and other clinicians navigate daily conversations with patients' families. It also informs critical care clinicians about the lives of the patients they are caring for and supports families who are absent from the patients' bedside.

Advanced Directives and End of Life Care

- Maryland Office of the Attorney General guidance and forms:
<https://www.marylandattorneygeneral.gov/Pages/HealthPolicy/eolcare.aspx>
- AARP forms for all States: <https://www.aarp.org/caregiving/financial-legal/free-printable-advance-directives/>
- Respecting Choices: *Covid-19 Resources*: <https://respectingchoices.org/covid-19-resources/>

- Project Patient Care podcast, *Advance Care Planning During “Normal” and Covid-19 Times*: <https://www.projectpatientcare.org/podcasts/>

Tools for use with Patients and Family Caregivers

Project Patient Care, *Recommendations for and by Patients, Families, and Caregivers for Elective Surgeries and Invasive Procedures During COVID-19 Pandemic:*

Patient Safety Movement Foundation:

- *Guide to Medical Care at a Distance:*
<https://www.dropbox.com/s/m052xhjxsjrjv/Guide%20to%20Medical%20Care%20at%20a%20Distance.pdf?dl=0>
 - This infographic outlines what patients, families, and advocates can do to engage from a distanced during hospitalization. Organized by four stages:
 1. Admission
 2. Daily, during hospitalization
 3. Discharge
 4. After discharge
- *Hospital Plan of Care* (Form designed for family caregivers to use to get the necessary information from the care team):
<https://www.dropbox.com/s/ro06j84zpmqgnw/POC%20Blank%20April%202019.pdf?dl=0>

Centers for Disease Control and Protection (CDC): *Coronavirus Disease 19 Daily Life and Coping* (<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/index.html>)

National Alliance on Mental Illness (NAMI): *COVID 19 Information and Resources* (<https://www.nami.org/Support-Education/NAMI-HelpLine/COVID-19-Information-and-Resources>)

American Association for Retired Persons (AARP)

- *6 Questions to Ask if Your Loved One Is in a Quarantined Facility* (<https://www.aarp.org/caregiving/health/info-2020/questions-for-quarantined-facility.html>)
- *The COVID 19 Imperative: Keep Family Caregivers and Long-Term Care Facility Residents Connected* (<https://blog.aarp.org/thinking-policy/the-covid-19-imperative-keep-family-caregivers-and-long-term-facility-residents-connected>)

Morale & Gratitude:

- Blog post: *In a pandemic, does patient feedback still matter?*
https://blogs.bmj.com/bmj/2020/03/30/james-munro-in-a-pandemic-does-patient-feedback-still-matter/?utm_source=twitter&utm_medium=social&utm_term=hootsuite&utm_content=sme&utm_campaign=usage
- Twitter thread: *7 tips on boosting the effects of gratitude:*
<https://twitter.com/GiskinDay/status/1241303041015513088>
- AARP: *Innovative ways to say thank you.* <https://www.aarp.org/health/conditions-treatments/info-2020/tributes-to-health-care-workers.html>

Selected News Articles

Comfort amid the chaos: How 4 systems are helping patients connect with loved ones during the pandemic: <https://www.beckershospitalreview.com/patient-experience/comfort-among-the-chaos-how-4-systems-are-helping-patients-connect-with-loved-ones-during-the-pandemic.html>

COVID-19 visitor restrictions are forcing hospitals to find new ways for all patients — not just those with the virus — to connect with their loved ones and, in some cases, say goodbye. These connections come in many different shapes and forms — a dying patient video-chatting with her incarcerated son or clinicians playing a family member's recorded voice message in a critically ill patient's ear — but they all have the same goal: to maintain patient-centered, holistic care, even amid the grim realities of the pandemic.

iPads Are Crucial Health Care Tools in Combating Covid-19: <https://www.wired.com/story/ipads-crucial-health-tools-combating-covid-19/>

Hospitals are deploying tablets and smartphones to protect staff, PRE, and help patients connect with loved ones.

Texts from My Father, In Elmhurst Hospital

Grandma Rocket, the Virus and a Family Whose Love Bridged 2,500 Miles: <https://www.nytimes.com/2020/05/02/nyregion/hospital-family-coronavirus.html>

Addresses language, distance and determination of patient wishes during provider family communication and decision making.