

Expert Teams – COVID-19

Case-Based Learning & Mentorship

Thursday, October 13, 2022

Facilitator: Stephanie Hull, ESRD National Coordinating Center



Meeting Logistics

- Call is being recorded
- Lines will be open for all high performing organizations
 - Please stay on mute unless you are speaking
 - Do not place the call on “hold”
- Everyone is encouraged to use the video and chat features
- Meeting materials will be posted to the ESRD NCC website.



Meeting Guidelines



INTRODUCE YOURSELF
BEFORE SPEAKING



KEEP PATIENT-SPECIFIC
INFORMATION
CONFIDENTIAL



BE WILLING TO SHARE
SUCCESSSES AND
DIFFICULTIES



BE OPEN TO FEEDBACK



ASK THE DIFFICULT
QUESTIONS



RESPECT OTHERS



USE "...AND" STATEMENTS



KEEP TO TIME LIMITS

Who is on the call?

- Guest Expert and Case Study Presenter
- High Performing Organizations
- ESRD Networks
- Centers for Medicare & Medicaid Services (CMS)



What are Expert Teams?

A group made up of individuals from different high performing organizations, each with their own deep experience and knowledge

Help others learn faster by sharing what worked (and what didn't work) in their organization

Bring the best possible solutions to the table

Continually learn and improve

Questions to Run On

How Might We ...

- Educate differently to increase patient and staff COVID vaccinations?
- Emphasize the CDC guidelines to prevent the transmission of COVID within the dialysis facility?
- Collaborate with other healthcare providers and stakeholders to ensure appropriate care of our kidney patients as a whole?

Case Study Presentation & Discussion

**Cheena "Chevie" Escobar BSN, RN, CNN
Facility Administrator
National Renal Care – Canyon Country, CA**

CANYON COUNTRY DIALYSIS

Our COVID-19
VACCINATION JOURNEY



CANYON COUNTRY DIALYSIS CENTER

- ▶ Neighborhood in the Eastern part of the City of Santa Clarita
- ▶ LA County, 30 miles north of Los Angeles
- ▶ 31 stations
- ▶ 116 ending census September
- ▶ Monday to Saturday, 3 shifts
- ▶ In-Center Hemodialysis



NATIONAL RENAL CARE

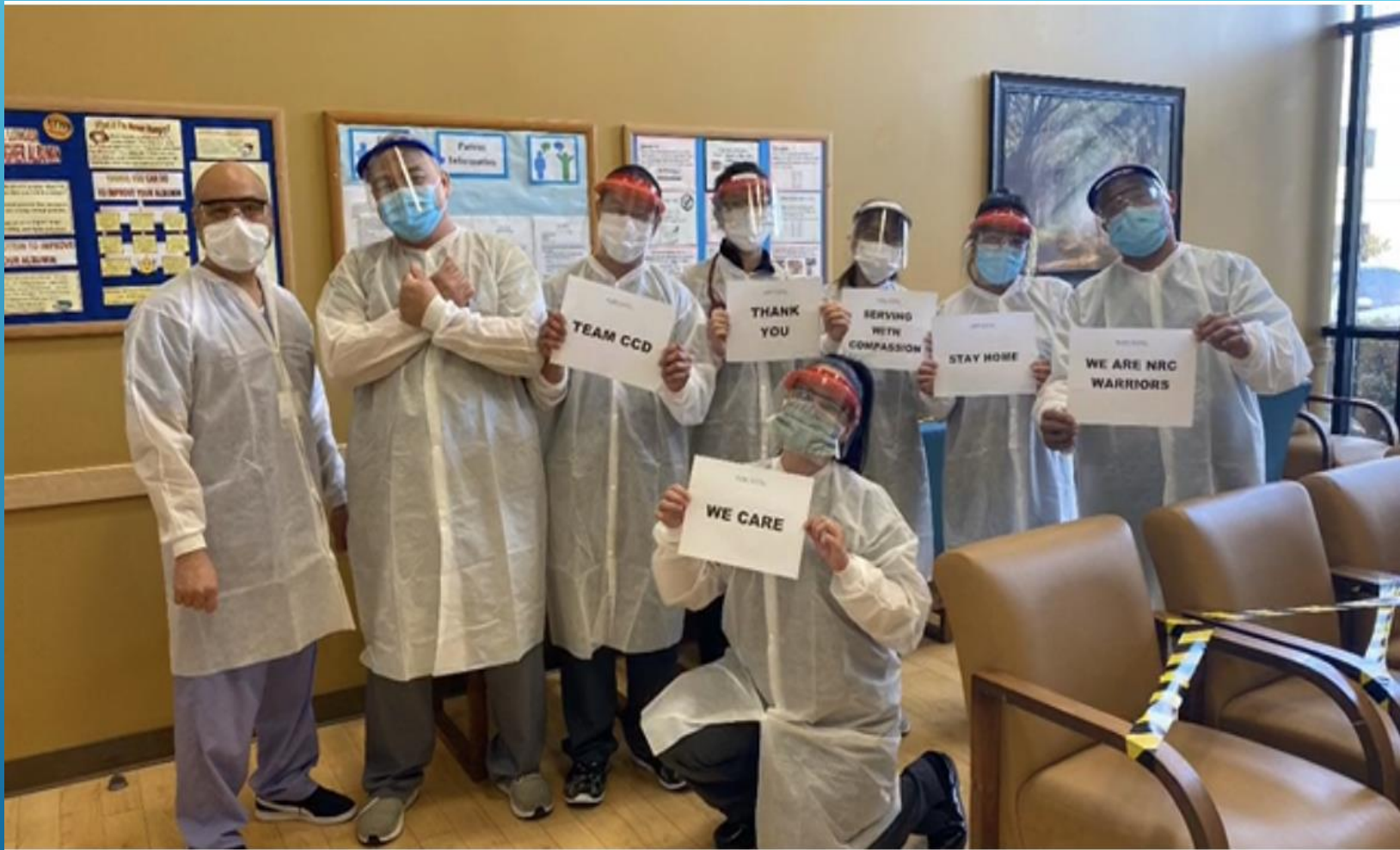
A dialysis management company that currently manages and operates dialysis facilities in Southern California, Louisiana, and New York, providing both in-center hemodialysis and home therapy services for end stage renal disease patients.

The company is led by an experienced management team that previously ran one of the largest dialysis providers in the United States.

MAJOR CHALLENGES

- ▶ **Independent / Private Company**
 - ▶ No cohort unit for Covid (+) Patients
- ▶ **Vice President for Clinical Affairs
Position not filled**
 - ▶ Lack of direction and robust policy and procedures

CARE TEAM

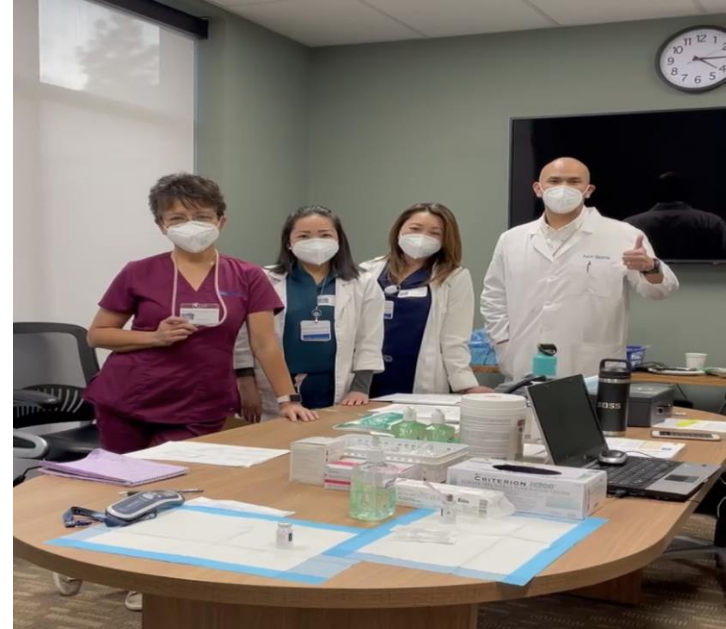


COVID TIMELINE

- ▶ **March 2020 - County of LA Health Officer issues Safer at Home / Stay at Home Order**
- ▶ **March 26, 2020 – First confirmed Covid (+) case, patient was hospitalized**
- ▶ **May 2020 – Onboarding of VPCA, policies being developed**
- ▶ **December 2020 – Dialyzed first Covid (+) case at the facility**
- ▶ **January 2021 – Covid Vaccination clinic at our main hub, NKCC for HCW (Tier 1)**
- ▶ **January 21, 2021 – NRC Facility Administrators led by VPCA served as volunteers of the DPH at one of the five large scale vaccination sites in LA County**
- ▶ **February 2021 – Moderna Covid vaccine administered at the facility for patients**



CARE TEAM



CARE TEAM



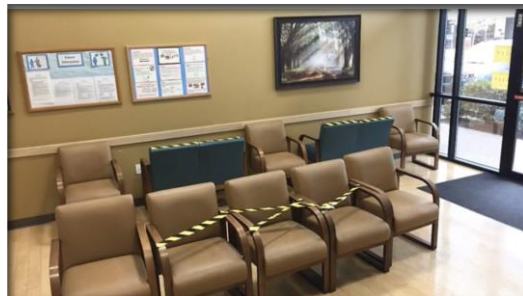


- ▶ Made it clear that we can provide Dialysis to covid-19 patients
- ▶ Basic principles – Follow the science – Infection prevention and control – highest standards of care
- ▶ Assigned a door screener at the entrance
- ▶ Boost team morale
 - ▶ Lunches
 - ▶ Weekly treats
 - ▶ Incentivized by premiums, emergency pay

STEPS TAKEN TO OVERCOME BARRIERS

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- ▶ Provided Reassurance to the team
 - ▶ Regular updates and in-services conducted by FA
 - ▶ Weekly Memos from the President / CEO of the Company
 - ▶ Transparency by Posting PUI and (+) Cases in the breakroom bulletin board (protecting privacy)
- ▶ Leadership continued to be visible in the clinics, did not work from home
- ▶ CPDH Covid 19 Focused Infection Control Survey – no deficiencies (April 23, 2020)
- ▶ Kaiser Site Visit – No deficiencies (December 16, 2020)
- ▶ Multiple DPH Visits from Self – reporting – no deficiencies



▶ **10/21/2020**

Started CMS COVID-19 office hours with LA Health Jurisdiction

▶ **12/11/2020**

FDA issued EUA for Pfizer for 16 and up but supply was allocated for HCP and LTC residents per tier

▶ **12/12/2020**

CDC COVID-19 Vaccine-Pfizer link shared by LA Health Action Network

1st webinar on COVID-19 vaccine

▶ **12/17/2020**

Vaccination survey completed

Weekly call started for COVID-19 updates, facility incidence reporting and review of policies and vaccination

▶ **12/22/2020**

Submitted application for CAIR enrollment

▶ **12/23/2020**

CAIR enrollment approved

▶ **12/24/2020**

Submitted application to COVIDReadi to be able to receive and administer COVID-19 vaccines.

▶ **12/27/2020**

In-service/training with FAs on policy and vaccination for Moderna

▶ **12/31/2020**

PrepMod account created

▶ **1/2/2021**

COVIDReadi-approved for COVID-19 vaccination

▶ **1/4/2021**

2 vaccines EUA authorized

▶ **1/5/2021**

Picked up 1st allocation of Moderna from LAC DPH – 200 doses

Started vaccinating staff under Tier 1- Phase 1A

COVID-19 VACCINATION TIMELINE

COVID-19 VACCINATION TIMELINE

1/12/2021 Vaccination Status

Staff – (179 employees)

Primary – 71%

Declined – 11.3%

Undecided – 2.7

Waitlist – 15%

1/20/2021

Started vaccinating patients using leftover from staff stock

2/3/2021

Started 2nd dose for staff

2/27/2021

Applied for redistribution for the 6 NRC facilities

5/31/2021 Vaccination Status

Staff – 179 employees

Primary series (1st and 2nd dose) – 90.8%

Declined – 7.6%

Undecided – 0.5%

Waitlist – 1.1%

Patients – 750 patients

Primary – 88.2%

Declined – 9.6%

Undecided – 1.2%

Waitlist – 1%

8/24/2021 Vaccination Status

Staff

Primary series 96.7%

Declined 3.3%

Patient

Primary = 91.7%

Declined = 7.3%

Undecided = 0.9%

COVID-19 VACCINATION TIMELINE

10/19/2021

Started giving 1st booster dose

12/1/2021 Vaccination Status

Staff

Primary series = 97.8 %

Declined 2.2%

1st booster dose = 59.4%

Patient

Primary = 91.7%

Declined = 7.3%

Undecided = 0.9%

1st booster dose = 55.5%

12/22/2021

Booster dose mandated for CA HCPs

2/28/22 Vaccination Status

Staff

Primary – 97.8%

Declined – 2.2%

1st booster – 95.5%

Patient

Primary – 92.5%

Declined – 7.2%

1st booster – 75.5%

4/28/2022 Vaccination Status

Staff

Primary – 97.2%

1st Booster dose – 99.4%

Exempted – 5 EEs

Patient

Primary – 92%

1st booster – 79.2%

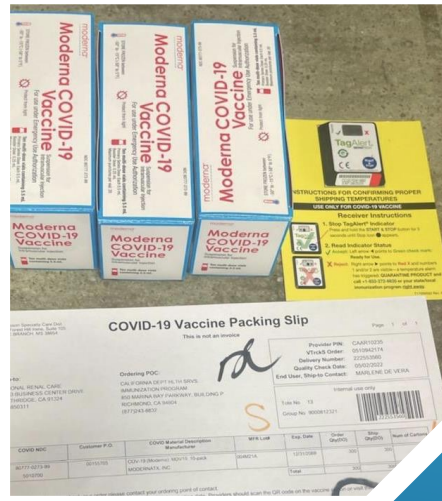
TAKEAWAY

▶ Leadership was the biggest factor in making the vaccination rates a success

▶ Being involved and hands on in the entire process, the logistics, registration, education, administration

▶ Teamwork

▶ Having the right people on board, dedicated and committed individuals



Case Study Discussion and Q&As



Top Take-Aways



What is one thing you learned today that you could start doing immediately?



How will this action improve your current way of doing the practice/process?



Who is involved and how can they support the action to make it sustainable?

Recap & Next Steps

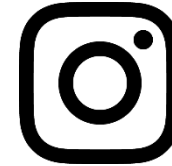
- Additional pathways for learning
 - Sharing Best Practices to a greater community
 - Using Case Study examples to identify missed opportunities and new ways of doing something
- Next meeting – Thursday, January 12, 2023
- Visit the ESRD NCC website to find materials and share – link to Expert Team calls, coming soon.



Social Media



ESRD National Coordinating Center



@esrd_ncc



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National Coordinating Center (NCC)



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Thank You

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