



ST. CROIX HOSPICE – COVID-19 READINESS

St. Croix Hospice is proactively monitoring and preparing for COVID-19 and is fully prepared to continue care for hospice patients at home and in facilities. With a readiness Task Force led by our **dedicated infection control nurse**, St. Croix Hospice has the tools and staffing in place to ensure the safest levels of care are provided uninterrupted for all patients/residents and families.

ST. CROIX HOSPICE PROVIDES:

PREPAREDNESS/EDUCATION

- Surveyors complement St. Croix Hospice readiness. We have never received an emergency preparedness survey tag.
- In addition to our existing policies, procedures and practice we have developed a **multi-discipline COVID-19 Task Force** to proactively monitor real time progress/changes
- Our extensive readiness planning and protocols to ensure uninterrupted care, including an **Active Emergency Preparedness/Continuity of Operations Plan** which is reviewed, drilled and updated according to, and in partnership with, local, state and federal agencies, including newly added plans specific to COVID-19.
- We are actively involved in weekly, and as needed, calls with Department of Health to keep update on **latest information regarding COVID-19 directly from the CDC.**
- Our **staff and patients are provided proactive education**, including current CDC information and recommendations for transmission-based infections including:
 - Getting the flu vaccine and ensuring appropriate patients are vaccinated
 - Taking flu antivirals, if prescribed
 - Adhering to everyday preventive actions to help stop the spread of germs:
 - Regular hand washing
 - Covering mouth and nose when coughing and sneezing
 - Avoiding close contact with anyone showing symptoms of respiratory illness, such as coughing and sneezing.
 - Being on the look-out for common signs of infection, including fever, coughing and sneezing.
- **Real-time infection control screening, monitoring and reporting** protocols in place for all staff and/or patient/resident illnesses, including process for identifying possible COVID-19 infections.
- Protocols for **limiting nonessential visits if/when necessary** for infection control
- **Innovative technology and programs** to support patient care including
 - In-house Patient Experience and Triage RN calls teams
 - In-house Intake/Referral Department
 - CipherHealth automated check in calls/additional touch base phone screenings

STAFFING/SUPPLIES

- A team of licensed, experienced health care professionals who are trained, and will adhere to, **strict infection control precautions**
- A culture of partnership in working together with facility staff to best care for hospice patients/residents, and the **flexibility required to respond to evolving needs**
- Proactive coordination with vendors to **ensure supply chain access and availability** of all necessary equipment, supplies and medication
- **True 24/7 availability**, including nights, weekends, holidays and weekend Hospice Aides
- Referral and **clinical staff members who live in the communities they serve**, enabling them to be up to date and accessible to address evolving community needs