



Covid Alliance Senior Support Team of New Hampshire

COVID Alliance Senior Support Team

**Purpose and Operational Overview
2020 September 1st**



Covid Alliance Senior Support Team of New Hampshire

WELCOME

*Thank you for your work
caring for seniors on the
front line of the pandemic!*

AGENDA

- ❖ Senior Support Team
Fundamentals
- ❖ How do we help?
- ❖ SST History
- ❖ SST Key Volunteers
- ❖ SST Communication
Channels and Tools
- ❖ SST By-the-Numbers

SST Mission Statement

The goal of the Senior Support Team (SST) is to support assisted living facilities, skilled nursing facilities, and other senior residential facilities in New Hampshire by:

- Providing actionable information when they need it,
- Monitoring their status daily, and
- Advocating for any supplies or services that might make COVID-19 outbreaks in their facilities less likely.

We are an all-volunteer team that operates 100% remotely.



SST Fundamentals

How do we do it?

- Volunteer Liaisons are available to communicate with their senior care facility contacts daily.
- We track key data, like PPE requests submitted to DHHS.
- We send summary reports to senior DHHS staff every day.
- All data and info facilities share with us is confidential.
- SST has never handled a single dollar in cash. All software tools were provided in-kind.



Actionable information - Cut through the noise

How do we help?

- Daily communication ensures frequent opportunities to discuss current, urgent questions and issues.
- We put new questions from senior care staff on daily DHHS reports and ensure the answers get to staff that need them.
- We maintain [an FAQ Library](#), which includes both the latest guidance documents and answers from state officials.
- SST statewide leads and specialists review Liaison notes and new questions every day.



Monitoring status - No surprises

How do we help?

- Liaisons can help identify relevant guidance or relevant authorities for facility leaders to contact when a new issue arises.
- Daily reports ensure state officials have higher visibility of senior care facility issues.
- Our data tracking, especially on PPE requests, ensures issues get noticed and addressed quickly.



Advocating for Supplies and Services

How do we help?

- Our daily reports are an opportunity to prioritize and reinforce key issues.
- We have unique data on staffing and supply issues and have provided officials with special reports to inform major decisions.
- We connect senior care facilities, industry organizations, government officials, non-profits, and other specialists to help address facility issues.



Senior Support Team History 1

- COVID-19 Policy Alliance was founded by MIT faculty on March 10th. Advocated centralized COVID Command Centers tied into telehealth systems, which would be aggressively advertised as the primary way to seek help and advice on possible COVID symptoms.
 - This obviously did not happen.
- First Senior Support Team meeting on March 26th.
 - We know senior facilities are going to be hit hard. How can we help directly?
- SST model initially inspired by political campaigns. Recruit a lot of volunteers and get them to make a lot of phone calls.



Senior Support Team History 2

- Gathered stakeholders, input, medical advice, and volunteers during the first half of April.
- Liaison calls began on Monday, April 13th.
- Daily reports to DHHS officials began April 17th.
- Comprehensive Supply Tracking Process rolled out May 4th.



Senior Support Team Key Volunteers

- State Senator Tom Sherman M.D., Chairman
- Daniel Curtis, Executive Director
- Judith Joy, Statewide Volunteer Coordinator
 - Shelly Kayser and April Phelps, Deputies
- State Representative Polly Champion, former Liaison
- State Representative Jerry Knirk, Medical Advisory Group
- Paula MacKinnon, former Operations Director
 - NH School Nurse Association President



Senior Support Team Liaisons

SST Liaisons are:

- Lots of veteran nurses,
 - Especially school nurses
 - NH Nurses Association has been a key partner in recruitment.
- MIT student volunteer EMTs,
- Dartmouth medical students,
- MCPHS students,
- Seacoast MRC volunteers.



SST Communication Channels and Tools

- Initial Contact Survey (ICS) for new facilities
- Daily Update System (DUS) automatic text messages
- Liaison Calls (and sometimes emails)
- Weekly Newsletter
- Website and FAQ Library



SST By-the-numbers

As of August 24th,

- The COVID Response Liaison program has been fully operational for 19 weeks.
- We have 46 Liaisons and 8 Regional Coordinators supporting 55 facilities.
- 13 volunteers in leadership and specialist roles
- 13-member Medical Advisory Group, which includes veteran LTC Medical Directors and infection control specialists
- 2,142 calls to facilities
- 15,453 text messages from facilities



SST Today

- We are happy to receive new Initial Contact Surveys from new facilities!
 - We will connect new facilities with Liaisons as quickly as possible.
- We are also eagerly seeking more volunteers!
 - The reopening of the state, and especially the schools and universities, has affected our volunteer availability a lot.



SST Liaison Work

- Liaisons work in pairs to ensure coverage of the whole week.
- Liaison pairs are assigned to communicate with 3 facilities.
- Liaisons are supported by Regional Coordinators, the FAQ Library, links to all essential tools and resources on a Liaison Landing Page website, and the standard daily JotForm to guide conversations.
- Liaisons should expect to have scheduled calls 4 days per week, with most calls being placed between 11am and 1pm.
- The total Liaison time commitment is almost never more than a total of 1 hour per day, up to 4 days per week once the 1 hour onboarding is finished.





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