

## Healthcare Facility Regulation (HFR) Long-Term Care Facility COVID-19 Report

### Frequently Asked Questions

#### 1) What types of facilities are included in this report?

The report includes COVID-19 activity for all licensed nursing homes, all licensed assisted living communities, and licensed personal care homes of 25 beds or more.

On the report, facilities are classified as a nursing home or a PCH (personal care home). The PCH category includes both personal care homes and assisted living communities. In Georgia, assisted living communities, by rule definition, are 25 beds or more. Personal care homes can have fewer than 25 beds. The COVID-19 report only includes those personal care homes with 25 beds or more.

#### 2) What type of data are included in the report?

The report includes the following data, as reported by the facility:

| Data Element             | Description  |
|--------------------------|--|
| Facility Type            | Nursing Home or PCH<br><i>See response to question #1 above for more information about this data element</i> |
| Name                     | The name on the facility license   |
| Address, City, County    | The location of the facility   |
| Resident Census          | The number of residents under the facility's care  |
| COVID Positive Residents | The cumulative number of residents who have tested positive for the COVID-19 virus                           |
| Resident Deaths          | The cumulative number of COVID-19 positive residents who have died   |
| COVID Positive Staff     | The cumulative number of employees working at the facility who have tested positive for the COVID-19 virus   |

#### 3) Where can I find COVID-19 information on a facility type not included in this report?

If you are seeking COVID-19 information for a facility type not included in this listing, please contact the facility itself or the Department of Public Health (DPH). Facilities are required to report outbreaks to the Georgia Department of Public Health (DPH), <https://dph.georgia.gov/epidemiology/disease-reporting> so it is possible that DPH may have responsive information.

#### 4) Why is DCH releasing this report now?

Surveyors within the Healthcare Facility Regulation (HFR) Division of DCH have been contacting long-term care facilities for several weeks to provide monitoring and oversight support as part of the State's response to the COVID-19 public health crisis. The information collected by HFR surveyors is being used by the Georgia National Guard and state agencies to assist in planning, strategy and intervention measures. On April 13, 2020, the Georgia National Guard launched a new platform to enhance the data collection process for HFR's survey teams. The HFR Long-Term Care Facility COVID-19 Report is generated from this new database platform and is being released as a public service to aide transparency. The HFR report replaces the previous report posted by the Governor's Office which contained similar information.

**5) What is the Department doing to address the outbreak in long-term care facilities?**

The Department of Public Health (DPH) and the Georgia Emergency Management Agency (GEMA) are leading the State’s response to the COVID-19 public health emergency. DCH is assisting DPH and GEMA in a variety of ways to address the outbreak of COVID-19 in long-term care facilities. For more information on the State’s response efforts, please refer to the Executive Order issued by Governor Kemp on April 8, 2020, as well as other information released by the Governor’s Office, <https://gov.georgia.gov/>.

**6) Is HFR continuing to conduct surveys or inspections of facilities?**

HFR has conducted some onsite surveys, but those surveys are coordinated with DPH and the National Guard in order to minimize potential exposure of patients and residents to the virus and to conserve the supply of Personal Protective Equipment (PPE) for health care workers and first responders. HFR created a desk review tool based on a COVID-19 survey process developed by the Centers for Medicare and Medicaid Services (CMS) and has used the tool to review critical infection control protocols with health care facilities throughout the State. HFR continues to conduct complaint investigations related to infection control issues or immediate jeopardy situations but has suspended routine survey activity in accordance with direction issued by the Centers for Medicare and Medicaid Services, <https://www.cms.gov/files/document/qso-20-20-allpdf.pdf-0>.

**7) What resources are available for families that have concerns about their loved ones who reside in long-term care facilities?**

Below are some links for more information:

| <b>Contacts</b>  | <b>Role</b>   |
|--|---|
| Center for Disease Control and Prevention<br><a href="https://www.cdc.gov/">https://www.cdc.gov/</a><br>Georgia Department of Public Health<br><a href="https://dph.georgia.gov/">https://dph.georgia.gov/</a>   | Families can learn more about what long term care facilities can and are doing to address the spread of the virus by visiting the CDC and DPH websites.                                 |
| Georgia Emergency Management Agency<br><a href="https://gema.georgia.gov/locations">https://gema.georgia.gov/locations</a>   | Emergency crisis situations in health care facilities related to COVID-19 should be reported to 911.  |
| Healthcare Facility Regulation (HFR) Division of the Department of Community Health<br><a href="https://dch.georgia.gov/divisionsoffices/healthcare-facility-regulation/facility-licensure/hfr-file-complaint">https://dch.georgia.gov/divisionsoffices/healthcare-facility-regulation/facility-licensure/hfr-file-complaint</a> | Complaints about licensed facilities may be reported to HFR for investigation.  |
| Office of the State Long Term Care Ombudsman<br><a href="https://www.georgiaombudsman.org/">https://www.georgiaombudsman.org/</a>  | Ombudsmen provide advocacy and informal resolution of concerns of residents in long-term care facilities. They have resources and materials that may be helpful in addressing concerns. |