

## Congregate Care Unified Response Team Bridge Team Guidance and Information

### **CCURT's BRIDGE TEAM**

The Congregate Care Unified Response Team's (CCURT) Bridge Team was created to assist nursing facilities after testing has been completed within a facility and that facility identifies a staffing or resource need associated with COVID-19. Members of the CCURT Bridge Team include staff from the Ohio Department of Health (ODH) and the Ohio Department of Medicaid (ODM).

The Bridge Team responds to a facility's identified need in emergency situations. The team will collect relevant information from the facility and others on the ground to assist decision making. Once activated, the Bridge Team will coordinate facility communication with all relevant state agencies, the Emergency Operations Center, health care zones, hospitals in the area, and the local health department to provide immediate assistance.

The Bridge Team will be the point of contact until the emergency subsides. Once the Bridge Team's involvement is no longer necessary, the team will identify the most appropriate agency, hospital, or local health department to continue assistance and monitoring using state teams and resources.

### **WHEN TO ACCESS THE BRIDGE TEAM**

The Bridge Team's services are available to nursing facilities that have identified staffing or resource needs associated with COVID-19.

The Bridge Team classifies provider issues as:

- Staffing
- Evacuation
- Supplies, outside of a normal requests to the Local Emergency Management Agency (EMA) when lack of a specific supply would endanger the safe operation of the home

### **ENGAGING THE BRIDGE TEAM**

When a nursing facility or local organization supporting that facility identifies a potential emergency that requires support from the CCURT, it is that person's responsibility to contact the Bridge Team Coordinator to launch the Bridge Team process.

All necessary state resources will be brought to bear to support this process, to help every facility in Ohio protect the health and safety of their residents.

## Bridge Team Coordinator (BTC) – Contact Information

### Primary Bridge Team Coordinator (BTC)

Rick Hoover, ODH [ricky.hoover@odh.ohio.gov](mailto:ricky.hoover@odh.ohio.gov) 614-562-2580

### Back Up Bridge Team Coordinators (If Ricky is unavailable)

Dave Holston, ODH [dave.holston@odh.ohio.gov](mailto:dave.holston@odh.ohio.gov) 614-301-8750

Julie Davis, ODM [julie.davis@medicaid.ohio.gov](mailto:julie.davis@medicaid.ohio.gov) 614-204-6549

Jayson Rogers, ODH [jayson.rogers@odh.ohio.gov](mailto:jayson.rogers@odh.ohio.gov) 614-752-9156

General CCURT Questions Inbox [CCURT@odh.ohio.gov](mailto:CCURT@odh.ohio.gov)

## **ACCESSING THE BRIDGE TEAM: STEP-BY-STEP**

**STEP 1:** *Either a nursing facility or a local organization contacts the Bridge Team Coordinator once an issue, concern, or emergency has been identified.*

**STEP 2:** *Bridge Team Coordinator makes an initial call to the facility.*

What should you prepare for the Bridge Team Coordinator's Initial Call?

- All relevant facility information, including emails and phone numbers for caller and administrator
- Information regarding your facility's communication with local health department, local hospital liaison, regional healthcare coordinator or zone leads
- Current census information
- Number of COVID-19 positive residents in building
- Number of COVID-19 positive staff, if applicable
- Information about residents who need special consideration
- Whether there is a need for corporate office engagement, if applicable
- Any additional questions

If the facility's concerns fall outside an identified provider issue or can be triaged for lower level action, the Bridge Team Coordinator will help identify appropriate local or state resources.

**STEP 3:** *Bridge Team Coordinator facilitates a call between the nursing facility and relevant state agencies and organizations to discuss needs and deploy resources.*

Organizations that may be included in this call are:

- State Agencies
- Local Health Department
- Identified Hospital Partner
- Hospital Zone Coordinator
- Nursing Home Zone Lead
- Facility and Corporate Owner – if applicable
- State of Ohio NH/RCF Transition Team (Evacuation Only)

For more information, visit: [coronavirus.ohio.gov](https://coronavirus.ohio.gov)

**STEP 4:** *The Bridge Team continues to monitor the emergency and coordinates calls and resources as necessary until the emergency is properly mitigated. Once the emergency has been adequately mitigated, the Bridge Team will hand off support management to an appropriate local partner.*

## **BRIDGE TEAM SUPPORT**

### **Types of Staffing Resource Available via the Bridge Team**

If a facility is facing a critical staffing shortage due to COVID-19, the Bridge Team may deploy the following supports:

#### *Licensee Bank Support*

- The Licensee Bank Support is a list of 900 medical professionals in Ohio who have indicated they are willing to work at nursing facility that is experiencing a staffing crisis.
- The Bridge Team will send an electronic request to these licensees and coordinate with the individuals and the facility for onboarding.

#### *Contracting Support*

- The Bridge Team has a list of all staff support agencies in the state and can provide identified agencies to the nursing facility to facilitate a wider reach of possible employees for that facility.

#### *Hospital and Clinical Support*

- The Bridge Team may connect nursing facilities with local hospitals and clinicians to support the facility to identify better use of current staffing resources.

#### *Ohio National Guard*

- The Ohio National Guard stands prepared to support a facility during a staffing crisis and will be activated when the need arises.
- This resource will only be activated as a last resort.

### **Supply Resource Support**

If a facility is facing a supply shortage that would critically compromise the ability to safely provide patient care, the Bridge Team is able to deploy to following support:

- Work with nursing facility to contact local EMA and local health department to procure necessary resources
- Contact vendors to resolve supply issues
- Pre-identified state resources for service support (i.e. laundry services)
- Access the Vendor Assistance Tracking List

For additional information, visit [coronavirus.ohio.gov](https://coronavirus.ohio.gov).

For answers to your COVID-19 questions, call 1-833-4-ASK-ODH (1-833-427-5634).

**Your mental health is just as important as your physical health. If you or a loved one are experiencing anxiety related to the coronavirus pandemic, help is available 24 hours a day, seven days a week. Call the COVID-19 CareLine at 1-800-720-9616.**

For more information, visit: [coronavirus.ohio.gov](https://coronavirus.ohio.gov)

# CORONAVIRUS DISEASE 2019



Department of Health

Protect yourself and others from COVID-19 by taking these precautions.

## PREVENTION

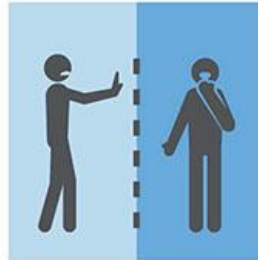
For additional information call 1-833-4-ASK-ODH or visit [coronavirus.ohio.gov](https://coronavirus.ohio.gov).



STAY HOME EXCEPT FOR WORK AND OTHER NEEDS



WEAR A FACE COVERING WHEN GOING OUT



PRACTICE SOCIAL DISTANCING OF AT LEAST 6 FEET FROM OTHERS



SHOP AT NON-PEAK HOURS



WASH HANDS OFTEN WITH WATER AND SOAP (20 SECONDS OR LONGER)



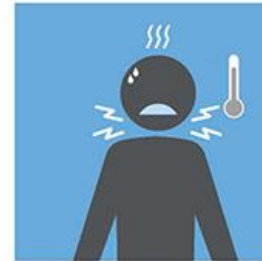
AVOID TOUCHING YOUR EYES, NOSE, OR MOUTH WITH UNWASHED HANDS OR AFTER TOUCHING SURFACES



COVER YOUR MOUTH WITH A TISSUE OR SLEEVE WHEN COUGHING OR SNEEZING



CLEAN AND DISINFECT "HIGH-TOUCH" SURFACES OFTEN



DON'T WORK WHEN SICK



CALL BEFORE VISITING YOUR DOCTOR

For more information, visit: [coronavirus.ohio.gov](https://coronavirus.ohio.gov)