

# COVID-19 | FOREVER CHANGED



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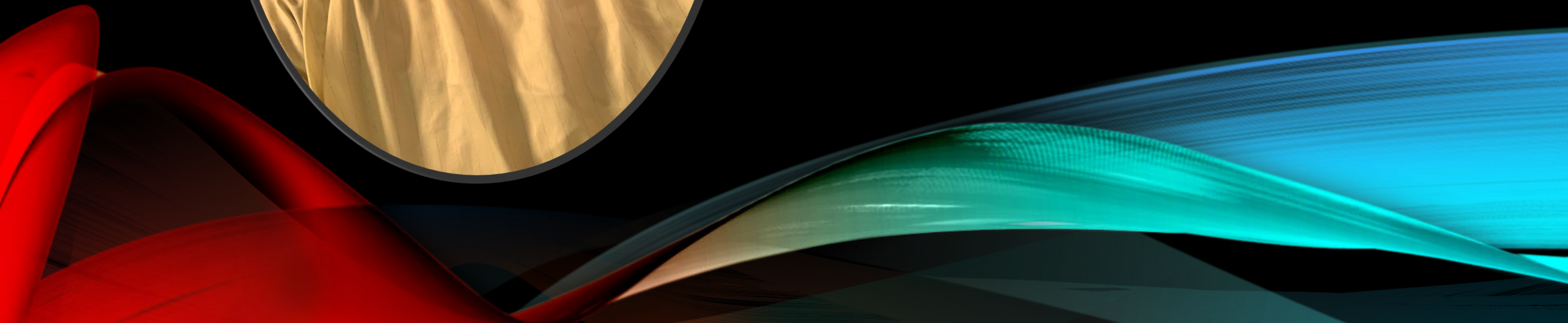
# CONTENT OVERVIEW

- Introduction
- Staffing Challenges
- The Residents
- Families
- The Recovery
- Operations
- Rural Challenges





# INTRODUCTION



# OLIVIA ARMIJO | ADMINISTRATOR

## My Background

- NM Highlands University
- Retail Management
- Accountant
- Hospice
- LNHA
- Mom
- Soldier | NM Army National Guard

## My Goals

- Patient quality of life
- Staff quality of employment
- Business viability sustained into the future
- Make the changes our patients and residents deserve
- Advocacy

# ROSWELL NEW MEXICO

- Population 47,941
- Median income \$43,372
- Median Property Value \$105,000
- Home owner rate 66%
- Poverty Rate 19.7%
- Median age 34
- Eastern NM University
- NMMI
- Eastern NM Medical Center
- Lovelace Hospital

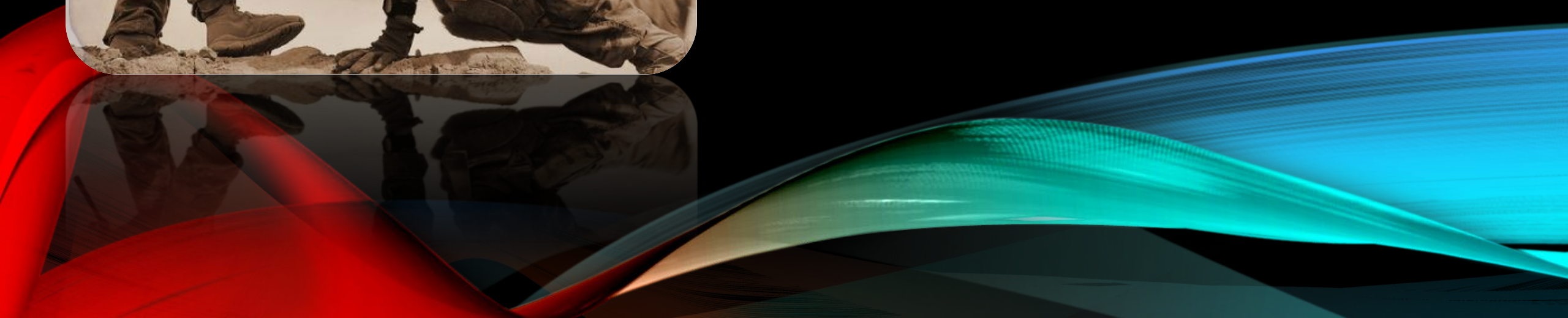


“There is no exercise  
better for the heart  
than reaching down  
and lifting people up.”  
- John Holmes



# STAFFING CHALLENGES

The Bravery in Returning to Work



# OUR STAFF

## The Fear

- Is it safe?
- Am I doing the right thing?
- Should I go back to work?
- I am afraid of working during a pandemic

## The Guilt

- My peers are sick and not me
- How do I keep my family safe
- Did I get my family sick?
- Did I get the residents sick?

## Overcoming

- Many staff decided to be brave enough to return
- Remaining teams became stronger
- Burnout is prevalent
- Post Trauma
- Attracting qualified staff
- Employer competition

# CHANGES TO STAFFING

- 24 hours of employee/visitor screening
- 1:1 activities
- Volunteer restrictions
- Increase vital surveillance
- Vaccine mandate
- Unemployment
- Shortage
- PTSD

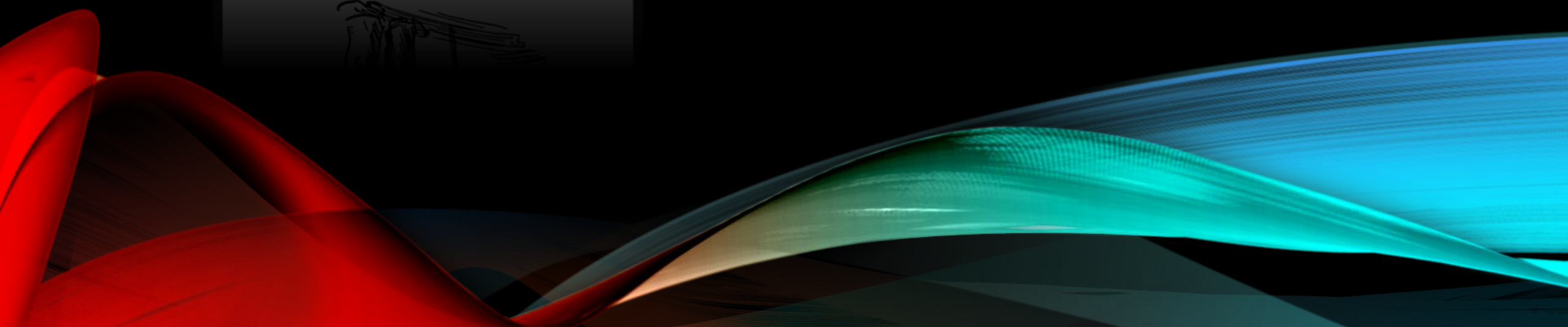






# THE RESIDENTS

COVID and Dementia



# CHANGING RESIDENT WAY OF LIFE

- In room dining
- Increase in depression
- Disposable wear
- Weight loss
- Post trauma
- Mourning the loss of friends and loved ones
- Isolation from friends and loved ones

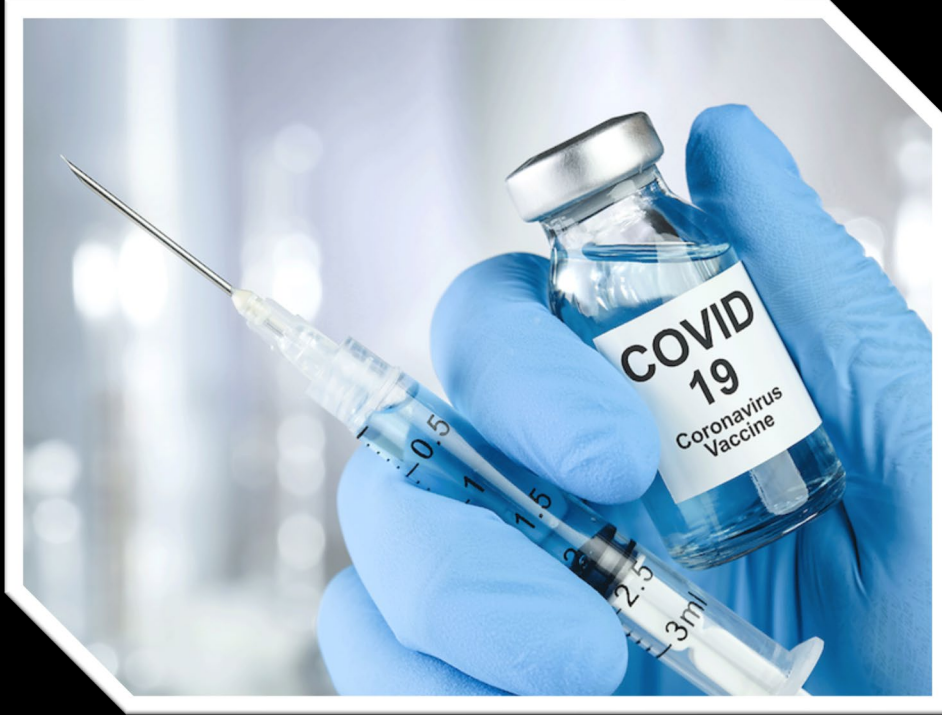


# FAMILIES

Feelings of helplessness during a pandemic

# FAMILY

- During the outbreak a lot of families wanted to be there to help but were not permitted to
- Even Hospice became limited
- Visitation limited to scheduling video calls
- Compassion visits when indicated
- Cultural beliefs
- Feelings of distrust towards facility

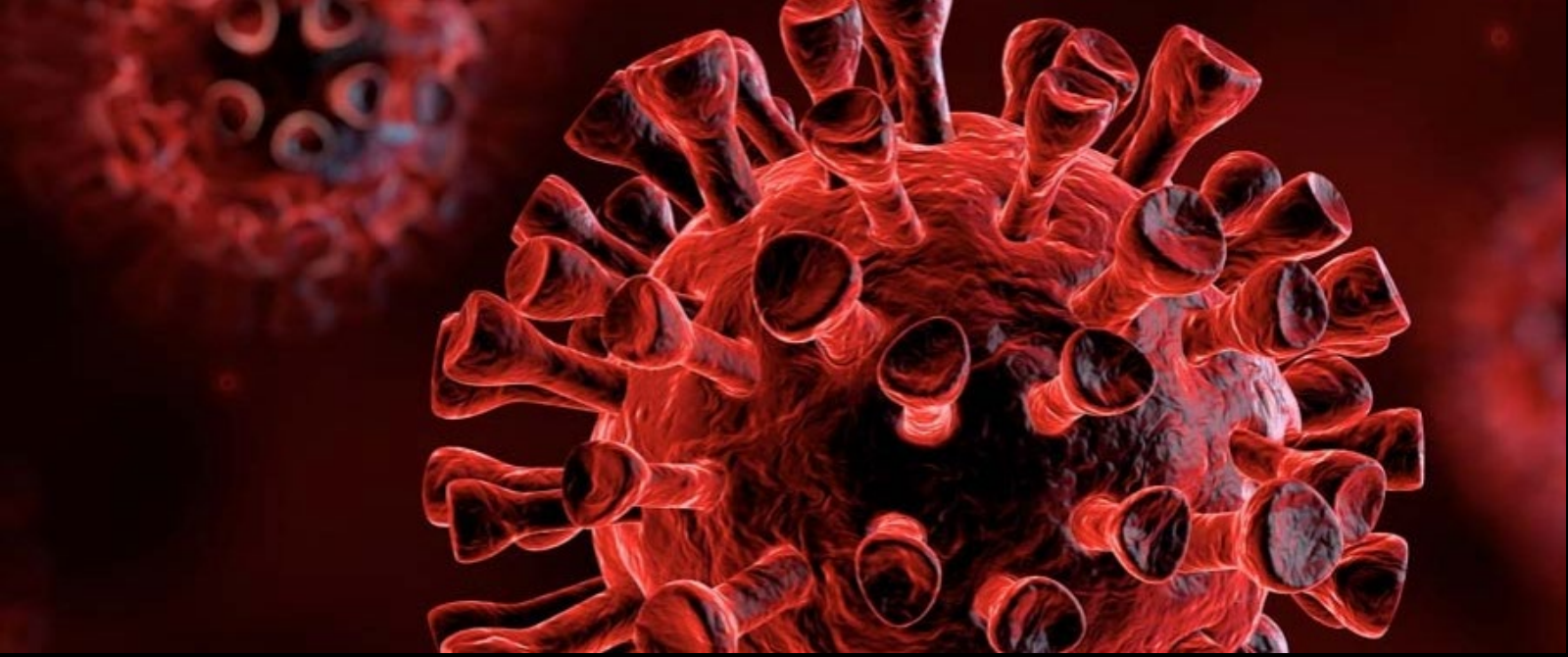


# THE RECOVERY

A mission with ever changing goals

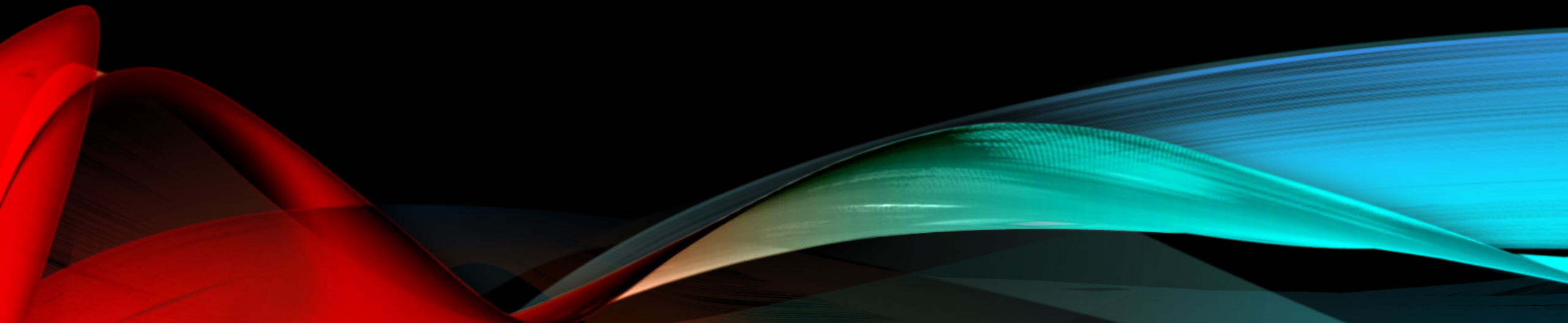
# WHAT LTC COMMUNITIES NEED

- Assistance with non-negotiable increased expenses
- Community resources for higher acuity residents
- Post trauma resources
- Community awareness
- Reliable Labs for COVID test processing



# OPERATIONS

The hidden effects of COVID



# EXPENSE CHANGES

- Wages
- Isolation precaution
  - Personal Protective Equipment
  - Infection Waste Removal
  - Disposable dishware
- Agency Staffing
- Overtime
- New positions
- Feeding staff
- January 2021 minimum wage increase

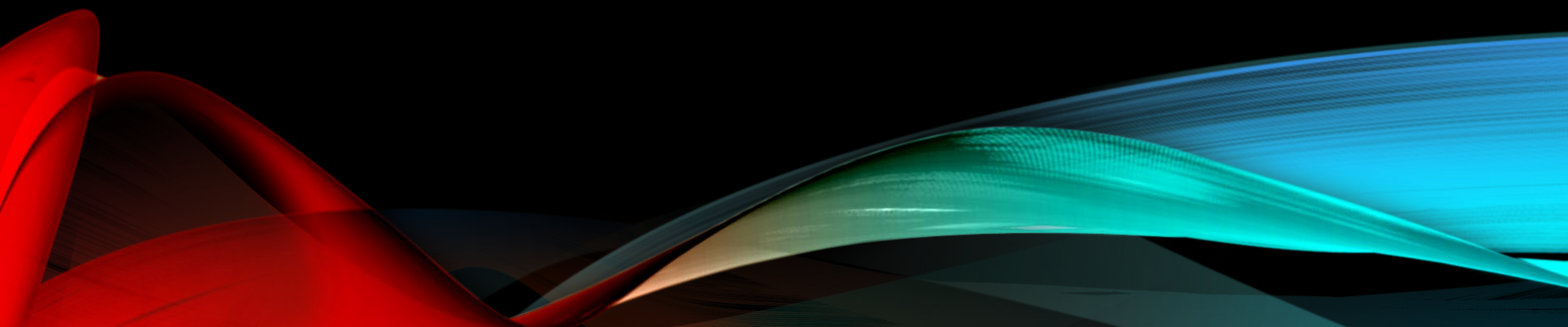






# RURAL CHALLENGES

LTC Support Needed

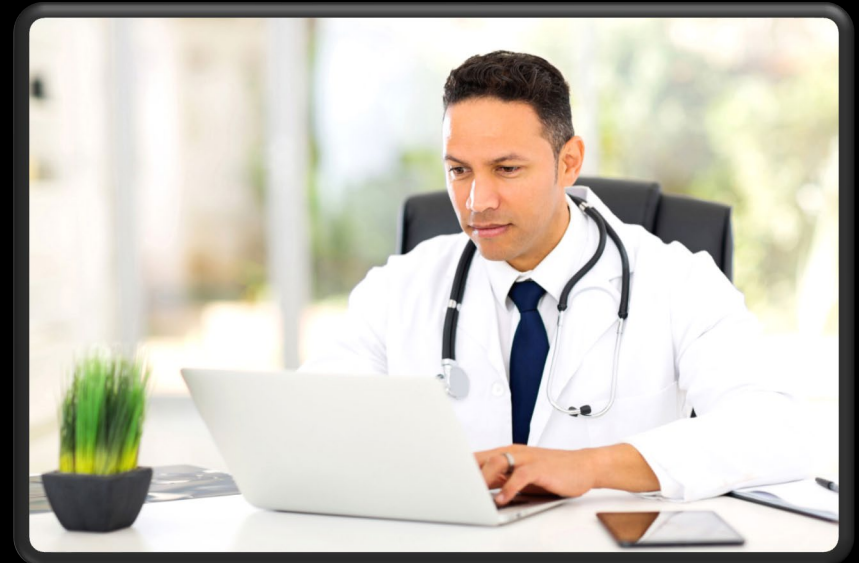


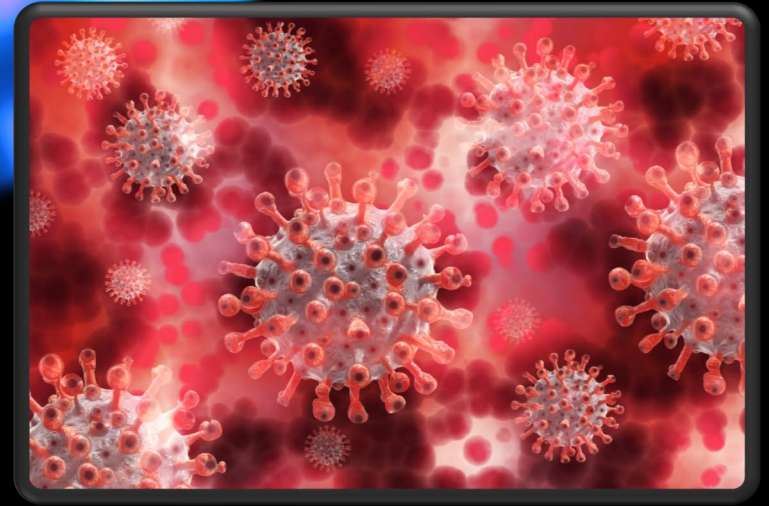
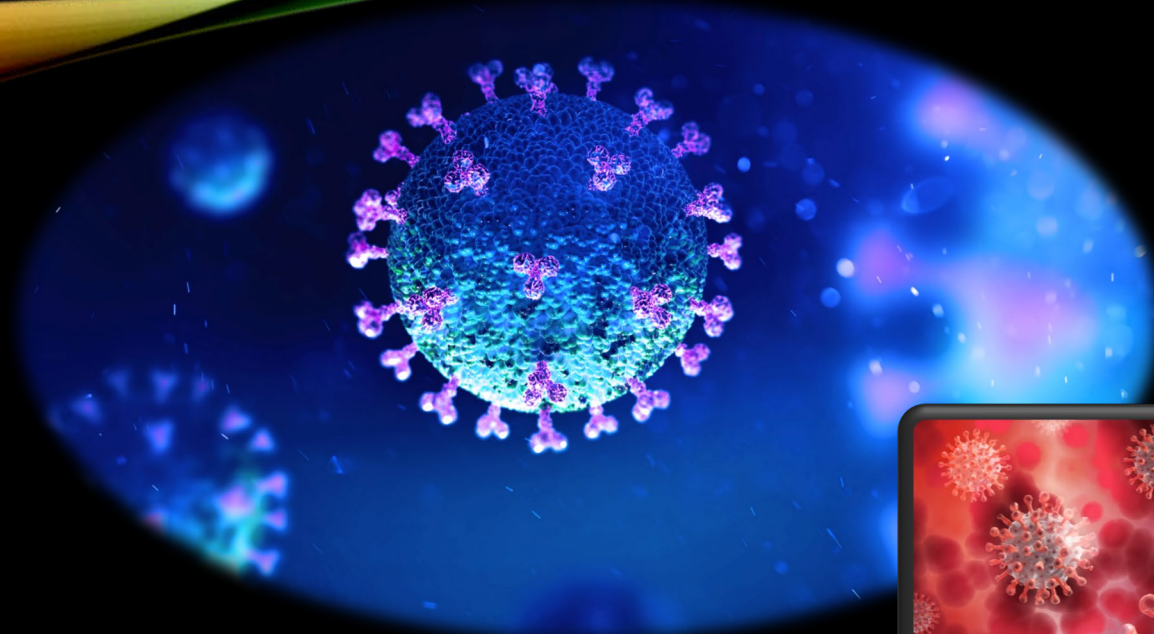
# STAFFING

- Limited labor force
- Many LPN programs are ending
- Universities are focused on BSN programs
- Vaccine mandate are changing candidates
- Competition with retail and fast food
- Other states recruiting because of their own crisis situation

# COMMUNITY RESOURCES

- Limited behavioral health amenities
- Limited specialists
- Travel required frequently for follow up care
- Limited programs for homeless discharges
- Drug treatment facilities are full or out of area
- Transportation companies don't follow through
- Home health and hospice have limited radius





QUESTIONS?

