

# COVID-19: Home Health and Hospice Stories & Lessons Learned

from the Past, Present and for the Future

## Key Takeaways from the Webinar



**"What is your biggest challenge currently with COVID?"**  
**Nick Seabrook**

Mandated limited access to patients in facilities due to external staff restrictions



**Carla Davis**  
 HEART of HOSPICE

Workforce stretched thin and decreased staffing in combination with some of the highest patient censuses to date



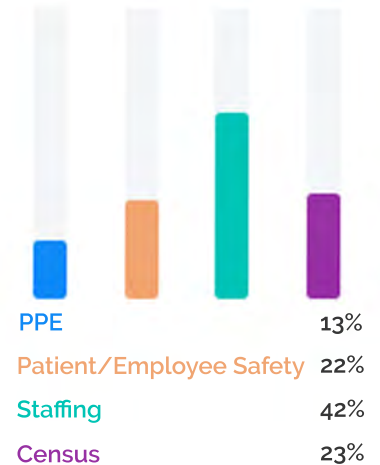
**Brent Korte**  
 EvergreenHealth

Personal Protective Equipment (PPE) logistics  
 Staffing concerns increase as schools reopen and current staff obligations go elsewhere



**Dr. Steve Landers**  
 vna HealthGroup

### Webinar Poll Results:



**"What should we be advocating for now?"**



Lift restriction and allow access to patients in facilities to perform care



Delay the Medicare Advantage carve-in for 2021



Support the use and expansion of telehealth  
 Address and intervene in the nursing staff shortage



**"What opportunities have come from COVID?"**



Required and now established better communication across the agency



The role home health experts can play in public health

It has elevated hospice and home health

**"This is Homecare's moment.  
 This is Hospice's moment"**





## "What impact has remote workforce had on your organization?"



Positive back-office work from home experiences in productivity and employee satisfaction



Mileage expenses for in-person meetings as decreased – more meetings are possible virtually



Future concerns are onboarding , coaching, and mentorship

### Webinar Poll Results:

What best describes your current work environment?



100% Remote 45%

100% In-office 12%

Blend 43%

**"You can make things happen with the desire to do it and you don't put barriers in front of yourself."**



## "What has changed in your organization regarding technology use?"



Telehealth increased physician engagement & improved care

Delay the Medicare Advantage carve-in for 2021

Support the use and expansion of telehealth

Address and intervene in the nursing staff shortage



## "How will you be prepared for a 2nd wave? What has COVID taught you and what will you do different? "



Brace for continued PPE supply chain struggles



Keep communication high

Remain vigilant and understand COVID is a chronic problem

**"We are not focused on COVID waves; we're in it now."**

