



**Detroit Wayne
Integrated Health Network**
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Residential Temporary COVID-19 Quarantine Referral Guidelines

Guidelines

Referral Agents

- Residential Providers
- Inpatient Hospitals / ED
- CRSP
- Nursing Homes
- Residential Care Specialists (reported through Project: "Reach Out")

Length of Stay

The consumer is accepted initially for 14 Days or until COVID-19 test results are negative; whichever is most appropriate and medically based on consumer's needs.

Reviewing these guidelines are essential when consumers reside in the pre-placement COVID-19 facilities. Adherence to these guidelines is necessary as DWIHN serves a vital role in protecting the health and safety of all recipients of mental health services.

- A packet will be reviewed in its entirety before presenting to Detroit Family Home-Southfield or Forever Care-Taylor (Quarantine Residential Service Providers). Information regarding the consumer's COVID-19 diagnosis, testing date and current medical condition are required if the consumer is coming from a hospital (inpatient psychiatric or medical). If coming from a medical floor, additional information regarding the consumer's admitting medical issues is required. Current nursing notes will be requested if the information is older than 30 days.
- Nursing home referrals require a high level of scrutiny and may be referred to DWIHN medical director for review. These referrals will go to management for prior approval.
- When contacting the facility, please review the following:
 - ✓ Check the status of Personal Protection Equipment (PPE)
 - ✓ Masks
 - ✓ Hand Sanitizer
 - ✓ Hand Soap
 - ✓ Gloves
 - ✓ Cleaning supplies
 - ✓ Thermometers
 - ✓ Check staff ratio per shift and inquire about staff who might be ill, possible return and negative COVID -19 test as verified by a return to work notice.
 - ✓ Ensure that the consumer will be adequately protected as outlined by COVID -19 guidelines in the pre-placement process.
- Review the following expectations with the provider as needed:
 - COVID-19 Pre-Placement Providers must adhere to DWIHN Temporary (COVID-19) pre-placement process (attached) and is funded for:
 - ✓ Transitional Housing (Maximum of 14-days)
 - ✓ Transportation
 - ✓ 24 Hour Monitoring
 - ✓ Supervision
 - ✓ Meals and supportive services
 - ✓ Community Living Supports
 - ✓ Medication Management

- Ensure provider is correctly maintaining the COVID-19 log which includes the following:
 - For the safety of the people served and staff, DWIHN is directing the Specialized Residential Providers to maintain a daily COVID-19 Symptoms log on each person. The log should include the following information:
 - ✓ Daily temperature checks (99.5°F or greater)
 - ✓ Assess for dry cough
 - ✓ Shortness of breath
 - ✓ Fatigue/malaise
 - ✓ Complaints of loss of a sense of taste and/or smell (newly identified symptom of COVID-19).

- Additional COVID symptoms (Contact the Primary Care Physician):
 - ✓ Fever of 100.5°F (38°C) or above, or possible fever symptoms like alternating shivering and sweating.
 - ✓ New cough
 - ✓ New trouble breathing, shortness of breath or severe wheezing
 - ✓ New chills
 - ✓ New muscle aches
 - ✓ Sore throat
 - ✓ Diarrhea
 - ✓ New loss of smell or taste, or a change in taste

Provider Reporting

- Report admissions and discharges daily to COVID Residential Care Specialist by 3:30 p.m.; reporting all refusals/denials on daily log.
- Report all pre-placement admissions, denials, and discharges monthly.

Recovery Recommendations: Center for Disease Control

- Consumer hasn't had a fever for 72 hours (3) (days 11,12,13)
- Symptoms are better, though they might not be totally gone
- It's been 7 days since your symptoms started or you've had two negative COVID-19 tests 2 hours apart.
- Contact Primary Care Physician to discuss current health status

***** It may take 2 weeks for a person to get over the illness. That's the average, according to the World Health Organization. For those with severe or critical cases, recovery can take up to 6 weeks. ⁱ**

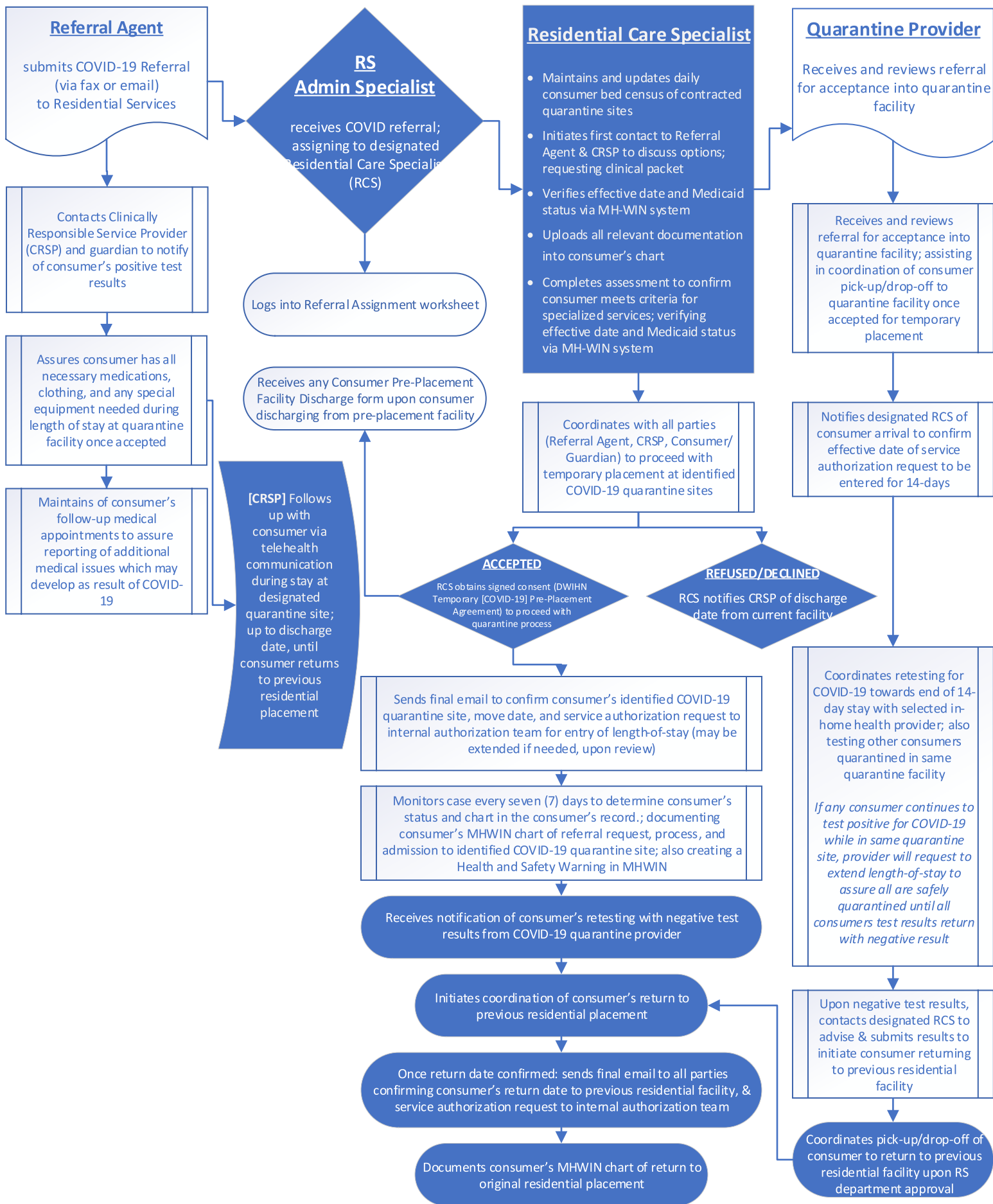
¹ Source: World Health Organization: "Coronavirus disease 2019 (COVID-19) Situation Report -41," "Report of the WHO-China Joint Mission on Coronavirus Disease 2019 (COVID-19)", "WHO Directors-General's opening remarks at the media briefing on COVID-19-24 February 2020."



Residential Temporary COVID-19 Quarantine Referral Process Flow

Residential Temporary COVID-19 Quarantine Referral Process

Flow Chart



Quarantine Referral Process Flow

Referral Agent

- Notifies DWIHN Residential Services Department that consumer has tested positive for COVID-19 in need of temporary placement for quarantine if no option is available to self-quarantine at current residential facility.
- Contacts Clinically Responsible Service Provider (CRSP) and guardian to notify of consumer's positive test results.
- (Current Residential Provider) Assures consumer has all necessary medications, clothing, and any special equipment needed during length of stay at quarantine facility once accepted.
- (CRSP) follows up weekly with consumer via telehealth communication during stay at designated quarantine site; up to discharge date, until consumer returns to previous residential placement.
- Maintains follow up of consumer medical appointments to assure reporting of additional medical issues which may develop as result of COVID-19.

Residential Care Specialist (RCS)

- Residential Care Specialist (RCS) maintains and updates daily consumer census by verifying admissions, extended stays, and discharges (9-10 AM daily via email or phone call per provider's preference); also emailing CSRP Supervisory of new consumers upon census confirmation.
- Residential Administrative Specialist receives CRSP clinical packet as requested; assigning to RCS.
- Reviews daily bed census of contracted temporary COVID-19 quarantine sites.
- Initiates first contact to Referral Agent to discuss options; requesting CRSP clinical packet.
- Completes assessment to confirm consumer meets criteria for specialized services.
- Enters initial Pre-Placement authorization in MHWIN and updates as authorized; not to exceed 14 days (additional days to require Director/Manager approval).
- Upon assessment completion, RCS verifies effective date and Medicaid status via MH-WIN system and uploads all relevant documentation into consumer's chart.
- Coordinates with all involved parties (referral agent, CRSP, and consumer/guardian) to proceed with temporary placement at identified COVID-19 quarantine site.
- If refused/declined: RCS notifies CRSP of facility discharge date; if accepted: RCS obtains signed consent (DWIHN Temporary (COVID-19) Pre-Placement Agreement) to proceed with specialized placement process. Log refusals/denials on the daily log.
 - *RS Admin Specialist receives any Consumer Pre-Placement Facility Discharge form upon consumer discharging from pre-placement facility.*
- Sends final email to confirm consumer's identified COVID-19 quarantine site, move date, and service authorization request to internal authorization team for entry of length-of-stay (may be extended if needed, upon review)
- Monitors case every seven (7) days to determine consumer's status and chart in the consumer's record.; documenting consumer's MHWIN chart of referral request, process, and admission to identified COVID-19 quarantine site; also creating a Health and Safety Warning in MHWIN
- Receives notification of consumer's retesting with negative test results from COVID-19 quarantine provider

- Initiates coordination of consumer's return to previous residential placement.
- Once return date is confirmed, sends final email to all parties confirming consumer's return date to previous residential facility, and service authorization request to internal authorization team.
- Documents consumer's MHWIN chart of return to residential placement.

Contracted Quarantine Residential Provider

- Receives and reviews referral for acceptance into quarantine facility.
- Assists in coordination of consumer pick-up/drop-off to quarantine facility once accepted for temporary placement.
- Notifies designated RCS of consumer arrival to confirm effective date of service authorization request to be entered for 14-days.
- Coordinates retesting for COVID-19 towards end of 14-day stay with selected in-home health provider; also testing other consumers quarantined in same quarantine facility.
- If any consumer continues to test positive for COVID-19 while in same quarantine site, provider will request to extend length-of-stay to assure all are safely quarantined until all consumers test results return with negative result.
- Once negative test results are confirmed, contacts designated RCS to advise and submit test results to initiate consumer returning to previous residential facility.
- Coordinates pick-up/drop-off of consumer to return to previous residential facility upon RS department approval.

Residential COVID-19 Reporting

On March 30, 2020, Residential Department began tracking COVID-19 in specialized residential settings in response to the virus impacting our members and mitigating the spread of the virus among residents and direct care workers. Designated department staff continue to complete weekly calls to obtain the number of COVID-19 positive residents and direct care workers, and all information is compiled for daily reporting. This project was initiated to ensure all safety measures were followed according to state and health department mandates to diminish the spread by increasing sanitation efforts, wearing PPE, and social distancing practices as their facilities will allow. Cases of residents who are hospitalized or in need of temporary quarantine placement are managed by the department until their return to their original placement or an alternative placement is located (if needed).

Cumulative COVID-19 Positive Consumer Cases, 3/30/20 – 9/30/20: 169

<u>Per Designation</u>	<u>AMI</u>	<u>I/DD</u>
Males	43	55
Females	36	35

Cumulative Consumer Deaths Reported: 34

<u>Per Designation</u>	<u>AMI</u>	<u>I/DD</u>
Males	4	16
Females	7	7

DWIHN Quarantine Sites Bed Census: 3 Facilities

Detroit Family Home-Southfield	4 Beds	Average Length-of-Stay: 35
<i>Forever Care Home-Taylor</i>	<i>3 Beds</i>	<i>Placements on hold, eff. 7/15/20</i> Average Length-of-Stay: 14
Angel Patience Home-Detroit	3 Beds	New COVID-19 Quarantine site, eff. 7/17/20

Cumulative COVID-19 Positive DCW Staff, 3/30/20 – 9/30/20: 71

Cumulative DCW Deaths Reported (inclusive of reported positive cases): 4

Potential COVID-19 Quarantine Facilities/Wayne County AFC Homes

The department developed a list of (licensed) facilities that could be considered as temporary housing for COVID positive consumers.

<u>PARENT NAME/POTENTIAL SITE</u>	<u>CONTACT NAME</u>	<u>CONTACT #</u>	<u>BED CAP</u>	<u>CITY LOCATION</u>
Angel Patience, Inc.	Colleen James	586-306-9829	6	DETROIT
Oakland Assisted Living & Respite Center	Detra Davie	313-658-7300	5	DETROIT
L & W Adult Foster Care Home	Greg Wiley	248-991-5775	6	SOUTHFIELD MI
Landers & Landers Home for the Aged	Nicole Landers	248-260-7042	6	W BLOOMFIELD HLS
Star Care Adult Foster Care Home	Queen Toweh	248-250-4514	6	REDFORD
Kevdaco Human Services	Josephine Uwazurike	248-722-5004	6	ROMULUS
Covenant to Care, Inc.	James Palmer	734-228-6533	6	WESTLAND
Hirah Health Systems	Emmanuel Uduji	734-657-5241	6	WESTLAND
Caring Hands AFC, LLC	Zad White	248-670-9787	6	DETROIT
Asanpee Care/Redeemed American Homes Inc.	Princess Kennedy	734-266-6115	6	GARDEN CITY
<i>* Novus Living</i>	<i>Eliesha Jabbory</i>	<i>248-789-0999</i>	<i>6</i>	<i>ROMULUS</i>
<i>* Heavenly Homes Care (2 licensed facilities)</i>	<i>Mrs. Jones</i>	<i>313-434-5810</i>	<i>12</i>	<i>DETROIT</i>
TOTAL # of POTENTIAL FACILITIES:	12			
POTENTIAL # of BEDS:	77			
