

## Description of EOHHS Nursing Facility Staffing and Technical Support Resources

The Commonwealth has taken strong steps to support the safety of residents in nursing facilities during the COVID-19 public health emergency. The Executive Office of Health and Human Services (EOHHS) has provided substantial increases in funding to nursing facilities to directly hire staff and procure Massachusetts Department of Public Health certified [staffing agencies](#) as needed. In addition, EOHHS published administrative bulletin [20-39](#) to increase the maximum rate for temporary nursing services by 35% for nursing facilities to provide additional flexibilities to hire temporary staffing. Nursing facilities are expected to use this funding to be able to independently maintain adequate staffing levels to provide quality care to residents. However, EOHHS recognizes that in certain limited circumstances, in accordance with the criteria below, there is a need to provide additional resources at state cost to support nursing facilities' immediate short-term staffing issues and to provide other technical assistance. EOHHS expects that nursing facilities accept the help of these resources when offered.

<b>Tool</b>	<b>What</b>	<b>When</b>	<b>Criteria</b>	<b>How to access</b>
<b>Crisis staffing support teams</b>				
Rapid Response Team (RRTs)	Teams of 5-10 RNs/LPNs/CNAs	RRTs can be deployed within 24-48 hours; avg. length of time at facility ~4-6 days	<ul style="list-style-type: none"> <li>- Available to NFs with immediate short-term staffing issues (staffing ratio levels <u>&lt;50%</u> of state avg.)</li> <li>- Other considerations: prevalence of COVID+ cases in NF; anticipated shortages due to staff testing; access to staffing resources (e.g., temporary nurse agency staff)</li> </ul>	<ul style="list-style-type: none"> <li>- EOHHS will deploy the RRTs to NFs that meet the stated criteria and based upon other information collected through DPH, clinical auditors, etc.</li> <li>- NFs can request a RRT; however, priority will be given to those that meet the stated criteria</li> <li>- To request RRT support, contact your DPH epi</li> </ul>
MA National Guard (MANG)	Teams of 10-20 clinical workers from MANG deployed	MANG teams can be deployed within 24-48 hours; avg length of time at facility ~4-7 days	<ul style="list-style-type: none"> <li>- Available to NFs with immediate short-term staffing issues (staffing ratio levels <u>&lt;50%</u> of state avg.)</li> <li>- Other considerations: prevalence of COVID+ cases in NF;</li> </ul>	<ul style="list-style-type: none"> <li>- EOHHS will deploy the MANG to NFs that meet the stated criteria and based upon other information collected through DPH, clinical auditors, etc.</li> </ul>

			<p>anticipated shortages due to staff testing; access to other staffing (e.g., temporary nursing agency staff)</p>	<p>- NFs can request the MANG; however, priority will be given to those that meet the stated criteria</p> <p>- To request MANG support, contact your DPH epi.</p>
<b>Staff Supports</b>				
MA Responds Volunteers	<p>Clinical and non-clinical volunteers have signed up to respond to COVID-19</p> <p>Volunteers have been CORI and background checked</p>	Volunteers are able to arrive as early as the next day	<p>- Available to NFs with immediate short-term staffing issues (staffing levels <u>&lt;50%</u> of state avg.)</p> <p>- Other considerations: prevalence of COVID+ cases in NF; anticipated shortages due to staff testing; access to staffing resources (e.g., agency staff)</p>	NFs will receive a list of volunteers and NFs are responsible to call and schedule volunteers
LTC Portal	<a href="#">Web portal</a> matches healthcare job seekers and volunteers with LTC facilities seeking staff	Staff can be hired for short term temporary or for longer term permanent employment; Hiring processes take an average of 3 days before a worker can arrive on site	- NFs indicate the need date of their staffing requests. Matches are made to candidates with similar scheduling availability.	<p>Enter your staffing needs on the intake on the <a href="#">LTC portal</a>. Once matched with candidates, view your list of potential workers on the portal.</p> <p>NFs are responsible for following your normal hiring practices of candidates.</p>
<b>Technical Support</b>				
<b>Crisis Management Support</b>	On-site or telephonic support with operations & management	A member of KCP Advisory Group can provide day-of support; duration of	This resource is available to any NFs that need such support; priority given	To request crisis management support, contact your DPH epi

		on-site and telephonic consultations is based upon the needs of the NF	to NFs with staffing shortages or high prevalence of COVID+ cases	
<b>Staff Pre-Screening</b>	Staff pre-screening to ensure that staffing is a good match for facility	A member of KCP Advisory Group can call LTC Portal matches before the facility makes a hiring decision	This resource is available to any NFs that need such support; priority given to NFs with staffing shortages or high prevalence of COVID+ cases	- Available to nursing facilities that are prioritized through the LTC portal - NFs can request assistance, however priority will be given to those that meet the stated criteria - To request pre-screening support, contact your DPH epi.
<b>Staffing Support</b>	Assistance in identifying the best solutions for staffing for a specific nursing facility	A member of KCP Advisory Group will work with the NF to review staffing alternatives, identify best options and facilitate communications	This resource is available to any NFs that have or are scheduled to have RRT and MANG support	This resource will be offered at planning visits by the RRT and MANG teams.
<b>HR support</b>	Works with facilities on staff acquisition through various sources of workers.	A member of KCP advisory can connect the facility with staff agencies or screen and help with hiring of LTC Portal leads before the facility makes a hiring decision	Priority given to NFs supported by RRT and MANG and facilities with crisis level staffing shortages; high prevalence of COVID+ cases	- To request pre-screening support, contact your DPH epi.
<b>COVID-19 Training Program</b>	Free 3 hour curriculum to prepare frontline LTC workers to be COVID-ready	Anytime and self-directed training	Available to all LTC workers and job seekers that enter the LTC portal	<a href="#">National COVID-Ready Caregiver Certification</a>  Free Code: MACOVIDCERT