

Connecticut Long Term Care Mutual Aid Plan (LTC-MAP) Staffing Strategies for COVID-19 response

May 2020

Updated January 2022

Purpose: In the event a Long-Term Care Mutual Aid Plan (LTC-MAP) Member facility faces critical staffing shortages due to COVID-19 outbreaks within the facility, the following mitigation strategies should be implemented.

1. Consider altering traditional work schedules to 12-hour shifts (e.g. 7am-7pm, 7pm-7am). In a crisis it is easier to focus on staffing two shifts per 24-hour period than three shifts.
2. Track and monitor staff sick outs. If staff are out due to Suspected COVID-19 exposure and/or positive or pending COVID-19 test results, track when the staff first developed symptoms, was tested and when test results came in. Stay in daily communication with each staff member out and maintain accurate documentation. Utilize the CDC Healthcare Return to Work Guidelines to promote and encourage staff to return to work as soon as safely possible. *Updated December 23, 2021.*
 - a. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>
3. For corporate operators and organizations with sister facilities, consider relocating staff from unaffected facilities to facilities facing urgent staffing shortages. This may displace those staff for the duration of the event as facilities are discouraged from having staff work in multiple facilities to reduce the chance for spread of the virus from one facility to another.
4. Consider staff financial incentives (e.g., role/discipline incentives during the staffing crisis, shift differentials, etc.).
5. Consider augmenting staff with agency staff as available:
 - a. Nurse Network: <https://thenursenetwork.com/>, (800) 574-4387
 - b. Huffmaster: <https://huffmaster.com/>, (800) 446-1515
 - c. Fastaff: <https://www.fastaff.com/>, (800) 736-8773
 - d. Barton Associates: <https://www.bartonassociates.com/>, (888) 512-4643
 - e. Vital Contingent Planning: <https://www.vitalcp.com/>, (646) 438-4090
 - f. GQR Healthcare: <https://www.gqrgm.com/markets/healthcare/>, (512) 212-7424
6. Work with the LTC-MAP and CT DPH to activate a Medical Reserve Corps (MRC) mission within the respective region to support clinical staff during the crisis.