

Webinar Recap for October 19th, 2020

LTC+ Acting on Pandemic Learning Together

TOPIC

COVID-19 Second Wave Action Plan in Quebec

KEY AREA(S)

Prevention

SPEAKER(S)

- **Diane Boyer**, OPUS-AP Provincial Project Lead, Mandated by the CIUSSS de l'Estrie
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SESSION OBJECTIVE(S)

- Learn from the approach used in Quebec to prevent outbreaks in LTC facilities during wave two of COVID-19
- Offer concrete strategies for organizations to prevent future outbreaks
- Share next steps to participate in the LTC+: Acting on Pandemic Learning Together program

SUMMARY

1. During the first wave of COVID-19 in Quebec, seniors were the most affected. Over 91% of the people who died from the disease were 70 years of age and older, of which ~65% lived in long-term care and 17% in retirement homes. The main challenges in Quebec's pandemic responses are outlined below:

MAIN CHALLENGES

- Lack of accountable managers
- Limited workforce, prompting movement between facilities and dependence on employment agencies
- High rate of absenteeism among health and social services staff
- Staff desertion in certain private residential settings, increasing pressure on network staff, who have to compensate to avoid service disruptions
- Limited ability to respond to prevent and control infections



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2. Quebec developed an action plan for a possible second wave of COVID-19, which involved the following 9 interventions, as focused on the senior population:
- Action Point 1: Senior Residences
 - Reduce risks for residents; ensure accountability; ensure public-and private-sector partners understand and fulfill their responsibilities; and improve communication between 1) managers and public authorities, 2) users and their families
 - This involved the following items:
 - Maintain safe access to residential settings for caregivers
 - Designate a manager at each CHSLD and support medical and administrative teams
 - Clarify the roles and responsibilities associated with residential settings and make the necessary regulatory changes
 - Facilitate extraordinary government response in the event residents are in danger
 - Implement regular monitoring mechanisms in private facilities
 - Provide tools to improve communications
 - Computerize public CHSLDs
 - Action Point 2: Vulnerable People
 - Limit the impact of the health crisis on seniors; reduce the harm caused by the health crisis on Quebecer's mental health
 - Action Point 3: Workforce
 - Increase the number of trained health and social services staff members; stop workers from moving between facilities, including for independent workers; and ensure ongoing training for health and social services professionals amid the pandemic and accelerate the integration of new graduates into the workforce
 - Action Point 4: Screening
 - Quickly identify people who have been infected by the virus, and those who came into contact with them, when they were contagious; and organize services to foster an agile response adapted to the needs of the population and health system.
 - Action Point 5: Outbreak Prevention and Management
 - Improve infection and control practices in health and social services facilities
 - Action Point 6: Clinical Organizations
 - Maintain optimal and safe services amid the new COVID-19 reality
 - Action Point 7: Procurement
 - Secure the supply of medicine and personal protection equipment; and increase the inventories of critical medicines in pharmaceutical departments to 90 days of use
 - Action Point 8: Governance
 - Ensure consistency of action throughout the network, especially in the Montreal area, and optimal organization of services to adequately meet the needs of the population

- Action Point 9: Communications
 - Inform network employees and collaborators affected by a directive in a clear and timely manner; and inform the entire population in a balanced, efficient and consistent manner
3. Highlighted below are the overall key takeaways from Quebec’s experience of the first wave of COVID-19 and their action plan for a possible second wave:



CONCLUSION

- Extraordinary event: considerable challenge for all governments
- Protect the population and care for those affected
- Healthcare systems are already very busy in normal circumstances
- Potential second wave:
 - Take lessons from the first wave of the pandemic
 - Establish an action plan to adapt Quebec’s health and social services system to the new reality
 - Make the necessary adjustments to face a potential second wave
- Seniors are the most affected
 - Weak response capabilities in certain seniors’ residences, particularly in CHSLDs, as most deaths occurred in these facilities.
- Action plan aims to address specific problems
 - By the end of September, actions that take into account the network’s current capacity should be implemented.
- Malleable plan
 - Closely monitor the network’s state of preparedness

RESOURCES SHARED

Listed below are the resources mentioned during the webinar:

- [Reimagining Care for Older Adults Report](#)
- [COVID-19: An Action Plan for the Second Wave, Quebec](#)
- [For-Profit Long-Term Care Homes and the Risk of COVID-19 Outbreaks and Resident Deaths](#)

WEBINAR RECORDING

[Watch the full webinar here!](#)

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