

Coronavirus Disease 2019 (COVID-19)

Case Management Monitoring guidance

Origination Date: April 10, 2020

Purpose: This tool is to be used by CMs as a guide when conducting monitoring during the COVID-19 public emergency. CMs should only ask questions that are applicable to the individual and may ask questions in any order.

Implementation: The results of the conversation with the individual, caregivers and/or staff (if applicable) should be documented in a case note. The tool does not need to be completed or submitted. Again, it's intended to be used as a guide to help the CM facilitate the conversation.

Basic Needs

Guidance: This section is intended to ensure that the basic needs of the individual and caregiver are being met, and that there are no concerns of neglect. In addition, it is intended to assess what services are currently being provided in the home and if there are any service gaps warranting additional action.

Ask the Individual:

- How are things going at home?
- Do you need anything (food, housing, financial assistance, etc.)?
- Are you receiving services as authorized in your home? Do you need additional support?

Ask the Caregiver:

- How are things going at home?
- Do you need anything (food, housing, financial assistance, etc.)?
- Is "NAME OF INDIVIDUAL" receiving service as authorized in your home? Do you need additional support?

Ask Residential Staff:

- How are things going in the home?
- How are you helping the individual communicate with family and/or loved ones?

Individual Wellness

Guidance: It is important to consider the impact that COVID-19 has had on everyone's daily routine and the importance of staying connected and active during a mandated stay-at-home

order. Opportunities for wellness help to maintain a sense of balance and control, especially in times of great uncertainty. Helping an individual think about these opportunities will be very beneficial during this difficult time.

- Changes in habits and routines can be stressful. Are you feeling more stressed than usual?
- What type of physical activity are you doing?
- What type of recreational activity are you doing?
- Are you keeping in touch with family, friends, coworkers, church members?
- Have your sleep patterns changed?
 - Sleeping more? Less? Disrupted sleep (waking in the night)?
- Where are you getting your information about the coronavirus?
- Technology – Do you have a:
 - Telephone (Landline, smartphone, cell phone)
 - Computer (Internet)?
 - Television (Cable)?

Screening Questions for COVID-19 Symptoms

Guidance: If the individual is experiencing any of these symptoms, the CM should encourage them to call their physician. Also, CMs should review social distancing and handwashing guidance with the individual/family. Mention that social distancing should not be mistaken for being out of contact with others. Discuss ways and strategies people can engage in meaningful interactions without physically being with them (phone calls, Skype, FaceTime, etc.) Note: All confirmed COVID-19 positive tests should be communicated through the Critical Incident reporting requirements and an email sent to the DDSN Emergency Operations Center at EEOC@ddsn.sc.gov.

- Have you or anyone in your household been tested for COVID-19? If so, what were the results of the test?
- What is your back-up plan if you're unable to care for "INDIVIDUAL NAME"?

- Do you have any of the following?
 - Fever (100.0 or higher)? If you do not own a thermometer, are you experiencing chills, muscle and joint aches which could indicate a fever?
 - Cough?
 - Shortness of Breath?

- Do you have any of the following? (Associated symptoms):
 - Sore Throat?
 - Diarrhea?
 - Nausea?

- Vomiting?
- Abdominal Pain?

Physical Health

Guidance: During this time when people are focused on COVID-19, it is important that other aspects of health are maintained. At a time when routines have been disrupted, it can be easier to forget things like taking medications daily or making sure that the medication supply is adequate. This is also an opportunity to remind individuals about the symptoms of the Fatal Four: aspiration, constipation, dehydration and seizure. These are all conditions that can lead to additional health problems if they are not recognized.

Please note: CMs should not diagnosis or make medical recommendations. Individuals should contact their medical provider if they are having any non-emergency symptoms and call 911 if having emergency level symptoms.

- How do you feel physically?
- Do you know what to do if you feel sick?
- Do you have all your prescribed medicine?
 - Are you taking every day as directed?
 - Do you have refills available?
 - Do you have a way to get the medication from the pharmacy?
- Are there any new or worsening symptoms of a physical illness (low or high blood sugar levels, headaches, body pains)?
- Do you have a health care practitioner (aka family doctor)? Do you have their phone number? Have you had any difficulty contacting any of your health care practitioners?
- If you use medical equipment, is it in good working condition?
- Do you have any known swallowing difficulties?
 - If Yes:
 - Have there been any changes since the last health care appointment?
 - Are you following a special diet for aspiration/swallowing difficulty?
 - Are you following a special diet for any other reason, for example diabetic diet?
 - Do you have access to the food you need?
 - Do you have the proper equipment to modify the consistency of your food?
 - Do you need assistance to modify your food consistency and is that assistance available?
 - Do you have any questions about food consistency or liquid thickening if it is needed?
 - If No:
 - Any coughing or excessive drooling, especially during or after meals?
 - Any frequent clearing of throat, wheezing or complaining of food getting stuck?

- Any difficulties with constipation?
 - This is described as: infrequent, hard, dry stools that may be hard to pass or having a bowel movement less than every 3 days.
 - Sometimes people complain of bloating and stomach pain or have hard protruding abdomen
 - If you have loss of appetite, vomiting, or even a change in behavioral outbursts consider if constipation may be a cause.
 - It is important to make sure you are getting enough fluids. Do you have any of these symptoms of dehydration?
 - Dry mouth or eyes
 - Increased thirst
 - Decrease in urine volume and dark concentrated urine
 - Headache, dizziness and/or muscle weakness
- Do you have a seizure disorder?
 - If Yes, ask:
 - Any changes in the pattern or any recent seizures?
 - I know we spoke about medications already, but I want to double check that you have your seizure medication and that you are taking it as prescribed.
 - If No, state:
 - Contact your health care practitioner if you have any concerns for: Periods of unresponsiveness or staring
 - Fluttering of eyes or rolling eyes in a specific direction
 - Lip smacking
 - Muscle spasms
 - Loss of bladder or bowel

Mental Health

Guidance: As with issues of physical health, mental health issues may receive less focus during the pandemic. Consider 2 important factors: (1) individuals with existing mental health issues may experience changes due to changes in routine and access to the traditional modes of treatment, including face to face visits with prescribers and therapists; and (2) individuals with and without previous mental health issues may experience emotional difficulty associated with exposures to fear, anxiety, and uncertainty of this situation.

- Have you noticed any new or worsening symptoms that you think might be related to your mental health?
- Have you had any difficulty reaching your mental health practitioner (psychiatrist, nurse practitioner, counselor)?

- What is your mental health practitioner’s plan regarding appointments during the COVID-19 pandemic?
 - Phone contact, telepsychiatry, emergency contact plan?
- Do you have any concerns for your safety (self-harm or aggression)?

Behavioral Health

Guidance: It is important to recognize the impact the pandemic conditions may have on the individual’s behavior. Increases in challenging behavior may occur as a result of heightened anxiety, disruptions to daily routine, increased social isolation, changes in support, etc. The intent of this section is to identify if individuals and/or caregivers need additional or new behavioral support to help cope with changes in behavior.

Ask the Individual:

- Have any problems come up at home that you did not know how to deal with? Do you feel prepared for a problem that might come up?
- *If the individual has a behavioral support provider:* Do you know how to reach your behavioral support provider if there are increased needs or a crisis?

Ask Caregiver/Staff:

- Have any problems come up at home that you did not know how to deal with? Do you feel prepared for a problem that might come up?
- Is the individual making any concerning statements or threats?
- Have any previously known concerning behaviors increased?
- Are there any new concerning behaviors that have developed?
- Are there new situations that occur multiple times per week that have been challenging?
- *If the individual has a behavioral support provider:* Do you (or caregiver) know how to reach the behavioral support provider if there are increased needs or a crisis?

Individual Risk

Guidance: During this time, individuals may have less contact with professionals that are mandated reporters of abuse, neglect, and exploitation as a result of avoiding public spaces and staying in the home. For some people staying home may not be the safest option. In addition, external factors that add stress and financial strain can negatively impact individuals and families and create circumstances in which safety is further compromised. Encourage individuals to try to maintain social connections online or over the phone, if it is safe to do so, and try to stick to daily routines as much as possible.

If an individual discloses that they are being abused or neglected, immediately report the situation according to DDSN Directive 534-02 DD.

- Do you feel safe in your home?
- Are you worried about anything?
- Do you have the necessary contact numbers available in case of an emergency?
 - Remind everyone, in the event of a real emergency, contact 911.
 - CM contact information including mobile phone number to use during this crisis
- A person experiencing abuse or other mistreatment may find it difficult to tell a loved one about the abuse that they have experienced. Where they are living will determine who they call for help. Below is a list of who to contact regarding allegations of abuse, neglect, exploitation or mistreatment.
 - If the person ...
 - Lives at home or in the community
 - Adult Protective Services at DSS, 1 (888) 227-3487
 - Lives in a residential facility contracted or operated by the Department of Disabilities and Special Needs:
 - SLED Special Victims Unit, 1 (866) 200-6066
 - Lives in a licensed nursing home or assisted living facility:
 - Long Term Care Ombudsman, 1 (800) 868-9095
 - Has been affected by Identity Theft and/or Scams:
 - Department of Consumer Affairs, 1 (800) 922-1594

If the person is in immediate danger or harm, please call the local law enforcement agency or 911.

Guidance: This question is intended to be the final question so that the individual/caregiver or staff can discuss anything else they may need to talk about that they have not already discussed.

- **Final Question:** Is there anything else you want to talk about?