Envisioning the Future 2020 & BEYOND

Session Takeaways

I1 Park Springs Story: How One Community Faced the Threat of Covid-19
Donna Moore, Chief Operating Officer, Isakson Living, Inc.

- The Park Springs Life Plan Community members and staff proactively locked in together to protect themselves from the novel coronavirus.
- Seventy-five staff members locked in at Park Springs Life Plan Community.
- Based on their experience, the leaders at Park Springs Life Plan Community believe that process, design and mission were the secret to beating COVID-19.
- Leading and learning from the ground level is the best way to truly know how your business operates.
- The household model of care enabled the Park Springs Life Plan Community to operate as a family unit and continue to care for the most vulnerable members through the lock-in.
- The household model of relationship-based care emphasizes caring for the whole person, not just providing clinical care.
- Nursing assistants in a household model of care focus on engagement rather than tasks.
- The household model promotes both patient care and infection control.
- The household model of care promotes infection control because its design creates smaller cohorts of members and staff, staff in each household consistently works with the same members and co-workers, and households can be separated by a plastic zipper wall.
- During the 75-day lock-in, the Park Springs households did not experience any cases of COVID-19.