



Re: How Inspiring Hospice Group is Addressing COVID-19

Dear Community Partner,

Inspiring Hospice Group is committed to the protection of patients and residents of healthcare facilities and homecare settings from the spread of infectious disease. We are following the guidance of the Centers for Medicare & Medicaid Services (“CMS”), from its March 9, 2020 memorandum, **“Guidance for Infection Control and Prevention Concerning Coronavirus Disease 2019 (COVID-19) by Hospice Agencies”** (the “CMS Memo” - <https://www.cms.gov/files/document/qso-20-16-hospice.pdf>). Here is a summary of those guidelines, and what Inspiring Hospice Group is doing, specifically, to follow them:

Staffing Measures

We have put all volunteer visits on hold for the immediate future. We are monitoring the health status of staff daily, requiring all team members to affirmatively report that they have no respiratory symptoms or fever. Anyone with signs or symptoms is required to

- Stop work and self-isolate at home
- Inform the hospice of individuals, equipment and locations with which they have had contact
- Contact the teledoc available through our medical insurance, or the local health department, and follow the recommendations regarding testing

We follow the CDC guidelines on exposures that might warrant restricting asymptomatic healthcare personnel or volunteers from reporting to work.

Patient Measures

All of our patients are considered “higher risk” per COVID-19, per the CDC guidelines. Therefore, we are monitoring the health status of patients and their families/caregivers carefully, to ensure prompt detection, triage and isolation.

1. For patients with symptoms, we will work to use and provide appropriate protective gear and supplies.
2. We will conduct COVID-19 testing in accordance with the most recent CDC guidelines, pending availability of supplies.
3. We will manage symptoms at the patient’s home, where possible, and work with the patient to arrange for inpatient care, where necessary.
4. We are working with facilities, patients and families to conduct care team visits by telephone where necessary, as a means of minimizing the chances of infection at a facility.



We are actively looking at ways in which we can provide as much contact and support as possible to those entrusted to our care, including you, our community partner. This involves re-deploying our teams to tasks other than the in-person visits that are the norm. Please do not hesitate to reach out to us if there is any way in which our team can support your team or your facility. We are all in this together.

Going Forward

Each day brings new developments at this time. Inspiring Hospice Group is regularly checking the CDC and local health department resources for updates on how to best serve our patients, their caregivers, our staff and the community. We will be in regular communication with you throughout this challenge, and ask you to let us know how we may be of service to you.