


The logo features the word "GENERATIONS" in a large, white, serif font. To the left of the first few letters, there is a cluster of five white stars of varying sizes, arranged in a slightly curved pattern. Below the word "GENERATIONS" is the phrase "Homecare System" in a smaller, white, sans-serif font. A registered trademark symbol (®) is located at the end of the word "GENERATIONS".

GENERATIONS
Homecare System®



Coordinating Care During the COVID-19 Outbreak



How can your team leverage the tools in Generations to navigate care delivery amidst a COVID-19 outbreak?

Homecare is well positioned to lead during public health emergencies

Home-based recipients are at a lower risk for contracting COVID-19 but the vulnerability of the patient population means important steps still need to be taken.

“The home health industry has been treating patients and seniors in the safety and comfort of their own homes for decades.”

- LHC Group Chief Strategy and Innovation Officer Bruce Greenstein

Helping you use HIPAA compliant technology to overcome disruptions

Patient-focused, HIPAA compliant, comprehensive tools, such as Generations, help care teams stay safe while delivering quality care during public health crises.





Transitioning to a remote workforce

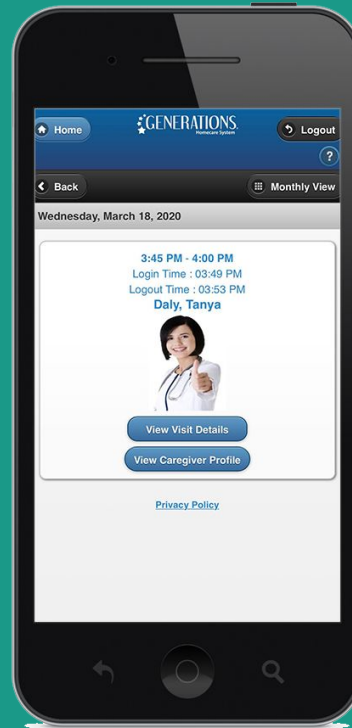
Providers that use Generations are well positioned to move to a secure, HIPAA compliant remote work environment.

This is possible thanks to the following functionality and features, to name a few:

- **Critical documentation** is securely stored in the cloud
- **Securely accessible when you need it** - anywhere, anytime
- **Communication tools** such as Call Center and Secure Messaging

Recruiting, onboarding and retaining new caregivers

- Online Caregiver Application
- Web Interviews
- Caregiver Qualifications
- Caregiver Bio



Caregiver Bio

Caregiver Search - Match Applicants

The screenshot shows a web application for caregiver search. At the top, there are filter options under 'Caregiver Filters'. Below that, there are search buttons and a table of results.

Filters:

- Classification: (All)
- City: (All Cities)
- Gender: (All)
- Class: All Class
- County: (All Counties)
- Available %: 100%
- Text Msg Group: (All)
- Zip: (All)
- Include Applicants
- Show OT Alert
- Show Scheduled Hours
- Require minutes between shifts

Search and Results:

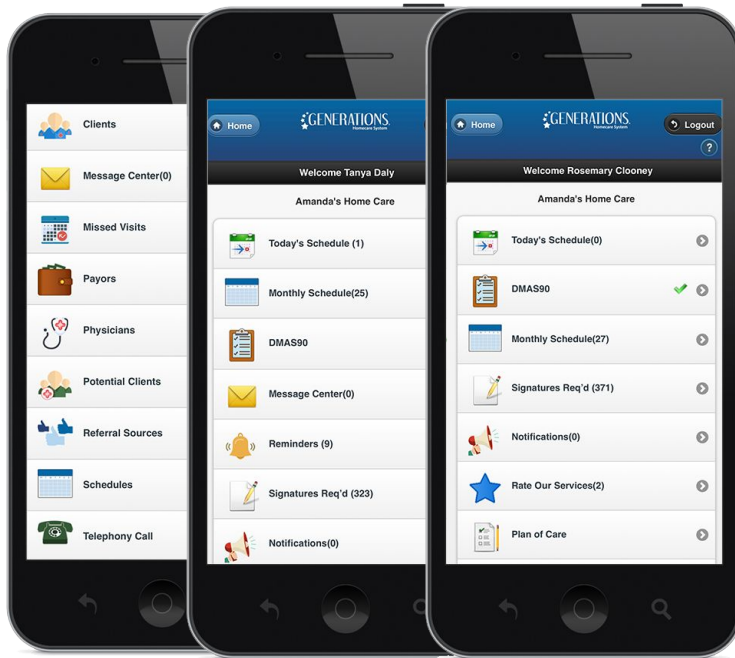
- Column Chooser
- Proximity (Miles): 100
- Map Results
- Preferred Caregiver
- Caregiver with Prior visit
- 1 to 11 of 11 Records

	Schedule	Notes	Map	Caregiver	Avail %	Pref	Applicant	Gender	Class	Phone 1
<input type="checkbox"/>	Add	Add	Map	Scholters, Melanie	100.00 %		<input type="checkbox"/>	M	MTP	989-944-3800
<input type="checkbox"/>	Add	Add	Map	James, Bob	100.00 %		<input type="checkbox"/>		WFHD	303-555-5555
<input type="checkbox"/>	Add	Add	Map	Mumford, Amanda	100.00 %		<input type="checkbox"/>	F	QBO	989-652-8544
<input type="checkbox"/>	Add	Add	Map	Dome, Aaron	100.00 %		<input type="checkbox"/>	M	OFFD	989-745-5442
<input type="checkbox"/>	Add	Add	Map	Smith, Sarah	100.00 %		<input checked="" type="checkbox"/>			989-444-1234
<input type="checkbox"/>	Add	Add	Map	Smith, Susan	100.00 %		<input checked="" type="checkbox"/>			999-999-9997
<input type="checkbox"/>	Add	Add	Map	Schmidt, Matthew	100.00 %		<input type="checkbox"/>	M	SHP	

Communication tools for a remote workforce

- Document all protected health information (PHI) in Generations.
- Generations features the following essential communication tools:
 - The Call Center
 - Caregiver messaging
 - Visit Notes
 - Client and caregiver notes and attachments
 - EVV messaging
 - Mobile app for care teams

Mobile app for the entire care team



Mobile app for:

- Administrators
- Caregivers
- Recipients of care

Communication tools reduce the chance for infection

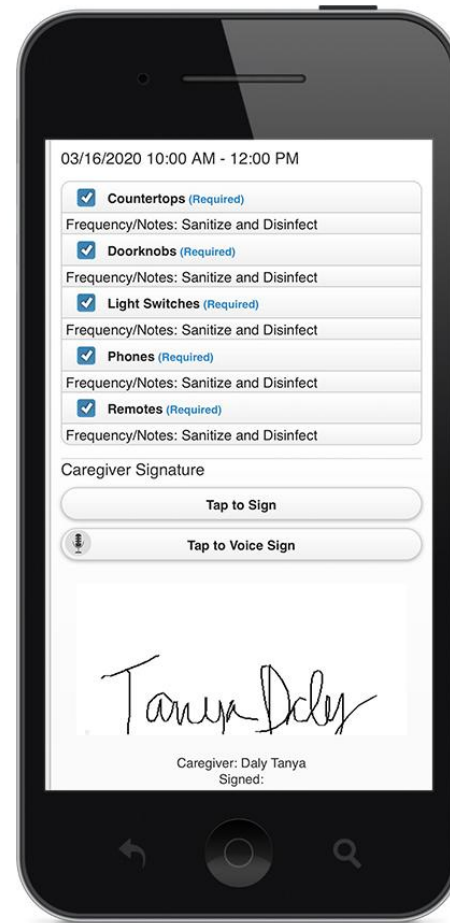
- **Caregiver Screening** is a new feature. When implemented by agencies, Caregiver Screening will deploy questions to caregivers through Generations. Caregivers who do not pass the screening will not be able to log in or provide care until cleared to do so by an agency administrator.

Please note: caregivers should only complete the screening questions when instructed to do so by their employer and when presenting symptoms. Agency administrators should consult with their state labor departments to determine how to comply with wage and hour laws as they pertain to caregiver screening.

**Communication
tools reduce the
need for office
visits, thus
reducing the
chance for
infection**

- **Electronic Visit Verification (EVV)** eliminates the need for paper timesheets.
- **Care Plans** are electronic and viewable in the client's home via the Generations app, leading to increased compliance and a reduction in office visits.
- **Electronic signatures** can be collected and submitted via the Generations app.
- Securely store and manage all critical documents.

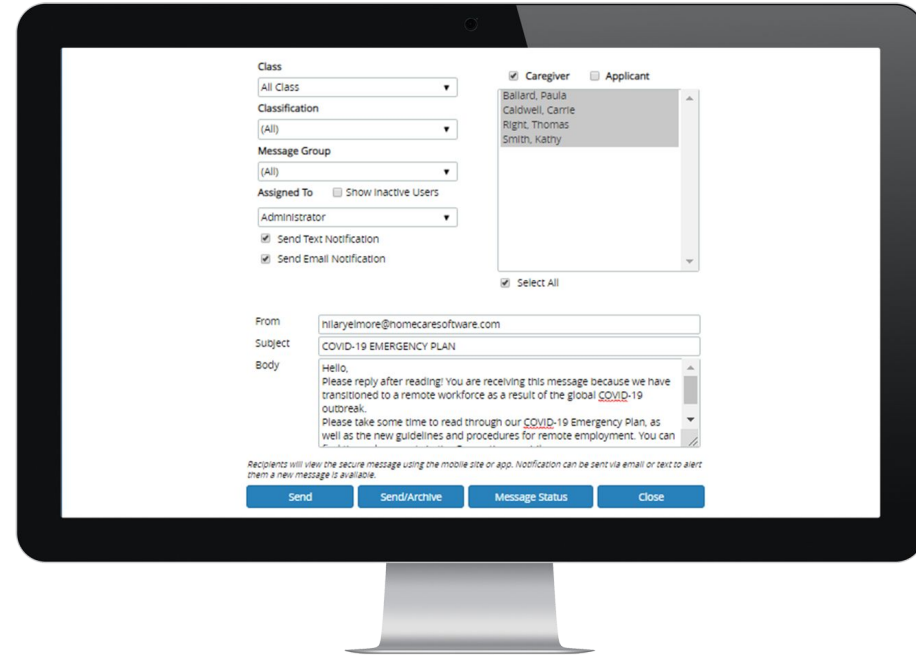
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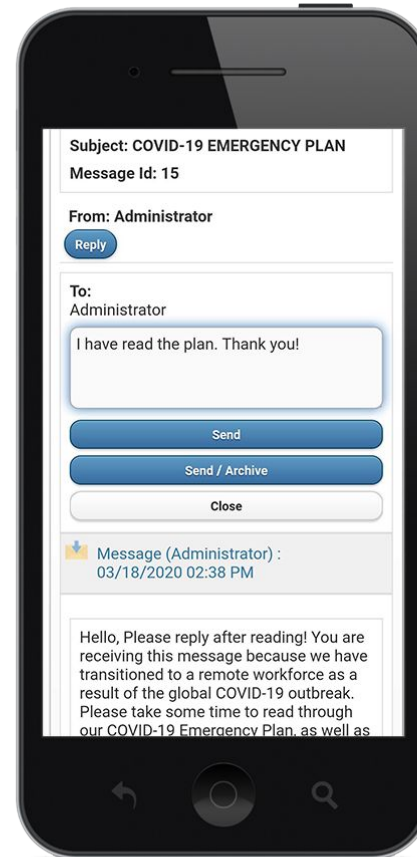
Electronic
Signature

Communication tools reduce the need for office visits, thus reducing the chance for infection

Secure Messaging - Administrator's View



**Communication
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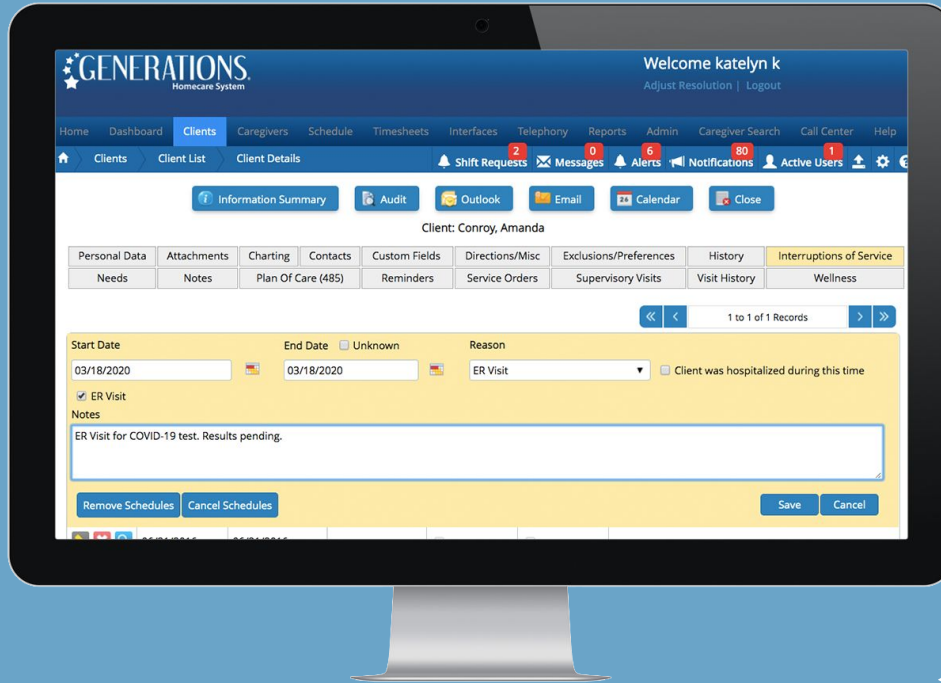
**Secure
Messaging -
Caregiver's
View**



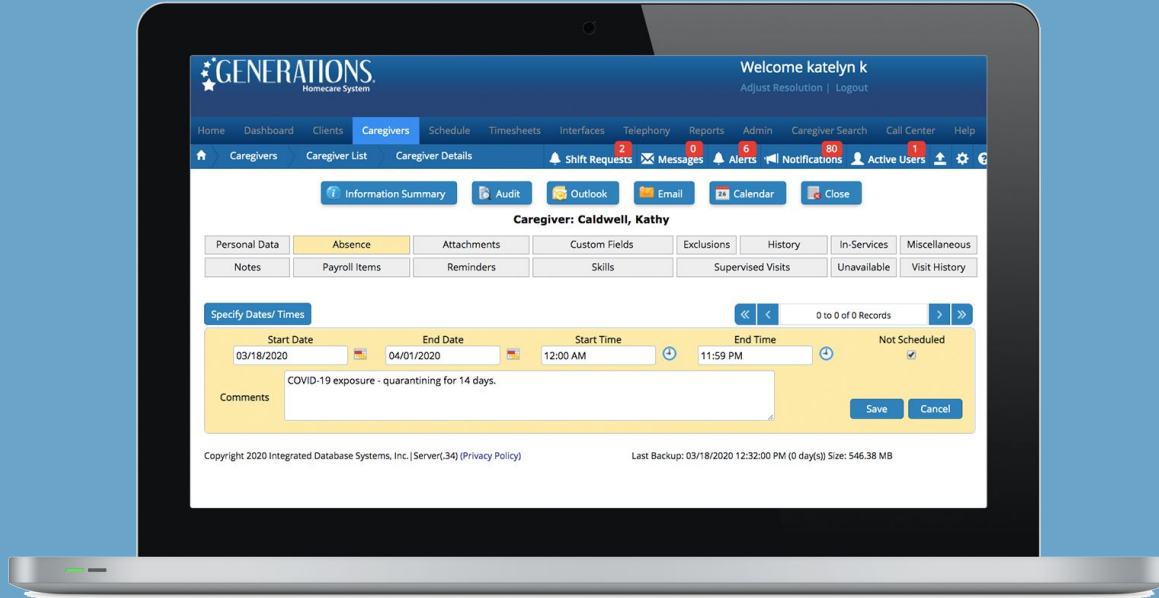
Tools for A Remote Workforce


- **Care tracking**
- **Task management**
- **Continuity of Care**

Track interruptions of service in Generations

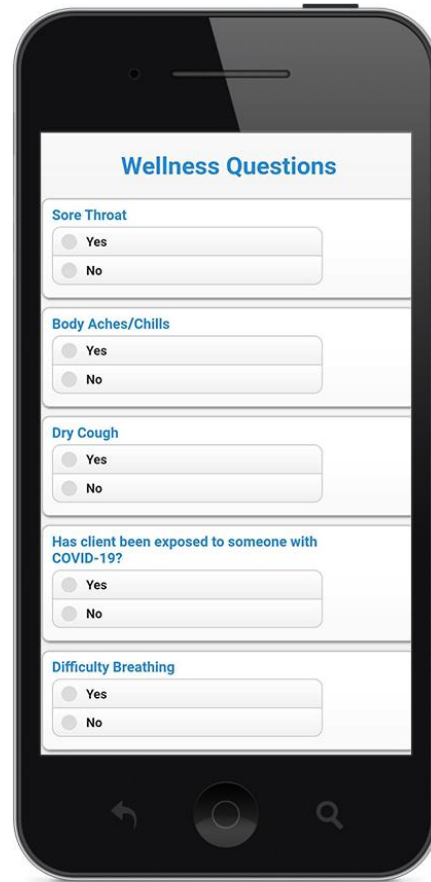


Track caregiver absences in Generations





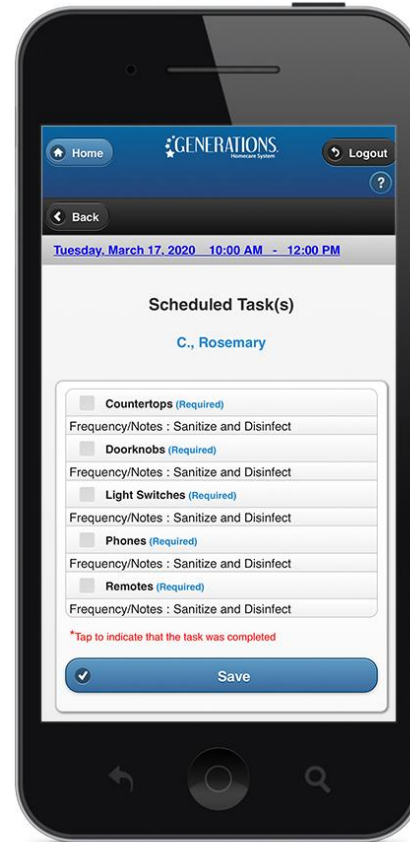
Using Generations to meet the unique care requirements of COVID-19: **Tracking Client Symptoms**



The image shows a smartphone screen displaying a 'Wellness Questions' form. The form is titled 'Wellness Questions' in blue text at the top. Below the title, there are five sections, each with a blue header and two radio button options: 'Yes' and 'No'. The sections are: 'Sore Throat', 'Body Aches/Chills', 'Dry Cough', 'Has client been exposed to someone with COVID-19?', and 'Difficulty Breathing'. Each section has a white input field with a radio button on the left and a white button on the right. The smartphone has a black bezel and a home button at the bottom.

**Wellness
Questions**

Using Generations to meet the unique care requirements of COVID-19: Disinfecting and Sanitizing



Required
Tasks

Caregiver Search

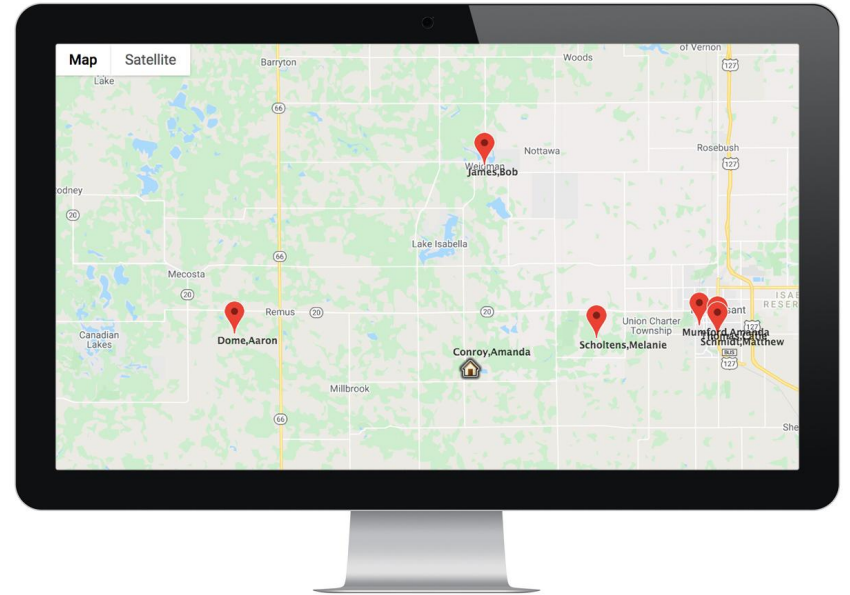
Using Generations
to meet the unique
care requirements
of COVID-19:
Continuity of Care

The screenshot displays the Caregiver Search interface. At the top, there are search filters for Classification, City, Gender, Class, County, Available %, Text Msg Group, and Zip. Below the filters are checkboxes for 'Include Applicants', 'Show OT Alert', 'Show Scheduled Hours', 'Require', and 'minutes between shifts'. A 'Column Chooser' is visible, and a 'Proximity (Miles)' field is set to 0. The 'Map Results' button is highlighted. Below the filters, there are buttons for 'Preferred Caregiver' and 'Caregiver with Prior visit'. A note states: '(Proximity is estimated based on point-to-point calculations and will be less than the mapped distance)'. The results table shows 7 records, with the first record highlighted in yellow.

	Schedule	Notes	Map	Caregiver	Prior Visits	Phone 1	County
Q	Add	Add	Map	Dome, Aaron	823	989-745-5442	
Q	Add	Add	Map	James, Bob	41	303-555-5555	Clare
Q	Add	Add	Map	Mumford, Amanda	17	989-652-8544	Isabella
Q	Add	Add	Map	Schmidt, Matthew	13		Isabella
Q	Add	Add	Map	Schottens, Melanie	20	989-944-3800	Isabella
Q	Add	Add	Map	Thomas, Cate	10	341-255-4564	Isabella
Q	Add	Add	Map	Wise, Erica	0		

Using Generations
to meet the unique
care requirements
of COVID-19:
**Limiting Caregiver
Movement**

Caregiver Search - Map Results



FAQs

Q: What tools in Generations should I use to care for an individual who has contracted COVID-19?

- A: Tasks around cleaning and disinfecting (there is a difference), Wellness Questions, Visit Notes, Care Notes, Client Needs (positive/negative for COVID19) and for the caregiver skill (negative or positive for any testable illness)

Q: How do I track and report on missed shifts/hours due to COVID-19 absences?

- A: Utilize the Canceled Shift Report and filter by date range, client name(s), date of cancelled shift, cancelled reason (in this case, COVID-19) and cancelled shift action (e.g. service declined, service rescheduled, etc).

Q: Can my team demo Generations while working remotely?

- A: Absolutely! Please contact your Generations Homecare Solutions Advisor and ask for a link to a Zoom video conference.

FAQs

Q: Are there tools in Generations that can help caregivers if a client or a client's family refuses entry into the home due to fears over COVID-19?

- A: Agencies can use Letter Writer in Generations to communicate to their recipients of care the procedures in place for screening caregivers for symptoms and exposure.

Q: Is the Generations mobile app set up to work well under circumstances where WiFi is under heavy use?

- A: While we do not have control over this potential outcome, if the internet does become slow or the connection intermittent we advise caregivers to use their cell phones as a hotspot.

Q: How do I quickly reach a Generations team member if need be?

- A: You can reach a Generations team member through LiveChat, which is accessible through Generations from any device.

Resources - a shortlist

- Your state's homecare association
- Homecare Association of America - HCAOA
- Centers for Disease Control and Prevention - CDC
- [COVID-19 Symptoms](#)
- National Council on Aging - [COVID-19 Resources for Professionals](#)
- Generations team members
- Help Center in Generations (for Generations clients only)

Basic steps to take - for administrators, office staff and caregivers

- Set a reminder for everyone on your team to wash their hands regularly
- If soap and water are not readily available use hand sanitizer containing at least 60% alcohol
- Remind your team to sneeze and cough into their elbows or into a tissue
- Remind your team to practice touching their face less
- Follow CDC recommendations - stay home if you are sick

Tips for maintaining a safe workplace

- If not moving to a mandatory remote workforce, mandate that employees stay home if showing symptoms
- Frequently wipe down desk areas with approved cleaning products from the [EPA](#). Focus on laptop, keypad, light switches, phones, cell phones, door handles etc.



Transitioning to a remote workforce

- **Establish** a remote work policy that covers items such as remote work eligibility and requirements.
- **Consider** forming a remote work leadership team responsible for setting up a virtual private network (VPN), ensuring employee computers are updated with virus protection, checking in with the team via video or chat, etc.
- **Create** a communications plan for disseminating critical information to staff, caregivers and individuals receiving care. Determine a cadence for sending updates and a distribution plan for getting critical information in front of appropriate parties.



Strategies for Success

Share a list of tips with your employees and recommend that employees do the following:

- Wake up at the same time every day and get ready for work as they normally would
- Use this as an opportunity for creative solutions to make the work from home days more comfortable and productive. Try “walking to work” - take a walk around the block before going into the house to start work
- Dedicate a work zone in the home
- Limit distractions
- Be in regular communication with colleagues

Questions?



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