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Subject: COVID-19

Dear residents and families:

This letter is to provide you a number of important updates and information. As always, we remain available for questions by phone and email.

The first and most important update has to do with a positive resident COVID-19 test result at Alta. There is no need for alarm, this is not entirely unexpected. Alta conducted a facility wide precautionary test of all consenting residents (135 out of 150 residents were tested, and most of the 15 not tested had recently been tested negative at the hospital). These tests were done on May 12th, and the first results were received on May 18th. The resident identified as positive was and remains asymptomatic, and has been isolated from the general population. Prior to the residents formal isolation from the other residents, the resident had made the decision to self-isolate and was not in contact with other residents. This early detection and quarantining is the result of the proactive approach our clinical team has taken throughout this crisis.

The resident's responsible party has been notified of this positive test. For the other residents who were tested, we have either received a negative result (74) or no result/result pending (60). Based on the large volume of tests, there is a small possibility of a false positive. However, due to the large back-log in testing, we will not receive this resident's second test back until approximately 72 hours after it was run; his second test was run on 5/18/2020, immediately after receiving his first test. This is unfortunate, as lab results are usually <24 hours, which is how they are most useful to clinicians; the quicker the result, the better the value in terms of use. In the meantime, we will treat the resident as a confirmed positive, although two tests would be an ideal indicator.

We would also like to remind all of you that in addition to this facility wide testing, we have had 5 residents tested for COVID-19 at the hospital in the last two months. All of these residents had medical issues, resulting in them needing to be transferred to the hospital, and all of them tested negative once they were received by the hospital.

It is best practice to provide widespread testing of all residents and staff to identify asymptomatic residents/staff prior to COVID-19 spreading, and this is exactly what we have done. In a perfect world, frequent testing would identify cases early, so that residents could be quarantined and staff could be taken off the schedule. However, the testing capacity has not kept up with testing demand, so we are unable to monitor this as effectively as we would like. In time, capacity will catch-up with demand. And, thankfully, being on the forefront of mass testing, we learned some valuable information that will help to keep your loved ones safe and expedite the opening of the facility to visitors:

The first, and most valuable piece of information is that there is substantially inadequate and delayed testing in Northern Nevada. At Alta, we have known for quite some time, thanks to effective communication by our lab that they could only handle a limited number of tests and there may be delays. However, we were under the expectation that the lab contracted by the state emergency department would have capacity to handle 135 tests. This turned out to be not true, as it took 6 days for us to receive results back and even then, we are still waiting for 50 results.

Additionally, we learned that quick testing is not recommended, as the false negative rate in these testing systems has proven extremely high and not helpful in a healthcare setting like ours. So, in short, there are currently few options available to us in terms of meeting the best practice guidelines.

What does this mean for the next few weeks?

- 1) We will isolate any identified positives in a designated, sequestered area to protect the rest of the residents.
- 2) We will continue to attempt to perform widespread testing of asymptomatic residents, and eventually staff.
- 3) We will continue to take extreme measures to find alternative testing measures to increase the frequency of testing.

The Center for Medicare and Medicaid Services has recently released guidance on nursing home reopening. It includes requirements for, weekly testing of all residents and all staff. <https://www.cms.gov/files/document/nursing-home-reopening-recommendations-state-and-local-officials.pdf>

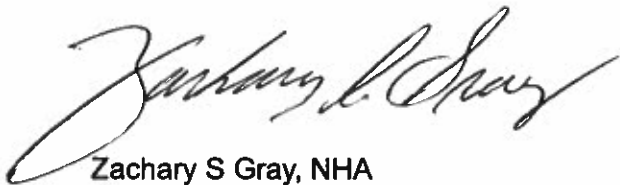
For Alta, in order to safely reopen according to CMS guidelines, we would be performing approximately 450 tests per week. These tests would need to be received back within 24 hours for us to act appropriately on them. It is our goal to be able to meet these recommendations in

the near future. The more broad based, asymptomatic testing we conduct, the more likely we are to identify asymptomatic residents, which is what has happened in this isolated case.

There is a possibility that this resident will have a test that comes back negative. Or, alternatively, that another resident is diagnosed positive in the next few days. It is very difficult to give real time updates, as there is a significant delay in lab results and accuracy. We want to be transparent during this process and hope you all understand we are communicating as transparently as possible, and that the most up to date information is best obtained by calling either Kim or me and speaking to us directly. We sincerely apologize for the lack of information, and at times feel the same frustration as all of you relative to our lack of ability to get information.

We have adequate PPE and equipment to manage this resident safely, in a manner that keeps your loved ones safe. If you have any additional questions, please feel free to reach out.

Sincerely,



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