



STATE OF WASHINGTON
DEPARTMENT OF VETERANS AFFAIRS
Spokane Veterans Home • 222 E 5th • Spokane WA 99202-0538

March 22, 2021

Dear Veterans Home Residents, Families and Resident Representatives:

We have now passed the one year mark of our agency implementing mandatory restrictions on visitors and other changes to comply with COVID-19 prevention measures. We know the strain on residents and families has been significant and look forward to helping family and friends reunite; however, **we want to remind everyone that our campus remains closed to all unscheduled visits**. This includes people who have received vaccines.

Recently, the Centers for Medicare and Medicaid Services (CMS) issued new visitation guidance for long term care facilities. Because facilities must always follow the most restrictive guidance from state or local health entities, we had to wait until the modifications to the Safe Start for Long Term Care Plan were released to modify our current process.

Below is information on how we are implementing the Resident Visitor and Compassionate Care Visitor guidelines and attached is the new WDVA procedure around Resident Visitors and Compassionate Care Visitors, as well as a Visitor Agreement, which must be filled out by all visitors prior to entering a resident room.

Please note that implementing these visits will take some time. Below are several of the safeguards we will take to ensure the safety and security of residents and staff, a full list is included in the attached procedure and visitor agreement:

- All Resident Visits and Compassionate Care Visits will be scheduled for specific start and stop times to ensure all residents are able to receive a visitor as soon as feasible.
- The number of visits allowed each day will be limited by the total number of visitors allowed in the building at a time to allow for social distancing, as well as the capacity of our staff members to schedule appointments and follow the guidelines established in the Safe Start Plan.
- For regular resident indoor visits, a maximum of two adults and two children will be permitted; however, all visitors (including children) must be able to properly wear all required PPE.
- For regular indoor visits, either the resident or all of the visitors must be vaccinated. If they are not vaccinated, only outdoor visits are permitted.
- We will offer COVID-19 testing for visitors, as long as we have adequate testing supplies.

We thank you in advance for your patience and invite you to reach out to Mona Robinson at 509-344-5773 if you have questions or concerns about either Compassionate Care or Essential Support Person visits.

Additional information is located in the WDVA Visitor Procedure and Visitor Agreement, so please review these documents if you are interested in learning more about either type of visit. Our Social Work and our front end staff will be working with residents schedule visits and our care teams will continue to evaluate the need for Compassionate Care visits based on resident needs.

We also would like to notify the changes in our medical team with Daiya Healthcare. We would like to thank Dr. Vanfleet-Green and Dr. Syeda for their commitment and dedication serving our veterans and wish them well in their new endeavors. We would like to welcome Dr. Eric Troyer who will serve as our new medical director and Dr. J. Minhas to the Spokane Veterans Home team. We are dedicated to continue to provide the best services for our veterans.

Thank you in advance for your patience as we embark on this new opportunity to allow for more personal interaction in our Veterans Home.

Biography of Dr. Troyer

Daiya Healthcare is pleased to announce that Dr. Eric "Ric" Troyer, has joined the group as its Regional Medical Director for Washington and Idaho. Dr. Troyer is a Board-Certified Family Medicine Physician who graduated from Medical College of Virginia in 1998. He completed his residency at the University of Washington in Seattle, WA and his Geriatrics fellowship from Swedish Family Medicine in 2002.

Dr. Troyer brings over 23 years of experience and leadership in Geriatrics and Family Medicine, working to improve care across the post-acute and long-term care continuum, including developing a PACE Program in Seattle's International District and working with several organizations leading their Post-Acute and Long-Term Care departments. Throughout his career, Dr. Troyer has held several key leadership roles with hospital systems, managed care organizations, home health organizations and skilled nursing facilities. He served as the President of the Washington State Medical Directors Association for 9 years and has held several committee positions that focus on improving healthcare.

In his role as Regional Medical Director, Dr. Troyer will provide leadership, training, and ongoing support to Daiya Healthcare's clinical staff. He will also provide medical directorship and be responsible for collaborating with leadership teams of skilled nursing and senior living communities throughout Washington and Idaho.

Sincerely,



Patrick McNabb
Administrator.