Rural Healthcare Surge Readiness

July 2020

Key and essential resources, tools, and training for rural healthcare systems preparing for and responding to a COVID-19 surge. The resources span a wide range of healthcare settings and cover a broad array of topics ranging from behavioral health to healthcare operations to telehealth.

Developed in 2020 by the COVID-19 Healthcare Resilience Working Group, a partnership with the U.S. Department of Health & Human Services, the U.S. Department of Homeland Security and other federal agencies to provide support and guidance for healthcare delivery and workforce capacity and protection.

Resources by Setting

EMS, Pre-Hospital, and 911
Critical operational material and COVID-19 resources for use by local staff and leadership of Emergency Medical Services (EMS) and 911 Public Safety Answering Points/Emergency Communications Centers.

Inpatient and Hospital Care
Curated selection of COVID-19 resources and tools for Hospitals and Inpatient settings, relevant for healthcare executives, managers and workers in these settings.

Ambulatory Care
Compilation of essential COVID-19 resources for those in ambulatory settings, including leadership and all healthcare workers who see patients in outpatient settings, such as primary care, subspecialties, surgical, dental, mental health, and school-based clinics.

Long-Term Care
Curated critical COVID-19 resources for Long-Term Care (LTC) settings, including leadership and all healthcare workers who care for those in LTC settings, such as nursing homes, home health care facilities, and correctional facilities.
Resources by Topic

- **Behavioral Health**  
  Resources to equip and protect healthcare workers' psychological health and well-being.

- **Funding**  
  Information regarding funding and finance topics related to COVID-19.

- **Operations**  
  Topics that focus on augmenting and changing operational procedures to prepare for and respond to COVID-19.

- **Regulatory and Policy**  
  Information on regulatory waivers and flexibilities that are applicable for healthcare facilities during COVID-19.

- **Resources**  
  Reference materials and targeted resources related to COVID-19 for use in a variety of healthcare settings.

- **Space**  
  Strategies, techniques, and tools to augment and/or transform existing facility space and create new functional areas for COVID-19 patient surge.

- **Supplies**  
  Guidance, tips, and updates on personal protective equipment (PPE) use and preservation and other supply chain items.

- **Telehealth**  
  Materials on implementation of telehealth/telemedicine including coding and billing practices, integration of telehealth into provider workflows, and remote or virtual health care services.

- **Workforce**  
  Content to prepare, protect, and maintain resilience of the healthcare workforce — including training, infection control and healthcare worker safety, and policy flexibilities.
EMS, Pre-Hospital, and 911

Critical operational material and resources for Emergency Medical Services (EMS) and 911 Public Safety Answering Points/Emergency Communications Centers.

Key Resources

- [Healthcare Facility Onboarding Checklist](#)
  Date: 08/2020

- [Workforce Virtual Toolkit](#)
  Training

Additional Resources

- [911 and EMS Algorithms](#)
  Date: 04/2020

- [Behavioral Health Support to Enhance Healthcare Worker Performance](#)
  Date: 05/2020

- [Burnout, Self-Care & COVID-19 Exposure for First Responders](#)
  Date: 04/2020

- [CARES Act Provider Relief Fund](#)
  Sponsoring Organization: U.S. Department of Health and Human Services

- [CMS Coronavirus Waivers & Flexibilities](#)
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- [CMS: Current Emergencies: Coronavirus Disease 2019](#)
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- [Contact Tracing Training](#)
  Training
  Sponsoring Organization: TRAIN Learning Network

- [COVID-19 Behavioral Health Resources](#)
  Sponsoring Organization: ASPR TRACIE

- [COVID-19 Behavioral Health Resources for First Responders](#)
  Date: 04/2020

- [COVID-19 Fatality Management Resources](#)
  Sponsoring Organization: ASPR TRACIE
• **COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing**
  Date: 04/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **COVID-19 PPE Training**
  Training
  Sponsoring Organization: HEROES (Healthcare and Emergency Responder Organization Education through Simulation)

• **COVID-19 Pre-Hospital/Emergency Medical Services (EMS) Resources**
  Sponsoring Organization: ASPR TRACIE

• **COVID-19 Testing for First Responders**
  Date: 07/2020

• **COVID-19 Tribal Resource Center**
  Sponsoring Organization: National Indian Health Board

• **COVID-19: Considerations, Strategies, and Resources for Emergency Medical Services Crisis Standards of Care**
  Date: 04/2020

• **Effective Use of 911 for Emergencies During Telehealth Sessions: Tips for Behavioral Health Providers**
  Date: 2020

• **Emergency Medical Services**
  Sponsoring Organization: National Rural Health Resource Center

• **Emergency Medical Services and 911 Updated Resource Guide**
  Date: 12/2020

• **Emergency Preparedness for Farmers, Ranchers and other Rural Residents with Disabilities**
  Webinar
  Date: 01/2015
  Sponsoring Organization: National AgrAbility

• **Emergency Preparedness Handbook for Tribal Governments**
  Date: 12/2014
  Sponsoring Organization: Mountain-Plains Consortium

• **Emergency Preparedness in Rural Communities**
  Date: 03/2023
  Sponsoring Organization: National Rural Health Association

• **EMS COOP - Planning Outline Guidance**
  Date: 05/2020
  Sponsoring Organization: National Association of State EMS Officials
• **EMS Personnel Support for Population Testing, Screening, and Vaccination**  
  Date: 05/2020  

• **Guidance for First Responder Interactions with Suspected/Confirmed COVID-19 Patients**  
  Date: 05/2020  

• **Guidance for Preventing Disease Spread During Transport of Patients at High Risk for COVID-19 Illness**  
  Date: 04/2020  

• **Information for First Responders on Maintaining Operational Capabilities During a Pandemic**  
  Date: 03/2020  
  Sponsoring Organization: U.S. Fire Administration

• **Just In Time (JIT) Skills Training Videos for COVID-19 Training**  
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

• **Managing Healthcare Workers' Stress Associated with COVID-19**  
  Date: 03/2020  
  Sponsoring Organization: National Center for PTSD, U.S. Department of Veterans Affairs

• **Managing Patient and Family Distress Associated with COVID-19 in the Pre-hospital Care Setting**  
  Date: 04/2020  

• **Mitigate Absenteeism by Protecting Emergency Medical Service (EMS) Clinicians' Psychological Health and Well-being during the COVID-19 Pandemic**  
  Date: 04/2020  

• **Personal Protective Equipment (PPE) Preservation Planning Tool Guide**  
  Date: 04/2021  

• **Personal Protective Equipment for 2019 Novel Coronavirus (COVID-19) Training**  
  Date: 2020  
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

• **Personal Protective Equipment Supply for Emergency Medical Services (EMS)**  
  Date: 04/2020  

• **Requesting Strategic National Stockpile (SNS) Assets**  
  Sponsoring Organization: Administration for Strategic Preparedness and Response (ASPR), U.S. Department of Health and Human Services
• **Rural Emergency Preparedness and Response**  
  Sponsoring Organization: Rural Health Information Hub (RHIhub)

• **Rural EMS Preparedness Checklist**  
  Date: 08/2020  

• **Rural Health and COVID-19**  
  Date: 08/2020  
  Sponsoring Organization: ASPR TRACIE

• **Safe Preservation of Personal Protective Equipment by EMS**  
  Date: 05/2020  

• **Sequence for Putting on Personal Protective Equipment (PPE)**  
  Date: 2014  
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **Strategies for Managing a Surge in Healthcare Provider Demand**  
  Date: 11/2021  

• **Stress Management in Mortuary and Death Care Operations during the COVID-19 Pandemic**  
  Date: 04/2020  
  Sponsoring Organization: Center for the Study of Traumatic Stress, Uniformed Services University

• **Supply Chain Disaster Preparedness Manual**  
  Date: 2017  
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **Telehealth for Patients and Providers**  
  Sponsoring Organization: Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS)

• **Triage in the COVID Environment**  
  Date: 08/2020  
Inpatient and Hospital Care

Curated selection of resources and information for hospitals and inpatient settings to address challenges and maintain operations.

Key Resources

- **Alternate Care Site (ACS) Toolkit (Third Edition)**
  Date: 06/2020

- **Healthcare Facility Onboarding Checklist**
  Date: 08/2020

- **Hospital Operations Toolkit for COVID-19 Training**

- **Medical Operations Coordination Cells (MOCC) Toolkit (Second Edition)**
  Date: 11/2021

- **Workforce Virtual Toolkit**
  Training

Additional Resources

- **CARES Act Provider Relief Fund**
  Sponsoring Organization: U.S. Department of Health and Human Services

- **Challenges Associated with COVID-19 in Rural Areas and Related Resources**
  Date: 08/2020
  Sponsoring Organization: ASPR TRACIE

- **Clinical and Operational Considerations in Telehealth and Technology Webinar**
  Date: 03/2020
  Sponsoring Organization: National Telehealth Technology Assessment Resource Center

- **CMS Coronavirus Waivers & Flexibilities**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **CMS: Current Emergencies: Coronavirus Disease 2019**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **Contact Tracing Training**
  Training
  Sponsoring Organization: TRAIN Learning Network
- **COVID-19 Behavioral Health Resources**
  Sponsoring Organization: ASPR TRACIE

- **COVID-19 Emergency Declaration CMS Blanket Waivers for Health Care Providers**
  Date: 10/2022
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **COVID-19 Fatality Management Resources**
  Sponsoring Organization: ASPR TRACIE

- **COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing**
  Date: 04/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **COVID-19 PPE Training**
  Training
  Sponsoring Organization: HEROES (Healthcare and Emergency Responder Organization Education through Simulation)

- **COVID-19 Technical Assistance Center**
  Sponsoring Organization: National Rural Health Association

- **COVID-19 Telehealth Resources**
  Sponsoring Organization: Mid-Atlantic Telehealth Resource Center

- **COVID-19 Tribal Resource Center**
  Sponsoring Organization: National Indian Health Board

- **Emergency Preparedness for Farmers, Ranchers and other Rural Residents with Disabilities**
  Webinar
  Date: 01/2015
  Sponsoring Organization: National AgrAbility

- **Emergency Preparedness Handbook for Tribal Governments**
  Date: 12/2014
  Sponsoring Organization: Mountain-Plains Consortium

- **Emergency Preparedness in Rural Communities**
  Date: 03/2023
  Sponsoring Organization: National Rural Health Association

- **Four Stages of Planning and Implementation During COVID-19: One Rural Hospital's Preparations**
  Case Study
  Date: 04/2020
  Sponsoring Organization: American Hospital Association

- **Healthcare Coalitions in Rural and Frontier Areas**
  Webinar
  Date: 01/2020
  Sponsoring Organization: National Association of County and City Health Officials (NACCHO)
- **Hospital-Based Incident Command Systems for Small and Rural Hospitals**
  Webinar
  Date: 03/2019
  Sponsoring Organization: ASPR TRACIE

- **Just In Time (JIT) Skills Training Videos for COVID-19**
  Training
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

- **Managing COVID-19 in Rural Communities**
  Webinar
  Date: 04/2020
  Sponsoring Organization: American Hospital Association (AHA)

- **Managing Healthcare Workers' Stress Associated with COVID-19**
  Date: 03/2020
  Sponsoring Organization: National Center for PTSD, U.S. Department of Veterans Affairs

- **Personal Protective Equipment (PPE) Preservation Planning Tool Guide**
  Date: 04/2021

- **Personal Protective Equipment for 2019 Novel Coronavirus (COVID-19)**
  Training
  Date: 2020
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

- **Rural COVID-19 Innovations**
  Case Studies
  Date: 12/2021
  Sponsoring Organization: Rural Health Information Hub (RHIhub)

- **Rural Crosswalk: CMS Flexibilities to Fight COVID-19**
  Date: 05/2021
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **Rural Hospital Case Study: Surviving a COVID-19 Surge**
  Case Study
  Date: 04/2020
  Sponsoring Organization: American Hospital Association

- **Rural Resources for Emergency Planning, Preparedness, and Response**
  Date: 03/2019
  Sponsoring Organization: Rural Health Information Hub (RHIhub)

- **Rural Test & Trace Toolkit**
  Case Study
  Date: 2020
  Sponsoring Organization: VashonBePrepared
• **Sequence for Putting on Personal Protective Equipment (PPE)**  
  Date: 2014  
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **Strategies for Managing a Surge in Healthcare Provider Demand**  
  Date: 11/21  

• **Stress Management in Mortuary and Death Care Operations during the COVID-19 Pandemic**  
  Date: 04/2020  
  Sponsoring Organization: Center for the Study of Traumatic Stress, Uniformed Services University

• **Supply Chain Disaster Preparedness Manual**  
  Date: 2017  
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **Telehealth for Patients and Providers**  
  Sponsoring Organization: Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS)

• **Update for Rural Stakeholders on the COVID-19 Response**  
  Webinar  
  Date: 03/2020  
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **VA COVID-19 Guidance for Community Providers**  
  Training  
  Sponsoring Organization: U.S. Department of Veterans Affairs
Ambulatory Care

Compilation of essential resources for ambulatory settings such as outpatient primary care, subspecialties, surgical, dental, mental health, and school-based clinics.

Key Resources

- Healthcare Facility Onboarding Checklist  
  Date: 08/2020  

- Workforce Virtual Toolkit  
  Training  

Additional Resources

- Behavioral Health Support to Enhance Healthcare Worker Performance  
  Date: 05/2020  

- CARES Act Provider Relief Fund  
  Sponsoring Organization: U.S. Department of Health and Human Services

- CMS Clinician Letter  
  Date: 04/2020  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- CMS Coronavirus Waivers & Flexibilities  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- CMS: Current Emergencies: Coronavirus Disease 2019  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- Contact Tracing Training  
  Training  
  Sponsoring Organization: TRAIN Learning Network

- COVID-19 Behavioral Health Resources  
  Sponsoring Organization: ASPR TRACIE

- COVID-19 Emergency Declaration CMS Blanket Waivers for Health Care Providers  
  Date: 10/2022  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing  
  Date: 04/2023  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
COVID-19 PPE Training
Training
Sponsoring Organization: HEROES (Healthcare and Emergency Responder Organization Education through Simulation)

COVID-19 Technical Assistance Center
Sponsoring Organization: National Rural Health Association

Emergency Preparedness in Rural Communities
Date: 03/2023
Sponsoring Organization: National Rural Health Association

Health Center Resource Clearinghouse: COVID-19 Resources
Sponsoring Organization: National Association of Community Health Centers

Just In Time (JIT) Skills Training Videos for COVID-19
Training
Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

Managing COVID-19 in Rural Communities
Webinar
Date: 04/2020
Sponsoring Organization: American Hospital Association (AHA)

Managing Healthcare Workers' Stress Associated with COVID-19
Date: 03/2020
Sponsoring Organization: National Center for PTSD, U.S. Department of Veterans Affairs

Personal Protective Equipment (PPE) Preservation Planning Tool Guide
Date: 04/2021

Personal Protective Equipment for 2019 Novel Coronavirus (COVID-19)
Training
Date: 2020
Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

Rural Crosswalk: CMS Flexibilities to Fight COVID-19
Date: 05/2021
Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

Rural Health and COVID-19
Date: 08/2020
Sponsoring Organization: ASPR TRACIE

Sequence for Putting on Personal Protective Equipment (PPE)
Date: 2014
Sponsoring Organization: Centers for Disease Control and Prevention (CDC)
• **Strategies for Managing a Surge in Healthcare Provider Demand**
  Date: 11/2021

• **Supply Chain Disaster Preparedness Manual**
  Date: 2017
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **Telehealth for Patients and Providers**
  Sponsoring Organization: Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS)

• **Telehealth Resources for Behavioral Health Clinicians**
  Date: 04/2020

• **VA COVID-19 Guidance for Community Providers Training**
  Sponsoring Organization: U.S. Department of Veterans Affairs
Long-Term Care

Curated critical resources for long-term care settings such as nursing homes, home health care facilities, and correctional facilities.

Key Resources

- **Alternate Care Site (ACS) Toolkit (Third Edition)**
  Date: 06/2020

- **Healthcare Facility Onboarding Checklist**
  Date: 08/2020

- **Workforce Virtual Toolkit**
  Training

Additional Resources

- **Applying COVID-19 Infection Prevention and Control Strategies in Nursing Homes**
  Webinar
  Date: 06/2020
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

- **CARES Act Provider Relief Fund**
  Sponsoring Organization: U.S. Department of Health and Human Services

- **CMS Coronavirus Waivers & Flexibilities**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **CMS: Current Emergencies: Coronavirus Disease 2019**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **Contact Tracing Training**
  Training
  Sponsoring Organization: TRAIN Learning Network

- **COVID-19 Behavioral Health Resources**
  Sponsoring Organization: ASPR TRACIE

- **COVID-19 Clinical Rounds for Long-term Care Facilities**
  Webinar
  Date: 05/2020
  Sponsoring Organization: Project ECHO

- **COVID-19 Emergency Declaration CMS Blanket Waivers for Health Care Providers**
  Date: 10/2022
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
• **COVID-19 Fatality Management Resources**  
  Sponsoring Organization: ASPR TRACIE

• **COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing**  
  Date: 04/2023  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **COVID-19 PPE Training**  
  Training  
  Sponsoring Organization: HEROES (Healthcare and Emergency Responder Organization Education through Simulation)

• **COVID-19 Stakeholder Engagement Toolkit**  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **COVID-19 Training**  
  Training  
  Sponsoring Organization: TRAIN Learning Network

• **Emergency Preparedness for Farmers, Ranchers and other Rural Residents with Disabilities**  
  Webinar  
  Date: 01/2015  
  Sponsoring Organization: National AgrAbility

• **Just In Time (JIT) Skills Training Videos for COVID-19**  
  Training  
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

• **Long-Term Care Nursing Homes Telehealth and Telemedicine Toolkit**  
  Date: 03/2020  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **Managing Healthcare Workers' Stress Associated with COVID-19**  
  Date: 03/2020  
  Sponsoring Organization: National Center for PTSD, U.S. Department of Veterans Affairs

• **Medicare Learning Network: COVID-19 Fee-for-Service (FFS) Waivers and Flexibilities**  
  Date: 05/2023  
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **National Nursing Home Training Series**  
  Training  
  Sponsoring Organization: QIO Program, Centers for Medicare and Medicaid Services (CMS)

• **Nursing Home Incident Command System**  
  Date: 2017  
  Sponsoring Organization: California Department of Public Health, California Association of Health Facilities

• **Personal Protective Equipment (PPE) Burn Rate Calculator**  
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)
- **Personal Protective Equipment (PPE) Preservation Planning Tool Guide**
  Date: 04/2021

- **Personal Protective Equipment for 2019 Novel Coronavirus (COVID-19) Training**
  Date: 2020
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

- **Rural Crosswalk: CMS Flexibilities to Fight COVID-19**
  Date: 05/2021
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **Sequence for Putting on Personal Protective Equipment (PPE)**
  Date: 2014
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

- **Strategies for Managing a Surge in Healthcare Provider Demand**
  Date: 11/2021

- **Strategies to Optimize the Supply of PPE and Equipment**
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

- **Stress Management in Mortuary and Death Care Operations during the COVID-19 Pandemic**
  Date: 04/2020
  Sponsoring Organization: Center for the Study of Traumatic Stress, Uniformed Services University

- **Supply Chain Disaster Preparedness Manual**
  Date: 2017
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

- **Telehealth for Patients and Providers**
  Sponsoring Organization: Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS)

- **Telehealth Resources for Post-Acute and Long-Term Care**
  Sponsoring Organization: AMDA – The Society for Post-Acute and Long-Term Care Medicine

- **Toolkit on State Actions to Mitigate COVID-19 Prevalence in Nursing Homes**
  Date: 03/2022
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **Training: Infection Control in Long-Term Care Facilities**
  Sponsoring Organization: TRAIN Learning Network

- **VA COVID-19 Guidance for Community Providers**
  Sponsoring Organization: U.S. Department of Veterans Affairs
Behavioral Health

Behavioral health resources designed to equip and protect healthcare workers' psychological health and well-being and address the distress and behavioral health of patients and their families.

Resources

- **Behavioral Health Support to Enhance Healthcare Worker Performance**
  Date: 05/2020

- **Burnout, Self-Care & COVID-19 Exposure for First Responders**
  Date: 04/2020

- **CMS: Current Emergencies: Coronavirus Disease 2019**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **COVID-19 Behavioral Health Resources**
  Sponsoring Organization: ASPR TRACIE

- **COVID-19 Behavioral Health Resources for First Responders**
  Date: 04/2020

- **Effective Use of 911 for Emergencies During Telehealth Sessions: Tips for Behavioral Health Providers**
  Date: 2020

- **Managing Healthcare Workers' Stress Associated with COVID-19**
  Date: 03/2020
  Sponsoring Organization: National Center for PTSD, U.S. Department of Veterans Affairs

- **Mitigate Absenteeism by Protecting Emergency Medical Service (EMS) Clinicians' Psychological Health and Well-being during the COVID-19 Pandemic**
  Date: 04/2020

- **Stress Management in Mortuary and Death Care Operations during the COVID-19 Pandemic**
  Date: 04/2020
  Sponsoring Organization: Center for the Study of Traumatic Stress, Uniformed Services University

- **Telehealth Resources for Behavioral Health Clinicians**
  Date: 04/2020
Funding

Resources and information regarding funding and finance topics related to COVID-19.

Key Resources

- Alternate Care Site (ACS) Toolkit (Third Edition)
  Date: 06/2020
- Hospital Operations Toolkit for COVID-19
  Training

Additional Resources

- CARES Act Provider Relief Fund
  Sponsoring Organization: U.S. Department of Health and Human Services
- CMS Clinician Letter
  Date: 04/2020
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- CMS Coronavirus Waivers & Flexibilities
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- CMS: Current Emergencies: Coronavirus Disease 2019
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- COVID-19 Emergency Declaration CMS Blanket Waivers for Health Care Providers
  Date: 10/2022
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing
  Date: 04/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- Health Center Resource Clearinghouse: COVID-19 Resources
  Sponsoring Organization: National Association of Community Health Centers
- Rural Crosswalk: CMS Flexibilities to Fight COVID-19
  Date: 05/2021
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
Operations

Resources, guidance and procedures that focus on augmenting and improving operational processes to prepare for and respond to COVID-19.

Key Resources

- **Alternate Care Site (ACS) Toolkit (Third Edition)**
  Date: 06/2020

- **Healthcare Facility Onboarding Checklist**
  Date: 08/2020

- **Hospital Operations Toolkit for COVID-19**
  Training

- **Medical Operations Coordination Cells (MOCC) Toolkit (Second Edition)**
  Date: 11/2021

- **Workforce Virtual Toolkit**
  Training

Additional Resources

- **911 and EMS Algorithms**
  Date: 04/2020

- **CMS Clinician Letter**
  Date: 04/2020
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **CMS: Current Emergencies: Coronavirus Disease 2019**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **Contact Tracing Training**
  Training
  Sponsoring Organization: TRAIN Learning Network

- **COVID-19 Fatality Management Resources**
  Sponsoring Organization: ASPR TRACIE

- **COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing**
  Date: 04/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
• **COVID-19: Considerations, Strategies, and Resources for Emergency Medical Services Crisis Standards of Care**
  Date: 04/2020

• **Effective Use of 911 for Emergencies During Telehealth Sessions: Tips for Behavioral Health Providers**
  Date: 2020

• **EMS COOP - Planning Outline Guidance**
  Date: 05/2020
  Sponsoring Organization: National Association of State EMS Officials

• **Four Stages of Planning and Implementation During COVID-19: One Rural Hospital's Preparations Case Study**
  Date: 04/2020
  Sponsoring Organization: American Hospital Association

• **Guidance for First Responder Interactions with Suspected/Confirmed COVID-19 Patients**
  Date: 05/2020

• **Guidance for Preventing Disease Spread During Transport of Patients at High Risk for COVID-19 Illness**
  Date: 04/2020

• **Hospital-Based Incident Command Systems for Small and Rural Hospitals Webinar**
  Date: 03/2019
  Sponsoring Organization: ASPR TRACIE

• **Information for First Responders on Maintaining Operational Capabilities During a Pandemic**
  Date: 03/2020
  Sponsoring Organization: U.S. Fire Administration

• **Long-Term Care Nursing Homes Telehealth and Telemedicine Toolkit**
  Date: 03/2020
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **Managing Patient and Family Distress Associated with COVID-19 in the Pre-hospital Care Setting**
  Date: 04/2020

• **Rural Crosswalk: CMS Flexibilities to Fight COVID-19**
  Date: 05/2021
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **Rural Emergency Preparedness and Response**
  Sponsoring Organization: Rural Health Information Hub (RHIhub)
• **Rural EMS Preparedness Checklist**  
  Date: 08/2020  

• **Rural Health and COVID-19**  
  Date: 08/2020  
  Sponsoring Organization: ASPR TRACIE

• **Rural Hospital Case Study: Surviving a COVID-19 Surge**  
  Case Study  
  Date: 04/2020  
  Sponsoring Organization: American Hospital Association

• **Rural Test & Trace Toolkit**  
  Case Study  
  Date: 2020  
  Sponsoring Organization: VashonBePrepared

• **Strategies for Managing a Surge in Healthcare Provider Demand**  
  Date: 11/2021  

• **Stress Management in Mortuary and Death Care Operations during the COVID-19 Pandemic**  
  Date: 04/2020  
  Sponsoring Organization: Center for the Study of Traumatic Stress, Uniformed Services University

• **Triage in the COVID Environment**  
  Date: 08/2020  

• **VA COVID-19 Guidance for Community Providers**  
  Training  
  Sponsoring Organization: U.S. Department of Veterans Affairs
Regulatory and Policy

Information on regulatory waivers and flexibilities that are applicable for healthcare facilities related to COVID-19.

Key Resources

- **Hospital Operations Toolkit for COVID-19**
  Training

Additional Resources

- **CMS Coronavirus Waivers & Flexibilities**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- **CMS: Current Emergencies: Coronavirus Disease 2019**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- **COVID-19 Emergency Declaration CMS Blanket Waivers for Health Care Providers**
  Date: 10/2022
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- **COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing**
  Date: 04/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- **Emergency Preparedness in Rural Communities**
  Date: 03/2023
  Sponsoring Organization: National Rural Health Association
- **EMS Personnel Support for Population Testing, Screening, and Vaccination**
  Date: 05/2020
- **Medicare Learning Network: COVID-19 Fee-for-Service (FFS) Waivers and Flexibilities**
  Date: 05/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
- **Rural Crosswalk: CMS Flexibilities to Fight COVID-19**
  Date: 05/2021
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
Resources

Reference materials and targeted tools for COVID-19 planning and use in variety of rural healthcare settings.

Key Resources

- **Alternate Care Site (ACS) Toolkit (Third Edition)**
  Date: 06/2020

- **Healthcare Facility Onboarding Checklist**
  Date: 08/2020

- **Hospital Operations Toolkit for COVID-19 Training**

- **Medical Operations Coordination Cells (MOCC) Toolkit (Second Edition)**
  Date: 11/2021

- **Workforce Virtual Toolkit Training**

Additional Resources

- **Challenges Associated with COVID-19 in Rural Areas and Related Resources**
  Date: 08/2020
  Sponsoring Organization: ASPR TRACIE

- **CMS Clinician Letter**
  Date: 04/2020
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **CMS: Current Emergencies: Coronavirus Disease 2019**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **Contact Tracing Training**
  Training
  Sponsoring Organization: TRAIN Learning Network

- **COVID-19 Behavioral Health Resources**
  Sponsoring Organization: ASPR TRACIE

- **COVID-19 Clinical Rounds for Long-term Care Facilities**
  Webinar
  Date: 05/2020
  Sponsoring Organization: Project ECHO
• **COVID-19 Fatality Management Resources**
  Sponsoring Organization: ASPR TRACIE

• **COVID-19 Pre-Hospital/Emergency Medical Services (EMS) Resources**
  Sponsoring Organization: ASPR TRACIE

• **COVID-19 Stakeholder Engagement Toolkit**
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **COVID-19 Technical Assistance Center**
  Sponsoring Organization: National Rural Health Association

• **COVID-19 Testing for First Responders**
  Date: 07/2020

• **COVID-19 Training**
  Training
  Sponsoring Organization: TRAIN Learning Network

• **COVID-19 Tribal Resource Center**
  Sponsoring Organization: National Indian Health Board

• **Emergency Medical Services**
  Sponsoring Organization: National Rural Health Resource Center

• **Emergency Medical Services and 911 Updated Resource Guide**
  Date: 12/2020

• **Emergency Preparedness for Farmers, Ranchers and other Rural Residents with Disabilities**
  Webinar
  Date: 01/2015
  Sponsoring Organization: National AgrAbility

• **Emergency Preparedness Handbook for Tribal Governments**
  Date: 12/2014
  Sponsoring Organization: Mountain-Plains Consortium

• **Emergency Preparedness in Rural Communities**
  Date: 03/2023
  Sponsoring Organization: National Rural Health Association

• **EMS COOP - Planning Outline Guidance**
  Date: 05/2020
  Sponsoring Organization: National Association of State EMS Officials

• **Healthcare Coalitions in Rural and Frontier Areas**
  Webinar
  Date: 01/2020
  Sponsoring Organization: National Association of County and City Health Officials (NACCHO)
• **Hospital-Based Incident Command Systems for Small and Rural Hospitals**
  Webinar
  Date: 03/2019
  Sponsoring Organization: ASPR TRACIE

• **Managing COVID-19 in Rural Communities**
  Webinar
  Date: 04/2020
  Sponsoring Organization: American Hospital Association (AHA)

• **National Nursing Home Training Series**
  Training
  Sponsoring Organization: QIO Program, Centers for Medicare and Medicaid Services (CMS)

• **Nursing Home Incident Command System**
  Date: 2017
  Sponsoring Organization: California Department of Public Health, California Association of Health Facilities

• **Personal Protective Equipment (PPE) Preservation Planning Tool Guide**
  Date: 04/2021

• **Rural COVID-19 Innovations**
  Case Studies
  Date: 12/2021
  Sponsoring Organization: Rural Health Information Hub (RHIhub)

• **Rural Emergency Preparedness and Response**
  Sponsoring Organization: Rural Health Information Hub (RHIhub)

• **Rural Health and COVID-19**
  Date: 08/2020
  Sponsoring Organization: ASPR TRACIE

• **Rural Resources for Emergency Planning, Preparedness, and Response**
  Date: 03/2019
  Sponsoring Organization: Rural Health Information Hub (RHIhub)

• **Rural Test & Trace Toolkit**
  Case Study
  Date: 2020
  Sponsoring Organization: VashonBePrepared

• **Supply Chain Disaster Preparedness Manual**
  Date: 2017
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **Telehealth for Patients and Providers**
  Sponsoring Organization: Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS)
• **Telehealth Resources for Post-Acute and Long-Term Care**
  Sponsoring Organization: AMDA – The Society for Post-Acute and Long-Term Care Medicine

• **Toolkit on State Actions to Mitigate COVID-19 Prevalence in Nursing Homes**
  Date: 03/2022
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **Training: Infection Control in Long-Term Care Facilities**
  Training
  Sponsoring Organization: TRAIN Learning Network

• **Update for Rural Stakeholders on the COVID-19 Response**
  Webinar
  Date: 03/2020
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **VA COVID-19 Guidance for Community Providers**
  Training
  Sponsoring Organization: U.S. Department of Veterans Affairs
Space

Strategies, techniques, and tools to augment and/or transform existing facility space and create new functional areas to prepare for and respond to COVID-19.

Key Resources

- [Alternate Care Site (ACS) Toolkit (Third Edition)](#)
  Date: 06/2020

- [Hospital Operations Toolkit for COVID-19](#)
  Training

- [Medical Operations Coordination Cells (MOCC) Toolkit (Second Edition)](#)
  Date: 11/2021

Additional Resources

- [CMS: Current Emergencies: Coronavirus Disease 2019](#)
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)
Supplies

Guidance, tips, and updates on personal protective equipment (PPE) use and preservation and other supply chain items. Resources support the assessment and promotion of techniques, procedures, and opportunities to preserve and extend the use of healthcare PPE.

Key Resources

- Hospital Operations Toolkit for COVID-19
  Training

Additional Resources

- COVID-19 PPE Training
  Training
  Sponsoring Organization: HEROES (Healthcare and Emergency Responder Organization Education through Simulation)

- Personal Protective Equipment (PPE) Burn Rate Calculator
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

- Personal Protective Equipment (PPE) Preservation Planning Tool Guide
  Date: 04/2021

- Personal Protective Equipment Supply for Emergency Medical Services (EMS)
  Date: 04/2020

- Requesting Strategic National Stockpile (SNS) Assets
  Sponsoring Organization: Administration for Strategic Preparedness and Response (ASPR), U.S. Department of Health and Human Services

- Safe Preservation of Personal Protective Equipment by EMS
  Date: 05/2020

- Sequence for Putting on Personal Protective Equipment (PPE)
  Date: 2014
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

- Strategies to Optimize the Supply of PPE and Equipment
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

- Supply Chain Disaster Preparedness Manual
  Date: 2017
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)
Telehealth

Materials on implementation of telehealth/telemedicine including coding and billing practices, integration of telehealth into provider workflows, and remote or virtual health care services.

Key Resources

- [Hospital Operations Toolkit for COVID-19](#)
  Training

Additional Resources

- [Clinical and Operational Considerations in Telehealth and Technology](#)
  Webinar
  Date: 03/2020
  Sponsoring Organization: National Telehealth Technology Assessment Resource Center

- [CMS: Current Emergencies: Coronavirus Disease 2019](#)
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- [COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing](#)
  Date: 04/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- [COVID-19 Telehealth Resources](#)
  Sponsoring Organization: Mid-Atlantic Telehealth Resource Center

- [Health Center Resource Clearinghouse: COVID-19 Resources](#)
  Sponsoring Organization: National Association of Community Health Centers

- [Long-Term Care Nursing Homes Telehealth and Telemedicine Toolkit](#)
  Date: 03/2020
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- [Rural Crosswalk: CMS Flexibilities to Fight COVID-19](#)
  Date: 05/2021
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- [Telehealth for Patients and Providers](#)
  Sponsoring Organization: Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS)

- [Telehealth Resources for Behavioral Health Clinicians](#)
  Date: 04/2020

- [Telehealth Resources for Post-Acute and Long-Term Care](#)
  Sponsoring Organization: AMDA – The Society for Post-Acute and Long-Term Care Medicine
Workforce

Content to prepare, protect, and maintain resilience of the healthcare workforce — including training, infection control and healthcare worker safety, and policy flexibilities.

Key Resources

• [Healthcare Facility Onboarding Checklist](#)
  Date: 08/2020

• [Hospital Operations Toolkit for COVID-19 Training](#)

• [Workforce Virtual Toolkit Training](#)

Additional Resources

• [Applying COVID-19 Infection Prevention and Control Strategies in Nursing Homes Webinar](#)
  Date: 06/2020
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• [Behavioral Health Support to Enhance Healthcare Worker Performance](#)
  Date: 05/2020

• [Burnout, Self-Care & COVID-19 Exposure for First Responders](#)
  Date: 04/2020

• [CARES Act Provider Relief Fund](#)
  Sponsoring Organization: U.S. Department of Health and Human Services

• [CMS: Current Emergencies: Coronavirus Disease 2019](#)
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• [Contact Tracing Training](#)
  Sponsoring Organization: TRAIN Learning Network

• [COVID-19 Behavioral Health Resources](#)
  Sponsoring Organization: ASPR TRACIE

• [COVID-19 Behavioral Health Resources for First Responders](#)
  Date: 04/2020
- **COVID-19 Clinical Rounds for Long-term Care Facilities**
  Webinar
  Date: 05/2020
  Sponsoring Organization: Project ECHO

- **COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service (FFS) Billing**
  Date: 04/2023
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

- **COVID-19 PPE Training**
  Training
  Sponsoring Organization: HEROES (Healthcare and Emergency Responder Organization Education through Simulation)

- **COVID-19 Testing for First Responders**
  Date: 07/2020

- **COVID-19 Training**
  Training
  Sponsoring Organization: TRAIN Learning Network

- **EMS Personnel Support for Population Testing, Screening, and Vaccination**
  Date: 05/2020

- **Health Center Resource Clearinghouse: COVID-19 Resources**
  Sponsoring Organization: National Association of Community Health Centers

- **Just In Time (JIT) Skills Training Videos for COVID-19**
  Training
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)

- **Managing Healthcare Workers' Stress Associated with COVID-19**
  Date: 03/2020
  Sponsoring Organization: National Center for PTSD, U.S. Department of Veterans Affairs

- **Mitigate Absenteeism by Protecting Emergency Medical Service (EMS) Clinicians' Psychological Health and Well-being during the COVID-19 Pandemic**
  Date: 04/2020

- **National Nursing Home Training Series**
  Training
  Sponsoring Organization: QIO Program, Centers for Medicare and Medicaid Services (CMS)

- **Personal Protective Equipment for 2019 Novel Coronavirus (COVID-19)**
  Training
  Date: 2020
  Sponsoring Organization: National Emerging Special Pathogen Training and Education Center (NETEC)
• **Rural Crosswalk: CMS Flexibilities to Fight COVID-19**
  Date: 05/2021
  Sponsoring Organization: Centers for Medicare and Medicaid Services (CMS)

• **Sequence for Putting on Personal Protective Equipment (PPE)**
  Date: 2014
  Sponsoring Organization: Centers for Disease Control and Prevention (CDC)

• **Strategies for Managing a Surge in Healthcare Provider Demand**
  Date: 11/2021

• **Training: Infection Control in Long-Term Care Facilities**
  Training
  Sponsoring Organization: TRAIN Learning Network

• **VA COVID-19 Guidance for Community Providers**
  Training
  Sponsoring Organization: U.S. Department of Veterans Affairs