Our COVID-19 Journey to date

“COVID TIME” Slowing to New Normal

Covid-19 Employer Town Halls
3/10 Clinical & Business Impact
3/26 Policies & Benefits Issues
4/2 Mental Health & Wellbeing
4/13 Social Determinants
4/23 Pivot to Back to Work
5/4 Population Health
5/14 Financial Impact
5/26 Healthcare Delivery

8/18 Caregiving

Covid-19 Webcasts
- Optimizing Ergonomics
- Covid-19 Legal & Regulatory Update
- Choosing Wisely in face of COVID-19
- Families First Act
- Readiness & Resilience – Preparing for 2nd Wave
- Specialized Perspectives on Return to Work
- Mental Health Fallout – Digital Tools
- Sharecare – Supporting Employees where they live, work & play
- COVID-19 Testing
- Case Studies - Return to Work Testing Strategy

Covid-19 Publications
- Advanced Primary Care & Covid-19 Infographic
- Policies & Benefits Survey – 267 Respondents
- CARES Act Health Policy in Transit
- The Path Forward for MHSU for Covid-19 Era
- Return to Work Survey – 210 Respondents
- Employer/Purchaser Letter to Congress
- Pulse of the Purchaser Survey – The New Normal
- One-Stop Common Sense Safety Guide
- Ongoing Status of Treatment, Vaccine(s) – In Discussions
Moderators & participating panelists

Michael Thompson  
President & CEO  
National Alliance of Healthcare Purchaser Coalitions

Jane Meier Hamilton, MSN, RN  
CEO & Founder  
Partners on the Path

Panelists

• Ray Fabius, MD  
  HealthNEXT

• Larry Fagerhaug  
  Carson Tahoe Health

• Eboni Green, PhD  
  Independent Consultant

• Barry J. Jacobs, Psy D.  
  Health Management Associates

• Marisa Singer, LCSW  
  Therapist

• Bob Stephen  
  AARP
COVID-19 & Caregiving

CAREGIVERS IN YOUR ORGANIZATION
COVID-19 & Caregiving

CAREGIVERS IN YOUR ORGANIZATION

First Wave
Covid-19

Second Wave
Mental Health

Third Wave
Total Person Health

Fitness for Duty
Work at Worksite
Work at Home
Furloughed

Higher Risk for those with Chronic Disease
Mental Health Impact on Co-morbidities
Social Determinants & Health Equity

Supporting Others
- Babies
- Young children
- Adolescents
- Special Needs
- Young Adults
- Spouses
- Siblings
- Parents & Grandparents
- Community

Caregivers
COVID-19 & Caregiving

COVID AMPLIFIES CAREGIVING CHALLENGES

• Disrupted routines
• Restricted human contact & travel
• Increased responsibilities
• Interrupted access to usual sources of support

Especially At-risk Caregivers

- Female
- Minority
- Younger
- Lower education or income
- Living with care receiver
- Providing mental health care

EMOTIONAL, PHYSICAL & FINANCIAL EFFECTS

• Worries & fears
• Anxiety & depression
• Social isolation
• Sleep disturbances & fatigue
• Pain that interferes with usual activities
• Financial hardships
• Food insecurity

COVID-19 & Caregiving

TRADITIONAL IMPACT ON ORGANIZATIONS

**Employee**
- Saps physical, emotional & financial resources;
- Lost productivity, reduce hours,
- Pass up promotion or quit

**Employer**
- Loss of talented, trained employees;
- Loss of productivity & quality

Prior to Covid-19
- Common caregiver experience
- Widespread across entire workforce
- “Metronome-like” regularity
- Unrecognized by leadership
- Hidden by caregiving employees

Post Covid-19
- Diversity of issues by individual, job & geography
- Severity of impact on loved ones
- Uncertainty of plans and sustainability of solutions
- Centrality to business operations
- Vocal and vulnerable workforce

COVID-19 has amplified the impact
COVID-19 & Caregiving

WHAT EMPLOYERS CAN DO

- Perspective on caregiving: Talent management issue, not “another expensive benefit”
- Caregiver-friendly culture: OK to be a caregiver & use benefits; supervisors are gatekeepers
- **Traditional Best Practices:**
  - Flexible work practices
  - Expert information
  - Referrals and resources
  - Education on well-being and caregiving issues
  - Short term support
  - Hands-on care programs

**Emerging Covid-19 Practices**

- Special Leaves
- Workplace accommodation
- Caregiver-inclusive practices & policies
- Backup support
- Financial support
- Mental health support

WHAT CAREGIVERS CAN DO

Universal experience with uniquely personal stories

- **Identify Stressors**: What’s causing difficulties as a caregiver, family member, or employee

- **Recognize the Toll**: Signs of stress in body, emotions, or finances; in family, or work-life

- **Get Help**: Information, advice, or referrals; skill-building; hands-on-help; reliable care partners

- **Care for Yourself**: Resilience, holistic well-being, healthy-self care practices

Impact of Stress

- Demands & Pressures are “Additive & Cumulative”
- Coping Skills (resilience) predict 16% of outcomes
- Demands & pressures predict 60% of outcomes

Source: Lyle Miller, PhD
BioBehavioral Institute of Boston
Upcoming Events

- Mental Health Index – U.S. Worker Edition Webinar Series
  - August 21st @ 12 PM ET
  - September 18th @ 12 PM ET
  - October 26th @ 12PM ET

- Path Forward MHSU - URAC Measurement-Based Care – 8/26 @2PM ET

- Race, Health & Equity Town Hall – Employee Wellbeing Strategy through Race & Equity Lens – 8/27 @ 5PM ET

- Covid-19 Stroke Awareness – 9/1 @3PM ET

- Returning to work safely during a global pandemic - 9/10 @2PM ET

Employer COVID-19 Resources can be found on our website