

Coronavirus: Employer Town Hall

August 18, 2020 | 5 PM ET

COVID-19 & Caregiving

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

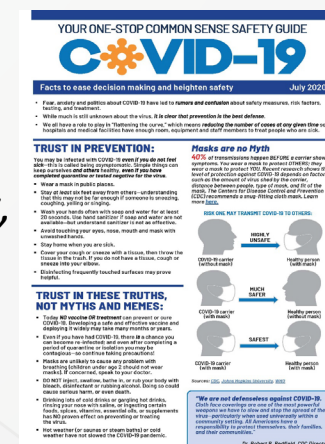
8/18 Caregiving

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
- Covid-19 Choosing Wisely Action Brief & Suppl.
- 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

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CAREGIVERS IN YOUR ORGANIZATION



National Alliance
of Healthcare Purchaser Coalitions
Driving Innovation, Health and Value

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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

*Fitness
for
Life*

**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

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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

*Effects of COVID-19 on Family Caregivers: A
Community Survey from the University of Pittsburgh.*

July 2020. http://www.caregiving.pitt.edu/wp-content/uploads/2020/07/Full_Report_Final.pdf

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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

*COVID-19 has
amplified the impact*

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

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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

Supporting Caregivers in the Workplace: A Practical Guide for Employers. Northeast Business Group on Health. September 2017. <https://www.aarp.org/content/dam/aarp/work/job-search/2019/02/NEBGH-caregiving-practical-guide.pdf>



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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

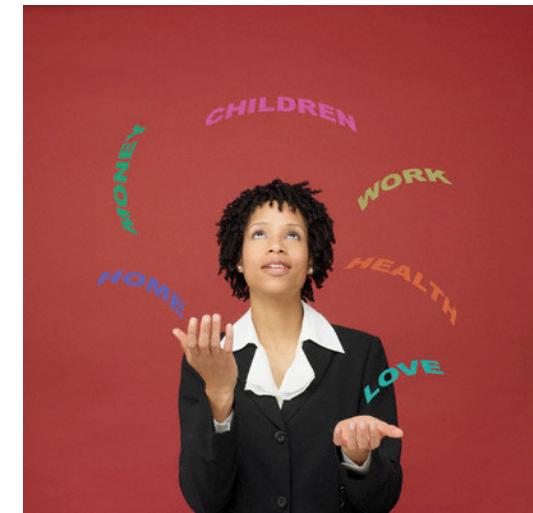
Impact of Stress

- 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



Open Panel Discussion



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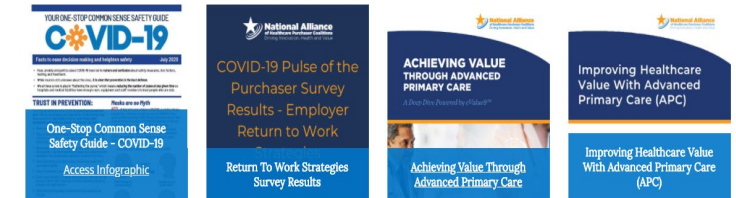
Upcoming Events

- 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



COVID-19 EMPLOYER RESOURCES

National Alliance Publications



COVID-19 Employer Town Halls & Webinars



Employer COVID-19 Resources can be found [on our website](#)

