Returning to Work Safely During a Global Pandemic

Creating Perimeters of Defense in Support of the Safety and Health of Our Most Valuable Resource
Speakers

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A Health and Human Services Company that Supports Citizens Across the Globe

Experience that Spans Borders and Cultures

Australia
- Nationwide provider of employment services
- Health assessments and support

Canada
- eHealth platform used in 8 provinces
- British Columbia: integrated services contact center, health and pharmacy benefits, employment services, and child support

Italy
- Employment and training services

Saudi Arabia
- Employment and disability employment services

Singapore
- Employment services for mid-career professionals
- Prison to work employment services

Sweden
- Employment services

United Kingdom
- Employment and disability employment services
- Health and disability assessments
- Occupational health, technology-enabled health, and wellbeing services

United States
- 14 federal departments and agencies
- State and local programs in all 50 states
- Medicaid eligibility & enrollment, contact centers, COVID-19 response contact centers, disability assessments, child support, employment services, and support other health and human services government programs

34,000 employees

$3.2b annual revenue
Ensuring a Safe and Healthy Workplace in the Era of Covid19

FAST FACTS
Stop COVID-19 Spread

PREVENTING COVID SPREAD
Remember the Three Ws

- **Wash your hands**
  - Wash frequently with soap, scrub for 20 seconds

- **Wear your mask**
  - When with people not in your household*

- **Watch your distance**
  - Stay more than 6 feet apart from people not in your household, preferably outdoors

*Children under 2, anyone who has trouble breathing, is unconscious, incapacitated, or otherwise unable to remove the mask, without assistance should not wear masks.
Ensuring a Safe and Healthy Workplace in the Era of Covid19

1. People
   - Continue to expand **multiple perimeters of defense**
     - Pre entry screening
     - Pre entry temperature checks
     - Enforced Social Distancing
     - **Mandated-and supplied- Face Masks (evolving)**
     - **Mid Shift Repeat Screening & Temperatures**
     - Cleaning and Decontamination (appearances matter)

2. Policies
   - Work from home when able
   - Support valued workforce (FMLA, expanded PTO)
     - Decrease potential of ill worker coming into work
   - **High risk employee evaluations**
   - Pay for all Covid-19 testing (insured or not)
Ensuring a Safe and Healthy Workplace in the Era of Covid19

3 Technology
- Clear2Work am/mid shift screening app
- Thermometers (digital for home and thermal)

4 Innovation
- 6 ft distancing technology
- Support COVID-19 testing (clinical group)
- Support COVID-19 vaccination (as available)

5 Communication
- Town Halls, EAP
- Mental Health Support
Ensuring a Safe and Healthy Workplace in the Era of Covid19

PROVIDING OUR EMPLOYEES MULTIPLE PERIMETERS OF DEFENSE

Lessons Learned

from 6 months and 15,000 employees on site

Create a diverse Incidence Response Team (IRT)

• Daily scrum
  • Twice daily at first
• Review every exposure, every positive case
• Brief up and Brief Down

Disease, Policy, Plans Education through:

• Town Halls
  • Medical, HR, Legal, Comms
• Daily email with disease updates
• Covid-19 Intranet page
  • With policies, templates
  • Centralized storage

VISIBLE onsite Cleaning Staff

Aligned to Current CDC Guidelines

NexJ Health, Inc.

- Technology company specialized in **virtual care for chronic disease prevention & management**
- Dedicated to **evidence-based interventions** supporting physical & mental health
- Committed to the mission of transforming healthcare into a **person-centered model** where individuals & their families are **activated and engaged** in the management of their own health & wellness

NexJ Connected Wellness™

- Cloud-based virtual care platform with evidence-based programs for chronic disease prevention and management, and mental health

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Our Approach to Supporting MAXIMUS Return to Work

Safe Facility Access

- **Daily screening** to evaluate risk and exposure to COVID-19
- Employees **cleared for entry** are assigned a time-sensitive visual indicator, visible on their phone from 6 ft. away
- Employees **not cleared for entry** are denied access and continue tracking risk and exposure
- **Population analytics**
- Keep essential employees on the job

COVID-19 Monitoring & Containment

- **Mobile monitoring**
  - Temperature, respiratory symptoms, community exposure & risk
  - Proactive alerts on identified issues
- **Multimedia education**
  - Guidelines & how-to's curated from CDC, WHO, Health Canada
- **Virtual consults and health coaching**
  - Health Navigator and Nursing video-chat support with referrals as needed
  - Support for chronic conditions and mental health with CBT and Mindfulness
- **Social connectivity and support**
  - Extended personal circle-of-care with secure messaging and information sharing
  - Online forums
- **Population analytics**

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

MAXIMUS® NextHealth™
Keeping MAXIMUS Employees at Work and Preventing Community Spread

- 7 Clients in the Cloud
- 33,885 Users (+3% from last week)
- 502,237 COVID Screenings (+7% from last week)
- 98.45% Cleared
- 1.55% Not Cleared

COVID-19 User Count
SFA COVID-19 Screenings

National Alliance of Healthcare Purchaser Coalitions
Driving Innovation, Health and Value
Beyond Safe Return to Work Through Primary Care

- Lessons learned from COVID-19
  - Poor health among covered individuals
  - Lack of health literacy
  - Confusion around practicing safe habits – PPE/distancing/hand washing
- Supports employer relationships with primary care
  - Delegated role for primary care
  - Safe return to work becomes one of these expectations
  - Facilitates scalability and comprehensive deployment
  - Ensures a clinically compliant strategy
Q&A

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