

# 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



**Dr. Michael Weiner**  
Chief Medical Officer  
MAXIMUS, Inc.



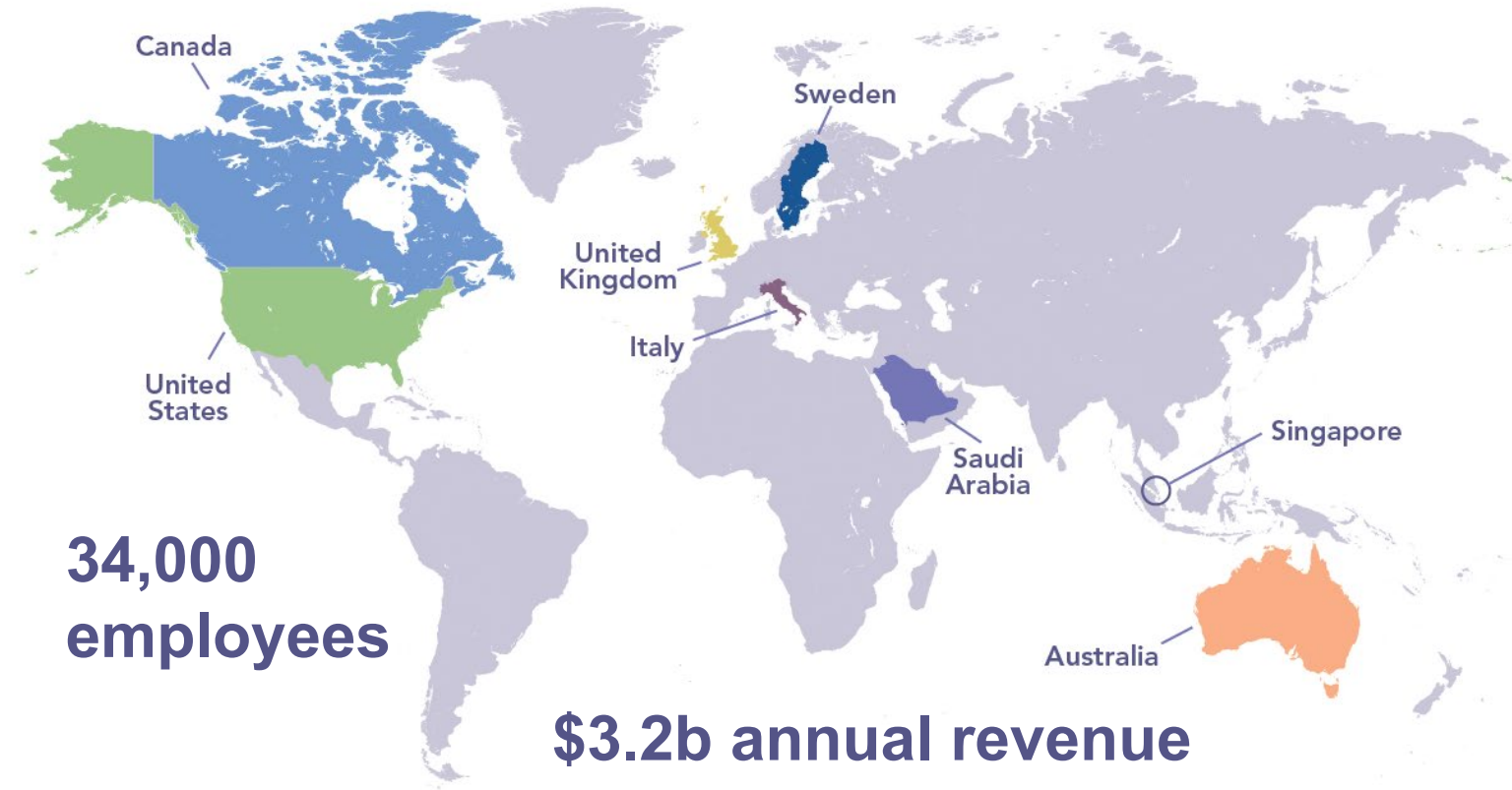
**Janine Tatham**  
VP, Strategic Accounts  
NexJ Health



**Dr. Jed Constantz**  
Primary Care Strategist  
Advanced Primary Care  
Strategies

# 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

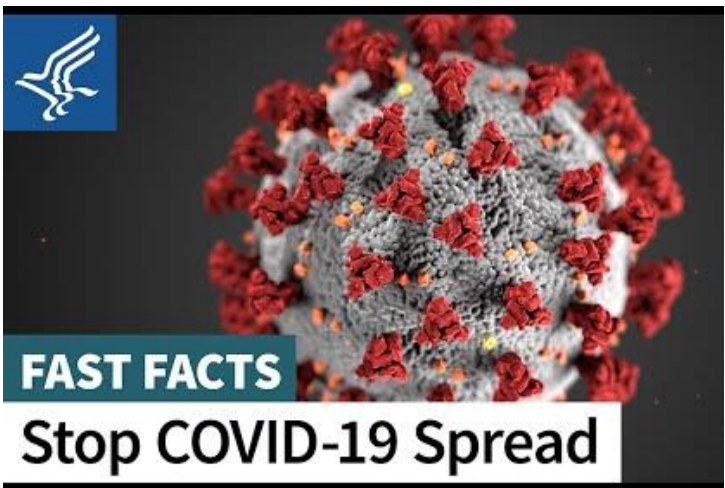
- Employment and disability employment services
- Health and disability assessments
- Occupational health, technology-enabled health, and wellbeing services

## 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



# Ensuring a Safe and Healthy Workplace in the Era of Covid19



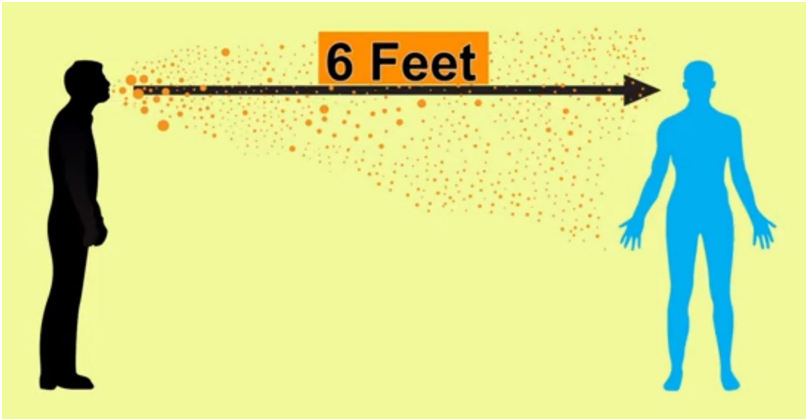
**PREVENTING COVID SPREAD**  
Remember the Three Ws

**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

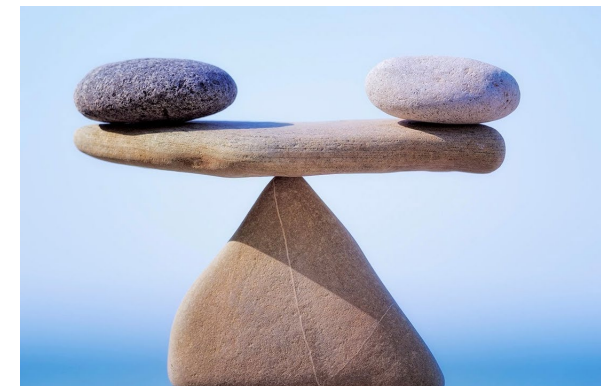
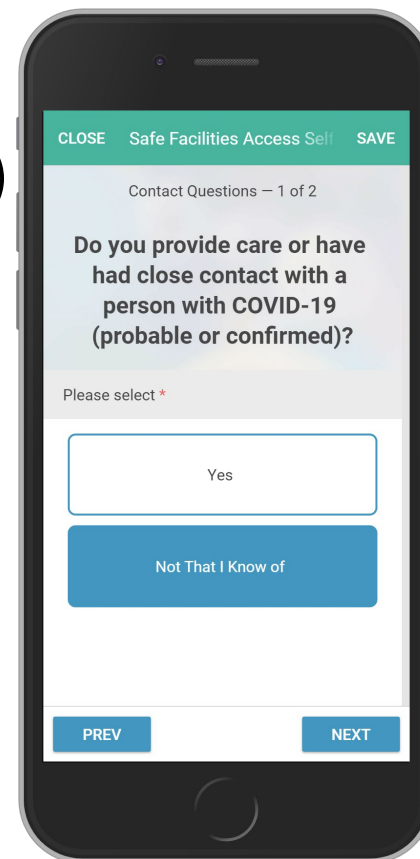
- Clear2Work am/mid shift screening app
- Thermometers (digital for home and thermal)

## 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

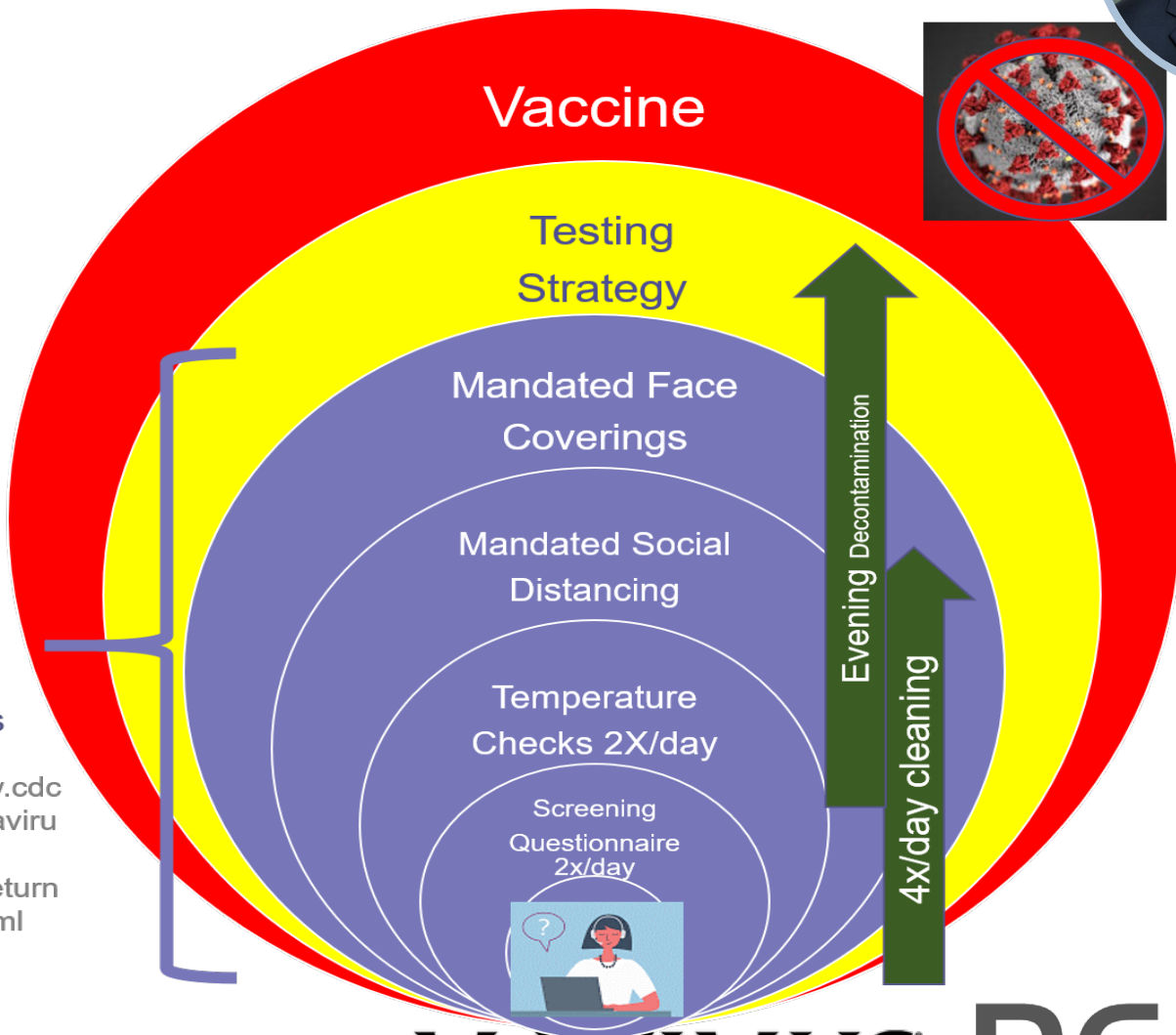
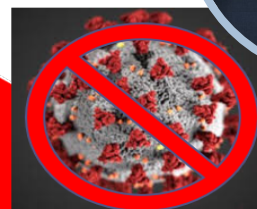
### Disease, Policy, Plans Education through:

- 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

<https://www.cdc.gov/coronaviruses/2019-ncov/hcp/return-to-work.html>



# 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



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

MAXIMUS

COVID-19 support for  
Return to Work



National program for  
hypertension prevention



Anxiety, depression & PTSD Support  
for Active Service Members



Chronic disease prevention  
for UHN employees



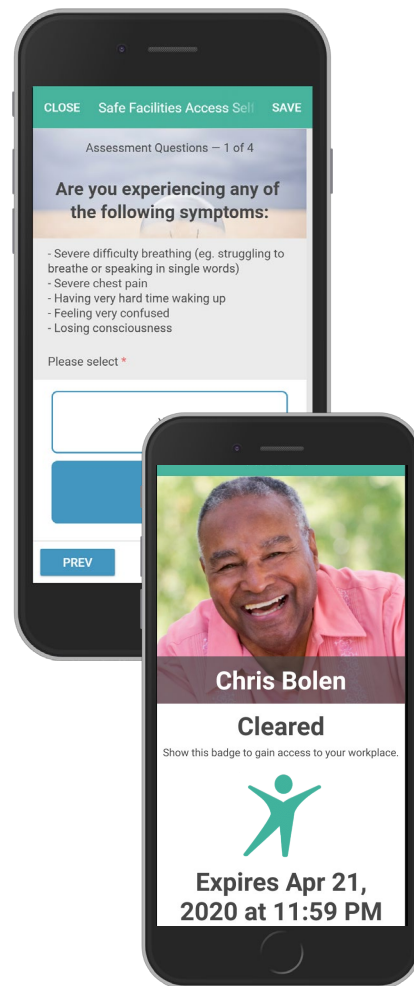




# Our Approach to Supporting MAXIMUS Return to Work

## 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**


# Keeping MAXIMUS Employees at Work and Preventing Community Spread

03 September 2020



7


Clients in the Cloud



33,885

Users


+3% from last week



502,237

COVID Screenings

+7% from last week



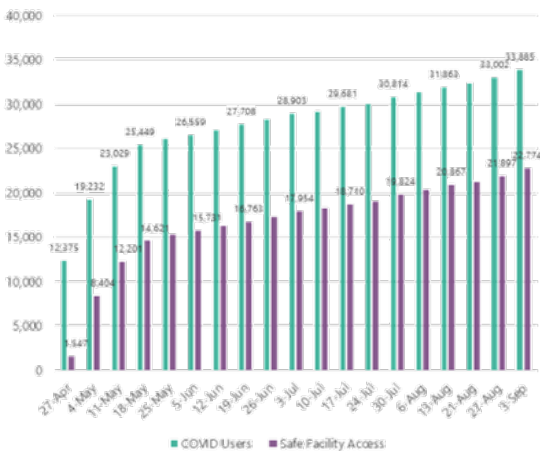
98.45%

Cleared

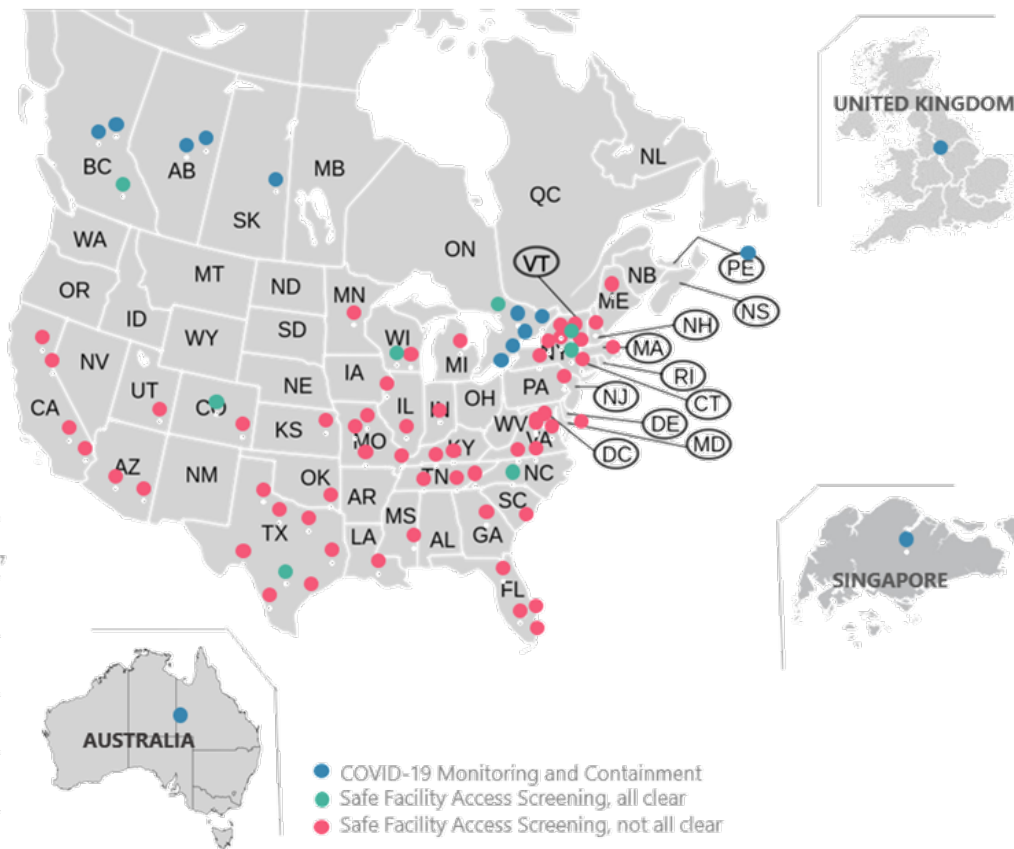
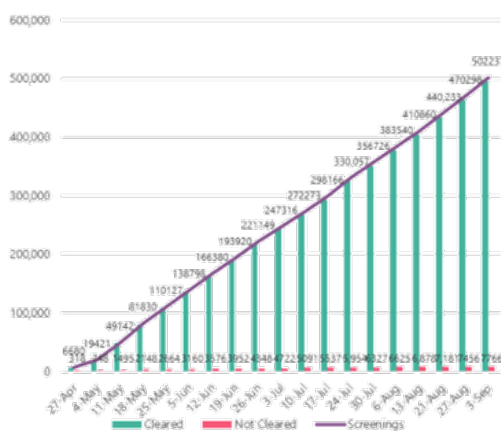
1.55%

Not Cleared

COVID-19 User Count



SFA COVID-19 Screenings





# 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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