



Preparing to Pivot to a “New Normal” under Covid-19

Hosted by the National Purchaser Leadership Council

Moderators & participating panelists



Michael Thompson
President & CEO
National Alliance of Healthcare
Purchaser Coalitions



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Medical Director
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Panelists

National Purchaser Leadership Council

- **Lisa Evans**, Southwire
- **Larry Fagerhaug**, Carson Tahoe Health
- **Tom Ferraro**, MetLife
- **Mohannad Kusti, MD**, US Steel
- **Laurie Lee**, State of Tennessee
- **Janet McNichol**, ASHA
- **Rosa Novo**, Miami Dade Schools

Other

- **Christian Moreno**, Lockton Dunning
- **Candice Sherman**, Northeast Business Group on Health

The Pivot to a “New Normal” Through Three Lenses

Safety Culture

- ❑ A New Dimension – Covid-19
- ❑ Broadening beyond manufacturers
- ❑ Six Sigma thinking

Population Health

- ❑ Unique Risks within population
- ❑ Stratify, educate, personalize
- ❑ Age, co-morbidities, social determinants, job function

Wellbeing & Engagement

- ❑ A “people issue” impacting emotional health, trust and engagement
- ❑ Leadership, communication, education
- ❑ Emotional support, flexibility and empathy

Return to Work “Task Force”

- Happening already!
 - Multi-functional (HR, legal, benefits, operations, etc)
 - Need for Clinical input (CMO, clinical advisor)
- Many want to come back to work, others concerned
 - Easy to tell people to stay home, might not be as easy to ask people to come back right away
 - How do you manage the environment including the commute
- “Business essential” people, who are critical to be at workplace
- Phased Implementation (geography, function, demographics)

Communications

- Leadership
- Reengage with the workforce
 - Strategy to prevent the disease when you allow people back
 - Approach to testing
 - Treatment of people who have Covid-19,
 - Benefits and clinical issues

Safety

- Clearance for Back to Work
- Role of Testing (Covid-19 Infection, Covid-19 anti-body, community partnerships)
- Cleaning
- Social Distancing
- Protection (Personal Protection Equipment, CDC Protocols, Shields)
- Impact of Infection - How do you quarantine within the company?
- Reengineered and remote ergonomics

Opportunity to Learn from “Essential Businesses”

Accommodations/Leaves

- Policies that allow us to still work from home
- Changes in attendance policies, accommodation through existing PTO
- "COVID leave"
 - Allowing special leave without losing their jobs
 - Take advantage of unemployment benefits

Emotional & Population Health

- Mental health - the next wave of Covid-19
 - Consider all the elements of wellbeing – social, sleep, connectivity, etc.
 - Direct and indirect of social isolation
 - Growing impact on substance use disorder
- Special populations
 - Cultural and ethnic differences
 - High risk populations – Age, Chronic Disease, Minorities, Social Determinants
 - Others – eg Those who are pregnant
- Move to virtual health support
- Re-engaging on-site/near-site clinics

Economic Stress

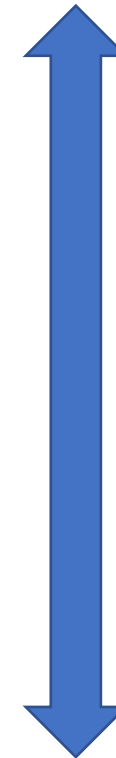
Worrying about
(or losing) their
jobs or income

Fear of COVID-19

Especially those
working at
workplace

Social Isolation

Especially for
those working
from home



Open Panel Discussion



Lisa Evans
Southwire



Larry Fagerhaug
Carson Tahoe Health



Tom Ferraro
MetLife



Mohannad Kusti, MD
US Steel



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State of Tennessee



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ASHA



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Miami Dade Schools



Candice Sherman
Northeast Business
Group on Health

COVID-19 & The Path Forward for Mental Health and Substance Use

*Flatten the Curve
of Emotional
Health Concerns*

Address the drivers of Emotional Wellbeing

- Organizational and program support
- Education on self management
- Broad focus on employee wellbeing

*Increase and
Adapt Capacity for
Behavioral Health
Diagnosis and
Treatment*

Pivoting to the Behavioral health System we Need

- Raising Access and Quality Standards for Telehealth and Tele-behavioral Health
- Promotion of Virtual Integration of Behavioral Health into Primary Care
- Standardized Screening and Follow Up Care across the board

Integrating Social Determinants and Health Equity into COVID-19 Strategy

Understand Issues & Needs

- Common definitions
- Metrics and benchmarks
- Customized employer assessment

Connect To Resources

- Facilitate relationships
- Connect to national networks
- Integrate regional initiatives

Invest To Improve

- Leverage regional initiatives
- Convene & share
- Potential RESET initiatives

*Our
People*

*Our
Places*

Wellbeing in the Nation (WIN) construct

Upcoming Events & Contact Information

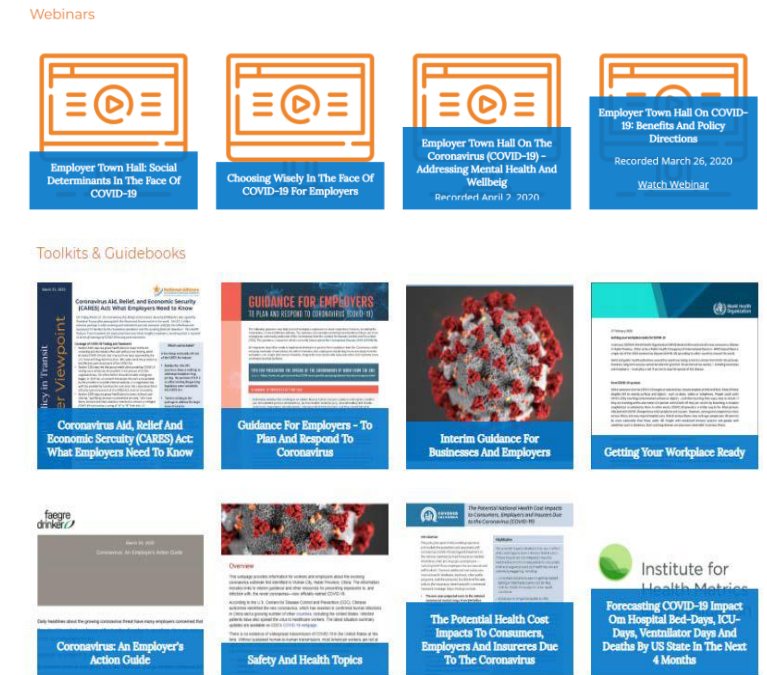
Future COVID-19 Employer Town Halls (at 5 PM ET):

5/4, 5/13, 5/26

- Population Health during COVID-19
- Financial Impact of COVID-19
- Rethinking Care Delivery in light of COVID-19
- COVID-19 Employer Survey Results: Getting Back to Work

For more information on our COVID-19 Employer resources, including prior webinars and Employer town halls, visit our resources page.

<https://www.nationalalliancehealth.org/www/resources-new/employer-resources-covid-19>



Register today:

<https://nationalalliancehealth.swoogo.com/2020leadershipsummits/begin>