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

Hosted by the National Purchaser Leadership Council
Moderators & participating panelists

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

<table>
<thead>
<tr>
<th>Safety Culture</th>
<th>Population Health</th>
<th>Wellbeing &amp; Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>❑ A New Dimension – Covid-19</td>
<td>❑ Unique Risks within population</td>
<td>❑ A “people issue” impacting emotional health, trust and engagement</td>
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<td>❑ Broadening beyond manufacturers</td>
<td>❑ Stratify, educate, personalize</td>
<td>❑ Leadership, communication, education</td>
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<td>❑ Six Sigma thinking</td>
<td>❑ Age, co-morbidities, social determinants, job function</td>
<td>❑ Emotional support, flexibility and empathy</td>
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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

Laurie Lee  
State of Tennessee

Janet McNichol  
ASHA

Christian Moreno  
Lockton Dunning

Rosa Novo  
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

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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