

Coronavirus: Employer Town Hall

April 23, 2020

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



Suresh K Mukherji, MD, MBA, FACR,
Medical Director
The Economic Alliance of Michigan

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

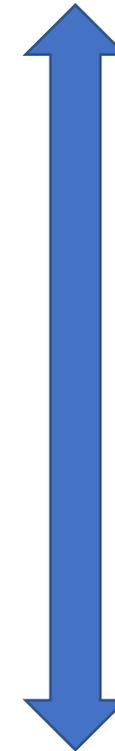
Worrying about (or losing) their jobs or income

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



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US Steel



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State of Tennessee



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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>

Webinars

- Employer Town Hall: Social Determinants In The Face Of COVID-19
- Choosing Wisely In The Face Of COVID-19 For Employers
- Employer Town Hall On The Coronavirus (COVID-19) - Addressing Mental Health And Wellbeing
- Employer Town Hall On COVID-19: Benefits And Policy Directions

Toolkits & Guidebooks

- Coronavirus Aid, Relief, and Economic Security (CARES) Act: What Employers Need To Know
- Guidance For Employers - To Plan And Respond To Coronavirus
- Interim Guidance For Businesses And Employers
- Getting Your Workplace Ready
- Coronavirus: An Employer's Action Guide
- Safety And Health Topics
- The Potential Health Cost Impacts To Consumers, Employers And Insurers Due To The Coronavirus
- Forecasting COVID-19 Impact On Hospital Bed-Days, ICU-Days, Ventilator Days And Deaths By US State In The Next 4 Months



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