

CASE STUDY

How Top Companies Are Ensuring Workplace Health and Safety During the Pandemic



With most states lifting stay-at-home orders and easing restrictions, businesses will reopen and employees can return to the workplace. However, the return to work will be far from business as usual. In order to quell employee fears as well as reduce liability, employers will have to rethink the way business is conducted and how work is performed. With the challenges that come with reopening, employers will be seeking trusted partners who can help guide them as to how they can safely bring employees back to work. Because hospitals and health systems have shown to be such critical allies in the fight against COVID-19, they are the obvious choice to turn to when navigating decisions about employee health.

To help guide your employer groups on how to safely return employees to the workplace, Applied Health Analytics has compiled strategies put in place by some of the nation's top companies.

Ford



Ford has taken great measures to ensure employee safety as they reopen manufacturing facilities. Their reopening plans include extensive deep cleaning, mandatory face masks, redesigned workspaces and protocols for entering and exiting buildings. Ford has developed resources to aid in reopening including an employee care kit, training, processes and communications.

Ford's complete Return to Work Playbook can be found here: <https://ford.to/36fvKcl>

Ford has employed the following in reopening their facilities:

- Cleaned and disinfected all workstations and accessible offices.
- Cleaned and disinfected all common areas, including break and lunch areas, team rooms, entrances, locker rooms and restrooms.
- Instituted daily and weekly cleaning protocols.
- Established hand sanitizer stations in areas where soap and water are not nearby.
- Implemented social distancing actions.
- Designed distancing measures in placement of workstations.
- Developed training content in the form of a COVID-19 playbook, job aids, videos and single-point lessons.
- Designed measures to control the flow of people entering and exiting facilities.
- Established designated work entrances, parking areas, work areas and restrooms.
- Mandated face masks for all employees, and for some, face shields.
- Created a COVID-19 Daily Survey that all employees must complete to be able to enter the facility.
- Implemented temperature scanning that is done upon entering the building.
- Closed all common areas, including meeting rooms, on-site fitness centers and break rooms.

UnitedHealth and Microsoft



UNITEDHEALTH GROUP®

UnitedHealth partnered with Microsoft to create a COVID-19 screening app. The app, ProtectWell, screens employees for COVID-19 and notifies employers of those who are at-risk. Those who are found to be at-risk are directed to get a test and the test results are then communicated to the employer. ProtectWell utilizes chatbots that ask employees questions regarding symptoms and exposure. The questions are based on the screening guidelines provided by the Centers for Disease Control (CDC). If an employee is determined to be at-risk, they are directed through a secure testing process with the results reported back to the employer.

To read more about ProtectWell, visit: <https://bit.ly/2Xk92vy>

Employers can customize the app to follow their own testing process, whether it be the delivery of a home test kit or contacting human resources. The app also features guidelines and resources for maintaining workplace safety. UnitedHealth and Microsoft will both use ProtectWell to screen their own employees as well offer the app for free to any employer.

Applied Health Analytics' Clients

Wake Forest Baptist Health



Wake Forest Baptist Health has taken steps to protect its employees, including implementing visitor restrictions, requiring everyone entering facilities to be screened and limiting building entrances to specific access points. To help local employers reopen their businesses, Wake Forest is offering screening services as employees return.

Wake Forest will deploy staff to local businesses to screen employees and perform temperature scans to individuals prior to being permitted to work. If an employee is determined to be at-risk, the Wake Forest staff member will instruct the employee on the testing process and refer them to a testing site. Screening and test results will be documented by Wake Forest and reported to the employer.

Wake Forest Baptist Health also partnered with Renfro Corporation to design face masks that offer a secure fit, are reusable and offer better protection than standard cloth masks. The Nightingale masks offer increased breathability and can be washed in a standard home washing machine, making them ideal for employees who must wear a mask everyday. The masks can be purchased by employers in bulk to ensure that all employees returning to work have proper facial coverings.

Learn more about the masks here: <https://www.nightingalesafe.com/>

Vanderbilt University Medical Center



Vanderbilt University Medical Center has utilized its Employer Insights Blog to provide employers with the latest information on COVID-19 and returning employees safely to work.

The blog includes topics such as caring for high-risk employees, managing a remote workforce and promoting mental health during the pandemic.

To view VUMC's full return-to-work guidelines, visit: <https://bit.ly/2Zlea51>

VUMC also produced the following guidelines for developing a return to work plan:

- Create policies to protect employees, including:
 - o Temperature screening
 - o Guidance for exposed employees
 - o Face mask guidance
- Prioritize daily disinfection and sanitizing, including:
 - o Cleaning workstations
 - o Ensuring employees have hand sanitizer and antibacterial wipes
- Ensure safe distancing, including:
 - o Alternative scheduling
 - o Reconfiguring workstations
- Get creative with virtual teams, including:
 - o Utilizing collaboration technology
 - o Holding remote meetings
- Support your remote workforce, including:
 - o Providing appropriate equipment to employees working at home
 - o Ensuring proper health and wellbeing support
- Communicate regularly and encourage feedback, including:
 - o Being transparent with new policies
 - o Sending surveys to employees

Applied Health Analytics' Clients

University Hospitals



University Hospitals created a series of videos for local employers that provides COVID-19 updates, tips and resources for keeping employees in the local community healthy. The videos focus on addressing the unique needs of local employers and provide expert commentary on how executives can manage their workforce and keep employees healthy. University Hospitals also put together a detailed Healthy Restart Playbook that provides guidance on reopening retail businesses, offices and manufacturing facilities.

Employers are encouraged to follow the Screen, Clean, 6 Feet In-between™ checklist:

- **Screen:** Monitor the health of employees every day utilizing the University Hospitals recommended workflow.
- **Clean:** Disinfect surfaces, equipment and other elements of the work environment.
- **6 Feet In-between:** Use masks and physical distancing among employees.

Details about University Hospitals Healthy Restart Program and Playbook can be found here: <https://www.uhhospitals.org/university-hospitals-healthy-restart>

To protect their own employees, University Hospitals is following the guidelines provided by the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) throughout their facilities.

ASHRAE's building reopening guidelines include:

- Providing HVAC flushing two hours pre- and post-opening.
- Verifying HVAC units are operating, visibly clean and have no biological growth in the air stream.
- Disinfecting high-touch HVAC and refrigeration systems.
- Running the HVAC system on minimum outside air when unoccupied.

For a detailed list of ASHRAE's recommendations for building re-openings, visit: www.ashrae.org/covid19



Applied Health Analytics' Clients

Baptist Health Jacksonville

Baptist Health Jacksonville is continuing the health coaching program set-up by Applied Health Analytics by utilizing Applied Health Analytics' bIQ™ Virtual Coaching application. The Virtual Coaching application allows for health coaches to easily schedule, conduct and update engagement records virtually. By using the camera on a phone or computer, the session is more personal and closely replicates a face-to-face session. Virtual coaching sessions allow employers to offer health coaching programs to their employees when in-person sessions can't be conducted.



Learn more about the bIQ Population Health Management platform: <https://www.appliedhealth.net/technology>

Atrium Health



Atrium Health is helping employers reopen by providing information about formulating a strategy for bringing employees back into the workplace. Atrium Health has provided a guide for workplace health and safety that provides tips about safeguarding against COVID-19. The informational literature is distributed to employers via Applied Health Analytics' bIQ Population Health Management platform which also provides a database of employee contact information.

Atrium Health has also launched a Virtual Hospital for eligible patients with COVID-19. If an employee tests positive or contracts COVID-19 after returning to work, they can be treated from their home using telemedicine and remote monitoring of vital signs. This helps to further reduce the spread of the virus while allowing the individual to remain in the comfort of their own home.

For more information about Atrium Health's Virtual Hospital, visit: <https://bit.ly/2TuC9Lk>

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About Applied Health Analytics

Founded in 2009, Nashville-based Applied Health Analytics, LLC provides a range of analytics, technology and services to hospitals and health systems that support population health, value-based care arrangements, employer-centric strategies and risk-based contracting. Applied Health Analytics, a joint-venture partner with Vanderbilt University Medical Center and Charlotte, North Carolina-based Atrium Health, empowers hospitals and health systems to administer programs that influence a positive payer mix, reduce health benefit costs, improve quality outcomes and manage patient health.

