Reducing Risk, Increasing Focus, and Taking Care of Business

Topics:
• Latest on COVID-19
• Vaccine update
• Safe face to face work habits
• Prioritizing mental health during pandemic
Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation. Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates.

Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health’s own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

Accordingly, following any guidance Northern Light Health presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.
Ask us questions – give us feedback – this hour is for you

• Please use the **chat** function to ask your questions at anytime.
Latest on COVID-19
COVID numbers ...

Graph shows 7-day rolling averages.

By The New York Times | Sources: State and local health agencies and hospitals

Graph shows 7-day rolling averages.

By The New York Times | Sources: Governments and health agencies
COVID numbers in Maine

Cases

Maine

Cases: New Total

Hospitalizations

Maine

Each day shows new cases reported since the previous day.
Updated less than 15 hours ago. • About this data • Source: The New York Times

Each day shows the number of people currently hospitalized.
Updated 2 days ago. • About this data • Source: COVID Tracking Project
Vaccine Update
Vaccinations in Maine

Status as of 2.15.2021

- **Total Doses:** 245,855
- **First Doses:** 174,426
  - 12.98% of Maine
- **Second Doses:** 71,429
  - 5.31% of Maine

https://www.maine.gov/covid19/vaccines/dashboard
Maine Phases of Vaccination

Phase 1a
• Healthcare Workers
• Residents of Long Term Care
• Other patient facing healthcare personnel
• Public safety personnel

Phase 1b
• Current: ages 70+
• Next: ages 65+
• TBD: High risk conditions
• TBD: Critical frontline workers

Phase 1c
• TBD: Other critical workers

Phase 2
• Ages 16-64 not previously vaccinated

Reason behind age-based strategy

States Ranked by Percent of Population Age 65 or Older, 2018

<table>
<thead>
<tr>
<th>Rank</th>
<th>State</th>
<th>Total Resident Population (thousands)</th>
<th>Population Ages 65+ (thousands)</th>
<th>Population Ages 65+ (percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maine</td>
<td>1,338</td>
<td>276</td>
<td>20.6</td>
</tr>
<tr>
<td>2</td>
<td>Florida</td>
<td>21,299</td>
<td>4,358</td>
<td>20.5</td>
</tr>
<tr>
<td>3</td>
<td>West Virginia</td>
<td>1,806</td>
<td>360</td>
<td>19.9</td>
</tr>
<tr>
<td>4</td>
<td>Vermont</td>
<td>626</td>
<td>121</td>
<td>19.4</td>
</tr>
<tr>
<td>5</td>
<td>Delaware</td>
<td>967</td>
<td>181</td>
<td>18.7</td>
</tr>
<tr>
<td>6</td>
<td>Montana</td>
<td>1,062</td>
<td>199</td>
<td>18.7</td>
</tr>
<tr>
<td>7</td>
<td>Hawaii</td>
<td>1,420</td>
<td>261</td>
<td>18.4</td>
</tr>
<tr>
<td>8</td>
<td>Pennsylvania</td>
<td>12,807</td>
<td>2,336</td>
<td>18.2</td>
</tr>
<tr>
<td>9</td>
<td>New Hampshire</td>
<td>1,356</td>
<td>246</td>
<td>18.1</td>
</tr>
<tr>
<td>10</td>
<td>South Carolina</td>
<td>5,084</td>
<td>900</td>
<td>17.7</td>
</tr>
</tbody>
</table>

Compared to younger adults, older adults are more likely to require hospitalization if they get COVID-19

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Hospitalization¹</th>
<th>Death²</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-29 years</td>
<td>Comparison Group</td>
<td>Comparison Group</td>
</tr>
<tr>
<td>30-39 years</td>
<td>2x higher</td>
<td>4x higher</td>
</tr>
<tr>
<td>40-49 years</td>
<td>3x higher</td>
<td>10x higher</td>
</tr>
<tr>
<td>50-64 years</td>
<td>4x higher</td>
<td>30x higher</td>
</tr>
<tr>
<td>65-74 years</td>
<td>5x higher</td>
<td>90x higher</td>
</tr>
<tr>
<td>75-84 years</td>
<td>8x higher</td>
<td>220x higher</td>
</tr>
<tr>
<td>85+ years</td>
<td>13x higher</td>
<td>630x higher</td>
</tr>
</tbody>
</table>

What’s on our horizon?

• Vaccine supply - steadily increasing
• Continued focus - vaccinating elderly
• Establish mass vaccination sites
• Federal Retail Pharmacy Program
• Pending new vaccine approvals:
  • Johnson and Johnson (FDA review 2.27.21)
  • Astrazenica (est. March, 2021 review)
  • Novavax (TBD)

Johnson and Johnson Vaccine Notes:
• Single dose
• 85% effectiveness
• 100% effective at preventing hospitalization and death
• Ongoing studies to evaluate second dose

Risk Mitigation through Infection Prevention, Communication, and De-escalation
06/25/2020
How to promote safe face to face work habits
Staying safe… what we learned over the last year

Basics
- Continue to maintain social distancing
- Masks do make a difference
- Frequent hand washing
- Routine cleaning and disinfection.

For the safety of all:
- Wearing a face covering is a must at all times
- Keep at least six feet physical distancing from others
- Wash or sanitize your hands every chance you get

Thanks for helping us keep patients, visitors, and staff safe.
What Makes a Good Mask?

- Fit
- Material
- When to change
- Double masking
  - When and how
Managing illness and exposures in the workplace

• Employees or customers that have symptoms of COVID-19
• Employees or customers that have been exposed to COVID-19
• Employees with COVID-19
• Employees or customers that already had COVID-19 or been vaccinated

Guidance is changing know where your resources are:

Prioritizing mental health during pandemic
Mental Health: The Other Pandemic

The Big Idea:
Mental health issues are more common than ever before.

CNN
Keep paying attention to your kids’ mental health in this pandemic
The Covid-19 pandemic has taken a toll on children’s mental health, associated with an increase in suicide-related behaviors, experts say. 4 days ago

Harvard Gazette
Pandemic pushing people to the breaking point, say experts
The coronavirus has had an unexpected mental health impact, striking hardest where its physical impacts are lowest: among youths and young ... 2 weeks ago

Tahoe Daily Tribune
Agency releases eye opening statistics regarding mental health during pandemic
A Northern Nevada health alliance recently released some eye opening statistics regarding residents suffering from mental impacts tied to the ... 1 day ago

WIRED
It’s Not Just You: Everyone’s Mental Health Is Suffering
This is the first sentence I’ve written this week. I wrote it on a Thursday. Like many people right now, I’m finding work harder to get done, and ... 4 weeks ago

CNBC
Nearly half of U.S. workers suffer from mental health issues since Covid-19 pandemic hit, report finds
There’s been a jump in worker mental health issues in the last 12 months, according to a report. Companies large and small are starting to offer ... 4 days ago

Nature.com
COVID's mental-health toll: how scientists are tracking a surge in depression
Researchers are using huge data sets to link changes in mental health to coronavirus-response measures.
Anxiety, depression, stress are impacting us all

[Bar charts showing the percentage of adults reporting symptoms of anxiety/depression during COVID-19 by age groups (Ages 18-24, Ages 25-49, Ages 50-64, Ages 65+) and by gender (Women, Men).]

The implications of Covid-19 for Mental Health & Substance Use, Kaiser Family Foundation
Common signs of anxiety, depression, and stress

**Physical Signs**
- Muscle tension, dizziness
- Nausea/bowel problems
- Frequent colds
- Increase heart rate, decrease sex drive

**Behavioral Signs**
- Appetite changes
- Sleep changes
- Nervous habits (nail biting)

**Emotional Signs**
- Moody/irritable
- Depressed/anxious
- Unable to relax
- Lonely/isolated

**Cognitive Signs**
- Decreased memory, concentration
- Difficulty making decisions
- Worrying, negative thinking

The Big Idea: Be on the look-out for these signs of stress and anxiety.
The Cost of Anxiety, Depression, & Stress in the Workplace

The Big Idea:
Stress leads to burnout, fatigue, & increased costs.
There are ways to help: Building resilience
What is Resilience?

The process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems, or workplace and financial stressors.

American Psychological Association

Resiliency is something you do, more than something you have... You become highly resilient by continuously learning your best way of being yourself in your circumstance.

Al Siebert

Resiliency is the human capacity to face, overcome, and be strengthened by, or even transformed by, the adversities of life.

Dr. Edith Grotberg
Create a Culture of Resilience

Set the stage:
• **Model** the type of behavior you want to see
• **Share** information and gather employee ideas for improvement
• **Explain** the ‘why’ behind the procedure or process
• **Consider** how changes will be perceived by employees – *perception is reality*
• **Encourage** and model admission of mistakes – Fail fast and move on
• **Ask for staff’s help** to plan for emotional/psychological safety and health
• **Normalize** stress, anxiety, and worry – share normal responses to stress
• **Collect** questions, concerns, worries, anxieties from staff – don’t respond on the spot!
• **Acknowledge** concerns expressed

The Big Idea:
Provide **multiple opportunities** for staff to express **worries** and **concerns**
Building Resilience in the Workplace

1. Normalize Stress Response to COVID
   - Fight, Flight, or Freeze (i.e., anxiety) is the normal, hardwired response to stressors—plan for that response

2. Provide objective information on regular and frequent intervals
   - “Feelings aren’t facts” -- when stressed, “executive functioning” goes off-line

3. Provide a sense of control
   - Control over one’s environment and circumstance decreases anxiety
   - Over-communicate with staff and gather input, questions, fears

The Big Idea: Provide objective information and a sense of control
## Virtual Staff Meetings & Team Huddles
- Hold frequent meetings
- State what the norm is for virtual meetings
- Teach everyone how to use the tech
- Seek feedback on pros & cons
- Cameras on!

## In-Person Staff Meetings & Team Huddles
- Hold frequent meetings
- Establish new norm for physically distant meetings
- Work through all the details (attendance, minutes, volume through masks, etc.)
- Seek feedback on pros & cons

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**The Big Idea:**
Set the tone purposely and adjust purposely.
Resilience: Create the ‘New Normal’

‘Water Cooler’ Talk
- Builds the human relationship
- Even more critical when virtual

Ask “How are you feeling?”
- Normalizes stating emotions
- Collects worries & concerns
- Empathize with the emotion

Focus on Facts
- Update, even if none
- Stress makes info hard to retain

Seek Input
- Provide a sense of control
- Gather concerns
- Be prepared to answer the ‘why’ question

The Big Idea:
Overtly create your teams’ new normal.
But how to support yourself?

- Recognize signs and symptoms of stress in yourself
- Make your own self-care a priority
- Take mini-breaks throughout the day
- Make time for activities you enjoy
- Get a 10-15 minutes of exercise daily
- Prioritize sleep (no more than one alcoholic drink nightly, keep a regular bedtime and waketime, keep a journal by your bed to write down any worried thoughts)
- Limit news, social media, information on the crisis
- Seek out help from others

Remember – You can’t help others if you’re burned out yourself! “Put your own oxygen mask on before helping others”
Use the chat function to ask your questions:

Ed Gilkey, MD, MS, MBA, CPE, Senior Physician Executive, Northern Light Beacon Health

Jim Jarvis, MD, FAAFP
Medical Director,
Clinical Education
Northern Light EMMC
COVID Response
Incident Commander

Matt Marston, PharmD, MBA, BCPS, BCOP AVP
Northern Light Pharmacy

Suzanne Moreshead, RN, BSN, Infection Control Specialist, Northern Light Health

Angela Fileccia, LCSW, Director Healthy Life Resource Program, Northern Light Acadia
Tools you can use:

https://northernlighthealth.org/Resources/Safe-Return-to-Business
For more information or to submit a topic for a future Zoom Conference:

Contact:
Lanie Abbott
Director of Communications
lwabbott@northernlight.org
Topics:

• Communications strategies for building consumer confidence
• State and Federal COVID-19 Policy Updates
• Latest on COVID-19 and vaccine updates
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