Safe Return to Business Series

Special Edition:

Outbreak Discussion and Roundtable – Learning from our neighbors

8.20.20
What a Business Needs to Safely Open
Learning from our neighbors

Today’s Topics:
What did you do
What did you learn
How did you manage anxiety
Ed Gilkey, MD, MS, MBA, CPE, Senior Physician Executive, Northern Light Beacon Health

Su-Anne Hammond, DO, Primary Care Medical Director, Chief of Ambulatory Medicine, Northern Light Health Mercy

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

Catherine Bean, RN, Manager Clinical Services, Northern Light Home Care and Hospice

Shelly Hayden, Corporate Director of Clinical Operations, Continuum Health Services

Ben Waxman, Co-Owner American Roots Wear
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.
Primary care visits at Northern Light Mercy locations

- **Seven locations**
  - 40+ patients a day at each location

- **Walk-In Care**
  - Four locations
  - 1,100+ patients per week
Delivering care during COVID:

COVID-19 Testing:
- 3,500 at drive through testing sited
- 1,000 patients at Ambulatory Respiratory Assessment Site
Future of primary care

- Protect safety of patients and employees
  - Screening at front door
  - Temperature checks
- Less waiting time
- Fewer people in waiting rooms
- Register people before visits
  - From car to exam room (whenever possible)
- More telehealth (when appropriate)
  - Quality care without having to drive to practice
  - Monitor the health of people when they need close follow up care
American Roots

Employees = Family
- American made apparel
- 28 employees (prior to COVID-19)
  - 82% people of color
  - English as second language
- Expectations
  - Good wages
  - Benefits
  - Home ownership
  - Pathway to citizenship
During COVID-19

- American made PPE
  - 110 employees
- July 16
  - 11 employees test positive
  - 21 in quarantine
Home Care and Hospice respond to COVID-19

Beginning in March

- Incident Command
  - Testing
  - PPE
  - Surge planning
- Triage home care patients
  - Visit only sickest
  - Telephonically supporting others
  - Telemonitoring
  - Telehealth

- Hospice patients
  - Continue in person care
  - Including those in facilities
- Care for 74 people with COVID-19
  - Most recovered with no lingering side effects

Employees:
- Re-deployed to meet needs
  - Home health aids deployed to nursing homes
- Voluntary furlough
Home Care and Hospice step in to support communities

Surveillance and testing
- Homeless shelters
- Congregate living homes
- Southern Maine businesses

Innovated statewide Best Practice
- Maine CDC encourages businesses and organizations to partner with home health agency

Tested: to date
- 2,500 + people
COVID-19 and retirement communities

Continuum Health Services

- 800 + employees
- Serve more than 700 people
- Four locations
  - Androscoggin
  - Cumberland
  - York County
- Assisted Living
- Nursing Home
- Short stay skilled rehabilitation
- Preschool

May 13: Two Continuum Facilities Positive COVID-19 Test

- Positive staff – one building
- Positive resident – one building
- Implement same plan
  - Targeted testing of staff and residents
Timeline

Facility Outbreak

- May 13: Staff complains of muscle aches
  - Administers COVID test and she is positive
- May 14:
  - All staff and residents associated are tested
- May 15
  - Two staff, sister, and friend test positive
- May 15
  - First positive resident
- May 16 – 18
  - 18 staff and 4 residents positive
  - Tested 275 residents and 255 staff

- Eight of 18 staff
  - NO symptoms (14-day quarantine)
- Ten employees
  - Mild to moderate symptoms
  - Cough, Sore throat, Severe headache, Body aches, Vomiting, Diarrhea, and Body rash
- All residents
  - NO symptoms
- Ongoing Surveillance
  - Two more positive staff
  - One more resident
- July 4: CDC closes outbreak
Lessons Learned

Staff
• Lost ten percent
  • Fear
  • Medical issues
  • PPE issues
  • Ongoing COVID testing anxiety

Plan ahead
• Educate staff
  • Allay feelings of panic and fear
• Resources ready
• Know staff connections
  • Family and friends
• Anticipate needs
  • Language
  • Cultural differences
Latest on COVID-19

• **Testing**
  • CDC Recommends Against Using Rapid Test for Asymptomatic Individuals
  • Nationwide Testing Results Delay (1-2 weeks in some areas)

• **Screening**
  • Until more rapid availability of PCR Tests, symptoms are best +/- Temperature

• **Where to go**
  • Changes almost daily
  • Best to reach out to local facilities
    • [https://northernlighthealth.org/Resources/COVID-19/Testing](https://northernlighthealth.org/Resources/COVID-19/Testing)
Questions: Please use the chat function
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
Join us next Thursday: Let’s Figure It Out Together!
Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation.

Northern Light Health (NLH) encourages everyone to follow federal and state governmental guidance and mandates.

NLH does not know the particulars of your situation, so the information presented today is general in nature and is based upon NLH’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 NLH presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.