



Safe Return to Business Zoom Conference Series

# 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

2.18.21

What a Business Needs to Safely Open





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## 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.

**Safe Return to Business Survey**

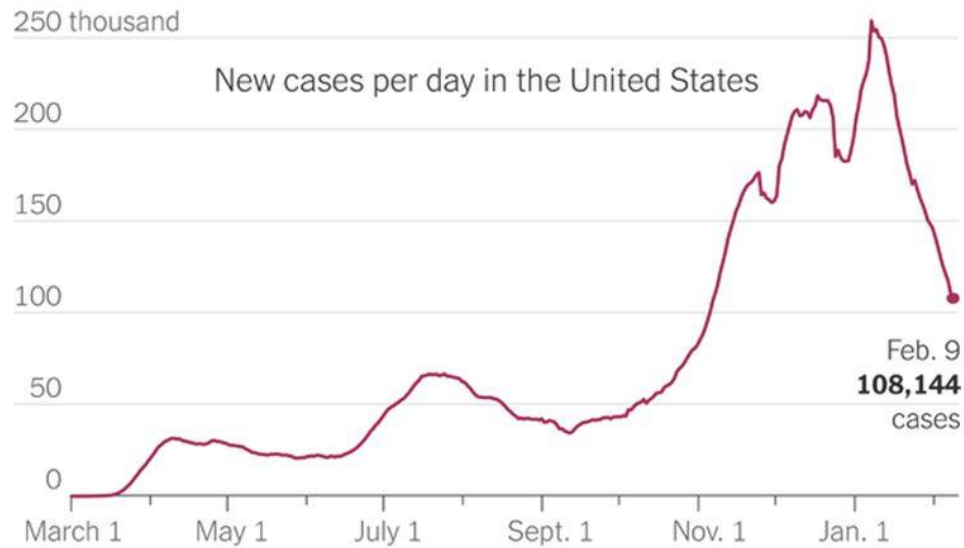
Page 1 of 1

1. I am able to apply the tools and guidance provided today in supporting my safe reopening? \*
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
2. My questions about opening safely were answered in a way that I understood? \*
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
3. How likely are you to recommend the Business to Business Zoom Conference series to a fellow colleague and / or Maine employer? \*
  - Very Likely
  - Likely
  - Neutral
  - Unlikely
  - Very Unlikely
4. How likely are you to attend one of our Business to Business Zoom Conferences in the future? \*
  - Very Likely
  - Likely
  - Neutral
  - Unlikely
  - Very Unlikely
5. What topic(s) would you like us to focus on in the future?

Done

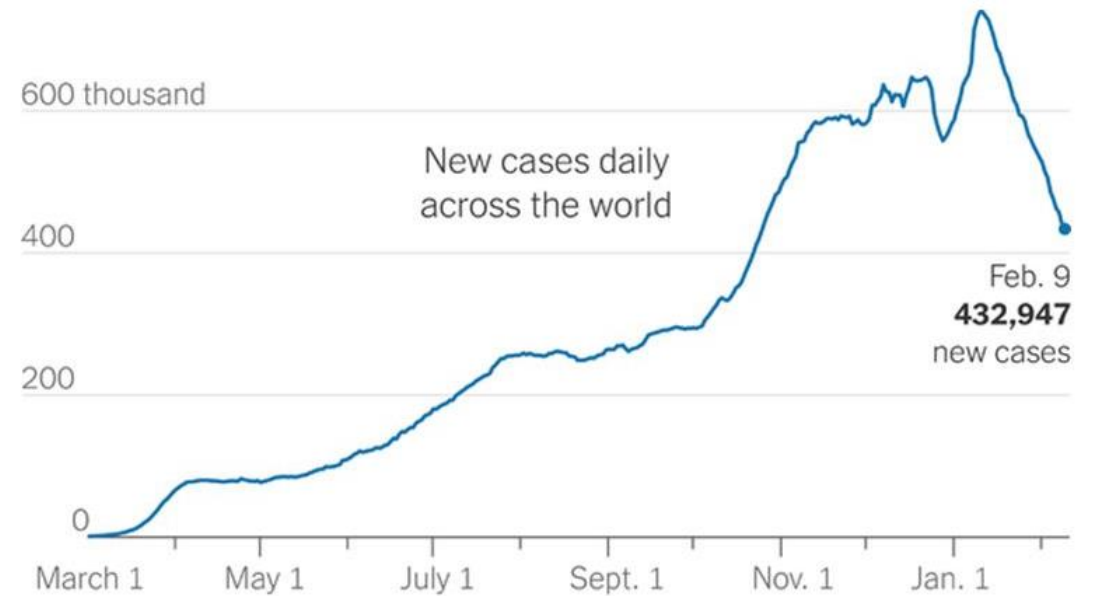
# Latest on COVID-19

# 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.

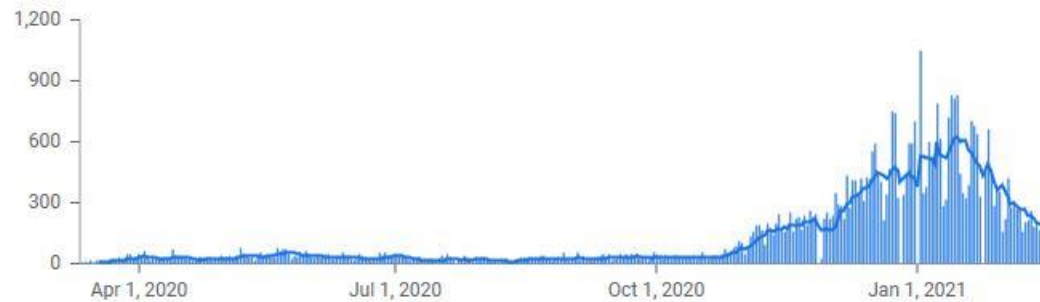
By The New York Times | Sources: Governments and health agencies

# COVID numbers in Maine

## Cases

Maine

Cases:  New  Total

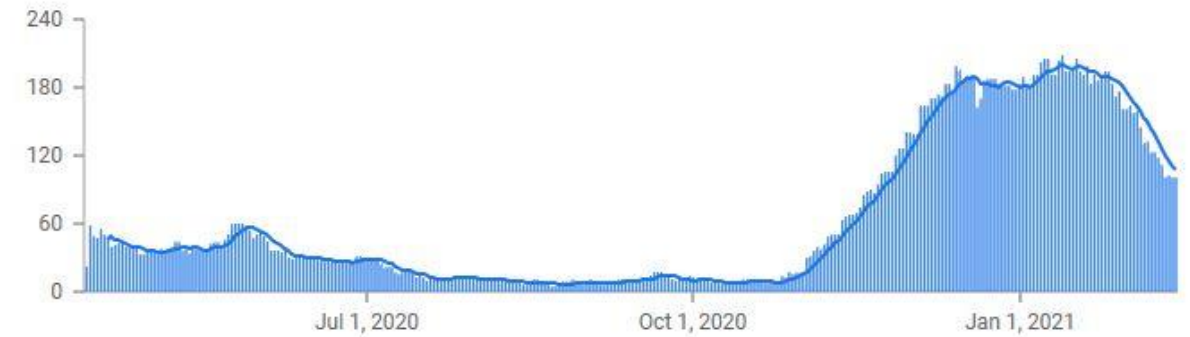


Each day shows new cases reported since the previous day

Updated less than 15 hours ago • [About this data](#) • Source: [The New York Times](#)

## Hospitalizations

Maine



Each day shows the number of people currently hospitalized.

Updated 2 days ago • [About this data](#) • Source: [COVID Tracking Project](#)

# Vaccine Update



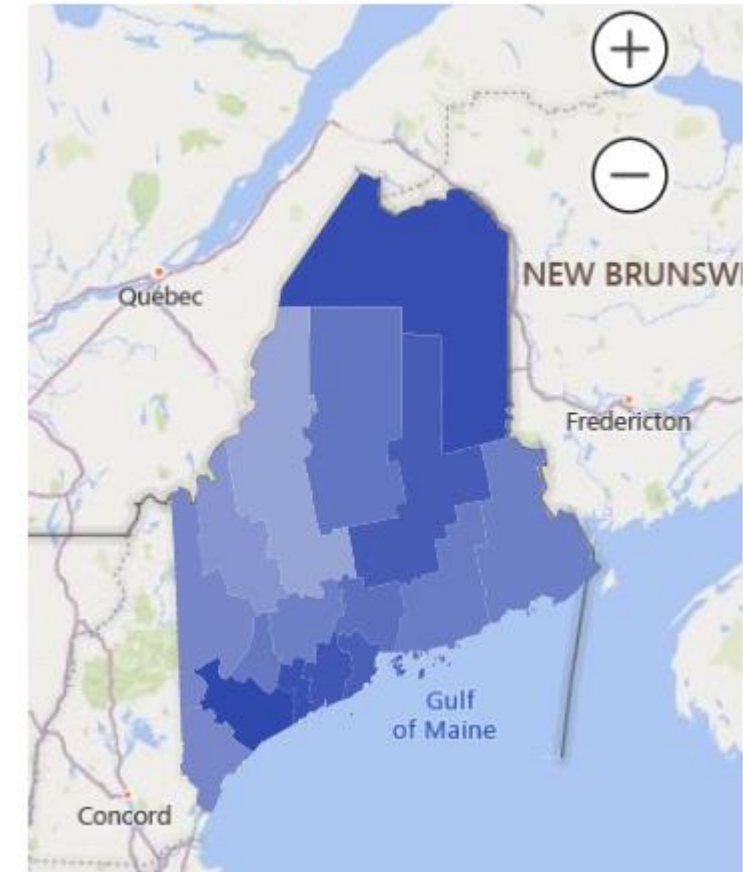
# Vaccinations in Maine

## 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>

Vaccinations by County



# Maine Phases of Vaccination

Ongoing

## Phase 1a

- Healthcare Workers
- Residents of Long Term Care
- Other patient facing healthcare personnel
- Public safety personnel

Current

## Phase 1b

- Current: ages 70+
- Next: ages 65+
- TBD: High risk conditions
- TBD: Critical frontline workers

Est. May, 2021

## Phase 1c

- TBD: Other critical workers

Est. June, 2021

## Phase 2

- Ages 16-64 not previously vaccinated

<https://www.maine.gov/covid19/vaccines/phases>. 2.15.2021.

# Reason behind age-based strategy

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

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

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

	Hospitalization <sup>1</sup>	Death <sup>2</sup>
18-29 years	Comparison Group	Comparison Group
30-39 years	2x higher	4x higher
40-49 years	3x higher	10x higher
50-64 years	4x higher	30x higher
65-74 years	5x higher	90x higher
75-84 years	8x higher	220x higher
85+ years	13x higher	630x higher

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>

# 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

# How to promote safe face to face work habits

# Staying safe... what we learned over the last year

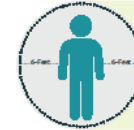
## Basics

- 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

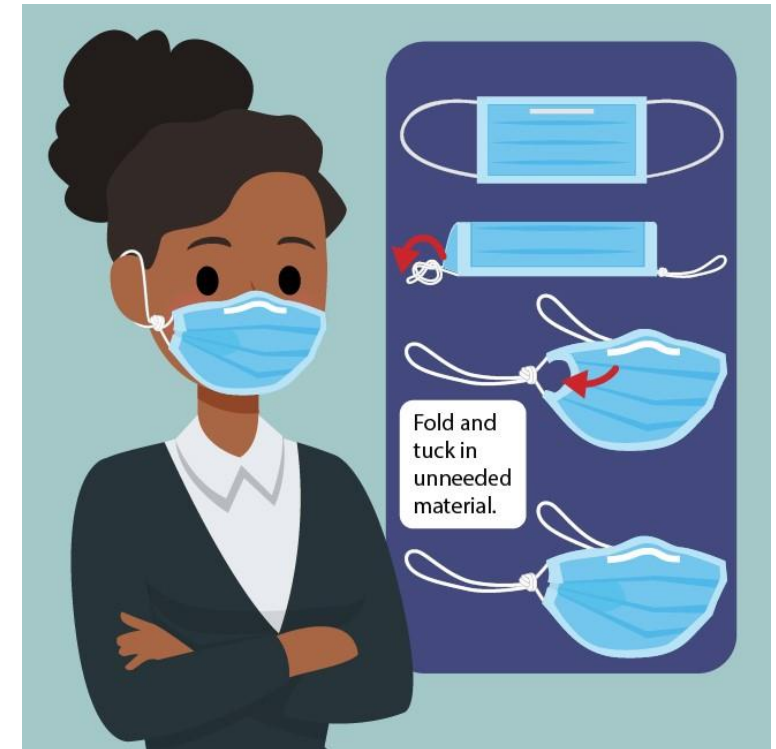
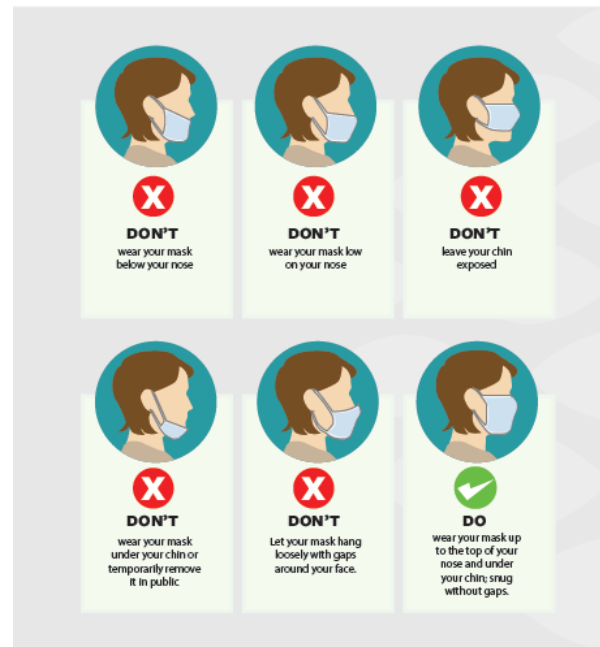
# Masks

## What Makes a Good Mask?

- Fit
- Material
- When to change
- Double masking
  - When and how

## Keep your mask on at all times

Even when you're in a room by yourself, you are exhaling droplets that can settle on surfaces. For your safety and the safety of our staff, please always keep your mask on unless asked to remove it.



THANK YOU!

 Northern Light Health.

# 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:

<https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>

<https://www.maine.gov/dhhs/mecdc/infectious-disease/epi/airborne/coronavirus/communities-workplaces-schools.shtml>



# Prioritizing mental health during pandemic

# Mental Health: The Other Pandemic



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

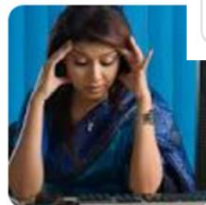


CNBC

## 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 ...

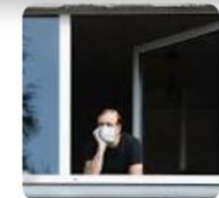
4 days ago



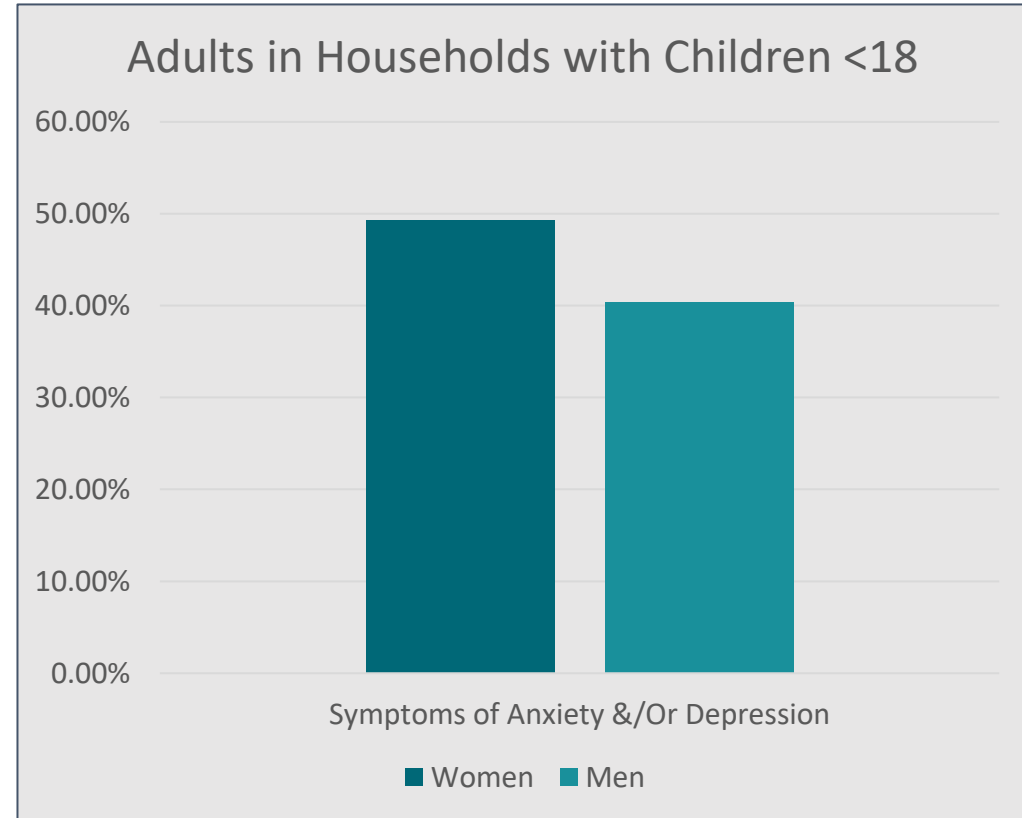
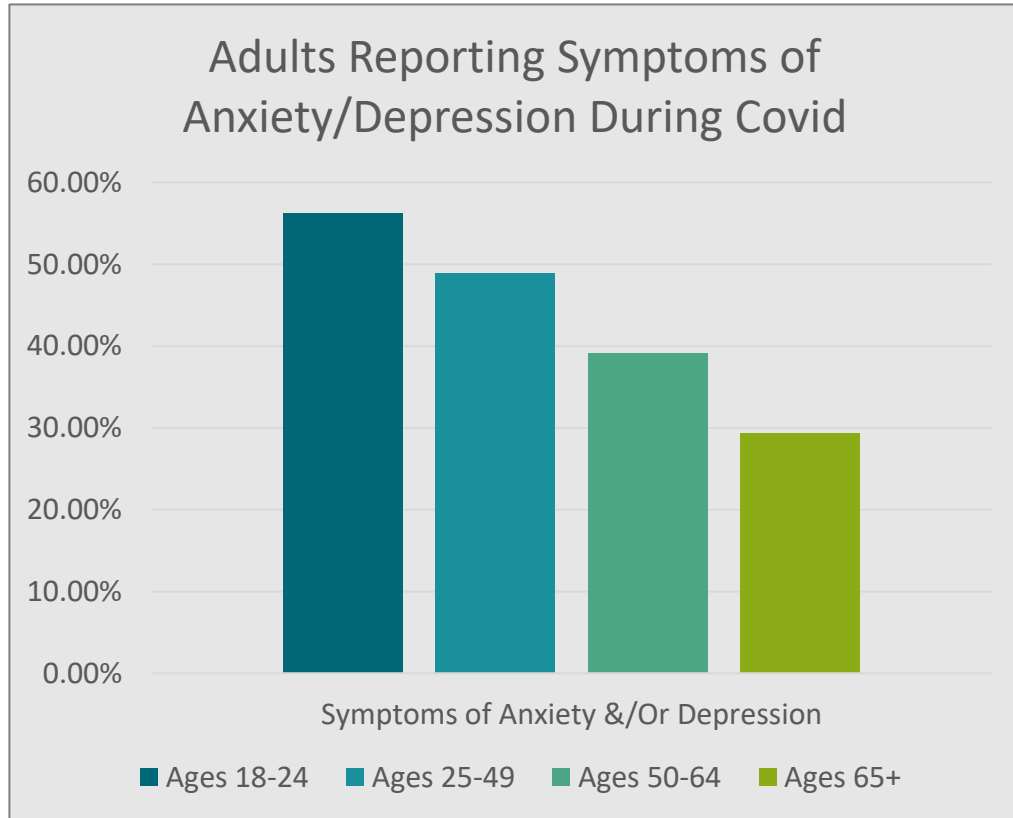
Nature.com

## 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



The implications of Covid-19 for Mental Health & Substance Use, Kaiser Family Foundation  
<https://www.kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>

# 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

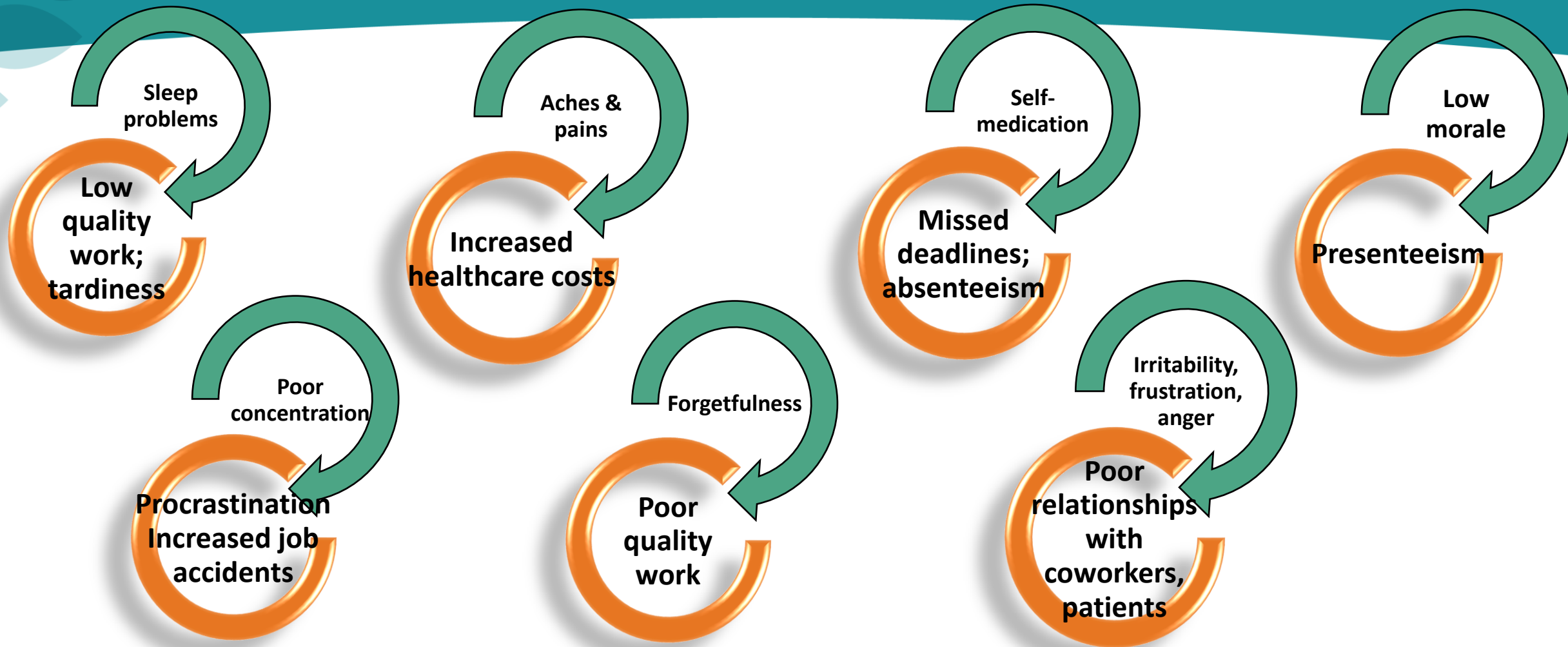
- Decreased memory, concentration
- Difficulty making decisions
- Worrying, negative thinking




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**

# Organizational Resilience: Level Setting

## 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



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,  
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Jim Jarvis, MD, FAFP  
Medical Director,  
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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>

## Week 1 - Resources and Downloadables

Filter the results below by entering keywords into the search

Enter Search Text Here



Handshake Free Zone - Poster

Hi! This is a handshake free zone. In order to stop the spread of germs our office is currently a handshake-free zone.

Download File



For the safety of all - Poster

For the safety of all. Thanks for helping us keep patients, visitors, and staff safe.

Download File



Wearing a face covering - Poster

Wearing a face covering. Risk of spreading germs

Download File



Please Wear a Face Covering - Poster

Please Wear a Face Covering Beyond This Point

Download File



Safely providing care for Medical Office visits - Video

Safely providing care for Medical Office visits | Northern Light Health

Watch Video

# For more information or to submit a topic for a future Zoom Conference:

Contact:

Lanie Abbott

Director of Communications

[lwabbott@northernlight.org](mailto:lwabbott@northernlight.org)



# Join us Thursday, March 4: Get informed and hit the ground running

## Topics:

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



**Northern Light Health.**

One-hour Zoom conferences  
Twice a month on Thursdays at 11 am  
Moderated forums with Q&A  
presented by Northern Light Health

**zoom** MEETING SERIES

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## SAFE RETURN TO BUSINESS

Get informed to hit the ground running



**Topics will include:**

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

Learn how to support your employees and your customers to make a successful return to business.

**Thursday, March 4 at 11 AM**  
The Zoom meeting ID will be sent to you upon registering

**Our Panelists:**

**Jim Jarvis, MD, FAAP**  
Senior Physician Executive  
Incident Command, Northern Light Health  
Director, Clinical Education, Northern Light EMMC

**Lisa Harvey McPherson, RN, MBA, MPPM**  
Vice President, Government Relations  
Northern Light Health

**Jon Hutter**  
Director, Marketing  
Northern Light Health

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

**PLEASE REGISTER BY CLICKING HERE BEFORE JOINING THE MEETING**

Attendees are asked to join the conference by Zoom and listen to audio using your computer only. Please do not dial in while also connected via your computer. The dial-in number is for those not joining by computer. This will help accommodate a larger number of participants. **See you Thursday!**  
Please contact Lanie Abbott for more information [lwabbott@northernlight.org](mailto:lwabbott@northernlight.org)



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