

Business to Business Zoom Conference Series

The importance of prevention for employees and their families

9.10.20

What a Business Needs to Safely Open



Today's Topics:

1. Primary Care – The value of the relationship for overall health
2. Pediatrics – Why it's more important now than ever
3. Vaccinations - Flu vaccinations
- Options for Maine employers and communities
4. Mental Health Wellness - What resources are available to support your workforce
5. Latest on COVID-19 – testing and screening



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



Emily Cianchette
MSN, FNP-BC,
Primary Care
Provider,
Northern Light
SVH Chief of the
Medical Staff



Sheena Whittaker, MD
Senior Physician
Executive and
Pediatrician, Northern
Light Maine Coast



Matt Marston, PharmD,
MBA, BCPS, BCOP,
Director of Northern
Light Pharmacy



Angela Fileccia, LCSW,
Manager Healthy Life
Resource Program,
Northern Light Acadia



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

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

Primary Care – The value of the relationship for overall health

Primary Care

- **Health Promotion**

- encouraging people to take control of their own health

- **Disease Prevention**

- **Primary Prevention**

- Immunizations, exercising regularly

- **Secondary Prevention**

- detect disease early and prevent it from getting worse

- **Tertiary Prevention**

- reduce symptoms of disease and improve quality of life!

- **Health Maintenance**

- health promotion and disease prevention

- **Counseling**

- **Education**

- **Diagnosis and treatment of acute and chronic illnesses**

- office, inpatient, critical care, long-term care, home care, day care, etc.

- **Navigator**

- help people get care with specialists

Safety is our #1 priority

- **Strategically stagger**
 - reducing the risk of people arriving/leaving at the same time
- **Clustered scheduling**
 - children, elderly, etc. - scheduled at specific times to reduce risk of cross exposure
- **Telemedicine**
 - remote care for people to reduce risk of exposure
- **Limit visitors, wear masks, social distance and hand wash frequently**
- **Screen everyone**
 - prior to entering the building

Reasons to still come into Primary Care Office

- **Chronic Illness visits**
 - updated lab work, testing, or vital signs
 - cannot be monitored from home.
- **Preventive services**
 - **Vaccinations** (Flu, Shingles, Pneumonia, TD, Pertussis)
 - **Wellness Visits**
 - **Physicals**, etc.
- **Children's Wellness and Adolescent Wellness Visits**
 - Maintain vaccinations
 - Discuss appropriate screenings that may be due.
- **Acute Illness and/or new problems**
 - we don't want you to let things build up.

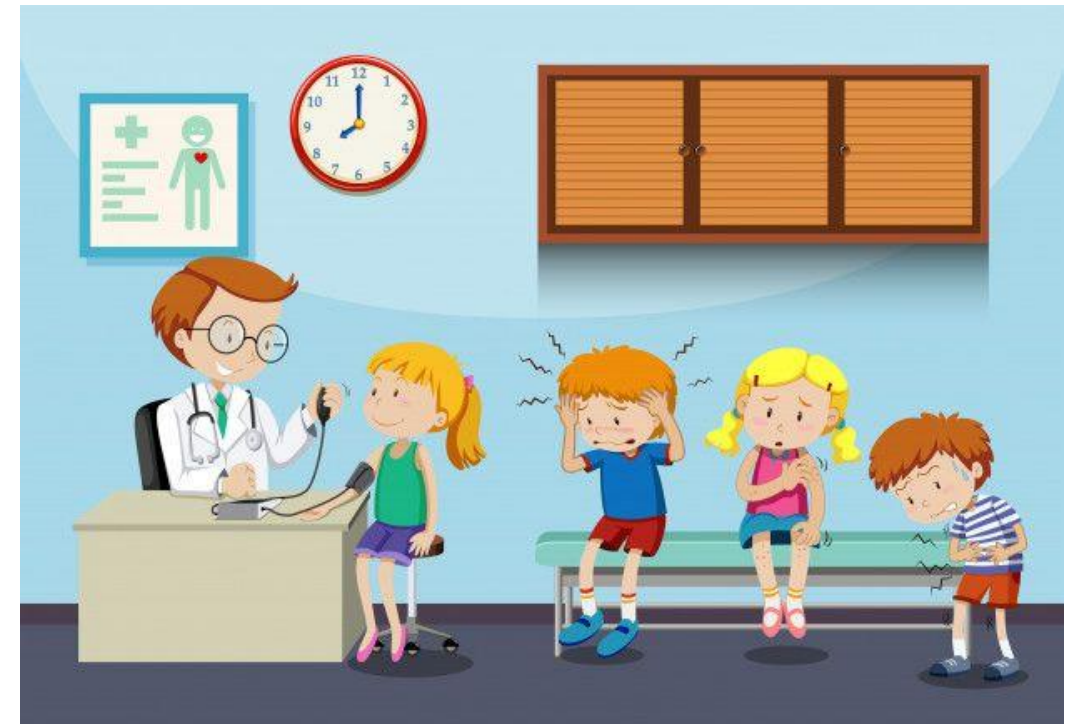
Reasons to consider telemedicine

- **Follow up visits**
 - discuss worsening or improved symptoms
 - to adjust new medications.
- **Behavioral Health Visits**
 - depression and anxiety (can be more prevalent given the challenges of today)
- **Basic Acute Illness**
 - coughs, sore throats, fevers, chills (recent)
- **Patients who are immuno-compromised and at high risk**
 - risk of exposure mitigates the benefits of coming into the office for additional testing, labs, etc.
- **Chronic Disease education**
 - patient and/or family

Pediatrics – Why it's more important now than ever

When do children need Pediatric medical visits?

1. Sick visits – when symptoms worsen (prolonged fever, respiratory distress, dehydration, lethargy) and can't be cared for at home
2. Acute visits – belly pain, injury, headaches, depression
3. Well child checks
 - Growth
 - Development/learning/behavior
 - Safety
 - Mental health
 - Relationship with the provider
4. Vaccines



Vaccines



Each virus or bacteria is unique (picture cars).

Ford virus – body makes a Ford antibody – vaccine makes a Ford antibody – so next time exposed the Ford is killed.



Corvette bacteria – body makes a Corvette antibody – vaccine makes a corvette antibody – so next exposed the corvette is killed.



Children and COVID

- Less likely to contract the illness
 - children make up 22 % of US population
 - only 7.3 % have had COVID
- However, they do get ill (with COVID and lots of illnesses) and can spread the disease
- Symptoms same as adults
 - flu like – fever, runny nose, cough, fatigue, headache, muscle aches, nausea, vomiting, diarrhea
- Worry most about respiratory distress and dehydration
- Often can be cared for at home by parents



Children and COVID



Have a cough



Coronavirus is an illness that is a bit like the flu. It's making a lot of people sick. They might:



Have a fever (feel hot for no reason)



Find it a little hard to breathe

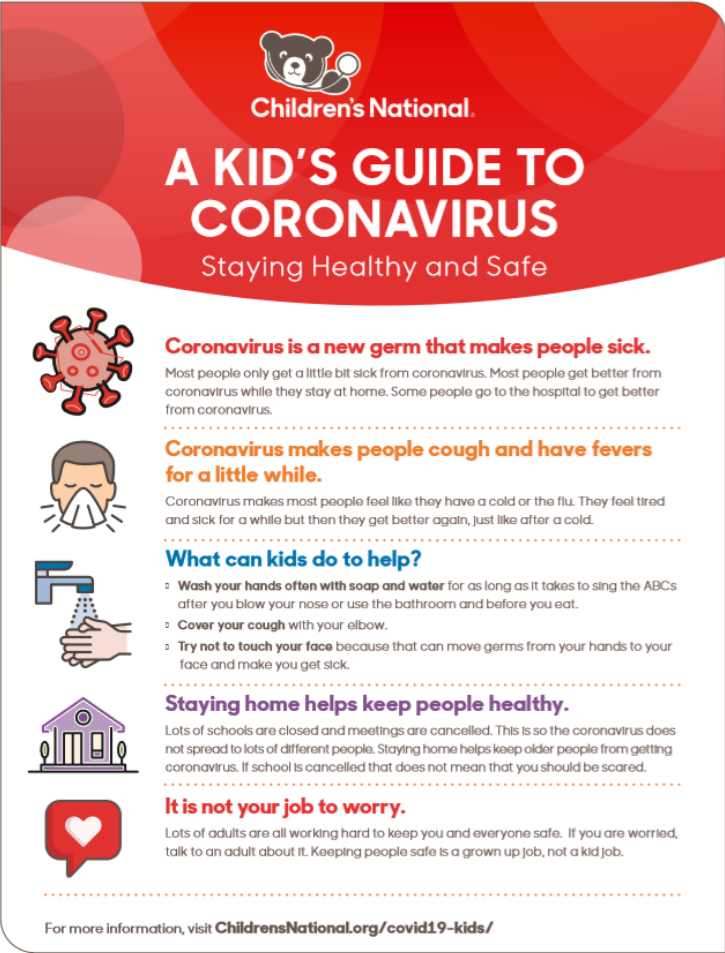



The germs can spread between people, so we need to be really careful and protect our friends and family.



Save the Children


Educating children about COVID






Children's National.

A KID'S GUIDE TO CORONAVIRUS


Staying Healthy and Safe



Coronavirus is a new germ that makes people sick.
Most people only get a little bit sick from coronavirus. Most people get better from coronavirus while they stay at home. Some people go to the hospital to get better from coronavirus.


Coronavirus makes people cough and have fevers for a little while.
Coronavirus makes most people feel like they have a cold or the flu. They feel tired and sick for a while but then they get better again, just like after a cold.


What can kids do to help?

- Wash your hands often with soap and water for as long as it takes to sing the ABCs after you blow your nose or use the bathroom and before you eat.
- Cover your cough with your elbow.
- Try not to touch your face because that can move germs from your hands to your face and make you get sick.


Staying home helps keep people healthy.
Lots of schools are closed and meetings are cancelled. This is so the coronavirus does not spread to lots of different people. Staying home helps keep older people from getting coronavirus. If school is cancelled that does not mean that you should be scared.


It is not your job to worry.
Lots of adults are all working hard to keep you and everyone safe. If you are worried, talk to an adult about it. Keeping people safe is a grown up job, not a kid job.

For more information, visit [ChildrensNational.org/covid19-kids/](https://www.childrensnational.org/covid19-kids/)






Masks and children - There are very few exceptions



- **Older than 2 years**
 - Be sure fits their face (they have smaller noses)



Should a child be required to wear a mask during school?*

The child has asthma.	 YES	The American Academy of Allergy, Asthma, and Immunology recommends that individuals with asthma wear a mask in public.
The child has a condition such as autism spectrum disorder, intellectual disability, or a mental disorder.	 YES	These conditions do not necessarily justify a mask exemption unless the child is unable to wear a mask without excessive trauma or frequent manipulation.
The child cannot communicate clearly while wearing a mask.	 YES	Explore instructional adaptations or use a face mask with a clear plastic insert as appropriate.
The child cannot remove the mask on their own.	 NO	Encourage the family to consider virtual learning opportunities.
The child cannot remove the mask on their own.	 NO	The child is asleep or unconscious.

* There may be children that have experienced trauma and find masks hard to wear due to their past experiences.

Sources: Department of Health and Human Services, Center for Disease Control, and the American Academy of Pediatrics

Parents - When children should stay home

CHILDRENS' HEALTH



STAY HOME FROM SCHOOL SICK?

Kids seem to have a constant string of illnesses this time of year. But which signs of being sick mean they should stay home? And which symptoms can they deal with at their desks?

Children don't learn very well or get much out of school when they aren't feeling well. It truly is in the child's - and their classmates - best interest to keep children home when they are sick.

Cindy Gellner, M.D.
University of Utah Health Care pediatrician

FEVER
Any temperature more than 101 for a child over six months means they should stay home.
"A fever is a sign of an infection. It means your child's body is trying to fight off an illness," says Cindy Gellner M.D., a pediatrician with University of Utah Health Care. "If your child has a fever it is likely they have something contagious."
Your child can return to school once they are fever free without medication for 24 hours. If the fever lasts more than four days, see a doctor.

SEVERE SORE THROAT
A sore throat can be a sign of strep, which means your child should see a doctor. Once they are diagnosed, your child can return to school 12-24 hours after starting antibiotics.

COUGHING
A child should stay home when cough and cold symptoms are severe. However, a cough can last up to 18 days, so they can return to school once the cough improves.

VOMITING
If your child vomits more than once, they likely have a stomach bug and should stay home. If your child's vomit is bloody or dark green in color, they should see a doctor.

DIARRHEA
Antibiotics can cause diarrhea, but most often, a stomach bug is the culprit. Take your child to the doctor if their stool appears bloody.

healthfeed.uofuhealth.org

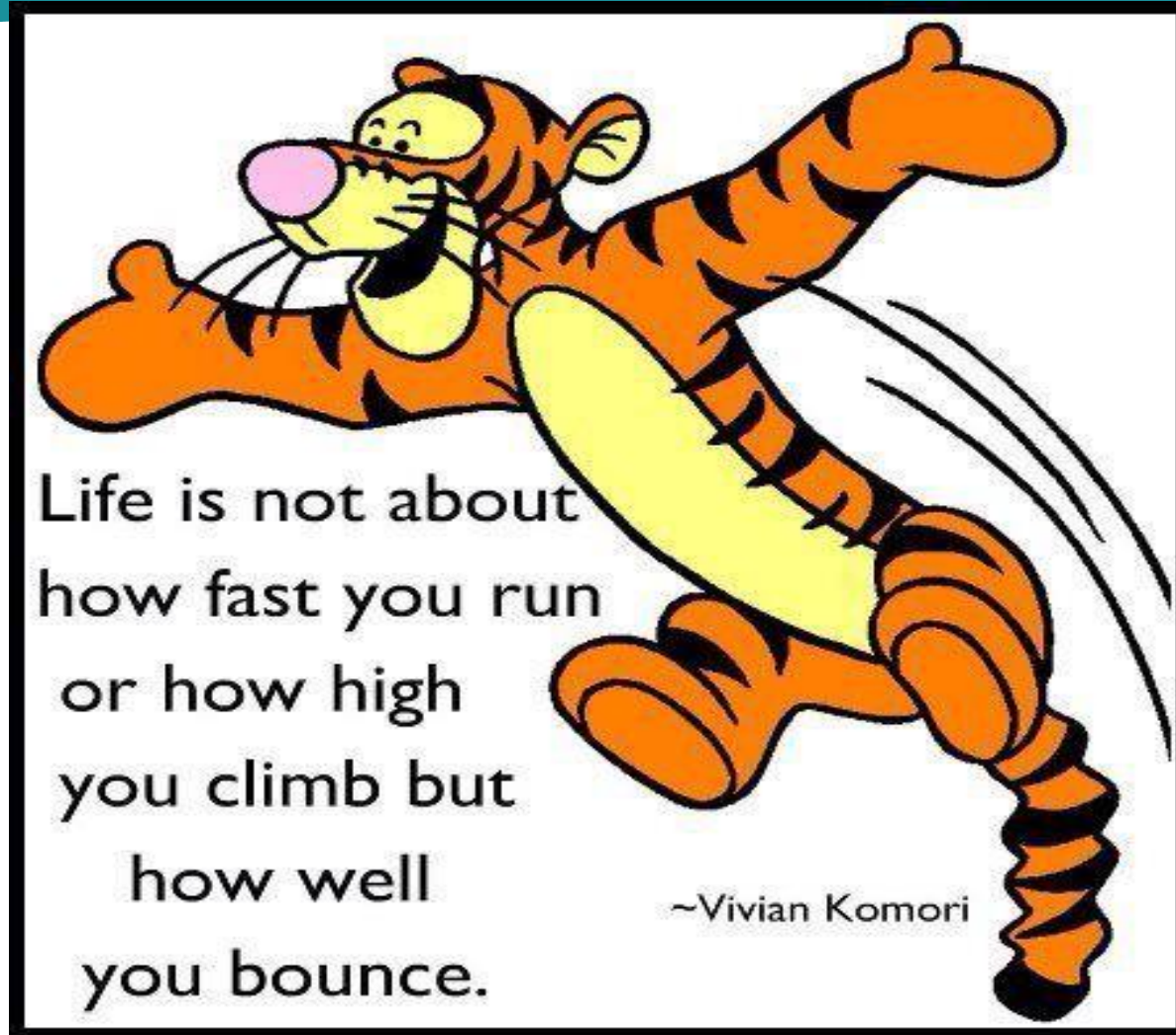


Parents and COVID and school and work and.....

- Almost a no-win situation for parents
 - Socio economics is huge determining factor
- Send kids to school
 - Risk illness
- Don't send kids to school
 - Lose jobs/money
 - Lose their minds and patience
 - Lack proper skills to teach
 - Many kids need special services



Resiliency – How well you bounce back after a set back.

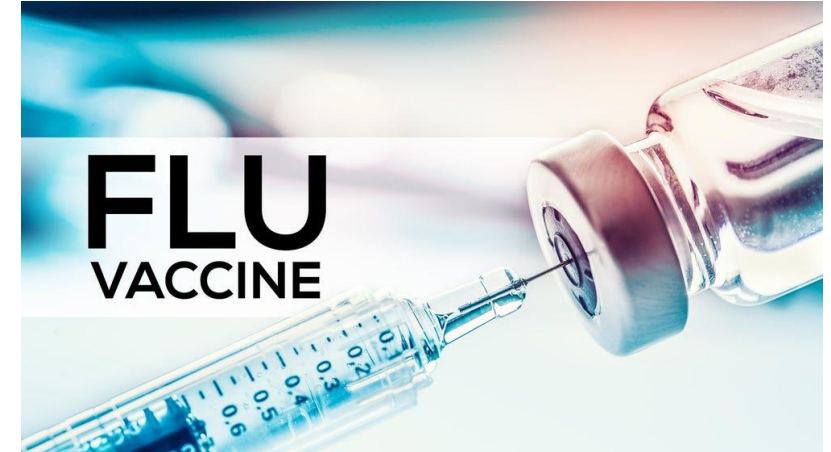


Vaccinations - Flu vaccinations

- Options for Maine employers and communities

Influenza Vaccination During COVID-19

- Influenza vaccines reduce the risk of urgent provider visits by 40-60%
- Reduces the risk of flu related hospitalizations by 40%
- Reduces the risk of flu related Intensive Care Unit stays by 82%
- It is possible people may become ill with both influenza and COVID-19 at the same time
- Symptoms of COVID-19 and Influenza overlap making influenza vaccination even more critical in this flu season



<https://www.cdc.gov/flu/prevent/vaccine-benefits.htm>. September 2020.

Employer Sponsored Vaccination Clinics

Benefits:

- Reduced employee Sick Time
- Decreased cost to employee health plan
- Added convenience for employees
- Healthier employees improve morale

Protective Measures For COVID-19

- Universal masking of both employees and vaccinators
- Eye protection worn by vaccinators
- Frequent sanitization of clinic equipment
- 6 ft distancing maintained for duration of clinic



Schedule a Company Flu Clinic with Northern Light Pharmacy

☑ **Experienced**

5,000+ doses administered yearly

☑ **Safe**

Infection prevention
approved procedures

☑ **Convenient**

Efficient service with employee roster
or insurance billing capability

☑ **Affordable**

\$31 per vaccine covered by most insurance
plans with zero copay

Call or email to schedule an employee clinic:

Matt Marston, Pharm.D.

mjmarston@northernlight.org

Phone: 207-275-3239



Thriving in the Unknown: Mental Wellness in the Workplace

Stress, Stress, & More Stress

Multiple Stressors

- Covid-19 Pandemic
- Health & Safety Concerns
- Financial Recession
- Business Closures
- School/daycare closures
- Racial Protests
- Civil Unrest/Discord
- Political Discord

&

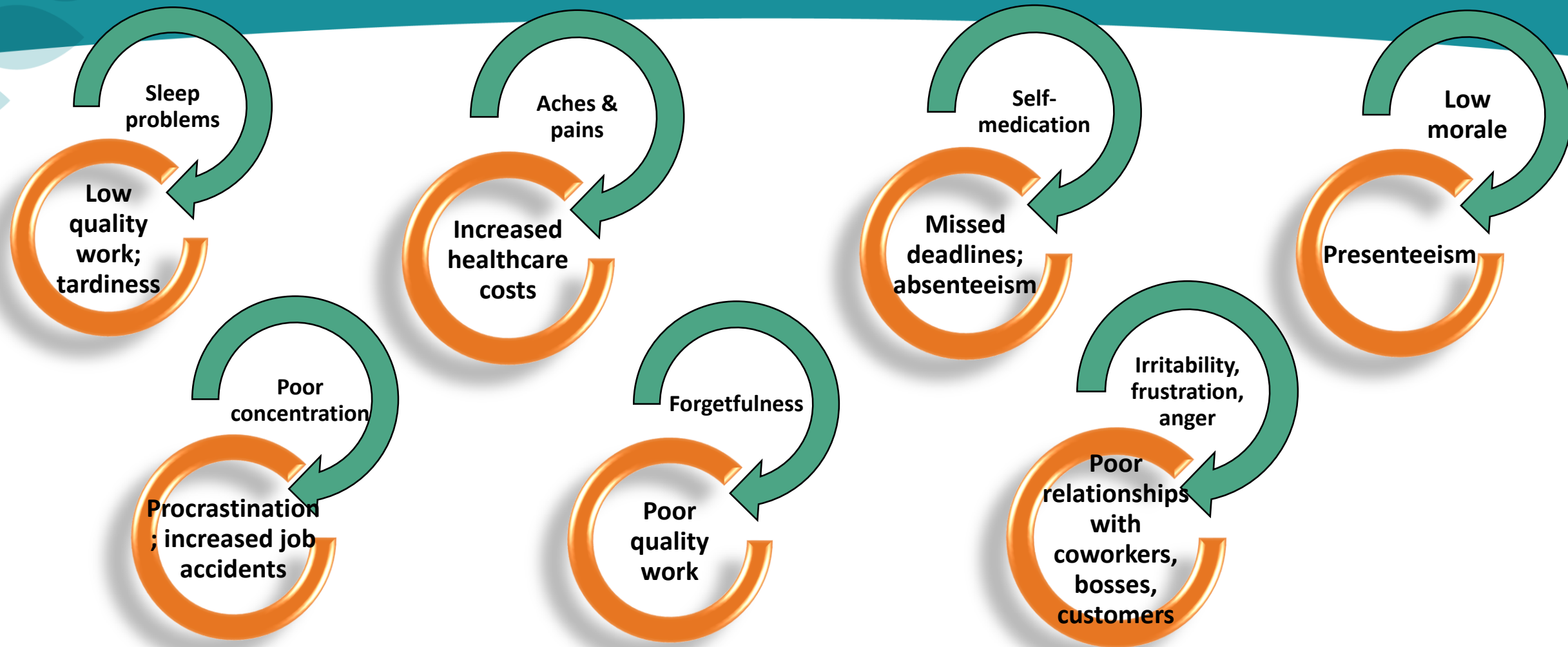
Grief and Loss


- Cancelled Vacations
- Cancelled Graduations/Weddings/Baby Showers/Life Events
- Loss of stability
- Social and physical distancing
- Social isolation
- Life is no longer “normal”



The Big Idea:
The “new normal” creates new challenges.

The Cost of Stress in the Workplace



 **The Big Idea:**
Stress leads to burnout, fatigue, & increased costs.

The Head Really *is* Connected to the Body



[-Ways Your Physical Health is Connected to Your Mental Health](#)



The Big Idea: Health is a state of complete physical, mental and social well-being.

Creating a 'Culture of Caring'

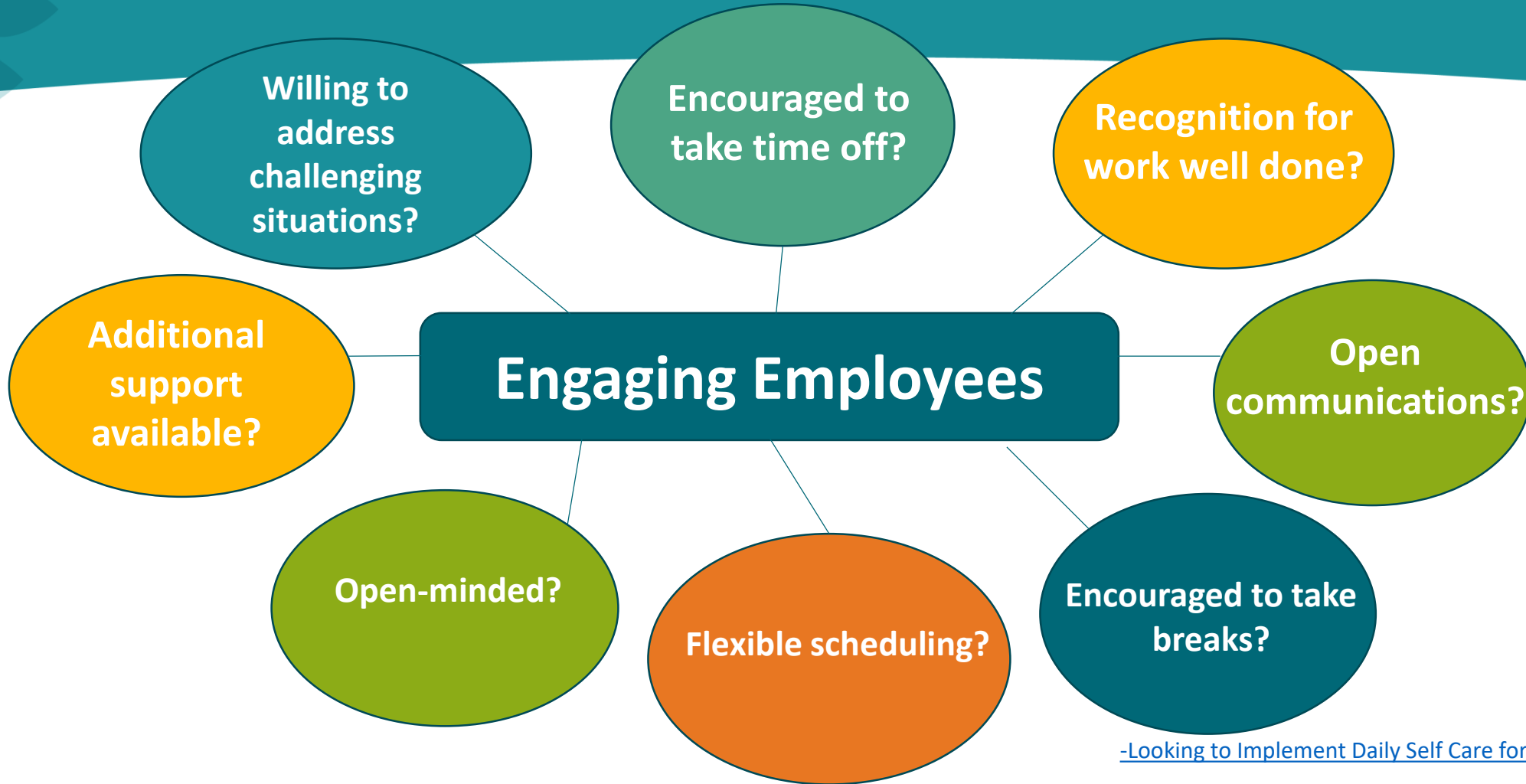
Organizational Strategies:

- 1 Encourage staff to take regular breaks away from computer/desk
- 2 Encourage staff to accept that it will never all get done
- 3 Make it *feel* acceptable for staff to a break if they are exhausted throughout work
- 4 Encourage staff to take regular vacation throughout the year
- 5 Create a healthy email policy~ be aware of email burden
- 6 Share self care and a culture of caring tips with your staff
- 7 ROLE MODEL SELF-CARE – employees will do what their leaders do



Challenge: What is one thing your employer or work group does which bring value to your work experience?

What makes employees feel rejuvenated?



[-Looking to Implement Daily Self Care for Your Employees, FORBES](#)



The Big Idea: If we don't engage employees with what matters most to them, we could miss an opportunity.

Supporting 'Self-care' as Leaders



[-Employee Self Care](#) 10 Ways Organizations Can Be Supportive, WORKFORCE INSTITUTE



Resources for Employers

Employee Assistance Programs (EAP)

- Specializing in treating anxiety, depression, work-related stress
- Most programs offer sessions to employees and their families
- Most programs offer 3-5 sessions and referrals to longer care as needed
- **Work Force EAP is one option: (800)769.9819**

Therapy and Counseling

- Includes Counseling and Medication Management
- Some primary care offices offer counseling
- Many are offering via tele-health platform
- **Northern Light Acadia Hospital is one option: (800) 640.1211 or (207) 973.6100**

Mental Health Consultation

- 1:1 Professional Coaching
- Engaging onsite or virtual trainings and seminars for leaders and team members
- Crisis management and stress management debriefings
- Custom solutions for your specific employee culture
- Expert analysis on health plan claims data to reduce high costs and utilization
- **Northern Light Healthy Life Resources is one option: (207) 949.4634**

State and National Resources

- Dial 211 or 1-866-811-5695
- Maine Statewide Crisis: 1-888-568-1112
- National Suicide Prevention Hotline: 1-800-273-TALK
- NAMI Maine Hotline: 1-800-464-5767

COVID-19 the Latest

Latest on COVID-19

- Testing
 - CDC Recommends Against Using Rapid Test for Asymptomatic Individuals
 - Nationwide Testing Results Delay (1-2 weeks in some areas)
 - Post-Recovery May Remain Positive for weeks
 - So what is testing good for...
 - Clinical Scenarios
 - Close Contacts to COVID Positive Patients
 - High Risk Industries

The screenshot shows the Northern Light Health website. At the top, the logo and navigation links (Services, Locations, Resources, Providers, News, Give) are visible. Below the navigation is a breadcrumb trail: Resources / COVID / COVID-19 / Testing. The main heading is "Testing". A paragraph states: "At Northern Light Health, we believe that testing is an important part of slowing the spread of COVID-19. At this time, testing materials are still limited but are expanding rapidly." Below this is a prominent button with a question mark icon and the text "Determine if you should be tested through our questionnaire". Underneath the button, a prompt reads "Please pick the square that describes the test you need." There are four square options, each with an icon and text: 1. Symptomatic (lungs icon): "I have symptoms". 2. Pre-Procedure/Surgery (bed icon): "I've been told I need a test before a procedure". 3. Business & Staffing (building icon): "I would like to have my employees tested". 4. Asymptomatic (shield icon): "I don't have symptoms, State Order, All Other".

Latest on COVID-19

- Screening
 - Until more rapid availability of PCR Tests, symptoms are best +/- Temperature
 - Consider simple “Are you feeling unwell?”
 - Utilize [CDC Symptom Checker](#)
- Where to go
 - Changes almost daily
 - Best to reach out to local facilities
 - <https://northernlighthealth.org/Resources/COVID-19/Testing>

The screenshot shows the Northern Light Health website's COVID-19 testing resources page. At the top, the Northern Light Health logo is on the left, and navigation links for Services, Locations, Resources, Providers, News, Give, and a search icon are on the right. Below the navigation is a breadcrumb trail: Resources / COVID / COVID-19 / Testing. The main heading is "Testing". A paragraph states: "At Northern Light Health, we believe that testing is an important part of slowing the spread of COVID-19. At this time, testing materials are still limited but are expanding rapidly." Below this is a dark teal button with a question mark icon and the text "Determine if you should be tested through our questionnaire". Underneath, a prompt says "Please pick the square that describes the test you need." There are four white square buttons with teal icons and text: 1. "Symptomatic I have symptoms" with a lung icon. 2. "Pre-Procedure/Surgery I've been told I need a test before a procedure" with a hospital bed icon. 3. "Business & Staffing I would like to have my employees tested" with a building icon. 4. "Asymptomatic I don't have symptoms, State Order, All Other" with a shield icon.

Questions: Please use the chat function



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



Emily Cianchette
MSN, FNP-BC,
Primary Care
Provider,
Northern Light
SVH Chief of the
Medical Staff



Sheena Whittaker, MD,
Senior Physician
Executive and
Pediatrician, Northern
Light Maine Coast



Matt Marston, PharmD,
MBA, BCPS, BCOP,
Director of Northern
Light Pharmacy



Angela Fileccia, LCSW,
Manager Healthy Life
Resource Program,
Northern Light Acadia



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

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



Northern Light Health

For the safety of all - Poster

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

Download File



@NorthernLightHealth

Wearing a face covering - Poster

Wearing a face covering. Risk of spreading germs

Download File



Northern Light Health

Please Wear a Face Covering - Poster

Please Wear a Face Covering Beyond This Point

Download File



Northern Light Health

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



Join us Thursday, September 24: COVID-19 Latest Information

Topics will include:

- Cyber security and internet safety
- Latest on testing, screening, and trends
- Tips about safe travel or working in the field
- How to have group meetings when technology isn't an option



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

SAFE RETURN TO BUSINESS

Focused specifically on COVID-19



Topics will include:

- Cyber Security and Internet safety
- Latest on testing, screening, and trends
- Tips about safe travel or working in the field
- How to have group meetings when technology isn't an option

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

WEEK 14 - Thursday, September 24 at 11 AM
COVID-19: LATEST INFORMATION

The Zoom meeting ID will be sent to you upon registering

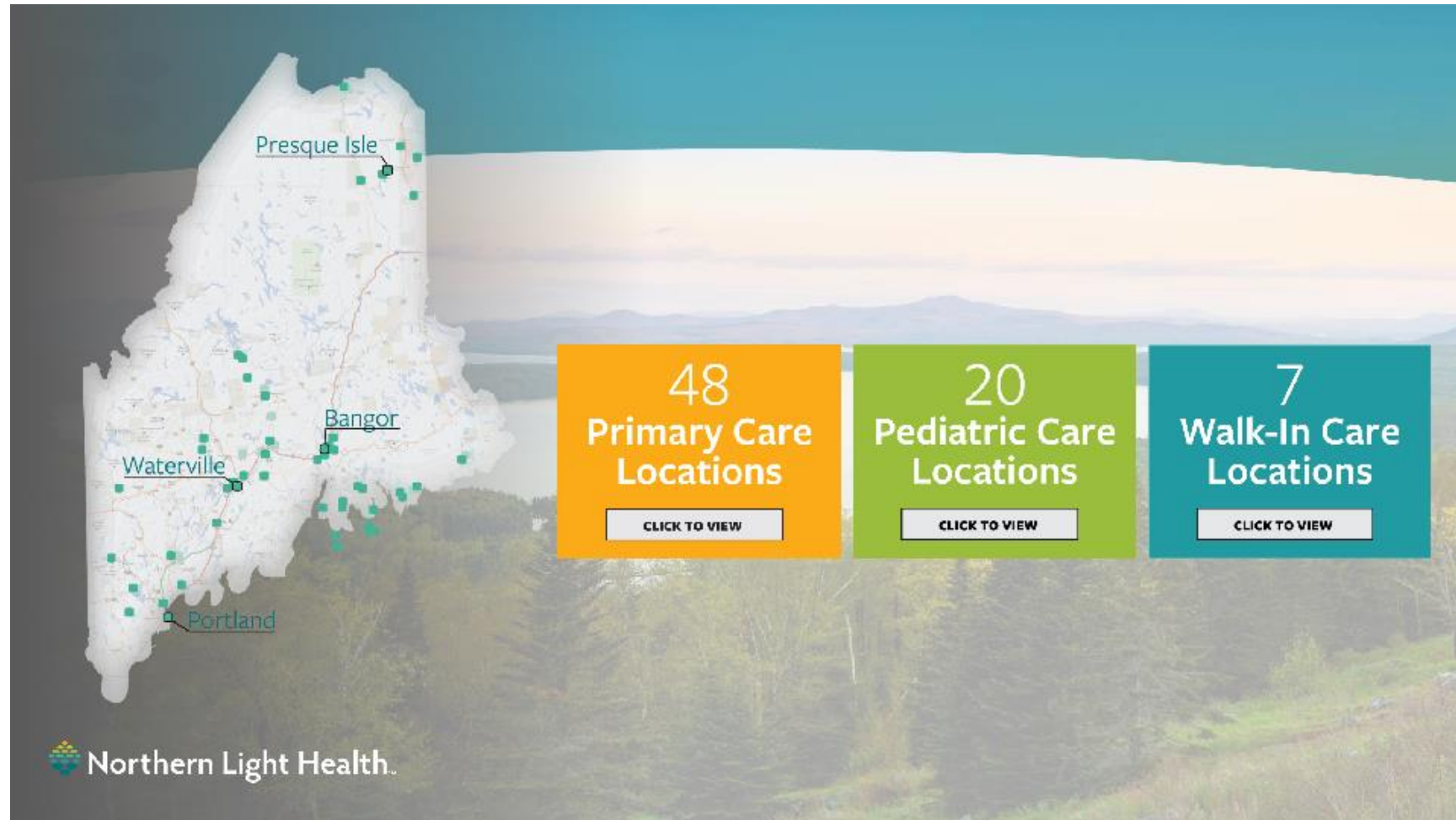
Our Panelists:

Christie Polley, CISM, AVP Chief Information Security Officer Northern Light Health	James Jarvis, MD, FAFP Medical Director, Clinical Education Northern Light Eastern Maine Medical Center COVID-19 Response Incident Commander	
Suzanne Moreshad, RN, BSN Infection Control Specialist Northern Light Health	Yemaya St. Clair, LCPC-C, EAP Work Force Employee Assistance and Training	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 numbers 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 labbott@northernlight.org

Preventive Care Locations, Near You



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.