



Northern Light
HealthSM

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



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Beacon Health



Su-Anne Hammond, DO,
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Medical Director,
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Northern Light EMMC
COVID Response
Incident Commander

Legal Disclosure:

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Primary Care before COVID:

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

Employees = Family

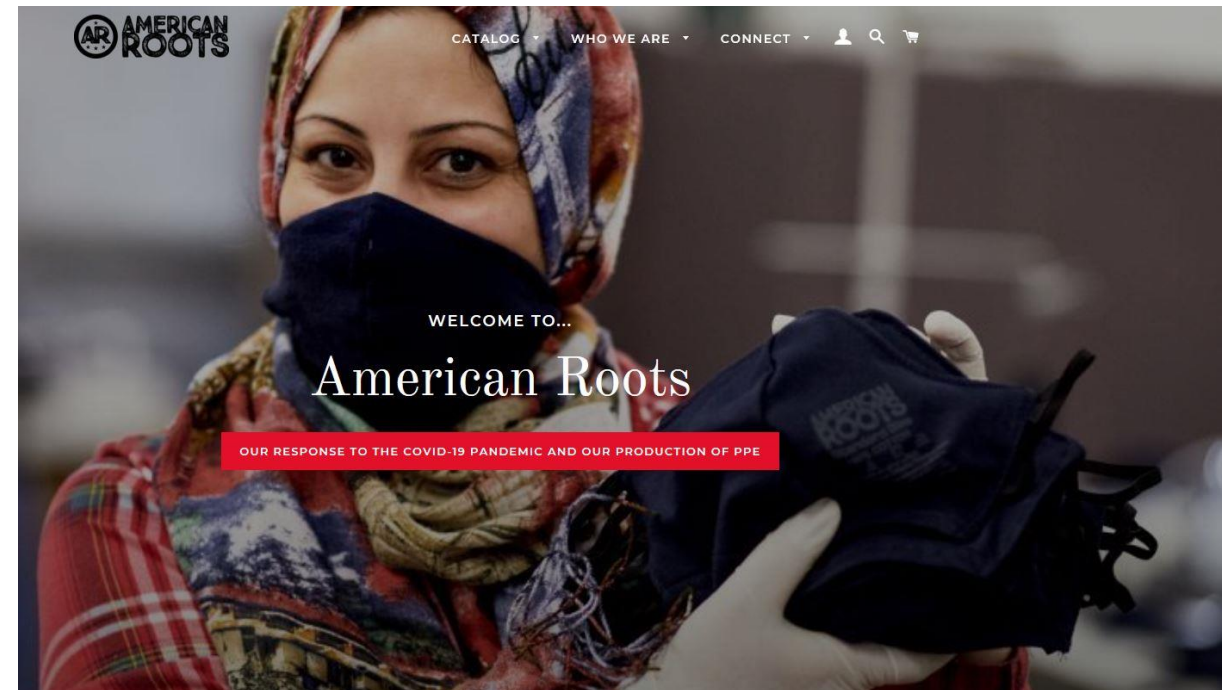
- American made apparel
- 28 employees (prior to COVID-19)
 - 82% people of color
 - English as second language
- Expectations
 - Good wages
 - Benefits
 - Home ownership
 - Pathway to citizenship



Staying true to American Roots

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

Tested: to date

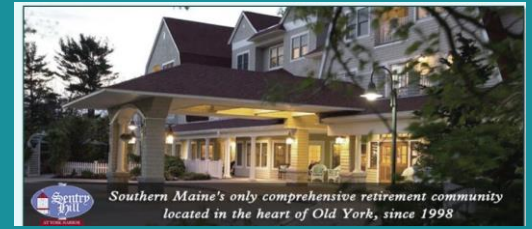
- 2,500 + people

Innovated statewide Best Practice

- Maine CDC encourages businesses and organizations to partner with home health agency



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>

The screenshot shows the Northern Light Health website. At the top, the logo and navigation menu (Services, Locations, Resources, Providers, News, Give) are visible. Below the navigation, a breadcrumb trail reads '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 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



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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



H-ITH IS A HANDSHAKE FREE ZONE

Handshake Free Zone - Poster

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:

- 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

For the safety of all - Poster

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
Risk of spreading germs

Low

Medium

High

Very High

Wearing a face covering - Poster

Wearing a face covering - Poster

Wearing a face covering. Risk of spreading germs

[Download File](#)



Please Wear a Face Covering
Beyond This Point

Please Wear a Face Covering - Poster

Please Wear a Face Covering - Poster

Please Wear a Face Covering Beyond This Point

[Download File](#)



SAFELY PROVIDING CARE
FOR MEDICAL OFFICE VISITS

Safely providing care for Medical Office visits - Video

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 next Thursday: Let's Figure It Out Together!



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 and the new school year



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

If you want your employees and your customers focused on why they're at your business, instead of on whether they'll get sick, you'll want to attend our series.

Our panels of experts will cover the topics and contingencies you need to prepare for to have your workforce present, engaged, and safe.

Topics will include:

- New demands
- New routines
- New worries

WEEK 12 - Thursday, August 27 at 11 AM

THE NEW SCHOOL YEAR

Let's figure it out together

zoom MEETING ID:
917 8910 1210

Our Panelists:

James Jarvis, MD, FAAFP
Medical Director, Clinical Education
Northern Light Eastern Maine Medical Center
COVID-19 Response Incident Commander

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

Chris McLaughlin, LCSW, AVP
Community and Pediatric Services
Northern Light Acadia Hospital

Yemaya St. Clair, LCPC-C
EAP Counselor
Northern Light Work Force

Moderated by Karen Hawkes, FAAFP
VP of Operations
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 labbott@northernlight.org

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