

Return-to-Work Town Hall

April 23, 2020

RUTH KRYSTOPOLSKI, MBA

Senior Vice President, Population Health

LEWIS MCCURDY, MD

Specialty Director, Infectious Diseases

DAVID COSENZA, MD

Specialty Medical Director, Employer Solutions & On-Demand Telemedicine

KARLA LEVER, PHD, LCMHCS, CEAP

Director, Employee Assistance Program



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Ruth Krystopolski, MBA

Senior Vice President, Population Health

Introduction

Coronavirus affects us all

We are in this together.

- Atrium Health is committed to providing you with the most up-to-date information.
- Fact vs. Fiction
 - Every employee doesn't need to be tested
 - A negative test today doesn't mean the employee won't test positive tomorrow

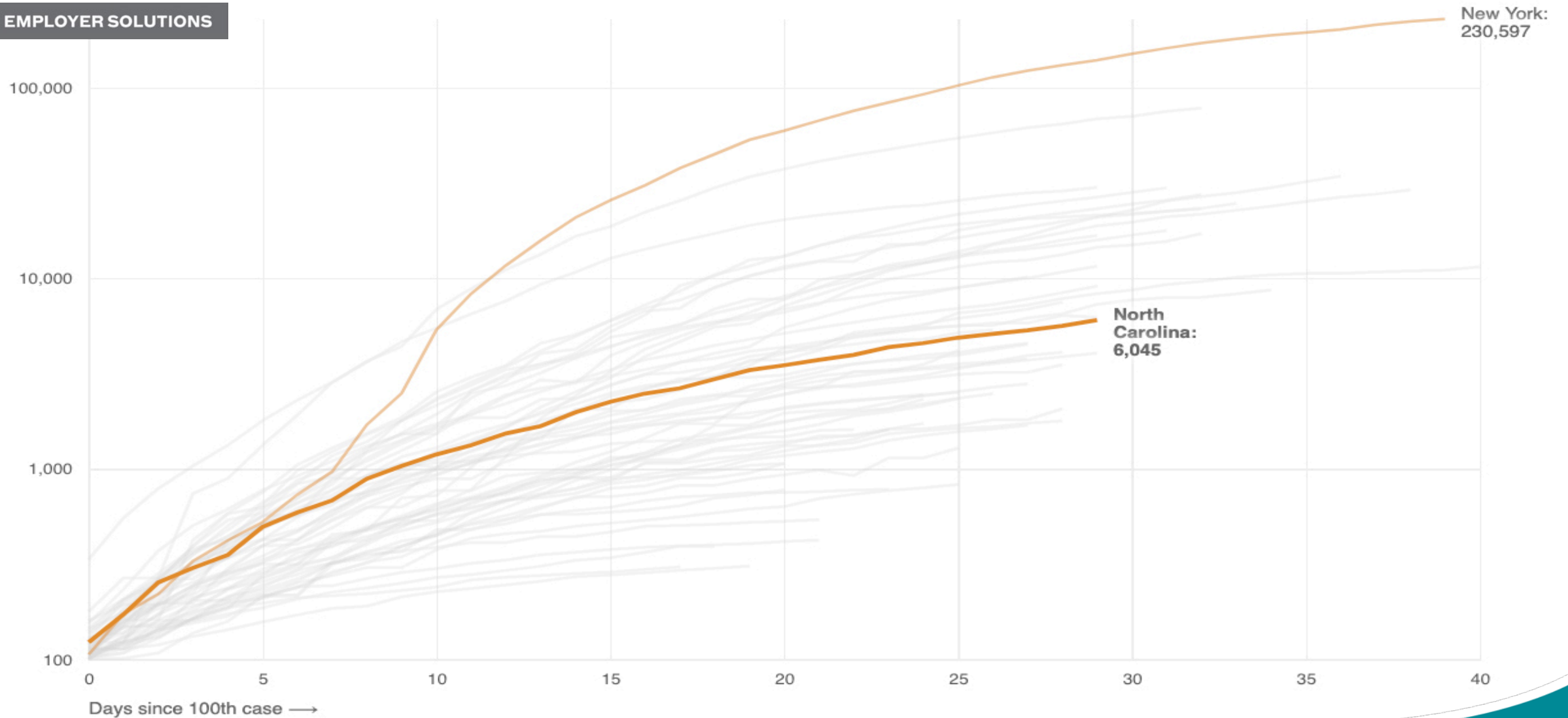


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Lewis McCurdy, MD

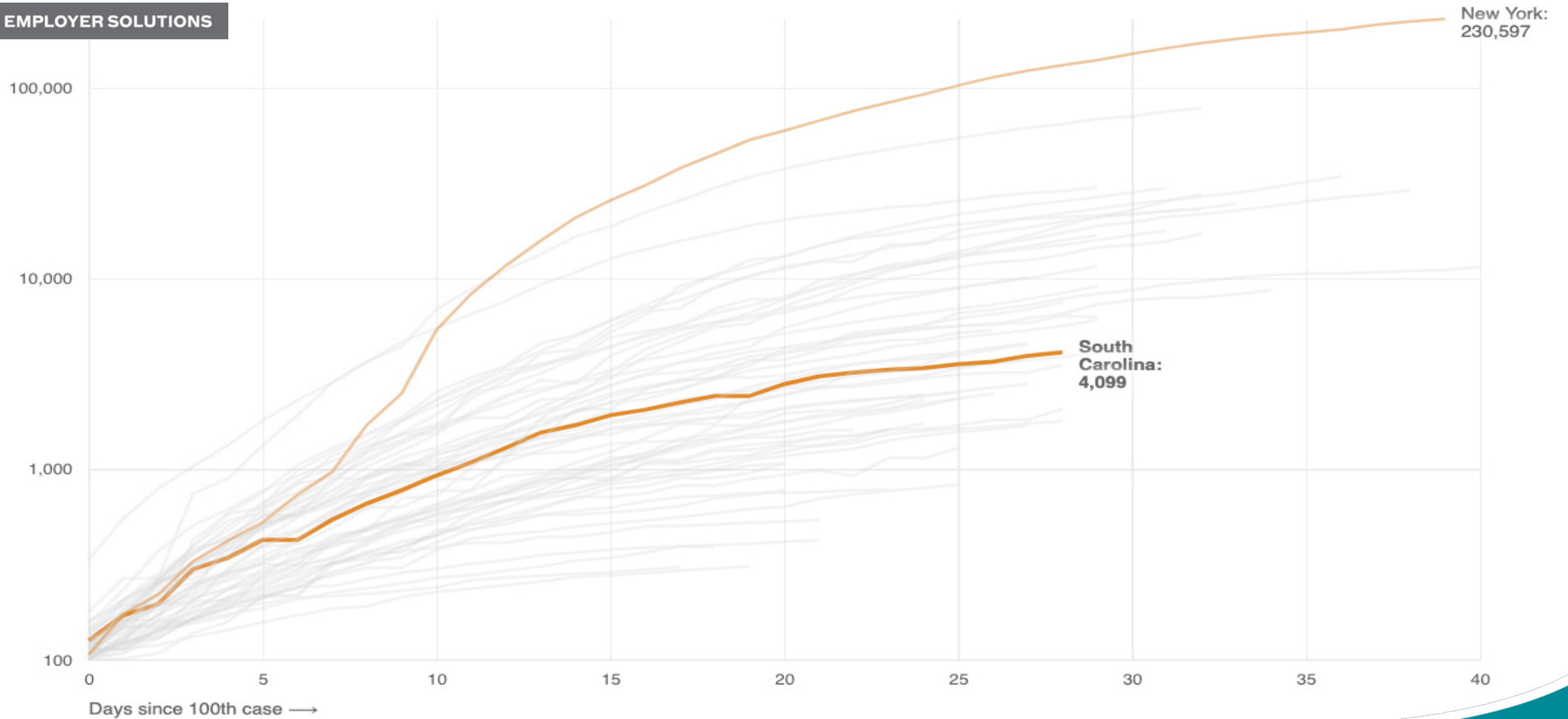
Specialty Director, Infectious Diseases

Current state and general guidance



NC case count growth

Source: [npr.org](https://www.npr.org)



SC case count growth

Source: npr.org

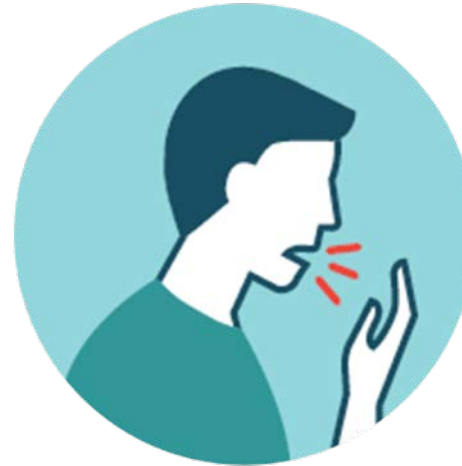
Signs and symptoms



Fever



Loss of smell
and/or taste



Cough



Shortness of breath

What to do if you feel sick



Stay home

Most people with coronavirus have mild to moderate symptoms and can recover at home. Rest up and prevent germs from spreading by staying home and away from others for 14 days.



Get assessed and cared for from home

For more mild symptoms, keep yourself and others safe by getting medical care from the comfort of home. If you need help, use our free COVID-19 risk assessments to get care recommendations.



Call ahead for in-person care

If you need in-person, call before you arrive at the doctor's office or emergency room. This will help your healthcare providers take steps to get you the right care and keep others from being exposed.



If symptoms are life-threatening, call 911 immediately

03

David Cosenza, MD

Specialty Medical Director, Employer
Solutions & On-Demand Telemedicine

Guidelines for sick or symptomatic employees

Return to work guidelines

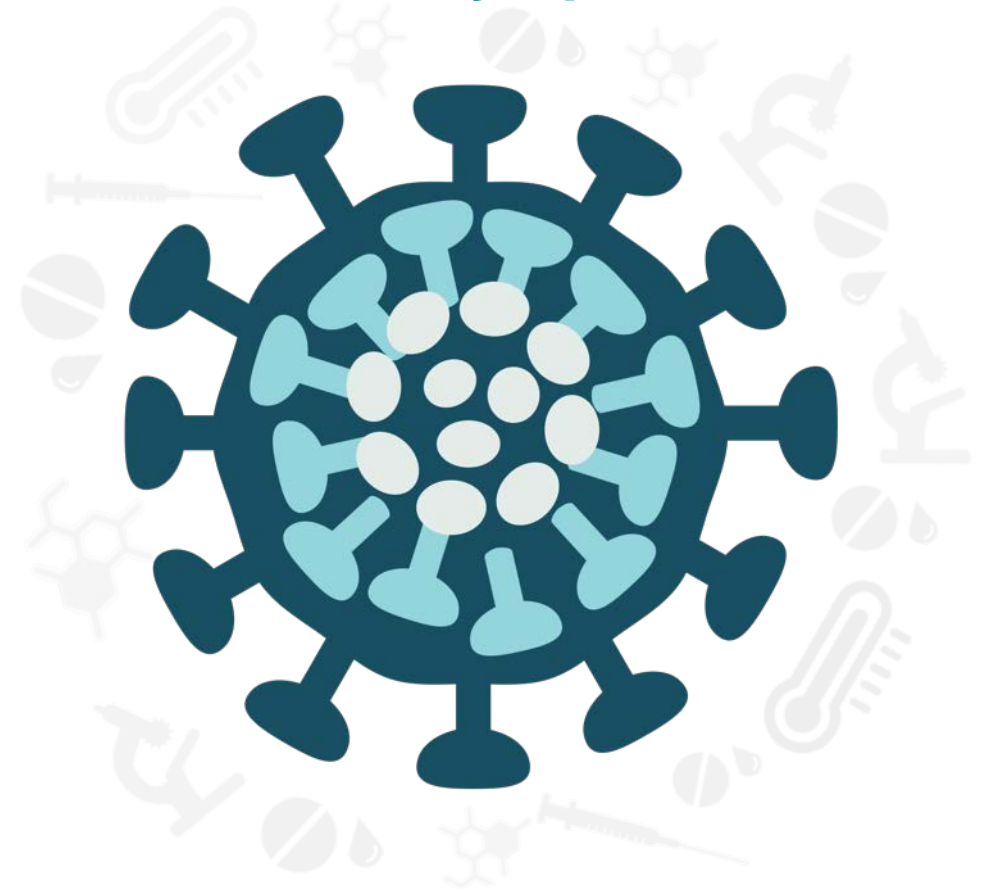
For sick employees & those with flu-like/coronavirus-like symptoms

Employee should stay out of work until the following have been satisfied:

- **At least 3 days** (72 hours) have passed since:
 - Their fever is gone without using any fever reducing medicines - acetaminophen (Tylenol), ibuprofen (Advil) or naproxen sodium (Aleve)
 - Their respiratory symptoms (cough, shortness of breath) are better

AND

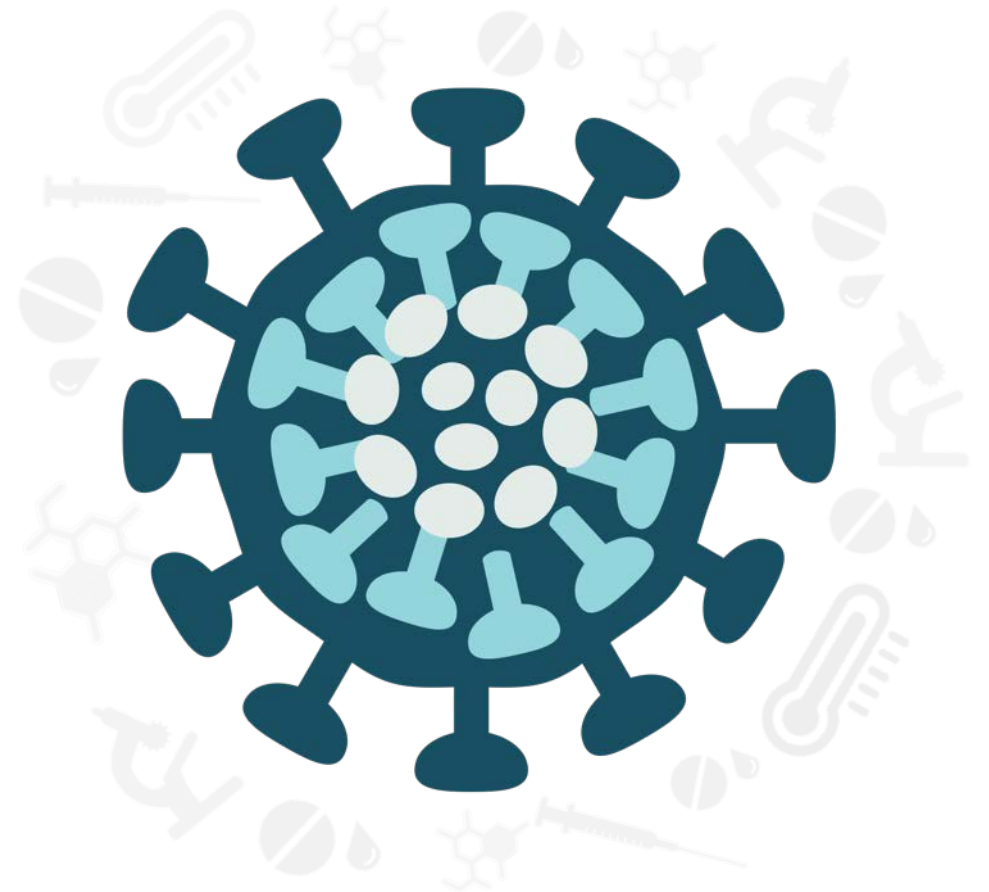
- **At least 7 days** have passed since their first symptoms appeared



What to do if an employee becomes symptomatic

Immediate action to take with the symptomatic employee:

- Separate the employee from others
- Gather their belongings
- Send them home
- **Severe symptoms (e.g.: difficulty breathing):**
send employee to the ER
- If symptoms are life-threatening, call 911 immediately



Best practices to prevent spread



Wash your hands with soap and water



Avoid close contact with someone who's sick



Don't touch your face



Stay home, even if you feel well



Clean and disinfect things people touch frequently



Wear a mask in busy public settings



Stay informed with accurate information

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Karla Lever, PhD, LCMHCS, CEAP

Director, Employee Assistance Program

Addressing employee behavioral health needs

Reestablishing a routine

- Encourage your employees and yourself to start small
- Clean your area first and declutter
- Understand the natural resistance to change – even when going back to the previous norm
- Allow some flexibility
- Develop a loose structure and then gradually increase specificity and structured time



Fears about proximity to others

Focus on what you can control:

- Hand and area hygiene
- Avoiding large crowds
- Follow the distancing guidelines
- Get regular sleep
- Encourage and perform self-care
- Listen to concerns and address them
- Follow the recommendations of the Centers for Disease Control and Prevention (CDC)
- Focus on this moment in time to decrease anxiety



The grieving process

“Every time I find the meaning of life, they change it.”

- Reinhold Niebuhr

The grieving process *(cont.)*

- Remember this is impermanent
- Stay in the present
- Understand what we can control and what we can't
- Self-compassion for our failures and for those of others
- Allow your employees and yourselves to grieve the transition to staying at home as well as the transition back to work
- Remember that there will continue to be fear about the future and that grief has no timeline
- Remind employees of their value to the organization

Retaining or rebuilding your credibility as a leader

Thoughtfully evaluate how you led during the past few weeks.

- Were you available?
- Were you as transparent as you could have been?
- How did you maintain a connection with your staff?
- Did you help them produce solutions they needed?
- How did you appreciate them?
- If your leader had acted as you did, would you follow them now?



Retaining or rebuilding your credibility as a leader

- Apologize
- Be available and listen
- Be transparent
- Connect to purpose
- Attend to their needs
- Suspend judgment about mistakes
- Appreciate them

❖ *Forbes* – Dede Henley 3/13/2020, “How to Step up your leadership in times of adversity”

❖ “Does my request exceed our relationship?” – John Maxwell in the 360 degree leader 2011

REBUILD

Respect

Connection

Empowerment

Timing

Determine existing company programs/resources and promote

For example:

- Employee Assistance Program
- Free health education
- Coaching or other wellness programs
- Virtual health services



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Ruth Krystopolski, MBA

Senior Vice President, Population Health

Closing remarks

Reminder

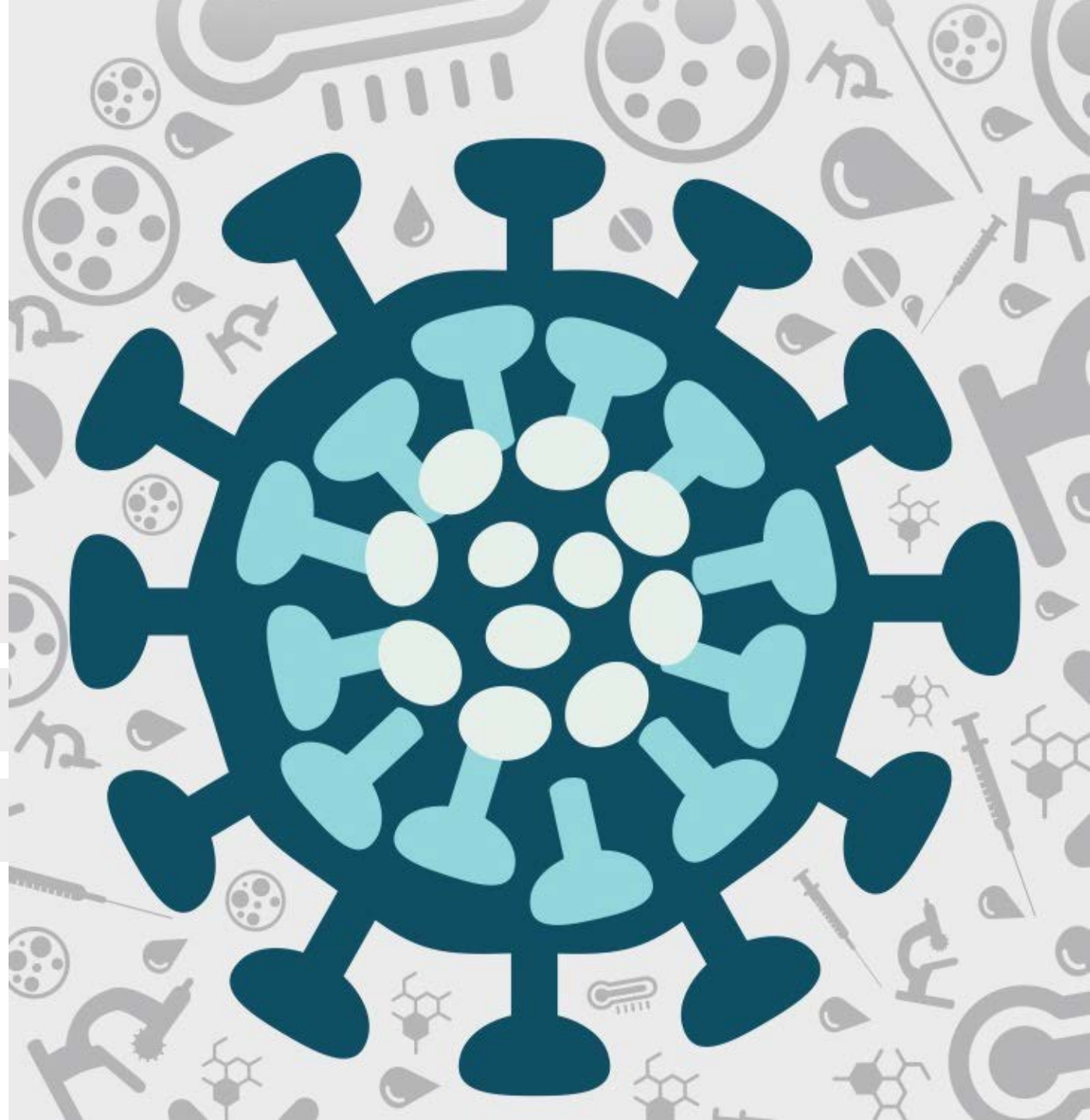
Follow-up meeting:
Wednesday, May 6, 3-4 PM

TOPICS COVERED:

- Operational considerations
- Administrative considerations
- Newest updates

Questions for the next town hall?

Email: Kimberly.Ferguson@AtriumHealth.org



EMPLOYER SOLUTIONS

Thank you.



Atrium Health