

# Return-to-Work Town Hall: Part 2

May 6, 2020

**RUTH KRYSTOPOLSKI, MBA**  
*Senior Vice President, Population Health*

**KATIE PASSARETTI, MD**  
*Medical Director, Infection Prevention*

**DAVID COSENZA, MD**  
*Specialty Medical Director, Employer Solutions & On-Demand Telemedicine*

**CATHY D. BEST, MODL**  
*Senior HR Strategic Business Partner*



# Ruth Krystopolski, MBA

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Senior Vice President, Population Health

## *Introduction*

# Part 1 Recap

This meeting is being recorded and will be distributed.

Part 1 Recording available at:  
<https://youtu.be/ipC8Ear7pB0>

The image shows a YouTube video player interface. At the top, there's a YouTube logo and a search bar. The video title is "Return to Work Town Hall" in large blue font, with the date "April 23, 2020" below it. To the right of the title is a large graphic of a virus particle. Below the title, there are four speakers listed: 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), and Karla Lever, PhD, LCMHCS, CEAP (Director, Employee Assistance Program). Below the speakers, there's a blue banner with "EMPLOYER SOLUTIONS" on the left and the Atrium Health logo on the right. The video description below the banner says "Return to Work Town Hall with Atrium Health" and "Unlisted". It also shows "111 views · Apr 27, 2020". At the bottom, there are icons for likes (0), comments (0), share, save, and a red "SUBSCRIBE" button. The Atrium Health logo and "3.69K subscribers" are also visible at the bottom left.

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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Return to Work Town Hall with Atrium Health

Unlisted

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# Today's Topics

01

COVID-Safe Care  
& Testing

02

Meeting Employer  
Needs

03

Safe Work  
Practices

04

Admin/HR  
Considerations

01

## **Katie Passaretti, MD**

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Medical Director, Infection Prevention

***COVID-Safe Care & Testing  
Capabilities at Atrium Health***

# What is COVID-Safe?

- Set of care standards intended to protect patients, visitors and medical staff
- Based on the following principles
  - Ensuring patients get the care they need safely during the COVID-19 pandemic
  - Social distancing
  - Infection prevention cleaning and hand hygiene protocols
  - Minimizing mixing of sick and well
  - Appropriate use of personal protective equipment
- Applies across continuum of care





# COVID-Safe Environment

- Enhanced environmental cleaning protocols
- Social distancing
  - Cues to maintain six feet or more in waiting rooms, check-in lines, etc.
  - Text message notification when ready for appointment
  - Electronic tools for check-in
- Temperature and symptom screening upon arrival for patients, visitors and staff
- Visitor restrictions will continue



# Hand Hygiene & Personal Protective Equipment (PPE)

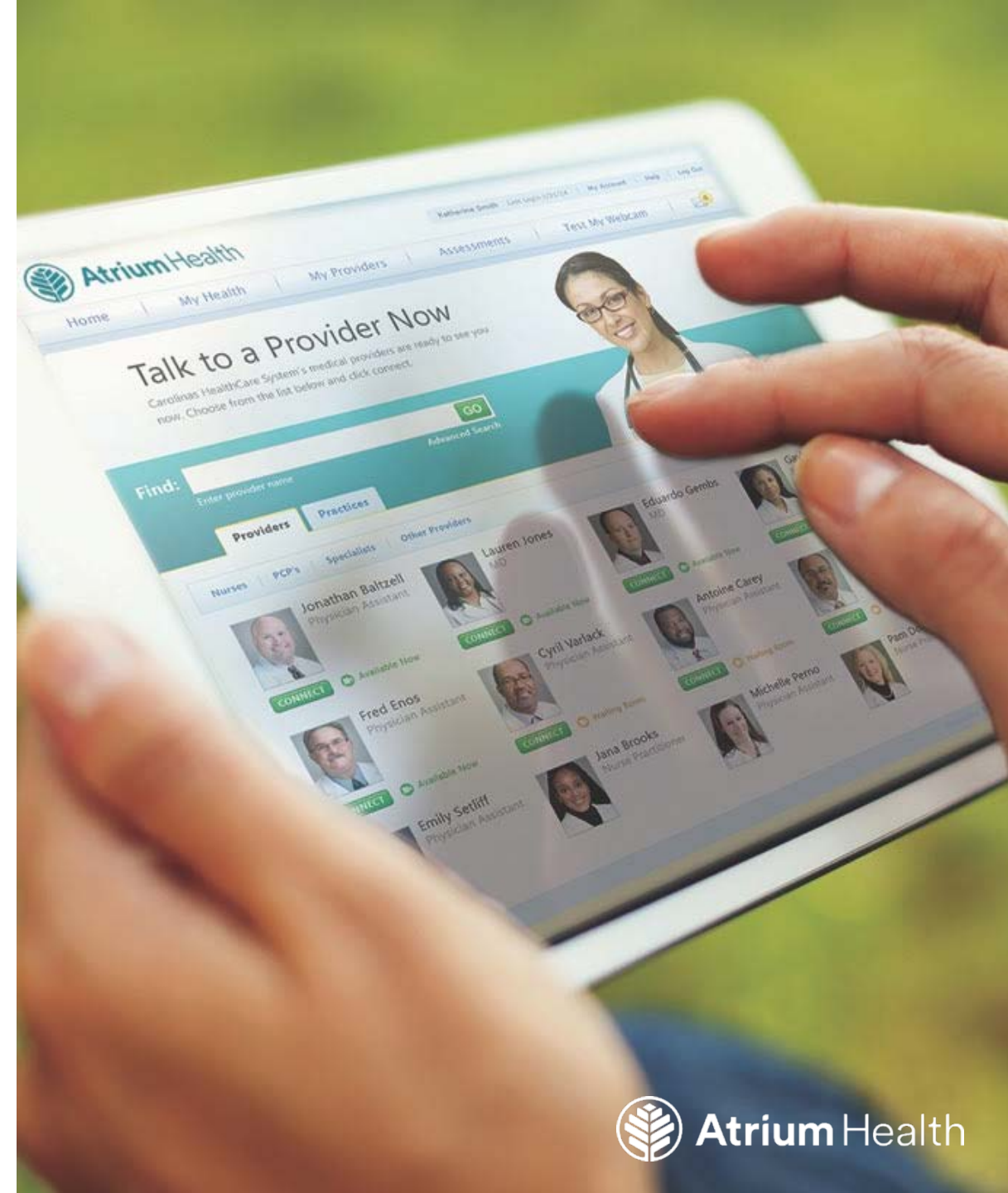
- Commitment to hand hygiene
- Mask for all patients, visitors and staff while in an Atrium Health facility
  - Cloth mask from home fine for visitors or patients
  - If one from home not available, we will provide a mask





# Atrium Health Virtual Hospital at Home

- Brings excellent care into the home of patients diagnosed with COVID-19
  - Monitoring kit includes blood pressure cuff, oxygen monitor brought to patient's home
  - Different levels of clinical care dependent on patient's needs
  - Leverages virtual workforce
  - Minimizes exposure to patients with known COVID-19 in emergency departments, hospitals, etc.



# Current State of COVID-19 Testing

- Diagnosis
  - Gold standard is upper/lower respiratory specimen swabs/samples on PCR testing platform
- Serology/Antibody testing
  - Many products on market with variable performance (Caveat Emptor)
  - Not recommended for diagnosis (takes 7-14 days for antibodies to show up)
  - Still learning about duration of immunity post-COVID





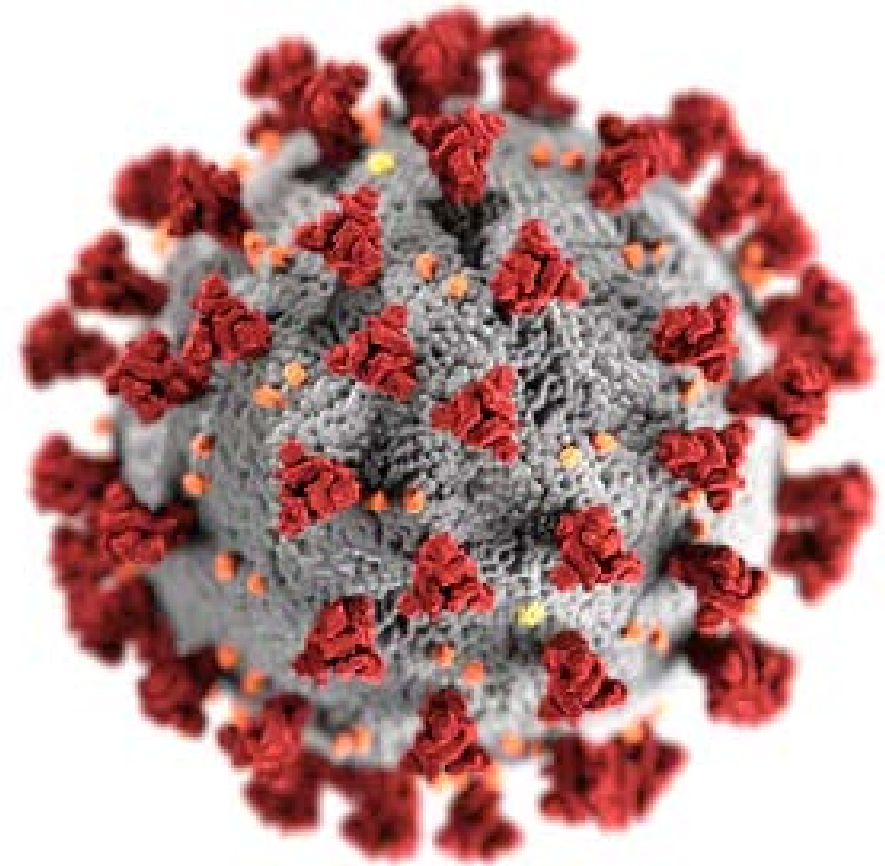
# COVID-19 Diagnostic Testing at Atrium Health

- March 3 – First case of COVID-19 diagnosed in NC
- March 11 – Atrium Health Molecular Pathology team had in-house laboratory, developed based on WHO methodology, up and running
- Late March – Atrium Health was one of 30 hospitals and commercial labs who implemented the Roche cobas 8800 SARS-CoV-2 high volume testing platform
- Late April – Added additional COVID-19 PCR platform to further expand testing capacity



# Benefits of Atrium Health COVID-19 PCR Diagnostic Testing Approach

- Access to testing earlier
- Able to broaden testing criteria much earlier than many places in the country
- Rapid turn around time (several days shorter than use of a commercial lab)
  - Not dependent on commercial labs with backlogs
  - Turn around time <24 hours (and most commonly <12 hours)



# COVID-19 Serologic Testing at Atrium Health

- Atrium Health Core Lab plans to have two COVID-19 serologic platforms in house in next few weeks
  - IgG only
  - IgM and IgG
- Capacity 2,500 - 4,000/day anticipated ultimately if no reagent supply issues





# Facing the Future of COVID-19

- We're in this for a while
- Flexibility is key
- Committed to reviewing trends in community and hospital and pivoting approach as needed
- Will communicate regularly and clearly



02

## **Ruth Krystopolski, MBA**

Senior Vice President, Population Health

***Meeting Employer Needs: Screening,  
Testing and Managing Exposures***

# Partnering with Employers

## COVID-19 We're in this together

- Understanding needs
- Navigating a fast moving, frequently changing environment
- Providing reliable up-to-date information
- Collaborating to solve for pain points



# Screening, Testing & Managing Exposures

Minimizing health risks and providing support for employees returning to work

## Coming soon:

- Symptom screening tool
- Management of work-related exposures
- PCR testing and follow-up care
- On-site antibody testing

Questions: [Covid19RTW@AtriumHealth.org](mailto:Covid19RTW@AtriumHealth.org)

**Am I safe to return to work?**

This form will help you stay well and your employer keep a safe working environment

Hi Kimberly, when you submit this form, the owner will be able to see your name and email address.

\* Required

1. Atrium Health has built this health tool to help keep you and others at your work safe as our country goes back to work. We will ask you questions that will be sent only to your employer so that they can be sure that you've done a personal check of your health every day. We are keeping this information and we are here for you if you have any other questions related to COVID-19 \*

☒ I understand

6. Have you had any of the following issues in the last 24 hours?

- Fever of > 100.4 or felt like you had a fever
- Shaking chills
- Cough or shortness of breath
- Headache
- Body aches or muscle pain
- New loss of taste or smell
- Sore throat \*

☒ Yes

☐ No

7. You may be sick and should NOT go to work. Please contact us at [AtriumHealth.org](https://AtriumHealth.org) to learn more about home quarantine and arrange for a virtual visit so we can get you the care you need to get back to work quickly.

☒ I will stay home and keep others safe.

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## **David Cosenza, MD**

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Specialty Medical Director, Employer  
Solutions & On-Demand Telemedicine

***Safe Work Practices and  
Operational Considerations***



# Safe Work Practices & Operational Considerations



Screen employees on arrival



Monitor symptoms



Plan for exposures



Prevent the spread



Protect employees



Atrium Health

# Monitor Employees for Symptoms

## Signs and symptoms



Fever



Chills\*



Headache\*



Cough



Repeated shaking  
with chills\*



Sore throat\*



Shortness of breath  
or difficulty breathing



Muscle pain\*



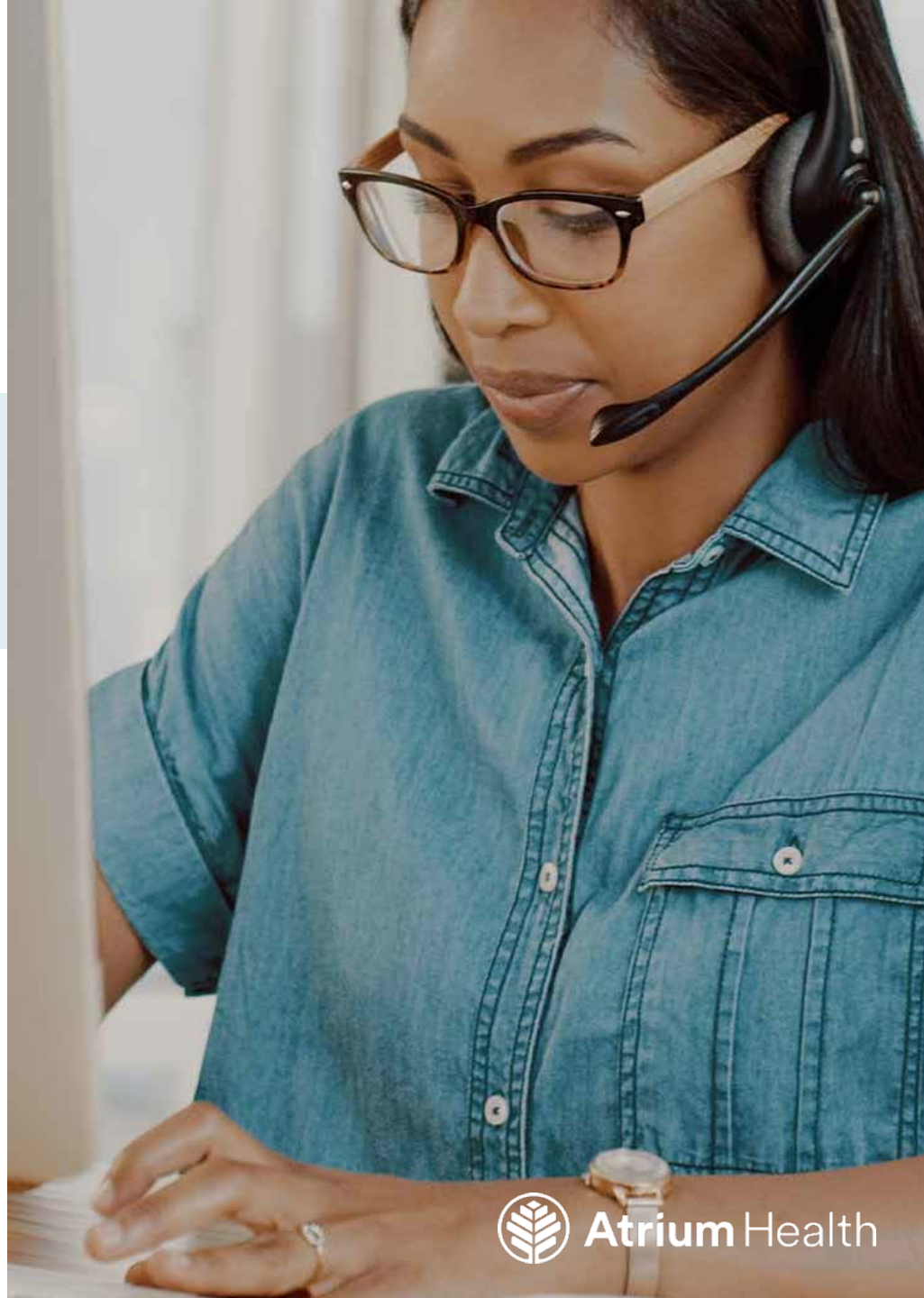
New loss of  
taste or smell\*

\* Symptoms newly added by CDC

# Plan for Exposures

## Develop protocols for workforce contact tracing following employee COVID-positive test

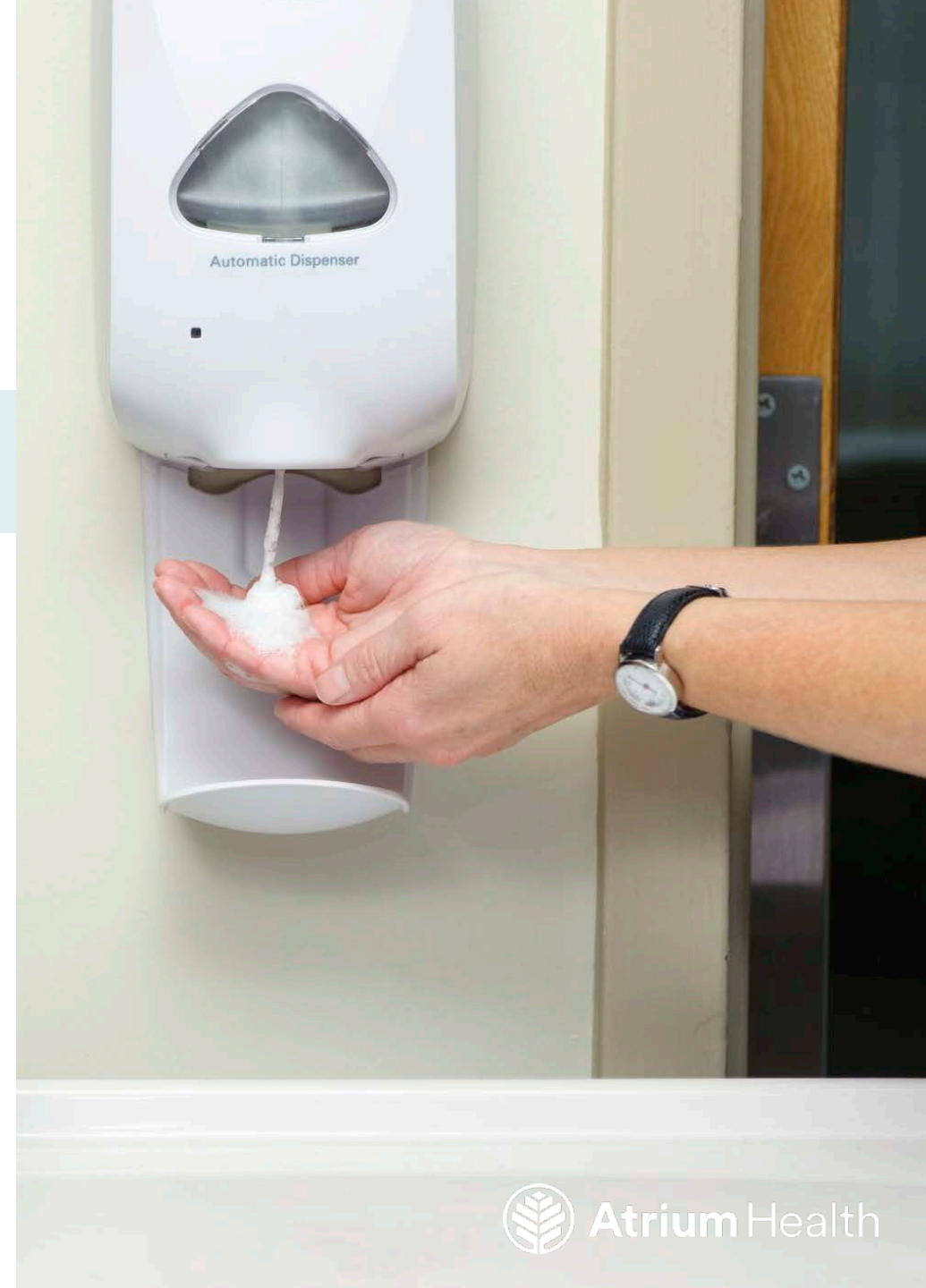
- Trace contacts of infected people
- Notify contacts of their exposure
- Monitor contacts
- Support the quarantine of contacts



# Prevent the Spread

## Support and enforce protocols to prevent the spread

- Social/physical distancing: At least 20-25% of weekly contacts occur at work
  - Remote working whenever possible or feasible
  - Separation of work stations/areas
  - Staggered shifts
  - Maintenance of 6' distance in common areas
- Good hand hygiene (availability of hand sanitizer/ soap/water throughout the workplace)
- Maintaining a disinfected work environment





# Protect Employees

## Protect workers with personal protective equipment (PPE)

- What is PPE?
- Types of PPE
  - Mask, cloth face covering
  - Gloves
  - Goggles
  - Face shield
  - Gown
- Determining who needs PPE





# Protect Employees

**Consider accommodations for vulnerable employees such as those with serious underlying health conditions, including:**

- High blood pressure
- Chronic lung disease
- Diabetes
- Obesity
- Asthma
- Immunocompromised (e.g., chemotherapy)



04

**Cathy D. Best, MODL**

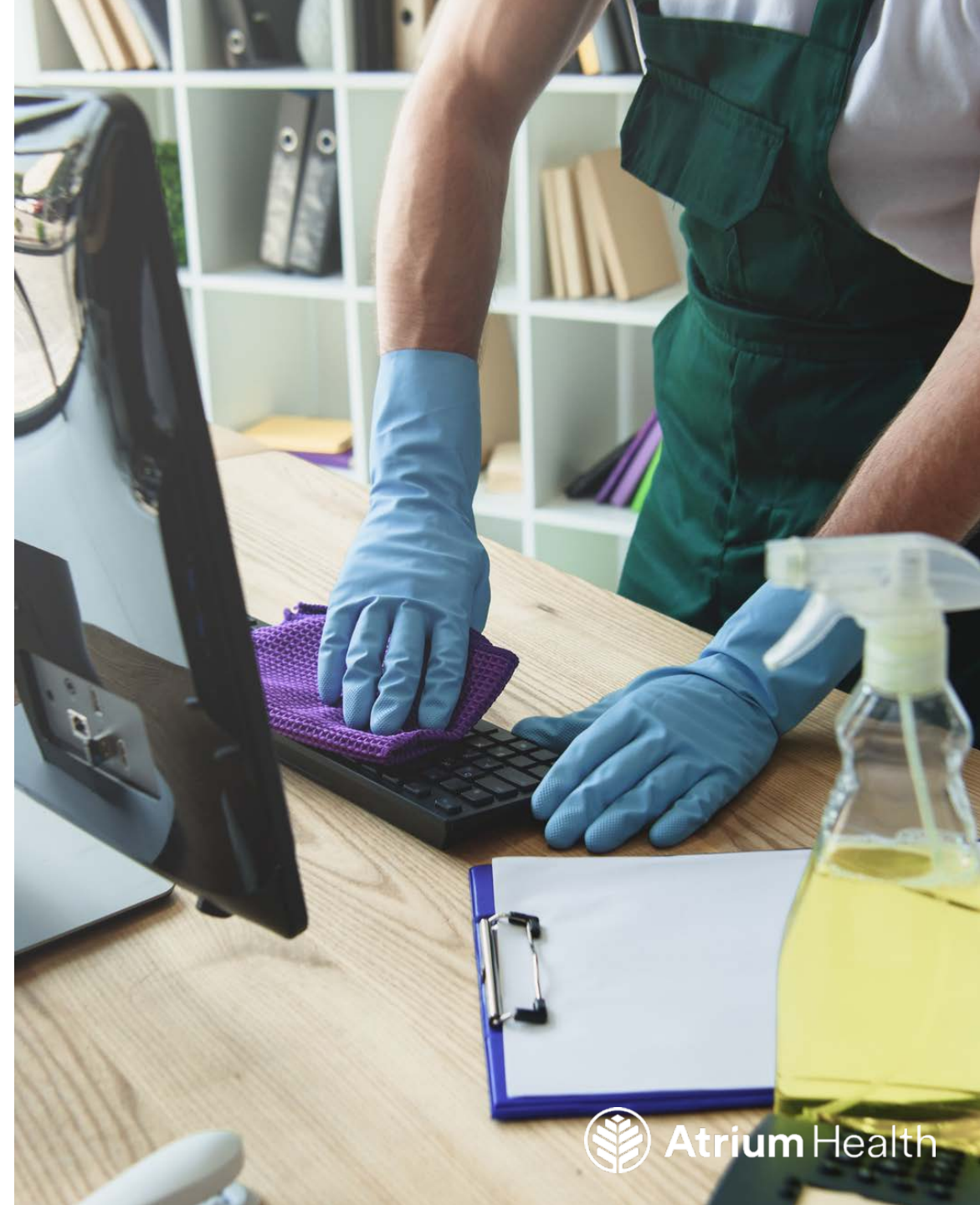
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Senior Human Resources Strategic  
Business Partner

***Administrative/HR Considerations***

# Preparing for Re-entry

- Ensure a safe place to work
- Assess business operations
- Define essential workers
  - Compassion for “non-essential” workers
- Develop individual and group communication
- Seek to understand barriers and challenges
- Set clear expectations



# Health & Safety Protocols



Environment & Space



Social Distancing



Alternating Schedules



# HR Policies & Practices

- Remote work vs. back to workplace
- Travel and meetings
- Leave of absences
- Attendance





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## Ruth Krystopolski, MBA

Senior Vice President, Population Health

*Closing/Questions*



**Atrium Health**

**Follow-up meeting:**

***Wednesday, May 20, 3-4 PM***

**We will continue to provide  
employers with guidance.**

**Where to go for additional information:**

Email [Covid19RTW@AtriumHealth.org](mailto:Covid19RTW@AtriumHealth.org) with questions, topic suggestions for the next Town Hall, or to request more information on Atrium Health COVID-19 screening and testing.

# Questions?

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**Thank you.**



**Atrium** Health