

Healthcare Worker Risk Support During a Pandemic

Healthcare Safety and Health Programs will be Challenged more than Ever During a Pandemic

Now that we are in the midst of a global pandemic, the health and safety of employees is paramount. Aon Global Risk Consulting's (AGRC) Healthcare Practice, part of Aon's National Industry Practice Group for Healthcare, is ready to assist. As your strategic advisor, we can support your organization to ensure critical Hazard Vulnerability Analysis (HVA) and Emergency Response Plans are working as designed.

Our approach will also assist your Environment of Care Committee utilizing the following event platform: **1. React and Respond**, **2. Recover** and **3. Reshape** (See Figure 1).

Within our vast network of healthcare clients, we have learned that best practices continue to evolve throughout this pandemic. Asking the right questions will close gaps and help mitigate risks you are facing right now.

Virtual Support

The AGRC Healthcare Casualty Risk Consulting Team will provide guidance and support to your organization in developing strategies to reduce employee and patient risk.

As a consultant to your Environment of Care Committee/Emergency Response Team or Incident Command Team, we can provide advice to ensure your teams or committees are measuring, monitoring and coordinating the following critical elements:

- Exposure minimization control planning
- Adherence protocols for universal/standard/transmission-based Precautions
- Infected patient placement/location and review ventilation capabilities
- Aerosol-generating precautionary measures
- Review of procedures for collection and disposal of respiratory specimens
- Security procedures for restricting or staging patient and/or designated visitor access
- Safe-patient handling procedures when manually rotating patients to prone position with acute respiratory distress syndrome
- Infection control processes for patient handling equipment, slings and transfer devices/aids to minimize aerosolized droplets.
- Work with the workers compensation claim administrator/insurance carrier for effective exposure investigations and coding/sub coding of incidents or alleged exposure claims associated with the pandemic.

We're here to empower results

To learn more about healthcare worker safety strategies please contact:

Deborah E. Weigand
Managing Director
Casualty Risk Control
Commercial Risk Solutions
Aon
1.248.963.5217
deborah.weigand@aon.com

Vicki Missar
Associate Director
Casualty Risk Control
Commercial Risk Solutions
Aon
1.469.867.6196
vicki.missar@aon.com

Tim Davidson
Senior Consultant
Casualty Risk Control
Commercial Risk Solutions
Aon
1.615.512.3742
tim.davidson1@aon.com

As the emergency scenarios continue, we can advise on the organization’s current plan, participate in committee calls and meetings and provide additional thought leadership to mitigate risk. This includes asking the right questions around the following:

React and Respond

- Assessing current engineering controls-filter applications, HVAC control capabilities, ventilation alternatives
- Monitoring and measuring protocols for ill and exposed Healthcare Personnel (HCP)
- Emergency response plan training and education, including planning, implementation, documentation for new hires, travel nurses, volunteers and regular staff
- Evaluating effectiveness of current Environmental Infection Control measures
- Reporting protocols for staff, patients, public/visitors, insurance carriers, OSHA, CMS, CDC, EMS/Fire/Police and public health authorities
- Developing communication protocols for intrinsic and extrinsic risks (i.e., laundering and decontamination practices for staff away from the facility/workplace)
- Assessing Supply Chain Management effectiveness and vendor management protocols
- Verifying Personal Protective Equipment (PPE) applications, selection, and training
- Decontamination team activation and utilization
- Evaluating and assessing the application of current patient de-escalation practices (Crisis Prevention Intervention, Behavioral Emergency Response Teams, etc.)

On-Site Support

When the organization begins to return to a pre-crisis state we are here to advise on event recovery plans including:

Recover

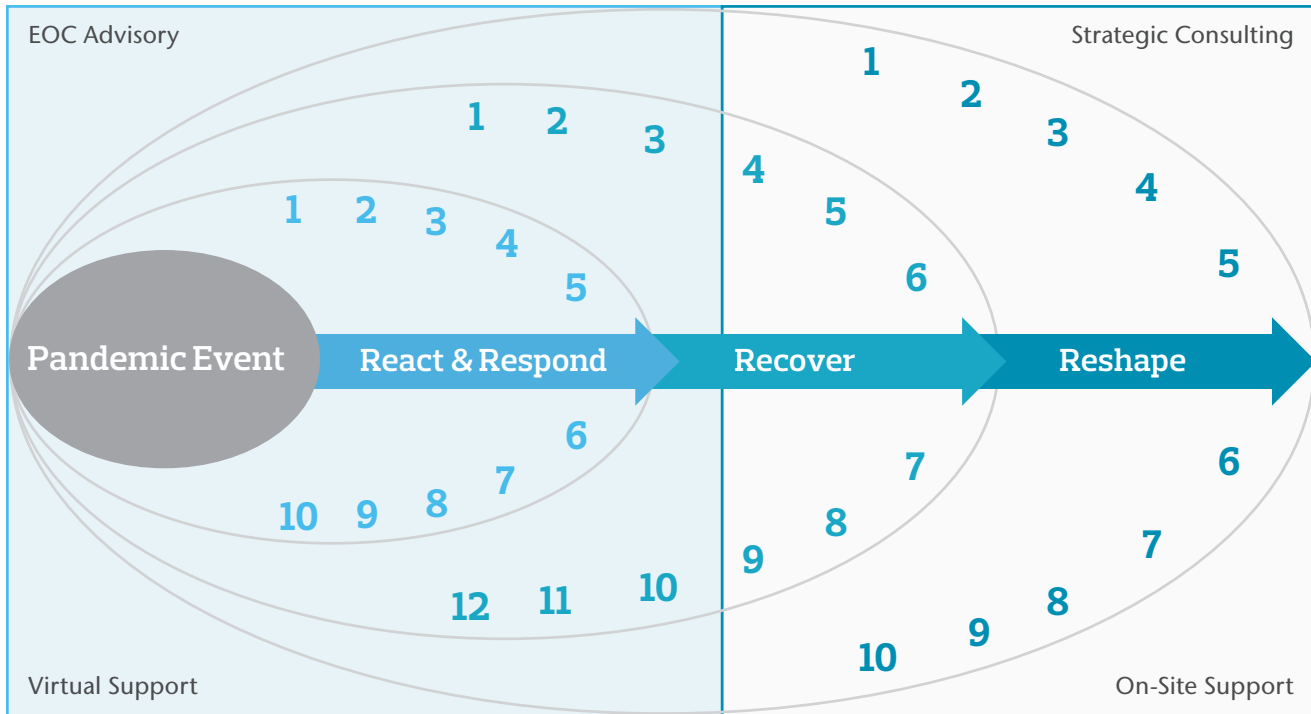
- Development of critical incident stress management support measures
- Post-event evaluations and “lessons learned”
- WC reporting guidance and injury/loss coding convention development
- Tactical ways to measure WC Sub-coding injury metrics
- Approach to post-injury/loss follow up medical communication protocols
- Approach to Return to Work procedures that incorporate specific medical recovery models and COVID19 specific follow up procedures
- Workplace wellness, ergonomic and stretching programs for re-acclimating workers to physical job demands
- As the organization further recovers, the focus moves to “Reshape” – anticipating a “new normal” in business operations.



Questions to consider:

- What is the organization’s approach to workforce revitalization and post-pandemic staff recovery and support (physical and mental)?
- What is the approach to revitalization and recovery management?
- How is the organization assessing risk management and business continuity planning, to include; collecting information on recovery as a hazard, analyzing its risk, and developing controls to mitigate that risk?
- Are recovery reporting systems for employees including a recovery incident investigation?
- What is the approach to recovery management training and education for employees, management, and families?
- Will the organization be assessing sleep disorder management for shift workers?
- How will the organization be assessing patient handling programs and ergonomic interventions?
- How will the organization be addressing absence management and return to work?

Figure 1: Virtual and On-Site Support Model



Virtual Advisory Consulting

1. Exposure Control
2. Universal Precautions
3. Patient Placement/Location
4. Contamination Disposal Procedures
5. Supply Chain Alignment
6. Incident Command
7. Specific Loss Coding/Sub-coding
8. Safe Patient Handling
9. Access Control Plans
10. Safe Patient Handling Equipment Infection Control Procedures

Virtual & On-Site Advisory Consulting

1. Patient and Healthcare Provider (HCP) Monitoring
2. HVAC Controls/Capabilities
3. Security Patrols
4. Personal Protective Equipment
5. Communications/Media Relations
6. Decontamination Procedures
7. Community & Local Health Agency Coordination
8. Exposure Reporting
9. Patient/Visitor De-escalation
10. Emergency Response Training
11. Environmental Infection Control
12. Ergonomic Interventions

On-site advisory consulting

1. Post-Event Healthcare Provider (HCP) Wellness
2. Post-Event Loss Analysis
3. Recovery Management
4. Business Continuity Planning
5. Virtual Workspace Development
6. Recovery Training Programs
7. Post-Event Medical Monitoring
8. Post-Event Incident Investigation
9. Shiftwork Recovery Analysis
10. Community Recovery Coordination

Aon's Healthcare Risk Consulting Solutions

Aon's approach to healthcare risk consulting is based on a continuous improvement model to discover, develop, deliver and review the success of our solutions for the benefit of our clients. The result is a thoughtful and thorough approach that aligns client goals and needs with targeted solutions to achieve the overall goal of continuous improvement and total cost of risk reduction.

Aon Healthcare consultants utilize industry based best practices and metrics-driven diagnostic tools (Casualty Laser™, Casualty Analytics, and Spectrum Analytics®) to identify incident trends, cost drivers and their interdependency to existing program controls.

Our goal is to identify strengths and improvement opportunities, develop mitigation strategies, and close program gaps. This process should result in reduced frequency of incidents, improvement in employee and patient safety, and help reduce the total cost of risk.

Disclaimer: This document has been provided as an informational resource for Aon clients and business partners. It is intended to provide general guidance on potential exposures and is not intended to provide medical advice or address medical concerns or specific risk circumstances. Due to the dynamic nature of infectious diseases, Aon cannot be held liable for the guidance provided. We strongly encourage visitors to seek additional safety, medical and epidemiologic information from credible sources such as the Centers for Disease Control and Prevention and World Health Organization. As regards insurance coverage questions, whether coverage applies, or a policy will respond, to any risk or circumstance is subject to the specific terms and conditions of the policies and contracts at issue and underwriter determination.

While care has been taken in the production of this document and the information contained within it has been obtained from sources that Aon believes to be reliable, Aon does not warrant, represent or guarantee the accuracy, adequacy, completeness or fitness for any purpose of the report or any part of it and can accept no liability for any loss incurred in any way by any person who may rely on it. Any recipient shall be responsible for the use to which it puts this document. This document has been compiled using information available to us up to its date of publication.

All descriptions, summaries or highlights of coverage are for general informational purposes only and do not amend, alter or modify the actual terms or conditions of any insurance policy. Coverage is governed only by the terms and conditions of the relevant policy.

About Aon

Aon plc is a leading global provider of risk management, insurance and reinsurance brokerage, and human resources solutions.

aon.com