



Northwell Health's Battle Against the Pandemic. Managing the Chaos and the Claims

RISK & INSURANCE

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A FEW THINGS TO KNOW

- Volume: Be sure to have the volume turned up on your computer to hear the audio for this webinar.
- Recording: A recording of today's webinar will be posted at www.riskandinsurance.com. We will email links to all attendees.

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Risk & Insurance®

COVID-19 & NORTHWELL BY THE NUMBERS

- 190,000 COVID-19 patients treated as of April 2021
- Around 37,000 COVID-19 patients daily at the height of the pandemic
- Approximately 6,500 employee claims
(8.5% of total employees across hospitals & clinics)
- Panic through the early stages of COVID-19 called for tracking data from multiple sources, planning optimal mitigation of liability, and cost projection
- Recent data is showing that potential costs may reach only up to a third of the original projections

COVID-19 LONG TAIL POSSIBILITIES

- Claims are currently being viewed in a similar sense to 9/11 claims
- Possible long-term effects may include manifestations in both physical health and mental health
- Long-term effects may turn out to be very substantial but cannot be clearly defined at the moment

THE MENTAL HEALTH CHALLENGE

- Northwell offered EAP and wellness programs to employees
- During challenging times, everyone in healthcare bands together and leans on one another
- Broadspire nurse case managers stepped in to provide guidance and professional courtesy to exposed Northwell employees
- Effective communication from multiple touchpoints was crucial in informing every member of the Northwell team on all significant updates

COMMUNITY OUTREACH

- Northwell engaged underserved communities through partnering with local government and religious organizations throughout the city
- Northwell rolled out a vaccination program for employees, families, and other members of the community
- Recently, a program was also launched for the homeless community

MACRO-ECONOMIC FACTORS

- Procurement team, workforce safety operations, and emergency management team worked together with various sources to acquire enough supplies
- Managing staff members and ensuring enough people were on duty across the departments was also critical
- Broadspire provided additional technology and labor resources to help Northwell continuously fulfill its mission of caring for patients and advocating for employees
- Broadspire's nurse case managers helped Northwell employees who got ill with COVID, helping mitigate any possible labor shortages

MACRO-ECONOMIC FACTORS

- Various resources are currently being provided to encourage people to get vaccinated
- Every healthcare system is going to have to look at COVID going forward
- Fiscal management and cutting back on non-essential costs has helped greatly in softening financial impact

KEY TAKEAWAYS

- From a claims perspective, COVID has shown how important data and ongoing communications is to properly navigate through an unknown situation
- Preparedness is crucial. Having back-up resources, contingency plans, and frequent trainings can help support organizations through a crisis.
- Providing emotional support to employees and building strong relationships with key partners are also a critical in helping organizations move through a challenging situation

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