COVID-19:
INSIGHTS & MANAGING
RETURN TO WORK

ventiv ▶
TECHNOLOGY

# Ventiv Panel

19th May 2020

**Heather Annolino**

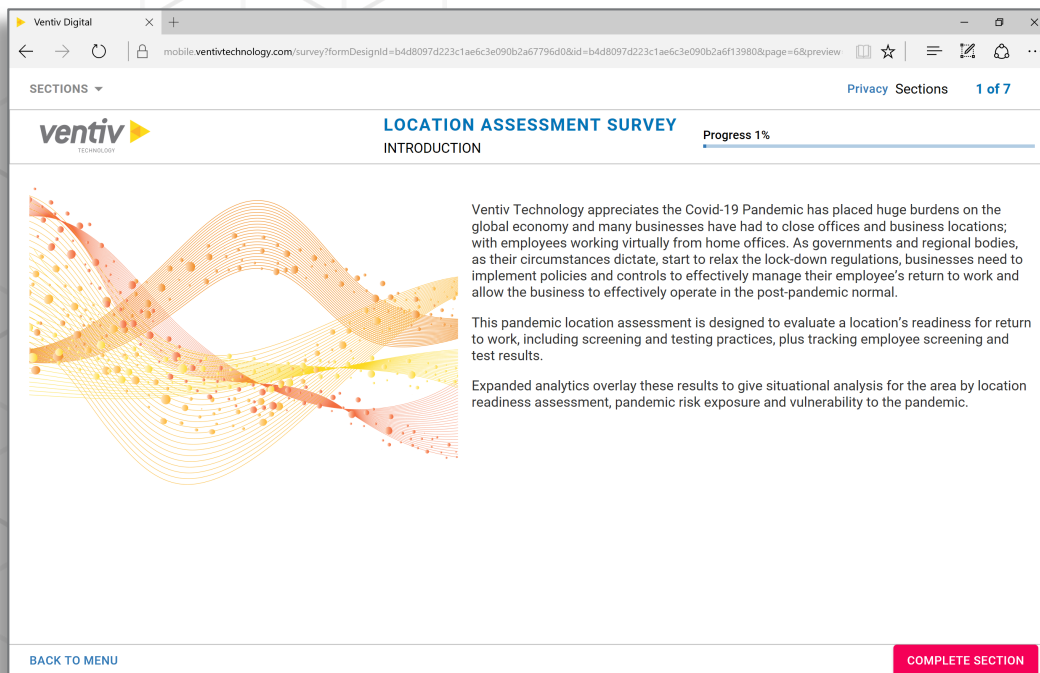Product Manager for
Healthcare

**Angus Rhodes**

Product Manager for
Digital / IRM

**Kristi McFarlin**

Product Manager for
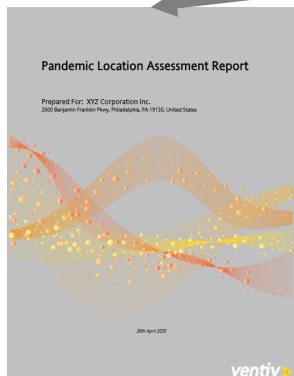Analytics

# Agenda



- Overview
- Location Assessment
- IRM
- Analytics
- Compliance
- Questions

Establishing the New Normal

# Pandemic Location Assessment
## Solution Overview

Evaluate Location Readiness → Complete Location Assessment Survey → Generate Report & Analytics

Pandemic Location Assessment

**Pandemic Location Assessment Report**

Prepared For: XYZ Corporation Inc.
2600 Benjamin Franklin Pkwy, Philadelphia, PA 19130, United States

*26th April 2020*

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Overall Location Assessment

| Score | Maximum | % |
|---|---|---|
| 32.5 | 65 | 50% |

Location is far below Expected Standards. Action required.

**Situation Analysis**

| County Vulnerability Index | State | United States |
|---|---|---|
| 93.6 | 67.7 | 62.3 |

| County | Confirmed Cases | |
|---|---|---|
| Philadelphia | 12,868 | |

**Most infected counties per 100K people**

- Philadelphia-Pennsylvania
- L'ehigh-Pennsylvania
- Luzerne-Pennsylvania — 654
- Pike-Pennsylvania — 647
- Monroe-Pennsylvania — 647
- Northampton-Pennsylvania — 646

- Assessment RAG status & score
- Identified Actions for non-preferred responses
- Situation Analysis

- Dashboard to show location scores
- Potentially incorporate temperature hot spots
- Expanded dashboard analytics part of premium service

# IRM Tools for Pandemic Assessment
## Existing Features / New Features

### Organization

- Organization Records Linked to Property, Employee, Audits
- Action Items arising from assessments
- Organization Contacts available as recipients for emails

### Property

- Property Module can be used to track all property locations.
- Properties can be geocoded for enhanced analytics
- Building Type can be configured to classify what locations have been closed due to Pandemic
- Available in Ad-Hoc Reporting and Dashboard
- Property Status to manage when the property is open

### Audit

- Main feature of solution
- track multiple Pandemic Location Assessments for each location.
- Linked to Action Items arising from the assessments
- Quick View Report of Recommendations and Responses
- Handle Pandemic and other audits/assessments

### Action Items

- Multiple recommendations per inspection

### Other

### Employee

- Training
- Examination

### Examination

- Track Employee Examinations for COVID-19

### WorkFlow

- Automatic notification of new:
  - New Audits
  - New Recommendations
  - New Employee Examinations
- Track O/S Recommendations

### Standard Features

- Content
- Diary
- Ad Hoc and Dashboard

# IRM Tools for Pandemic Assessment
## Screenshots



- Organisation with central view of information
- Property to manage all the locations with location status and track impairments for insurance purposes
- E-mail alerts for status changes

# IRM Tools for Pandemic Assessment

## Screenshots



- Audit tracks all the information submitted from the Pandemic Location assessment from Digital
- See the responses, examinations and action items
- Generate the report too

# IRM Tools for Pandemic Assessment

## Screenshots



**Employee : Alan Jones**

**Employee**
- Examination
- Citations
- Claim
- Vehicle
- Content
- Training

Full Name
Employee ID

Employee G

Title

◉ Mr.

First Name

Alan

Full Name

Alan  Jones

| Audit Name | Location Assessment Survey | Audit Category | | Organization | Pandemic Location Assessment |
|---|---|---|---|---|---|

Examination ▾

| Details 🔒 | Employee ID | Employee Name | Exam Date | Results Date | Test |
|---|---|---|---|---|---|
| View | 86780-65 | Alan Jones | 4/1/2020 | 4/3/2020 | Positive |

1 to 1 of 1 - Show rows:  10 ▾   « **1** »

Description

Employee ID
86780-65

Employee N
Alan Jones

Exam Date
4/1/2020

Other Empl
☑

| Full Name | Alan Jones | Organization | Pandemic Location Ass... | Employee? | Yes | | Employment Sta... | |
|---|---|---|---|---|---|---|---|---|
| Employee ID | 86780-65 | Department | | Driver? | No | | Employment En... | |

Training ▾

| Details 🔒 | Training Date | Course Type | Status |
|---|---|---|---|
| View | 5/4/2020 | COVID-19 Employee Safety | Pass |

1 to 1 of 1 - Show rows:  10 ▾   « **1** »

Add   Cancel   Save   Link   Unlink

**Training Description**

Training Date
5/4/2020

Training Facility
On-Line

Course Type
COVID-19 Employee Safety

Status
Pass           ✕  ▾

Score
100

Exam Date
5/4/2020

Re-exam Date

- For Employees, can track their examinations and training records

# IRM Tools for Pandemic Assessment



- Action Items created can be managed and tracked to completion with views from Organization and Audit
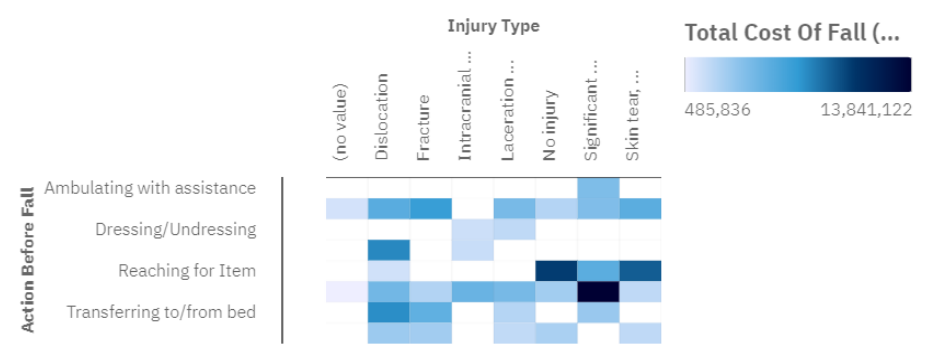- E-mail alert scan fire for new actions and queries monitor progress
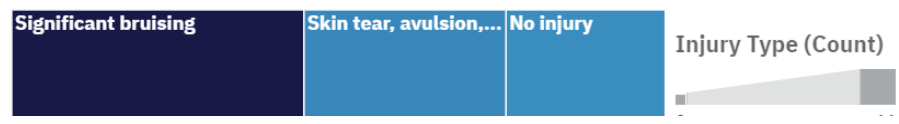
# Healthcare Dashboard
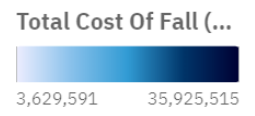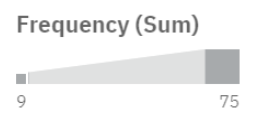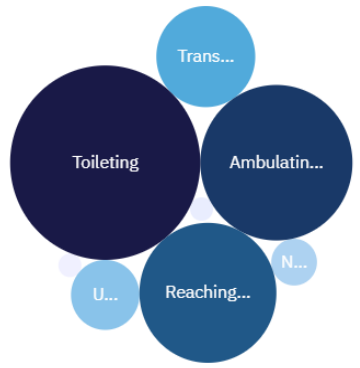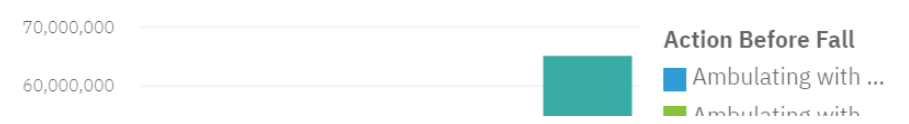
# Compliance Impact of COVID-19
## Reporting of Claims

- Reporting WC FROI/SROI – All States now accepting/requiring use of new codes:
  → Nature of Injury Code = 83 (COVID-19)
  → Cause Code = 83 (PANDEMIC)

- Reporting Unit Statistical Reporting – Catastrophe Code = 12

- CA WCIRB
  → Indemnity Data Call – no impacts
  → Proposals to Insurance Commissioner re: Claims Reporting and Experience Rating.

# Compliance Impact of COVID-19

## Reporting of Claims — **OSHA**

The agency has suspended requirements related to COVID-19 for employers outside of the healthcare industry unless there is "objective evidence" that the case is work-related and the evidence was "reasonably available" to the employer.
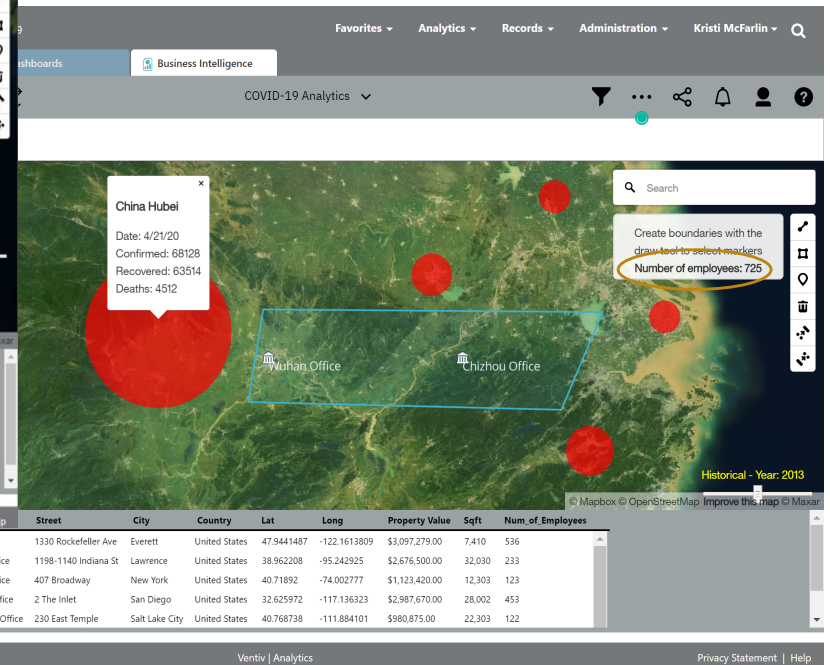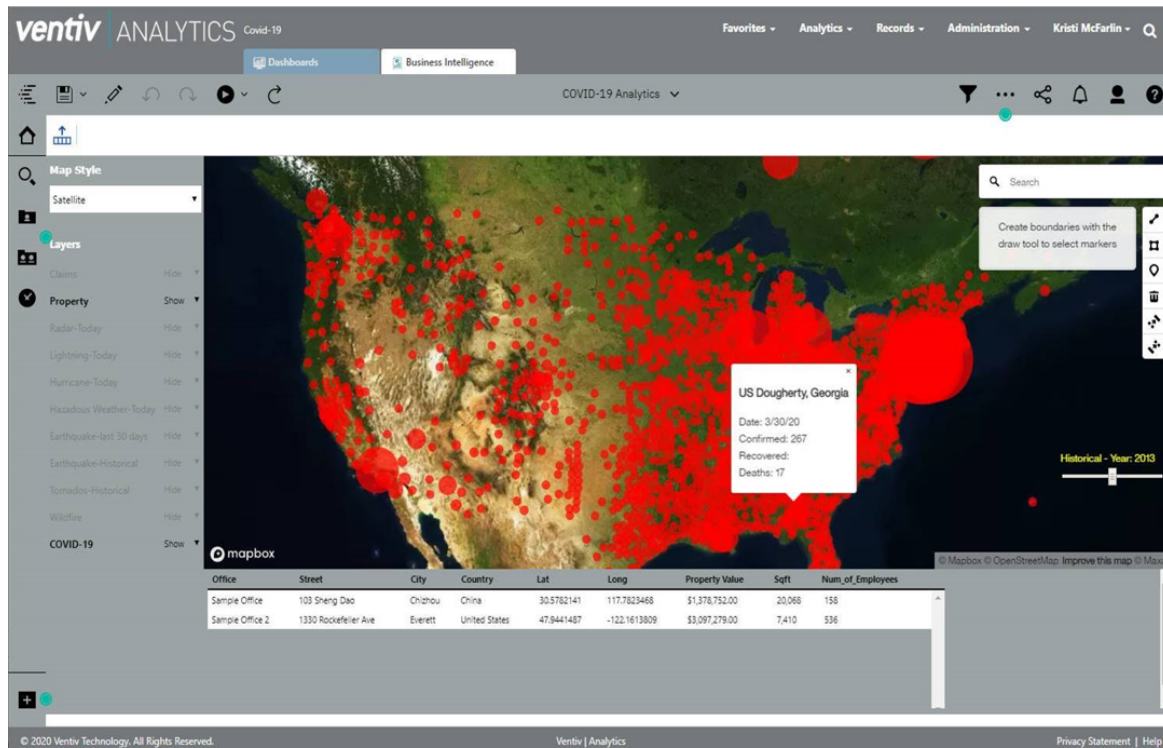
If employer can confirm case of COVID-19 resulted from exposure at work as defined in 29 CFR 1904.5. One or more of the following general recording criteria outlined in 29 CFR 1904.7 must be met.

Illness is to be tracked on OSHA 300 form as Respiratory Illness.

# COVID-19 Incident Layer

## Ventiv Analytics Platform

Q&A