Jennifer Junis - Senior Vice President, Saint Gabriel Digital Health – OSF HealthCare

What is the Pandemic Health Worker Program?
The Pandemic Health Worker Program really is to deploy a workforce that can digitally connect with our community members - our clients - that would be able to stay in their own home if they're experiencing symptoms, and not expose other community members or other health care workers   :22

How does the Pandemic Health Worker Program work?
A community member experiencing symptoms would call in to our hotline and if they meet the requirements for a Pandemic Health Worker, if they have symptoms of COVID-19 and they need to stay in their home and be monitored through their period of time when they are experiencing these symptoms, we would deploy a Pandemic Health Worker to their home to drop off some supplies could be a tablet, some wipes, some hand sanitizer, things for them to care for themselves within their home. And some technology apps that we are using to be able to digitally communicate with our patients throughout the day so that we can make sure that we are monitoring them and if they begin to feel sicker and demonstrate symptoms then we would be able to elevate them to a provider.   :51

Worked with the State of Illinois to expand the program across the state
In talking with the state of Illinois they really felt like our program could really impact the community surrounding the areas where OSF is located. So we began that response with our digital response of Clare our digital assistant, as well as our nurse hotline. And then Pandemic Health Worker Program really is an extension of that. So as we've moved through the COVID-19 pandemic and we're seeing community members with more symptoms and being able to keep them at home, the Governor really recognizes that we want to keep people sheltering in place, we want them to be in their homes but also want to be able to monitor them, to make sure that when they do with me that higher level of care that we can recognize that and we can provide that virtually until the point where they really do need to be in a hospital.   :54

What areas of Illinois will be served by the PHWP?
We took a look at the progression of the disease across the state of Illinois as well as the populations we serve. The first three pods will be stood up in Alton, which is becoming more disease in the Alton area/St. Louis area, at Evergreen Park in Chicago - really a hotspot right now and want to make sure that we're providing resources to that community and then Peoria/Bloomington. Those are the first three pods. And then, after we stand those up in the next few days, we'll be able to then expand to five other areas within OSF that's really surrounding the communities where OSF HealthCare is serving. :42

Who is filling the roles of a PHW? OSF Mission Parents will be redistributed.
As most healthcare systems are experiencing across the nation, we have seen a decrease in our volumes in our traditional patients that come to our hospitals and to our practices - our physician practices. So we are using our workforce within OSF, we are redistributing them to be Pandemic Health Workers and RN supervisors and clinicians within this program. They're a part of our organization, they're our Mission Partners - what we call our employees - and they really are a part of the culture within OSF. Their nature is to serve and so they really see a need to be able to serve in the Pandemic Health Worker Program to serve the communities. :40

There will be no physical contact between the PHW and the client
The Pandemic Health Worker does a lot of the assessment over the computer and over the virtual visit, so a fielder - our Pandemic Health Worker fielders go into the community, they put the package on the door, and then they go back to their vehicle. And then they're able to use that tablets or the electronic device that the client may already have in their home to communicate. There's no physical contact with the client and the Pandemic Health Worker.   :36

The PHWP is a catalyst for digital care
I think this is a true catalyst for digital care. That's called many different things, it's called telehealth, and it's called apps. the way that we care for each other and care for our patients. But really it is a catalyst for the work that we were designing anyway, it really has become a catalyst, and now I don't think there's going to be any going back.   :25