



SPOTLIGHT ON STAKEHOLDER SUCCESS

Enhanced Staff Satisfaction and Resource Utilization During the COVID-19 Pandemic

	<p>PATIENT</p>	<p>IMPROVED EXPERIENCE</p>	<p>Improved accessibility of testing for employees and their family with 6 newly established sample collection points. In order to facilitate home pickups and drive-thru services, the 2 busiest collection sites were located within 1.2 miles of the testing facility. These strategic collection points account for over 3500 samples during peak times of the COVID pandemic.</p>
		<p>INCREASED AWARENESS</p>	<p>1,881 staff became aware of their COVID-19 status and 807 staff family members became aware of their COVID-19 status.</p>
	<p>CLINICIAN</p>	<p>INCREASED CONFIDENCE</p>	<p>“With 81% of test results released within 6 hours and 19% released within 12 hours, we were able to provide early guidance to most employees in relation to symptom control, warning signs and isolation procedures to reduce on-site transmission of work and in the family. As a result, we had excellent indicators regarding the number of serious cases (16 hospitalizations in 1959 confirmed cases) and mortality (2 deaths in 1959 confirmed cases) among all health workers with positive tests.”</p> <p>- <i>Josué Augusto do Amaral Rocha, Family Physician, CQC Program - Associação Fundo de Incentivo a Pesquisa</i></p>
	<p>HEALTH SYSTEM / ADMINISTRATION</p>	<p>ENHANCED RESOURCE UTILIZATION</p>	<p>AI (artificial intelligence) predictive data for human analytics enabled staff changes that equated to the savings of one full time employee who was deployed in times of need to support areas of business need during different waves of the COVID-19 pandemic.</p>
	<p>PAYOR</p>	<p>MITIGATED RISKS</p>	<p>“Staff testing for healthcare workers and their families enabled us to identify COVID-19 status and implement risk mitigation plans that prevent downstream transmissions and associated healthcare costs”</p> <p>- <i>Debora Ribeiro Ramadan, Director of the Operational Technical Nucleus - Associação Fundo de Incentivo a Pesquisa</i></p>