

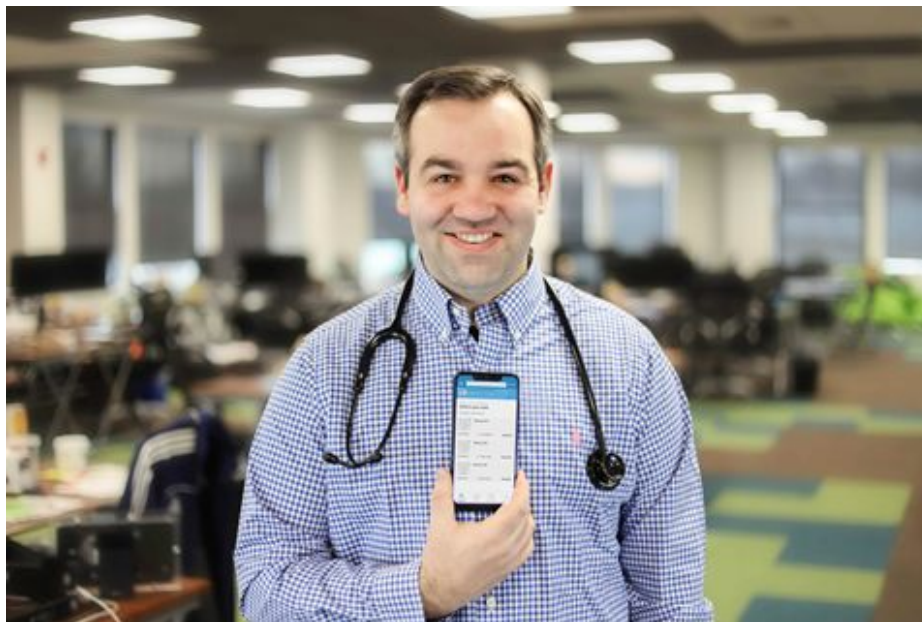


# Leveraging Technology to Prepare and Protect Your Staff from COVID-19

Chris Caulfield, MSN, RN, NP-C  
Chief Nursing Officer, Co-Founder of IntelyCare

# Introduction

- I'm [Chris Caulfield](#), co-founder and Chief Nursing Officer at IntelyCare
- I worked as a nursing professional and a union representative in the post-acute space, and experienced issues with understaffed shifts and chronic burnout among staff
- Knew there had to be a way to use technology to improve the experience for both parties
- And IntelyCare was born!



# What we do

- **IntelyCare** is a smarter healthcare staffing and scheduling solution
- Our AI-powered technology provides a better way to connect healthcare facilities with high-quality, fully credentialed per-diem nursing staff
- We also enable a modernized scheduling process with our nurse scheduling solution, and on-demand access to training



# IntelyCare's COVID-19 Response



- COVID was a major concern for us - we're sending nursing professionals into different facilities.
- Asked ourselves how we could we use technology to minimize the spread and protect our nurses?
- How do we create things that helped rather than harmed?

# IntelyCare's COVID-19 Response



- We pulled together a cross-departmental COVID-19 taskforce to tailor our protocol and technology to new testing and tracking demands
- We invested in long-term solutions over quick fixes.
- We put people over profit. Always asking how we could actually provide benefit to our facilities

# IntelyCare's COVID-19 Response Goals



- Protect nursing staff
  - Leverage our technology expertise to have a global impact
- Protect partnering facilities and help with patient safety



## GOAL ONE:

Protect our nursing  
professionals



# Pillars of our COVID-19 Strategy



- Knowledge
- Transparency
- Consistency
- Testing





Protect our nursing professionals

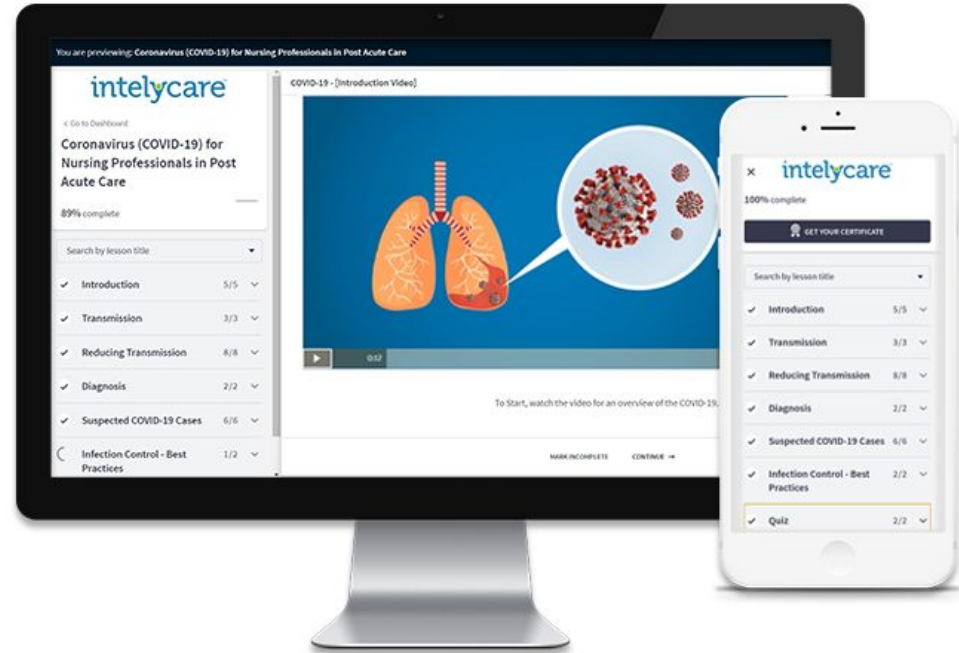


KNOWLEDGE

# Knowledge: COVID-19 Training Course



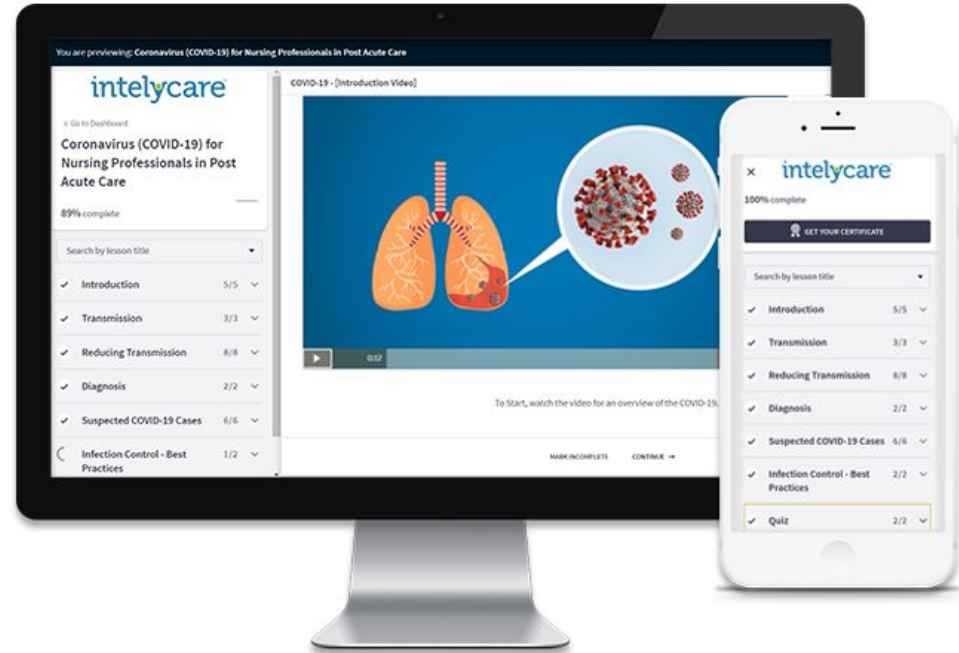
- Launched in March
- Designed specifically for the post-acute workforce
- Available on desktop and mobile



# Knowledge: COVID-19 Training Course



- FREE to anyone
  - (Partnered facilities, their staff, & All nurses)
- Required for our workforce
- Worth 1 Contact Hour for nurses



# Knowledge: Global Impact - Training



- Over 550K have taken course to date

# Knowledge: COVID-19 Training Course

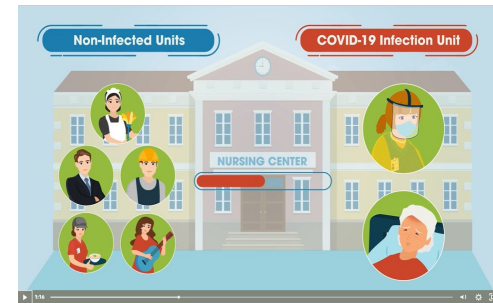
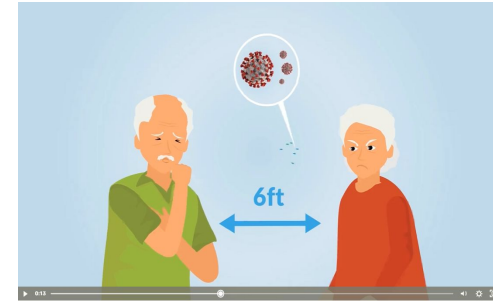


**Coronavirus (COVID-19) for Nursing Professionals**

0% complete

Search by lesson title ▾

- Introduction 0/5 ▾
- Transmission 0/3 ▾
- Reducing Transmission 0/8 ▾
- Diagnosis 0/2 ▾
- Suspected COVID-19 Cases 0/7 ▾
- Infection Control - Best Practices 0/2 ▾
- Quiz & Survey 0/5 ▾



# Knowledge: COVID-19 - Infection Control *(advanced)*

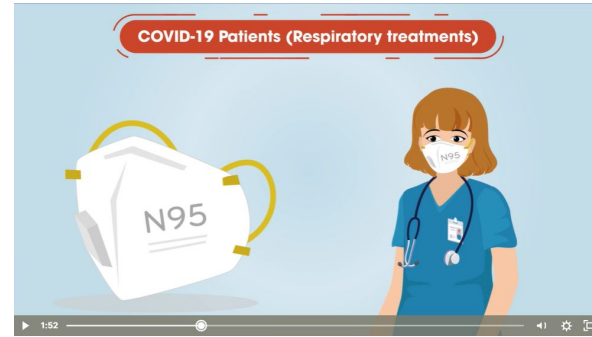


## Advanced Infection Control for COVID-19

0% complete

Search by lesson title

- Introduction 0/1
- Protect Healthcare Personnel 0/9
- Isolate Symptomatic Patients 0/5
- LIMIT ENTRY AND THE SPREAD 0/4
- Quiz & Survey 0/3



# Knowledge: COVID-19 - Donning and Doffing



## Advanced Infection Control for COVID-19

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Search by lesson title

- Introduction 0/1
- Protect Healthcare Personnel 0/9
- Isolate Symptomatic Patients 0/5
- LIMIT ENTRY AND THE SPREAD 0/4
- Quiz & Survey 0/3



# Knowledge: Stay in the know



**intelycare**  
Risk-free management for Res-Acute Healthcare

For Nursing Facilities ▼ For Nursing Professionals ▼ COVID-19 ▼ Company ▼

Apply Get Started

## COVID-19 IntelyPro FAQs

This information sheet answers questions commonly asked by our IntelyPros (IPs) about COVID-19.

The Intellicare team is here to ensure you receive all appropriate guidance to prevent the spread of COVID-19 in our community. We will continue to update this page as relevant information is made available.

### Frequently Asked COVID-19 Questions

What is Intellicare doing to train IPs about COVID-19 best practices?

Am I considered an essential worker?

How is Intellicare monitoring outbreaks at facilities?

What is Intellicare doing to help prevent the spread of COVID-19?

What should IntelyPros expect when they show up for a shift?

What will the facility make IntelyPros fill out when they show up for a shift?

What if I don't feel comfortable working with a COVID-19 patient and want to refuse the assignment?

What happens when IntelyPros show up sick to work and are sent away? Will they still get their three hour sent home pay?

How does Intellicare know if a facility has had a COVID-19 exposure?

How will IntelyPros be able to identify which facilities have had confirmed COVID-19 case(s)? Will it be visible in the app?

What happens when an IntelyPro works at a facility with a COVID-19 exposure? Will Intellicare notify the IntelyPro?

What agency/agencies are you working with in order to coordinate a response to an outbreak at a facility? Are we disclosing IntelyPro information to these agencies?

If an IntelyPro has been placed on hold, when can they go back to work?



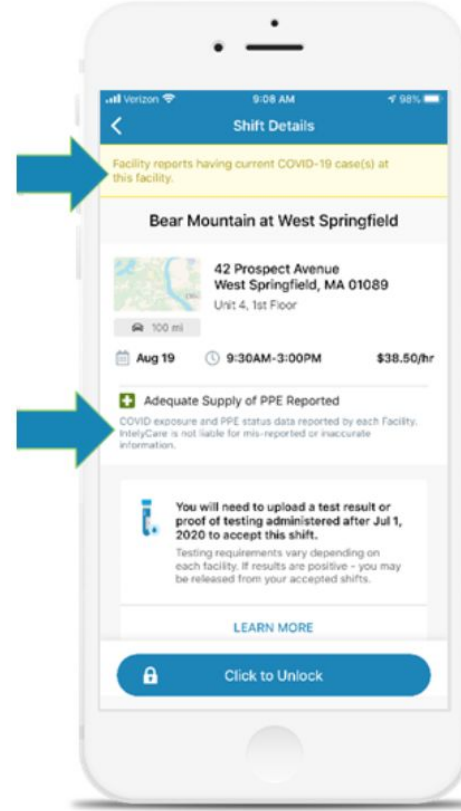
Protect our nursing professionals



TRANSPARENCY

# Transparency

- COVID-19 Facility Status
  - Cases and Exposure
- PPE Facility Supply Status
  - Facility Reported
  - Is there a risk of running out?



Protect our nursing professionals

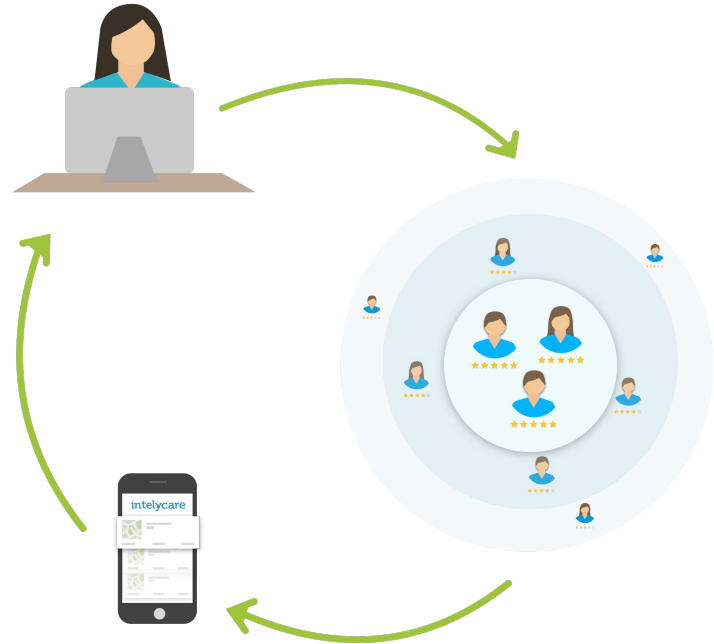


CONSISTENCY

# Consistency



- Enhanced features that drive consistency
  - Shift Recommendations
  - Bonuses
  - Book Me
  - Block Booking



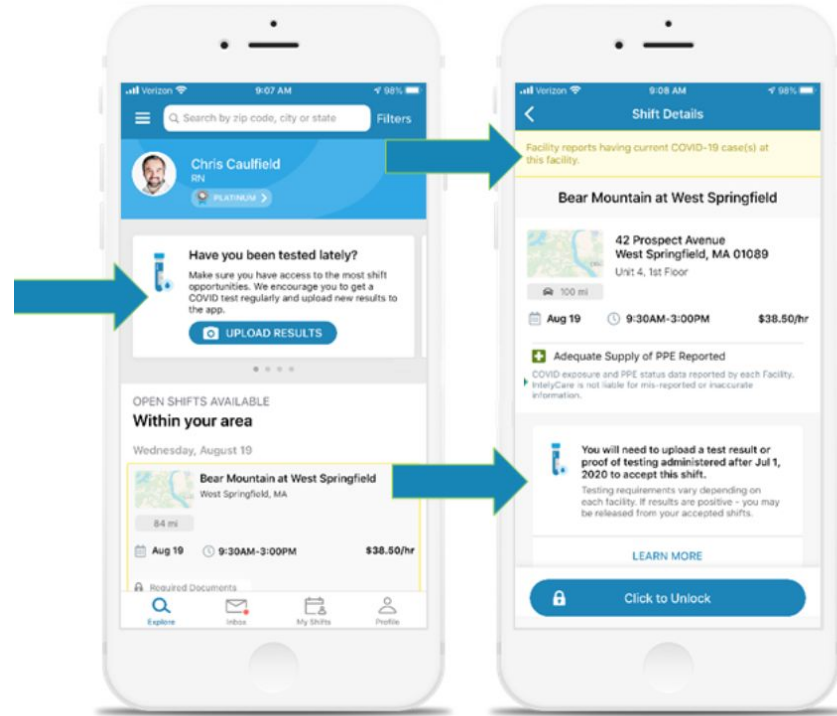
Protect our nursing professionals

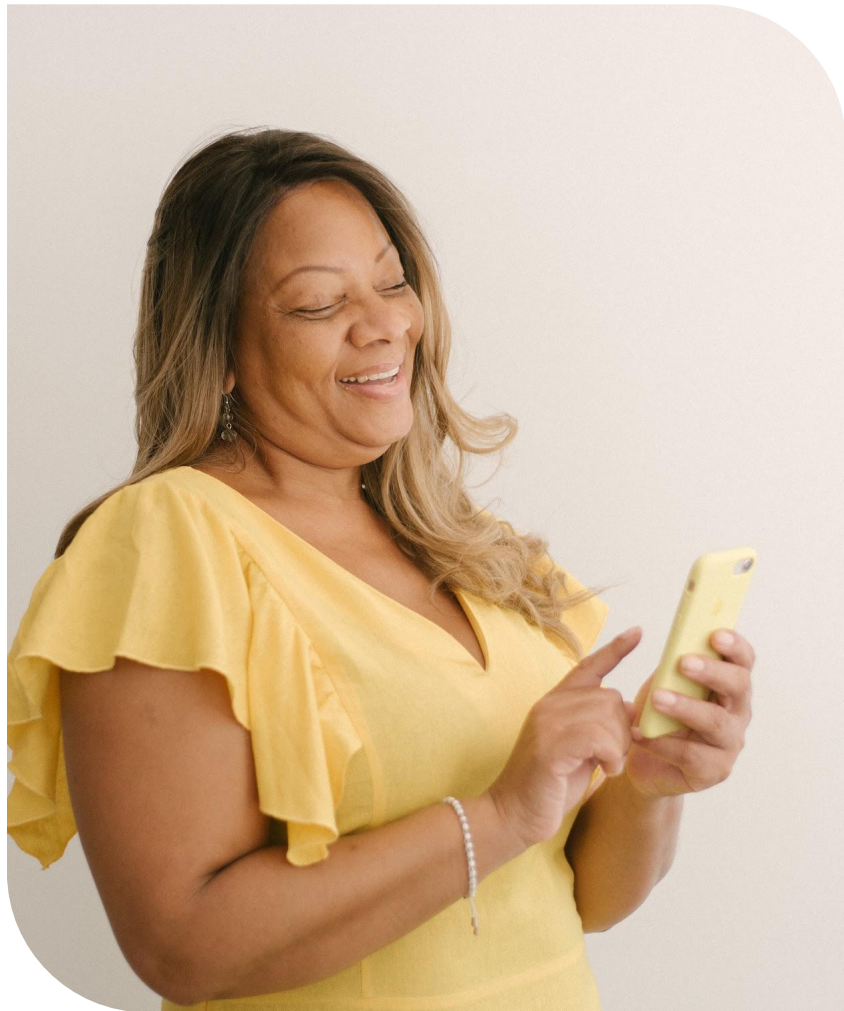


TESTING

# Testing

- Have you been tested lately?
  - Upload results
- Facility Requirements
  - Baseline Test
  - Bi-weekly
  - Weekly
  - Monthly





GOAL TWO:  
Protect Our  
Partnering Nursing  
Facilities & Patients

Protect Our Partnering Nursing Facilities



TRANSPARENCY



# IntelyPro Symptom Questionnaire



- Required for workforce before every shift
- Questions about:
  - Travel
  - Exposure, facilities with positive cases
  - AND symptoms

Are you currently experiencing any of the following symptoms?

Fever  New Shortness of Breath

Cough  Sore Throat

No, I haven't experienced any of the above symptoms recently.  Yes, I have experienced one of the above symptoms recently.

By selecting "Yes" you are confirming that you **are** potentially experiencing COVID-19 symptoms and understand you will be placed on a hold, releasing your shifts.

[SUBMIT RESULTS](#)


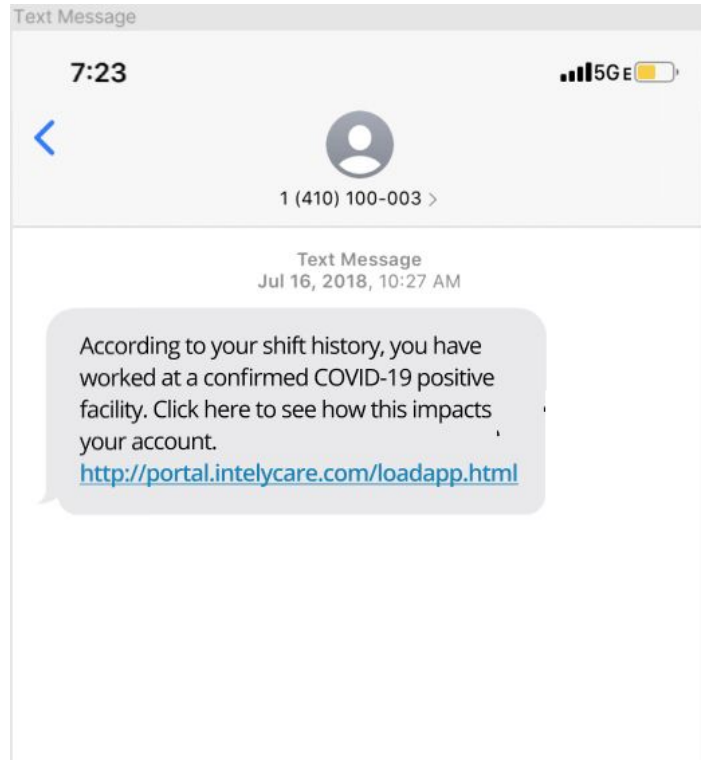
# COVID-19 Tracking & Tracing Exposure



- Limiting Nurses from working at non-exposed facilities
- Upholding mandatory 14 day & 10 day hold periods
- Allowing Nurses to “only” work at one facility



# COVID-19 Tracking & Tracing Exposure





For safety reasons, you're on a **14-Day Restriction**. You had direct contact with a COVID-19 patient at {facility name} on {date} and you'll be cleared on

**April 16, 2020**

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What will happen next?

-  **14-Day Restriction from date of contact**  
During this time you will only be able to accept shifts at the facility in which you had direct contact.
-  **All other shifts within next 14 days will be released without penalty**

# Protect Our Partnering Nursing Facilities



# CONSISTENCY

# Protect Our Partnering Nursing Facilities




intellycare Chris +1 (844) 683-5922 Back to Internal

Barine Ereba CNA F 4.8 3127090087 2020-06-14 2

Profile Orientation & Training Schedule Rate History Emergency Contact and References Reports ×

[Download IDPH Report](#)

### Profile



**Barin Ereba**  
★★★★★  
[Book Me](#)

**Last Worked** 2020-06-14

### About Ereba

**Location** Chicago, IL  
**Birthday** 1975-10-26

### Work Eligibility

Type of Document	Verification	Expires on	Current Status
Work License	Via Intellycare on 2020-01-20	2030-01-20	Approved
OIG	Via Intellycare on 2020-01-20		Approved
Sex Offender Ch...	Via Intellycare on 2020-01-20		Approved

### Documents and Certifications

Type of Document	Verification	Expires on	Current Status
CPR	Via Intellycare on 2020-06-03	2022-06-03	Approved
TB Stage 2	Via Intellycare on 2020-06-29	2021-06-19	Approved
Dementia Training	Via Intellycare on 2020-09-26	2021-09-26	Approved
Physical Exam	Via Intellycare on 2020-02-27		Approved
Annual Clinical E...	Via Intellycare on 2020-06-26	2021-09-26	Approved

# Protect Our Partnering Nursing Facilities



## TESTING

# IntelyPro Status & Test Results



- Baseline Requirements
- Frequency
- Positive Results
  - Facility notifications
- Quarantine
- Previous Positive

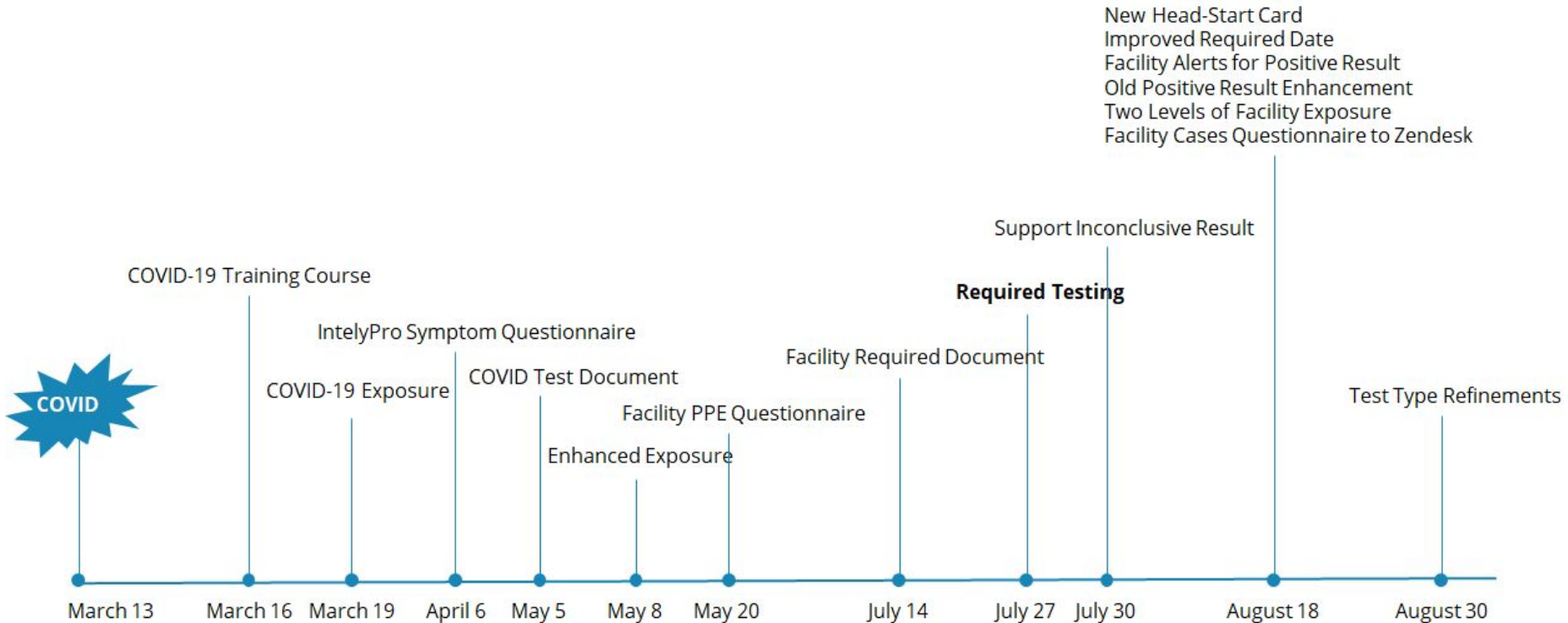
# What are we doing today?

- Follow state and national (CMS) guidelines closely & adjust
- Refine how we categorize COVID-19 test results
- Follow distribution of point-of-care antigen COVID testing devices





# COVID-19 Response Timeline



# Thank You!



→ Chris Caulfield, MSN, RN, NP-C

→ Chief Nursing Officer, Co-Founder of IntelyCare

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