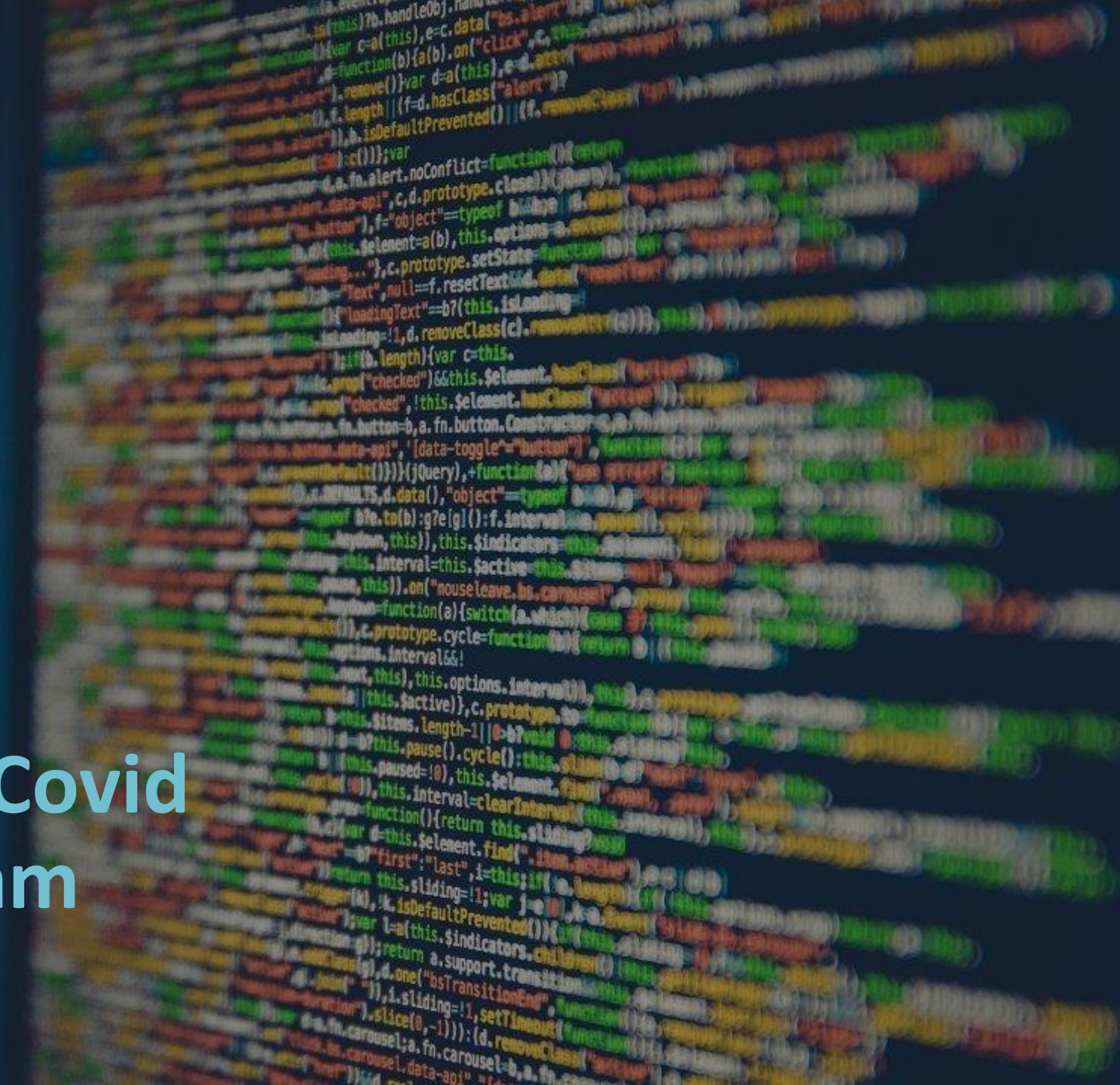




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# Designing a Long Covid Workplace Program





- Provides uniquely practical end-to-end measurement, analytics, corrective action, change management and value tracking solutions for operational and people productivity.
- Offers unique and patented industrial solutions.
- Has built an experienced and highly qualified team that includes internationally recognised thought leaders.
- Is the preferred supplier for respected, industry-leading multinationals.
- Achieves higher than 95% renewal rates.

# The Long Covid Challenge

“A Novel virus can make a fool of even experts ” (sic)

— Dr Peter Hotez



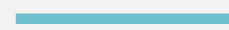


17, 26, 31, 33  
34, 35, 46, 49,  
55, 56, 62

### The whole workforce at risk

Covid-19 is a new risk that affects the whole workforce

## Challenges



~25%

### An Undefined risk

Where are still not certain which percentage of patients will have significant impact on their work from Long Covid

15

### Multiple Stakeholders, Multiple conditions

Complex stakeholder map will result in uncoordinated care

80 /d

### Lack of capacity

During surges and waves clinical teams are focused on acute care





## PASC: Main treatment challenges

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### **Fatigue/ME/CFS**

Case definition US Academy of Sciences is symptoms for 6 months. No clear biomarkers

4.8%

### **Pulmonary complications**

Many with significant interstitial lung disease, not linked to initial severity

49%

### **Neurology**

Younger patients more likely to have altered mental status, where stroke is more common in those above 60



# Care Pathways

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“If you want the long road to success, do it all by yourself.”

— James Jean-Pierre



# Systems-centered design

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## Top-down method of design

Focus on the systemic controls and processes to prevent errors

## Safety focused approach

The basic premise in the system approach is that humans are fallible, and errors are to be expected, even in the best organisations



**Institutes of Medicine (IOM) published a powerful report entitled, “To Err is Human,” in 1999 which fuelled an already growing shift from viewing errors as problems of individuals to problems of systems**

# User-centered design

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## Bottom-up design

User-centered design is a technique used in the field of engineering that prioritises the relevant characteristics of a product user throughout the design of a product.

**Widely used in medical engineering, health information management, and web design**

More recent development is human centered design that takes to complex set of behaviors into consideration



**The term ‘user-centered design’ was coined by Donald Norman and became widely adopted after he published *User-Centered System Design: New Perspectives on Human- Computer Interaction* in 1986 and then *The Psychology Of Everyday Things* in 1988**



# The Care pathways approach

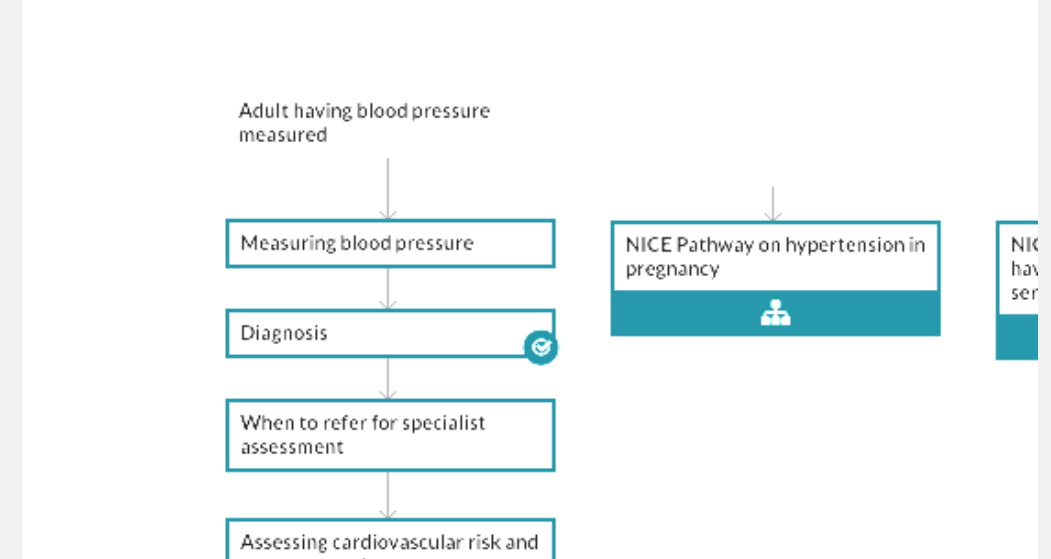
## Combines system and user-centered design

A care pathway is a healthcare management tool based on healthcare plans for a specific group of patients with a predictable clinical course, in which the different tasks or interventions by the professionals involved

## Developed for multi-disciplinary care

The main goal of care pathways is based on the improvement of the following areas: quality in healthcare, coordination/cooperation among professionals, efficiency and patient satisfaction.

## hypertension overview



**The care pathway concept appeared for the first time in 1985 inspired by Karen Zander and Kathleen Bower at the New England Medical Center in Boston (Massachusetts, USA).**

# Committee

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## Plan approval and review together

- Set target pathway
- Set goals and outcomes
- Define inclusion and exclusion criteria
- Approval and budget

# Resourcing

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## Multi-disciplinary and external vs internal

- Define care teams
- Identify clinical as well as logistic staffing requirements
- Case management/Care-coordination central to resourcing

# Mapping and SOPs

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## Map journey of patient /employee and protocols

- Gather existing research and evidence
- Define entry and exit points
- Draw high level process
- Define sub processes
- Identify decision points and set criteria
- Develop SOPs to align with the care pathway
- Map to digital systems if capacity available



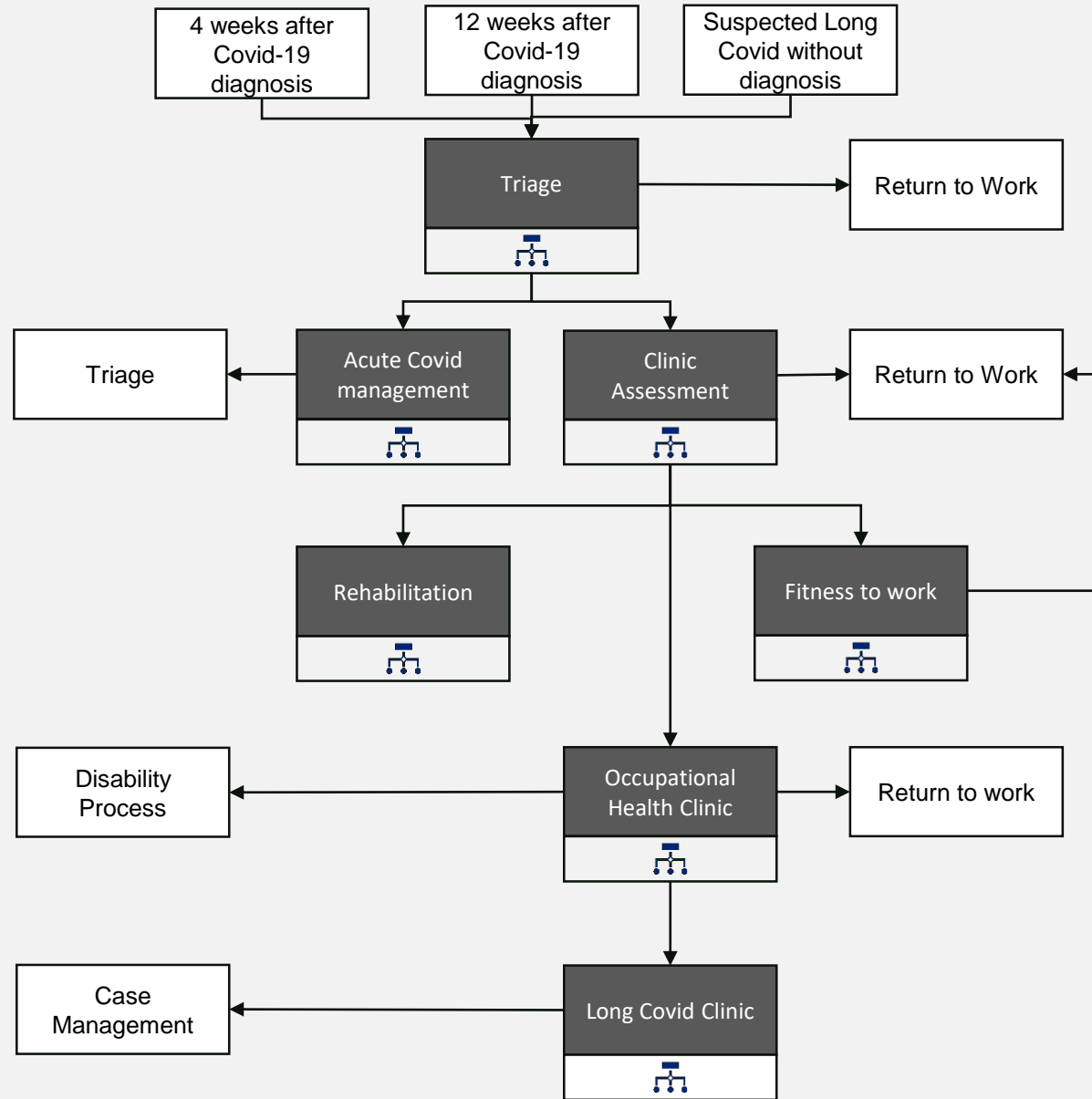
# Practical Example

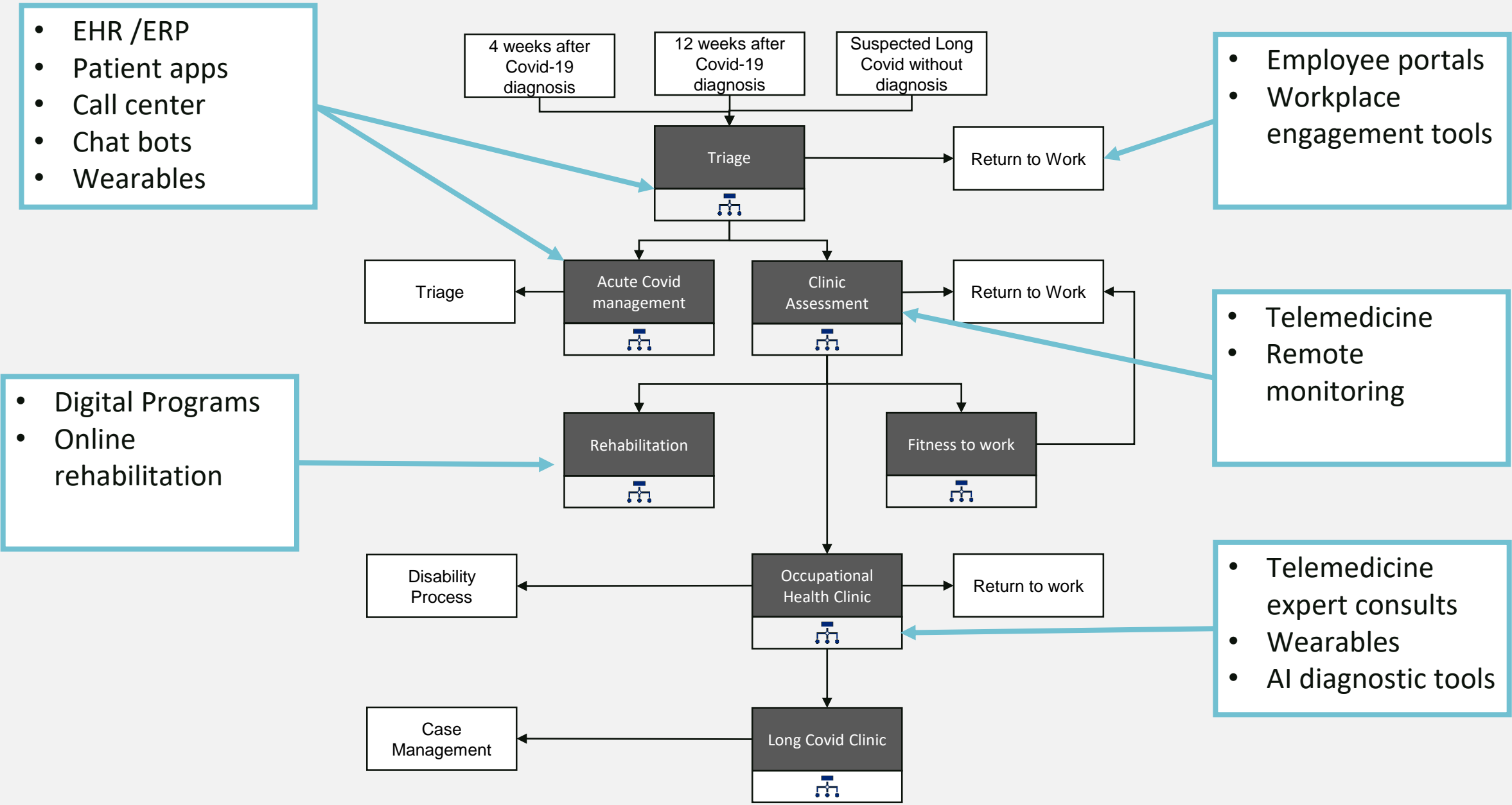
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“Be practical as well as generous in your ideals. Keep your eyes on the stars,  
but remember to keep your feet on the ground.”

— Theodore Roosevelt







# Conclusion

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- There are more cases of long covid than expected.
- New variants will affect younger patients
- Management requires a care co-ordination approach.
- The ME/CFS overlap will be a long term challenge
- Use care pathways to map your workplace programme align for the employee and the system.
- Work in a team to get sign off and buy in
- There are already excellent tools and providers available to help with parts of the process.





# StoneThree

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