

Checklist for Return to Work Infectious Disease Management

Evaluation criteria for COVID-19 daily health screening, contact tracing, test management, vaccine management and case management solutions for the workplace.

Executive Summary

In this new normal, proactive employee health safety measures are an integral part of workforce management and business continuity. HR and risk management teams are responsible not only for putting these measures in place, but also managing ongoing compliance. To maintain a positive and productive work environment, employees need to feel confident that they are safe coming back to work. An Infectious Disease Management (IDM) platform should give employees a sense of ease knowing that their employer is taking their health seriously. Consequently, it should be user-friendly to empower employees to participate in the organizations' workplace safety efforts.

For employers, an IDM reduces the risk of COVID-19 outbreaks by giving HR the tools and insights to have the fastest possible response to keep employees safe and the doors open.

During the current pandemic, OSHA requires employers and institutions maintain a safe workplace. Without a system for responsibly asking and tracking questions like "are you sick", "have you tested positive?", "do you have symptoms" and "who have you come into contact with" it's impossible to ensure a safe workplace.

The CDC has specific return to work guidelines and most U.S. states have enacted specific requirements for screening and contact tracing in their return to work safety measures. For example, New York State, which has been one of the hardest hit areas, put mandates in place dictating necessary protocols for screening, testing and contract tracing in their return to office-based work safety measures.

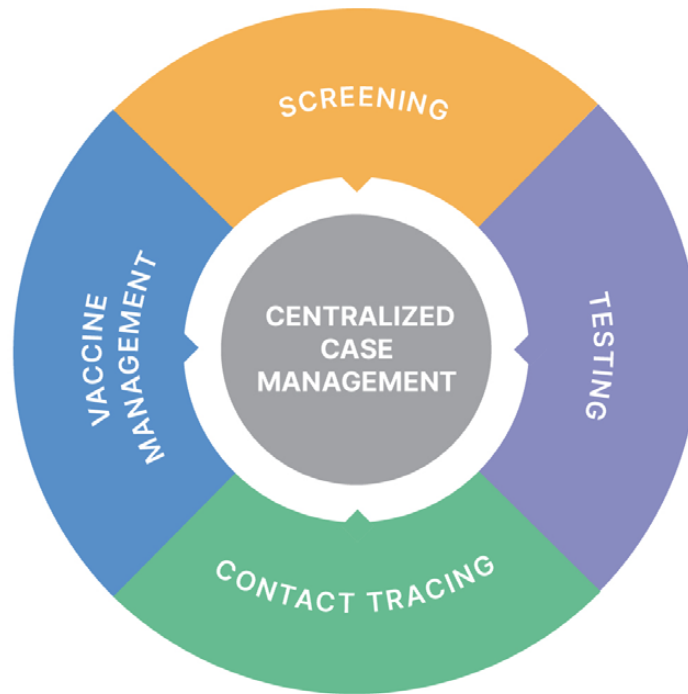
With these mandates in place, the market for COVID-19 workplace health safety solutions has become noisy and crowded. Many vendors have "COVID-washed" existing products, quickly recasting them to fit this situation. This new complex world requires a purpose-built solution, one that uses best of breed technology and is agile and easily adaptable to changing government guidelines and new technology innovations.

The need to find and implement a return-to-work solution has landed squarely on the shoulders of Human Resources (HR) leaders, Risk Managers and CIOs. Whether planning the reopening of an office or seeking to find a more effective way of staying open, this guide provides:

- Insights into the critical features required for employee safety
- A detailed checklist to help you evaluate return to work solutions

Critical Capabilities

An effective Infectious Disease Management Platform contains 5 key capabilities that work together to identify health risks and enable the fastest possible course of action if an employee tests positive:



Daily Screening

Prevent high risk individuals from entering the workplace.

Testing Data Management

Catch asymptomatic silent spreaders with prompt notification of a positive case.

Contact Logging & Tracing

Ensure everyone has their contacts logged for immediate access if needed for contact tracing.

Vaccination Management

You can't manage what you don't measure, keep track of employee vaccination status. Know when you have reached herd immunity.

Case Management

Manage outbreaks with confidence via tools that guide, track & manage cases. Be surgical vs. shutting down.

These capabilities are all available individually, from many different providers, in many different forms. A screening app could be a simple paper survey or web form; positive test notification could be a phone call or email; interaction logging for contact tracing could be done manually on a calendar or automated via Bluetooth on a smartphone or wearable device; and contact tracing case management could be done with manual contact tracing and spreadsheets. Individually, all of these approaches are feasible, but most often they are disjointed and lack the benefits of integrated data to create a holistic workflow for the fastest possible response.

This is not the time to manage COVID-19 safety measures via spreadsheets and paper. HR leaders now need to be IT experts, data scientists, facility managers and business leaders. With limited resources, it is imperative to manage employee health status at scale by using automation.

An Infectious Disease Management combines all of these capabilities including software, hardware and automated workflows, into an integrated solution with one data repository for end-to-end visibility and control. This comprehensive, tech-enabled solution, provides tools and 360-degree insights to put HR in the driver's seat.

Return to Work Solution Checklist

As you explore solutions for return to work, use this checklist to evaluate each option.

EMPLOYEE SCREENING		ReturnSafe	Option 2	Option 3
Daily screener	Daily symptom screening survey with up-to-date questions based upon the current CDC “return to work” policies.	Yes		
Reminder notifications	Services to prompt users to complete the daily survey prior to coming to the facility.	Yes		
Visitor screening	Web app for visitor screening to avoid the need to download a mobile app to complete the screening.	Yes		
Temperature screening	Integration with IR camera or other thermo sensors to measure and report temperature and integrate this information into the screening data.	Yes		
Exposure notification	Ability for people who have exposure risk to inform HR via the app.	Yes		
Test status management	Ability to input test status manually and directly from testing providers to inform HR of positive or negative test results.	Yes		
Vaccination notification	Ability to notify HR of vaccination status, type, date and provider.			
Visible building access pass	Ability to present a “green” building access pass for people who have met the “come to work” criteria. If criteria is not met based upon symptoms and policies, the access pass will not be issued.	Yes		
Building access management	Ability to integrate access pass with a building access management system.	Yes		
Safety reminders	App provides reminders for physical distancing, PPE and other safety measures.	Yes		

CONTACT TRACING & INTERACTION LOGGING		ReturnSafe	Option 2	Option 3
Manual contact logbook	In the employee app, ability for employees to manually log contacts and interaction date, time and duration for future contact tracing needs.	Yes		
Smartphone automated contact logging	Use of smartphone Bluetooth to track contact interactions in support of future contact tracing needs.	Yes		
Hardware tags or wearables automated contact logging	Use of tracking hardware in various formats including tags, lanyard and wristband for more precise contact logging.	Yes		
Hardware tag management	Ability to assign tags to employees and manage the program from within the Admin Portal.	Yes		
Automated creation of contact table	Ability to drill down into individual contact tracing data to get 1st, 2nd and 3rd degree contacts for maximum outbreak containment.	Yes		
Platform API	API to incorporate future screening and interaction logging solutions as the technology evolves.	Yes		

ADMIN PORTAL & HR DASHBOARDS		ReturnSafe	Option 2	Option 3
Screening & exposure notification	Admin dashboard for monitoring the health status of people across the organization including COVID-19 exposure notification via the user app.	Yes		
Customizable screening questions and policies	Ability to customize screening questions and policies based upon changing federal, state and local requirements.	Yes		
Workforce screening management	Support for managing multiple employee directories and customized screeners by office location to support different state and local requirements (multi-location support).	Yes		

ADMIN PORTAL & HR DASHBOARDS		ReturnSafe	Option 2	Option 3
Test status management	Ability to integrate with testing providers to directly view and manage testing status across the organization including, negative, in process and positive test results.	Yes		
Contact tracing	In the event of a positive, ability to immediately access a list of potentially exposed people to inform them to quarantine and seek medical assistance per the then current guidelines.	Yes		
Vaccine Management	Ability to track employee vaccination status including type, data and provider.	Yes		
Case management	Ability to manage workflows to facilitate communicating and managing people in quarantine and isolation.	Yes		

INTEGRATIONS		ReturnSafe	Option 2	Option 3
CSV upload	Ability to upload a .csv file containing employee authentication information.	Yes		
CSV export	Ability to export .csv file containing screening and contact tracing data.	Yes		
Single sign-on	Single sign-on (SSO) integrations to enable use of enterprise credentials for user authentication management.	Yes		
HR Systems Integration	Human Resource system integration to import organization hierarchy and employee directory for ease of user maintenance.	Yes		
API access	API to integrate screening, tracing, vaccination status and case management information into enterprise HR systems.	Yes		
Custom integrations	Ability to provide customized integrations to non-supported systems.	Yes		

SECURITY, PRIVACY & COMPLIANCE		ReturnSafe	Option 2	Option 3
Data storage	Data captured is stored in an encrypted HIPAA compliant data store, and is accessible only to designated administrators.	Yes		
Data retention	Support the HIPAA requirement to store ePHI-related data for 7 years in a HIPAA compliant data store.	Yes		
Data sharing	Requirement that no data is to be shared with third parties.	Yes		
Location data	Location data is only used for geofencing purposes so that contact logging is limited only to facility locations.	Yes		
Best practices	Data, privacy and security compliance best practices including HIPAA, SOC-2, NIST Security Framework, Cloud Security Alliance.	Yes		
Security assessment	Ability to conduct a customized security assessment of the platform.	Yes		
Monitoring	Continuous security and compliance monitoring.	Yes		

SUPPORT		ReturnSafe	Option 2	Option 3
Automated user onboarding	Simple and easy way to onboard both employees and HR admins to the solution.	Yes		
Proven Implementation process	Mutual customer success project plan.	Yes		
Customer success team	Dedicated Customer Success Manager to manage the onboarding process and ongoing relationship.	Yes		
Support options	Business hour support and optional 24x7 support.	Yes		

References and Resources

- [Congressional Budget Office](#)
 - [More than 2000 COVID-related lawsuits](#)
 - [Lancet Public Health 2020](#)
 - [New York State Return to Work Measures](#)
 - [OSHA Guidance for Preparing Workplaces for COVID-19](#)
 - [CDC Return to work Guidance](#)
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