

Pandemic Health Worker Program

Relying on proven technologies and experience as a leader in telehealth services, OSF HealthCare has created a scalable virtual solution to treat COVID-19 patients that will minimize the risk of community spread and provide quality care to those infected with COVID-19. Utilizing a combination of technology and forward deployed personnel known as Pandemic Health Workers (PHW) we will treat COVID-19 patients in their home with the same level of care and expertise they would get in a more traditional hospital setting. The PHWs are supported by licensed clinicians and providers who will oversee care for these COVID-19 clients.

This PHW approach safeguards hospitals from being overwhelmed with COVID-19 patients, limits the spread of contagion and protects access to quality healthcare for all. PHWs have been deployed throughout OSF HealthCare's primary and secondary service areas and are now serving COVID-19 patients throughout Illinois.

- Pandemic Health Workers (PHWs) will digitally connect with referred clients who are experiencing COVID-19 symptoms and need to stay home or quarantine to protect themselves and others.
 - A person will be referred to the program if he or she is showing COVID-19 symptoms, or is at high risk for contracting the virus, but does not require emergency or inpatient care, and can be digitally monitored at home.
 - They must first call the COVID-19 Nurse Hotline (**833-OSF-KNOW**) and be digitally triaged by a nurse.
 - When assigned to the pandemic health worker program, a client will receive health monitoring tools, depending on what already is available in the home, and will typically stay in the program for 14 days. A pandemic health worker will connect with at least 27 clients per month twice a day. There is no cost for this program for the client.
 - Teams of pandemic health workers have been stationed throughout Illinois with the first groups established in Peoria/Bloomington, Alton and Evergreen Park. The program now includes communities in Rockford, Kewanee, Monmouth, Galesburg, Mendota, Ottawa, Streator, Pontiac, Danville and Urbana.
 - OSF HealthCare will have the capacity to serve approximately 8400 people through the PHW program each month when all locations are fully staffed. We have the capability of serving even more if the need arises.
 - This collaboration was made possible through a partnership with the Illinois Department of Healthcare and Family Services and OSF HealthCare.
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