

## Overview

CNA's COVID-19 field dashboard has been designed as an operational report for CNA field leaders. The report captures key information from the COVID-19 field assessments completed by your business unit. (i.e., Claims, Premium Audit and Risk Control) There are four elements displayed in your report:

- 1 – Pre-visit information about the policyholder's preparedness for handling COVID-19 and our employees' comfort level to complete the onsite visit
- 2 – Employee's health assessment for conducting an onsite visit
- 3 – Post visit controls observed by the CNA field employee and
- 4 – The consultant compliance visit rollout. (i.e., compliance to meet an on time health assessment & to meet the 5-day post visit assessment requirement for each site assessment)

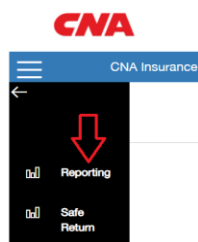
Starting in January of 2021, an excel file will be sent every 2 weeks (on Monday) to each business field leader, providing visit details by business unit, by employee. This report allows each field director the ability to examine the onsite work assignments for their area.

C	D	E	F	G	H
Job Role	Account Number	Date of Visit	Policyholder	Street Address	City
Risk Control	134370858	12/30/2020	Perkins+Will, Inc	215 Coles St	Jersey City
Risk Control	3032027961	12/30/2020	Lowery & RiskGroup, LLC	30 Montgomery St	Jersey City
Risk Control	125667007	12/30/2020	New Jersey Utility Authorities JIF	230 Jersey City Blvd	Jersey City
Risk Control	125667007	12/30/2020	New Jersey Utility Authorities JIF	555 St Rt 440	Jersey City
Risk Control	2082572078	9/14/2020	New Jersey Utility Authority JIF	1100 Koelle Blvd	Secaucus
Risk Control	3017199748	9/14/2020	P T Rity LLC - Cottage Condominiu	7009 Cottage Ave	North Bergen
Risk Control	3030924931	9/14/2020	Linmar Management Inc	3322 Palisade Ave	Union City
Risk Control	3026605139	9/14/2020	USI Property Services LLC III	1100 Palisade Ave	Union City
Risk Control	3034938694	9/14/2020	11-15 Gardner LLC	212 60th St	West New York
Risk Control	3034938694	9/14/2020	11-15 Gardner LLC	206 60th St	West New York
Risk Control	3034938694	9/14/2020	11-15 Gardner LLC	6028 Filmore Pl	West New York
Risk Control	3021595992	9/14/2020	Alma Realty Corp	523 34th St	Union City
Risk Control	3032016935	9/17/2020	Port Liberte Condo Association III	15 Freedomway	Jersey City
Risk Control	3032016935	9/17/2020	Port Liberte Condo Association III	15 Enterprise Ct	Jersey City
Risk Control	3032016935	9/17/2020	Port Liberte Condo Association III	30 Freedomway	Jersey City
Risk Control	3032016935	9/17/2020	Port Liberte Condo Association III	4 Constellation Pl	Jersey City
Risk Control	3021581029	9/28/2020	77 Hudson Condominium	77 Hudson St	Jersey City

The COVID-19 field dashboard is a tracking tool for each field visit. If a COVID-19 event occurs (i.e., CNA employee has been exposed to COVID-19), information collected from each employee visit will be used by HR/ER for contact tracing. All onsite information, including the employee health information for completing an onsite visit, is maintained in a private, secured/approved cloud-based solution maintained by SkillNet – a CNA approved 3<sup>rd</sup> party vendor. Employee health information is available to HR/ER only.

## Access to the dashboard

To access the COVID-19 operational report, access the SkillNet tool through Okta, then click "Reporting" on the left navigation. Then, log in by entering the password you have been provided.



## How to use the tool

- Tabs at the top allow you to navigate between sections of the report



- Filters at the right allow you to filter the report data down to who you want to see. Filters remain in place unless you change your selection.

Filters

NO FILTERS SELECTED

Start Date

09/10/2020

End Date

02/02/2021

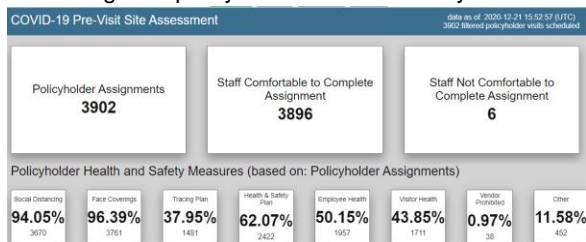
Job Role

Country

(Note: each leader has permission to access information from their business unit only.)

### **Key aspects of Element 1 – Pre-visit information**

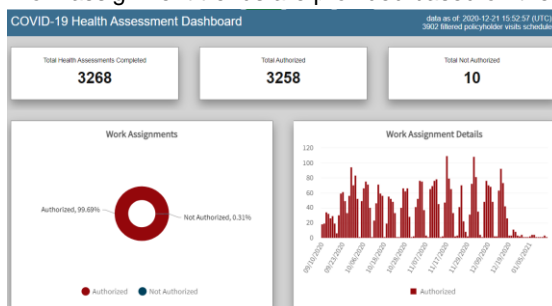
- The CNA employee contacts the policyholder/prospect to plan for the onsite visit. The dashboard starts with the total policyholder visits minus the comfort level of the employee (based on feedback from the policyholder/prospect.)
- Percentages of policyholder health & safety controls are provided.



(Note: this total policyholder count is maintained in the upper right hand corner of the tool throughout each phase of the assessment.)

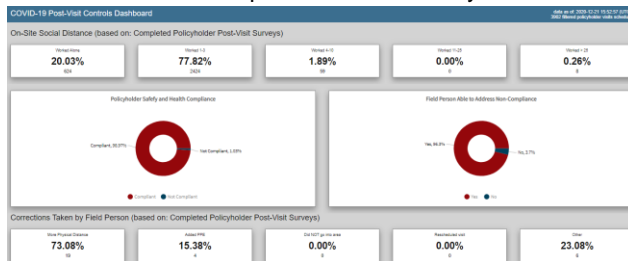
### **Key aspects of Element 2 – Employee Health information (recorded on the day of the visit)**

- Because the health assessment is completed on the day of the visit, the total number of visits is based on the day you pulled the report. Therefore, the total number will be equal to or less than the total policyholder visits from element #1.
- “Authorized” and “not authorized” visits are shown in both # and %. Details for the “not authorized” visit are found in the last row of graphs.
- Work assignment trends are provided based on the dates selected for the report.



### **Key aspects of Element 3 – Post visit Controls**

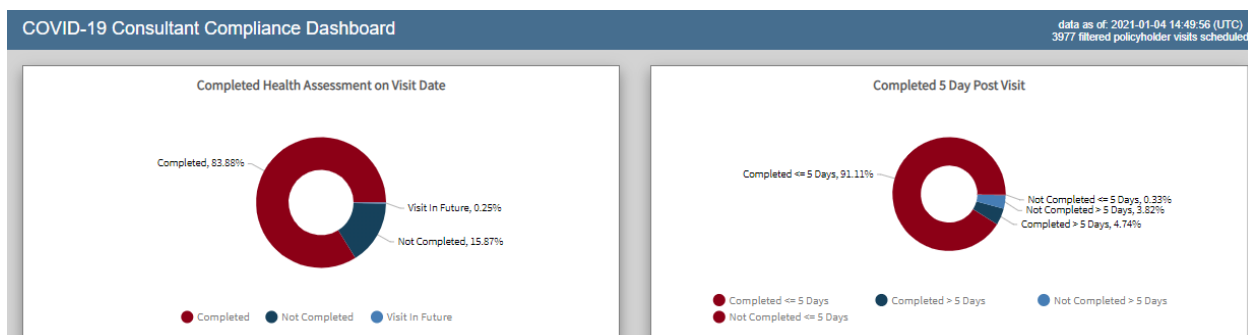
- Provides social distancing information during the onsite visits. Further details can be found within the excel field report that is sent every 2 weeks.
- Provides action taken by the CNA employee to safely complete the field visit. Further details can be found within the excel field report that is sent every 2 weeks.



### **Key aspects of Element 4 – Post Visit Controls**

There are 2 conformance practices for ensuring safe visits: 1) employees are asked to complete a health assessment on the day of the visit and 2) employees must complete a post visit assessment within 5 days of the visit.

- Provides # and % of compliance for meeting each conformance practice. Further details can be found within the excel field report that is sent every 2 weeks.
- The chart on the left shows how many field users completed their health assessment for a scheduled visit.
- The chart on the right shows how many field users who were given an authorization number (for the visit) based on their health assessment. The results fall into each of the following groups:
  - Completed the post-visit assessment within 5 days, as required (Completed <= 5 Days)
  - Completed the post-visit assessment after the 5-day window - compliant but late, according to our required practice (Completed > 5 Days)
  - Has not yet completed the post-visit assessment and is more than 5 days past their visit date (Not Completed > 5 Days)
  - Has not yet completed the post-visit assessment, but is within the 5 day window (Not Completed <= 5 Days)



### **Questions and Feedback**

For any questions regarding the report, please contact Shari Falkenburg (Risk Control) or Matt Logan/Jason Fox (Premium Audit) or York Simmer (Claims).