

Traci Miller

Vice President of Medical Clinical Operations, Optum

Yes, the care definitely changed. We were used to providing care for acute members in the nursing homes, but the number of acute members and the level of acute care definitely increased. In addition to providing medical care for members we were, we were pitching in to do anything and everything that we could do to support the nursing homes.

And then, the other thing I saw with my team, which I, I'd be remiss if I didn't talk about, was just the compassion that they have shown. There is a sense of ownership with our members. Like, those members are theirs to take care of. And just the dedication of the team, going in every single day. Some of my advanced practice clinicians actually stayed in hotels so that they could continue taking care of their members, but didn't risk taking COVID home to their families or their children.

Just the dedication and the compassion was tremendous. We did a lot of FaceTiming with families so that they could visit with their loved ones, because the nursing homes obviously are closed to visitors during this time. And even for some of our members, unfortunately, who, you know, were, were dying, we were able to FaceTime with their family so that they could have an opportunity to say a final goodbye.

So those are things that kind of go above and beyond what you traditionally think of as having a nurse practitioner or a physician assistant in the nursing home taking care of members, and I just, it was just astounding to see everything that the team did to really support their members.