

**Traci Miller**

Vice President of Medical Clinical Operations, Optum

I don't think that you can imagine what it's like to do this job until you've done it. I started at United as a nurse practitioner in Maryland, and it really is an amazing job. You do, you are, you are a resource and a support and just, this advocate and trusted confidant [laughs] to oftentimes members, but a lot of our members have dementia, and then certainly their families.

I don't think a lot of times relationships are built in the way that our team builds relationships with these elderly folks living in long-term care. So, it is pretty incredible.

How do, how do the, how do the clinicians do? It's hard. Sometimes clinicians, you know, in some of the buildings, some of our, advanced practice clinicians have lost several members in a day going through this over the last few weeks, and that's, that's really tough.

Even people who have felt like they need a break, because it has been such an emotional strain, have taken two or three days and then go right back to work, get right back at it in the facility managing their members.

Being a clinician in this program is a hard job even on the best of days, but the work that has been done since, during this, has just, it's just demonstrated to me what amazing resilience this team really has.