**Abby Lotz, Vice President and Chief Nursing Officer for OSF Digital Health**

**Governor wanted to learn more about the Pandemic Health Worker program**

We wanted to impress upon him all that we've learned about our communities, how they receive digital health, how we are learning about their social determinants of health, and what resources they need beyond health care and how we are able to connect those resources to those that we're serving. Then utilizing that knowledge that we've learned to position ourselves for a future state digital health hub, so beyond COVID-19 how can we continue to utilize this sort of a model to serve all of our communities across the state of Illinois.  :33


**This work will lead to more telehealth opportunities for care in the future**

It's really given us a chance to leverage what we have learned about digital health and actually put it into action. We've been able to digitally upscale our communities, teach so many people about digital tools and help applications, and how to utilize those tools to improve their health. It's very exciting to see how we can take what we've learned and really translate that future forward to new use cases. We're already seeing influenza patients come through and we're able to care for them in the same way - remote monitoring, education, virtual visits - so I anticipate we will see more of that coming and then we'll just continue to learn and optimize that experience.  :42


**The Pandemic Health Worker program has allowed us to showcase a digital first approach**

We've really taken the approach of digital first meaning let's put digital tools, resources, and access, in front of people first. We've been able to field upwards of more than 80,000 calls coming through our nurse hotline, we've had over 100,000 interactions with Clare during this time - our AI driven chat bot. And then actual people served in the program, and interactions of those people, over 20,000 virtual interactions of different kinds to actually serve our communities. We have built the capacity to serve thousands and thousands of people, which is the benefit of telehealth to be able to take a concept, how to deliver that care, and then scale it, and really grow that. That's how you get the benefit of these kinds of programs.  :47