



CLINICAL INNOVATION TEAM HONORED FOR EXHAUSTIVE COVID-19 PANDEMIC WORK

The WellMed Clinical Innovation team is being honored for their exhaustive and innovative work to face the COVID-19 pandemic head on and provide new, safer ways to provide care for patients.

When COVID-19 struck, the hardest-hit population was older adults. WellMed launched a number of innovative programs in the early days of the COVID-19 pandemic to keep patients as safe and as healthy as possible.

Clinical Innovation acted quickly to form WellMed CARES, a telemedicine strategy to engage 500,000 older adults to ensure their care was not delayed or deferred.

- They established a patient telemedicine concierge service. The program offers a user-friendly platform that allows a patient to see their provider via digital means.
- To reach patients without digital devices or internet access, the team deployed 1,025 network-connected tablets specifically designed for older adults.
- They established a team of advanced practice clinicians to provide 24/7 on-demand telemedicine visits to reduce unnecessary urgent care and emergency room visits.

Our interdisciplinary telehealth model and enterprise-wide efforts truly changed the way medicine is and will be delivered in our organization and care delivery organizations across the nation.