

ChristianaCare's Center for Virtual Health

Taking care of your employees so they can take care of business

BY SHARON ANDERSON, RN, BSN, MS, FACHE

THE JOB CAN'T GET DONE — let alone get done right — if employees and their families struggle with complications from a poorly-managed chronic illness, or from social or behavioral barriers that stand in the way of good health.

At ChristianaCare, we've developed a new model of health care that supports employers and employees by enabling round-the-clock support that doesn't need to revolve around an appointment at the doctor's office. It's a new way of thinking about primary care. Your employees' care team is always available to them. Powered by advanced technology, our highly-skilled care team can even reach out when an employee is beginning to experience an issue and provide care that prevents a more serious problem from occurring.

ChristianaCare physician assistant Zachary Collins has a video visit with a patient. ChristianaCare's Center for Virtual Health takes care of employees so they can take care of business.



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The Center for Virtual Health includes a tight-knit, interdisciplinary care team of physicians, nurses, pharmacists, behavioral health specialists, and social workers who are accessible to employees 24 hours a day, seven days a week. By harnessing data, powerful predictive analytic technology and real-time information, the team identifies employees who are in the hospital or emergency department and at risk for serious and costly chronic illness. The clinical team then partners with those individuals to create ways to help them stay healthy, giving them more control over their care and better access with their health care team. Care can be

delivered entirely virtually, through phone and video visits, secure text messaging and remote monitoring technology. Health care has never been easier or more convenient!

The Center for Virtual Health uses an evidence-based, patient-centered approach to care that measurably improves health outcomes and lowers costs. Its services are proactive, seamless, and coordinated to anticipate the needs of busy employees and their families.

Through the Center for Virtual Health, employers also have access to ChristianaCare clinician-led virtual educational events that can help to address recurrent worker-related health issues, including back and joint pain, stress management, and other challenges that can prevent employees from being at their best.

The Center for Virtual Health builds on the success of ChristianaCare's groundbreaking CareVio, which has been recognized as one of the nation's most innovative care management programs. CareVio uses artificial intelligence and machine learning to aggregate data, create patient records, apply predictive analytics, and alert the care team to proactively reach out to patients who are at risk before they are in crisis. For CareVio's success in supporting patients, ChristianaCare earned the John M. Eisenberg Patient Safety and Quality Award, the preeminent recognition for excellence in health care in the United States.

Most recently, ChristianaCare leveraged CareVio to create a virtual COVID-19 practice that has cared for thousands of people across 14 states, ensuring that they are monitored continually at home and elevated to more intensive levels of care if their symptoms worsen.

The future of health care is here, and it can make a difference for your organization and your employees today. To learn more about what the Center for Virtual Health can do for your company, call EmployerHealthcareServices@ChristianaCare.org. ■



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