

North Carolina's COVID-19 Experience: Examining Opportunities to Enable Health Care Resilience during the Pandemic and Beyond

July 28, 2020
3:00-4:45 PM

Purpose: This public webinar hosted by the Duke-Margolis Center for Health Policy will feature North Carolina health care leaders discussing opportunities to enable health care resilience during the COVID-19 pandemic and beyond. Discussions will address public and private policies enacted during the COVID-19 pandemic that resulted in widespread and massive changes to health care delivery, what payers and health care providers perceive to be working well, and what additional changes are needed for the future. Participants will discuss strategic considerations for health care resilience as we move toward a “new normal” in a dramatically changed health care and economic landscape.

- 3:00 PM** **Welcome & Overview**
Session Objective: Provide an overview of the challenges the health care community has faced in responding to and operating under the COVID-19 pandemic, and underscore the need to have a resilient health system.
- Mark McClellan, Duke-Margolis Center for Health Policy
- 3:05 PM** **Fireside Chat with Secretary Mandy Cohen**
Session Objective: Discuss the NC Department of Health & Human Services' model for supporting providers during COVID-19, and how the pandemic has shaped NC DHHS's vision for health services going forward.
- Mandy Cohen, MD, NC Department of Health & Human Services
 - Mark McClellan, Duke-Margolis Center for Health Policy
- 3:20 PM** **Enabling COVID Containment and Care Delivery**
Session Objective: Discuss current COVID-19 containment strategies and care delivery models, and highlight strategic implications for the future.
- *Moderator:* Charlene Wong, MD, Duke University School of Medicine
 - Anita Bachmann, CEO, United Healthcare Community Plan
 - Matt Ewend, MD, FACS, Chief Clinical Officer, UNC Health Care & President, UNC Physicians
 - Brian Caveney, MD, JD, MPH, Executive Vice President and President of Diagnostics, LabCorp
- 3:55 PM** **A Path Forward: Building a Resilient Health Care System in North Carolina**
Session Objective: Discuss strategic considerations and concrete next steps for health care resilience in a dramatically changed health care and economic landscape.
- *Moderator:* Mark McClellan, Director, Duke-Margolis Center for Health Policy
 - Karen L. Smith, MD, FAAFP, Family Medicine

- Shannon Dowler, MD, FAAFP, CPE, Chief Medical Officer, Division of Health Benefits, North Carolina Department of Health and Human Services
- Rahul Rajkumar, MD, Senior Vice President and Chief Medical Officer, Blue Cross Blue Shield of NC
- Steve Neorr, MBA, Senior Vice President, Population Health, Cone Health, and Chief Administrative Officer, Triad HealthCare Network

4:40 PM **Closing remarks**
Mark McClellan

4:45 PM **Adjourn**