

In episode 8 of [SOAP Notes with Dr. Jay LaBine](#), Jay sits down with Dr. Monique Reese, senior vice president of home and community care at [Highmark Health](#). Dr. Reese talks about the long-term impact of COVID-19 on the future of care at Highmark Health including the patient and provider response to telehealth and the role of care coordination technology.

Dr. Reese is responsible for leading the transformation of Highmark Health's long-term post-acute strategy, including oversight of [Helion Health Network](#). Dr. Reese has extensive experience leading strategies focused on population health in fee-for-service and value-based health environments. She is also a family nurse practitioner with a subspecialty in palliative care and hospice.

### **Ways to listen:**



### **Here are the topics covered in this episode:**

The long-term impact of COVID-19 on an integrated delivery system - **8:00**

Overcoming patient and provider barriers to find success with telehealth - **11:53**

Highmark Health's strategy surrounding care coordination technology - **14:06**

Moving more care into the home - **17:19**

The future for home and community-based care - **22:08**

Lessons learned from COVID-19 - **25:15**

SOAP Notes with Dr. Jay LaBine (Episode 8) featuring Dr. Monique Reese, ARNP, FNP, ACHPN, Senior Vice President of Home and Community Care, Highmark Health