

In this episode of [SOAP Notes with Dr. Jay LaBine](#), Jay sits down with Kristy Duffey, MS, APRN - BC, FAAN, Chief Nursing Officer at Optum. Duffey is a board-certified geriatric nurse practitioner and leads Optum's [HouseCalls](#) and Complex Care Management clinical teams including Optum At Home (OAH) and Post-Acute Care as the Chief Nursing Officer.

Duffey has over 20 years of experience at UnitedHealth Group and is a distinguished leader within the enterprise. Currently, she oversees more than 5,000 clinicians including 3,500 advanced practice clinicians within Optum. Listen in as Duffey talks about some of the motivation surrounding home health programs, the impact that COVID-19 had on care delivery and what is on the horizon for health care.

### Ways to listen:



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

Motivation behind home health program - 4:15

The significant increase in virtual visits - 9:57

How COVID-19 affected care delivery - 13:53

Monoclonal antibodies for patients - 19:00

Lessons learned from 2020 - 20:49

Health disparities highlighted by COVID-19 - 23:28

New health care innovation on the horizon - 28:00

SOAP Notes with Dr. Jay LaBine (Episode 4) featuring Kristy Duffey, [MS, APRN - BC, FAAN](#),  
Chief Nursing Officer, Optum