



NEW JERSEY HEALTH CARE **QUALITY INSTITUTE**

A BI-WEEKLY LOOK AT THE BUSINESS & POLITICS OF HEALTH CARE IN NEW JERSEY



PRESIDENT & CEO, LINDA SCHWIMMER **Leadership in the Time of COVID**

Being at the helm of the Quality Institute, I have the privilege of getting to know the leadership of our stellar membership, which spans every sector of health care — as well as state and local leaders focused on improving the health and wellness of the people they serve. I've heard from many of you about the challenges of planning for 2021 and beyond. Every day is a rollercoaster of last-minute pivots to address the crisis at hand. I feel the same struggles as we, too, plan for the year ahead.

As we collectively battle the coronavirus, support vaccination, and look forward to brighter days, we must use the power and wisdom of our membership and keep the focus on how we can help one another. I have seen how the pandemic has strengthened collaboration and advanced collective action across and within industries. We must work to retain these stronger connections even after we make our way to the other side of this pandemic.

[Read Full Story](#)



GARY D. ST. HILAIRE

PRESIDENT AND CEO OF HORIZON
BLUE CROSS BLUE SHIELD
OF NEW JERSEY

TAKE FIVE INTERVIEW

Interviews with members, influencers, and noteworthy people

Gary D. St. Hilaire is President and CEO of [Horizon Blue Cross Blue Shield of New Jersey](#), a member of the Quality Institute's Leadership Council. St. Hilaire joined Horizon in April.

Interview Sneak Peek: *We've seen the use of telehealth surge during the pandemic. How does telehealth fit into the continuum of care — and how will Horizon facilitate its use?*

We see telehealth as something here to stay, and we're excited about that. We've been at this for several years and I think the market has struggled to embrace it. The pandemic has obviously forced everybody's hand. It's a terrific way in many cases to receive care. We see a real benefit in areas like mental health — not only is it increasing access to care but members in care remain more actively engaged. And we're seeing that members can prevent trips to urgent care or emergency care because instead they're able to do a video call with their physician. That can significantly lower costs and get patients the outcomes they need. We're trying from a technology standpoint to make things easier for providers and our members. Horizon is embracing a broad array of telemedicine options to ensure our members get access to the care they need. We also partner with [Amwell](#), which is a large national telehealth platform, and [Pager](#), which is a smaller upstart that's done some interesting things, as well as other specialty health telehealth solutions including several focused on mental health and substance use disorders. We're trying to connect the dots with our digital programs to give our provider partners and our members broad access to solutions that work for them...

[Read Full Interview](#)

QUALITY INSTITUTE WEBINAR ROUND-UP

ROUND UP:

NEW JERSEY HEALTH CARE QUALITY INSTITUTE WEBINARS

*The best Quality
Institute webinars of
2020*



We kicked off our 2021 events with yesterday's webinar: [**Best Practices for Quality Improvement and Health Care Providers' Mental Health Support During COVID-19**](#). You are invited to view that webinar as well as our other valuable virtual discussions from 2020.

- [**Best Practices for Effective Physical and Mental Telehealth Visits**](#)
- [**Advance Care Planning: Planning for the Unexpected During COVID-19**](#)
- [**The Community Response to COVID from 2 New Jersey Mayors**](#)
- [**Telehealth Visit Best Practices for Caregivers and Older Adults**](#)
- [**Increasing Access to Reproductive Health Services in New Jersey**](#)
- [**COVID-19 and the Flu – Vaccine Production, Access, and Adherence**](#)

[View All Quality Institute Webinars](#)

NEW MEMBER – SYSTEM LEVEL

St. Joseph's University Medical Center is a longstanding member of the Quality Institute, and we are now pleased to welcome St. Joseph's Health to our membership. We are eager to work with the entire team.



St. Joseph's Health

[**St. Joseph's Health**](#) is a healing ministry of the Catholic Church sponsored by the Sisters of Charity of Saint Elizabeth — committed to providing exceptional quality care which sustains and improves both individual and community health, with a special concern for those who are poor, vulnerable and underserved.



For information on how to join, please contact Virginia Tesser at vtesser@njhcqi.org.

To learn more about our current initiatives, please visit our website at www.njhcqi.org.

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