

Duke Margolis

Looking back over the past 2 years, context of where we are is different than we were 2 months ago and especially 2 years ago.

We have built a lot of things that we know work, a retail structure we never had before, on the ground programs, shipping PPE with local partners, standing up healthier together program.

Lead retail building infrastructure by:

Data: First and foremost, fast and fair. Data drives our decision making, closing equity gaps, how quickly we can reach people, etc.

- Operationalize capacity, made possible by partnerships and collaborations, and moderation of data capability we had not harnessed before.
- Helps to not only understand vaccination rates but understand how vaccines, hospitalizations, and deaths give us understanding on course of disease.

Increase in public trust: DHHHS has remained leading source of truth and facts, leveraging trust in meaningful ways. *Nobody is declaring victory on COVID, and nobody is saying its over, we are saying we are in a much better place.*

“Crisis-tunity” Opportunity to take work we did during COVID and focus on 3 big priority areas.

Behavioral health and resilience: Like me, every North Carolinian knows someone who is living with mental illness, addiction, anxiety, etc., especially over past 2 years. *Unfortunately, our mental health system struggled even before the pandemic*

- Invest BH data technology, utilizations, beds, etc.
- Promote access to care in meaningful ways, double down on prevention.

Strong and inclusive workforce: *healthcare workforce was on borrowed time before pandemic, folks stepped up time again, need to step up for them. Quick and swift action.*

- Build pipeline that puts NC first, looks like and comes from all of North Carolina.
- Recognizing work is driver of health, missed opportunity for too long to support those with disability and chronic illness in having access to employment.

Child and family wellbeing: A generation of children impacted by pandemic. Unfortunately, we know children disproportionately experienced anxiety stress and trauma. Kids are pushed into a gap, failure of the system.

- Invest in building resiliency strategies to connect with care, early education, trauma informed work.
- Kids wrapped around services we need service wrapped around kids.

Key operational things to deliver on:

- **Equity** cuts across at the center, *choosing to make sure we are reaching all of NC.*
- **Data is strategic driver:** helps us go faster, invest stronger, focus on work in meaningful ways.
- **Use our dollars:** Value Medicaid, buy health.

We can go fast alone but far together.