

resourceful response.
resilient recovery.
collaborative future.

Together, community health centers and Quest are providing—and will continue to provide—the solutions needed to fight COVID-19.

RESPONSE



Innovating rapidly



Making testing accessible



Combating inequity



RECOVERY



Addressing deferred care



Adapting operations



Facing future challenges



SITUATION

Fewer patient visits, lower revenues, a lack of testing supplies and PPE, staffing shortages, and other concerns impeded the ability to serve patients.



ACTIONS

Health Centers

- Rallied to institute new infectious disease protocols
- Pivoted to virtual visits, triaged symptomatic patients, and implemented phone screenings
- Shifted resources away from primary care
- Provided support for CHC staff members

Quest Diagnostics

- Developed first diagnostic test in 10 days and launched two days before WHO declared a pandemic
- Established new safety protocols and business continuity plan

Rapid innovation led to effective, safe COVID-19 testing

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SITUATION

Patients in poor and minority communities were at higher risk of adverse COVID-19 outcomes, however testing in these communities lagged compared to national levels.



ACTIONS

Health Centers

- Set up drive-through, walk-up, and mobile testing clinics
- Engaged in culturally sensitive outreach to raise awareness and improve testing rates
- Reconfigured physical spaces for safety
- Lobbied for additional testing infrastructure

Quest Diagnostics

- Brought testing to more people through QuestDirect, retailers, and initiatives for the homeless population
- Increased testing capabilities and capacity through antibody testing, co-testing for influenza, and at-home collection kits
- Enhanced Peace of Mind safety precautions at Patient Service Centers



COVID-19 testing has been made **more accessible for all**

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SITUATION

COVID-19 disproportionately affected people in underserved communities, which magnified social and racial injustices and healthcare inequities.



ACTIONS

Health Centers

- Advocated for federal support for CHCs
- Emphasized the vulnerabilities of the healthcare system
- Increased minority representation in COVID-19 testing and vaccine trials

Quest Diagnostics

- Commissioned research to understand relationship between race and COVID-19 positivity
- Worked to combat health disparities in underserved communities
- Pledged \$100M in support and service through Quest for Health Equity



Inequity is being combated with **action and commitment**

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SITUATION

Health centers are adapting to serve a patient population that has often deferred basic preventive care and is at risk of severe COVID-related conditions.



ACTIONS

Health Centers

- Optimizing virtual care for chronic conditions and meeting patients where they are
- Instituting audio-only and virtual telehealth visits, remote patient monitoring, and at-home collection
- Enhancing SDOH screening
- Identifying and closing gaps in care with risk stratification
- Engaging high-risk patients through outreach

Quest Diagnostics

- Collaborating with CHCs to provide diagnostic testing, services, and education to address delayed treatment
- Offering a testing portfolio with breadth and depth ranging from routine to advanced
- Helping clinicians uncover undiagnosed conditions with the depth and breadth of our testing portfolio



Diseases that have gone undiagnosed or untreated are **being addressed**

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SITUATION

In a resource-scarce environment, health centers are rapidly shifting their operational approach to maintain the health of their businesses—and their patients.



ACTIONS

Health Centers

- Adapting for crisis planning and emergency preparedness
- Mobilizing new revenue strategies
- Prioritizing clinical quality measures to boost HEDIS scores and CMS Star ratings
- Adding end-to-end programs that prioritize limited resources
- Addressing SDOH factors that impact preventative care

Quest Diagnostics

- Offering operational resources that support effective care and long-term sustainability, including:
 - Quality Reporting Program
 - Lab Stewardship
 - Clinical care programs
 - Clinical decision support
 - Simplified lab-related tasks



Health centers are **adapting to sustain or reinvent operations**

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SITUATION

Post-COVID, focus will shift from day-to-day survival to strategically planning for long-term sustainability and restoring confidence in the healthcare system. Recovery will no longer be the goal. Resilience will be.



ACTIONS

Health Centers

- Pursuing strategic partnerships to enhance reach
- Expanding footprint to enable patient acquisition and enhance competitive positioning
- Streamlining workflows and operational efficiencies
- Updating data and analytics capabilities

Quest Diagnostics

- Ensuring existing clinical and operational needs are being met
- Collaborating to predict where attention and innovation are needed



Future challenges will be faced together

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