

No strangers to a challenge, the healthcare heroes at La Rabida Children's Hospital in Chicago care for children with the most serious or complex health conditions, from developmental disabilities to child abuse and trauma.

COVID-19 was like a wall falling in between patients, their families and needed healthcare. La Rabida's staff tackled new the obstacles brought on by COVID-19, acting as superheroes holding up that heavy wall.

#### Masking Solution for Lip-readers

Staff now wear medical-grade masks during all patient interaction, which created a barrier for patients who lip-read. The solution? A surgical mask called The Communicator. After some research, La Rabida's healthcare heroes found this innovative mask with a clear plastic, fog-resistant window so patients can see the staff member speak.

#### Wheelchair Delivery via Telehealth

Instead of families coming to the hospital, La Rabida's physical and occupational therapists collaborate via telehealth with a technician who adjusts the wheelchair in the patient's home. The therapists coach families on proper positioning and maintenance, along with how to use the device.

#### Well Being Initiative

La Rabida launched the Well Being initiative to offer support and resources to their patients' families during the pandemic. Care coordinators connect with all La Rabida families to make sure they can access essential goods and services. They also serve as a sounding board for stressed parents.

Voilà! Three challenges met.

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