

**Name: Martin Mutesasira**

## Analyze/Assess

**Apply: Now that you've read the scenario, write two to three sentences about how you would start analyzing the situation. Type your answers in the space provided.**

To begin analyzing the situation, I would start by identifying the specific needs and challenges faced by the long-COVID population served by the safety net hospital, with a focus on social determinants of health such as transportation, income, language, and digital access. I would also assess the current gaps in pulmonary rehabilitation access and outcomes for Hispanic and Black patients, using both patient data and staff feedback to inform the design of a culturally responsive and accessible telerehabilitation program.

## Design

**Apply: Now that you've read the scenario, write two to three sentences about how you would start designing a solution. Type your answers in the space provided.**

To start designing a solution, I would engage key stakeholders—including patients, community leaders, and healthcare providers—to gather input on cultural, linguistic, and technological needs. I

would then develop a culturally tailored telerehabilitation program with flexible scheduling, bilingual support, and user-friendly technology to ensure accessibility and engagement for Hispanic and Black patients affected by long COVID.

## Develop

**Apply: Now that you've read the scenario, write two to three sentences about how you would start developing a solution or your analysis of developing a solution. Type your answer in the space provided.**

To begin developing a solution, I would use the data collected during the analysis and design phases to create culturally relevant and accessible telerehabilitation content, including videos, live sessions, and educational materials in both English and Spanish. I would ensure the platform is mobile-friendly and simple to navigate, taking into account common barriers like digital literacy and internet access. Additionally, I would incorporate feedback loops to continuously refine the program based on user experiences and outcomes.

## Implement

**Apply: Now that you've read the scenario, write two to three sentences about how you might pilot (implement) a solution. Type your answer in the space provided.**

To pilot the pulmonary telerehabilitation solution, I would begin with a small group of long-COVID patients from the hospital's Hispanic and Black populations to evaluate accessibility, usability,

and effectiveness. I would provide patients with necessary technology support, such as mobile devices or internet access if needed, and include bilingual staff to ensure cultural and language needs are met. Ongoing feedback from participants and healthcare providers would be collected to make real-time adjustments before wider implementation.

## Evaluate

**Apply: Now that you've read the scenario, write two to three sentences about how you might evaluate a solution. Type your answer in the space provided.**

To evaluate the solution, I would measure patient outcomes such as improvement in respiratory function, quality of life, and ability to return to work. I would also assess patient satisfaction, engagement rates, and access barriers through surveys and interviews, with a focus on Hispanic and Black participants. Additionally, I would compare these results to those of traditional in-person rehabilitation programs to determine the effectiveness and equity of the telerehabilitation model.