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In a year that almost all of us will want to forget for good reason, it's also important as healthcare professionals to remember 2020 as the year that changed us.

Amid turmoil, we found new ways of overcoming unimaginable challenges and continued doing what we do best: supporting our customers in their pursuit of providing patients with the best care possible.

We saw developments – especially in digital – and, together with our customers and partners, acted upon them to drive efficiency and productivity, and improve outcomes in ways that may otherwise have taken years.

Here's a look back at some of the heroes, from healthcare workers to our own teams at GE Healthcare. These are the people who quietly and consistently operate behind the scenes and on the frontlines:

At the height of the COVID-19 pandemic in Wuhan, China, the [Wuhan Mountain Thunder God field hospital](#) was built within 7 days. Dr Xu leads the radiology department.

GE Healthcare engineers developed ["CT in a Box"](#), that could be deployed anywhere, even outside a hospital. CT is an important tool for critically ill COVID-19 patients.

We ramped up production of vital medical equipment needed by medical teams during the pandemic, such as ventilators, anaesthesia machines, monitors, ultrasound and X-rays at factories [in the US](#) and [China](#).

As the pandemic progressed, a strong supply chain was top of mind for many in healthcare – this plant in India [makes all the most important components](#) of an X-ray machine.

It was sobering and inspiring to see our people on the ground going the extra mile that can be the difference between life and death, such as here, [delivering a lifesaving ventilator](#) in Tunisia.

In Europe, Dr. Roberto Fumagalli, head of the Anesthesia and ICU at Niguarda Hospital, Milan showed us the [mental and emotional impact](#) the pandemic is having on so many clinicians, as did Alberto De Monte – GE Healthcare employee and [volunteer ambulance driver](#) in Milan.

In the US, at the Mayo Clinic, we learned about COVID-19's impact on the heart, while we collaborated on work to see how artificial intelligence (AI) can help diagnose COVID-19 faster and even predict severity at Hôpital Cochin, AP-HP, Paris and the University of Oxford.

As we look to the future and see the need to increase accessibility to healthcare, we heard stories of increasing access to oncology care in India and bringing antenatal care to women in Zambia who previously had to walk more than 50 kilometres.

As I have said before, COVID-19 is testing the entire healthcare industry, giving new urgency to our task of building the intelligence-based health system and pioneering next generation technologies to help achieve precision health.

In this season of predictions, rather than forecasting trends and talking about technologies, I'll end the year by saying I'm proud that our teams continue to support hospitals and health systems around the world – and will continue to do so in 2021 and beyond – working together to recover from the impact of COVID-19.