

WEBVTT

NOTE duration:"01:27:27.0630000"

NOTE language:en-us

NOTE Confidence: 0.854640185832977

00:00:00.000 --> 00:00:02.583 I think the hours upon us and

NOTE Confidence: 0.854640185832977

00:00:02.583 --> 00:00:05.118 we'll go ahead and get started.

NOTE Confidence: 0.854640185832977

00:00:05.120 --> 00:00:07.228 Good evening, my name is Mark Mercurial.

NOTE Confidence: 0.854640185832977

00:00:07.228 --> 00:00:09.082 I'm the director of the Program

NOTE Confidence: 0.854640185832977

00:00:09.082 --> 00:00:10.294 for Biomedical Ethics at

NOTE Confidence: 0.854640185832977

00:00:10.294 --> 00:00:11.644 the Yale School of Medicine.

NOTE Confidence: 0.854640185832977

00:00:11.650 --> 00:00:13.554 And delighted you could join us tonight

NOTE Confidence: 0.854640185832977

00:00:13.554 --> 00:00:15.520 for our evening ethics seminar series.

NOTE Confidence: 0.854640185832977

00:00:15.520 --> 00:00:17.832 Tonight is a special night for reasons I'll

NOTE Confidence: 0.854640185832977

00:00:17.832 --> 00:00:20.268 get in a second on the previous slide.

NOTE Confidence: 0.854640185832977

00:00:20.270 --> 00:00:22.209 I'm you saw a list of upcoming

NOTE Confidence: 0.854640185832977

00:00:22.209 --> 00:00:24.428 seminars in the next couple of months,

NOTE Confidence: 0.854640185832977

00:00:24.430 --> 00:00:26.593 and it's a it's a wonderful lineup

NOTE Confidence: 0.854640185832977

00:00:26.593 --> 00:00:28.702 and will hope you will join us

NOTE Confidence: 0.854640185832977

00:00:28.702 --> 00:00:30.364 for some of those as well.

NOTE Confidence: 0.854640185832977

00:00:30.370 --> 00:00:32.422 But tonight's a special night with

NOTE Confidence: 0.854640185832977

00:00:32.422 --> 00:00:34.359 Doctor Danielle Ofri and I'll tell

NOTE Confidence: 0.854640185832977

00:00:34.359 --> 00:00:36.399 you why I think I told this story.

NOTE Confidence: 0.854640185832977

00:00:36.400 --> 00:00:37.996 In the in the mailing I sent

NOTE Confidence: 0.854640185832977

00:00:37.996 --> 00:00:39.577 that with the invitation is it

NOTE Confidence: 0.854640185832977

00:00:39.577 --> 00:00:41.245 was actually in June of 2019.

NOTE Confidence: 0.854640185832977

00:00:41.250 --> 00:00:43.290 I believe that I read an op Ed in the

NOTE Confidence: 0.854640185832977

00:00:43.355 --> 00:00:45.443 New York Times that was so good and it

NOTE Confidence: 0.854640185832977

00:00:45.443 --> 00:00:47.617 had to do with physician exploitation.

NOTE Confidence: 0.854640185832977

00:00:47.620 --> 00:00:49.516 And I read this and I thought this

NOTE Confidence: 0.854640185832977

00:00:49.516 --> 00:00:51.447 is really so insightful and so good.

NOTE Confidence: 0.854640185832977

00:00:51.450 --> 00:00:53.228 I don't know who this person is,

NOTE Confidence: 0.854640185832977

00:00:53.230 --> 00:00:55.291 but I've got to see if we can get

NOTE Confidence: 0.854640185832977

00:00:55.291 --> 00:00:57.305 it to come up to Yellen speak.

NOTE Confidence: 0.854640185832977

00:00:57.310 --> 00:00:58.948 Well, did a little homework and it
NOTE Confidence: 0.854640185832977

00:00:58.948 --> 00:01:00.906 turns out I was probably, you know,
NOTE Confidence: 0.854640185832977

00:01:00.906 --> 00:01:02.782 probably a lot of people who already
NOTE Confidence: 0.854640185832977

00:01:02.782 --> 00:01:03.689 know who she is,
NOTE Confidence: 0.854640185832977

00:01:03.690 --> 00:01:04.960 and I learned very quickly.
NOTE Confidence: 0.854640185832977

00:01:04.960 --> 00:01:06.568 Doctor Danielle Ofri is a clinical
NOTE Confidence: 0.854640185832977

00:01:06.568 --> 00:01:07.870 professor of medicine at NYU.
NOTE Confidence: 0.854640185832977

00:01:07.870 --> 00:01:10.438 She's also an attending physician at
NOTE Confidence: 0.854640185832977

00:01:10.438 --> 00:01:13.378 Bellevue Hospital and she's the editor in
NOTE Confidence: 0.854640185832977

00:01:13.378 --> 00:01:15.694 chief of the Bellevue Literary Review.
NOTE Confidence: 0.854640185832977

00:01:15.700 --> 00:01:17.950 She's written over 200 articles
NOTE Confidence: 0.854640185832977

00:01:17.950 --> 00:01:19.750 arranged from everything from
NOTE Confidence: 0.854640185832977

00:01:19.750 --> 00:01:22.288 the New York Times to The Lancet.
NOTE Confidence: 0.854640185832977

00:01:22.290 --> 00:01:23.934 She's written seven books,
NOTE Confidence: 0.854640185832977

00:01:23.934 --> 00:01:25.590 including one, most recently,
NOTE Confidence: 0.854640185832977

00:01:25.590 --> 00:01:28.080 that's in press on medical errors.

NOTE Confidence: 0.854640185832977
00:01:28.080 --> 00:01:30.696 She has run numerous awards as a writer.
NOTE Confidence: 0.854640185832977
00:01:30.700 --> 00:01:32.996 She has a bachelors degree from McGill.
NOTE Confidence: 0.854640185832977
00:01:33.000 --> 00:01:34.968 She got a PhD in pharmacology,
NOTE Confidence: 0.854640185832977
00:01:34.970 --> 00:01:37.598 then why you an MD at NYU and then
NOTE Confidence: 0.854640185832977
00:01:37.598 --> 00:01:40.220 went on to do a medicine residency?
NOTE Confidence: 0.854640185832977
00:01:40.220 --> 00:01:41.102 Then why you?
NOTE Confidence: 0.854640185832977
00:01:41.102 --> 00:01:42.866 She actually did grand rounds for
NOTE Confidence: 0.854640185832977
00:01:42.866 --> 00:01:44.521 us this afternoon in Pediatrics
NOTE Confidence: 0.854640185832977
00:01:44.521 --> 00:01:46.878 and it was marvelous and I expect
NOTE Confidence: 0.854640185832977
00:01:46.878 --> 00:01:48.996 it's going to be another excellent
NOTE Confidence: 0.854640185832977
00:01:48.996 --> 00:01:51.372 session tonight to for those of you
NOTE Confidence: 0.854640185832977
00:01:51.372 --> 00:01:53.340 who are unfamiliar with our format,
NOTE Confidence: 0.854640185832977
00:01:53.340 --> 00:01:54.980 Doctorow Free will talk for
NOTE Confidence: 0.854640185832977
00:01:54.980 --> 00:01:56.620 about 45 minutes or so,
NOTE Confidence: 0.854640185832977
00:01:56.620 --> 00:01:59.266 and after that I will moderate.
NOTE Confidence: 0.854640185832977

00:01:59.270 --> 00:02:00.382 I'll moderate a session
NOTE Confidence: 0.854640185832977

00:02:00.382 --> 00:02:01.494 of question and answer,
NOTE Confidence: 0.854640185832977

00:02:01.500 --> 00:02:03.152 so I'll ask you at that point
NOTE Confidence: 0.854640185832977

00:02:03.152 --> 00:02:04.573 to send your questions through
NOTE Confidence: 0.854640185832977

00:02:04.573 --> 00:02:06.517 the Q&A portion on the zoom,
NOTE Confidence: 0.854640185832977

00:02:06.520 --> 00:02:08.606 and I'll read the questions to Doctorow
NOTE Confidence: 0.854640185832977

00:02:08.606 --> 00:02:10.598 free and then you'll get a chance
NOTE Confidence: 0.854640185832977

00:02:10.598 --> 00:02:12.659 to respond and let me just know it.
NOTE Confidence: 0.854640185832977

00:02:12.660 --> 00:02:14.340 Let you know ahead of time.
NOTE Confidence: 0.854640185832977

00:02:14.340 --> 00:02:16.564 I may not get to all of them,
NOTE Confidence: 0.854640185832977

00:02:16.570 --> 00:02:17.220 and Moreover.
NOTE Confidence: 0.854640185832977

00:02:17.220 --> 00:02:20.228 It may well be that we get to 6:30
NOTE Confidence: 0.854640185832977

00:02:20.228 --> 00:02:22.503 and I haven't gotten to them and
NOTE Confidence: 0.854640185832977

00:02:22.503 --> 00:02:25.126 we do have a hard stop at 6:30,
NOTE Confidence: 0.854640185832977

00:02:25.130 --> 00:02:27.230 so please don't be offended if you
NOTE Confidence: 0.854640185832977

00:02:27.230 --> 00:02:29.450 were hoping I'd get to your question.

NOTE Confidence: 0.854640185832977
00:02:29.450 --> 00:02:31.310 I didn't because it will be.
NOTE Confidence: 0.854640185832977
00:02:31.310 --> 00:02:33.158 We will be stopping at 6:30,
NOTE Confidence: 0.854640185832977
00:02:33.160 --> 00:02:34.575 but right now I'm delighted
NOTE Confidence: 0.854640185832977
00:02:34.575 --> 00:02:35.990 to introduce to you Doctor
NOTE Confidence: 0.822489321231842
00:02:36.050 --> 00:02:38.096 Danielle Ofri from New York University.
NOTE Confidence: 0.822489321231842
00:02:38.100 --> 00:02:39.650 Dr ofri. Hi, thank you.
NOTE Confidence: 0.822489321231842
00:02:39.650 --> 00:02:41.498 It's so nice to be here.
NOTE Confidence: 0.822489321231842
00:02:41.500 --> 00:02:43.360 Thank you all for having me.
NOTE Confidence: 0.822489321231842
00:02:43.360 --> 00:02:45.200 You know so in medicine.
NOTE Confidence: 0.822489321231842
00:02:45.200 --> 00:02:47.776 I guess we all face this in
NOTE Confidence: 0.822489321231842
00:02:47.776 --> 00:02:48.880 our various specialties.
NOTE Confidence: 0.822489321231842
00:02:48.880 --> 00:02:51.456 We were so many measurements of quality.
NOTE Confidence: 0.822489321231842
00:02:51.460 --> 00:02:53.721 Come up, you know 30 day re
NOTE Confidence: 0.822489321231842
00:02:53.721 --> 00:02:55.609 admission rate I always getting
NOTE Confidence: 0.822489321231842
00:02:55.609 --> 00:02:57.709 dinged on my A1C control.
NOTE Confidence: 0.822489321231842

00:02:57.710 --> 00:02:59.912 We get reports in our catheter
NOTE Confidence: 0.822489321231842

00:02:59.912 --> 00:03:01.013 infections DQ ulcers.
NOTE Confidence: 0.822489321231842

00:03:01.020 --> 00:03:03.932 But I always thought there should be
NOTE Confidence: 0.822489321231842

00:03:03.932 --> 00:03:05.893 another quality measure out there
NOTE Confidence: 0.822489321231842

00:03:05.893 --> 00:03:08.445 and it should be the number of times
NOTE Confidence: 0.822489321231842

00:03:08.519 --> 00:03:10.643 that a board certified physician or
NOTE Confidence: 0.822489321231842

00:03:10.643 --> 00:03:14.886 a license RN is a sobbing in their exam room.
NOTE Confidence: 0.822489321231842

00:03:14.890 --> 00:03:18.656 And this Dandan Mian on April 1st,
NOTE Confidence: 0.822489321231842

00:03:18.660 --> 00:03:21.900 2019 year and a half ago.
NOTE Confidence: 0.822489321231842

00:03:21.900 --> 00:03:23.472 Hospital switch to epic.
NOTE Confidence: 0.822489321231842

00:03:23.472 --> 00:03:25.044 Now I don't know,
NOTE Confidence: 0.822489321231842

00:03:25.050 --> 00:03:27.444 in retrospect of choosing April Fools Day,
NOTE Confidence: 0.822489321231842

00:03:27.450 --> 00:03:29.928 as the major changeover was like some
NOTE Confidence: 0.822489321231842

00:03:29.928 --> 00:03:32.606 cosmic oversight or some techies idea of wit.
NOTE Confidence: 0.822489321231842

00:03:32.610 --> 00:03:34.330 But as you might imagine,
NOTE Confidence: 0.822489321231842

00:03:34.330 --> 00:03:36.400 it was a momentous, you know,

NOTE Confidence: 0.822489321231842
00:03:36.400 --> 00:03:38.120 we had these countdown clocks.
NOTE Confidence: 0.822489321231842
00:03:38.120 --> 00:03:41.315 It was like the second coming of the Messiah.
NOTE Confidence: 0.822489321231842
00:03:41.320 --> 00:03:43.150 And you know we switched flip
NOTE Confidence: 0.822489321231842
00:03:43.150 --> 00:03:45.309 the Switch an on the 1st week.
NOTE Confidence: 0.822489321231842
00:03:45.310 --> 00:03:48.064 We had, you know half the number of patients.
NOTE Confidence: 0.822489321231842
00:03:48.070 --> 00:03:49.274 Second to exterminate boom,
NOTE Confidence: 0.822489321231842
00:03:49.274 --> 00:03:51.433 you guys are ready to rock and
NOTE Confidence: 0.822489321231842
00:03:51.433 --> 00:03:53.173 you know those first couple of
NOTE Confidence: 0.822489321231842
00:03:53.173 --> 00:03:54.830 months were quite a nightmares.
NOTE Confidence: 0.822489321231842
00:03:54.830 --> 00:03:56.741 Every batch of new patients came all
NOTE Confidence: 0.822489321231842
00:03:56.741 --> 00:03:58.818 with you know 16 chronic conditions.
NOTE Confidence: 0.822489321231842
00:03:58.820 --> 00:03:59.410 18 medications.
NOTE Confidence: 0.822489321231842
00:03:59.410 --> 00:04:01.180 They speak Bengali at best or
NOTE Confidence: 0.822489321231842
00:04:01.180 --> 00:04:02.809 Sylheti the dialect of Bengali.
NOTE Confidence: 0.822489321231842
00:04:02.810 --> 00:04:04.658 From there's no interpreter and you
NOTE Confidence: 0.822489321231842

00:04:04.658 --> 00:04:07.107 had to get that done in 20 minutes.
NOTE Confidence: 0.822489321231842

00:04:07.110 --> 00:04:09.558 And I just found myself day after day.
NOTE Confidence: 0.822489321231842

00:04:09.560 --> 00:04:11.438 Feel like I cannot do this.
NOTE Confidence: 0.822489321231842

00:04:11.440 --> 00:04:13.904 I can't give the right medical care either.
NOTE Confidence: 0.822489321231842

00:04:13.910 --> 00:04:14.726 I you know,
NOTE Confidence: 0.822489321231842

00:04:14.726 --> 00:04:16.358 I skipped the diabetes or I
NOTE Confidence: 0.822489321231842

00:04:16.358 --> 00:04:17.620 skip the depression,
NOTE Confidence: 0.822489321231842

00:04:17.620 --> 00:04:19.776 or maybe I'll skip the heart failure.
NOTE Confidence: 0.822489321231842

00:04:19.780 --> 00:04:21.831 Which am I going to skip in
NOTE Confidence: 0.822489321231842

00:04:21.831 --> 00:04:24.109 order to get most of this done?
NOTE Confidence: 0.822489321231842

00:04:24.110 --> 00:04:26.302 And I was just crying in my exam
NOTE Confidence: 0.822489321231842

00:04:26.302 --> 00:04:28.159 room several times and I began
NOTE Confidence: 0.822489321231842

00:04:28.159 --> 00:04:30.025 talking to my colleagues and they
NOTE Confidence: 0.822489321231842

00:04:30.087 --> 00:04:32.061 were also kind of quietly breaking
NOTE Confidence: 0.822489321231842

00:04:32.061 --> 00:04:34.256 down in their rooms and an.
NOTE Confidence: 0.822489321231842

00:04:34.256 --> 00:04:36.446 You know it for me,

NOTE Confidence: 0.822489321231842
00:04:36.450 --> 00:04:38.450 it ended up giving rise to a set
NOTE Confidence: 0.822489321231842
00:04:38.450 --> 00:04:40.269 of four articles about this,
NOTE Confidence: 0.822489321231842
00:04:40.270 --> 00:04:42.328 of which that Times article was one.
NOTE Confidence: 0.822489321231842
00:04:42.330 --> 00:04:44.088 And it's not all about Epic.
NOTE Confidence: 0.822489321231842
00:04:44.090 --> 00:04:44.945 And you know,
NOTE Confidence: 0.822489321231842
00:04:44.945 --> 00:04:47.330 even though I have my beef with epic,
NOTE Confidence: 0.822489321231842
00:04:47.330 --> 00:04:49.088 you know these things are great.
NOTE Confidence: 0.822489321231842
00:04:49.090 --> 00:04:50.590 They do amazing things and each
NOTE Confidence: 0.822489321231842
00:04:50.590 --> 00:04:52.503 one of the systems have some sort
NOTE Confidence: 0.822489321231842
00:04:52.503 --> 00:04:53.928 of breathtaking assets and some
NOTE Confidence: 0.822489321231842
00:04:53.928 --> 00:04:55.559 have their snarling annoyances.
NOTE Confidence: 0.822489321231842
00:04:55.560 --> 00:04:57.904 But what I was going through this transition,
NOTE Confidence: 0.822489321231842
00:04:57.910 --> 00:04:59.968 I thought that I was burned out.
NOTE Confidence: 0.822489321231842
00:04:59.970 --> 00:05:02.616 You know, I've been at it for 20 years.
NOTE Confidence: 0.822489321231842
00:05:02.620 --> 00:05:04.964 Maybe it's time to move out to pasture,
NOTE Confidence: 0.822489321231842

00:05:04.970 --> 00:05:05.522 you know?
NOTE Confidence: 0.822489321231842

00:05:05.522 --> 00:05:07.178 There's a certain like you know,
NOTE Confidence: 0.822489321231842

00:05:07.180 --> 00:05:08.260 shelf life of doctors,
NOTE Confidence: 0.822489321231842

00:05:08.260 --> 00:05:10.820 and maybe I was hitting my expiration date.
NOTE Confidence: 0.822489321231842

00:05:10.820 --> 00:05:14.010 But At least I know baby,
NOTE Confidence: 0.822489321231842

00:05:14.010 --> 00:05:15.996 I'm not burned out because I.
NOTE Confidence: 0.822489321231842

00:05:16.000 --> 00:05:18.324 The truth is I love my job.
NOTE Confidence: 0.822489321231842

00:05:18.330 --> 00:05:20.815 I love it every single day and
NOTE Confidence: 0.822489321231842

00:05:20.815 --> 00:05:22.998 I'm never unhappy to go to work.
NOTE Confidence: 0.822489321231842

00:05:23.000 --> 00:05:25.656 And although I was miserable at that time,
NOTE Confidence: 0.869345009326935

00:05:25.660 --> 00:05:27.330 I recognized, you know, grudgingly,
NOTE Confidence: 0.869345009326935

00:05:27.330 --> 00:05:29.316 that I didn't hate my job.
NOTE Confidence: 0.869345009326935

00:05:29.320 --> 00:05:31.644 I hated how I had to do,
NOTE Confidence: 0.869345009326935

00:05:31.650 --> 00:05:33.648 and those are two different things.
NOTE Confidence: 0.869345009326935

00:05:33.650 --> 00:05:36.980 And it dawned on me that I'm not burned out.
NOTE Confidence: 0.869345009326935

00:05:36.980 --> 00:05:38.312 I'm angry, I pissed,

NOTE Confidence: 0.869345009326935

00:05:38.312 --> 00:05:39.977 and there is a difference.

NOTE Confidence: 0.869345009326935

00:05:39.980 --> 00:05:42.346 And I was angry because I couldn't.

NOTE Confidence: 0.869345009326935

00:05:42.350 --> 00:05:43.706 Do a good job.

NOTE Confidence: 0.869345009326935

00:05:43.706 --> 00:05:47.307 An you know by now where we you know 2020.

NOTE Confidence: 0.869345009326935

00:05:47.310 --> 00:05:48.978 I feel as though.

NOTE Confidence: 0.869345009326935

00:05:48.978 --> 00:05:51.063 Corporate medicine has milk just

NOTE Confidence: 0.869345009326935

00:05:51.063 --> 00:05:53.346 about all the efficiency it can

NOTE Confidence: 0.869345009326935

00:05:53.346 --> 00:05:55.664 get out of the system, right?

NOTE Confidence: 0.869345009326935

00:05:55.664 --> 00:05:56.712 Mergers, streamlining?

NOTE Confidence: 0.869345009326935

00:05:56.712 --> 00:05:58.808 They've pushed those productivity

NOTE Confidence: 0.869345009326935

00:05:58.808 --> 00:06:01.699 numbers about as far as they can go.

NOTE Confidence: 0.869345009326935

00:06:01.700 --> 00:06:03.864 But there's one resource

NOTE Confidence: 0.869345009326935

00:06:03.864 --> 00:06:06.569 that seems endless and free.

NOTE Confidence: 0.869345009326935

00:06:06.570 --> 00:06:08.250 And it's the professional ethic

NOTE Confidence: 0.869345009326935

00:06:08.250 --> 00:06:09.930 of the medical staff members.

NOTE Confidence: 0.869345009326935

00:06:09.930 --> 00:06:11.496 And you can keep adding work
NOTE Confidence: 0.869345009326935

00:06:11.496 --> 00:06:13.210 and it always gets done right.
NOTE Confidence: 0.869345009326935

00:06:13.210 --> 00:06:14.698 You can toss epicon everywhere in
NOTE Confidence: 0.869345009326935

00:06:14.698 --> 00:06:16.210 the middle of their breathing,
NOTE Confidence: 0.869345009326935

00:06:16.210 --> 00:06:17.848 waking life and give them twice
NOTE Confidence: 0.869345009326935

00:06:17.848 --> 00:06:19.831 as much work the same number of
NOTE Confidence: 0.869345009326935

00:06:19.831 --> 00:06:21.499 patients and of course is going
NOTE Confidence: 0.869345009326935

00:06:21.499 --> 00:06:23.371 to get in because you know I'm
NOTE Confidence: 0.869345009326935

00:06:23.371 --> 00:06:24.944 not going to skip the diabetes
NOTE Confidence: 0.869345009326935

00:06:24.944 --> 00:06:26.304 or the congestive heart failure.
NOTE Confidence: 0.869345009326935

00:06:26.310 --> 00:06:28.158 I'm just going to stay late enough
NOTE Confidence: 0.869345009326935

00:06:28.158 --> 00:06:29.560 until I've figured out each
NOTE Confidence: 0.869345009326935

00:06:29.560 --> 00:06:30.950 one of my patients conditions,
NOTE Confidence: 0.869345009326935

00:06:30.950 --> 00:06:32.636 gotten them all tucked into place
NOTE Confidence: 0.869345009326935

00:06:32.636 --> 00:06:34.499 and then move on to the next.
NOTE Confidence: 0.869345009326935

00:06:34.500 --> 00:06:36.411 And that's the way it is for

NOTE Confidence: 0.869345009326935
00:06:36.411 --> 00:06:37.230 everyone in medicine.
NOTE Confidence: 0.869345009326935
00:06:37.230 --> 00:06:39.134 And so you can keep adding work.
NOTE Confidence: 0.869345009326935
00:06:39.140 --> 00:06:40.580 And it's this like miraculously
NOTE Confidence: 0.869345009326935
00:06:40.580 --> 00:06:41.156 elastic system.
NOTE Confidence: 0.869345009326935
00:06:41.160 --> 00:06:41.443 Now,
NOTE Confidence: 0.869345009326935
00:06:41.443 --> 00:06:43.141 if you think about an assembly
NOTE Confidence: 0.869345009326935
00:06:43.141 --> 00:06:44.630 line right in a factory,
NOTE Confidence: 0.869345009326935
00:06:44.630 --> 00:06:46.359 if you simply dropped 30% more
NOTE Confidence: 0.869345009326935
00:06:46.359 --> 00:06:47.804 work right into the assembly
NOTE Confidence: 0.869345009326935
00:06:47.804 --> 00:06:48.960 line without any changes,
NOTE Confidence: 0.869345009326935
00:06:48.960 --> 00:06:50.700 it's going to grind to halt.
NOTE Confidence: 0.869345009326935
00:06:50.700 --> 00:06:53.070 Its going to be complete chaos.
NOTE Confidence: 0.869345009326935
00:06:53.070 --> 00:06:55.030 Imagine giving a lawyer 30% more work,
NOTE Confidence: 0.869345009326935
00:06:55.030 --> 00:06:55.870 or a plumber.
NOTE Confidence: 0.869345009326935
00:06:55.870 --> 00:06:58.110 You know it is not going to happen.
NOTE Confidence: 0.869345009326935

00:06:58.110 --> 00:06:59.808 Well, they'll charge you know Bill
NOTE Confidence: 0.869345009326935

00:06:59.808 --> 00:07:02.028 you by the minute for the extra time,
NOTE Confidence: 0.869345009326935

00:07:02.030 --> 00:07:04.172 but it's not going to magically get
NOTE Confidence: 0.869345009326935

00:07:04.172 --> 00:07:06.988 done out of the kindness of their heart.
NOTE Confidence: 0.869345009326935

00:07:06.990 --> 00:07:09.326 But in medicine it happens all the time,
NOTE Confidence: 0.869345009326935

00:07:09.330 --> 00:07:10.498 every single day, right?
NOTE Confidence: 0.869345009326935

00:07:10.498 --> 00:07:12.250 Doctors and nurses we don't leave.
NOTE Confidence: 0.869345009326935

00:07:12.250 --> 00:07:12.814 I mean,
NOTE Confidence: 0.869345009326935

00:07:12.814 --> 00:07:14.224 if every doctor nurse clocked
NOTE Confidence: 0.869345009326935

00:07:14.224 --> 00:07:16.038 out when our paid time ended,
NOTE Confidence: 0.869345009326935

00:07:16.040 --> 00:07:17.786 the whole thing would fall apart,
NOTE Confidence: 0.869345009326935

00:07:17.790 --> 00:07:18.052 right?
NOTE Confidence: 0.869345009326935

00:07:18.052 --> 00:07:20.148 It's the one thing that holds the whole
NOTE Confidence: 0.869345009326935

00:07:20.148 --> 00:07:21.731 medical enterprise together is that
NOTE Confidence: 0.869345009326935

00:07:21.731 --> 00:07:23.627 doctors and nurses and medical staff.
NOTE Confidence: 0.869345009326935

00:07:23.630 --> 00:07:25.256 We largely do the right thing

NOTE Confidence: 0.869345009326935
00:07:25.256 --> 00:07:26.850 and not that we're perfect.
NOTE Confidence: 0.869345009326935
00:07:26.850 --> 00:07:28.170 But by and large,
NOTE Confidence: 0.869345009326935
00:07:28.170 --> 00:07:30.559 most people do the right thing and
NOTE Confidence: 0.869345009326935
00:07:30.559 --> 00:07:32.904 don't leave until the work is done.
NOTE Confidence: 0.869345009326935
00:07:32.910 --> 00:07:34.918 And I think this is all of us
NOTE Confidence: 0.869345009326935
00:07:34.918 --> 00:07:36.734 took some sort of both when
NOTE Confidence: 0.869345009326935
00:07:36.734 --> 00:07:38.594 starting practice and if I can
NOTE Confidence: 0.869345009326935
00:07:38.659 --> 00:07:40.789 speak from the point of position,
NOTE Confidence: 0.869345009326935
00:07:40.790 --> 00:07:42.500 you know we the Hippocratic Oath
NOTE Confidence: 0.869345009326935
00:07:42.500 --> 00:07:44.334 is very meaningful an there's a
NOTE Confidence: 0.869345009326935
00:07:44.334 --> 00:07:46.236 covenant between a doctor and patient,
NOTE Confidence: 0.869345009326935
00:07:46.240 --> 00:07:48.354 and between a nurse and a patient.
NOTE Confidence: 0.869345009326935
00:07:48.360 --> 00:07:49.266 Anan the coven.
NOTE Confidence: 0.869345009326935
00:07:49.266 --> 00:07:50.474 Is this the patient,
NOTE Confidence: 0.869345009326935
00:07:50.480 --> 00:07:52.000 gives you their trust, right?
NOTE Confidence: 0.869345009326935

00:07:52.000 --> 00:07:53.860 They have to trust you because
NOTE Confidence: 0.869345009326935

00:07:53.860 --> 00:07:55.444 they really don't have any
NOTE Confidence: 0.869345009326935

00:07:55.444 --> 00:07:57.148 other choice but to trust you.
NOTE Confidence: 0.869345009326935

00:07:57.150 --> 00:07:59.422 And then our ends that we put the
NOTE Confidence: 0.869345009326935

00:07:59.422 --> 00:08:01.389 patient first ahead of our interest.
NOTE Confidence: 0.869345009326935

00:08:01.390 --> 00:08:03.595 And I think we largely do this.
NOTE Confidence: 0.847771108150482

00:08:03.600 --> 00:08:06.232 But I also think that when we go
NOTE Confidence: 0.847771108150482

00:08:06.232 --> 00:08:07.874 into practice, there's a covenant
NOTE Confidence: 0.847771108150482

00:08:07.874 --> 00:08:09.514 between us in our profession,
NOTE Confidence: 0.847771108150482

00:08:09.520 --> 00:08:11.170 the medical profession in the
NOTE Confidence: 0.847771108150482

00:08:11.170 --> 00:08:12.158 nursing profession, right?
NOTE Confidence: 0.847771108150482

00:08:12.158 --> 00:08:13.142 We sacrifice years,
NOTE Confidence: 0.847771108150482

00:08:13.142 --> 00:08:14.782 sometimes decades of our lives.
NOTE Confidence: 0.847771108150482

00:08:14.790 --> 00:08:17.118 To this career, we pledge ourselves to a
NOTE Confidence: 0.847771108150482

00:08:17.118 --> 00:08:19.387 career path that doesn't offer shortcuts,
NOTE Confidence: 0.847771108150482

00:08:19.390 --> 00:08:21.700 right? But it's worth the sweat equity.

NOTE Confidence: 0.847771108150482
00:08:21.700 --> 00:08:22.684 It's fantastic job.
NOTE Confidence: 0.847771108150482
00:08:22.684 --> 00:08:25.210 I mean I, I look at my.
NOTE Confidence: 0.847771108150482
00:08:25.210 --> 00:08:27.135 Friends and colleagues and business.
NOTE Confidence: 0.847771108150482
00:08:27.140 --> 00:08:28.967 You know, sitting in these endless meetings
NOTE Confidence: 0.847771108150482
00:08:28.967 --> 00:08:30.869 about widgets and scalability and thinking.
NOTE Confidence: 0.847771108150482
00:08:30.870 --> 00:08:32.300 Oh, shoot me first, man,
NOTE Confidence: 0.847771108150482
00:08:32.300 --> 00:08:34.309 I could not survive like in a
NOTE Confidence: 0.847771108150482
00:08:34.309 --> 00:08:35.726 corporate board room, you know,
NOTE Confidence: 0.847771108150482
00:08:35.726 --> 00:08:37.394 talking about how to make \$0.10
NOTE Confidence: 0.847771108150482
00:08:37.394 --> 00:08:39.457 more on some product and I think
NOTE Confidence: 0.847771108150482
00:08:39.457 --> 00:08:41.196 that's why we're all here, right?
NOTE Confidence: 0.847771108150482
00:08:41.196 --> 00:08:42.626 We wouldn't be here otherwise.
NOTE Confidence: 0.847771108150482
00:08:42.630 --> 00:08:44.274 We have the cement Prilosec we
NOTE Confidence: 0.847771108150482
00:08:44.274 --> 00:08:46.079 get to help patients feel better.
NOTE Confidence: 0.847771108150482
00:08:46.080 --> 00:08:47.774 And so I think in exchange and
NOTE Confidence: 0.847771108150482

00:08:47.774 --> 00:08:50.208 so we put in the work and we
NOTE Confidence: 0.847771108150482

00:08:50.208 --> 00:08:51.524 stayed overnight in hospitals.
NOTE Confidence: 0.847771108150482

00:08:51.530 --> 00:08:52.970 We slept in our clothes.
NOTE Confidence: 0.847771108150482

00:08:52.970 --> 00:08:54.686 We got vomit on our shoes.
NOTE Confidence: 0.847771108150482

00:08:54.690 --> 00:08:56.210 We did all of that.
NOTE Confidence: 0.847771108150482

00:08:56.210 --> 00:08:57.023 Anne Anne Anne.
NOTE Confidence: 0.847771108150482

00:08:57.023 --> 00:08:59.255 It's worth the sweat equity and I think
NOTE Confidence: 0.847771108150482

00:08:59.255 --> 00:09:01.187 in giving that time in the commitment
NOTE Confidence: 0.847771108150482

00:09:01.187 --> 00:09:03.627 and an often a lot of debt to get there.
NOTE Confidence: 0.847771108150482

00:09:03.630 --> 00:09:05.934 I think we were promised in exchange in the
NOTE Confidence: 0.847771108150482

00:09:05.934 --> 00:09:07.869 covenant that we would get a professional.
NOTE Confidence: 0.847771108150482

00:09:07.870 --> 00:09:08.930 That's not only fulfilling
NOTE Confidence: 0.847771108150482

00:09:08.930 --> 00:09:09.725 but also principled.
NOTE Confidence: 0.847771108150482

00:09:09.730 --> 00:09:11.055 Like we're in a profession
NOTE Confidence: 0.847771108150482

00:09:11.055 --> 00:09:12.380 that does the right thing,
NOTE Confidence: 0.847771108150482

00:09:12.380 --> 00:09:13.248 which is a relief.

NOTE Confidence: 0.847771108150482

00:09:13.248 --> 00:09:15.560 I think if you work in other professions,

NOTE Confidence: 0.847771108150482

00:09:15.560 --> 00:09:17.954 you know maybe you're working for a bank and

NOTE Confidence: 0.847771108150482

00:09:17.954 --> 00:09:20.059 you're maybe you're doing it in the bank,

NOTE Confidence: 0.847771108150482

00:09:20.060 --> 00:09:21.120 but you feel like,

NOTE Confidence: 0.847771108150482

00:09:21.120 --> 00:09:21.915 Oh my God,

NOTE Confidence: 0.847771108150482

00:09:21.920 --> 00:09:23.698 I'm doing all this work just so

NOTE Confidence: 0.847771108150482

00:09:23.698 --> 00:09:25.359 someone else can make more money,

NOTE Confidence: 0.847771108150482

00:09:25.360 --> 00:09:26.420 like the principles don't

NOTE Confidence: 0.847771108150482

00:09:26.420 --> 00:09:27.793 necessary resonate with you, but.

NOTE Confidence: 0.847771108150482

00:09:27.793 --> 00:09:29.984 I think we're fortunate that we work

NOTE Confidence: 0.847771108150482

00:09:29.984 --> 00:09:31.337 for profession whose principles

NOTE Confidence: 0.847771108150482

00:09:31.337 --> 00:09:33.347 you know we largely agree with.

NOTE Confidence: 0.847771108150482

00:09:33.350 --> 00:09:35.312 So we joined a profession that

NOTE Confidence: 0.847771108150482

00:09:35.312 --> 00:09:37.869 would a job that would be fulfilling

NOTE Confidence: 0.847771108150482

00:09:37.869 --> 00:09:40.209 but also principled and have a

NOTE Confidence: 0.847771108150482

00:09:40.209 --> 00:09:42.346 moral code that we believe in.
NOTE Confidence: 0.847771108150482

00:09:42.350 --> 00:09:45.272 And and we place our trust
NOTE Confidence: 0.847771108150482

00:09:45.272 --> 00:09:48.276 in our professions. But now.
NOTE Confidence: 0.847771108150482

00:09:48.276 --> 00:09:51.348 That trust feels revoked.
NOTE Confidence: 0.847771108150482

00:09:51.350 --> 00:09:53.166 Somewhere along the line,
NOTE Confidence: 0.847771108150482

00:09:53.166 --> 00:09:55.436 the medical profession was seated
NOTE Confidence: 0.847771108150482

00:09:55.436 --> 00:09:57.718 to the healthcare industry.
NOTE Confidence: 0.847771108150482

00:09:57.720 --> 00:09:59.910 It's been this other thing of
NOTE Confidence: 0.847771108150482

00:09:59.910 --> 00:10:01.900 this sort of anastomosis this
NOTE Confidence: 0.847771108150482

00:10:01.900 --> 00:10:03.740 unholy anastomosis of merger,
NOTE Confidence: 0.847771108150482

00:10:03.740 --> 00:10:06.140 avoid hospitals and these Orwellian emr's,
NOTE Confidence: 0.847771108150482

00:10:06.140 --> 00:10:07.744 which are clearly developed
NOTE Confidence: 0.847771108150482

00:10:07.744 --> 00:10:09.749 for billing and patient care,
NOTE Confidence: 0.847771108150482

00:10:09.750 --> 00:10:11.154 just comes on 2nd,
NOTE Confidence: 0.847771108150482

00:10:11.154 --> 00:10:13.796 but they create this system in which
NOTE Confidence: 0.847771108150482

00:10:13.796 --> 00:10:16.091 medical care has been commoditised

NOTE Confidence: 0.847771108150482
00:10:16.091 --> 00:10:18.839 down to checkbox aghbal items that
NOTE Confidence: 0.847771108150482
00:10:18.839 --> 00:10:20.939 fit neatly onto a spreadsheet.
NOTE Confidence: 0.847771108150482
00:10:20.940 --> 00:10:23.070 Or until quarterly stock report or
NOTE Confidence: 0.847771108150482
00:10:23.070 --> 00:10:25.249 onto an obscene paycheck for health
NOTE Confidence: 0.847771108150482
00:10:25.249 --> 00:10:27.343 care executive who has never once
NOTE Confidence: 0.847771108150482
00:10:27.343 --> 00:10:29.158 populated the pulse of the patient
NOTE Confidence: 0.847771108150482
00:10:29.158 --> 00:10:31.057 or hasn't done so in 30 years.
NOTE Confidence: 0.847771108150482
00:10:31.057 --> 00:10:31.671 And no,
NOTE Confidence: 0.847771108150482
00:10:31.671 --> 00:10:34.590 I do not pine for the days of the
NOTE Confidence: 0.847771108150482
00:10:34.590 --> 00:10:37.350 Giants or the days of the paper charts.
NOTE Confidence: 0.847771108150482
00:10:37.350 --> 00:10:37.677 Frankly,
NOTE Confidence: 0.847771108150482
00:10:37.677 --> 00:10:39.639 no amount of polishing of rose
NOTE Confidence: 0.847771108150482
00:10:39.639 --> 00:10:41.412 tinted glasses would make me yearn
NOTE Confidence: 0.847771108150482
00:10:41.412 --> 00:10:42.912 for the good old days, right?
NOTE Confidence: 0.847771108150482
00:10:42.912 --> 00:10:43.728 Paternalism towards patients.
NOTE Confidence: 0.847771108150482

00:10:43.728 --> 00:10:45.870 The Old Boys Club of Medical Leadership,
NOTE Confidence: 0.847771108150482

00:10:45.870 --> 00:10:48.614 you know, good riddance to those days.
NOTE Confidence: 0.845944821834564

00:10:48.620 --> 00:10:52.300 But the despair that I sense among our
NOTE Confidence: 0.845944821834564

00:10:52.300 --> 00:10:55.480 colleagues today is more than just burnout.
NOTE Confidence: 0.845944821834564

00:10:55.480 --> 00:10:57.760 It's a betrayal of trust,
NOTE Confidence: 0.845944821834564

00:10:57.760 --> 00:11:01.336 the trust that we gave to our own
NOTE Confidence: 0.845944821834564

00:11:01.336 --> 00:11:03.700 profession were not burned out.
NOTE Confidence: 0.845944821834564

00:11:03.700 --> 00:11:05.005 We are heartbroken.
NOTE Confidence: 0.845944821834564

00:11:05.005 --> 00:11:07.615 And many of us no longer
NOTE Confidence: 0.845944821834564

00:11:07.615 --> 00:11:09.510 recognize the professional.
NOTE Confidence: 0.845944821834564

00:11:09.510 --> 00:11:10.638 We entered hospitals.
NOTE Confidence: 0.845944821834564

00:11:10.638 --> 00:11:12.894 They now look like an investment
NOTE Confidence: 0.845944821834564

00:11:12.894 --> 00:11:14.468 firms or Silicon Valley.
NOTE Confidence: 0.845944821834564

00:11:14.470 --> 00:11:17.144 You know, campuses are academic Deans there.
NOTE Confidence: 0.845944821834564

00:11:17.150 --> 00:11:19.442 Now CEOs like when did that
NOTE Confidence: 0.845944821834564

00:11:19.442 --> 00:11:20.970 happen at our patients,

NOTE Confidence: 0.845944821834564
00:11:20.970 --> 00:11:23.441 our customers or clients week wishes are
NOTE Confidence: 0.845944821834564
00:11:23.441 --> 00:11:25.550 providers like we're vending machines,
NOTE Confidence: 0.845944821834564
00:11:25.550 --> 00:11:27.710 you know, insert coin,
NOTE Confidence: 0.845944821834564
00:11:27.710 --> 00:11:28.790 provide health.
NOTE Confidence: 0.845944821834564
00:11:28.790 --> 00:11:31.430 It just feels so strange.
NOTE Confidence: 0.845944821834564
00:11:31.430 --> 00:11:34.345 You know the upper echelon
NOTE Confidence: 0.845944821834564
00:11:34.345 --> 00:11:36.677 executives or their salaries.
NOTE Confidence: 0.845944821834564
00:11:36.680 --> 00:11:37.888 They require scientific notation
NOTE Confidence: 0.845944821834564
00:11:37.888 --> 00:11:39.096 right to express those,
NOTE Confidence: 0.845944821834564
00:11:39.100 --> 00:11:41.249 but somehow there's never room in the
NOTE Confidence: 0.845944821834564
00:11:41.249 --> 00:11:43.647 budget to hire enough nurses or to get,
NOTE Confidence: 0.845944821834564
00:11:43.650 --> 00:11:45.492 you know, enough staff in the
NOTE Confidence: 0.845944821834564
00:11:45.492 --> 00:11:47.290 clinic were always short on money,
NOTE Confidence: 0.845944821834564
00:11:47.290 --> 00:11:48.199 but those salaries,
NOTE Confidence: 0.845944821834564
00:11:48.199 --> 00:11:50.320 you know those seven or 8 digits.
NOTE Confidence: 0.845944821834564

00:11:50.320 --> 00:11:52.690 They seem to always be happening.
NOTE Confidence: 0.845944821834564

00:11:52.690 --> 00:11:54.590 Healthcare has become this commodity
NOTE Confidence: 0.845944821834564

00:11:54.590 --> 00:11:56.847 whose profit margins are dissected more
NOTE Confidence: 0.845944821834564

00:11:56.847 --> 00:11:59.223 tenaciously than tumor margins in a path lab,
NOTE Confidence: 0.845944821834564

00:11:59.230 --> 00:12:02.317 and this is not what we signed up for.
NOTE Confidence: 0.845944821834564

00:12:02.320 --> 00:12:05.428 It's not where we place our trust.
NOTE Confidence: 0.845944821834564

00:12:05.430 --> 00:12:07.410 In response, we're told to focus
NOTE Confidence: 0.845944821834564

00:12:07.410 --> 00:12:08.730 on Wellness or resilience.
NOTE Confidence: 0.845944821834564

00:12:08.730 --> 00:12:09.390 You know,
NOTE Confidence: 0.845944821834564

00:12:09.390 --> 00:12:12.030 it just makes me want to object guys.
NOTE Confidence: 0.845944821834564

00:12:12.030 --> 00:12:12.646 You know,
NOTE Confidence: 0.845944821834564

00:12:12.646 --> 00:12:15.110 on a good day in clinic when I
NOTE Confidence: 0.845944821834564

00:12:15.188 --> 00:12:17.498 can almost managed to keep my
NOTE Confidence: 0.845944821834564

00:12:17.498 --> 00:12:20.040 head a hair's breath above water.
NOTE Confidence: 0.845944821834564

00:12:20.040 --> 00:12:22.866 These terms strike me as ironic.
NOTE Confidence: 0.845944821834564

00:12:22.870 --> 00:12:24.090 On a bad day,

NOTE Confidence: 0.845944821834564
00:12:24.090 --> 00:12:25.920 when the impossible math of the
NOTE Confidence: 0.845944821834564
00:12:25.997 --> 00:12:27.862 system undercuts my ability to
NOTE Confidence: 0.845944821834564
00:12:27.862 --> 00:12:30.499 care for my patience and I see
NOTE Confidence: 0.845944821834564
00:12:30.499 --> 00:12:32.587 their health suffering as a result,
NOTE Confidence: 0.845944821834564
00:12:32.590 --> 00:12:33.978 these feel downright cynical.
NOTE Confidence: 0.845944821834564
00:12:33.978 --> 00:12:35.019 Resilience come on,
NOTE Confidence: 0.845944821834564
00:12:35.020 --> 00:12:37.435 the doctors and nurses I work with,
NOTE Confidence: 0.845944821834564
00:12:37.440 --> 00:12:39.946 and I see they are the most
NOTE Confidence: 0.845944821834564
00:12:39.946 --> 00:12:41.860 resilient people in existence.
NOTE Confidence: 0.845944821834564
00:12:41.860 --> 00:12:44.128 That they managed to soldier on
NOTE Confidence: 0.845944821834564
00:12:44.128 --> 00:12:46.220 in this soul crushing system.
NOTE Confidence: 0.845944821834564
00:12:46.220 --> 00:12:48.817 Mostly managing to take good care of
NOTE Confidence: 0.845944821834564
00:12:48.817 --> 00:12:51.489 their patients and not walk out en masse.
NOTE Confidence: 0.845944821834564
00:12:51.490 --> 00:12:52.322 That's resilience.
NOTE Confidence: 0.845944821834564
00:12:52.322 --> 00:12:54.402 Wellness that were just makes
NOTE Confidence: 0.845944821834564

00:12:54.402 --> 00:12:55.650 my stomach curdle.
NOTE Confidence: 0.845944821834564

00:12:55.650 --> 00:12:56.002 Wellness.
NOTE Confidence: 0.845944821834564

00:12:56.002 --> 00:12:58.114 That's like the kindly offer of
NOTE Confidence: 0.845944821834564

00:12:58.114 --> 00:13:00.709 an ice pack from a mafioso effort.
NOTE Confidence: 0.845944821834564

00:13:00.710 --> 00:13:02.516 He's like kneecapped with a metal
NOTE Confidence: 0.845944821834564

00:13:02.516 --> 00:13:05.245 baseball bat and I don't doubt that this
NOTE Confidence: 0.845944821834564

00:13:05.245 --> 00:13:07.070 emphasis on resilience and Wellness
NOTE Confidence: 0.845944821834564

00:13:07.070 --> 00:13:09.757 comes from benevolent intentions right there.
NOTE Confidence: 0.845944821834564

00:13:09.760 --> 00:13:12.995 Not trying to kind of send to us, but.
NOTE Confidence: 0.845944821834564

00:13:12.995 --> 00:13:15.340 It puts the onus on the medical
NOTE Confidence: 0.845944821834564

00:13:15.340 --> 00:13:18.169 staff to make themselves feel better.
NOTE Confidence: 0.845944821834564

00:13:18.170 --> 00:13:19.442 Take up yoga, right,
NOTE Confidence: 0.845944821834564

00:13:19.442 --> 00:13:21.032 meditate during your lunch break,
NOTE Confidence: 0.845944821834564

00:13:21.040 --> 00:13:21.358 right?
NOTE Confidence: 0.845944821834564

00:13:21.358 --> 00:13:23.902 Well, I don't know who's got lunch break,
NOTE Confidence: 0.845944821834564

00:13:23.910 --> 00:13:26.136 but I certainly don't engage in mindfulness.

NOTE Confidence: 0.845944821834564
00:13:26.140 --> 00:13:28.380 There's a word that makes me crazy.
NOTE Confidence: 0.845944821834564
00:13:28.380 --> 00:13:29.536 Are they kidding, right?
NOTE Confidence: 0.845944821834564
00:13:29.536 --> 00:13:31.628 Have they ever done a days worth
NOTE Confidence: 0.845944821834564
00:13:31.628 --> 00:13:33.428 of clinic or manage award full
NOTE Confidence: 0.845944821834564
00:13:33.428 --> 00:13:35.070 of patients like mindfulness?
NOTE Confidence: 0.845944821834564
00:13:35.070 --> 00:13:36.670 I'm trying to be mindful,
NOTE Confidence: 0.845944821834564
00:13:36.670 --> 00:13:37.380 you know,
NOTE Confidence: 0.845944821834564
00:13:37.380 --> 00:13:39.865 at four 5:00 o'clock that my blood
NOTE Confidence: 0.845944821834564
00:13:39.865 --> 00:13:42.169 pressures and hit 210 / 110 every time
NOTE Confidence: 0.845944821834564
00:13:42.169 --> 00:13:44.570 my patients Med list of 20 minutes.
NOTE Confidence: 0.845944821834564
00:13:44.570 --> 00:13:45.866 Evaporates into the ether,
NOTE Confidence: 0.845944821834564
00:13:45.866 --> 00:13:47.486 right it's expired or gone.
NOTE Confidence: 0.845944821834564
00:13:47.490 --> 00:13:48.134 You know,
NOTE Confidence: 0.845944821834564
00:13:48.134 --> 00:13:49.744 this cardiac meds their integration.
NOTE Confidence: 0.845944821834564
00:13:49.750 --> 00:13:50.722 They're all expired,
NOTE Confidence: 0.845944821834564

00:13:50.722 --> 00:13:52.018 it just kills me.
NOTE Confidence: 0.845944821834564

00:13:52.020 --> 00:13:54.936 And now the EMR is not the entire culprit,
NOTE Confidence: 0.797417998313904

00:13:54.940 --> 00:13:57.847 even though it feels really good to blame it.
NOTE Confidence: 0.797417998313904

00:13:57.850 --> 00:14:00.444 But it is certainly a heavy hitter, right?
NOTE Confidence: 0.797417998313904

00:14:00.444 --> 00:14:02.736 Each time there's a new rollout. Alright?
NOTE Confidence: 0.797417998313904

00:14:02.736 --> 00:14:04.466 What they like determine upgrade
NOTE Confidence: 0.797417998313904

00:14:04.466 --> 00:14:06.600 like something is going to be better.
NOTE Confidence: 0.797417998313904

00:14:06.600 --> 00:14:09.516 It just feels like there's more work to do,
NOTE Confidence: 0.797417998313904

00:14:09.520 --> 00:14:11.458 right? Every upgrade is more work,
NOTE Confidence: 0.797417998313904

00:14:11.460 --> 00:14:13.410 and it reminds me of remembering
NOTE Confidence: 0.797417998313904

00:14:13.410 --> 00:14:15.096 microlab those auger plates in
NOTE Confidence: 0.797417998313904

00:14:15.096 --> 00:14:16.396 the bacteria doubling time.
NOTE Confidence: 0.797417998313904

00:14:16.400 --> 00:14:18.828 Every time it comes out, it's doubled.
NOTE Confidence: 0.797417998313904

00:14:18.828 --> 00:14:20.573 You know there's twice as
NOTE Confidence: 0.797417998313904

00:14:20.573 --> 00:14:21.920 many required fields now.
NOTE Confidence: 0.797417998313904

00:14:21.920 --> 00:14:23.790 Studies show that primary care

NOTE Confidence: 0.797417998313904
00:14:23.790 --> 00:14:26.282 doctors now spend an average of 6
NOTE Confidence: 0.797417998313904
00:14:26.282 --> 00:14:28.207 hours a day just doing data entry,
NOTE Confidence: 0.797417998313904
00:14:28.210 --> 00:14:30.324 which is twice as much as they
NOTE Confidence: 0.797417998313904
00:14:30.324 --> 00:14:32.179 do with direct patient care,
NOTE Confidence: 0.797417998313904
00:14:32.180 --> 00:14:33.835 and that's doubled since just
NOTE Confidence: 0.797417998313904
00:14:33.835 --> 00:14:35.159 a few years ago.
NOTE Confidence: 0.797417998313904
00:14:35.160 --> 00:14:37.477 And every time I start a visit,
NOTE Confidence: 0.797417998313904
00:14:37.480 --> 00:14:40.148 I feel like I've entered the jungle, right?
NOTE Confidence: 0.797417998313904
00:14:40.148 --> 00:14:43.012 Need to kind of machete your way through
NOTE Confidence: 0.797417998313904
00:14:43.012 --> 00:14:45.417 the EMR just to get to the spot.
NOTE Confidence: 0.797417998313904
00:14:45.420 --> 00:14:47.406 We can actually start the actual
NOTE Confidence: 0.797417998313904
00:14:47.406 --> 00:14:48.068 medical care.
NOTE Confidence: 0.797417998313904
00:14:48.070 --> 00:14:49.720 It's exhausting and this technology.
NOTE Confidence: 0.797417998313904
00:14:49.720 --> 00:14:51.380 It's supposed to serve us,
NOTE Confidence: 0.797417998313904
00:14:51.380 --> 00:14:54.084 but it feels like the reverse that we.
NOTE Confidence: 0.797417998313904

00:14:54.090 --> 00:14:56.250 Our job is to serve it to make sure
NOTE Confidence: 0.797417998313904

00:14:56.250 --> 00:14:58.406 you get all these things checked off
NOTE Confidence: 0.797417998313904

00:14:58.406 --> 00:15:00.936 and make sure you do this and do that.
NOTE Confidence: 0.797417998313904

00:15:00.940 --> 00:15:01.762 It's it's exhausting.
NOTE Confidence: 0.797417998313904

00:15:01.762 --> 00:15:02.310 In particular,
NOTE Confidence: 0.797417998313904

00:15:02.310 --> 00:15:03.804 we are just pummeled by the
NOTE Confidence: 0.797417998313904

00:15:03.804 --> 00:15:05.250 tyranny of the in basket.
NOTE Confidence: 0.797417998313904

00:15:05.250 --> 00:15:06.600 Now we've been with Epic
NOTE Confidence: 0.797417998313904

00:15:06.600 --> 00:15:08.459 now for a year and a half,
NOTE Confidence: 0.797417998313904

00:15:08.460 --> 00:15:09.795 and our patients are just
NOTE Confidence: 0.797417998313904

00:15:09.795 --> 00:15:11.130 getting the hang of that.
NOTE Confidence: 0.797417998313904

00:15:11.130 --> 00:15:13.258 They can email the doctors well every day,
NOTE Confidence: 0.797417998313904

00:15:13.260 --> 00:15:13.810 you know,
NOTE Confidence: 0.797417998313904

00:15:13.810 --> 00:15:16.010 walk into a gazillion emails from my patients
NOTE Confidence: 0.797417998313904

00:15:16.066 --> 00:15:18.066 'cause it's they know they can email me.
NOTE Confidence: 0.797417998313904

00:15:18.070 --> 00:15:19.666 And then I'm going to respond.

NOTE Confidence: 0.797417998313904
00:15:19.670 --> 00:15:21.539 Because of course I'm going to respond.
NOTE Confidence: 0.797417998313904
00:15:21.540 --> 00:15:22.320 I have too.
NOTE Confidence: 0.797417998313904
00:15:22.320 --> 00:15:24.588 And so every day it seems like that
NOTE Confidence: 0.797417998313904
00:15:24.588 --> 00:15:26.498 invested gets bigger and bigger.
NOTE Confidence: 0.797417998313904
00:15:26.500 --> 00:15:28.943 And the number of things we have
NOTE Confidence: 0.797417998313904
00:15:28.943 --> 00:15:31.524 to check off on and check in
NOTE Confidence: 0.797417998313904
00:15:31.524 --> 00:15:33.708 an approve just gets larger and
NOTE Confidence: 0.797417998313904
00:15:33.792 --> 00:15:36.284 larger an when Epic first came and
NOTE Confidence: 0.797417998313904
00:15:36.284 --> 00:15:38.446 we had like the in basket.
NOTE Confidence: 0.797417998313904
00:15:38.446 --> 00:15:40.980 But what a quaint word in basket.
NOTE Confidence: 0.797417998313904
00:15:40.980 --> 00:15:42.810 Like conjured visions of checkered
NOTE Confidence: 0.797417998313904
00:15:42.810 --> 00:15:44.960 napkins and a picnic in age.
NOTE Confidence: 0.797417998313904
00:15:44.960 --> 00:15:47.708 Bri and some fine wine but.
NOTE Confidence: 0.797417998313904
00:15:47.710 --> 00:15:50.294 It is more like the labors of Sisyphus,
NOTE Confidence: 0.797417998313904
00:15:50.300 --> 00:15:50.624 right?
NOTE Confidence: 0.797417998313904

00:15:50.624 --> 00:15:52.568 No matter how assiduously you work,
NOTE Confidence: 0.797417998313904

00:15:52.570 --> 00:15:54.838 you can never get it done right,
NOTE Confidence: 0.797417998313904

00:15:54.840 --> 00:15:57.090 you even if you achieve that
NOTE Confidence: 0.797417998313904

00:15:57.090 --> 00:15:59.100 magical clearing of the queue.
NOTE Confidence: 0.797417998313904

00:15:59.100 --> 00:16:01.062 10 seconds later you know they
NOTE Confidence: 0.797417998313904

00:16:01.062 --> 00:16:03.049 start rolling right in like that,
NOTE Confidence: 0.797417998313904

00:16:03.050 --> 00:16:04.334 so it never happens.
NOTE Confidence: 0.797417998313904

00:16:04.334 --> 00:16:06.670 It's just you can never be done.
NOTE Confidence: 0.797417998313904

00:16:06.670 --> 00:16:09.126 And in fact there are some studies that
NOTE Confidence: 0.797417998313904

00:16:09.126 --> 00:16:11.010 correlate the level of burnout with
NOTE Confidence: 0.797417998313904

00:16:11.010 --> 00:16:13.580 precisely with the size of the investments,
NOTE Confidence: 0.797417998313904

00:16:13.580 --> 00:16:14.732 particularly in primary care.
NOTE Confidence: 0.797417998313904

00:16:14.732 --> 00:16:17.200 You know a lot of the specialists,
NOTE Confidence: 0.797417998313904

00:16:17.200 --> 00:16:18.840 they have a little default.
NOTE Confidence: 0.797417998313904

00:16:18.840 --> 00:16:20.808 Oh, defer to primary care doctor,
NOTE Confidence: 0.797417998313904

00:16:20.810 --> 00:16:22.530 Defer to primary care and

NOTE Confidence: 0.797417998313904
00:16:22.530 --> 00:16:24.759 they can unload it all on us,
NOTE Confidence: 0.797417998313904
00:16:24.760 --> 00:16:26.734 and it feels as though medicine
NOTE Confidence: 0.797417998313904
00:16:26.734 --> 00:16:28.050 has devolved into busywork,
NOTE Confidence: 0.797417998313904
00:16:28.050 --> 00:16:30.210 and that it's slowly.
NOTE Confidence: 0.797417998313904
00:16:30.210 --> 00:16:31.830 Ceasing to function.
NOTE Confidence: 0.797417998313904
00:16:31.830 --> 00:16:34.690 Recently I had a patient.
NOTE Confidence: 0.797417998313904
00:16:34.690 --> 00:16:36.080 You know my typical patient,
NOTE Confidence: 0.797417998313904
00:16:36.080 --> 00:16:36.668 she's got,
NOTE Confidence: 0.797417998313904
00:16:36.668 --> 00:16:37.256 you know,
NOTE Confidence: 0.797417998313904
00:16:37.256 --> 00:16:39.020 89 chronic condition chronic conditions to
NOTE Confidence: 0.82690292596817
00:16:39.072 --> 00:16:39.678 take care of.
NOTE Confidence: 0.82690292596817
00:16:39.680 --> 00:16:41.888 Each visit is a handful of acute complaints.
NOTE Confidence: 0.82690292596817
00:16:41.890 --> 00:16:44.106 You know, back pain or dis Pepsi a.
NOTE Confidence: 0.82690292596817
00:16:44.110 --> 00:16:45.766 She's on a dozen plus medications.
NOTE Confidence: 0.82690292596817
00:16:45.770 --> 00:16:47.786 Just got a couple of forms to fill out
NOTE Confidence: 0.82690292596817

00:16:47.786 --> 00:16:49.928 and needs prior authorization for this.

NOTE Confidence: 0.82690292596817

00:16:49.930 --> 00:16:52.002 And so the first issue is that her

NOTE Confidence: 0.82690292596817

00:16:52.002 --> 00:16:53.528 blood pressure is not controlled.

NOTE Confidence: 0.82690292596817

00:16:53.530 --> 00:16:55.554 I need to adjust her meds so I

NOTE Confidence: 0.82690292596817

00:16:55.554 --> 00:16:57.714 turned to the MRI start working

NOTE Confidence: 0.82690292596817

00:16:57.714 --> 00:16:59.298 on the hypertension problem.

NOTE Confidence: 0.82690292596817

00:16:59.300 --> 00:17:00.524 But during the pause,

NOTE Confidence: 0.82690292596817

00:17:00.524 --> 00:17:02.831 while I'm like getting in my way

NOTE Confidence: 0.82690292596817

00:17:02.831 --> 00:17:04.447 around the hypertension ones.

NOTE Confidence: 0.82690292596817

00:17:04.450 --> 00:17:05.510 Little bit of silence.

NOTE Confidence: 0.82690292596817

00:17:05.510 --> 00:17:07.420 She intuits the natural turn of conversation

NOTE Confidence: 0.82690292596817

00:17:07.420 --> 00:17:09.310 so she starts in with her Gerd.

NOTE Confidence: 0.82690292596817

00:17:09.310 --> 00:17:11.200 Symptoms that aren't getting better.

NOTE Confidence: 0.82690292596817

00:17:11.200 --> 00:17:13.153 Now I don't want to miss what she's saying,

NOTE Confidence: 0.82690292596817

00:17:13.160 --> 00:17:14.656 but I don't want to make a mistake

NOTE Confidence: 0.82690292596817

00:17:14.656 --> 00:17:15.999 on the blood pressure meds.

NOTE Confidence: 0.82690292596817
00:17:16.000 --> 00:17:17.435 So I say hold on one second
NOTE Confidence: 0.82690292596817
00:17:17.435 --> 00:17:18.610 just hang out with that.
NOTE Confidence: 0.82690292596817
00:17:18.610 --> 00:17:20.136 Let me just do the blood pressure,
NOTE Confidence: 0.82690292596817
00:17:20.140 --> 00:17:21.659 and so there's a dip of silence.
NOTE Confidence: 0.82690292596817
00:17:21.660 --> 00:17:23.300 Now, while I pack away.
NOTE Confidence: 0.82690292596817
00:17:23.300 --> 00:17:25.057 But after a polite moment of silence,
NOTE Confidence: 0.82690292596817
00:17:25.060 --> 00:17:27.319 it seems like it's her turn to talk again.
NOTE Confidence: 0.82690292596817
00:17:27.320 --> 00:17:28.784 So she brings up the rheumatologist
NOTE Confidence: 0.82690292596817
00:17:28.784 --> 00:17:29.516 recommendation that she
NOTE Confidence: 0.82690292596817
00:17:29.516 --> 00:17:30.579 should get children surgery.
NOTE Confidence: 0.82690292596817
00:17:30.580 --> 00:17:32.938 But she's really nervous about that.
NOTE Confidence: 0.82690292596817
00:17:32.940 --> 00:17:34.490 Now works or did not.
NOTE Confidence: 0.82690292596817
00:17:34.490 --> 00:17:35.387 To multitask right?
NOTE Confidence: 0.82690292596817
00:17:35.387 --> 00:17:37.900 We know that that's a setup for error,
NOTE Confidence: 0.82690292596817
00:17:37.900 --> 00:17:39.923 but I also know that I can't
NOTE Confidence: 0.82690292596817

00:17:39.923 --> 00:17:42.071 decide on what's the best third
NOTE Confidence: 0.82690292596817

00:17:42.071 --> 00:17:43.687 line blood pressure medicine.
NOTE Confidence: 0.82690292596817

00:17:43.690 --> 00:17:44.974 While simultaneously discussing the
NOTE Confidence: 0.82690292596817

00:17:44.974 --> 00:17:46.900 pros and cons of shoulder surgery,
NOTE Confidence: 0.82690292596817

00:17:46.900 --> 00:17:49.501 so I say you know he's hang on one
NOTE Confidence: 0.82690292596817

00:17:49.501 --> 00:17:51.342 second while I just finish this
NOTE Confidence: 0.82690292596817

00:17:51.342 --> 00:17:53.999 an I feel so rude 'cause I keep
NOTE Confidence: 0.82690292596817

00:17:53.999 --> 00:17:56.207 putting her off and stopping her.
NOTE Confidence: 0.82690292596817

00:17:56.210 --> 00:17:58.366 But each thing she brings up it
NOTE Confidence: 0.82690292596817

00:17:58.366 --> 00:18:00.337 requires my full attention and I
NOTE Confidence: 0.82690292596817

00:18:00.337 --> 00:18:02.626 want to focus on what she's saying.
NOTE Confidence: 0.82690292596817

00:18:02.630 --> 00:18:03.266 It's respectful,
NOTE Confidence: 0.82690292596817

00:18:03.266 --> 00:18:04.856 it's good medical care helps
NOTE Confidence: 0.82690292596817

00:18:04.856 --> 00:18:06.160 me avoid diagnostic error.
NOTE Confidence: 0.82690292596817

00:18:06.160 --> 00:18:08.407 It helps me not over order tests,
NOTE Confidence: 0.82690292596817

00:18:08.410 --> 00:18:10.746 but if I talk to her about her

NOTE Confidence: 0.82690292596817

00:18:10.746 --> 00:18:12.673 questions about Gerd while ordering the

NOTE Confidence: 0.82690292596817

00:18:12.673 --> 00:18:15.220 meds or the labs for blood pressure.

NOTE Confidence: 0.82690292596817

00:18:15.220 --> 00:18:17.362 It's a perfect storm for medical error

NOTE Confidence: 0.82690292596817

00:18:17.362 --> 00:18:20.179 and so this puts me in an impossible bind.

NOTE Confidence: 0.82690292596817

00:18:20.180 --> 00:18:23.555 Now I could of course I could fake it,

NOTE Confidence: 0.82690292596817

00:18:23.560 --> 00:18:23.846 right?

NOTE Confidence: 0.82690292596817

00:18:23.846 --> 00:18:26.134 I can listen with half an ear kind

NOTE Confidence: 0.82690292596817

00:18:26.134 --> 00:18:28.082 of nodding and randomly white

NOTE Confidence: 0.82690292596817

00:18:28.082 --> 00:18:30.464 right away through the note that's

NOTE Confidence: 0.82690292596817

00:18:30.537 --> 00:18:31.827 recommending shoulder surgery

NOTE Confidence: 0.82690292596817

00:18:31.827 --> 00:18:34.837 passed the 50 screens of copy paste,

NOTE Confidence: 0.82690292596817

00:18:34.840 --> 00:18:35.526 MRI reports,

NOTE Confidence: 0.82690292596817

00:18:35.526 --> 00:18:37.584 and then every lab tests ordered

NOTE Confidence: 0.82690292596817

00:18:37.584 --> 00:18:39.959 since the Eisenhower administration.

NOTE Confidence: 0.82690292596817

00:18:39.960 --> 00:18:41.862 Your rheumatologist I am looking at

NOTE Confidence: 0.82690292596817

00:18:41.862 --> 00:18:44.221 you out there just to find the three
NOTE Confidence: 0.82690292596817

00:18:44.221 --> 00:18:46.360 lines that had the meat of the note.
NOTE Confidence: 0.82690292596817

00:18:46.360 --> 00:18:46.988 And simultaneously,
NOTE Confidence: 0.82690292596817

00:18:46.988 --> 00:18:49.186 and trying to check up to date.
NOTE Confidence: 0.82690292596817

00:18:49.190 --> 00:18:49.758 Because honestly,
NOTE Confidence: 0.82690292596817

00:18:49.758 --> 00:18:51.746 I don't remember what's the best third
NOTE Confidence: 0.82690292596817

00:18:51.746 --> 00:18:53.441 line blood pressure medication in
NOTE Confidence: 0.82690292596817

00:18:53.441 --> 00:18:55.146 someone with impaired renal function,
NOTE Confidence: 0.82690292596817

00:18:55.150 --> 00:18:56.092 fatty liver gout,
NOTE Confidence: 0.82690292596817

00:18:56.092 --> 00:18:56.720 crappy insurance,
NOTE Confidence: 0.82690292596817

00:18:56.720 --> 00:18:58.268 an inversion to polypharmacy.
NOTE Confidence: 0.82690292596817

00:18:58.268 --> 00:19:01.082 So I keep nodding and Ming while
NOTE Confidence: 0.82690292596817

00:19:01.082 --> 00:19:02.766 simultaneously chasing down the
NOTE Confidence: 0.82690292596817

00:19:02.766 --> 00:19:05.638 657 fields that have to satisfy in
NOTE Confidence: 0.82690292596817

00:19:05.638 --> 00:19:08.053 the EMR in all its oracular glory.
NOTE Confidence: 0.82690292596817

00:19:08.060 --> 00:19:08.332 Now,

NOTE Confidence: 0.82690292596817
00:19:08.332 --> 00:19:10.236 so many of us we muddle through
NOTE Confidence: 0.82690292596817
00:19:10.236 --> 00:19:12.062 a clinical encounters like this
NOTE Confidence: 0.82690292596817
00:19:12.062 --> 00:19:13.934 where half listening, half typing,
NOTE Confidence: 0.82690292596817
00:19:13.934 --> 00:19:14.588 half muttering,
NOTE Confidence: 0.82690292596817
00:19:14.588 --> 00:19:16.550 half thinking about what the patient
NOTE Confidence: 0.765816211700439
00:19:16.608 --> 00:19:18.810 said. Three issues that go half debating
NOTE Confidence: 0.765816211700439
00:19:18.810 --> 00:19:21.450 which test to order half scouring the six
NOTE Confidence: 0.765816211700439
00:19:21.450 --> 00:19:24.029 open windows on the screen kind of member.
NOTE Confidence: 0.765816211700439
00:19:24.030 --> 00:19:25.986 How do you order B12 injections?
NOTE Confidence: 0.765816211700439
00:19:25.990 --> 00:19:27.494 I can never remember.
NOTE Confidence: 0.765816211700439
00:19:27.494 --> 00:19:28.998 Half chiding ourselves about
NOTE Confidence: 0.765816211700439
00:19:28.998 --> 00:19:31.079 oversight from our last patient half,
NOTE Confidence: 0.765816211700439
00:19:31.080 --> 00:19:33.448 ignoring all the red flag alerts that keep
NOTE Confidence: 0.765816211700439
00:19:33.448 --> 00:19:35.719 popping up every time we click anything.
NOTE Confidence: 0.765816211700439
00:19:35.720 --> 00:19:37.658 Half thinking about the next three
NOTE Confidence: 0.765816211700439

00:19:37.658 --> 00:19:40.077 patients who are waiting for us and then
NOTE Confidence: 0.765816211700439

00:19:40.077 --> 00:19:42.070 half pondering whether any of the EMR
NOTE Confidence: 0.765816211700439

00:19:42.070 --> 00:19:44.366 buns could do something useful or practical,
NOTE Confidence: 0.765816211700439

00:19:44.370 --> 00:19:47.786 like conjure up a coffee and a sandwich.
NOTE Confidence: 0.765816211700439

00:19:47.790 --> 00:19:50.094 The only thing that's not diminished
NOTE Confidence: 0.765816211700439

00:19:50.094 --> 00:19:53.114 by half is the feeling that we're
NOTE Confidence: 0.765816211700439

00:19:53.114 --> 00:19:55.916 cutting corners in every front and
NOTE Confidence: 0.765816211700439

00:19:55.916 --> 00:19:58.727 scraping by with mediocre medical care.
NOTE Confidence: 0.765816211700439

00:19:58.730 --> 00:20:01.120 And doing a mediocre job
NOTE Confidence: 0.765816211700439

00:20:01.120 --> 00:20:03.510 is just the worst feeling.
NOTE Confidence: 0.765816211700439

00:20:03.510 --> 00:20:05.526 And what's become really clear now is
NOTE Confidence: 0.765816211700439

00:20:05.526 --> 00:20:07.775 that there are three of us in the room,
NOTE Confidence: 0.765816211700439

00:20:07.780 --> 00:20:09.120 even when it's a virtual.
NOTE Confidence: 0.765816211700439

00:20:09.120 --> 00:20:10.716 There's the doctor or the nurse,
NOTE Confidence: 0.765816211700439

00:20:10.720 --> 00:20:12.898 and the patient and the EMR.
NOTE Confidence: 0.765816211700439

00:20:12.900 --> 00:20:15.294 And the EMR which started out as a tool

NOTE Confidence: 0.765816211700439
00:20:15.294 --> 00:20:17.620 as a database for storing information
NOTE Confidence: 0.765816211700439
00:20:17.620 --> 00:20:20.060 more officially in the paper chart,
NOTE Confidence: 0.765816211700439
00:20:20.060 --> 00:20:21.083 which it does,
NOTE Confidence: 0.765816211700439
00:20:21.083 --> 00:20:23.882 but it's now inserted itself as a full
NOTE Confidence: 0.765816211700439
00:20:23.882 --> 00:20:26.610 member of the medical team and what used
NOTE Confidence: 0.765816211700439
00:20:26.610 --> 00:20:29.304 to be a tango between the doctor or
NOTE Confidence: 0.765816211700439
00:20:29.304 --> 00:20:32.708 the nurse and the patient is now a troika.
NOTE Confidence: 0.765816211700439
00:20:32.710 --> 00:20:35.640 And as with any menajahtwa,
NOTE Confidence: 0.765816211700439
00:20:35.640 --> 00:20:39.462 there are always consequences and one
NOTE Confidence: 0.765816211700439
00:20:39.462 --> 00:20:42.740 potential consequence is patient safety.
NOTE Confidence: 0.765816211700439
00:20:42.740 --> 00:20:43.553 And you know,
NOTE Confidence: 0.765816211700439
00:20:43.553 --> 00:20:44.908 having worked on this book
NOTE Confidence: 0.765816211700439
00:20:44.908 --> 00:20:46.359 on a medical error,
NOTE Confidence: 0.765816211700439
00:20:46.360 --> 00:20:48.439 it's really become clear to me that
NOTE Confidence: 0.765816211700439
00:20:48.439 --> 00:20:50.563 our technology in the EMR really play
NOTE Confidence: 0.765816211700439

00:20:50.563 --> 00:20:52.710 a role both in improving medical error,
NOTE Confidence: 0.765816211700439

00:20:52.710 --> 00:20:54.220 but also making things worse.
NOTE Confidence: 0.765816211700439

00:20:54.220 --> 00:20:55.039 So, for example,
NOTE Confidence: 0.765816211700439

00:20:55.039 --> 00:20:57.359 I think that Mars do many wonderful things
NOTE Confidence: 0.765816211700439

00:20:57.359 --> 00:20:59.950 to improve patient safety, like for example.
NOTE Confidence: 0.765816211700439

00:20:59.950 --> 00:21:01.950 I can actually read the
NOTE Confidence: 0.765816211700439

00:21:01.950 --> 00:21:03.040 ophthalmologist handwriting now,
NOTE Confidence: 0.765816211700439

00:21:03.040 --> 00:21:04.670 which I never could before.
NOTE Confidence: 0.765816211700439

00:21:04.670 --> 00:21:07.278 Of course, I don't know what it says,
NOTE Confidence: 0.765816211700439

00:21:07.280 --> 00:21:09.230 but I can actually read it,
NOTE Confidence: 0.765816211700439

00:21:09.230 --> 00:21:09.582 right?
NOTE Confidence: 0.765816211700439

00:21:09.582 --> 00:21:12.398 And you know it can help us identify
NOTE Confidence: 0.765816211700439

00:21:12.398 --> 00:21:15.146 infection outbreaks and can help us you know,
NOTE Confidence: 0.765816211700439

00:21:15.150 --> 00:21:16.566 pick up early sepsis.
NOTE Confidence: 0.765816211700439

00:21:16.566 --> 00:21:19.340 Lots of things that you can do well.
NOTE Confidence: 0.765816211700439

00:21:19.340 --> 00:21:21.530 But I also believe that it

NOTE Confidence: 0.765816211700439
00:21:21.530 --> 00:21:22.990 jeopardizes patient safety by
NOTE Confidence: 0.765816211700439
00:21:23.064 --> 00:21:25.089 pushing patients to the margin.
NOTE Confidence: 0.765816211700439
00:21:25.090 --> 00:21:27.436 By requiring the conditions to focus
NOTE Confidence: 0.765816211700439
00:21:27.436 --> 00:21:29.665 more attention on documentation than on
NOTE Confidence: 0.765816211700439
00:21:29.665 --> 00:21:32.120 patient care, and you know right now,
NOTE Confidence: 0.765816211700439
00:21:32.120 --> 00:21:34.340 hospitals have to report a number
NOTE Confidence: 0.765816211700439
00:21:34.340 --> 00:21:35.820 of patient safety measures.
NOTE Confidence: 0.765816211700439
00:21:35.820 --> 00:21:36.702 For example,
NOTE Confidence: 0.765816211700439
00:21:36.702 --> 00:21:38.907 the number of hospital acquired
NOTE Confidence: 0.765816211700439
00:21:38.907 --> 00:21:40.995 infections and they actually get
NOTE Confidence: 0.765816211700439
00:21:40.995 --> 00:21:43.410 fined when the rate is too high.
NOTE Confidence: 0.765816211700439
00:21:43.410 --> 00:21:44.466 So I think.
NOTE Confidence: 0.765816211700439
00:21:44.466 --> 00:21:46.226 The hospital should be required
NOTE Confidence: 0.765816211700439
00:21:46.226 --> 00:21:48.795 to also measure the EMR burden and
NOTE Confidence: 0.765816211700439
00:21:48.795 --> 00:21:51.073 be fined when it detracts from
NOTE Confidence: 0.765816211700439

00:21:51.073 --> 00:21:53.082 from actual medical care, right?
NOTE Confidence: 0.765816211700439

00:21:53.082 --> 00:21:54.490 It's the same thing.
NOTE Confidence: 0.765816211700439

00:21:54.490 --> 00:21:56.245 It's harming patients in harming
NOTE Confidence: 0.765816211700439

00:21:56.245 --> 00:21:57.298 their medical care.
NOTE Confidence: 0.765816211700439

00:21:57.300 --> 00:21:59.796 And given how much that Mars
NOTE Confidence: 0.765816211700439

00:21:59.796 --> 00:22:01.460 affect patients medical care.
NOTE Confidence: 0.765816211700439

00:22:01.460 --> 00:22:03.830 They should be treated like any
NOTE Confidence: 0.765816211700439

00:22:03.830 --> 00:22:05.907 other medical intervention may be
NOTE Confidence: 0.765816211700439

00:22:05.907 --> 00:22:07.639 subjected to thorough scrutiny.
NOTE Confidence: 0.765816211700439

00:22:07.640 --> 00:22:10.730 I mean, do we even know?
NOTE Confidence: 0.765816211700439

00:22:10.730 --> 00:22:12.752 FM R provides health gains for
NOTE Confidence: 0.765816211700439

00:22:12.752 --> 00:22:14.699 patients with the evidence is mixed.
NOTE Confidence: 0.765816211700439

00:22:14.700 --> 00:22:17.017 I mean, if you think about it,
NOTE Confidence: 0.765816211700439

00:22:17.020 --> 00:22:18.670 if any other medical intervention,
NOTE Confidence: 0.845793664455414

00:22:18.670 --> 00:22:20.330 a new medication and device,
NOTE Confidence: 0.845793664455414

00:22:20.330 --> 00:22:23.309 you gotta test it out in a randomized trial,

NOTE Confidence: 0.845793664455414
00:22:23.310 --> 00:22:25.918 but EMR? So here's a device we throw
NOTE Confidence: 0.845793664455414
00:22:25.918 --> 00:22:27.940 into everyone know testing at all.
NOTE Confidence: 0.845793664455414
00:22:27.940 --> 00:22:30.588 And so I tried to look to research,
NOTE Confidence: 0.845793664455414
00:22:30.590 --> 00:22:32.618 whether in fact there's any documented.
NOTE Confidence: 0.845793664455414
00:22:32.620 --> 00:22:34.060 Benefits and health outcomes
NOTE Confidence: 0.845793664455414
00:22:34.060 --> 00:22:35.860 for patients and and really,
NOTE Confidence: 0.845793664455414
00:22:35.860 --> 00:22:37.660 the data are very mixed.
NOTE Confidence: 0.845793664455414
00:22:37.660 --> 00:22:39.820 Some show yes, I'm so no.
NOTE Confidence: 0.845793664455414
00:22:39.820 --> 00:22:42.340 But my favorite study of all time,
NOTE Confidence: 0.845793664455414
00:22:42.340 --> 00:22:45.016 that of all the outcomes measured.
NOTE Confidence: 0.845793664455414
00:22:45.020 --> 00:22:47.732 Increased EMR use was most strongly
NOTE Confidence: 0.845793664455414
00:22:47.732 --> 00:22:49.540 associated with guess what?
NOTE Confidence: 0.845793664455414
00:22:49.540 --> 00:22:51.230 Increased ability to generate reports.
NOTE Confidence: 0.845793664455414
00:22:51.230 --> 00:22:52.920 That was the only measure.
NOTE Confidence: 0.845793664455414
00:22:52.920 --> 00:22:54.966 Nothing clinical, but the ability to
NOTE Confidence: 0.845793664455414

00:22:54.966 --> 00:22:56.979 generate reports that came out higher.
NOTE Confidence: 0.845793664455414

00:22:56.980 --> 00:22:59.310 And of course those reports.
NOTE Confidence: 0.845793664455414

00:22:59.310 --> 00:23:00.724 They're going to be in your in
NOTE Confidence: 0.845793664455414

00:23:00.724 --> 00:23:02.328 basket for you to sign off on right?
NOTE Confidence: 0.845793664455414

00:23:02.330 --> 00:23:04.717 So we need to see evidence that
NOTE Confidence: 0.845793664455414

00:23:04.717 --> 00:23:06.450 the benefits outweigh the harms.
NOTE Confidence: 0.845793664455414

00:23:06.450 --> 00:23:08.460 You know, lots of things seem
NOTE Confidence: 0.845793664455414

00:23:08.460 --> 00:23:10.410 logical and beneficial at the time,
NOTE Confidence: 0.845793664455414

00:23:10.410 --> 00:23:12.390 but when we subjected them to
NOTE Confidence: 0.845793664455414

00:23:12.390 --> 00:23:14.040 rigorous science, they fell short.
NOTE Confidence: 0.845793664455414

00:23:14.040 --> 00:23:15.702 Remember, actually, in replacement therapy,
NOTE Confidence: 0.845793664455414

00:23:15.702 --> 00:23:17.706 Vioxx Swan catheter Swan Ganz catheters
NOTE Confidence: 0.845793664455414

00:23:17.706 --> 00:23:19.649 cardiac Cath for stable coronary disease.
NOTE Confidence: 0.845793664455414

00:23:19.650 --> 00:23:20.640 All those things?
NOTE Confidence: 0.845793664455414

00:23:20.640 --> 00:23:22.290 They're great at the time.
NOTE Confidence: 0.845793664455414

00:23:22.290 --> 00:23:24.600 Yet when we studied them, in fact,

NOTE Confidence: 0.845793664455414
00:23:24.600 --> 00:23:26.250 they detracted from patient outcomes,
NOTE Confidence: 0.845793664455414
00:23:26.250 --> 00:23:27.900 and we have retired them.
NOTE Confidence: 0.845793664455414
00:23:27.900 --> 00:23:30.492 So why does the EMR get a free pass
NOTE Confidence: 0.845793664455414
00:23:30.492 --> 00:23:32.295 from rigorous evaluation before
NOTE Confidence: 0.845793664455414
00:23:32.295 --> 00:23:35.175 we apply to every single patient?
NOTE Confidence: 0.845793664455414
00:23:35.180 --> 00:23:37.020 But mostly mostly the EMR
NOTE Confidence: 0.845793664455414
00:23:37.020 --> 00:23:38.124 is just dispiriting.
NOTE Confidence: 0.845793664455414
00:23:38.130 --> 00:23:38.868 You know,
NOTE Confidence: 0.845793664455414
00:23:38.868 --> 00:23:41.820 we spend our days hunched over a terminal,
NOTE Confidence: 0.845793664455414
00:23:41.820 --> 00:23:43.176 squinting at a screen,
NOTE Confidence: 0.845793664455414
00:23:43.176 --> 00:23:44.871 abjectly clicking away until our
NOTE Confidence: 0.845793664455414
00:23:44.871 --> 00:23:46.481 collective carpal tunnels disintegrate
NOTE Confidence: 0.845793664455414
00:23:46.481 --> 00:23:48.097 into a collagenous pudding.
NOTE Confidence: 0.845793664455414
00:23:48.100 --> 00:23:51.412 And you know, when we have in person visits,
NOTE Confidence: 0.845793664455414
00:23:51.420 --> 00:23:53.508 I think with video visits to
NOTE Confidence: 0.845793664455414

00:23:53.508 --> 00:23:55.839 some degree or a little bit,
NOTE Confidence: 0.845793664455414

00:23:55.840 --> 00:23:57.690 you know, protected from that.
NOTE Confidence: 0.845793664455414

00:23:57.690 --> 00:23:59.530 But with in person visits,
NOTE Confidence: 0.845793664455414

00:23:59.530 --> 00:24:02.354 you know it's so awful when you're staring
NOTE Confidence: 0.845793664455414

00:24:02.354 --> 00:24:05.450 at the screen and your patient is like.
NOTE Confidence: 0.845793664455414

00:24:05.450 --> 00:24:06.070 You know,
NOTE Confidence: 0.845793664455414

00:24:06.070 --> 00:24:07.930 staring off at the supply cabinet,
NOTE Confidence: 0.845793664455414

00:24:07.930 --> 00:24:08.860 the trash can,
NOTE Confidence: 0.845793664455414

00:24:08.860 --> 00:24:09.790 the exam table,
NOTE Confidence: 0.845793664455414

00:24:09.790 --> 00:24:11.806 and I imagine a higher being would
NOTE Confidence: 0.845793664455414

00:24:11.806 --> 00:24:14.232 peek into exam room and be unable to
NOTE Confidence: 0.845793664455414

00:24:14.232 --> 00:24:16.134 distinguish the doctor or the nurse
NOTE Confidence: 0.845793664455414

00:24:16.134 --> 00:24:18.160 from the blood pressure cuff, right?
NOTE Confidence: 0.845793664455414

00:24:18.160 --> 00:24:19.400 It's all the same,
NOTE Confidence: 0.845793664455414

00:24:19.400 --> 00:24:20.640 just inanimate object annopol.
NOTE Confidence: 0.845793664455414

00:24:20.640 --> 00:24:22.218 OK, get ascribed, get, describe,

NOTE Confidence: 0.845793664455414
00:24:22.218 --> 00:24:24.120 but I feel like scribes just
NOTE Confidence: 0.845793664455414
00:24:24.182 --> 00:24:25.910 treat this symptom right to me.
NOTE Confidence: 0.845793664455414
00:24:25.910 --> 00:24:27.515 Giving ascribe because you don't
NOTE Confidence: 0.845793664455414
00:24:27.515 --> 00:24:29.629 have time to write stuff down is,
NOTE Confidence: 0.845793664455414
00:24:29.630 --> 00:24:30.506 like you know,
NOTE Confidence: 0.845793664455414
00:24:30.506 --> 00:24:31.966 you've given your patient too
NOTE Confidence: 0.845793664455414
00:24:31.966 --> 00:24:33.040 much beta blocker.
NOTE Confidence: 0.845793664455414
00:24:33.040 --> 00:24:35.568 So now we put them into heart block.
NOTE Confidence: 0.845793664455414
00:24:35.570 --> 00:24:36.946 Let's give a pacemaker,
NOTE Confidence: 0.845793664455414
00:24:36.946 --> 00:24:37.290 no.
NOTE Confidence: 0.845793664455414
00:24:37.290 --> 00:24:39.354 Let's just cut back the beta
NOTE Confidence: 0.845793664455414
00:24:39.354 --> 00:24:40.730 blocker to begin with,
NOTE Confidence: 0.845793664455414
00:24:40.730 --> 00:24:42.906 and I feel as though in the end
NOTE Confidence: 0.845793664455414
00:24:42.906 --> 00:24:45.702 the EMR turns out to be a vehicle
NOTE Confidence: 0.845793664455414
00:24:45.702 --> 00:24:48.024 for the wholesale transfer of work
NOTE Confidence: 0.845793664455414

00:24:48.024 --> 00:24:50.019 and of liability on technicians.
NOTE Confidence: 0.845793664455414

00:24:50.020 --> 00:24:52.078 So take for example, medication alerts,
NOTE Confidence: 0.845793664455414

00:24:52.080 --> 00:24:52.376 right?
NOTE Confidence: 0.845793664455414

00:24:52.376 --> 00:24:52.968 Of course,
NOTE Confidence: 0.845793664455414

00:24:52.968 --> 00:24:55.040 you want to know when their drug
NOTE Confidence: 0.845793664455414

00:24:55.100 --> 00:24:57.590 interactions, but the way it happens,
NOTE Confidence: 0.845793664455414

00:24:57.590 --> 00:24:59.984 it is just a transfer of liability.
NOTE Confidence: 0.845793664455414

00:24:59.990 --> 00:25:00.992 The other day,
NOTE Confidence: 0.845793664455414

00:25:00.992 --> 00:25:02.662 I forgot his prescribing in
NOTE Confidence: 0.845793664455414

00:25:02.662 --> 00:25:04.468 a 62 year old woman.
NOTE Confidence: 0.845793664455414

00:25:04.470 --> 00:25:06.570 I got a high alert for
NOTE Confidence: 0.845793664455414

00:25:06.570 --> 00:25:07.620 caution with lactation.
NOTE Confidence: 0.845793664455414

00:25:07.620 --> 00:25:09.288 Thinking this patient is over 60,
NOTE Confidence: 0.83402293920517

00:25:09.290 --> 00:25:10.952 the chances for lack tating are
NOTE Confidence: 0.83402293920517

00:25:10.952 --> 00:25:12.946 pretty darn low, but there was that
NOTE Confidence: 0.83402293920517

00:25:12.946 --> 00:25:15.129 alert and I had to respond to it.

NOTE Confidence: 0.83402293920517

00:25:15.130 --> 00:25:16.922 And of course there are so many

NOTE Confidence: 0.83402293920517

00:25:16.922 --> 00:25:18.740 that you end up ignoring them.

NOTE Confidence: 0.83402293920517

00:25:18.740 --> 00:25:20.448 An I actually once try to read

NOTE Confidence: 0.83402293920517

00:25:20.448 --> 00:25:22.510 every alert now is defeated in my

NOTE Confidence: 0.83402293920517

00:25:22.510 --> 00:25:23.747 first comment inpatient, right?

NOTE Confidence: 0.83402293920517

00:25:23.747 --> 00:25:25.963 You know once you get 50 of them,

NOTE Confidence: 0.83402293920517

00:25:25.970 --> 00:25:27.930 I just click the mall.

NOTE Confidence: 0.83402293920517

00:25:27.930 --> 00:25:29.526 But it makes me angry because buried

NOTE Confidence: 0.83402293920517

00:25:29.526 --> 00:25:31.209 in there is something important.

NOTE Confidence: 0.83402293920517

00:25:31.210 --> 00:25:32.114 I want to know,

NOTE Confidence: 0.83402293920517

00:25:32.114 --> 00:25:33.470 you know if my Norvasc and

NOTE Confidence: 0.83402293920517

00:25:33.524 --> 00:25:35.028 my sinus Tanner interacting.

NOTE Confidence: 0.83402293920517

00:25:35.030 --> 00:25:36.390 I want to know that.

NOTE Confidence: 0.83402293920517

00:25:36.390 --> 00:25:38.301 But of course I'm not seeing it

NOTE Confidence: 0.83402293920517

00:25:38.301 --> 00:25:39.730 can always stupid, you know,

NOTE Confidence: 0.83402293920517

00:25:39.730 --> 00:25:41.560 pregnancy and lactation things from all

NOTE Confidence: 0.83402293920517

00:25:41.560 --> 00:25:43.700 my patients over 60 'cause I haven't

NOTE Confidence: 0.83402293920517

00:25:43.700 --> 00:25:45.175 checked off that their menopausal.

NOTE Confidence: 0.83402293920517

00:25:45.180 --> 00:25:47.098 And I feel like that's not so

NOTE Confidence: 0.83402293920517

00:25:47.098 --> 00:25:48.919 much a patient safety feature,

NOTE Confidence: 0.83402293920517

00:25:48.920 --> 00:25:50.480 but a transfer of liability.

NOTE Confidence: 0.83402293920517

00:25:50.480 --> 00:25:51.416 Bad outcomes happens.

NOTE Confidence: 0.83402293920517

00:25:51.416 --> 00:25:53.288 Well, the doctor checked the box,

NOTE Confidence: 0.83402293920517

00:25:53.290 --> 00:25:55.680 so it's not our fault.

NOTE Confidence: 0.83402293920517

00:25:55.680 --> 00:25:57.340 And of course, the Mars,

NOTE Confidence: 0.83402293920517

00:25:57.340 --> 00:25:58.764 conveniently available from home,

NOTE Confidence: 0.83402293920517

00:25:58.764 --> 00:26:01.657 so we keep working at night because our

NOTE Confidence: 0.83402293920517

00:26:01.657 --> 00:26:03.382 professional ethic doesn't allow us

NOTE Confidence: 0.83402293920517

00:26:03.382 --> 00:26:05.935 to drop the ball mean for most of us.

NOTE Confidence: 0.83402293920517

00:26:05.940 --> 00:26:07.600 If you work in healthcare,

NOTE Confidence: 0.83402293920517

00:26:07.600 --> 00:26:09.255 it's unthinkable to walk away

NOTE Confidence: 0.83402293920517
00:26:09.255 --> 00:26:10.579 without completing your work,
NOTE Confidence: 0.83402293920517
00:26:10.580 --> 00:26:12.230 because dropping the ball that
NOTE Confidence: 0.83402293920517
00:26:12.230 --> 00:26:13.220 could endanger patient,
NOTE Confidence: 0.83402293920517
00:26:13.220 --> 00:26:16.550 so we never leave until the work is all done.
NOTE Confidence: 0.83402293920517
00:26:16.550 --> 00:26:18.699 And so the work and keep going.
NOTE Confidence: 0.83402293920517
00:26:18.700 --> 00:26:21.675 And of course we keep doing it.
NOTE Confidence: 0.83402293920517
00:26:21.680 --> 00:26:24.795 But I don't want to forget our
NOTE Confidence: 0.83402293920517
00:26:24.795 --> 00:26:26.700 favor compliance modules right?
NOTE Confidence: 0.83402293920517
00:26:26.700 --> 00:26:28.520 The Fraud awareness module,
NOTE Confidence: 0.83402293920517
00:26:28.520 --> 00:26:31.264 the hippo ones, the annual mandates,
NOTE Confidence: 0.83402293920517
00:26:31.264 --> 00:26:33.096 the jimmies time studies.
NOTE Confidence: 0.83402293920517
00:26:33.100 --> 00:26:34.780 And they're all important stuff.
NOTE Confidence: 0.83402293920517
00:26:34.780 --> 00:26:37.125 I'm not knocking my think they're great,
NOTE Confidence: 0.83402293920517
00:26:37.130 --> 00:26:38.815 but you're supposed to complete
NOTE Confidence: 0.83402293920517
00:26:38.815 --> 00:26:39.826 them between patients.
NOTE Confidence: 0.83402293920517

00:26:39.830 --> 00:26:42.764 OK sure, when that time is but made him,
NOTE Confidence: 0.83402293920517

00:26:42.770 --> 00:26:44.966 you're supposed to be doing your
NOTE Confidence: 0.83402293920517

00:26:44.966 --> 00:26:46.064 mindfulness meditation between
NOTE Confidence: 0.83402293920517

00:26:46.064 --> 00:26:48.008 patients under HIPAA compliance module.
NOTE Confidence: 0.83402293920517

00:26:48.010 --> 00:26:50.602 So in the end we put in hours
NOTE Confidence: 0.83402293920517

00:26:50.602 --> 00:26:52.500 and hours of extra work,
NOTE Confidence: 0.83402293920517

00:26:52.500 --> 00:26:55.596 all of which is unpaid on a daily basis.
NOTE Confidence: 0.83402293920517

00:26:55.600 --> 00:26:56.602 And you know,
NOTE Confidence: 0.83402293920517

00:26:56.602 --> 00:26:59.400 it can feel unseemly to complain about money.
NOTE Confidence: 0.83402293920517

00:26:59.400 --> 00:27:02.160 I mean doctors for sure are well paid,
NOTE Confidence: 0.83402293920517

00:27:02.160 --> 00:27:04.230 and we acknowledge that it's not.
NOTE Confidence: 0.83402293920517

00:27:04.230 --> 00:27:05.950 It's not about the money,
NOTE Confidence: 0.83402293920517

00:27:05.950 --> 00:27:08.718 but you're being asked to work many more
NOTE Confidence: 0.83402293920517

00:27:08.718 --> 00:27:11.817 hours in your paid for an in other fields.
NOTE Confidence: 0.83402293920517

00:27:11.820 --> 00:27:13.540 This is called wage theft,
NOTE Confidence: 0.83402293920517

00:27:13.540 --> 00:27:13.890 right?

NOTE Confidence: 0.83402293920517

00:27:13.890 --> 00:27:15.990 And people bring court cases when

NOTE Confidence: 0.83402293920517

00:27:15.990 --> 00:27:18.098 employers expect their employees to work.

NOTE Confidence: 0.83402293920517

00:27:18.100 --> 00:27:20.338 Extra time and not compensate them

NOTE Confidence: 0.83402293920517

00:27:20.338 --> 00:27:23.234 and it really matters for a lot of

NOTE Confidence: 0.83402293920517

00:27:23.234 --> 00:27:24.899 clinicians for whom those extra

NOTE Confidence: 0.83402293920517

00:27:24.899 --> 00:27:27.069 hours you know take away from

NOTE Confidence: 0.83402293920517

00:27:27.069 --> 00:27:29.198 their family time and they're not

NOTE Confidence: 0.83402293920517

00:27:29.198 --> 00:27:30.272 being appropriately compensated.

NOTE Confidence: 0.83402293920517

00:27:30.272 --> 00:27:30.988 And again,

NOTE Confidence: 0.83402293920517

00:27:30.990 --> 00:27:34.203 if we all left when our hours were up,

NOTE Confidence: 0.83402293920517

00:27:34.210 --> 00:27:36.724 the system would collapse and I

NOTE Confidence: 0.83402293920517

00:27:36.724 --> 00:27:39.628 believe that the system knows this now.

NOTE Confidence: 0.83402293920517

00:27:39.630 --> 00:27:41.639 I stopped short truly of accusing this

NOTE Confidence: 0.83402293920517

00:27:41.639 --> 00:27:43.700 system of drawing up a premeditated

NOTE Confidence: 0.83402293920517

00:27:43.700 --> 00:27:45.600 business plan to manipulate medical

NOTE Confidence: 0.83402293920517

00:27:45.600 --> 00:27:46.979 professionalism into free labor.
NOTE Confidence: 0.83402293920517

00:27:46.980 --> 00:27:49.171 Now there are people who disagree with
NOTE Confidence: 0.83402293920517

00:27:49.171 --> 00:27:51.647 me and think that it is premeditated,
NOTE Confidence: 0.83402293920517

00:27:51.650 --> 00:27:54.656 but I will give the benefit of the doubt.
NOTE Confidence: 0.83402293920517

00:27:54.660 --> 00:27:56.325 I think it's more result
NOTE Confidence: 0.83402293920517

00:27:56.325 --> 00:27:57.324 of administrative creep,
NOTE Confidence: 0.83908998966217

00:27:57.330 --> 00:27:59.000 right? There's one extra task
NOTE Confidence: 0.83908998966217

00:27:59.000 --> 00:28:00.670 after another is put over.
NOTE Confidence: 0.83908998966217

00:28:00.670 --> 00:28:03.406 One more thing, make sure you do the asthma
NOTE Confidence: 0.83908998966217

00:28:03.406 --> 00:28:06.015 action plan and do the depression screening.
NOTE Confidence: 0.83908998966217

00:28:06.020 --> 00:28:08.684 And don't forget to ask about HIV screening.
NOTE Confidence: 0.83908998966217

00:28:08.690 --> 00:28:11.042 All these things come up and they're
NOTE Confidence: 0.83908998966217

00:28:11.042 --> 00:28:12.680 all important. But you know,
NOTE Confidence: 0.83908998966217

00:28:12.680 --> 00:28:14.920 we just the clinicians who see it.
NOTE Confidence: 0.83908998966217

00:28:14.920 --> 00:28:17.480 We can't, and we won't say no Ann.
NOTE Confidence: 0.83908998966217

00:28:17.480 --> 00:28:18.776 And they know that.

NOTE Confidence: 0.83908998966217
00:28:18.776 --> 00:28:21.640 So no matter how much work is piled up,
NOTE Confidence: 0.83908998966217
00:28:21.640 --> 00:28:24.200 you know all the patients on the wards.
NOTE Confidence: 0.83908998966217
00:28:24.200 --> 00:28:25.424 They get their medications.
NOTE Confidence: 0.83908998966217
00:28:25.424 --> 00:28:27.260 The nurse is somehow get all
NOTE Confidence: 0.83908998966217
00:28:27.314 --> 00:28:28.678 those medications at all.
NOTE Confidence: 0.83908998966217
00:28:28.680 --> 00:28:29.640 The surgeries happen.
NOTE Confidence: 0.83908998966217
00:28:29.640 --> 00:28:31.880 The office does it somehow get done?
NOTE Confidence: 0.83908998966217
00:28:31.880 --> 00:28:33.973 It all manages to get done some
NOTE Confidence: 0.83908998966217
00:28:33.973 --> 00:28:35.719 magical way at all happens.
NOTE Confidence: 0.83908998966217
00:28:35.720 --> 00:28:38.258 And so from an administrative perspective.
NOTE Confidence: 0.83908998966217
00:28:38.260 --> 00:28:40.836 All seems to be purring along just fine,
NOTE Confidence: 0.83908998966217
00:28:40.840 --> 00:28:42.778 but of course it's not fine.
NOTE Confidence: 0.83908998966217
00:28:42.780 --> 00:28:43.948 Not not at all.
NOTE Confidence: 0.83908998966217
00:28:43.948 --> 00:28:46.061 We know that doctors and nurses take
NOTE Confidence: 0.83908998966217
00:28:46.061 --> 00:28:48.445 their own lives by suicide at a higher
NOTE Confidence: 0.83908998966217

00:28:48.445 --> 00:28:50.859 rate than almost any other profession.
NOTE Confidence: 0.83908998966217

00:28:50.860 --> 00:28:52.841 And we know that higher burnout rates
NOTE Confidence: 0.83908998966217

00:28:52.841 --> 00:28:54.505 are associated more medical errors
NOTE Confidence: 0.83908998966217

00:28:54.505 --> 00:28:56.029 and compromised patient safety.
NOTE Confidence: 0.83908998966217

00:28:56.030 --> 00:28:57.640 There's no surprise there, right?
NOTE Confidence: 0.83908998966217

00:28:57.640 --> 00:29:00.256 It's it's terrible for the patients.
NOTE Confidence: 0.83908998966217

00:29:00.260 --> 00:29:01.608 I'm never talking interviewing
NOTE Confidence: 0.83908998966217

00:29:01.608 --> 00:29:03.866 a patient who said, you know, I,
NOTE Confidence: 0.83908998966217

00:29:03.866 --> 00:29:05.980 I don't want my doctor to never
NOTE Confidence: 0.83908998966217

00:29:06.057 --> 00:29:07.019 take vacation.
NOTE Confidence: 0.83908998966217

00:29:07.020 --> 00:29:09.505 I don't want them over work because
NOTE Confidence: 0.83908998966217

00:29:09.505 --> 00:29:12.087 I want them to be there for me.
NOTE Confidence: 0.83908998966217

00:29:12.090 --> 00:29:14.456 So it's really not good for patients.
NOTE Confidence: 0.83908998966217

00:29:14.460 --> 00:29:16.488 And there's also an enormous economic
NOTE Confidence: 0.83908998966217

00:29:16.488 --> 00:29:18.177 cost associated with burnout, right?
NOTE Confidence: 0.83908998966217

00:29:18.177 --> 00:29:20.199 People quit, they cut back hours.

NOTE Confidence: 0.83908998966217

00:29:20.200 --> 00:29:22.228 Hiring new people, training new people?

NOTE Confidence: 0.83908998966217

00:29:22.230 --> 00:29:23.244 That's paying temps.

NOTE Confidence: 0.83908998966217

00:29:23.244 --> 00:29:24.258 That's very expensive.

NOTE Confidence: 0.83908998966217

00:29:24.260 --> 00:29:25.040 In fact,

NOTE Confidence: 0.83908998966217

00:29:25.040 --> 00:29:26.210 someone calculated that.

NOTE Confidence: 0.83908998966217

00:29:26.210 --> 00:29:28.280 The level of burnout and staff

NOTE Confidence: 0.83908998966217

00:29:28.280 --> 00:29:30.134 turnover comes to about \$7000

NOTE Confidence: 0.83908998966217

00:29:30.134 --> 00:29:32.159 per employee physician per year.

NOTE Confidence: 0.83908998966217

00:29:32.160 --> 00:29:34.776 That is a ton of money that's paying

NOTE Confidence: 0.83908998966217

00:29:34.776 --> 00:29:37.293 for the cost of this burnout money

NOTE Confidence: 0.83908998966217

00:29:37.293 --> 00:29:40.402 that could be used to hire more nurses

NOTE Confidence: 0.83908998966217

00:29:40.402 --> 00:29:42.898 to improve the chemotherapy suite to

NOTE Confidence: 0.83908998966217

00:29:42.898 --> 00:29:45.924 do all the things we want to hire.

NOTE Confidence: 0.83908998966217

00:29:45.930 --> 00:29:47.706 Another vaccine vaccine nurse.

NOTE Confidence: 0.83908998966217

00:29:47.706 --> 00:29:49.926 And so the status quote.

NOTE Confidence: 0.83908998966217

00:29:49.930 --> 00:29:51.133 It's not sustainable,
NOTE Confidence: 0.83908998966217

00:29:51.133 --> 00:29:53.138 not for the medical professionals
NOTE Confidence: 0.83908998966217

00:29:53.138 --> 00:29:55.327 and also not for our patients.
NOTE Confidence: 0.83908998966217

00:29:55.330 --> 00:29:58.039 It's really not sustainable for them either.
NOTE Confidence: 0.83908998966217

00:29:58.040 --> 00:30:00.735 And all of our hospital mission statements,
NOTE Confidence: 0.83908998966217

00:30:00.740 --> 00:30:02.846 they're replete with terms like excellence
NOTE Confidence: 0.83908998966217

00:30:02.846 --> 00:30:05.370 and high quality and commitment synergy.
NOTE Confidence: 0.83908998966217

00:30:05.370 --> 00:30:06.898 All these great words.
NOTE Confidence: 0.83908998966217

00:30:06.898 --> 00:30:08.808 And they may sound like
NOTE Confidence: 0.83908998966217

00:30:08.808 --> 00:30:10.260 Madison Ave buzzwords,
NOTE Confidence: 0.83908998966217

00:30:10.260 --> 00:30:12.258 but I think they represent the
NOTE Confidence: 0.83908998966217

00:30:12.258 --> 00:30:14.548 core values of the people who
NOTE Confidence: 0.83908998966217

00:30:14.548 --> 00:30:16.316 labor in these institutions.
NOTE Confidence: 0.83908998966217

00:30:16.320 --> 00:30:18.497 Health care is by no means perfect,
NOTE Confidence: 0.83908998966217

00:30:18.500 --> 00:30:20.988 and I'll be the first to admit that.
NOTE Confidence: 0.83908998966217

00:30:20.990 --> 00:30:22.540 But what good does exist?

NOTE Confidence: 0.83908998966217

00:30:22.540 --> 00:30:24.570 Is there because of the individuals who

NOTE Confidence: 0.83908998966217

00:30:24.570 --> 00:30:26.888 strive to do the right thing everyday?

NOTE Confidence: 0.83908998966217

00:30:26.890 --> 00:30:28.685 Who entered their professions because

NOTE Confidence: 0.83908998966217

00:30:28.685 --> 00:30:31.105 they want to help patients are not

NOTE Confidence: 0.83908998966217

00:30:31.105 --> 00:30:33.072 there to make a Buck through there

NOTE Confidence: 0.83908998966217

00:30:33.072 --> 00:30:35.096 because they really want to be answer

NOTE Confidence: 0.83908998966217

00:30:35.096 --> 00:30:37.716 this very ethic that I think is being

NOTE Confidence: 0.83908998966217

00:30:37.716 --> 00:30:40.530 used everyday to keep the enterprise afloat.

NOTE Confidence: 0.83908998966217

00:30:40.530 --> 00:30:41.054 And listen,

NOTE Confidence: 0.83908998966217

00:30:41.054 --> 00:30:42.364 no one minds working hard.

NOTE Confidence: 0.83908998966217

00:30:42.370 --> 00:30:44.971 No one minds going the extra mile and I

NOTE Confidence: 0.83908998966217

00:30:44.971 --> 00:30:47.649 think we even appreciate being in a field.

NOTE Confidence: 0.83908998966217

00:30:47.650 --> 00:30:48.242 We're going,

NOTE Confidence: 0.83908998966217

00:30:48.242 --> 00:30:49.722 the extra mile is standard

NOTE Confidence: 0.83908998966217

00:30:49.722 --> 00:30:50.610 operating procedure and

NOTE Confidence: 0.858508706092834

00:30:50.657 --> 00:30:52.637 I think we all felt that in the spring

NOTE Confidence: 0.858508706092834

00:30:52.637 --> 00:30:53.925 watching our colleagues everyone go

NOTE Confidence: 0.858508706092834

00:30:53.925 --> 00:30:55.970 the extra mile an how great to be

NOTE Confidence: 0.858508706092834

00:30:55.970 --> 00:30:58.050 in a place where no one pulls up.

NOTE Confidence: 0.858508706092834

00:30:58.050 --> 00:30:59.610 You know my hours are done.

NOTE Confidence: 0.858508706092834

00:30:59.610 --> 00:31:01.430 I'm not going to help out here.

NOTE Confidence: 0.858508706092834

00:31:01.430 --> 00:31:03.404 I think we felt inspired by seeing

NOTE Confidence: 0.858508706092834

00:31:03.404 --> 00:31:05.209 everyone step up to the plate

NOTE Confidence: 0.858508706092834

00:31:05.209 --> 00:31:06.699 without one word of complaint.

NOTE Confidence: 0.858508706092834

00:31:06.700 --> 00:31:09.017 I think in this era of unabashed

NOTE Confidence: 0.858508706092834

00:31:09.017 --> 00:31:10.809 transactional ISM of the nonchalant

NOTE Confidence: 0.858508706092834

00:31:10.809 --> 00:31:13.017 narcissism that we see in the

NOTE Confidence: 0.858508706092834

00:31:13.017 --> 00:31:14.820 business world and in politics,

NOTE Confidence: 0.858508706092834

00:31:14.820 --> 00:31:16.902 the casual corruption I think we

NOTE Confidence: 0.858508706092834

00:31:16.902 --> 00:31:19.641 are so fortunate to be in a field

NOTE Confidence: 0.858508706092834

00:31:19.641 --> 00:31:21.241 where people are largely driven

NOTE Confidence: 0.858508706092834
00:31:21.241 --> 00:31:23.640 by an ideal that means something.
NOTE Confidence: 0.858508706092834
00:31:23.640 --> 00:31:26.660 We are so lucky.
NOTE Confidence: 0.858508706092834
00:31:26.660 --> 00:31:28.760 But when it's clear that the professional
NOTE Confidence: 0.858508706092834
00:31:28.760 --> 00:31:30.610 good conscience is not just the glue,
NOTE Confidence: 0.858508706092834
00:31:30.610 --> 00:31:32.577 that whole thing that holds things together,
NOTE Confidence: 0.858508706092834
00:31:32.580 --> 00:31:34.340 but the very bricks and
NOTE Confidence: 0.858508706092834
00:31:34.340 --> 00:31:35.748 mortar of the enterprise.
NOTE Confidence: 0.858508706092834
00:31:35.750 --> 00:31:36.986 Something is wrong, right?
NOTE Confidence: 0.858508706092834
00:31:36.986 --> 00:31:39.221 An IF and you know we don't
NOTE Confidence: 0.858508706092834
00:31:39.221 --> 00:31:40.840 pull back and say, well,
NOTE Confidence: 0.858508706092834
00:31:40.840 --> 00:31:43.880 I'm going to quit at 5:00 o'clock because.
NOTE Confidence: 0.858508706092834
00:31:43.880 --> 00:31:45.818 The whole thing comes crashing down.
NOTE Confidence: 0.858508706092834
00:31:45.820 --> 00:31:48.046 It comes crashing down not just on
NOTE Confidence: 0.858508706092834
00:31:48.046 --> 00:31:50.339 this system but on our own patients.
NOTE Confidence: 0.858508706092834
00:31:50.340 --> 00:31:50.662 Well,
NOTE Confidence: 0.858508706092834

00:31:50.662 --> 00:31:52.916 something we cannot bear to see happen,
NOTE Confidence: 0.858508706092834

00:31:52.920 --> 00:31:55.258 so we stick it out because they
NOTE Confidence: 0.858508706092834

00:31:55.258 --> 00:31:57.118 don't want patients to get harm.
NOTE Confidence: 0.858508706092834

00:31:57.120 --> 00:31:59.472 Even we don't care so much whether
NOTE Confidence: 0.858508706092834

00:31:59.472 --> 00:32:01.844 the institution gets harmed an I think
NOTE Confidence: 0.858508706092834

00:32:01.844 --> 00:32:03.788 that counting on nurses and doctors
NOTE Confidence: 0.858508706092834

00:32:03.853 --> 00:32:05.802 to suck it up because, you know,
NOTE Confidence: 0.858508706092834

00:32:05.802 --> 00:32:07.909 you know we won't walk away from
NOTE Confidence: 0.858508706092834

00:32:07.909 --> 00:32:10.039 patients that is bad business strategy.
NOTE Confidence: 0.858508706092834

00:32:10.040 --> 00:32:10.686 But also.
NOTE Confidence: 0.858508706092834

00:32:10.686 --> 00:32:11.978 And maybe most importantly,
NOTE Confidence: 0.858508706092834

00:32:11.980 --> 00:32:12.958 it's bad medicine.
NOTE Confidence: 0.858508706092834

00:32:12.958 --> 00:32:14.914 And if you think about our
NOTE Confidence: 0.858508706092834

00:32:14.914 --> 00:32:16.568 patients with chronic illness,
NOTE Confidence: 0.858508706092834

00:32:16.570 --> 00:32:18.545 which is really what most
NOTE Confidence: 0.858508706092834

00:32:18.545 --> 00:32:20.125 of medicine is today?

NOTE Confidence: 0.858508706092834
00:32:20.130 --> 00:32:22.790 These patients can be adequately cared for
NOTE Confidence: 0.858508706092834
00:32:22.790 --> 00:32:25.727 in 15 minute visits or nursing staff.
NOTE Confidence: 0.858508706092834
00:32:25.730 --> 00:32:28.930 You know, down to 80% capacity and there
NOTE Confidence: 0.858508706092834
00:32:28.930 --> 00:32:31.330 are really some impressive studies done.
NOTE Confidence: 0.858508706092834
00:32:31.330 --> 00:32:33.730 If you look at inpatient medical
NOTE Confidence: 0.858508706092834
00:32:33.730 --> 00:32:35.330 services and understaffed nursing.
NOTE Confidence: 0.858508706092834
00:32:35.330 --> 00:32:36.930 For every additional patient
NOTE Confidence: 0.858508706092834
00:32:36.930 --> 00:32:38.930 that's added to nurses roster,
NOTE Confidence: 0.858508706092834
00:32:38.930 --> 00:32:42.818 the odds of the patient dying within 30 days
NOTE Confidence: 0.858508706092834
00:32:42.818 --> 00:32:45.730 increases by 7% for every one patient added,
NOTE Confidence: 0.858508706092834
00:32:45.730 --> 00:32:48.130 the odds of dying goes up
NOTE Confidence: 0.858508706092834
00:32:48.130 --> 00:32:49.875 by 7% within 30 days.
NOTE Confidence: 0.858508706092834
00:32:49.875 --> 00:32:50.820 And of course,
NOTE Confidence: 0.858508706092834
00:32:50.820 --> 00:32:53.000 nurse burnout goes even higher.
NOTE Confidence: 0.858508706092834
00:32:53.000 --> 00:32:55.779 Another study that really blew me away
NOTE Confidence: 0.858508706092834

00:32:55.779 --> 00:32:58.183 is that overall mortality and hospital
NOTE Confidence: 0.858508706092834

00:32:58.183 --> 00:33:00.879 goes up by 2% for every individual
NOTE Confidence: 0.858508706092834

00:33:00.879 --> 00:33:03.237 shift that's short staffed by nurses.
NOTE Confidence: 0.858508706092834

00:33:03.240 --> 00:33:06.520 Think how many shifts you work on where
NOTE Confidence: 0.858508706092834

00:33:06.520 --> 00:33:09.280 the nursing staff is short staffed.
NOTE Confidence: 0.858508706092834

00:33:09.280 --> 00:33:11.098 2% mortality goes up by 2%.
NOTE Confidence: 0.858508706092834

00:33:11.100 --> 00:33:12.620 That's a really powerful outcome,
NOTE Confidence: 0.858508706092834

00:33:12.620 --> 00:33:14.748 and I think we already know this.
NOTE Confidence: 0.858508706092834

00:33:14.750 --> 00:33:17.174 We know that you can't take adequate care.
NOTE Confidence: 0.858508706092834

00:33:17.180 --> 00:33:17.788 Sick patients.
NOTE Confidence: 0.858508706092834

00:33:17.788 --> 00:33:19.308 We don't have enough nurses,
NOTE Confidence: 0.858508706092834

00:33:19.310 --> 00:33:22.537 but there are data to show that.
NOTE Confidence: 0.858508706092834

00:33:22.540 --> 00:33:23.828 So what's the RX?
NOTE Confidence: 0.858508706092834

00:33:23.828 --> 00:33:24.150 Well,
NOTE Confidence: 0.858508706092834

00:33:24.150 --> 00:33:26.298 the first step is your teachers
NOTE Confidence: 0.858508706092834

00:33:26.298 --> 00:33:28.141 and professors always told you

NOTE Confidence: 0.858508706092834
00:33:28.141 --> 00:33:29.886 to make the correct diagnosis.
NOTE Confidence: 0.858508706092834
00:33:29.890 --> 00:33:31.970 And most of us are not burned out
NOTE Confidence: 0.858508706092834
00:33:31.970 --> 00:33:34.056 in the true sense of the word.
NOTE Confidence: 0.858508706092834
00:33:34.060 --> 00:33:35.450 We love what we do.
NOTE Confidence: 0.858508706092834
00:33:35.450 --> 00:33:38.103 We love taking care of patients and
NOTE Confidence: 0.858508706092834
00:33:38.103 --> 00:33:41.069 we just want to be able to do that.
NOTE Confidence: 0.858508706092834
00:33:41.070 --> 00:33:43.086 We don't need more resilience or Wellness,
NOTE Confidence: 0.864400625228882
00:33:43.090 --> 00:33:45.120 although I'm not going to say no.
NOTE Confidence: 0.864400625228882
00:33:45.120 --> 00:33:48.279 If you put a massage therapist in our clinic.
NOTE Confidence: 0.864400625228882
00:33:48.280 --> 00:33:50.128 And we are happy to go the
NOTE Confidence: 0.864400625228882
00:33:50.128 --> 00:33:51.570 extra mile for patients.
NOTE Confidence: 0.864400625228882
00:33:51.570 --> 00:33:54.846 And really, I think we want to do that.
NOTE Confidence: 0.864400625228882
00:33:54.850 --> 00:33:57.082 But we don't want our commitment
NOTE Confidence: 0.864400625228882
00:33:57.082 --> 00:33:58.570 to be exploited right?
NOTE Confidence: 0.864400625228882
00:33:58.570 --> 00:33:59.641 That extra mile.
NOTE Confidence: 0.864400625228882

00:33:59.641 --> 00:34:01.069 That's for patient care
NOTE Confidence: 0.864400625228882

00:34:01.069 --> 00:34:02.660 for things that matter.
NOTE Confidence: 0.864400625228882

00:34:02.660 --> 00:34:05.156 It's not for some new round of EMR
NOTE Confidence: 0.864400625228882

00:34:05.156 --> 00:34:07.500 Adcs or some other initiative.
NOTE Confidence: 0.864400625228882

00:34:07.500 --> 00:34:10.062 Or doing that extra mile is
NOTE Confidence: 0.864400625228882

00:34:10.062 --> 00:34:11.770 reserved for patients so.
NOTE Confidence: 0.864400625228882

00:34:11.770 --> 00:34:13.385 Let's recognize that the EMR
NOTE Confidence: 0.864400625228882

00:34:13.385 --> 00:34:15.365 is in medical device and ought
NOTE Confidence: 0.864400625228882

00:34:15.365 --> 00:34:17.224 to be regulated as such, right?
NOTE Confidence: 0.864400625228882

00:34:17.224 --> 00:34:19.562 The vendors ought to be held responsible
NOTE Confidence: 0.864400625228882

00:34:19.562 --> 00:34:21.619 when their product harms patients.
NOTE Confidence: 0.864400625228882

00:34:21.620 --> 00:34:23.216 They need to show that evidence
NOTE Confidence: 0.864400625228882

00:34:23.216 --> 00:34:24.654 to show evidence that the
NOTE Confidence: 0.864400625228882

00:34:24.654 --> 00:34:25.938 benefits outweigh the harms,
NOTE Confidence: 0.864400625228882

00:34:25.940 --> 00:34:28.127 and I think we can show many harms we
NOTE Confidence: 0.864400625228882

00:34:28.127 --> 00:34:30.712 need to see that on average patients are

NOTE Confidence: 0.864400625228882
00:34:30.712 --> 00:34:32.847 benefiting from this and not being hard,
NOTE Confidence: 0.864400625228882
00:34:32.850 --> 00:34:35.270 and we don't know that.
NOTE Confidence: 0.864400625228882
00:34:35.270 --> 00:34:37.720 Right when it comes to patient safety,
NOTE Confidence: 0.864400625228882
00:34:37.720 --> 00:34:39.470 hospitals are required to measure
NOTE Confidence: 0.864400625228882
00:34:39.470 --> 00:34:40.520 hospital acquired infections,
NOTE Confidence: 0.864400625228882
00:34:40.520 --> 00:34:43.670 and they're fine when the rate is too high.
NOTE Confidence: 0.864400625228882
00:34:43.670 --> 00:34:44.819 As we mentioned,
NOTE Confidence: 0.864400625228882
00:34:44.819 --> 00:34:46.734 they should also measure the
NOTE Confidence: 0.864400625228882
00:34:46.734 --> 00:34:49.180 EMR burden and be fined when
NOTE Confidence: 0.864400625228882
00:34:49.180 --> 00:34:50.788 you distraction medical care.
NOTE Confidence: 0.864400625228882
00:34:50.790 --> 00:34:52.358 You know, in government,
NOTE Confidence: 0.864400625228882
00:34:52.358 --> 00:34:55.102 when there's a new policy, it requires
NOTE Confidence: 0.864400625228882
00:34:55.102 --> 00:34:56.666 an environmental impact assessment.
NOTE Confidence: 0.864400625228882
00:34:56.670 --> 00:34:58.102 EIA, well, you know.
NOTE Confidence: 0.864400625228882
00:34:58.102 --> 00:34:59.892 For every new EMR upgrade
NOTE Confidence: 0.864400625228882

00:34:59.892 --> 00:35:02.158 or some new hospital policy,
NOTE Confidence: 0.864400625228882

00:35:02.160 --> 00:35:04.506 I think we need a CIA.
NOTE Confidence: 0.864400625228882

00:35:04.510 --> 00:35:06.462 A clinician impact assessment
NOTE Confidence: 0.864400625228882

00:35:06.462 --> 00:35:08.414 before it's rolled out.
NOTE Confidence: 0.864400625228882

00:35:08.420 --> 00:35:09.752 While we're at it,
NOTE Confidence: 0.864400625228882

00:35:09.752 --> 00:35:12.066 how about a patient impact assessment, right?
NOTE Confidence: 0.864400625228882

00:35:12.066 --> 00:35:14.594 How many patients are going to be affected
NOTE Confidence: 0.864400625228882

00:35:14.594 --> 00:35:17.405 by some new initiative and new EMR rollout?
NOTE Confidence: 0.864400625228882

00:35:17.410 --> 00:35:19.846 And then we need to rethink
NOTE Confidence: 0.864400625228882

00:35:19.846 --> 00:35:21.470 the structure of healthcare.
NOTE Confidence: 0.864400625228882

00:35:21.470 --> 00:35:22.493 Over the years,
NOTE Confidence: 0.864400625228882

00:35:22.493 --> 00:35:24.539 there's been kind of a stratification
NOTE Confidence: 0.864400625228882

00:35:24.539 --> 00:35:25.619 of the system.
NOTE Confidence: 0.864400625228882

00:35:25.620 --> 00:35:28.042 Would like to call it a kind
NOTE Confidence: 0.864400625228882

00:35:28.042 --> 00:35:29.080 of corporate chromatography,
NOTE Confidence: 0.864400625228882

00:35:29.080 --> 00:35:31.456 and there's this sort of sedimentary

NOTE Confidence: 0.864400625228882
00:35:31.456 --> 00:35:33.916 layer of clinicians topped by every
NOTE Confidence: 0.864400625228882
00:35:33.916 --> 00:35:35.936 more abstruse layers of bureaucracy.
NOTE Confidence: 0.864400625228882
00:35:35.940 --> 00:35:38.642 And the speaker Ocracy has ever more
NOTE Confidence: 0.864400625228882
00:35:38.642 --> 00:35:41.178 tenuous connections to actual patient care.
NOTE Confidence: 0.864400625228882
00:35:41.180 --> 00:35:43.484 Between 1975 and 2010,
NOTE Confidence: 0.864400625228882
00:35:43.484 --> 00:35:46.364 the number of healthcare administrators
NOTE Confidence: 0.864400625228882
00:35:46.364 --> 00:35:49.066 increased by more than 3000%, right?
NOTE Confidence: 0.864400625228882
00:35:49.066 --> 00:35:52.748 That's about 10 admins for everyone doctor,
NOTE Confidence: 0.864400625228882
00:35:52.750 --> 00:35:53.231 right?
NOTE Confidence: 0.864400625228882
00:35:53.231 --> 00:35:54.674 Think about that.
NOTE Confidence: 0.864400625228882
00:35:54.674 --> 00:35:57.560 If you compare clinical staff is
NOTE Confidence: 0.864400625228882
00:35:57.654 --> 00:36:00.186 about 6 clinical stack per MD,
NOTE Confidence: 0.864400625228882
00:36:00.190 --> 00:36:03.376 but ten administrators for every MD.
NOTE Confidence: 0.864400625228882
00:36:03.380 --> 00:36:05.040 What are they all doing?
NOTE Confidence: 0.864400625228882
00:36:05.040 --> 00:36:05.700 I know.
NOTE Confidence: 0.864400625228882

00:36:05.700 --> 00:36:08.010 I mean, it seems ridiculous to say,
NOTE Confidence: 0.864400625228882

00:36:08.010 --> 00:36:09.996 but Healthcare is about taking care
NOTE Confidence: 0.864400625228882

00:36:09.996 --> 00:36:11.623 of patients, not about paperwork.
NOTE Confidence: 0.864400625228882

00:36:11.623 --> 00:36:13.870 It's not about the medical arms race
NOTE Confidence: 0.864400625228882

00:36:13.930 --> 00:36:15.958 and not about the corporate mergers.
NOTE Confidence: 0.864400625228882

00:36:15.960 --> 00:36:17.176 In my humble opinion,
NOTE Confidence: 0.864400625228882

00:36:17.176 --> 00:36:19.000 if we converted even half of
NOTE Confidence: 0.864400625228882

00:36:19.067 --> 00:36:20.587 those admin salary lines,
NOTE Confidence: 0.864400625228882

00:36:20.590 --> 00:36:23.170 two additional nurses and doctors.
NOTE Confidence: 0.864400625228882

00:36:23.170 --> 00:36:25.042 You won't have enough clinical staff
NOTE Confidence: 0.864400625228882

00:36:25.042 --> 00:36:26.790 members to actually handle the work.
NOTE Confidence: 0.864400625228882

00:36:26.790 --> 00:36:28.926 And so my feeling is that.
NOTE Confidence: 0.864400625228882

00:36:28.930 --> 00:36:32.434 Every single person was a role in healthcare.
NOTE Confidence: 0.864400625228882

00:36:32.440 --> 00:36:33.649 Should be required,
NOTE Confidence: 0.864400625228882

00:36:33.649 --> 00:36:36.067 I mean required to work directly
NOTE Confidence: 0.864400625228882

00:36:36.067 --> 00:36:38.527 with patients as part of the job.

NOTE Confidence: 0.864400625228882
00:36:38.530 --> 00:36:40.640 Even just a little bit.
NOTE Confidence: 0.864400625228882
00:36:40.640 --> 00:36:42.158 Those folks in the sea suites,
NOTE Confidence: 0.864400625228882
00:36:42.160 --> 00:36:43.924 they can do one or two mornings,
NOTE Confidence: 0.864400625228882
00:36:43.930 --> 00:36:44.412 a clinic,
NOTE Confidence: 0.864400625228882
00:36:44.412 --> 00:36:46.710 a month or two weeks in wartime each month,
NOTE Confidence: 0.864400625228882
00:36:46.710 --> 00:36:47.040 right?
NOTE Confidence: 0.864400625228882
00:36:47.040 --> 00:36:49.020 That's not so hard to do.
NOTE Confidence: 0.852267026901245
00:36:49.020 --> 00:36:50.938 And if you're an admin who doesn't
NOTE Confidence: 0.852267026901245
00:36:50.938 --> 00:36:52.797 have an MD or an RN degree,
NOTE Confidence: 0.852267026901245
00:36:52.800 --> 00:36:54.802 you can staff the front desk and
NOTE Confidence: 0.852267026901245
00:36:54.802 --> 00:36:56.210 or staffing call Centers for
NOTE Confidence: 0.852267026901245
00:36:56.210 --> 00:36:57.930 a day or two a month, right?
NOTE Confidence: 0.852267026901245
00:36:57.930 --> 00:36:59.280 That would surely be an
NOTE Confidence: 0.852267026901245
00:36:59.280 --> 00:37:00.090 eye opening experience.
NOTE Confidence: 0.852267026901245
00:37:00.090 --> 00:37:00.873 And Lord knows,
NOTE Confidence: 0.852267026901245

00:37:00.873 --> 00:37:02.700 we could use the extra hands on
NOTE Confidence: 0.852267026901245

00:37:02.762 --> 00:37:04.402 deck answering the phones because
NOTE Confidence: 0.852267026901245

00:37:04.402 --> 00:37:06.407 I think the people making decisions
NOTE Confidence: 0.852267026901245

00:37:06.407 --> 00:37:08.549 they need to do some patient care.
NOTE Confidence: 0.852267026901245

00:37:08.550 --> 00:37:10.480 They need to experience how
NOTE Confidence: 0.852267026901245

00:37:10.480 --> 00:37:12.410 the system often thwarts your
NOTE Confidence: 0.852267026901245

00:37:12.485 --> 00:37:14.519 efforts to do the right thing.
NOTE Confidence: 0.852267026901245

00:37:14.520 --> 00:37:16.446 And I'll add as a footnote,
NOTE Confidence: 0.852267026901245

00:37:16.450 --> 00:37:18.808 it wouldn't be a bad idea to have some
NOTE Confidence: 0.852267026901245

00:37:18.808 --> 00:37:21.280 term limits on medical leadership roles,
NOTE Confidence: 0.852267026901245

00:37:21.280 --> 00:37:21.649 right?
NOTE Confidence: 0.852267026901245

00:37:21.649 --> 00:37:24.232 And promote some of the folks in
NOTE Confidence: 0.852267026901245

00:37:24.232 --> 00:37:26.678 the trenches to be making decisions.
NOTE Confidence: 0.852267026901245

00:37:26.680 --> 00:37:27.216 You know,
NOTE Confidence: 0.852267026901245

00:37:27.216 --> 00:37:29.092 we hear a lot of talk about
NOTE Confidence: 0.852267026901245

00:37:29.092 --> 00:37:30.560 patient satisfaction rates.

NOTE Confidence: 0.852267026901245
00:37:30.560 --> 00:37:32.558 It's big money right now because
NOTE Confidence: 0.852267026901245
00:37:32.558 --> 00:37:34.408 the reimbursement depends on those
NOTE Confidence: 0.852267026901245
00:37:34.408 --> 00:37:35.800 patient satisfaction scores.
NOTE Confidence: 0.852267026901245
00:37:35.800 --> 00:37:37.420 But usually it comes down to,
NOTE Confidence: 0.852267026901245
00:37:37.420 --> 00:37:37.928 you know,
NOTE Confidence: 0.852267026901245
00:37:37.928 --> 00:37:39.706 Graham crackers in the waiting room where
NOTE Confidence: 0.852267026901245
00:37:39.706 --> 00:37:41.469 some fancy coffee machine and listen.
NOTE Confidence: 0.852267026901245
00:37:41.470 --> 00:37:43.900 I'm not going to try an ice coffee machine,
NOTE Confidence: 0.852267026901245
00:37:43.900 --> 00:37:44.259 but.
NOTE Confidence: 0.852267026901245
00:37:44.259 --> 00:37:46.413 Why don't we actually ask patients
NOTE Confidence: 0.852267026901245
00:37:46.413 --> 00:37:48.745 whether they want valet parking or
NOTE Confidence: 0.852267026901245
00:37:48.745 --> 00:37:50.715 longer visits with their doctors?
NOTE Confidence: 0.852267026901245
00:37:50.720 --> 00:37:53.608 I'm sure they will pick longer visits, right?
NOTE Confidence: 0.852267026901245
00:37:53.608 --> 00:37:54.484 Ask them.
NOTE Confidence: 0.852267026901245
00:37:54.484 --> 00:37:57.112 Do you want a medical campus?
NOTE Confidence: 0.852267026901245

00:37:57.120 --> 00:37:58.345 It looks like a Silicon
NOTE Confidence: 0.852267026901245

00:37:58.345 --> 00:37:59.080 Valley investment firm,
NOTE Confidence: 0.852267026901245

00:37:59.080 --> 00:37:59.818 or you know,
NOTE Confidence: 0.852267026901245

00:37:59.818 --> 00:38:00.556 a tech center.
NOTE Confidence: 0.852267026901245

00:38:00.560 --> 00:38:03.016 Or that when you push the call button
NOTE Confidence: 0.852267026901245

00:38:03.016 --> 00:38:05.621 and nurses able to come right away and
NOTE Confidence: 0.852267026901245

00:38:05.621 --> 00:38:07.739 you know what patients will choose.
NOTE Confidence: 0.852267026901245

00:38:07.740 --> 00:38:09.864 Hospital profits reached 88
NOTE Confidence: 0.852267026901245

00:38:09.864 --> 00:38:11.988 billion dollars last year.
NOTE Confidence: 0.852267026901245

00:38:11.990 --> 00:38:14.010 Right, that's the profits alone.
NOTE Confidence: 0.852267026901245

00:38:14.010 --> 00:38:16.880 And recall that more than half of
NOTE Confidence: 0.852267026901245

00:38:16.880 --> 00:38:19.669 all US hospitals are what they are.
NOTE Confidence: 0.852267026901245

00:38:19.670 --> 00:38:22.094 Non profits but close to 100
NOTE Confidence: 0.852267026901245

00:38:22.094 --> 00:38:23.710 billion dollars in profits.
NOTE Confidence: 0.852267026901245

00:38:23.710 --> 00:38:25.730 And that represented a 27%
NOTE Confidence: 0.852267026901245

00:38:25.730 --> 00:38:27.338 increase in four years.

NOTE Confidence: 0.852267026901245
00:38:27.338 --> 00:38:28.544 So for nonprofits,
NOTE Confidence: 0.852267026901245
00:38:28.550 --> 00:38:31.340 they're doing pretty darn well.
NOTE Confidence: 0.852267026901245
00:38:31.340 --> 00:38:33.362 If the health care industry is
NOTE Confidence: 0.852267026901245
00:38:33.362 --> 00:38:35.349 as patient centered as a claims,
NOTE Confidence: 0.852267026901245
00:38:35.350 --> 00:38:37.348 those profits ought to be prioritized.
NOTE Confidence: 0.852267026901245
00:38:37.350 --> 00:38:38.650 Tord giving doctor sufficient
NOTE Confidence: 0.852267026901245
00:38:38.650 --> 00:38:40.275 time with their patients and
NOTE Confidence: 0.852267026901245
00:38:40.275 --> 00:38:42.029 fully staffing the nursing ranks.
NOTE Confidence: 0.852267026901245
00:38:42.030 --> 00:38:43.366 Because when it comes,
NOTE Confidence: 0.852267026901245
00:38:43.366 --> 00:38:45.370 the fundamentals of good medical care,
NOTE Confidence: 0.852267026901245
00:38:45.370 --> 00:38:46.702 sufficient time with clinicians,
NOTE Confidence: 0.852267026901245
00:38:46.702 --> 00:38:48.367 is the most important thing.
NOTE Confidence: 0.852267026901245
00:38:48.370 --> 00:38:49.038 Everything else,
NOTE Confidence: 0.852267026901245
00:38:49.038 --> 00:38:50.708 most everything else is secondary,
NOTE Confidence: 0.852267026901245
00:38:50.710 --> 00:38:53.062 and patients will go to the most
NOTE Confidence: 0.852267026901245

00:38:53.062 --> 00:38:54.437 decrepit hospital with peeling
NOTE Confidence: 0.852267026901245

00:38:54.437 --> 00:38:56.572 paint if they know they get good
NOTE Confidence: 0.852267026901245

00:38:56.572 --> 00:38:58.302 care from their doctors and
NOTE Confidence: 0.852267026901245

00:38:58.302 --> 00:39:00.057 nurses they know we're good.
NOTE Confidence: 0.852267026901245

00:39:00.060 --> 00:39:02.440 Care is an. They're not fooled by.
NOTE Confidence: 0.852267026901245

00:39:02.440 --> 00:39:04.144 Fancy surroundings more time
NOTE Confidence: 0.852267026901245

00:39:04.144 --> 00:39:06.274 with their doctors and nurses
NOTE Confidence: 0.852267026901245

00:39:06.274 --> 00:39:08.566 would be what most patients want.
NOTE Confidence: 0.852267026901245

00:39:08.570 --> 00:39:09.734 Right now, amazingly,
NOTE Confidence: 0.852267026901245

00:39:09.734 --> 00:39:11.674 applications to medical school in
NOTE Confidence: 0.852267026901245

00:39:11.674 --> 00:39:13.729 nursing school are at all time highs.
NOTE Confidence: 0.852267026901245

00:39:13.730 --> 00:39:15.788 I mean, it's still the most.
NOTE Confidence: 0.852267026901245

00:39:15.790 --> 00:39:17.854 These are still the most rewarding
NOTE Confidence: 0.852267026901245

00:39:17.854 --> 00:39:19.288 professions, hands down.
NOTE Confidence: 0.852267026901245

00:39:19.288 --> 00:39:20.920 Perfect, it's not.
NOTE Confidence: 0.852267026901245

00:39:20.920 --> 00:39:23.776 We know that we've got our bad apples,

NOTE Confidence: 0.852267026901245
00:39:23.780 --> 00:39:25.204 as in every field.
NOTE Confidence: 0.852267026901245
00:39:25.204 --> 00:39:25.916 But overall,
NOTE Confidence: 0.852267026901245
00:39:25.920 --> 00:39:27.745 for most clinicians the compass
NOTE Confidence: 0.852267026901245
00:39:27.745 --> 00:39:30.043 is pointed in the right direction
NOTE Confidence: 0.852267026901245
00:39:30.043 --> 00:39:32.485 in the direction of our patients.
NOTE Confidence: 0.852267026901245
00:39:32.490 --> 00:39:34.527 And so I think it's time for
NOTE Confidence: 0.852267026901245
00:39:34.527 --> 00:39:36.150 healthcare to reprioritize patient care.
NOTE Confidence: 0.852267026901245
00:39:36.150 --> 00:39:38.285 It has the money to do it,
NOTE Confidence: 0.852267026901245
00:39:38.290 --> 00:39:40.790 and it has the staff.
NOTE Confidence: 0.852267026901245
00:39:40.790 --> 00:39:42.644 And it surely has enough disease
NOTE Confidence: 0.852267026901245
00:39:42.644 --> 00:39:43.880 with no shortage on
NOTE Confidence: 0.807704091072083
00:39:43.943 --> 00:39:47.320 that. And it also has the secret ingredient,
NOTE Confidence: 0.807704091072083
00:39:47.320 --> 00:39:50.840 and that is that helping someone feel better,
NOTE Confidence: 0.807704091072083
00:39:50.840 --> 00:39:53.880 even just a little bit.
NOTE Confidence: 0.807704091072083
00:39:53.880 --> 00:39:56.020 Is the most amazing thing.
NOTE Confidence: 0.807704091072083

00:39:56.020 --> 00:39:58.700 Moving the needle even just a few degrees,
NOTE Confidence: 0.807704091072083

00:39:58.700 --> 00:40:00.710 it doesn't get better than that,
NOTE Confidence: 0.807704091072083

00:40:00.710 --> 00:40:02.720 and that is why we're here.
NOTE Confidence: 0.807704091072083

00:40:02.720 --> 00:40:04.897 And I think we can pull all
NOTE Confidence: 0.807704091072083

00:40:04.897 --> 00:40:06.740 of our health care staff,
NOTE Confidence: 0.807704091072083

00:40:06.740 --> 00:40:09.230 even those people doing admin roles
NOTE Confidence: 0.807704091072083

00:40:09.230 --> 00:40:11.295 into more patient contact rolls
NOTE Confidence: 0.807704091072083

00:40:11.295 --> 00:40:13.619 to get the sense of that feeling.
NOTE Confidence: 0.807704091072083

00:40:13.620 --> 00:40:15.517 Because that is why we're all here,
NOTE Confidence: 0.807704091072083

00:40:15.520 --> 00:40:17.368 and I think all we ask is
NOTE Confidence: 0.807704091072083

00:40:17.368 --> 00:40:19.309 to just let us do our jobs.
NOTE Confidence: 0.807704091072083

00:40:19.310 --> 00:40:20.398 Thank you so much.
NOTE Confidence: 0.847356498241425

00:40:26.840 --> 00:40:29.510 I can't start my video, there we
NOTE Confidence: 0.847356498241425

00:40:29.510 --> 00:40:34.046 go now we can start the video.
NOTE Confidence: 0.847356498241425

00:40:34.050 --> 00:40:36.020 Terrific, that was wonderful, Danielle.
NOTE Confidence: 0.847356498241425

00:40:36.020 --> 00:40:37.980 Thank you so very much.

NOTE Confidence: 0.847356498241425
00:40:37.980 --> 00:40:40.338 We have some time for conversation.
NOTE Confidence: 0.847356498241425
00:40:40.340 --> 00:40:44.280 I mean so much of this Rang true for me.
NOTE Confidence: 0.847356498241425
00:40:44.280 --> 00:40:47.180 So much of it I knew an much of it.
NOTE Confidence: 0.847356498241425
00:40:47.180 --> 00:40:48.920 I hadn't really thought of before.
NOTE Confidence: 0.847356498241425
00:40:48.920 --> 00:40:51.530 An an thought of in a new way or just
NOTE Confidence: 0.847356498241425
00:40:51.601 --> 00:40:54.137 new ideas and ways of looking at it,
NOTE Confidence: 0.847356498241425
00:40:54.140 --> 00:40:55.880 but I think the exploitation of
NOTE Confidence: 0.847356498241425
00:40:55.880 --> 00:40:57.040 physicians is terribly important.
NOTE Confidence: 0.847356498241425
00:40:57.040 --> 00:40:58.324 Which is why, frankly,
NOTE Confidence: 0.847356498241425
00:40:58.324 --> 00:41:00.815 your article Rang true for me and so
NOTE Confidence: 0.847356498241425
00:41:00.815 --> 00:41:03.096 much of this in terms of how, how we,
NOTE Confidence: 0.847356498241425
00:41:03.096 --> 00:41:05.280 how we have profession has changed over the
NOTE Confidence: 0.847356498241425
00:41:05.337 --> 00:41:07.479 course of my career is really important,
NOTE Confidence: 0.847356498241425
00:41:07.480 --> 00:41:09.703 and I think that you're a little bit of
NOTE Confidence: 0.847356498241425
00:41:09.703 --> 00:41:12.117 a voice crying out in the wilderness.
NOTE Confidence: 0.847356498241425

00:41:12.120 --> 00:41:13.570 Even their excision isn't exactly
NOTE Confidence: 0.847356498241425

00:41:13.570 --> 00:41:14.435 the wilderness, but.
NOTE Confidence: 0.847356498241425

00:41:14.435 --> 00:41:16.430 But you make a terribly important point.
NOTE Confidence: 0.847356498241425

00:41:16.430 --> 00:41:18.467 I want to invite or several termly
NOTE Confidence: 0.847356498241425

00:41:18.467 --> 00:41:20.060 important points I I have seen,
NOTE Confidence: 0.847356498241425

00:41:20.060 --> 00:41:21.728 and I we've all seen situations
NOTE Confidence: 0.847356498241425

00:41:21.728 --> 00:41:22.840 where you say, well,
NOTE Confidence: 0.847356498241425

00:41:22.840 --> 00:41:24.460 why would they pay if they
NOTE Confidence: 0.847356498241425

00:41:24.460 --> 00:41:26.200 know you'll do it for nothing,
NOTE Confidence: 0.847356498241425

00:41:26.200 --> 00:41:27.946 and so you'll see people who
NOTE Confidence: 0.847356498241425

00:41:27.946 --> 00:41:29.550 are of course will do it.
NOTE Confidence: 0.847356498241425

00:41:29.550 --> 00:41:31.774 We're not going to let the patient suffer,
NOTE Confidence: 0.847356498241425

00:41:31.780 --> 00:41:33.170 and so we do it.
NOTE Confidence: 0.847356498241425

00:41:33.170 --> 00:41:35.130 And so from a purely business standpoint,
NOTE Confidence: 0.847356498241425

00:41:35.130 --> 00:41:37.076 sometimes it seems like it makes sense.
NOTE Confidence: 0.847356498241425

00:41:37.080 --> 00:41:39.068 It makes sense to to have the

NOTE Confidence: 0.847356498241425
00:41:39.068 --> 00:41:40.778 physicians just do this as extra
NOTE Confidence: 0.847356498241425
00:41:40.778 --> 00:41:42.940 time and extra work in the long run.
NOTE Confidence: 0.847356498241425
00:41:42.940 --> 00:41:45.244 It doesn't help any aspect of the mission.
NOTE Confidence: 0.847356498241425
00:41:45.250 --> 00:41:47.588 And I think that that finding ways
NOTE Confidence: 0.847356498241425
00:41:47.588 --> 00:41:49.744 to articulate that the way you have
NOTE Confidence: 0.847356498241425
00:41:49.744 --> 00:41:52.447 could go along way to help us fix some
NOTE Confidence: 0.847356498241425
00:41:52.447 --> 00:41:54.463 of what's wrong with the profession.
NOTE Confidence: 0.847356498241425
00:41:54.470 --> 00:41:55.694 And with that said,
NOTE Confidence: 0.847356498241425
00:41:55.694 --> 00:41:57.224 there's some folks who have
NOTE Confidence: 0.847356498241425
00:41:57.224 --> 00:41:59.007 things they want to add and ask,
NOTE Confidence: 0.847356498241425
00:41:59.010 --> 00:42:00.998 so I'm going to read some questions.
NOTE Confidence: 0.847356498241425
00:42:01.000 --> 00:42:02.420 I invite all of you.
NOTE Confidence: 0.847356498241425
00:42:02.420 --> 00:42:04.684 If you have a question or a comment,
NOTE Confidence: 0.847356498241425
00:42:04.690 --> 00:42:07.219 please put it in the Q&A portion and I'm
NOTE Confidence: 0.847356498241425
00:42:07.219 --> 00:42:09.517 going to start right now with the 1st,
NOTE Confidence: 0.847356498241425

00:42:09.520 --> 00:42:10.935 as medicine has become more
NOTE Confidence: 0.847356498241425

00:42:10.935 --> 00:42:11.784 and more commoditized,
NOTE Confidence: 0.847356498241425

00:42:11.790 --> 00:42:12.966 physicians have become disenfranchised.
NOTE Confidence: 0.847356498241425

00:42:12.966 --> 00:42:14.436 Administrators and insurers seem to
NOTE Confidence: 0.847356498241425

00:42:14.436 --> 00:42:15.767 hold higher authority than ever.
NOTE Confidence: 0.847356498241425

00:42:15.770 --> 00:42:17.457 How do we gain back or autonomy
NOTE Confidence: 0.847356498241425

00:42:17.457 --> 00:42:19.215 so that we can practice medicine
NOTE Confidence: 0.847356498241425

00:42:19.215 --> 00:42:21.165 in the way that was promised?
NOTE Confidence: 0.90215677022934

00:42:22.010 --> 00:42:23.760 Well, it's interesting because you
NOTE Confidence: 0.90215677022934

00:42:23.760 --> 00:42:26.420 know we hold more power than we think.
NOTE Confidence: 0.90215677022934

00:42:26.420 --> 00:42:28.319 An you know we can't go on strike right?
NOTE Confidence: 0.90215677022934

00:42:28.320 --> 00:42:29.472 We can't walk out because a
NOTE Confidence: 0.90215677022934

00:42:29.472 --> 00:42:30.640 strike would hurt our patients.
NOTE Confidence: 0.90215677022934

00:42:30.640 --> 00:42:33.010 We don't want to do that.
NOTE Confidence: 0.90215677022934

00:42:33.010 --> 00:42:34.021 Here's my proposal.
NOTE Confidence: 0.90215677022934

00:42:34.021 --> 00:42:37.230 What if we had a national no coding day?

NOTE Confidence: 0.90215677022934
00:42:37.230 --> 00:42:39.348 We all take care of patients,
NOTE Confidence: 0.90215677022934
00:42:39.350 --> 00:42:42.296 we just don't code the visits.
NOTE Confidence: 0.90215677022934
00:42:42.300 --> 00:42:44.136 And that would have an effect.
NOTE Confidence: 0.90215677022934
00:42:44.140 --> 00:42:45.680 We would see that an.
NOTE Confidence: 0.90215677022934
00:42:45.680 --> 00:42:47.720 I think that we have some power an
NOTE Confidence: 0.90215677022934
00:42:47.720 --> 00:42:49.977 we may have to speak collectively.
NOTE Confidence: 0.90215677022934
00:42:49.980 --> 00:42:51.750 Now of course the unionizing is
NOTE Confidence: 0.90215677022934
00:42:51.750 --> 00:42:53.856 not not a very popular thing
NOTE Confidence: 0.90215677022934
00:42:53.856 --> 00:42:55.568 in the medical profession.
NOTE Confidence: 0.90215677022934
00:42:55.570 --> 00:42:57.410 But certainly most places institutions
NOTE Confidence: 0.90215677022934
00:42:57.410 --> 00:42:59.250 Quake when they hear unions.
NOTE Confidence: 0.90215677022934
00:42:59.250 --> 00:43:02.186 But the idea that we can speak together,
NOTE Confidence: 0.90215677022934
00:43:02.190 --> 00:43:04.398 we do have a large voice,
NOTE Confidence: 0.90215677022934
00:43:04.400 --> 00:43:06.948 and I think there's really two ways
NOTE Confidence: 0.90215677022934
00:43:06.948 --> 00:43:09.540 to phrase are complaints in a way
NOTE Confidence: 0.90215677022934

00:43:09.540 --> 00:43:12.130 that I think higher ups will hear.
NOTE Confidence: 0.90215677022934

00:43:12.130 --> 00:43:13.970 An one is patient safety,
NOTE Confidence: 0.90215677022934

00:43:13.970 --> 00:43:15.810 so when there's an issue.
NOTE Confidence: 0.90215677022934

00:43:15.810 --> 00:43:16.893 So for example,
NOTE Confidence: 0.90215677022934

00:43:16.893 --> 00:43:19.059 the medications expiring so it is
NOTE Confidence: 0.90215677022934

00:43:19.059 --> 00:43:21.602 been killing me. We have all this.
NOTE Confidence: 0.90215677022934

00:43:21.602 --> 00:43:23.317 Drive to making medication list
NOTE Confidence: 0.90215677022934

00:43:23.317 --> 00:43:25.501 accurate 'cause that is key for patient
NOTE Confidence: 0.90215677022934

00:43:25.501 --> 00:43:27.988 safety and so we've been investing blood,
NOTE Confidence: 0.90215677022934

00:43:27.990 --> 00:43:29.964 sweat and tears and making her medications
NOTE Confidence: 0.90215677022934

00:43:29.964 --> 00:43:31.848 accurate and then suddenly they expire.
NOTE Confidence: 0.90215677022934

00:43:31.850 --> 00:43:34.162 So now I'm on the phone with patient
NOTE Confidence: 0.90215677022934

00:43:34.162 --> 00:43:36.008 and they're trying to spell out.
NOTE Confidence: 0.90215677022934

00:43:36.010 --> 00:43:36.604 You know,
NOTE Confidence: 0.90215677022934

00:43:36.604 --> 00:43:38.683 they'll valsartan for me because I can't,
NOTE Confidence: 0.90215677022934

00:43:38.690 --> 00:43:39.216 it's gone.

NOTE Confidence: 0.90215677022934

00:43:39.216 --> 00:43:41.716 It's gone from the list and So what I

NOTE Confidence: 0.90215677022934

00:43:41.716 --> 00:43:43.708 found after complaining and complaining I

NOTE Confidence: 0.90215677022934

00:43:43.708 --> 00:43:46.198 filed a formal patient safety complaint.

NOTE Confidence: 0.90215677022934

00:43:46.200 --> 00:43:48.470 I said this is a.

NOTE Confidence: 0.90215677022934

00:43:48.470 --> 00:43:49.964 Hazardous to patient health because once

NOTE Confidence: 0.90215677022934

00:43:49.964 --> 00:43:51.730 you file a patient safety complaint,

NOTE Confidence: 0.90215677022934

00:43:51.730 --> 00:43:53.445 it must be followed up on and

NOTE Confidence: 0.90215677022934

00:43:53.445 --> 00:43:55.268 you know what I started getting.

NOTE Confidence: 0.90215677022934

00:43:55.270 --> 00:43:57.167 You know the hospital CEO you know.

NOTE Confidence: 0.90215677022934

00:43:57.170 --> 00:43:58.913 Call him what's going on and they

NOTE Confidence: 0.90215677022934

00:43:58.913 --> 00:44:00.937 looked into and it turns out that

NOTE Confidence: 0.90215677022934

00:44:00.937 --> 00:44:02.462 epic defaults to making medications

NOTE Confidence: 0.90215677022934

00:44:02.462 --> 00:44:04.246 expire after a year no matter what.

NOTE Confidence: 0.90215677022934

00:44:04.250 --> 00:44:06.350 Even if you market a long

NOTE Confidence: 0.90215677022934

00:44:06.350 --> 00:44:07.400 term chronic medication.

NOTE Confidence: 0.90215677022934

00:44:07.400 --> 00:44:08.384 And I said,
NOTE Confidence: 0.90215677022934

00:44:08.384 --> 00:44:09.368 well, you know,
NOTE Confidence: 0.90215677022934

00:44:09.370 --> 00:44:11.498 if it's if we take the time to
NOTE Confidence: 0.90215677022934

00:44:11.498 --> 00:44:13.300 market long term accommodation,
NOTE Confidence: 0.90215677022934

00:44:13.300 --> 00:44:15.268 it should never expire right there?
NOTE Confidence: 0.90215677022934

00:44:15.270 --> 00:44:16.634 Insulin never expires folks.
NOTE Confidence: 0.90215677022934

00:44:16.634 --> 00:44:18.680 And so I start filing patient
NOTE Confidence: 0.90215677022934

00:44:18.746 --> 00:44:20.306 safety complaints when I find
NOTE Confidence: 0.90215677022934

00:44:20.306 --> 00:44:22.875 things like that or and it can be
NOTE Confidence: 0.90215677022934

00:44:22.875 --> 00:44:24.455 anything that's just one example.
NOTE Confidence: 0.90215677022934

00:44:24.460 --> 00:44:26.539 But if you find something in the
NOTE Confidence: 0.90215677022934

00:44:26.539 --> 00:44:28.934 system and you can articulate how it
NOTE Confidence: 0.90215677022934

00:44:28.934 --> 00:44:31.094 harms patients safety file a report
NOTE Confidence: 0.90215677022934

00:44:31.161 --> 00:44:33.310 because they have to look at that.
NOTE Confidence: 0.90215677022934

00:44:33.310 --> 00:44:35.278 The second thing is patient satisfaction,
NOTE Confidence: 0.90215677022934

00:44:35.280 --> 00:44:35.610 right?

NOTE Confidence: 0.90215677022934
00:44:35.610 --> 00:44:36.600 Because patient satisfaction
NOTE Confidence: 0.90215677022934
00:44:36.600 --> 00:44:37.590 is very important.
NOTE Confidence: 0.90215677022934
00:44:37.590 --> 00:44:39.405 So when patients have a
NOTE Confidence: 0.90215677022934
00:44:39.405 --> 00:44:41.220 difficult time like you know.
NOTE Confidence: 0.90215677022934
00:44:41.220 --> 00:44:43.230 Getting through to us or making
NOTE Confidence: 0.90215677022934
00:44:43.230 --> 00:44:44.570 an appointment because you
NOTE Confidence: 0.90215677022934
00:44:44.631 --> 00:44:46.246 know whatever too booked up,
NOTE Confidence: 0.90215677022934
00:44:46.250 --> 00:44:48.448 I encourage them to file a complaint
NOTE Confidence: 0.90215677022934
00:44:48.448 --> 00:44:50.857 because I want you know the patient
NOTE Confidence: 0.90215677022934
00:44:50.857 --> 00:44:52.602 satisfaction side to be there.
NOTE Confidence: 0.90215677022934
00:44:52.610 --> 00:44:53.280 And again,
NOTE Confidence: 0.90215677022934
00:44:53.280 --> 00:44:54.620 patient satisfaction so often
NOTE Confidence: 0.90215677022934
00:44:54.620 --> 00:44:55.960 is window dressing stuff,
NOTE Confidence: 0.90215677022934
00:44:55.960 --> 00:44:58.136 but we know and I think if we
NOTE Confidence: 0.90215677022934
00:44:58.136 --> 00:44:59.966 ask our patients they really
NOTE Confidence: 0.90215677022934

00:44:59.966 --> 00:45:01.986 want more time with us,
NOTE Confidence: 0.90215677022934

00:45:01.990 --> 00:45:03.580 their doctors and nurses in
NOTE Confidence: 0.90215677022934

00:45:03.580 --> 00:45:05.170 their medical team and less
NOTE Confidence: 0.90215677022934

00:45:05.228 --> 00:45:07.018 with the window dressing stuff.
NOTE Confidence: 0.844067394733429

00:45:07.020 --> 00:45:09.572 So I tried to frame things about patient
NOTE Confidence: 0.844067394733429

00:45:09.572 --> 00:45:11.589 safety and patient satisfaction.
NOTE Confidence: 0.844067394733429

00:45:11.590 --> 00:45:13.655 And then you try to speak up,
NOTE Confidence: 0.844067394733429

00:45:13.660 --> 00:45:15.130 you know community. For example,
NOTE Confidence: 0.844067394733429

00:45:15.130 --> 00:45:17.578 we had a time where they want the faculty
NOTE Confidence: 0.844067394733429

00:45:17.578 --> 00:45:20.145 to fingerprint to do our time in there.
NOTE Confidence: 0.844067394733429

00:45:20.150 --> 00:45:22.046 Having the whole staff due to
NOTE Confidence: 0.844067394733429

00:45:22.046 --> 00:45:24.030 some kind of Kronos crazyiness.
NOTE Confidence: 0.844067394733429

00:45:24.030 --> 00:45:25.878 And the hospital is doing it.
NOTE Confidence: 0.844067394733429

00:45:25.880 --> 00:45:28.360 But we found so degrading we just refused.
NOTE Confidence: 0.844067394733429

00:45:28.360 --> 00:45:30.976 Right now. You can fire all 35 primary
NOTE Confidence: 0.844067394733429

00:45:30.976 --> 00:45:33.298 care doctors if you want in our group,

NOTE Confidence: 0.844067394733429
00:45:33.300 --> 00:45:35.463 but that who's going to see those
NOTE Confidence: 0.844067394733429
00:45:35.463 --> 00:45:36.698 hundreds of patients, right?
NOTE Confidence: 0.844067394733429
00:45:36.698 --> 00:45:38.546 You know you can't just fire.
NOTE Confidence: 0.844067394733429
00:45:38.550 --> 00:45:39.778 I mean you can,
NOTE Confidence: 0.844067394733429
00:45:39.778 --> 00:45:42.614 but you're going to huge mess so you can
NOTE Confidence: 0.844067394733429
00:45:42.614 --> 00:45:45.040 group together and we refuse to do it.
NOTE Confidence: 0.844067394733429
00:45:45.040 --> 00:45:47.343 And you know they back down so
NOTE Confidence: 0.844067394733429
00:45:47.343 --> 00:45:50.179 you can do it if you kind of
NOTE Confidence: 0.844067394733429
00:45:50.179 --> 00:45:52.510 work together and use your voice.
NOTE Confidence: 0.844067394733429
00:45:52.510 --> 00:45:53.878 Thank you and I
NOTE Confidence: 0.794475376605988
00:45:53.880 --> 00:45:56.608 get comments just along the lines of Brava.
NOTE Confidence: 0.794475376605988
00:45:56.610 --> 00:45:58.560 Completely agree and thank you so
NOTE Confidence: 0.794475376605988
00:45:58.560 --> 00:46:01.060 much that from one of our associates,
NOTE Confidence: 0.794475376605988
00:46:01.060 --> 00:46:02.428 directors, Doctor Hull, Fantastic.
NOTE Confidence: 0.794475376605988
00:46:02.428 --> 00:46:05.159 If Doctor Ofri becomes the boss of medicine,
NOTE Confidence: 0.794475376605988

00:46:05.160 --> 00:46:08.238 I'll come back to work, says one of our
NOTE Confidence: 0.794475376605988

00:46:08.238 --> 00:46:09.606 highly regarded retired physicians.
NOTE Confidence: 0.794475376605988

00:46:09.610 --> 00:46:12.686 OK, so be careful what you wish for John,
NOTE Confidence: 0.794475376605988

00:46:12.686 --> 00:46:14.738 'cause maybe maybe we'll get it.
NOTE Confidence: 0.794475376605988

00:46:14.740 --> 00:46:16.525 Come back and then you
NOTE Confidence: 0.794475376605988

00:46:16.525 --> 00:46:18.310 gotta come back to work.
NOTE Confidence: 0.794475376605988

00:46:18.310 --> 00:46:19.160 Federal legislation,
NOTE Confidence: 0.794475376605988

00:46:19.160 --> 00:46:22.560 ACA assume the Cures Act played a causal
NOTE Confidence: 0.794475376605988

00:46:22.631 --> 00:46:25.277 role in the EMR getting that followed.
NOTE Confidence: 0.794475376605988

00:46:25.280 --> 00:46:26.976 Healthcare organizations are often
NOTE Confidence: 0.794475376605988

00:46:26.976 --> 00:46:29.520 responding to federal regulation and billing
NOTE Confidence: 0.794475376605988

00:46:29.582 --> 00:46:31.838 requirements from payers such as Medicare,
NOTE Confidence: 0.794475376605988

00:46:31.840 --> 00:46:33.480 Medicaid, or commercial insurance.
NOTE Confidence: 0.794475376605988

00:46:33.480 --> 00:46:35.940 If we can change these incentives,
NOTE Confidence: 0.794475376605988

00:46:35.940 --> 00:46:37.504 the substantial the substandard
NOTE Confidence: 0.794475376605988

00:46:37.504 --> 00:46:39.850 products from Epic and Cerner etc

NOTE Confidence: 0.794475376605988
00:46:39.919 --> 00:46:42.089 will rapidly lose their attractions.
NOTE Confidence: 0.794475376605988
00:46:42.090 --> 00:46:44.550 What do you think about that?
NOTE Confidence: 0.794475376605988
00:46:44.550 --> 00:46:45.370 Yeah, you
NOTE Confidence: 0.817619204521179
00:46:45.370 --> 00:46:48.296 know, I. One thing that the Covid
NOTE Confidence: 0.817619204521179
00:46:48.296 --> 00:46:50.706 crisis has shown us. Is that?
NOTE Confidence: 0.817619204521179
00:46:50.706 --> 00:46:52.746 We suddenly have a voice,
NOTE Confidence: 0.817619204521179
00:46:52.750 --> 00:46:54.738 you know, I think that we just
NOTE Confidence: 0.817619204521179
00:46:54.738 --> 00:46:56.610 did our job in the spring.
NOTE Confidence: 0.817619204521179
00:46:56.610 --> 00:46:58.386 I don't think we did anything
NOTE Confidence: 0.817619204521179
00:46:58.386 --> 00:46:58.978 particularly heroic,
NOTE Confidence: 0.817619204521179
00:46:58.980 --> 00:47:01.073 but suddenly the public realized wow are
NOTE Confidence: 0.817619204521179
00:47:01.073 --> 00:47:03.140 nurses and doctors and health care staff.
NOTE Confidence: 0.817619204521179
00:47:03.140 --> 00:47:05.222 They really care about us, you know.
NOTE Confidence: 0.817619204521179
00:47:05.222 --> 00:47:06.998 And that whole 7:00 PM cheer.
NOTE Confidence: 0.817619204521179
00:47:07.000 --> 00:47:09.664 I mean, that was so I always like moved.
NOTE Confidence: 0.817619204521179

00:47:09.670 --> 00:47:11.814 It hears every time that happened and I
NOTE Confidence: 0.817619204521179

00:47:11.814 --> 00:47:14.130 think that we have gained some credibility.
NOTE Confidence: 0.817619204521179

00:47:14.130 --> 00:47:16.410 And so I think now is the time
NOTE Confidence: 0.817619204521179

00:47:16.410 --> 00:47:17.988 for us to speak up.
NOTE Confidence: 0.817619204521179

00:47:17.990 --> 00:47:20.366 I think society looks at us right now,
NOTE Confidence: 0.817619204521179

00:47:20.370 --> 00:47:22.738 maybe a little over inflated at the moment,
NOTE Confidence: 0.817619204521179

00:47:22.740 --> 00:47:23.086 but.
NOTE Confidence: 0.817619204521179

00:47:23.086 --> 00:47:24.816 Be that as it may,
NOTE Confidence: 0.817619204521179

00:47:24.820 --> 00:47:27.186 we have a position right now with
NOTE Confidence: 0.817619204521179

00:47:27.186 --> 00:47:29.652 some amount of moral standing and now
NOTE Confidence: 0.817619204521179

00:47:29.652 --> 00:47:32.569 could be the time to speak up and say,
NOTE Confidence: 0.817619204521179

00:47:32.570 --> 00:47:35.258 you know, these are the things these are.
NOTE Confidence: 0.817619204521179

00:47:35.260 --> 00:47:37.286 These things actually harm patients, right?
NOTE Confidence: 0.817619204521179

00:47:37.286 --> 00:47:38.630 These well intentioned regulations
NOTE Confidence: 0.817619204521179

00:47:38.630 --> 00:47:39.638 actually backfire that's,
NOTE Confidence: 0.817619204521179

00:47:39.640 --> 00:47:40.406 I think,

NOTE Confidence: 0.817619204521179

00:47:40.406 --> 00:47:41.938 where our professional organizations

NOTE Confidence: 0.817619204521179

00:47:41.938 --> 00:47:44.672 have to step up to the plate because

NOTE Confidence: 0.817619204521179

00:47:44.672 --> 00:47:46.765 we need them to have the access

NOTE Confidence: 0.817619204521179

00:47:46.765 --> 00:47:48.757 on the Hill and in government.

NOTE Confidence: 0.817619204521179

00:47:48.760 --> 00:47:50.888 One of someone from our General Medical

NOTE Confidence: 0.817619204521179

00:47:50.888 --> 00:47:52.779 group at Bellevue was just picked

NOTE Confidence: 0.817619204521179

00:47:52.779 --> 00:47:54.627 for Bidens Cova team Celine Gounder,

NOTE Confidence: 0.817619204521179

00:47:54.630 --> 00:47:57.402 so we're very excited to have a Bellevue Doc,

NOTE Confidence: 0.817619204521179

00:47:57.410 --> 00:47:58.026 you know,

NOTE Confidence: 0.817619204521179

00:47:58.026 --> 00:47:59.874 in the room where it happens,

NOTE Confidence: 0.817619204521179

00:47:59.880 --> 00:48:01.740 and I think that you know,

NOTE Confidence: 0.817619204521179

00:48:01.740 --> 00:48:03.052 practicing clinicians ought to

NOTE Confidence: 0.817619204521179

00:48:03.052 --> 00:48:05.640 be there an we should we need to

NOTE Confidence: 0.817619204521179

00:48:05.640 --> 00:48:07.296 use your voice to point that?

NOTE Confidence: 0.817619204521179

00:48:07.300 --> 00:48:09.400 I don't think the public understands that

NOTE Confidence: 0.817619204521179

00:48:09.400 --> 00:48:11.009 sometimes these things will backfire,
NOTE Confidence: 0.817619204521179

00:48:11.010 --> 00:48:13.474 and that's really our job to articulate that,
NOTE Confidence: 0.817619204521179

00:48:13.480 --> 00:48:15.864 and I think we need to learn a
NOTE Confidence: 0.817619204521179

00:48:15.864 --> 00:48:17.847 little bit more about how we.
NOTE Confidence: 0.817619204521179

00:48:17.850 --> 00:48:18.768 How we communicate?
NOTE Confidence: 0.817619204521179

00:48:18.768 --> 00:48:19.686 So for example,
NOTE Confidence: 0.817619204521179

00:48:19.690 --> 00:48:21.538 when the ACA Act back in 2016 or
NOTE Confidence: 0.817619204521179

00:48:21.538 --> 00:48:23.491 17 was threatened with repeal and
NOTE Confidence: 0.817619204521179

00:48:23.491 --> 00:48:26.014 doctors and nurses began to speak up
NOTE Confidence: 0.817619204521179

00:48:26.014 --> 00:48:27.946 about how it harmed their patients.
NOTE Confidence: 0.817619204521179

00:48:27.950 --> 00:48:30.695 That was very powerful in a lot of people.
NOTE Confidence: 0.817619204521179

00:48:30.700 --> 00:48:32.723 It was the first time they ever
NOTE Confidence: 0.817619204521179

00:48:32.723 --> 00:48:34.070 called a Congress person.
NOTE Confidence: 0.817619204521179

00:48:34.070 --> 00:48:35.600 And when you say hi,
NOTE Confidence: 0.817619204521179

00:48:35.600 --> 00:48:37.936 I'm doctor so and so I'm more so
NOTE Confidence: 0.817619204521179

00:48:37.936 --> 00:48:40.185 and so you know, people do listen.

NOTE Confidence: 0.817619204521179
00:48:40.185 --> 00:48:41.405 You have some credibility,
NOTE Confidence: 0.817619204521179
00:48:41.410 --> 00:48:43.363 so don't be afraid to use that
NOTE Confidence: 0.817619204521179
00:48:43.363 --> 00:48:44.865 position you have because you
NOTE Confidence: 0.817619204521179
00:48:44.865 --> 00:48:46.677 know the effects on the patients
NOTE Confidence: 0.817619204521179
00:48:46.677 --> 00:48:48.797 and you can speak with authority.
NOTE Confidence: 0.817619204521179
00:48:48.800 --> 00:48:50.410 That people in politics can't,
NOTE Confidence: 0.817619204521179
00:48:50.410 --> 00:48:52.650 and I think even more so now.
NOTE Confidence: 0.817619204521179
00:48:52.650 --> 00:48:53.324 You know,
NOTE Confidence: 0.817619204521179
00:48:53.324 --> 00:48:55.683 post covid or as we waned down
NOTE Confidence: 0.817619204521179
00:48:55.683 --> 00:48:58.431 from covid that we have even more
NOTE Confidence: 0.817619204521179
00:48:58.431 --> 00:49:00.892 authority and we should use that
NOTE Confidence: 0.817619204521179
00:49:00.892 --> 00:49:02.540 to benefit our patients.
NOTE Confidence: 0.817619204521179
00:49:02.540 --> 00:49:02.850 Thank
NOTE Confidence: 0.863716516229842
00:49:02.850 --> 00:49:04.826 you. A different question
NOTE Confidence: 0.863716516229842
00:49:04.826 --> 00:49:07.296 from a different angle high,
NOTE Confidence: 0.863716516229842

00:49:07.300 --> 00:49:08.572 I agree wholeheartedly.
NOTE Confidence: 0.863716516229842

00:49:08.572 --> 00:49:10.268 I've enjoyed your work,
NOTE Confidence: 0.863716516229842

00:49:10.270 --> 00:49:11.790 especially how doctors feel.
NOTE Confidence: 0.863716516229842

00:49:11.790 --> 00:49:14.070 I'd love to hear more about
NOTE Confidence: 0.863716516229842

00:49:14.147 --> 00:49:15.779 your writing discipline,
NOTE Confidence: 0.863716516229842

00:49:15.780 --> 00:49:17.552 and the question is,
NOTE Confidence: 0.863716516229842

00:49:17.552 --> 00:49:19.767 what is your creative discipline?
NOTE Confidence: 0.863716516229842

00:49:19.770 --> 00:49:22.060 Perhaps creative
NOTE Confidence: 0.765837290070273

00:49:22.060 --> 00:49:24.665 process well? Chaos would probably
NOTE Confidence: 0.765837290070273

00:49:24.665 --> 00:49:27.840 be the best word for that,
NOTE Confidence: 0.765837290070273

00:49:27.840 --> 00:49:30.936 so I try to, you know right now.
NOTE Confidence: 0.765837290070273

00:49:30.940 --> 00:49:32.870 So the Bellevue Literary Review,
NOTE Confidence: 0.765837290070273

00:49:32.870 --> 00:49:35.600 which I'll just you know.
NOTE Confidence: 0.765837290070273

00:49:35.600 --> 00:49:37.382 Just show our new our new
NOTE Confidence: 0.765837290070273

00:49:37.382 --> 00:49:38.570 two new newest issues.
NOTE Confidence: 0.765837290070273

00:49:38.570 --> 00:49:40.666 So after 20 years of being under NYU

NOTE Confidence: 0.765837290070273

00:49:40.666 --> 00:49:43.028 we had to leave during the pandemic.

NOTE Confidence: 0.765837290070273

00:49:43.030 --> 00:49:45.398 So we incorporated a new as an independent.

NOTE Confidence: 0.765837290070273

00:49:45.400 --> 00:49:48.064 So over the last six months or five months.

NOTE Confidence: 0.765837290070273

00:49:48.070 --> 00:49:50.359 Now I've been trying to make an

NOTE Confidence: 0.765837290070273

00:49:50.359 --> 00:49:51.645 independent nonprofit which is

NOTE Confidence: 0.765837290070273

00:49:51.645 --> 00:49:53.115 taken almost all of my time.

NOTE Confidence: 0.765837290070273

00:49:53.120 --> 00:49:54.448 Unfortunately my writing time,

NOTE Confidence: 0.765837290070273

00:49:54.448 --> 00:49:57.777 but I do want to get back to it so the

NOTE Confidence: 0.765837290070273

00:49:57.777 --> 00:49:59.959 times when I'm not in the hospital.

NOTE Confidence: 0.765837290070273

00:49:59.960 --> 00:50:02.910 Is is my own time for writing and I try

NOTE Confidence: 0.765837290070273

00:50:02.986 --> 00:50:05.856 to if I can two or three times a week,

NOTE Confidence: 0.765837290070273

00:50:05.860 --> 00:50:07.925 snag an hour or so over writing,

NOTE Confidence: 0.765837290070273

00:50:07.930 --> 00:50:09.690 I consider that a success.

NOTE Confidence: 0.765837290070273

00:50:09.690 --> 00:50:11.626 And for me, in order to write I

NOTE Confidence: 0.765837290070273

00:50:11.626 --> 00:50:13.607 have to have a narrative drive.

NOTE Confidence: 0.765837290070273

00:50:13.610 --> 00:50:15.290 I can't write about a topic,
NOTE Confidence: 0.765837290070273

00:50:15.290 --> 00:50:16.970 I need to have a story.
NOTE Confidence: 0.765837290070273

00:50:16.970 --> 00:50:17.530 Patient story.
NOTE Confidence: 0.765837290070273

00:50:17.530 --> 00:50:18.370 Aurora Clinical story,
NOTE Confidence: 0.765837290070273

00:50:18.370 --> 00:50:19.490 something to start out.
NOTE Confidence: 0.765837290070273

00:50:19.490 --> 00:50:20.330 So for example,
NOTE Confidence: 0.765837290070273

00:50:20.330 --> 00:50:22.290 when I started when we do harm,
NOTE Confidence: 0.765837290070273

00:50:22.290 --> 00:50:24.306 you know, I wanted to write about
NOTE Confidence: 0.765837290070273

00:50:24.306 --> 00:50:26.001 medical error whether or not medical
NOTE Confidence: 0.765837290070273

00:50:26.001 --> 00:50:28.170 error was the 3rd leading cause of death.
NOTE Confidence: 0.765837290070273

00:50:28.170 --> 00:50:30.256 But I couldn't sit down and write
NOTE Confidence: 0.765837290070273

00:50:30.256 --> 00:50:32.087 the book until I had a story.
NOTE Confidence: 0.765837290070273

00:50:32.090 --> 00:50:34.267 And so I began casting about in
NOTE Confidence: 0.765837290070273

00:50:34.267 --> 00:50:35.680 posting till I found.
NOTE Confidence: 0.765837290070273

00:50:35.680 --> 00:50:37.252 Destroy the scene like this is
NOTE Confidence: 0.765837290070273

00:50:37.252 --> 00:50:39.440 going to be the narrative backbone.

NOTE Confidence: 0.765837290070273

00:50:39.440 --> 00:50:41.318 The same for what doctors feel

NOTE Confidence: 0.765837290070273

00:50:41.318 --> 00:50:42.880 an for what patients say.

NOTE Confidence: 0.765837290070273

00:50:42.880 --> 00:50:43.819 What doctors here?

NOTE Confidence: 0.765837290070273

00:50:43.819 --> 00:50:44.758 Each of those?

NOTE Confidence: 0.765837290070273

00:50:44.760 --> 00:50:47.178 There's a story that you know.

NOTE Confidence: 0.765837290070273

00:50:47.180 --> 00:50:49.318 It's kind of the Ark of the piece, and

NOTE Confidence: 0.765837290070273

00:50:49.318 --> 00:50:51.460 then I can put the information on with it,

NOTE Confidence: 0.765837290070273

00:50:51.460 --> 00:50:53.364 but I can't just write about a topic,

NOTE Confidence: 0.765837290070273

00:50:53.370 --> 00:50:53.844 it doesn't.

NOTE Confidence: 0.765837290070273

00:50:53.844 --> 00:50:55.029 It doesn't work for me.

NOTE Confidence: 0.765837290070273

00:50:55.030 --> 00:50:55.744 So my process.

NOTE Confidence: 0.765837290070273

00:50:55.744 --> 00:50:56.696 For what it's worth,

NOTE Confidence: 0.765837290070273

00:50:56.700 --> 00:50:58.720 is to have some kind of story either in the

NOTE Confidence: 0.765837290070273

00:50:58.772 --> 00:51:00.746 abstract or or the particular that starts,

NOTE Confidence: 0.765837290070273

00:51:00.750 --> 00:51:02.883 and then I kind of filled in after that.

NOTE Confidence: 0.765837290070273

00:51:02.890 --> 00:51:03.590 And then,
NOTE Confidence: 0.765837290070273
00:51:03.590 --> 00:51:04.290 you know,
NOTE Confidence: 0.765837290070273
00:51:04.290 --> 00:51:05.690 catchers catch can man
NOTE Confidence: 0.765837290070273
00:51:05.690 --> 00:51:07.748 when I get time to write.
NOTE Confidence: 0.765837290070273
00:51:07.750 --> 00:51:09.140 It it's
NOTE Confidence: 0.925289809703827
00:51:09.140 --> 00:51:10.668 working well.
NOTE Confidence: 0.925289809703827
00:51:10.668 --> 00:51:16.016 I have a different question for you.
NOTE Confidence: 0.925289809703827
00:51:16.020 --> 00:51:18.644 Sometime back when I was young and crazy,
NOTE Confidence: 0.925289809703827
00:51:18.650 --> 00:51:21.082 now I'm old and crazy when I was
NOTE Confidence: 0.925289809703827
00:51:21.082 --> 00:51:23.803 young and crazy I I got a letter
NOTE Confidence: 0.925289809703827
00:51:23.803 --> 00:51:25.890 from an administrator or boss who,
NOTE Confidence: 0.925289809703827
00:51:25.890 --> 00:51:27.976 by the way was very smart and
NOTE Confidence: 0.925289809703827
00:51:27.976 --> 00:51:29.839 very good and very helpful.
NOTE Confidence: 0.925289809703827
00:51:29.840 --> 00:51:31.961 But I got this letter with all
NOTE Confidence: 0.925289809703827
00:51:31.961 --> 00:51:33.789 the Department have gotten saying.
NOTE Confidence: 0.925289809703827
00:51:33.790 --> 00:51:35.687 Can you please tell us what you're

NOTE Confidence: 0.925289809703827
00:51:35.687 --> 00:51:37.729 doing to improve customer satisfaction?
NOTE Confidence: 0.925289809703827
00:51:37.730 --> 00:51:40.304 So I actually wrote back to this guy and
NOTE Confidence: 0.925289809703827
00:51:40.304 --> 00:51:43.327 I can't remember if that use this phrase,
NOTE Confidence: 0.925289809703827
00:51:43.330 --> 00:51:45.535 but I'm pretty sure I did I
NOTE Confidence: 0.925289809703827
00:51:45.535 --> 00:51:47.020 actually wrote back saying.
NOTE Confidence: 0.925289809703827
00:51:47.020 --> 00:51:49.810 I don't drag my fat ass out of bed for
NOTE Confidence: 0.925289809703827
00:51:49.885 --> 00:51:52.525 a customer with no money at 2:00 AM.
NOTE Confidence: 0.925289809703827
00:51:52.530 --> 00:51:54.665 Alright, so for patients with no money,
NOTE Confidence: 0.925289809703827
00:51:54.670 --> 00:51:56.506 I do it all the time.
NOTE Confidence: 0.925289809703827
00:51:56.510 --> 00:51:58.040 I don't have any customers.
NOTE Confidence: 0.925289809703827
00:51:58.040 --> 00:52:00.315 I have patience and thankfully for me
NOTE Confidence: 0.925289809703827
00:52:00.315 --> 00:52:02.161 this guy understood rows coming from
NOTE Confidence: 0.925289809703827
00:52:02.161 --> 00:52:04.770 and just ask me. Hey can I use this?
NOTE Confidence: 0.925289809703827
00:52:04.770 --> 00:52:06.606 I said yeah you can use.
NOTE Confidence: 0.925289809703827
00:52:06.610 --> 00:52:07.462 My question is,
NOTE Confidence: 0.925289809703827

00:52:07.462 --> 00:52:09.166 you alluded to this in your
NOTE Confidence: 0.925289809703827

00:52:09.166 --> 00:52:10.278 talk a little bit.
NOTE Confidence: 0.925289809703827

00:52:10.280 --> 00:52:11.304 The notion of customers,
NOTE Confidence: 0.925289809703827

00:52:11.304 --> 00:52:13.506 and if this is kind of change tonight
NOTE Confidence: 0.925289809703827

00:52:13.506 --> 00:52:15.627 and I sorta get it because frankly,
NOTE Confidence: 0.925289809703827

00:52:15.630 --> 00:52:17.359 I think out in the world often
NOTE Confidence: 0.925289809703827

00:52:17.359 --> 00:52:19.264 customers in the business world in the
NOTE Confidence: 0.925289809703827

00:52:19.264 --> 00:52:21.300 in the commercial world were in fact
NOTE Confidence: 0.925289809703827

00:52:21.300 --> 00:52:23.160 treated better than patients in the
NOTE Confidence: 0.925289809703827

00:52:23.160 --> 00:52:25.500 medical setting on some level in some ways,
NOTE Confidence: 0.925289809703827

00:52:25.500 --> 00:52:28.104 but I have felt an and I get the sense that
NOTE Confidence: 0.925289809703827

00:52:28.104 --> 00:52:30.575 you agree that something's really been loss,
NOTE Confidence: 0.925289809703827

00:52:30.580 --> 00:52:32.652 that in fact the patient should be something
NOTE Confidence: 0.925289809703827

00:52:32.652 --> 00:52:34.809 of a higher status than a customer.
NOTE Confidence: 0.925289809703827

00:52:34.810 --> 00:52:35.662 And for example,
NOTE Confidence: 0.925289809703827

00:52:35.662 --> 00:52:37.366 we help them even mean I.

NOTE Confidence: 0.925289809703827

00:52:37.370 --> 00:52:39.138 I've told the story of the medical students.

NOTE Confidence: 0.925289809703827

00:52:39.140 --> 00:52:40.659 I said my father was in the

NOTE Confidence: 0.925289809703827

00:52:40.659 --> 00:52:41.790 watch business and you know,

NOTE Confidence: 0.925289809703827

00:52:41.790 --> 00:52:43.350 I said I remember the time that he

NOTE Confidence: 0.925289809703827

00:52:43.350 --> 00:52:45.103 got a call in the middle of the

NOTE Confidence: 0.925289809703827

00:52:45.103 --> 00:52:46.983 night and then from the guard at the

NOTE Confidence: 0.925289809703827

00:52:46.983 --> 00:52:48.621 factory where he works with that made,

NOTE Confidence: 0.925289809703827

00:52:48.621 --> 00:52:50.229 the watch is in these to make washes

NOTE Confidence: 0.925289809703827

00:52:50.229 --> 00:52:51.553 in Connecticut in regarding the

NOTE Confidence: 0.925289809703827

00:52:51.553 --> 00:52:53.161 factory said there's a guy here

NOTE Confidence: 0.925289809703827

00:52:53.213 --> 00:52:54.677 who has no watch and he asked you

NOTE Confidence: 0.925289809703827

00:52:54.677 --> 00:52:56.155 to come here right now and make

NOTE Confidence: 0.925289809703827

00:52:56.155 --> 00:52:57.919 him a watch and give him a watch.

NOTE Confidence: 0.925289809703827

00:52:57.920 --> 00:52:59.467 And by the way he hates you.

NOTE Confidence: 0.925289809703827

00:52:59.470 --> 00:53:01.206 He hates your family an I said my

NOTE Confidence: 0.925289809703827

00:53:01.206 --> 00:53:02.968 father got out of bed and went down

NOTE Confidence: 0.925289809703827

00:53:02.968 --> 00:53:04.540 there and gave the kind of watch

NOTE Confidence: 0.925289809703827

00:53:04.540 --> 00:53:06.305 and I said of course that story is

NOTE Confidence: 0.925289809703827

00:53:06.305 --> 00:53:07.535 a lie that never happened 'cause

NOTE Confidence: 0.925289809703827

00:53:07.535 --> 00:53:08.820 it's not a business like.

NOTE Confidence: 0.925289809703827

00:53:08.820 --> 00:53:10.315 Any other business and when

NOTE Confidence: 0.925289809703827

00:53:10.315 --> 00:53:11.810 people say that about medicine,

NOTE Confidence: 0.925289809703827

00:53:11.810 --> 00:53:13.604 I think it really misses the

NOTE Confidence: 0.925289809703827

00:53:13.604 --> 00:53:14.800 angle so their patients,

NOTE Confidence: 0.925289809703827

00:53:14.800 --> 00:53:15.694 they're not customers,

NOTE Confidence: 0.925289809703827

00:53:15.694 --> 00:53:17.184 and to me it feels

NOTE Confidence: 0.81967306137085

00:53:17.190 --> 00:53:18.590 like something different like it's

NOTE Confidence: 0.81967306137085

00:53:18.590 --> 00:53:20.367 very different because I think that

NOTE Confidence: 0.81967306137085

00:53:20.367 --> 00:53:21.679 patients are uniquely vulnerable,

NOTE Confidence: 0.81967306137085

00:53:21.680 --> 00:53:23.128 right when you're going

NOTE Confidence: 0.81967306137085

00:53:23.128 --> 00:53:24.938 to buy a microwave or.

NOTE Confidence: 0.81967306137085

00:53:24.940 --> 00:53:25.780 Or piece of furniture.

NOTE Confidence: 0.81967306137085

00:53:25.780 --> 00:53:27.329 You can choose where you want to go.

NOTE Confidence: 0.81967306137085

00:53:27.330 --> 00:53:28.518 You know you can read reviews,

NOTE Confidence: 0.81967306137085

00:53:28.520 --> 00:53:29.920 you can take it or leave it,

NOTE Confidence: 0.81967306137085

00:53:29.920 --> 00:53:31.740 but when you're sick, you don't always

NOTE Confidence: 0.81967306137085

00:53:31.740 --> 00:53:33.675 have the option to take it or leave it.

NOTE Confidence: 0.81967306137085

00:53:33.680 --> 00:53:35.813 You may not have the option of where to

NOTE Confidence: 0.81967306137085

00:53:35.813 --> 00:53:38.248 go if your insurance company puts you in.

NOTE Confidence: 0.81967306137085

00:53:38.250 --> 00:53:40.133 You know one system only or you

NOTE Confidence: 0.81967306137085

00:53:40.133 --> 00:53:40.940 don't have insurance.

NOTE Confidence: 0.81967306137085

00:53:40.940 --> 00:53:42.290 And also when you're sick,

NOTE Confidence: 0.81967306137085

00:53:42.290 --> 00:53:43.664 you're not in the same frame

NOTE Confidence: 0.81967306137085

00:53:43.664 --> 00:53:45.520 of mind to be cool evaluating.

NOTE Confidence: 0.81967306137085

00:53:45.520 --> 00:53:47.396 You know this product versus that part.

NOTE Confidence: 0.81967306137085

00:53:47.400 --> 00:53:49.020 It's not the same thing when

NOTE Confidence: 0.81967306137085

00:53:49.020 --> 00:53:50.630 I'm trying to buy a couch,
NOTE Confidence: 0.81967306137085

00:53:50.630 --> 00:53:53.141 I can gussy up my energy and make a
NOTE Confidence: 0.81967306137085

00:53:53.141 --> 00:53:55.194 decision or I can bag and walk away.
NOTE Confidence: 0.81967306137085

00:53:55.200 --> 00:53:57.076 I don't need the couch that much,
NOTE Confidence: 0.81967306137085

00:53:57.080 --> 00:53:58.109 but you know.
NOTE Confidence: 0.81967306137085

00:53:58.109 --> 00:54:00.510 You know when your child is sick?
NOTE Confidence: 0.81967306137085

00:54:00.510 --> 00:54:02.414 Cutely in the middle of the night,
NOTE Confidence: 0.81967306137085

00:54:02.420 --> 00:54:03.800 you're not in this frame of
NOTE Confidence: 0.81967306137085

00:54:03.800 --> 00:54:05.436 mind to be reading the reviews
NOTE Confidence: 0.81967306137085

00:54:05.436 --> 00:54:06.768 and make rational decisions.
NOTE Confidence: 0.81967306137085

00:54:06.770 --> 00:54:08.667 You're terrified, or you yourself are sick,
NOTE Confidence: 0.81967306137085

00:54:08.670 --> 00:54:10.030 or your feverish or nauseated.
NOTE Confidence: 0.81967306137085

00:54:10.030 --> 00:54:11.542 And so we're not trying to
NOTE Confidence: 0.81967306137085

00:54:11.542 --> 00:54:13.030 sell something to our patient,
NOTE Confidence: 0.81967306137085

00:54:13.030 --> 00:54:14.656 trying to take care of them.
NOTE Confidence: 0.81967306137085

00:54:14.660 --> 00:54:16.020 And there's a big difference,

NOTE Confidence: 0.81967306137085

00:54:16.020 --> 00:54:16.818 and I think.

NOTE Confidence: 0.81967306137085

00:54:16.818 --> 00:54:18.414 The part of customer service that

NOTE Confidence: 0.81967306137085

00:54:18.414 --> 00:54:20.570 I think we should adopt is that it

NOTE Confidence: 0.81967306137085

00:54:20.570 --> 00:54:22.605 should be easy for patients to get in

NOTE Confidence: 0.81967306137085

00:54:22.605 --> 00:54:24.980 touch with us to get what they need to be.

NOTE Confidence: 0.81967306137085

00:54:24.980 --> 00:54:26.160 We should have to fight,

NOTE Confidence: 0.81967306137085

00:54:26.160 --> 00:54:27.576 so you should know the price

NOTE Confidence: 0.81967306137085

00:54:27.576 --> 00:54:28.762 of what you're buying, right?

NOTE Confidence: 0.81967306137085

00:54:28.762 --> 00:54:29.246 I mean,

NOTE Confidence: 0.81967306137085

00:54:29.246 --> 00:54:31.234 it's crazy that you have no idea and

NOTE Confidence: 0.81967306137085

00:54:31.234 --> 00:54:32.893 the patients in how much will the

NOTE Confidence: 0.81967306137085

00:54:32.893 --> 00:54:34.658 CAT scan cost and I have no idea.

NOTE Confidence: 0.81967306137085

00:54:34.660 --> 00:54:35.840 They think I like Doc.

NOTE Confidence: 0.81967306137085

00:54:35.840 --> 00:54:37.020 How can you not know?

NOTE Confidence: 0.81967306137085

00:54:37.020 --> 00:54:38.876 I don't know what it costs and I

NOTE Confidence: 0.81967306137085

00:54:38.876 --> 00:54:40.554 can't even find out if I wanted
NOTE Confidence: 0.81967306137085

00:54:40.554 --> 00:54:42.206 to see how much you got right.
NOTE Confidence: 0.81967306137085

00:54:42.210 --> 00:54:43.038 So that part, yes,
NOTE Confidence: 0.81967306137085

00:54:43.038 --> 00:54:44.280 I think we should have that
NOTE Confidence: 0.81967306137085

00:54:44.335 --> 00:54:45.507 for that customer service.
NOTE Confidence: 0.81967306137085

00:54:45.510 --> 00:54:46.454 That patient should know
NOTE Confidence: 0.81967306137085

00:54:46.454 --> 00:54:47.634 what it's going to cost,
NOTE Confidence: 0.81967306137085

00:54:47.640 --> 00:54:48.720 what their options are.
NOTE Confidence: 0.81967306137085

00:54:48.720 --> 00:54:50.070 And ease of manipulating around,
NOTE Confidence: 0.81967306137085

00:54:50.070 --> 00:54:52.086 but then the other part is no,
NOTE Confidence: 0.81967306137085

00:54:52.090 --> 00:54:53.130 it's not the same.
NOTE Confidence: 0.81967306137085

00:54:53.130 --> 00:54:55.270 We're not trying to sell a business,
NOTE Confidence: 0.81967306137085

00:54:55.270 --> 00:54:57.606 we're trying to get the best care for
NOTE Confidence: 0.81967306137085

00:54:57.606 --> 00:54:59.426 our patients and recognize that they
NOTE Confidence: 0.81967306137085

00:54:59.426 --> 00:55:02.052 may not be in the position to be an
NOTE Confidence: 0.81967306137085

00:55:02.052 --> 00:55:03.935 equal partner in that at that moment.

NOTE Confidence: 0.81967306137085

00:55:03.940 --> 00:55:05.956 And ideally, yes, it's a full partnership,

NOTE Confidence: 0.81967306137085

00:55:05.960 --> 00:55:07.802 but with one member of the

NOTE Confidence: 0.81967306137085

00:55:07.802 --> 00:55:09.790 partnership is sick or vulnerable.

NOTE Confidence: 0.81967306137085

00:55:09.790 --> 00:55:10.296 You know,

NOTE Confidence: 0.81967306137085

00:55:10.296 --> 00:55:12.320 we can't expect them to like hold up

NOTE Confidence: 0.81967306137085

00:55:12.378 --> 00:55:14.354 their end of the bargain we have to,

NOTE Confidence: 0.81967306137085

00:55:14.360 --> 00:55:16.430 you know, be interested to do.

NOTE Confidence: 0.81967306137085

00:55:16.430 --> 00:55:18.845 You know more for them than an

NOTE Confidence: 0.81967306137085

00:55:18.845 --> 00:55:20.140 equal partnership would be,

NOTE Confidence: 0.81967306137085

00:55:20.140 --> 00:55:22.317 so I think there's a big difference

NOTE Confidence: 0.81967306137085

00:55:22.317 --> 00:55:24.519 and we have to recognize that,

NOTE Confidence: 0.81967306137085

00:55:24.520 --> 00:55:26.296 and so then the burden is

NOTE Confidence: 0.81967306137085

00:55:26.296 --> 00:55:28.230 on us that are critical.

NOTE Confidence: 0.81967306137085

00:55:28.230 --> 00:55:30.234 Customers come to us with the

NOTE Confidence: 0.81967306137085

00:55:30.234 --> 00:55:31.964 vulnerability and that we have

NOTE Confidence: 0.81967306137085

00:55:31.964 --> 00:55:33.634 to treasure and protect that
NOTE Confidence: 0.81967306137085

00:55:33.634 --> 00:55:34.970 and be extra careful,
NOTE Confidence: 0.856367290019989

00:55:34.970 --> 00:55:36.650 not, you know, take care.
NOTE Confidence: 0.856367290019989

00:55:36.650 --> 00:55:38.330 I just participated in a
NOTE Confidence: 0.856367290019989

00:55:38.330 --> 00:55:39.674 podcast called Doctor Death.
NOTE Confidence: 0.856367290019989

00:55:39.680 --> 00:55:41.370 If you've heard of it,
NOTE Confidence: 0.856367290019989

00:55:41.370 --> 00:55:43.351 but it's two seasons and they did
NOTE Confidence: 0.856367290019989

00:55:43.351 --> 00:55:45.074 one on this horrific neurosurgeon
NOTE Confidence: 0.856367290019989

00:55:45.074 --> 00:55:47.094 in Dallas who was just.
NOTE Confidence: 0.856367290019989

00:55:47.100 --> 00:55:48.120 Doing terrible things,
NOTE Confidence: 0.856367290019989

00:55:48.120 --> 00:55:50.160 but this season now is on.
NOTE Confidence: 0.856367290019989

00:55:50.160 --> 00:55:52.152 He mocked person who basically was
NOTE Confidence: 0.856367290019989

00:55:52.152 --> 00:55:54.225 milking the system for money giving
NOTE Confidence: 0.856367290019989

00:55:54.225 --> 00:55:56.277 patients chemo who didn't need it.
NOTE Confidence: 0.856367290019989

00:55:56.280 --> 00:55:58.648 It was the most horrible thing to watch
NOTE Confidence: 0.856367290019989

00:55:58.648 --> 00:56:00.810 a certified board certified MD taking

NOTE Confidence: 0.856367290019989

00:56:00.810 --> 00:56:03.072 advantage of his patients as customers.

NOTE Confidence: 0.856367290019989

00:56:03.080 --> 00:56:05.460 In essence an milking it for money.

NOTE Confidence: 0.856367290019989

00:56:05.460 --> 00:56:07.040 He finally got arrested.

NOTE Confidence: 0.856367290019989

00:56:07.040 --> 00:56:08.620 But it was just.

NOTE Confidence: 0.856367290019989

00:56:08.620 --> 00:56:10.699 It was so shocking to see like that is

NOTE Confidence: 0.856367290019989

00:56:10.699 --> 00:56:12.819 that that's the customer service model,

NOTE Confidence: 0.856367290019989

00:56:12.820 --> 00:56:14.012 taken to the extreme,

NOTE Confidence: 0.856367290019989

00:56:14.012 --> 00:56:16.180 because what our business is doing to us,

NOTE Confidence: 0.856367290019989

00:56:16.180 --> 00:56:17.979 they want to milk every dollar from

NOTE Confidence: 0.856367290019989

00:56:17.979 --> 00:56:20.099 US to that's their Golden make money.

NOTE Confidence: 0.856367290019989

00:56:20.100 --> 00:56:21.500 But that's not our goal,

NOTE Confidence: 0.856367290019989

00:56:21.500 --> 00:56:23.180 so we have some things in

NOTE Confidence: 0.856367290019989

00:56:23.180 --> 00:56:24.300 common with customer service.

NOTE Confidence: 0.856367290019989

00:56:24.300 --> 00:56:25.700 But some things that are

NOTE Confidence: 0.856367290019989

00:56:25.700 --> 00:56:26.260 fundamentally different,

NOTE Confidence: 0.856367290019989

00:56:26.260 --> 00:56:30.400 and I think we have to be very aware of that.

NOTE Confidence: 0.856367290019989

00:56:30.400 --> 00:56:30.700 Thank

NOTE Confidence: 0.854212522506714

00:56:30.700 --> 00:56:34.140 you. A question for you please in other

NOTE Confidence: 0.854212522506714

00:56:34.140 --> 00:56:35.822 fields, outside medicine and healthcare

NOTE Confidence: 0.854212522506714

00:56:35.822 --> 00:56:37.700 labor exploitation have been fought by

NOTE Confidence: 0.854212522506714

00:56:37.745 --> 00:56:39.397 unionizing and collective bargaining.

NOTE Confidence: 0.854212522506714

00:56:39.400 --> 00:56:42.505 Would it help or hurt to think about labor?

NOTE Confidence: 0.854212522506714

00:56:42.510 --> 00:56:44.580 An unionizing in medicine and healthcare?

NOTE Confidence: 0.864097237586975

00:56:45.620 --> 00:56:47.836 You know, I think it's time to consider.

NOTE Confidence: 0.864097237586975

00:56:47.840 --> 00:56:49.496 I mean certainly you know's residence,

NOTE Confidence: 0.864097237586975

00:56:49.500 --> 00:56:50.427 the residence union.

NOTE Confidence: 0.864097237586975

00:56:50.427 --> 00:56:53.279 I mean a lot of things didn't happen until

NOTE Confidence: 0.864097237586975

00:56:53.279 --> 00:56:55.751 there was a union there to help them.

NOTE Confidence: 0.864097237586975

00:56:55.760 --> 00:56:57.762 Obviously there are times when I think

NOTE Confidence: 0.864097237586975

00:56:57.762 --> 00:56:59.713 things get maybe ossified and get taken

NOTE Confidence: 0.864097237586975

00:56:59.713 --> 00:57:01.857 to the extreme that I can't work one

NOTE Confidence: 0.864097237586975
00:57:01.857 --> 00:57:03.977 minute past five 'cause of my union rules,
NOTE Confidence: 0.864097237586975
00:57:03.980 --> 00:57:06.446 but I think that maybe we ought to organize,
NOTE Confidence: 0.864097237586975
00:57:06.450 --> 00:57:08.193 and I think that there could be
NOTE Confidence: 0.864097237586975
00:57:08.193 --> 00:57:10.009 a role for Union for unions,
NOTE Confidence: 0.864097237586975
00:57:10.010 --> 00:57:11.648 and I know that's you know,
NOTE Confidence: 0.864097237586975
00:57:11.650 --> 00:57:13.294 a radioactive word when it comes
NOTE Confidence: 0.864097237586975
00:57:13.294 --> 00:57:14.116 to corporate medicine.
NOTE Confidence: 0.864097237586975
00:57:14.120 --> 00:57:16.038 But if we don't have a way
NOTE Confidence: 0.864097237586975
00:57:16.038 --> 00:57:16.860 to collectively speak,
NOTE Confidence: 0.864097237586975
00:57:16.860 --> 00:57:18.498 and unions are one possible way,
NOTE Confidence: 0.864097237586975
00:57:18.500 --> 00:57:19.844 there are others too,
NOTE Confidence: 0.864097237586975
00:57:19.844 --> 00:57:22.080 but I think the idea that we
NOTE Confidence: 0.864097237586975
00:57:22.080 --> 00:57:24.348 Together have a lot of power,
NOTE Confidence: 0.864097237586975
00:57:24.350 --> 00:57:26.996 whether it be in how we earn
NOTE Confidence: 0.864097237586975
00:57:26.996 --> 00:57:28.130 money for institutions,
NOTE Confidence: 0.864097237586975

00:57:28.130 --> 00:57:30.020 how we represent our professional
NOTE Confidence: 0.864097237586975

00:57:30.020 --> 00:57:31.720 organizations, what we know,
NOTE Confidence: 0.864097237586975

00:57:31.720 --> 00:57:33.920 what we do right now.
NOTE Confidence: 0.864097237586975

00:57:33.920 --> 00:57:36.097 This whole kovid pandemic depends on us.
NOTE Confidence: 0.864097237586975

00:57:36.100 --> 00:57:38.347 There's no one else but us who's
NOTE Confidence: 0.864097237586975

00:57:38.347 --> 00:57:40.778 going to take care of this and so,
NOTE Confidence: 0.864097237586975

00:57:40.780 --> 00:57:42.340 and society recognizes that and
NOTE Confidence: 0.864097237586975

00:57:42.340 --> 00:57:43.900 we're in this unique position,
NOTE Confidence: 0.864097237586975

00:57:43.900 --> 00:57:45.778 so we have a collective voice.
NOTE Confidence: 0.864097237586975

00:57:45.780 --> 00:57:48.260 And so I think we have to find
NOTE Confidence: 0.864097237586975

00:57:48.260 --> 00:57:49.829 a way to use it.
NOTE Confidence: 0.864097237586975

00:57:49.830 --> 00:57:51.078 And unions are definitely
NOTE Confidence: 0.864097237586975

00:57:51.078 --> 00:57:52.950 one possible way to do it.
NOTE Confidence: 0.864097237586975

00:57:52.950 --> 00:57:54.510 An we should also typically
NOTE Confidence: 0.864097237586975

00:57:54.510 --> 00:57:55.758 reticent about speaking up,
NOTE Confidence: 0.864097237586975

00:57:55.760 --> 00:57:58.096 but I think that it's incumbent because in

NOTE Confidence: 0.864097237586975

00:57:58.096 --> 00:58:00.752 the end this is harming our patience, right?

NOTE Confidence: 0.864097237586975

00:58:00.752 --> 00:58:02.000 If we're being exploited,

NOTE Confidence: 0.864097237586975

00:58:02.000 --> 00:58:03.128 it sucks for us,

NOTE Confidence: 0.864097237586975

00:58:03.128 --> 00:58:05.470 but it double sucks for our patients.

NOTE Confidence: 0.864097237586975

00:58:05.470 --> 00:58:07.801 And that's why I think we have a voice

NOTE Confidence: 0.864097237586975

00:58:07.801 --> 00:58:09.818 that is not self interested owed,

NOTE Confidence: 0.864097237586975

00:58:09.820 --> 00:58:10.980 not paying us enough,

NOTE Confidence: 0.864097237586975

00:58:10.980 --> 00:58:12.430 or you're stealing our wages.

NOTE Confidence: 0.864097237586975

00:58:12.430 --> 00:58:14.170 But this is harming our patients.

NOTE Confidence: 0.864097237586975

00:58:14.170 --> 00:58:16.081 This is substandard medical care and I

NOTE Confidence: 0.864097237586975

00:58:16.081 --> 00:58:18.104 know it every time my cutting corners

NOTE Confidence: 0.864097237586975

00:58:18.104 --> 00:58:20.260 to catch up because I'm falling behind.

NOTE Confidence: 0.864097237586975

00:58:20.260 --> 00:58:22.290 It's like it's corrosive to the spirit,

NOTE Confidence: 0.864097237586975

00:58:22.290 --> 00:58:22.580 right?

NOTE Confidence: 0.864097237586975

00:58:22.580 --> 00:58:23.740 If we didn't care,

NOTE Confidence: 0.864097237586975

00:58:23.740 --> 00:58:26.060 if you're just in it for the money,
NOTE Confidence: 0.864097237586975

00:58:26.060 --> 00:58:28.380 then it wouldn't matter if I OK fine
NOTE Confidence: 0.864097237586975

00:58:28.380 --> 00:58:31.210 cut corners, but because we do care.
NOTE Confidence: 0.864097237586975

00:58:31.210 --> 00:58:32.398 That's why it's corrosive,
NOTE Confidence: 0.864097237586975

00:58:32.398 --> 00:58:33.586 but we didn't care.
NOTE Confidence: 0.864097237586975

00:58:33.590 --> 00:58:35.070 It wouldn't be an issue,
NOTE Confidence: 0.864097237586975

00:58:35.070 --> 00:58:35.964 but we're all,
NOTE Confidence: 0.864097237586975

00:58:35.964 --> 00:58:36.560 you know,
NOTE Confidence: 0.864097237586975

00:58:36.560 --> 00:58:38.354 the sense of this moral injuries
NOTE Confidence: 0.864097237586975

00:58:38.354 --> 00:58:40.482 because we do care about doing the
NOTE Confidence: 0.864097237586975

00:58:40.482 --> 00:58:42.498 right thing and doing a good job.
NOTE Confidence: 0.864097237586975

00:58:42.500 --> 00:58:44.336 And that's where we recognize that
NOTE Confidence: 0.864097237586975

00:58:44.336 --> 00:58:46.648 that is not just a sin against us.
NOTE Confidence: 0.864097237586975

00:58:46.650 --> 00:58:48.305 Descendants are patients because we're
NOTE Confidence: 0.864097237586975

00:58:48.305 --> 00:58:51.109 not doing as good a job as we could do.
NOTE Confidence: 0.864097237586975

00:58:51.110 --> 00:58:53.900 And as we want to do.

NOTE Confidence: 0.864097237586975

00:58:53.900 --> 00:58:55.830 Thank you.

NOTE Confidence: 0.862717628479004

00:58:55.830 --> 00:58:57.888 Why do you suggest putting staff in

NOTE Confidence: 0.862717628479004

00:58:57.888 --> 00:58:59.591 patient facing work if their expertise

NOTE Confidence: 0.862717628479004

00:58:59.591 --> 00:59:02.083 is not as such and it doesn't seem like

NOTE Confidence: 0.862717628479004

00:59:02.083 --> 00:59:04.003 it would directly impact the senior

NOTE Confidence: 0.862717628479004

00:59:04.003 --> 00:59:05.238 level decision makers perspective?

NOTE Confidence: 0.862717628479004

00:59:05.238 --> 00:59:06.708 Or are you suggesting that's

NOTE Confidence: 0.862717628479004

00:59:06.708 --> 00:59:07.590 the question here?

NOTE Confidence: 0.862717628479004

00:59:07.590 --> 00:59:09.354 Are you suggesting it might very

NOTE Confidence: 0.862717628479004

00:59:09.354 --> 00:59:10.820 much impact their perspectives? I

NOTE Confidence: 0.862717628479004

00:59:10.820 --> 00:59:12.878 think it would, so if they're not

NOTE Confidence: 0.862717628479004

00:59:12.878 --> 00:59:14.054 expertise in hematology, fine,

NOTE Confidence: 0.862717628479004

00:59:14.054 --> 00:59:16.406 but anyone can work at the front desk.

NOTE Confidence: 0.862717628479004

00:59:16.410 --> 00:59:17.880 Imagine imagine your CEO system.

NOTE Confidence: 0.862717628479004

00:59:17.880 --> 00:59:19.308 Does the call center?

NOTE Confidence: 0.862717628479004

00:59:19.308 --> 00:59:21.833 Does the front desk and get a
NOTE Confidence: 0.862717628479004

00:59:21.833 --> 00:59:24.281 sense of what it's like to make a
NOTE Confidence: 0.862717628479004

00:59:24.281 --> 00:59:26.554 clinic run or to make a word run?
NOTE Confidence: 0.862717628479004

00:59:26.560 --> 00:59:28.588 I think they have no idea.
NOTE Confidence: 0.862717628479004

00:59:28.590 --> 00:59:30.594 They have no idea how often
NOTE Confidence: 0.862717628479004

00:59:30.594 --> 00:59:32.590 award a patient is calling.
NOTE Confidence: 0.862717628479004

00:59:32.590 --> 00:59:33.975 Funders and there's no nurse
NOTE Confidence: 0.862717628479004

00:59:33.975 --> 00:59:35.360 available because they're all short.
NOTE Confidence: 0.862717628479004

00:59:35.360 --> 00:59:37.145 Staff had been floated to 17 W
NOTE Confidence: 0.862717628479004

00:59:37.145 --> 00:59:38.960 how often the phone is ringing,
NOTE Confidence: 0.862717628479004

00:59:38.960 --> 00:59:41.176 and that you cannot think for a second.
NOTE Confidence: 0.862717628479004

00:59:41.180 --> 00:59:43.284 You have not even a minute to clear
NOTE Confidence: 0.862717628479004

00:59:43.284 --> 00:59:45.329 your mind to think about a patient.
NOTE Confidence: 0.862717628479004

00:59:45.330 --> 00:59:46.830 All of those things I think
NOTE Confidence: 0.862717628479004

00:59:46.830 --> 00:59:48.526 they can experience if they do
NOTE Confidence: 0.862717628479004

00:59:48.526 --> 00:59:49.486 have clinical expertise.

NOTE Confidence: 0.862717628479004
00:59:49.490 --> 00:59:50.294 Yes, you know,
NOTE Confidence: 0.862717628479004
00:59:50.294 --> 00:59:52.530 get out of your office and you know,
NOTE Confidence: 0.862717628479004
00:59:52.530 --> 00:59:54.252 being clinic or if you don't
NOTE Confidence: 0.862717628479004
00:59:54.252 --> 00:59:56.140 sit next to me for a day,
NOTE Confidence: 0.862717628479004
00:59:56.140 --> 00:59:58.372 just sit with me in my office for a
NOTE Confidence: 0.862717628479004
00:59:58.372 --> 01:00:00.593 day and you can experience what it's
NOTE Confidence: 0.862717628479004
01:00:00.593 --> 01:00:02.817 like to take care of a panel of.
NOTE Confidence: 0.862717628479004
01:00:02.820 --> 01:00:04.330 Very sick patients, you know,
NOTE Confidence: 0.862717628479004
01:00:04.330 --> 01:00:06.719 walk with award winners for one shift, right?
NOTE Confidence: 0.862717628479004
01:00:06.719 --> 01:00:09.031 Just stay by their side and see what
NOTE Confidence: 0.862717628479004
01:00:09.031 --> 01:00:10.948 it's like to give medical care.
NOTE Confidence: 0.862717628479004
01:00:10.950 --> 01:00:13.358 We are trying to get medication for being,
NOTE Confidence: 0.862717628479004
01:00:13.360 --> 01:00:15.160 you know the phones are ringing.
NOTE Confidence: 0.862717628479004
01:00:15.160 --> 01:00:16.670 The pages are going off.
NOTE Confidence: 0.862717628479004
01:00:16.670 --> 01:00:18.566 People are stopping in the Hall
NOTE Confidence: 0.862717628479004

01:00:18.566 --> 01:00:20.161 asking for directions and for
NOTE Confidence: 0.862717628479004

01:00:20.161 --> 01:00:21.775 ginger ale see what it's like.
NOTE Confidence: 0.862717628479004

01:00:21.780 --> 01:00:24.100 And so I think will be very salutary
NOTE Confidence: 0.862717628479004

01:00:24.100 --> 01:00:26.225 for the folks making decisions to
NOTE Confidence: 0.862717628479004

01:00:26.225 --> 01:00:28.895 see what it's like to actually give
NOTE Confidence: 0.862717628479004

01:00:28.895 --> 01:00:30.815 medical care in today's world.
NOTE Confidence: 0.862717628479004

01:00:30.820 --> 01:00:31.120 Thank
NOTE Confidence: 0.892485350370407

01:00:31.120 --> 01:00:32.985 you. Next, thank you so
NOTE Confidence: 0.892485350370407

01:00:32.985 --> 01:00:34.850 much for the great talk.
NOTE Confidence: 0.892485350370407

01:00:34.850 --> 01:00:36.440 I definitely appreciate you validating
NOTE Confidence: 0.892485350370407

01:00:36.440 --> 01:00:38.030 how it sometimes feels like.
NOTE Confidence: 0.892485350370407

01:00:38.030 --> 01:00:39.750 Our professionalism and philanthropy is
NOTE Confidence: 0.892485350370407

01:00:39.750 --> 01:00:42.321 exploited as how it felt earlier this year
NOTE Confidence: 0.892485350370407

01:00:42.321 --> 01:00:44.710 during covid times when I was a resident.
NOTE Confidence: 0.892485350370407

01:00:44.710 --> 01:00:46.957 I love your idea about how leadership
NOTE Confidence: 0.892485350370407

01:00:46.957 --> 01:00:48.839 needs to change in the system.

NOTE Confidence: 0.892485350370407
01:00:48.840 --> 01:00:51.066 Shift back to the doctors and patients.
NOTE Confidence: 0.892485350370407
01:00:51.070 --> 01:00:53.037 It makes me think we will need
NOTE Confidence: 0.892485350370407
01:00:53.037 --> 01:00:54.889 support at the advocacy level.
NOTE Confidence: 0.892485350370407
01:00:54.890 --> 01:00:57.008 Are there any medical organizations or
NOTE Confidence: 0.892485350370407
01:00:57.008 --> 01:00:58.743 representatives who have supported your
NOTE Confidence: 0.892485350370407
01:00:58.743 --> 01:01:00.605 thoughts that we can follow in support?
NOTE Confidence: 0.837801158428192
01:01:01.740 --> 01:01:03.810 Well, it depends on your group.
NOTE Confidence: 0.837801158428192
01:01:03.810 --> 01:01:06.225 I've seen some on my end in
NOTE Confidence: 0.837801158428192
01:01:06.225 --> 01:01:07.772 internal medicine. I see that.
NOTE Confidence: 0.837801158428192
01:01:07.772 --> 01:01:09.192 Society for General Internal Medicine
NOTE Confidence: 0.837801158428192
01:01:09.192 --> 01:01:11.354 seems to be stepping up the game a bit
NOTE Confidence: 0.837801158428192
01:01:11.354 --> 01:01:13.148 in the American College of Physicians.
NOTE Confidence: 0.837801158428192
01:01:13.150 --> 01:01:15.568 A bit. AMA is a little,
NOTE Confidence: 0.837801158428192
01:01:15.570 --> 01:01:16.794 you know, catching up.
NOTE Confidence: 0.837801158428192
01:01:16.794 --> 01:01:19.440 Shall we say I think that they are
NOTE Confidence: 0.837801158428192

01:01:19.440 --> 01:01:21.660 historically their goals align a little
NOTE Confidence: 0.837801158428192

01:01:21.660 --> 01:01:23.992 more with the economic, you know,
NOTE Confidence: 0.837801158428192

01:01:23.992 --> 01:01:26.068 consistency for physicians and maybe not
NOTE Confidence: 0.837801158428192

01:01:26.068 --> 01:01:28.557 so much in for the experiential part.
NOTE Confidence: 0.837801158428192

01:01:28.560 --> 01:01:30.320 But maybe they're getting there.
NOTE Confidence: 0.837801158428192

01:01:30.320 --> 01:01:33.119 But I think that we have to let them
NOTE Confidence: 0.837801158428192

01:01:33.119 --> 01:01:35.743 know and we're paying tons of due
NOTE Confidence: 0.837801158428192

01:01:35.743 --> 01:01:38.318 to these folks every year. You know,
NOTE Confidence: 0.837801158428192

01:01:38.318 --> 01:01:41.620 this is where I need you to be lobbying.
NOTE Confidence: 0.837801158428192

01:01:41.620 --> 01:01:43.846 And so I think we have to
NOTE Confidence: 0.837801158428192

01:01:43.846 --> 01:01:45.788 let them know how I feel.
NOTE Confidence: 0.837801158428192

01:01:45.790 --> 01:01:47.395 I haven't yet seen anyone
NOTE Confidence: 0.837801158428192

01:01:47.395 --> 01:01:48.679 that's blown me away,
NOTE Confidence: 0.837801158428192

01:01:48.680 --> 01:01:51.173 but I think there are promising signs like I
NOTE Confidence: 0.837801158428192

01:01:51.173 --> 01:01:53.820 see that the American College of Physicians,
NOTE Confidence: 0.837801158428192

01:01:53.820 --> 01:01:54.462 for example,

NOTE Confidence: 0.837801158428192
01:01:54.462 --> 01:01:56.388 taking on things like gun safety,
NOTE Confidence: 0.837801158428192
01:01:56.390 --> 01:01:57.998 an issue that comes up a
NOTE Confidence: 0.837801158428192
01:01:57.998 --> 01:01:59.920 lot for us as clinicians,
NOTE Confidence: 0.837801158428192
01:01:59.920 --> 01:02:01.212 that it wasn't traditionally
NOTE Confidence: 0.837801158428192
01:02:01.212 --> 01:02:02.504 taken up by doctors.
NOTE Confidence: 0.837801158428192
01:02:02.510 --> 01:02:04.226 And starting to get into this,
NOTE Confidence: 0.837801158428192
01:02:04.230 --> 01:02:05.970 you know there was another Institute
NOTE Confidence: 0.837801158428192
01:02:05.970 --> 01:02:07.938 of Medicine report on the EMR burden,
NOTE Confidence: 0.837801158428192
01:02:07.940 --> 01:02:10.514 so I think we're we're starting to get there.
NOTE Confidence: 0.837801158428192
01:02:10.520 --> 01:02:11.330 But you know,
NOTE Confidence: 0.837801158428192
01:02:11.330 --> 01:02:13.220 it's always sort of like a few
NOTE Confidence: 0.837801158428192
01:02:13.288 --> 01:02:15.374 steps behind those of us in there.
NOTE Confidence: 0.837801158428192
01:02:15.380 --> 01:02:15.950 Right now.
NOTE Confidence: 0.837801158428192
01:02:15.950 --> 01:02:17.375 We see it right here,
NOTE Confidence: 0.837801158428192
01:02:17.380 --> 01:02:19.096 and I suspect that you know,
NOTE Confidence: 0.837801158428192

01:02:19.100 --> 01:02:21.916 those in the position to have a say.
NOTE Confidence: 0.837801158428192

01:02:21.920 --> 01:02:23.480 The most the work full-time
NOTE Confidence: 0.837801158428192

01:02:23.480 --> 01:02:24.416 clinicians right there,
NOTE Confidence: 0.837801158428192

01:02:24.420 --> 01:02:26.924 you know they are now doing desk jobs,
NOTE Confidence: 0.837801158428192

01:02:26.930 --> 01:02:28.210 and so that's different.
NOTE Confidence: 0.837801158428192

01:02:28.210 --> 01:02:30.709 So we need to bring bring them in.
NOTE Confidence: 0.837801158428192

01:02:30.710 --> 01:02:30.939 Honestly,
NOTE Confidence: 0.837801158428192

01:02:30.939 --> 01:02:32.542 when I see the desk sent with
NOTE Confidence: 0.837801158428192

01:02:32.542 --> 01:02:33.509 the phones going off,
NOTE Confidence: 0.837801158428192

01:02:33.510 --> 01:02:35.358 they can use three or four more people
NOTE Confidence: 0.837801158428192

01:02:35.358 --> 01:02:37.118 to answer the phones and I don't know
NOTE Confidence: 0.837801158428192

01:02:37.118 --> 01:02:38.868 why the CIO can answer the phones.
NOTE Confidence: 0.837801158428192

01:02:38.870 --> 01:02:39.242 You know,
NOTE Confidence: 0.837801158428192

01:02:39.242 --> 01:02:40.730 for a day that I think we very
NOTE Confidence: 0.837801158428192

01:02:40.779 --> 01:02:42.127 helpful and very educational.
NOTE Confidence: 0.839855790138245

01:02:43.230 --> 01:02:44.800 Thank you so on right?

NOTE Confidence: 0.839855790138245

01:02:44.800 --> 01:02:45.712 Simon oncology, NP.

NOTE Confidence: 0.839855790138245

01:02:45.712 --> 01:02:47.840 At the VA and formerly worked for

NOTE Confidence: 0.839855790138245

01:02:47.903 --> 01:02:49.799 10 years as an inpatient nursing,

NOTE Confidence: 0.839855790138245

01:02:49.800 --> 01:02:51.792 a bone marrow transplant unit that

NOTE Confidence: 0.839855790138245

01:02:51.792 --> 01:02:53.869 converted to epic while I was there.

NOTE Confidence: 0.839855790138245

01:02:53.870 --> 01:02:55.748 So this all rings very true.

NOTE Confidence: 0.839855790138245

01:02:55.750 --> 01:02:57.942 I have notice that my ability to focus

NOTE Confidence: 0.839855790138245

01:02:57.942 --> 01:02:59.949 and think is so inversely related

NOTE Confidence: 0.839855790138245

01:02:59.949 --> 01:03:01.694 to the volume of interruptions,

NOTE Confidence: 0.839855790138245

01:03:01.700 --> 01:03:04.697 the alerts and the many ways that staff and

NOTE Confidence: 0.839855790138245

01:03:04.697 --> 01:03:07.015 patients can now reach me in real time.

NOTE Confidence: 0.839855790138245

01:03:07.020 --> 01:03:08.412 Calls, texts, email, Skype.

NOTE Confidence: 0.839855790138245

01:03:08.412 --> 01:03:10.500 This is only gotten more challenging

NOTE Confidence: 0.839855790138245

01:03:10.558 --> 01:03:12.298 this year with working remotely.

NOTE Confidence: 0.839855790138245

01:03:12.300 --> 01:03:13.632 No question, that's just a comment

NOTE Confidence: 0.839855790138245

01:03:13.632 --> 01:03:15.060 from one of our colleagues.
NOTE Confidence: 0.847392678260803

01:03:15.590 --> 01:03:17.070 You know it's so true,
NOTE Confidence: 0.847392678260803

01:03:17.070 --> 01:03:18.840 and part of it. You know.
NOTE Confidence: 0.847392678260803

01:03:18.840 --> 01:03:20.898 When I was working on this medical
NOTE Confidence: 0.847392678260803

01:03:20.898 --> 01:03:22.670 error book, you know some kinds
NOTE Confidence: 0.847392678260803

01:03:22.670 --> 01:03:24.145 of errors like procedural error.
NOTE Confidence: 0.847392678260803

01:03:24.150 --> 01:03:25.625 Those are pretty easy to
NOTE Confidence: 0.847392678260803

01:03:25.625 --> 01:03:26.510 tackle with checklists,
NOTE Confidence: 0.847392678260803

01:03:26.510 --> 01:03:28.870 but diagnostic error is very hard to tackle.
NOTE Confidence: 0.847392678260803

01:03:28.870 --> 01:03:30.795 You can't really checklist how you think
NOTE Confidence: 0.847392678260803

01:03:30.795 --> 01:03:33.289 and so we haven't made a lot of progress
NOTE Confidence: 0.847392678260803

01:03:33.289 --> 01:03:35.359 as a profession on diagnostic error.
NOTE Confidence: 0.847392678260803

01:03:35.360 --> 01:03:37.159 And I had a patient one day
NOTE Confidence: 0.847392678260803

01:03:37.159 --> 01:03:38.899 who walks in regular visit.
NOTE Confidence: 0.847392678260803

01:03:38.900 --> 01:03:41.000 He hands me a prescription paper from
NOTE Confidence: 0.847392678260803

01:03:41.000 --> 01:03:42.547 another Doctor Who's like ordered

NOTE Confidence: 0.847392678260803
01:03:42.547 --> 01:03:44.317 some executive profile with and have
NOTE Confidence: 0.847392678260803
01:03:44.317 --> 01:03:46.356 found a high or low cortisol level.
NOTE Confidence: 0.847392678260803
01:03:46.360 --> 01:03:49.786 And rights rule out adrenal insufficiency
NOTE Confidence: 0.847392678260803
01:03:49.786 --> 01:03:52.350 rule out rheumatoid arthritis, unlike.
NOTE Confidence: 0.847392678260803
01:03:52.350 --> 01:03:54.870 RA, an AI at the same time in one
NOTE Confidence: 0.847392678260803
01:03:54.947 --> 01:03:57.083 visit and this guy already has
NOTE Confidence: 0.847392678260803
01:03:57.083 --> 01:03:59.244 like 10 other chronic issues like
NOTE Confidence: 0.847392678260803
01:03:59.244 --> 01:04:01.582 I don't even remember how to do.
NOTE Confidence: 0.847392678260803
01:04:01.590 --> 01:04:03.730 You know, dexamethasone suppression test?
NOTE Confidence: 0.847392678260803
01:04:03.730 --> 01:04:05.711 And I realize that I can't possibly
NOTE Confidence: 0.847392678260803
01:04:05.711 --> 01:04:07.529 think like those two things I need
NOTE Confidence: 0.847392678260803
01:04:07.529 --> 01:04:09.450 to think I need to clear the deck.
NOTE Confidence: 0.847392678260803
01:04:09.450 --> 01:04:11.362 I need to read up on them again
NOTE Confidence: 0.847392678260803
01:04:11.362 --> 01:04:12.830 and remember how they present,
NOTE Confidence: 0.847392678260803
01:04:12.830 --> 01:04:14.130 how to test for them.
NOTE Confidence: 0.847392678260803

01:04:14.130 --> 01:04:16.018 And there's no way in a visit I
NOTE Confidence: 0.847392678260803

01:04:16.018 --> 01:04:17.665 could think because of all the
NOTE Confidence: 0.847392678260803

01:04:17.665 --> 01:04:19.065 things that were coming up.
NOTE Confidence: 0.847392678260803

01:04:19.070 --> 01:04:21.670 And So what I do I kind of squeaked by.
NOTE Confidence: 0.847392678260803

01:04:21.670 --> 01:04:23.776 I kind of faked it an it was crappy
NOTE Confidence: 0.847392678260803

01:04:23.776 --> 01:04:25.596 medical care and I felt so bad about
NOTE Confidence: 0.847392678260803

01:04:25.596 --> 01:04:27.570 that that I stayed up all night
NOTE Confidence: 0.847392678260803

01:04:27.570 --> 01:04:29.150 like rereading and rethinking the
NOTE Confidence: 0.847392678260803

01:04:29.150 --> 01:04:31.066 case and figure out right now I
NOTE Confidence: 0.847392678260803

01:04:31.066 --> 01:04:33.370 have a plan of what I want to do,
NOTE Confidence: 0.847392678260803

01:04:33.370 --> 01:04:34.700 but it took me in.
NOTE Confidence: 0.847392678260803

01:04:34.700 --> 01:04:36.975 Our to do that because there's no,
NOTE Confidence: 0.847392678260803

01:04:36.980 --> 01:04:39.262 there's no room to think and I
NOTE Confidence: 0.847392678260803

01:04:39.262 --> 01:04:41.200 think that that's fine for you.
NOTE Confidence: 0.847392678260803

01:04:41.200 --> 01:04:43.456 Know a standard in a low back pain
NOTE Confidence: 0.847392678260803

01:04:43.456 --> 01:04:45.222 case when patients get complicated

NOTE Confidence: 0.847392678260803

01:04:45.222 --> 01:04:46.726 as many more do.

NOTE Confidence: 0.847392678260803

01:04:46.730 --> 01:04:48.739 Our patients are older and sicker and

NOTE Confidence: 0.847392678260803

01:04:48.739 --> 01:04:50.948 much in our discharge much sooner.

NOTE Confidence: 0.847392678260803

01:04:50.950 --> 01:04:52.834 They are more complex and that

NOTE Confidence: 0.847392678260803

01:04:52.834 --> 01:04:54.530 inability of time to think,

NOTE Confidence: 0.847392678260803

01:04:54.530 --> 01:04:55.178 I think,

NOTE Confidence: 0.847392678260803

01:04:55.178 --> 01:04:56.150 is very dangerous.

NOTE Confidence: 0.847392678260803

01:04:56.150 --> 01:04:58.678 I think it's raises the level of diagnostic

NOTE Confidence: 0.847392678260803

01:04:58.678 --> 01:05:01.346 error and risks medication mix ups at risk.

NOTE Confidence: 0.847392678260803

01:05:01.350 --> 01:05:02.980 Certainly over ordering tests mean.

NOTE Confidence: 0.847392678260803

01:05:02.980 --> 01:05:03.952 Why bother thinking?

NOTE Confidence: 0.847392678260803

01:05:03.952 --> 01:05:05.266 I just, you know,

NOTE Confidence: 0.847392678260803

01:05:05.266 --> 01:05:07.264 refer to endocrine or ordering MRI.

NOTE Confidence: 0.847392678260803

01:05:07.270 --> 01:05:08.650 Faster than thinking it out,

NOTE Confidence: 0.847392678260803

01:05:08.650 --> 01:05:10.337 but of course it costs more and

NOTE Confidence: 0.847392678260803

01:05:10.337 --> 01:05:12.056 of course raises the stakes for
NOTE Confidence: 0.847392678260803

01:05:12.056 --> 01:05:13.316 more possibilities for error.
NOTE Confidence: 0.847392678260803

01:05:13.320 --> 01:05:14.970 So yes, you are totally right.
NOTE Confidence: 0.847392678260803

01:05:14.970 --> 01:05:15.798 Impossible to think.
NOTE Confidence: 0.801765918731689

01:05:17.870 --> 01:05:19.120 I have just a comment here
NOTE Confidence: 0.801765918731689

01:05:19.120 --> 01:05:20.150 from the physician wants to
NOTE Confidence: 0.801765918731689

01:05:20.190 --> 01:05:21.218 come back from retirement.
NOTE Confidence: 0.801765918731689

01:05:21.220 --> 01:05:22.132 When you take over,
NOTE Confidence: 0.801765918731689

01:05:22.132 --> 01:05:23.760 you notice that he didn't run that
NOTE Confidence: 0.801765918731689

01:05:23.760 --> 01:05:25.223 by his wife before he wrote it,
NOTE Confidence: 0.801765918731689

01:05:25.230 --> 01:05:26.568 so I'm just having second thoughts.
NOTE Confidence: 0.801765918731689

01:05:26.570 --> 01:05:29.330 Maybe I'm not sure. Um?
NOTE Confidence: 0.801765918731689

01:05:29.330 --> 01:05:32.192 Here's from one of our one of our trainees.
NOTE Confidence: 0.801765918731689

01:05:32.200 --> 01:05:33.985 Thank you so much for your insightful
NOTE Confidence: 0.801765918731689

01:05:33.985 --> 01:05:36.373 talk in the arena of medical education
NOTE Confidence: 0.801765918731689

01:05:36.373 --> 01:05:37.937 and maintenance of certification.

NOTE Confidence: 0.801765918731689
01:05:37.940 --> 01:05:40.036 There seems to be an ever increasing push
NOTE Confidence: 0.801765918731689
01:05:40.036 --> 01:05:42.089 for more benchmarks and requirements.
NOTE Confidence: 0.801765918731689
01:05:42.090 --> 01:05:43.955 Likewise, trainees frequently faced the
NOTE Confidence: 0.801765918731689
01:05:43.955 --> 01:05:46.192 brunt of moral distress given their
NOTE Confidence: 0.801765918731689
01:05:46.192 --> 01:05:48.046 position in the hierarchy of care.
NOTE Confidence: 0.801765918731689
01:05:48.050 --> 01:05:50.626 How do you suggest we as a field
NOTE Confidence: 0.801765918731689
01:05:50.626 --> 01:05:52.179 balanced training well rounded,
NOTE Confidence: 0.801765918731689
01:05:52.180 --> 01:05:53.040 incompetent conditions?
NOTE Confidence: 0.801765918731689
01:05:53.040 --> 01:05:54.760 With preventing burnout when
NOTE Confidence: 0.801765918731689
01:05:54.760 --> 01:05:56.480 careers are just beginning.
NOTE Confidence: 0.803614139556885
01:05:57.310 --> 01:05:59.410 It's a great point and certainly we
NOTE Confidence: 0.803614139556885
01:05:59.410 --> 01:06:01.649 had this in spades during covid,
NOTE Confidence: 0.803614139556885
01:06:01.650 --> 01:06:03.953 and you know the residents in our
NOTE Confidence: 0.803614139556885
01:06:03.953 --> 01:06:05.660 institution asked for Hazard Pay,
NOTE Confidence: 0.803614139556885
01:06:05.660 --> 01:06:08.297 which did not go down well with the powers
NOTE Confidence: 0.803614139556885

01:06:08.297 --> 01:06:10.845 that be an email got leaked an internal

NOTE Confidence: 0.803614139556885

01:06:10.845 --> 01:06:13.016 email about the sort of ungrateful

NOTE Confidence: 0.803614139556885

01:06:13.016 --> 01:06:15.350 residence and which is just shocking.

NOTE Confidence: 0.803614139556885

01:06:15.350 --> 01:06:17.782 I really saw our house staff and all

NOTE Confidence: 0.803614139556885

01:06:17.782 --> 01:06:20.427 house and all the institutions really

NOTE Confidence: 0.803614139556885

01:06:20.427 --> 01:06:22.887 stepped forward without any hesitation.

NOTE Confidence: 0.803614139556885

01:06:22.890 --> 01:06:23.697 You know, again,

NOTE Confidence: 0.803614139556885

01:06:23.697 --> 01:06:26.020 if all the house Def stop working all

NOTE Confidence: 0.803614139556885

01:06:26.020 --> 01:06:27.945 these vaunted academic medical centers.

NOTE Confidence: 0.803614139556885

01:06:27.950 --> 01:06:28.877 They'd collapse, right?

NOTE Confidence: 0.803614139556885

01:06:28.877 --> 01:06:30.731 It's not going to work without

NOTE Confidence: 0.803614139556885

01:06:30.731 --> 01:06:31.739 the House staff.

NOTE Confidence: 0.803614139556885

01:06:31.740 --> 01:06:34.300 And so I think you know you have

NOTE Confidence: 0.803614139556885

01:06:34.300 --> 01:06:36.785 a voice in that part of it is,

NOTE Confidence: 0.803614139556885

01:06:36.790 --> 01:06:39.009 you know, looking for a real ally.

NOTE Confidence: 0.803614139556885

01:06:39.010 --> 01:06:40.798 So finding in your program Directores

NOTE Confidence: 0.803614139556885

01:06:40.798 --> 01:06:43.110 who are the people who understand this.

NOTE Confidence: 0.803614139556885

01:06:43.110 --> 01:06:44.350 And can you know,

NOTE Confidence: 0.803614139556885

01:06:44.350 --> 01:06:46.210 make that case vocally and again

NOTE Confidence: 0.803614139556885

01:06:46.279 --> 01:06:48.323 to point out that you guys not

NOTE Confidence: 0.803614139556885

01:06:48.323 --> 01:06:50.070 just burnout but moral injury?

NOTE Confidence: 0.803614139556885

01:06:50.070 --> 01:06:51.650 And how dangerous is moral

NOTE Confidence: 0.803614139556885

01:06:51.650 --> 01:06:52.914 injury to patient care?

NOTE Confidence: 0.803614139556885

01:06:52.920 --> 01:06:54.985 And it's also dangerous to the clinicians,

NOTE Confidence: 0.803614139556885

01:06:54.990 --> 01:06:57.286 but I don't know if that's as powerful

NOTE Confidence: 0.803614139556885

01:06:57.286 --> 01:06:59.040 statement to the powers that be

NOTE Confidence: 0.803614139556885

01:06:59.040 --> 01:07:01.180 between put in terms of patient safety.

NOTE Confidence: 0.803614139556885

01:07:01.180 --> 01:07:03.526 This is really endangering our patience.

NOTE Confidence: 0.803614139556885

01:07:03.530 --> 01:07:04.994 Right, you know it's not that

NOTE Confidence: 0.803614139556885

01:07:04.994 --> 01:07:06.340 we care about the money,

NOTE Confidence: 0.803614139556885

01:07:06.340 --> 01:07:07.610 but it's endangering our patients.

NOTE Confidence: 0.803614139556885

01:07:07.610 --> 01:07:10.418 If you know the situation to keep sort of.
NOTE Confidence: 0.803614139556885

01:07:10.420 --> 01:07:12.316 You know how hounding the idea
NOTE Confidence: 0.803614139556885

01:07:12.316 --> 01:07:14.679 that it is harmful to our patients,
NOTE Confidence: 0.803614139556885

01:07:14.680 --> 01:07:17.248 I think, is the best way.
NOTE Confidence: 0.803614139556885

01:07:17.250 --> 01:07:19.314 And then when you start looking for a
NOTE Confidence: 0.803614139556885

01:07:19.314 --> 01:07:21.377 fellowships or or your next faculty position,
NOTE Confidence: 0.803614139556885

01:07:21.380 --> 01:07:22.750 your first job, you know,
NOTE Confidence: 0.803614139556885

01:07:22.750 --> 01:07:24.591 get a sense of what is the
NOTE Confidence: 0.803614139556885

01:07:24.591 --> 01:07:25.780 feeling amongst the group?
NOTE Confidence: 0.803614139556885

01:07:25.780 --> 01:07:26.876 What are the attitudes?
NOTE Confidence: 0.803614139556885

01:07:26.876 --> 01:07:28.520 How open is the leadership to
NOTE Confidence: 0.803614139556885

01:07:28.577 --> 01:07:30.348 change and get yourself in a place
NOTE Confidence: 0.803614139556885

01:07:30.348 --> 01:07:32.098 where you feel like those things?
NOTE Confidence: 0.803614139556885

01:07:32.100 --> 01:07:32.556 Get her.
NOTE Confidence: 0.803614139556885

01:07:32.556 --> 01:07:32.784 Dan,
NOTE Confidence: 0.803614139556885

01:07:32.784 --> 01:07:34.716 you know if you talk in the group

NOTE Confidence: 0.803614139556885
01:07:34.716 --> 01:07:36.627 on you can figure out which places
NOTE Confidence: 0.803614139556885
01:07:36.627 --> 01:07:38.513 are more amenable to that and
NOTE Confidence: 0.803614139556885
01:07:38.513 --> 01:07:39.793 which are more sclerotic.
NOTE Confidence: 0.95152747631073
01:07:41.620 --> 01:07:44.322 Thank you. You know,
NOTE Confidence: 0.95152747631073
01:07:44.322 --> 01:07:45.606 with regard to benchmark,
NOTE Confidence: 0.95152747631073
01:07:45.610 --> 01:07:48.130 so I run a division as well as the
NOTE Confidence: 0.95152747631073
01:07:48.130 --> 01:07:50.687 ethics program and one of the things
NOTE Confidence: 0.95152747631073
01:07:50.687 --> 01:07:53.435 that I've struggled with is that we are
NOTE Confidence: 0.95152747631073
01:07:53.435 --> 01:07:55.561 in terms of benchmarks we are chasing
NOTE Confidence: 0.95152747631073
01:07:55.561 --> 01:07:58.129 forever a certain RV you to CFTE ratio,
NOTE Confidence: 0.95152747631073
01:07:58.130 --> 01:08:00.272 and I know you're familiar with this
NOTE Confidence: 0.95152747631073
01:08:00.272 --> 01:08:02.570 and some folks in our audience will
NOTE Confidence: 0.95152747631073
01:08:02.570 --> 01:08:04.550 be familiar with more than others.
NOTE Confidence: 0.95152747631073
01:08:04.550 --> 01:08:06.150 Relative value units for clinical
NOTE Confidence: 0.95152747631073
01:08:06.150 --> 01:08:07.110 full time equivalent,
NOTE Confidence: 0.95152747631073

01:08:07.110 --> 01:08:09.567 so we're trying to get to the 50th or
NOTE Confidence: 0.95152747631073

01:08:09.567 --> 01:08:12.248 75th or whatever percentile as we pursue,
NOTE Confidence: 0.95152747631073

01:08:12.250 --> 01:08:15.460 but our view to see FT ratio, it strikes me.
NOTE Confidence: 0.95152747631073

01:08:15.460 --> 01:08:16.420 Is essentially well.
NOTE Confidence: 0.95152747631073

01:08:16.420 --> 01:08:17.299 The RV uses.
NOTE Confidence: 0.95152747631073

01:08:17.299 --> 01:08:20.020 We use bundled charges when I work in the
NOTE Confidence: 0.95152747631073

01:08:20.020 --> 01:08:22.420 intensive care unit and the CFT is there,
NOTE Confidence: 0.95152747631073

01:08:22.420 --> 01:08:24.190 there are a certain number of
NOTE Confidence: 0.95152747631073

01:08:24.190 --> 01:08:25.720 hours are supposed to work.
NOTE Confidence: 0.95152747631073

01:08:25.720 --> 01:08:27.888 So basically the higher the RV you for
NOTE Confidence: 0.95152747631073

01:08:27.888 --> 01:08:30.090 CFT ratio it means the more patients you
NOTE Confidence: 0.95152747631073

01:08:30.090 --> 01:08:32.611 saw per hour and and so that basically
NOTE Confidence: 0.95152747631073

01:08:32.611 --> 01:08:34.711 translates as we chase these benchmarks.
NOTE Confidence: 0.95152747631073

01:08:34.720 --> 01:08:36.743 The mission is to spend less time
NOTE Confidence: 0.95152747631073

01:08:36.743 --> 01:08:38.618 with patients less time per patient,
NOTE Confidence: 0.95152747631073

01:08:38.620 --> 01:08:40.489 not with patients overall but less time

NOTE Confidence: 0.95152747631073

01:08:40.489 --> 01:08:42.220 per patient and peer institutions.

NOTE Confidence: 0.95152747631073

01:08:42.220 --> 01:08:43.610 This becomes our benchmark to

NOTE Confidence: 0.95152747631073

01:08:43.610 --> 01:08:45.530 spend as little time as possible.

NOTE Confidence: 0.95152747631073

01:08:45.530 --> 01:08:47.385 So we can track the reviews not

NOTE Confidence: 0.95152747631073

01:08:47.385 --> 01:08:49.599 vested when I would not suggest here.

NOTE Confidence: 0.95152747631073

01:08:49.600 --> 01:08:50.182 In fairness,

NOTE Confidence: 0.95152747631073

01:08:50.182 --> 01:08:51.928 too much of the leadership here,

NOTE Confidence: 0.95152747631073

01:08:51.930 --> 01:08:53.676 I would not suggest that that's

NOTE Confidence: 0.95152747631073

01:08:53.676 --> 01:08:54.840 all they were interested.

NOTE Confidence: 0.95152747631073

01:08:54.840 --> 01:08:55.608 It's really not,

NOTE Confidence: 0.95152747631073

01:08:55.608 --> 01:08:57.400 but I think that we have to

NOTE Confidence: 0.95152747631073

01:08:57.462 --> 01:08:59.207 really be cautious about this.

NOTE Confidence: 0.95152747631073

01:08:59.210 --> 01:09:00.962 When we set these benchmarks that

NOTE Confidence: 0.95152747631073

01:09:00.962 --> 01:09:02.744 basically can be reached by cutting

NOTE Confidence: 0.95152747631073

01:09:02.744 --> 01:09:04.144 corners in our patient care.

NOTE Confidence: 0.95152747631073

01:09:04.150 --> 01:09:05.534 Actively delivering something more
NOTE Confidence: 0.95152747631073

01:09:05.534 --> 01:09:07.610 mediocre that this has affects not
NOTE Confidence: 0.95152747631073

01:09:07.662 --> 01:09:09.307 just on the quality of patient care
NOTE Confidence: 0.95152747631073

01:09:09.307 --> 01:09:11.194 but also on the satisfaction of the
NOTE Confidence: 0.95152747631073

01:09:11.194 --> 01:09:12.880 people who are providing it now.
NOTE Confidence: 0.95152747631073

01:09:12.880 --> 01:09:13.180 Absolutely.
NOTE Confidence: 0.831336796283722

01:09:13.180 --> 01:09:15.500 And then I find these things so absurd.
NOTE Confidence: 0.831336796283722

01:09:15.500 --> 01:09:17.969 Also, we I get a. Benchmark on the
NOTE Confidence: 0.831336796283722

01:09:17.969 --> 01:09:19.967 percentage of patients with an A1C
NOTE Confidence: 0.831336796283722

01:09:19.967 --> 01:09:22.269 less than 7 less than 8 and you know
NOTE Confidence: 0.831336796283722

01:09:22.269 --> 01:09:24.346 it dawns on me that so I have a
NOTE Confidence: 0.831336796283722

01:09:24.346 --> 01:09:26.082 patient who is a onesies 13 nonstop.
NOTE Confidence: 0.831336796283722

01:09:26.082 --> 01:09:27.690 'cause she won't take her insulin.
NOTE Confidence: 0.831336796283722

01:09:27.690 --> 01:09:29.586 Now if I'm nasty to her and she
NOTE Confidence: 0.831336796283722

01:09:29.586 --> 01:09:31.632 leaves my practice, my numbers go up.
NOTE Confidence: 0.831336796283722

01:09:31.632 --> 01:09:34.388 But if I really want to engage her in Karen,

NOTE Confidence: 0.831336796283722

01:09:34.390 --> 01:09:35.998 she stays my numbers look worse.

NOTE Confidence: 0.831336796283722

01:09:36.000 --> 01:09:37.608 So which is the better doctor?

NOTE Confidence: 0.831336796283722

01:09:37.610 --> 01:09:39.116 I don't know, but it's certainly

NOTE Confidence: 0.831336796283722

01:09:39.116 --> 01:09:40.735 suggest incentive to keep the patients

NOTE Confidence: 0.831336796283722

01:09:40.735 --> 01:09:42.155 who can't control their diabetes.

NOTE Confidence: 0.831336796283722

01:09:42.160 --> 01:09:43.714 So I get why they're trying

NOTE Confidence: 0.831336796283722

01:09:43.714 --> 01:09:45.379 to encourage us to do better.

NOTE Confidence: 0.831336796283722

01:09:45.380 --> 01:09:47.416 But it actually can be, you know.

NOTE Confidence: 0.831336796283722

01:09:47.416 --> 01:09:48.112 Perverse incentive,

NOTE Confidence: 0.831336796283722

01:09:48.112 --> 01:09:50.200 we need to recognize that so

NOTE Confidence: 0.831336796283722

01:09:50.268 --> 01:09:51.408 point out that yes,

NOTE Confidence: 0.831336796283722

01:09:51.410 --> 01:09:53.608 you know what you're doing is saying

NOTE Confidence: 0.831336796283722

01:09:53.608 --> 01:09:55.460 spend less time with patients.

NOTE Confidence: 0.831336796283722

01:09:55.460 --> 01:09:57.826 And is that really what you want?

NOTE Confidence: 0.831336796283722

01:09:57.830 --> 01:09:59.858 Is that really what you're looking?

NOTE Confidence: 0.831336796283722

01:09:59.860 --> 01:10:01.630 Are there other metrics we can
NOTE Confidence: 0.831336796283722

01:10:01.630 --> 01:10:03.580 use to show our efficiency?
NOTE Confidence: 0.831336796283722

01:10:03.580 --> 01:10:05.316 No, there was a a colleague that
NOTE Confidence: 0.831336796283722

01:10:05.316 --> 01:10:06.723 I knew another institution who
NOTE Confidence: 0.831336796283722

01:10:06.723 --> 01:10:08.529 checked her ratings on line and
NOTE Confidence: 0.831336796283722

01:10:08.529 --> 01:10:10.536 she found that she was ranked low
NOTE Confidence: 0.831336796283722

01:10:10.536 --> 01:10:12.190 for efficiency and not very high.
NOTE Confidence: 0.831336796283722

01:10:12.190 --> 01:10:13.690 And she was disappointed 'cause
NOTE Confidence: 0.831336796283722

01:10:13.690 --> 01:10:15.399 she's a considers herself a good
NOTE Confidence: 0.831336796283722

01:10:15.399 --> 01:10:16.319 doctor and works hard.
NOTE Confidence: 0.831336796283722

01:10:16.320 --> 01:10:18.128 So she dug into the stats and it
NOTE Confidence: 0.831336796283722

01:10:18.128 --> 01:10:20.095 turns out she was ranked as low
NOTE Confidence: 0.831336796283722

01:10:20.095 --> 01:10:21.910 efficiency because she spent too much
NOTE Confidence: 0.831336796283722

01:10:21.910 --> 01:10:23.722 time with their patients and that's
NOTE Confidence: 0.831336796283722

01:10:23.722 --> 01:10:26.142 what was giving her a low grade as a
NOTE Confidence: 0.831336796283722

01:10:26.142 --> 01:10:28.230 doctor of course is a patient thing.

NOTE Confidence: 0.831336796283722
01:10:28.230 --> 01:10:29.620 That's the doctor I want.
NOTE Confidence: 0.831336796283722
01:10:29.620 --> 01:10:31.762 They wanna spend too much time with
NOTE Confidence: 0.831336796283722
01:10:31.762 --> 01:10:33.587 their patients but it came out as.
NOTE Confidence: 0.831336796283722
01:10:33.590 --> 01:10:34.970 You know, not a good doctor,
NOTE Confidence: 0.831336796283722
01:10:34.970 --> 01:10:36.120 so they won't choose her.
NOTE Confidence: 0.831336796283722
01:10:36.120 --> 01:10:37.270 They will choose someone else
NOTE Confidence: 0.831336796283722
01:10:37.270 --> 01:10:38.420 so they all you know.
NOTE Confidence: 0.831336796283722
01:10:38.420 --> 01:10:39.800 We have to think about what
NOTE Confidence: 0.831336796283722
01:10:39.800 --> 01:10:40.720 these metrics really means.
NOTE Confidence: 0.831336796283722
01:10:40.720 --> 01:10:42.100 Some of them are so absurd.
NOTE Confidence: 0.831336796283722
01:10:42.100 --> 01:10:44.644 And what do we do with the reports?
NOTE Confidence: 0.831336796283722
01:10:44.650 --> 01:10:44.893 Nothing.
NOTE Confidence: 0.831336796283722
01:10:44.893 --> 01:10:46.594 We just make more reports and then
NOTE Confidence: 0.831336796283722
01:10:46.594 --> 01:10:48.278 we make more reports and then a
NOTE Confidence: 0.831336796283722
01:10:48.278 --> 01:10:49.949 few more reports an then what like?
NOTE Confidence: 0.831336796283722

01:10:49.950 --> 01:10:51.847 It's just these reports take on a
NOTE Confidence: 0.831336796283722

01:10:51.847 --> 01:10:53.910 life of their own and when we have
NOTE Confidence: 0.831336796283722

01:10:53.910 --> 01:10:56.020 to hire 10 people to do the reports.
NOTE Confidence: 0.831336796283722

01:10:56.020 --> 01:10:57.688 Forget that I already know five
NOTE Confidence: 0.831336796283722

01:10:57.688 --> 01:10:59.195 nurses in three physical therapists
NOTE Confidence: 0.831336796283722

01:10:59.195 --> 01:11:00.547 in two more attendings.
NOTE Confidence: 0.831336796283722

01:11:00.550 --> 01:11:03.294 Instead of hiring people to do reports.
NOTE Confidence: 0.831336796283722

01:11:03.300 --> 01:11:03.890 Maybe she
NOTE Confidence: 0.781712293624878

01:11:03.890 --> 01:11:05.058 was a good physician,
NOTE Confidence: 0.781712293624878

01:11:05.058 --> 01:11:06.518 but not a good employee.
NOTE Confidence: 0.781712293624878

01:11:06.520 --> 01:11:09.940 Perhaps that's how it might be framed.
NOTE Confidence: 0.781712293624878

01:11:09.940 --> 01:11:11.730 So here's an interesting question for you.
NOTE Confidence: 0.781712293624878

01:11:11.730 --> 01:11:13.770 How do you find your cello practice now?
NOTE Confidence: 0.781712293624878

01:11:13.770 --> 01:11:15.810 I don't know if you talked about tonight.
NOTE Confidence: 0.781712293624878

01:11:15.810 --> 01:11:17.340 We talked about that this afternoon.
NOTE Confidence: 0.781712293624878

01:11:17.340 --> 01:11:19.626 I don't know if we talked about it tonight.

NOTE Confidence: 0.781712293624878

01:11:19.630 --> 01:11:20.650 You were cello playing.

NOTE Confidence: 0.781712293624878

01:11:20.650 --> 01:11:22.180 How do you find your cello?

NOTE Confidence: 0.781712293624878

01:11:22.180 --> 01:11:23.405 Practice figures into your ability

NOTE Confidence: 0.781712293624878

01:11:23.405 --> 01:11:24.990 to navigate the stresses of clinical

NOTE Confidence: 0.829674124717713

01:11:24.990 --> 01:11:26.118 care and using epic?

NOTE Confidence: 0.829674124717713

01:11:26.118 --> 01:11:27.528 It's interesting because you know,

NOTE Confidence: 0.829674124717713

01:11:27.530 --> 01:11:28.642 I feel like there,

NOTE Confidence: 0.829674124717713

01:11:28.642 --> 01:11:31.139 specially when I had my kids were younger.

NOTE Confidence: 0.829674124717713

01:11:31.140 --> 01:11:33.240 There's about one hour in the day.

NOTE Confidence: 0.829674124717713

01:11:33.240 --> 01:11:34.938 You know you finish the child

NOTE Confidence: 0.829674124717713

01:11:34.938 --> 01:11:36.452 care stuff before you collapse

NOTE Confidence: 0.829674124717713

01:11:36.452 --> 01:11:38.360 into bed about one usable hour,

NOTE Confidence: 0.829674124717713

01:11:38.360 --> 01:11:39.564 an without usable hours.

NOTE Confidence: 0.829674124717713

01:11:39.564 --> 01:11:41.670 I could, you know, you could exercise,

NOTE Confidence: 0.829674124717713

01:11:41.670 --> 01:11:43.777 I could catch up on the news.

NOTE Confidence: 0.829674124717713

01:11:43.780 --> 01:11:45.280 I could read a novel,
NOTE Confidence: 0.829674124717713

01:11:45.280 --> 01:11:47.110 I could read the New England
NOTE Confidence: 0.829674124717713

01:11:47.110 --> 01:11:48.899 Journal and catch up on that.
NOTE Confidence: 0.829674124717713

01:11:48.900 --> 01:11:51.609 I can catch up on those great Netflix series,
NOTE Confidence: 0.829674124717713

01:11:51.610 --> 01:11:52.447 but for me,
NOTE Confidence: 0.829674124717713

01:11:52.447 --> 01:11:55.219 I just feeling so one hour to play cello,
NOTE Confidence: 0.829674124717713

01:11:55.220 --> 01:11:56.790 and I think it's because.
NOTE Confidence: 0.829674124717713

01:11:56.790 --> 01:11:58.660 Is temperamentally the opposite of
NOTE Confidence: 0.829674124717713

01:11:58.660 --> 01:12:01.623 life in the hospital right life in the
NOTE Confidence: 0.829674124717713

01:12:01.623 --> 01:12:03.681 hospitals like this chaos phones and
NOTE Confidence: 0.829674124717713

01:12:03.681 --> 01:12:05.870 beepers interruptions and everything.
NOTE Confidence: 0.829674124717713

01:12:05.870 --> 01:12:08.710 And with music like you.
NOTE Confidence: 0.829674124717713

01:12:08.710 --> 01:12:11.383 You focus on a page and then align and
NOTE Confidence: 0.829674124717713

01:12:11.383 --> 01:12:14.245 then a measure and then in a single note.
NOTE Confidence: 0.829674124717713

01:12:14.250 --> 01:12:16.385 And of course with string and you
NOTE Confidence: 0.829674124717713

01:12:16.385 --> 01:12:18.870 have to get that note to be right,

NOTE Confidence: 0.829674124717713
01:12:18.870 --> 01:12:21.306 which is very hard to do.
NOTE Confidence: 0.829674124717713
01:12:21.310 --> 01:12:23.760 But there's even a step beyond that.
NOTE Confidence: 0.829674124717713
01:12:23.760 --> 01:12:26.560 'cause it doesn't just have to be right,
NOTE Confidence: 0.829674124717713
01:12:26.560 --> 01:12:29.626 it also has to be beautiful.
NOTE Confidence: 0.829674124717713
01:12:29.630 --> 01:12:31.510 And beauty does not get a lot of
NOTE Confidence: 0.829674124717713
01:12:31.510 --> 01:12:33.718 shift in medicine, but in fact.
NOTE Confidence: 0.829674124717713
01:12:33.718 --> 01:12:36.420 There's a lot of beauty in medicine,
NOTE Confidence: 0.829674124717713
01:12:36.420 --> 01:12:38.660 even though a lot of medicine is
NOTE Confidence: 0.829674124717713
01:12:38.660 --> 01:12:40.320 sadness and people suffering,
NOTE Confidence: 0.829674124717713
01:12:40.320 --> 01:12:42.100 there's a sort of sensual,
NOTE Confidence: 0.829674124717713
01:12:42.100 --> 01:12:43.870 wriggling aspect of being alive.
NOTE Confidence: 0.829674124717713
01:12:43.870 --> 01:12:46.000 And there's a beauty in that.
NOTE Confidence: 0.829674124717713
01:12:46.000 --> 01:12:49.608 And the beauty that we get to be.
NOTE Confidence: 0.829674124717713
01:12:49.610 --> 01:12:51.871 We're so fortunate to be in that
NOTE Confidence: 0.829674124717713
01:12:51.871 --> 01:12:53.708 moment with our patients in
NOTE Confidence: 0.829674124717713

01:12:53.708 --> 01:12:55.693 their most vulnerable moments to
NOTE Confidence: 0.829674124717713

01:12:55.693 --> 01:12:57.769 help them ease that moment.
NOTE Confidence: 0.829674124717713

01:12:57.770 --> 01:12:59.254 Sometimes we cure them.
NOTE Confidence: 0.829674124717713

01:12:59.254 --> 01:13:01.109 Sometimes we ease their passage,
NOTE Confidence: 0.829674124717713

01:13:01.110 --> 01:13:04.449 we decrease the pain we make them feel heard,
NOTE Confidence: 0.829674124717713

01:13:04.450 --> 01:13:06.310 and even that little bit.
NOTE Confidence: 0.829674124717713

01:13:06.310 --> 01:13:08.960 There's something beautiful in that.
NOTE Confidence: 0.829674124717713

01:13:08.960 --> 01:13:10.988 And I'm not quite sure if
NOTE Confidence: 0.829674124717713

01:13:10.988 --> 01:13:12.340 I've answered your question,
NOTE Confidence: 0.829674124717713

01:13:12.340 --> 01:13:14.372 but the idea so for me the music
NOTE Confidence: 0.829674124717713

01:13:14.372 --> 01:13:16.545 is just like turning inward and
NOTE Confidence: 0.829674124717713

01:13:16.545 --> 01:13:18.545 completely pushing all that garbage
NOTE Confidence: 0.829674124717713

01:13:18.545 --> 01:13:20.786 out and justice focus right now.
NOTE Confidence: 0.829674124717713

01:13:20.790 --> 01:13:23.319 So one of the things you do on the
NOTE Confidence: 0.829674124717713

01:13:23.319 --> 01:13:25.820 cello as you tackle the box suites
NOTE Confidence: 0.829674124717713

01:13:25.820 --> 01:13:27.890 and it's this lifetime journey.

NOTE Confidence: 0.829674124717713
01:13:27.890 --> 01:13:30.193 So I'm on Suite 4 and I've
NOTE Confidence: 0.829674124717713
01:13:30.193 --> 01:13:31.939 been at this for now.
NOTE Confidence: 0.829674124717713
01:13:31.940 --> 01:13:33.630 My daughter just turned 15.
NOTE Confidence: 0.829674124717713
01:13:33.630 --> 01:13:35.736 I started when she was born.
NOTE Confidence: 0.829674124717713
01:13:35.740 --> 01:13:38.089 And I just got to turn the page from
NOTE Confidence: 0.829674124717713
01:13:38.089 --> 01:13:40.520 the album on to the current, which is.
NOTE Confidence: 0.829674124717713
01:13:40.520 --> 01:13:42.640 It takes about a year to turn the
NOTE Confidence: 0.829674124717713
01:13:42.703 --> 01:13:44.796 page and each one of these things.
NOTE Confidence: 0.829674124717713
01:13:44.800 --> 01:13:47.056 And of course it has to be memorized.
NOTE Confidence: 0.829674124717713
01:13:47.060 --> 01:13:48.480 My teacher is very strict.
NOTE Confidence: 0.829674124717713
01:13:48.480 --> 01:13:49.612 Bach must be memorized,
NOTE Confidence: 0.829674124717713
01:13:49.612 --> 01:13:51.310 which is a whole other skill,
NOTE Confidence: 0.829674124717713
01:13:51.310 --> 01:13:53.284 because once you get off the page
NOTE Confidence: 0.829674124717713
01:13:53.284 --> 01:13:55.270 and just sort of hear the music,
NOTE Confidence: 0.829674124717713
01:13:55.270 --> 01:13:56.119 it's just wild.
NOTE Confidence: 0.829674124717713

01:13:56.119 --> 01:13:56.968 But you know,
NOTE Confidence: 0.829674124717713

01:13:56.970 --> 01:13:58.944 with with a single line of music,
NOTE Confidence: 0.829674124717713

01:13:58.950 --> 01:14:00.690 he's putting the melody of the
NOTE Confidence: 0.829674124717713

01:14:00.690 --> 01:14:01.850 harmony of the counterpoint.
NOTE Confidence: 0.829674124717713

01:14:01.850 --> 01:14:04.111 An you can focus entirely to think
NOTE Confidence: 0.829674124717713

01:14:04.111 --> 01:14:05.710 about making something beautiful.
NOTE Confidence: 0.829674124717713

01:14:05.710 --> 01:14:07.378 How impractical is that an it's
NOTE Confidence: 0.829674124717713

01:14:07.378 --> 01:14:08.978 so liberating to do something
NOTE Confidence: 0.829674124717713

01:14:08.978 --> 01:14:10.253 entirely impractical because
NOTE Confidence: 0.829674124717713

01:14:10.253 --> 01:14:12.378 everything went in during data?
NOTE Confidence: 0.799609959125519

01:14:12.380 --> 01:14:14.125 Practical gotta be efficient and
NOTE Confidence: 0.799609959125519

01:14:14.125 --> 01:14:16.590 get it done and close the visit.
NOTE Confidence: 0.799609959125519

01:14:16.590 --> 01:14:18.672 And so being impractical is just
NOTE Confidence: 0.799609959125519

01:14:18.672 --> 01:14:20.800 like this breath of fresh air.
NOTE Confidence: 0.799609959125519

01:14:20.800 --> 01:14:22.555 The other thing I'm working
NOTE Confidence: 0.799609959125519

01:14:22.555 --> 01:14:24.310 on is the Cesar Franck.

NOTE Confidence: 0.799609959125519
01:14:24.310 --> 01:14:26.070 It's the Concerto for violin,
NOTE Confidence: 0.799609959125519
01:14:26.070 --> 01:14:27.984 but it's often played by the
NOTE Confidence: 0.799609959125519
01:14:27.984 --> 01:14:29.930 cello and it's just gorgeous.
NOTE Confidence: 0.799609959125519
01:14:29.930 --> 01:14:31.234 It's very French and.
NOTE Confidence: 0.799609959125519
01:14:31.234 --> 01:14:33.505 I have the piano accompaniment on on
NOTE Confidence: 0.799609959125519
01:14:33.505 --> 01:14:35.497 my computer and I play with that and
NOTE Confidence: 0.799609959125519
01:14:35.497 --> 01:14:37.804 to get to this world of some random
NOTE Confidence: 0.799609959125519
01:14:37.804 --> 01:14:40.220 pianist I don't even know who this guy is.
NOTE Confidence: 0.799609959125519
01:14:40.220 --> 01:14:41.780 I'm playing with him.
NOTE Confidence: 0.799609959125519
01:14:41.780 --> 01:14:42.830 Again, completely impractical.
NOTE Confidence: 0.799609959125519
01:14:42.830 --> 01:14:44.150 It doesn't, you know,
NOTE Confidence: 0.799609959125519
01:14:44.150 --> 01:14:47.120 get a promotion and it doesn't earn a grant.
NOTE Confidence: 0.799609959125519
01:14:47.120 --> 01:14:47.780 Doesn't cure,
NOTE Confidence: 0.799609959125519
01:14:47.780 --> 01:14:49.430 patient doesn't make any money,
NOTE Confidence: 0.799609959125519
01:14:49.430 --> 01:14:51.386 and the impracticality of it is
NOTE Confidence: 0.799609959125519

01:14:51.386 --> 01:14:53.404 like this huge counterweight to the
NOTE Confidence: 0.799609959125519

01:14:53.404 --> 01:14:55.034 ridiculous practicality of the EMR.
NOTE Confidence: 0.799609959125519

01:14:55.040 --> 01:14:56.256 Everything do all day.
NOTE Confidence: 0.799609959125519

01:14:56.256 --> 01:14:58.999 So there's a long answer to your question.
NOTE Confidence: 0.799609959125519

01:14:59.000 --> 01:15:01.112 And when we're done,
NOTE Confidence: 0.799609959125519

01:15:01.112 --> 01:15:03.224 I'm going to practice.
NOTE Confidence: 0.799609959125519

01:15:03.230 --> 01:15:03.490 It
NOTE Confidence: 0.854975461959839

01:15:03.490 --> 01:15:04.522 was a long answer,
NOTE Confidence: 0.854975461959839

01:15:04.522 --> 01:15:06.685 but one worth here, that's for sure.
NOTE Confidence: 0.854975461959839

01:15:06.685 --> 01:15:08.560 Thank you for the lecture.
NOTE Confidence: 0.854975461959839

01:15:08.560 --> 01:15:10.232 I have to say that as an outside
NOTE Confidence: 0.854975461959839

01:15:10.232 --> 01:15:11.978 of the overload paperwork in
NOTE Confidence: 0.854975461959839

01:15:11.978 --> 01:15:13.666 parentheses and quotes paperwork,
NOTE Confidence: 0.854975461959839

01:15:13.670 --> 01:15:15.536 here is enormous here mean presumably
NOTE Confidence: 0.854975461959839

01:15:15.536 --> 01:15:17.431 meaning New Haven is enormous and
NOTE Confidence: 0.854975461959839

01:15:17.431 --> 01:15:19.496 to try to find them necessary and

NOTE Confidence: 0.854975461959839
01:15:19.496 --> 01:15:20.987 accurate information in the epic
NOTE Confidence: 0.854975461959839
01:15:20.987 --> 01:15:22.691 is so time consuming or over.
NOTE Confidence: 0.854975461959839
01:15:22.700 --> 01:15:25.036 I feel that I work for the building
NOTE Confidence: 0.854975461959839
01:15:25.036 --> 01:15:26.620 sector instead of the opposite.
NOTE Confidence: 0.854975461959839
01:15:26.620 --> 01:15:28.426 My feeling is that the expectation
NOTE Confidence: 0.854975461959839
01:15:28.426 --> 01:15:30.324 from the heads of departments in
NOTE Confidence: 0.854975461959839
01:15:30.324 --> 01:15:32.550 the hospital to continue to work at
NOTE Confidence: 0.854975461959839
01:15:32.550 --> 01:15:34.561 home and to embrace this type of
NOTE Confidence: 0.854975461959839
01:15:34.561 --> 01:15:36.571 work with the quote excuse that when
NOTE Confidence: 0.854975461959839
01:15:36.571 --> 01:15:38.413 they were young they worked harder.
NOTE Confidence: 0.854975461959839
01:15:38.420 --> 01:15:40.220 Now I I I'm sure I should clarify
NOTE Confidence: 0.854975461959839
01:15:40.220 --> 01:15:41.489 or it is different,
NOTE Confidence: 0.854975461959839
01:15:41.490 --> 01:15:42.770 but I think the expectation
NOTE Confidence: 0.854975461959839
01:15:42.770 --> 01:15:43.794 about working at home.
NOTE Confidence: 0.854975461959839
01:15:43.800 --> 01:15:44.820 They're not talking about
NOTE Confidence: 0.854975461959839

01:15:44.820 --> 01:15:45.585 during the pandemic.
NOTE Confidence: 0.854975461959839

01:15:45.590 --> 01:15:47.333 I suspect this refers to the expectation
NOTE Confidence: 0.854975461959839

01:15:47.333 --> 01:15:49.110 prior to the pandemic when we were
NOTE Confidence: 0.854975461959839

01:15:49.110 --> 01:15:50.960 doing all our clinical work in person.
NOTE Confidence: 0.854975461959839

01:15:50.960 --> 01:15:52.295 But then there's still the
NOTE Confidence: 0.854975461959839

01:15:52.295 --> 01:15:53.630 expectation was often that you're
NOTE Confidence: 0.854975461959839

01:15:53.678 --> 01:15:55.058 not going to finish your notes,
NOTE Confidence: 0.854975461959839

01:15:55.060 --> 01:15:58.170 so you do them at home after hours.
NOTE Confidence: 0.879718482494354

01:15:58.170 --> 01:15:59.250 You know it it.
NOTE Confidence: 0.879718482494354

01:15:59.250 --> 01:16:01.595 It makes me want to gag the idea
NOTE Confidence: 0.879718482494354

01:16:01.595 --> 01:16:03.563 that I worked hard back then.
NOTE Confidence: 0.879718482494354

01:16:03.570 --> 01:16:04.770 You know those days,
NOTE Confidence: 0.879718482494354

01:16:04.770 --> 01:16:06.693 the Giants they never existed, right?
NOTE Confidence: 0.879718482494354

01:16:06.693 --> 01:16:08.808 Every era has its Giants.
NOTE Confidence: 0.879718482494354

01:16:08.810 --> 01:16:10.418 Ann has its shortcomings and every
NOTE Confidence: 0.879718482494354

01:16:10.418 --> 01:16:12.225 year is different and you cannot

NOTE Confidence: 0.879718482494354
01:16:12.225 --> 01:16:13.556 compare different errors, right?
NOTE Confidence: 0.879718482494354
01:16:13.556 --> 01:16:15.036 These folks who trained a
NOTE Confidence: 0.879718482494354
01:16:15.036 --> 01:16:16.530 generation ago they worked hard.
NOTE Confidence: 0.879718482494354
01:16:16.530 --> 01:16:18.010 I'm not saying they didn't,
NOTE Confidence: 0.879718482494354
01:16:18.010 --> 01:16:19.495 but what they did for
NOTE Confidence: 0.879718482494354
01:16:19.495 --> 01:16:20.683 medicine was very different.
NOTE Confidence: 0.879718482494354
01:16:20.690 --> 01:16:23.058 Write the word emissions 24 hours a day.
NOTE Confidence: 0.879718482494354
01:16:23.060 --> 01:16:24.550 Patient or patients were insecure.
NOTE Confidence: 0.879718482494354
01:16:24.550 --> 01:16:26.030 Taking care of many patients.
NOTE Confidence: 0.879718482494354
01:16:26.030 --> 01:16:27.520 There are many fewer treatments.
NOTE Confidence: 0.879718482494354
01:16:27.520 --> 01:16:29.362 It's not a fair comparison and
NOTE Confidence: 0.879718482494354
01:16:29.362 --> 01:16:31.380 so because I did it you did.
NOTE Confidence: 0.879718482494354
01:16:31.380 --> 01:16:33.156 It is such a feeble excuse,
NOTE Confidence: 0.879718482494354
01:16:33.160 --> 01:16:35.092 it really really makes me want to
NOTE Confidence: 0.879718482494354
01:16:35.092 --> 01:16:37.565 object and that we have to resist those
NOTE Confidence: 0.879718482494354

01:16:37.565 --> 01:16:39.769 reflexes that things were better back then.
NOTE Confidence: 0.879718482494354

01:16:39.770 --> 01:16:41.192 Yeah, maybe it's better back then
NOTE Confidence: 0.879718482494354

01:16:41.192 --> 01:16:43.151 because you had a wife at home doing
NOTE Confidence: 0.879718482494354

01:16:43.151 --> 01:16:45.025 everything for you to worry about it, right?
NOTE Confidence: 0.879718482494354

01:16:45.025 --> 01:16:46.905 You know it was better back then because
NOTE Confidence: 0.879718482494354

01:16:46.905 --> 01:16:48.549 you know you made enough money to
NOTE Confidence: 0.879718482494354

01:16:48.549 --> 01:16:50.290 have to worry about all these things.
NOTE Confidence: 0.879718482494354

01:16:50.290 --> 01:16:51.004 It's just not.
NOTE Confidence: 0.879718482494354

01:16:51.004 --> 01:16:51.718 It's not comfortable.
NOTE Confidence: 0.879718482494354

01:16:51.720 --> 01:16:52.672 They had their challenges,
NOTE Confidence: 0.879718482494354

01:16:52.672 --> 01:16:53.624 they work really hard.
NOTE Confidence: 0.879718482494354

01:16:53.630 --> 01:16:55.070 We have different challenges, Anar trainees.
NOTE Confidence: 0.879718482494354

01:16:55.070 --> 01:16:56.414 They have different challenges.
NOTE Confidence: 0.879718482494354

01:16:56.414 --> 01:16:57.758 We have to be.
NOTE Confidence: 0.879718482494354

01:16:57.760 --> 01:17:01.060 Honest enough to recognize the differences,
NOTE Confidence: 0.879718482494354

01:17:01.060 --> 01:17:01.686 respect them.

NOTE Confidence: 0.879718482494354
01:17:01.686 --> 01:17:02.312 But no,
NOTE Confidence: 0.879718482494354
01:17:02.312 --> 01:17:05.160 we don't have to re writing notes at home.
NOTE Confidence: 0.879718482494354
01:17:05.160 --> 01:17:06.744 I think that it's fair enough
NOTE Confidence: 0.879718482494354
01:17:06.744 --> 01:17:08.170 that we do our work.
NOTE Confidence: 0.879718482494354
01:17:08.170 --> 01:17:08.714 You know,
NOTE Confidence: 0.879718482494354
01:17:08.714 --> 01:17:10.074 during the day you know,
NOTE Confidence: 0.879718482494354
01:17:10.080 --> 01:17:11.172 once in awhile, fine,
NOTE Confidence: 0.879718482494354
01:17:11.172 --> 01:17:12.810 but not as standard operating procedure.
NOTE Confidence: 0.879718482494354
01:17:12.810 --> 01:17:14.170 That's wage theft or time.
NOTE Confidence: 0.879718482494354
01:17:14.170 --> 01:17:16.082 5th let's I think most of us think
NOTE Confidence: 0.879718482494354
01:17:16.082 --> 01:17:18.080 more in terms of time and money
NOTE Confidence: 0.879718482494354
01:17:18.080 --> 01:17:19.872 because it steals your time from
NOTE Confidence: 0.879718482494354
01:17:19.872 --> 01:17:21.818 your family an you only have kids.
NOTE Confidence: 0.879718482494354
01:17:21.820 --> 01:17:23.500 It's only one round with those
NOTE Confidence: 0.879718482494354
01:17:23.500 --> 01:17:25.368 children when they are out the door,
NOTE Confidence: 0.879718482494354

01:17:25.370 --> 01:17:27.370 it's gone an if your job takes 2
NOTE Confidence: 0.879718482494354

01:17:27.370 --> 01:17:28.997 hours every night and you Miss
NOTE Confidence: 0.879718482494354

01:17:28.997 --> 01:17:30.599 bath time and you missed the
NOTE Confidence: 0.879718482494354

01:17:30.659 --> 01:17:32.399 recital and you missed the play
NOTE Confidence: 0.879718482494354

01:17:32.399 --> 01:17:33.803 in helping with the homework.
NOTE Confidence: 0.879718482494354

01:17:33.803 --> 01:17:35.747 You will not get those days back and
NOTE Confidence: 0.879718482494354

01:17:35.747 --> 01:17:37.702 you know for the hospital it's bupkis
NOTE Confidence: 0.879718482494354

01:17:37.702 --> 01:17:39.590 like it just disappears into the ether.
NOTE Confidence: 0.879718482494354

01:17:39.590 --> 01:17:40.499 But for you,
NOTE Confidence: 0.879718482494354

01:17:40.499 --> 01:17:41.711 you've lost those irreplaceable
NOTE Confidence: 0.879718482494354

01:17:41.711 --> 01:17:43.810 time and it is really time theft.
NOTE Confidence: 0.879718482494354

01:17:43.810 --> 01:17:45.736 I think I'll change my lecture.
NOTE Confidence: 0.879718482494354

01:17:45.740 --> 01:17:47.033 It's time theft.
NOTE Confidence: 0.879718482494354

01:17:47.033 --> 01:17:48.757 One point brought up
NOTE Confidence: 0.847199857234955

01:17:48.760 --> 01:17:50.515 was disenfranchisement of physicians as
NOTE Confidence: 0.847199857234955

01:17:50.515 --> 01:17:52.700 contributing to moral distress and burnout.

NOTE Confidence: 0.847199857234955
01:17:52.700 --> 01:17:54.128 Anna, recognizing our own
NOTE Confidence: 0.847199857234955
01:17:54.128 --> 01:17:55.913 voice as a current resident.
NOTE Confidence: 0.847199857234955
01:17:55.920 --> 01:17:57.710 I sensed that this disenfranchisement
NOTE Confidence: 0.847199857234955
01:17:57.710 --> 01:17:59.084 is Insidious, starts early,
NOTE Confidence: 0.847199857234955
01:17:59.084 --> 01:18:01.046 and is related to the hierarchical
NOTE Confidence: 0.847199857234955
01:18:01.046 --> 01:18:02.720 nature of medical training.
NOTE Confidence: 0.847199857234955
01:18:02.720 --> 01:18:04.952 Do you have any pointers for those of
NOTE Confidence: 0.847199857234955
01:18:04.952 --> 01:18:07.300 us in medical training in advocating
NOTE Confidence: 0.847199857234955
01:18:07.300 --> 01:18:09.874 for ourselves and for our patients?
NOTE Confidence: 0.847199857234955
01:18:09.880 --> 01:18:12.028 And how to help empower each
NOTE Confidence: 0.847199857234955
01:18:12.028 --> 01:18:13.460 other during medical training?
NOTE Confidence: 0.866906583309174
01:18:14.580 --> 01:18:16.316 Well, well thing is that you know
NOTE Confidence: 0.866906583309174
01:18:16.316 --> 01:18:17.983 that we are each others keepers
NOTE Confidence: 0.866906583309174
01:18:17.983 --> 01:18:19.992 and really to be very attuned to
NOTE Confidence: 0.866906583309174
01:18:20.052 --> 01:18:21.707 how your colleagues are doing.
NOTE Confidence: 0.866906583309174

01:18:21.710 --> 01:18:22.850 Because there's always someone
NOTE Confidence: 0.866906583309174

01:18:22.850 --> 01:18:23.990 who might be struggling.
NOTE Confidence: 0.866906583309174

01:18:23.990 --> 01:18:26.134 And I think one thing is we often
NOTE Confidence: 0.866906583309174

01:18:26.134 --> 01:18:28.096 all suffer in silence, you know.
NOTE Confidence: 0.866906583309174

01:18:28.096 --> 01:18:30.154 And my opening anecdote in this
NOTE Confidence: 0.866906583309174

01:18:30.154 --> 01:18:32.310 talk of crying in my office,
NOTE Confidence: 0.866906583309174

01:18:32.310 --> 01:18:34.806 I felt so alone I am so incompetent.
NOTE Confidence: 0.866906583309174

01:18:34.810 --> 01:18:37.002 I am a technical, you know, loser.
NOTE Confidence: 0.866906583309174

01:18:37.002 --> 01:18:38.250 I cannot manage epic.
NOTE Confidence: 0.866906583309174

01:18:38.250 --> 01:18:39.394 I'm really I'm ready.
NOTE Confidence: 0.866906583309174

01:18:39.394 --> 01:18:41.935 I'm ready to be done I thought, OK.
NOTE Confidence: 0.866906583309174

01:18:41.935 --> 01:18:43.815 That's just me and it took me weeks
NOTE Confidence: 0.866906583309174

01:18:43.815 --> 01:18:45.957 to like check in and someone everyone
NOTE Confidence: 0.866906583309174

01:18:45.957 --> 01:18:47.940 else was sobbing and office Reno
NOTE Confidence: 0.866906583309174

01:18:47.940 --> 01:18:50.022 offices too because they also felt
NOTE Confidence: 0.866906583309174

01:18:50.022 --> 01:18:52.210 incompetent and so just checking in with

NOTE Confidence: 0.866906583309174

01:18:52.210 --> 01:18:54.100 each other is very important in an.

NOTE Confidence: 0.866906583309174

01:18:54.100 --> 01:18:55.510 Ideally our leadership is proactively

NOTE Confidence: 0.866906583309174

01:18:55.510 --> 01:18:57.204 doing that, but often they're not.

NOTE Confidence: 0.866906583309174

01:18:57.204 --> 01:18:58.894 All you're all fine, you know,

NOTE Confidence: 0.866906583309174

01:18:58.894 --> 01:19:00.868 just tough it out a little bit,

NOTE Confidence: 0.866906583309174

01:19:00.870 --> 01:19:02.562 but I think that really being

NOTE Confidence: 0.866906583309174

01:19:02.562 --> 01:19:04.150 there and stepping, saying, hey,

NOTE Confidence: 0.866906583309174

01:19:04.150 --> 01:19:05.630 you like you're struggling.

NOTE Confidence: 0.866906583309174

01:19:05.630 --> 01:19:07.490 Let me step in and take over for a few

NOTE Confidence: 0.866906583309174

01:19:07.545 --> 01:19:09.409 minutes while you go out and you know.

NOTE Confidence: 0.866906583309174

01:19:09.410 --> 01:19:11.246 Take a breather is very important

NOTE Confidence: 0.866906583309174

01:19:11.246 --> 01:19:13.436 and then and then again 2 voice

NOTE Confidence: 0.866906583309174

01:19:13.436 --> 01:19:15.554 your you know your issues, you know,

NOTE Confidence: 0.866906583309174

01:19:15.554 --> 01:19:16.168 inarticulate way.

NOTE Confidence: 0.866906583309174

01:19:16.168 --> 01:19:17.702 That doesn't sound, you know,

NOTE Confidence: 0.866906583309174

01:19:17.702 --> 01:19:18.926 like we're just whining,
NOTE Confidence: 0.866906583309174

01:19:18.930 --> 01:19:20.892 but here's a clear thing that's
NOTE Confidence: 0.866906583309174

01:19:20.892 --> 01:19:23.530 going on an icy it not just to me,
NOTE Confidence: 0.866906583309174

01:19:23.530 --> 01:19:26.293 but I see it in the students below me,
NOTE Confidence: 0.866906583309174

01:19:26.300 --> 01:19:26.627 right?
NOTE Confidence: 0.866906583309174

01:19:26.627 --> 01:19:28.589 Those students I'm an intern for
NOTE Confidence: 0.866906583309174

01:19:28.589 --> 01:19:30.327 those students are in my purview
NOTE Confidence: 0.866906583309174

01:19:30.327 --> 01:19:32.357 and I don't want them to be coming
NOTE Confidence: 0.866906583309174

01:19:32.357 --> 01:19:34.107 through medical school and already
NOTE Confidence: 0.866906583309174

01:19:34.107 --> 01:19:36.122 being jaded like and these students.
NOTE Confidence: 0.866906583309174

01:19:36.122 --> 01:19:38.264 When you talk to the higher ups,
NOTE Confidence: 0.866906583309174

01:19:38.270 --> 01:19:40.734 those tools are going to be your doctors.
NOTE Confidence: 0.866906583309174

01:19:40.740 --> 01:19:41.062 Right,
NOTE Confidence: 0.866906583309174

01:19:41.062 --> 01:19:42.994 you have a selfish interest in
NOTE Confidence: 0.866906583309174

01:19:42.994 --> 01:19:44.631 these students not being burned
NOTE Confidence: 0.866906583309174

01:19:44.631 --> 01:19:46.766 out on day one because they'll be

NOTE Confidence: 0.866906583309174
01:19:46.766 --> 01:19:48.509 taking care of you in 15 years.
NOTE Confidence: 0.866906583309174
01:19:48.510 --> 01:19:50.512 We want this next generation of doctors
NOTE Confidence: 0.866906583309174
01:19:50.512 --> 01:19:53.297 not to be burned out at the starting gate,
NOTE Confidence: 0.866906583309174
01:19:53.300 --> 01:19:54.314 so speaking up,
NOTE Confidence: 0.866906583309174
01:19:54.314 --> 01:19:56.004 speak up for those behind
NOTE Confidence: 0.866906583309174
01:19:56.004 --> 01:19:57.928 you and those around you.
NOTE Confidence: 0.866906583309174
01:19:57.930 --> 01:19:59.796 But it's I recognize that it's
NOTE Confidence: 0.866906583309174
01:19:59.796 --> 01:20:02.128 not so easy but to keep trying.
NOTE Confidence: 0.866906583309174
01:20:02.130 --> 01:20:02.490 It's
NOTE Confidence: 0.836964249610901
01:20:02.490 --> 01:20:04.926 good advice. You know we had some
NOTE Confidence: 0.836964249610901
01:20:04.926 --> 01:20:07.180 I heard someone speak years ago.
NOTE Confidence: 0.836964249610901
01:20:07.180 --> 01:20:09.652 It was a beautiful analogy about a culture
NOTE Confidence: 0.836964249610901
01:20:09.652 --> 01:20:11.878 that that believed in reincarnation,
NOTE Confidence: 0.836964249610901
01:20:11.880 --> 01:20:14.706 and so part of the ethos of the culture
NOTE Confidence: 0.836964249610901
01:20:14.706 --> 01:20:17.325 was you should always raise your daughter
NOTE Confidence: 0.836964249610901

01:20:17.325 --> 01:20:20.570 as if she may someday be your mother.
NOTE Confidence: 0.836964249610901

01:20:20.570 --> 01:20:22.852 And the analogy being that that we
NOTE Confidence: 0.836964249610901

01:20:22.852 --> 01:20:24.561 should raise our medical students
NOTE Confidence: 0.836964249610901

01:20:24.561 --> 01:20:26.892 as if someday they will be our
NOTE Confidence: 0.836964249610901

01:20:26.900 --> 01:20:28.560 physicians and they will be.
NOTE Confidence: 0.836964249610901

01:20:28.560 --> 01:20:31.112 And there will be an so taking care
NOTE Confidence: 0.836964249610901

01:20:31.112 --> 01:20:33.884 of them now seems wise both as a
NOTE Confidence: 0.836964249610901

01:20:33.884 --> 01:20:36.219 as a generous gesture on our part,
NOTE Confidence: 0.836964249610901

01:20:36.220 --> 01:20:38.248 has also a self interested gesture
NOTE Confidence: 0.836964249610901

01:20:38.248 --> 01:20:39.900 on our part. We're going
NOTE Confidence: 0.844620823860168

01:20:39.900 --> 01:20:42.366 to have an add to that to keep our
NOTE Confidence: 0.844620823860168

01:20:42.366 --> 01:20:44.310 vision beyond our little field.
NOTE Confidence: 0.844620823860168

01:20:44.310 --> 01:20:46.830 Like when you're the resident on the Ward.
NOTE Confidence: 0.844620823860168

01:20:46.830 --> 01:20:48.405 Pay attention to how the
NOTE Confidence: 0.844620823860168

01:20:48.405 --> 01:20:49.980 nurses are feeling and doing,
NOTE Confidence: 0.844620823860168

01:20:49.980 --> 01:20:51.610 and the physical therapist nutritions

NOTE Confidence: 0.844620823860168
01:20:51.610 --> 01:20:53.760 of social workers are all you know.
NOTE Confidence: 0.844620823860168
01:20:53.760 --> 01:20:56.160 We tend to only notice our own immediate
NOTE Confidence: 0.844620823860168
01:20:56.160 --> 01:20:58.193 little work family, but you know,
NOTE Confidence: 0.844620823860168
01:20:58.193 --> 01:21:00.119 we're all this interconnected web and
NOTE Confidence: 0.844620823860168
01:21:00.119 --> 01:21:02.489 I think so often we forget about that
NOTE Confidence: 0.844620823860168
01:21:02.489 --> 01:21:04.717 and see who struggling stepped in to
NOTE Confidence: 0.844620823860168
01:21:04.717 --> 01:21:07.005 take that extra moment to let them
NOTE Confidence: 0.844620823860168
01:21:07.005 --> 01:21:09.280 know when they've done a great job.
NOTE Confidence: 0.844620823860168
01:21:09.280 --> 01:21:11.432 So when you see that there you know
NOTE Confidence: 0.844620823860168
01:21:11.432 --> 01:21:13.379 it's too much for them to bear.
NOTE Confidence: 0.844620823860168
01:21:13.380 --> 01:21:15.052 You know you can go get the head
NOTE Confidence: 0.844620823860168
01:21:15.052 --> 01:21:17.144 nurse if you see a young Noah junior
NOTE Confidence: 0.844620823860168
01:21:17.144 --> 01:21:18.525 nurses struggling and let them
NOTE Confidence: 0.844620823860168
01:21:18.525 --> 01:21:20.240 know that someone is having a hard
NOTE Confidence: 0.844620823860168
01:21:20.240 --> 01:21:21.468 time you and vice versa.
NOTE Confidence: 0.844620823860168

01:21:21.468 --> 01:21:23.160 You know, for the nurses who
NOTE Confidence: 0.844620823860168

01:21:23.160 --> 01:21:24.660 see you in turn struggling.
NOTE Confidence: 0.844620823860168

01:21:24.660 --> 01:21:25.892 Let the program director
NOTE Confidence: 0.844620823860168

01:21:25.892 --> 01:21:27.432 now let the attending know,
NOTE Confidence: 0.844620823860168

01:21:27.440 --> 01:21:29.336 because sometimes you may be only
NOTE Confidence: 0.844620823860168

01:21:29.336 --> 01:21:31.157 person who observes that you know
NOTE Confidence: 0.844620823860168

01:21:31.157 --> 01:21:33.157 why is substance abuse so high in our
NOTE Confidence: 0.844620823860168

01:21:33.220 --> 01:21:34.965 professions higher than any other
NOTE Confidence: 0.844620823860168

01:21:34.965 --> 01:21:37.328 ones because people don't have a place
NOTE Confidence: 0.844620823860168

01:21:37.328 --> 01:21:39.800 you know to be honest with their pain,
NOTE Confidence: 0.844620823860168

01:21:39.800 --> 01:21:40.872 then we turn inward.
NOTE Confidence: 0.844620823860168

01:21:40.872 --> 01:21:43.152 So we really need to keep an eye
NOTE Confidence: 0.844620823860168

01:21:43.152 --> 01:21:45.273 on everyone in the sort of greater
NOTE Confidence: 0.844620823860168

01:21:45.273 --> 01:21:47.219 healthcare family again for ourselves,
NOTE Confidence: 0.844620823860168

01:21:47.220 --> 01:21:48.760 but also for our patients,
NOTE Confidence: 0.844620823860168

01:21:48.760 --> 01:21:49.096 right?

NOTE Confidence: 0.844620823860168
01:21:49.096 --> 01:21:51.448 If if our nurse or internal struggling
NOTE Confidence: 0.844620823860168
01:21:51.448 --> 01:21:53.321 are patients going to suffer so
NOTE Confidence: 0.844620823860168
01:21:53.321 --> 01:21:55.025 we have even a higher calling.
NOTE Confidence: 0.844620823860168
01:21:55.030 --> 01:21:56.605 To be on the lookout for that.
NOTE Confidence: 0.91599702835083
01:21:57.820 --> 01:22:00.493 Thank you, I have a comment and a question.
NOTE Confidence: 0.91599702835083
01:22:00.500 --> 01:22:02.180 The comments Ed Pellegrino used
NOTE Confidence: 0.91599702835083
01:22:02.180 --> 01:22:04.808 to talk about illness as a state
NOTE Confidence: 0.91599702835083
01:22:04.808 --> 01:22:06.140 of existential vulnerability,
NOTE Confidence: 0.91599702835083
01:22:06.140 --> 01:22:07.640 your term that fundamentally
NOTE Confidence: 0.91599702835083
01:22:07.640 --> 01:22:08.765 alters our obligations.
NOTE Confidence: 0.91599702835083
01:22:08.770 --> 01:22:10.828 Tord them, that vulnerability and the
NOTE Confidence: 0.91599702835083
01:22:10.828 --> 01:22:12.910 inherent knowledge slash power differential,
NOTE Confidence: 0.91599702835083
01:22:12.910 --> 01:22:15.462 and what we do is what makes patients
NOTE Confidence: 0.91599702835083
01:22:15.462 --> 01:22:17.891 distinct from consumers and makes medical
NOTE Confidence: 0.91599702835083
01:22:17.891 --> 01:22:20.046 ethics distinct from other fields.
NOTE Confidence: 0.91599702835083

01:22:20.050 --> 01:22:21.343 I agree wholeheartedly.
NOTE Confidence: 0.91599702835083

01:22:21.343 --> 01:22:23.498 The vulnerability being ill is
NOTE Confidence: 0.91599702835083

01:22:23.498 --> 01:22:25.567 fundamental in being neglected by
NOTE Confidence: 0.91599702835083

01:22:25.567 --> 01:22:27.853 the dominant consumer model of care.
NOTE Confidence: 0.91599702835083

01:22:27.860 --> 01:22:30.518 That's a comment from a colleague,
NOTE Confidence: 0.91599702835083

01:22:30.520 --> 01:22:32.720 and I think acknowledging Doctor
NOTE Confidence: 0.91599702835083

01:22:32.720 --> 01:22:35.390 Pellegrino's feelings on this and yours.
NOTE Confidence: 0.773097813129425

01:22:36.510 --> 01:22:38.544 At Milan, Anatoly Broyard wrote about
NOTE Confidence: 0.773097813129425

01:22:38.544 --> 01:22:40.320 his experience with prostate cancer,
NOTE Confidence: 0.773097813129425

01:22:40.320 --> 01:22:43.088 and he said, you know, for my doctor,
NOTE Confidence: 0.773097813129425

01:22:43.088 --> 01:22:45.510 I'm just another patient on his rounds.
NOTE Confidence: 0.773097813129425

01:22:45.510 --> 01:22:49.227 But for me, it's the crisis of my life.
NOTE Confidence: 0.773097813129425

01:22:49.230 --> 01:22:51.462 And I think we have to remember that
NOTE Confidence: 0.773097813129425

01:22:51.462 --> 01:22:53.540 even though you've seen 25 pneumonia,
NOTE Confidence: 0.773097813129425

01:22:53.540 --> 01:22:55.668 as you know that one day or 25
NOTE Confidence: 0.773097813129425

01:22:55.668 --> 01:22:57.849 cases of covid for each patient,

NOTE Confidence: 0.773097813129425

01:22:57.850 --> 01:22:59.010 it's the existential crisis.

NOTE Confidence: 0.773097813129425

01:22:59.010 --> 01:23:01.550 And and when I find myself getting jaded,

NOTE Confidence: 0.773097813129425

01:23:01.550 --> 01:23:02.471 sometimes I try.

NOTE Confidence: 0.773097813129425

01:23:02.471 --> 01:23:04.006 I think you know what?

NOTE Confidence: 0.773097813129425

01:23:04.010 --> 01:23:06.782 If that patient were my father or my child,

NOTE Confidence: 0.773097813129425

01:23:06.790 --> 01:23:07.762 right? For them,

NOTE Confidence: 0.773097813129425

01:23:07.762 --> 01:23:09.706 they've been waiting weeks to see

NOTE Confidence: 0.773097813129425

01:23:09.706 --> 01:23:11.786 you in the clinic or there waiting

NOTE Confidence: 0.773097813129425

01:23:11.786 --> 01:23:14.178 hours for you to get there in around.

NOTE Confidence: 0.773097813129425

01:23:14.180 --> 01:23:15.830 Try to remember that there could

NOTE Confidence: 0.773097813129425

01:23:15.830 --> 01:23:17.869 be one of your family members.

NOTE Confidence: 0.773097813129425

01:23:17.870 --> 01:23:20.366 What would you want, your doctor or nurse?

NOTE Confidence: 0.773097813129425

01:23:20.370 --> 01:23:22.899 To say or do it is it's the peak

NOTE Confidence: 0.773097813129425

01:23:22.899 --> 01:23:25.336 drama for this person's life and to

NOTE Confidence: 0.773097813129425

01:23:25.336 --> 01:23:28.044 try and keep that in mind that we

NOTE Confidence: 0.773097813129425

01:23:28.044 --> 01:23:30.239 never get so jaded that we forget
NOTE Confidence: 0.773097813129425

01:23:30.239 --> 01:23:31.884 that every patient is suffering
NOTE Confidence: 0.773097813129425

01:23:31.884 --> 01:23:34.039 sometimes to the Max in their life.
NOTE Confidence: 0.773097813129425

01:23:34.040 --> 01:23:36.680 And we might be the only person who
NOTE Confidence: 0.773097813129425

01:23:36.680 --> 01:23:39.097 takes the extra second to listen.
NOTE Confidence: 0.773097813129425

01:23:39.100 --> 01:23:40.744 You know to get their reading
NOTE Confidence: 0.773097813129425

01:23:40.744 --> 01:23:42.379 glasses that were lost when they
NOTE Confidence: 0.773097813129425

01:23:42.379 --> 01:23:44.315 were moved from the ER to the floor,
NOTE Confidence: 0.773097813129425

01:23:44.320 --> 01:23:45.625 and little things like that
NOTE Confidence: 0.773097813129425

01:23:45.625 --> 01:23:46.669 make a huge difference.
NOTE Confidence: 0.773097813129425

01:23:46.670 --> 01:23:49.575 So keep your ears peeled for that.
NOTE Confidence: 0.773097813129425

01:23:49.580 --> 01:23:49.920 Thank
NOTE Confidence: 0.870059403506192

01:23:49.920 --> 01:23:51.540 you a final question.
NOTE Confidence: 0.870059403506192

01:23:51.540 --> 01:23:54.480 Thank you so much for your talk,
NOTE Confidence: 0.870059403506192

01:23:54.480 --> 01:23:55.431 it's so appreciated.
NOTE Confidence: 0.870059403506192

01:23:55.431 --> 01:23:56.699 You are including nurses.

NOTE Confidence: 0.870059403506192
01:23:56.700 --> 01:23:58.285 You know all of your
NOTE Confidence: 0.870059403506192
01:23:58.285 --> 01:23:59.870 examples coming from a nurse.
NOTE Confidence: 0.870059403506192
01:23:59.870 --> 01:24:01.874 I really enjoyed the systemic changes
NOTE Confidence: 0.870059403506192
01:24:01.874 --> 01:24:03.852 you suggested and hope that they
NOTE Confidence: 0.870059403506192
01:24:03.852 --> 01:24:05.889 will be implemented in some way soon.
NOTE Confidence: 0.870059403506192
01:24:05.890 --> 01:24:07.475 Do you have any recommendations
NOTE Confidence: 0.870059403506192
01:24:07.475 --> 01:24:08.426 for individual changes?
NOTE Confidence: 0.870059403506192
01:24:08.430 --> 01:24:09.670 Nurses and providers can
NOTE Confidence: 0.870059403506192
01:24:09.670 --> 01:24:11.220 make themselves to help us
NOTE Confidence: 0.870059403506192
01:24:11.220 --> 01:24:12.550 thrive with patient care.
NOTE Confidence: 0.857665538787842
01:24:13.440 --> 01:24:16.311 Well, I think you know it's very hard because
NOTE Confidence: 0.857665538787842
01:24:16.311 --> 01:24:18.779 you're in a system that's so much bigger,
NOTE Confidence: 0.857665538787842
01:24:18.780 --> 01:24:20.400 but you clarifying for yourself
NOTE Confidence: 0.857665538787842
01:24:20.400 --> 01:24:22.549 reminding yourself This is why I'm here.
NOTE Confidence: 0.857665538787842
01:24:22.550 --> 01:24:25.035 And you know, when you feel like
NOTE Confidence: 0.857665538787842

01:24:25.035 --> 01:24:27.618 I've just become sort of a job or
NOTE Confidence: 0.857665538787842

01:24:27.618 --> 01:24:29.990 a drudgery you can stop and say you
NOTE Confidence: 0.857665538787842

01:24:29.990 --> 01:24:32.283 know you know what did I do yesterday?
NOTE Confidence: 0.857665538787842

01:24:32.283 --> 01:24:33.848 It made someone's life better,
NOTE Confidence: 0.857665538787842

01:24:33.850 --> 01:24:36.541 you know did I did I move the telephone
NOTE Confidence: 0.857665538787842

01:24:36.541 --> 01:24:38.907 closer to the bedside or the box of
NOTE Confidence: 0.857665538787842

01:24:38.907 --> 01:24:41.390 tissues so they could actually reach it?
NOTE Confidence: 0.857665538787842

01:24:41.390 --> 01:24:43.609 Tiny thing, but huge for that patient.
NOTE Confidence: 0.857665538787842

01:24:43.610 --> 01:24:45.850 Right, right? Just the lay six times
NOTE Confidence: 0.857665538787842

01:24:45.850 --> 01:24:47.937 they could get out of the house,
NOTE Confidence: 0.857665538787842

01:24:47.940 --> 01:24:49.865 you know, not have to find a
NOTE Confidence: 0.857665538787842

01:24:49.865 --> 01:24:51.640 bathroom in the public sphere.
NOTE Confidence: 0.857665538787842

01:24:51.640 --> 01:24:53.620 Those little things did I remember
NOTE Confidence: 0.857665538787842

01:24:53.620 --> 01:24:56.307 to ask how their mother in law with
NOTE Confidence: 0.857665538787842

01:24:56.307 --> 01:24:58.835 cancer back in Ecuador is doing so I
NOTE Confidence: 0.857665538787842

01:24:58.835 --> 01:25:00.907 wrote it down in my note last time.

NOTE Confidence: 0.857665538787842
01:25:00.910 --> 01:25:02.764 Remind yourself of all the good
NOTE Confidence: 0.857665538787842
01:25:02.764 --> 01:25:04.000 you do and remember,
NOTE Confidence: 0.857665538787842
01:25:04.000 --> 01:25:07.090 even if you don't never get an award for it,
NOTE Confidence: 0.857665538787842
01:25:07.090 --> 01:25:08.640 you're never going to raise
NOTE Confidence: 0.857665538787842
01:25:08.640 --> 01:25:09.570 or knowledge Minton,
NOTE Confidence: 0.857665538787842
01:25:09.570 --> 01:25:11.436 that one patient knows it and
NOTE Confidence: 0.857665538787842
01:25:11.436 --> 01:25:13.660 you know take some pride in that.
NOTE Confidence: 0.857665538787842
01:25:13.660 --> 01:25:15.852 And then don't be afraid to speak up
NOTE Confidence: 0.857665538787842
01:25:15.852 --> 01:25:18.180 for your patience and N for yourself.
NOTE Confidence: 0.857665538787842
01:25:18.180 --> 01:25:20.880 You know, as much as the system allows you.
NOTE Confidence: 0.857665538787842
01:25:20.880 --> 01:25:22.987 And often there are ways to provide
NOTE Confidence: 0.857665538787842
01:25:22.987 --> 01:25:23.890 some feedback anonymously.
NOTE Confidence: 0.857665538787842
01:25:23.890 --> 01:25:26.298 I think any good place should allow that.
NOTE Confidence: 0.857665538787842
01:25:26.300 --> 01:25:27.895 If you're uncomfortable or seek
NOTE Confidence: 0.857665538787842
01:25:27.895 --> 01:25:30.099 an ally who might you know higher
NOTE Confidence: 0.857665538787842

01:25:30.099 --> 01:25:32.017 place might be able to do it.
NOTE Confidence: 0.857665538787842

01:25:32.020 --> 01:25:33.826 So sometimes, like I find is,
NOTE Confidence: 0.857665538787842

01:25:33.830 --> 01:25:35.906 you know, when junior faculty feel
NOTE Confidence: 0.857665538787842

01:25:35.906 --> 01:25:37.740 awkward taking up a thing.
NOTE Confidence: 0.857665538787842

01:25:37.740 --> 01:25:39.486 That is a more senior faculty.
NOTE Confidence: 0.857665538787842

01:25:39.490 --> 01:25:41.194 I'll speak up and say 'cause
NOTE Confidence: 0.857665538787842

01:25:41.194 --> 01:25:43.000 I have less on the line.
NOTE Confidence: 0.857665538787842

01:25:43.000 --> 01:25:44.120 I'm not as afraid.
NOTE Confidence: 0.857665538787842

01:25:44.120 --> 01:25:46.210 I've also stopped caring what anyone thinks,
NOTE Confidence: 0.857665538787842

01:25:46.210 --> 01:25:47.083 which isn't incredibly
NOTE Confidence: 0.857665538787842

01:25:47.083 --> 01:25:48.247 liberating place to be,
NOTE Confidence: 0.857665538787842

01:25:48.250 --> 01:25:49.710 and I highly recommend it,
NOTE Confidence: 0.857665538787842

01:25:49.710 --> 01:25:52.046 but you can find an ally a little
NOTE Confidence: 0.857665538787842

01:25:52.046 --> 01:25:52.630 more advanced.
NOTE Confidence: 0.857665538787842

01:25:52.630 --> 01:25:54.846 Who can maybe take up the cost for
NOTE Confidence: 0.857665538787842

01:25:54.846 --> 01:25:57.297 you if they have less on the line.

NOTE Confidence: 0.857665538787842
01:25:57.300 --> 01:25:59.316 So look for those allies and ask them
NOTE Confidence: 0.857665538787842
01:25:59.316 --> 01:26:01.728 to make the case for you and just
NOTE Confidence: 0.857665538787842
01:26:01.728 --> 01:26:03.749 congratulations on doing what you're doing.
NOTE Confidence: 0.857665538787842
01:26:03.750 --> 01:26:06.620 Happy to talk more if you want to reach me.
NOTE Confidence: 0.857665538787842
01:26:06.620 --> 01:26:08.135 My websites just danielleofri.com and
NOTE Confidence: 0.857665538787842
01:26:08.135 --> 01:26:10.223 there's a contact and that just goes
NOTE Confidence: 0.857665538787842
01:26:10.223 --> 01:26:11.783 to me somehow it answer questions.
NOTE Confidence: 0.857665538787842
01:26:11.790 --> 01:26:13.220 We send data monthly email
NOTE Confidence: 0.857665538787842
01:26:13.220 --> 01:26:14.364 with articles and things.
NOTE Confidence: 0.857665538787842
01:26:14.370 --> 01:26:15.300 If you're interested,
NOTE Confidence: 0.857665538787842
01:26:15.300 --> 01:26:17.160 you're welcome to sign up and
NOTE Confidence: 0.857665538787842
01:26:17.160 --> 01:26:19.193 just thank you so much for this
NOTE Confidence: 0.857665538787842
01:26:19.193 --> 01:26:20.969 opportunity is really a lot of fun.
NOTE Confidence: 0.857665538787842
01:26:20.970 --> 01:26:22.410 Have a great night guys.
NOTE Confidence: 0.844530344009399
01:26:23.880 --> 01:26:26.175 So you know one of my best friends from
NOTE Confidence: 0.844530344009399

01:26:26.175 --> 01:26:28.095 high school when he's asking me about
NOTE Confidence: 0.844530344009399

01:26:28.095 --> 01:26:30.496 what I do and why I do it and we we.
NOTE Confidence: 0.844530344009399

01:26:30.500 --> 01:26:32.215 This is the guy used to help
NOTE Confidence: 0.844530344009399

01:26:32.215 --> 01:26:32.950 through chemistry class.
NOTE Confidence: 0.844530344009399

01:26:32.950 --> 01:26:34.735 Good guy, but it was very motivated
NOTE Confidence: 0.844530344009399

01:26:34.735 --> 01:26:36.616 to make some money so we got out.
NOTE Confidence: 0.844530344009399

01:26:36.620 --> 01:26:38.384 He went kind of a different path
NOTE Confidence: 0.844530344009399

01:26:38.384 --> 01:26:40.119 in the business world and made a
NOTE Confidence: 0.844530344009399

01:26:40.119 --> 01:26:41.770 whole lot more money than I did.
NOTE Confidence: 0.844530344009399

01:26:41.770 --> 01:26:43.746 And one time when we were still relatively
NOTE Confidence: 0.844530344009399

01:26:43.746 --> 01:26:45.746 young as I explained what I was doing
NOTE Confidence: 0.844530344009399

01:26:45.746 --> 01:26:47.399 and he explained what he was doing,
NOTE Confidence: 0.844530344009399

01:26:47.400 --> 01:26:49.750 he was gonna shake his head and I and I
NOTE Confidence: 0.844530344009399

01:26:49.820 --> 01:26:52.300 say I said I don't tell you what he said.
NOTE Confidence: 0.844530344009399

01:26:52.300 --> 01:26:54.244 I said every day I get to work
NOTE Confidence: 0.844530344009399

01:26:54.244 --> 01:26:55.568 with somebody that I admire.

NOTE Confidence: 0.844530344009399
01:26:55.570 --> 01:26:57.410 He said to me, no, I don't.
NOTE Confidence: 0.844530344009399
01:26:57.410 --> 01:26:59.748 I rarely get to work with anybody in my
NOTE Confidence: 0.844530344009399
01:26:59.748 --> 01:27:01.890 rice about every day I get to work with
NOTE Confidence: 0.844530344009399
01:27:01.950 --> 01:27:04.050 somebody that I that I really admire.
NOTE Confidence: 0.844530344009399
01:27:04.050 --> 01:27:05.905 And today, Doctor Ofri was no exception.
NOTE Confidence: 0.844530344009399
01:27:05.910 --> 01:27:07.314 What a privilege it's been to
NOTE Confidence: 0.844530344009399
01:27:07.314 --> 01:27:09.099 host you for this session tonight.
NOTE Confidence: 0.844530344009399
01:27:09.100 --> 01:27:10.846 You have my respect and admiration
NOTE Confidence: 0.844530344009399
01:27:10.846 --> 01:27:12.420 for the way you think.
NOTE Confidence: 0.844530344009399
01:27:12.420 --> 01:27:14.836 The way you teach, the way you right.
NOTE Confidence: 0.844530344009399
01:27:14.840 --> 01:27:16.350 It's been a wonderful evening.
NOTE Confidence: 0.844530344009399
01:27:16.350 --> 01:27:18.930 I thank you so much on behalf of the many
NOTE Confidence: 0.844530344009399
01:27:19.002 --> 01:27:21.778 people who were here tonight in the program,
NOTE Confidence: 0.844530344009399
01:27:21.780 --> 01:27:22.992 and we do with.
NOTE Confidence: 0.844530344009399
01:27:22.992 --> 01:27:23.598 Thanks guys,
NOTE Confidence: 0.854396283626556

01:27:23.600 --> 01:27:25.136 I really appreciate it.

NOTE Confidence: 0.854396283626556

01:27:25.136 --> 01:27:27.056 Have a great night everyone.