WEBVTT

NOTE duration:"01:04:52.5120000"

NOTE language:en-us

NOTE Confidence: 0.7908547

00:00:00.000 --> 00:00:03.194 Coming. Really excited for

NOTE Confidence: 0.7908547

00:00:03.194 --> 00:00:04.586 this grand rounds today.

NOTE Confidence: 0.7908547

00:00:04.590 --> 00:00:07.362 This is our opportunity at the VA to showcase

NOTE Confidence: 0.7908547

00:00:07.362 --> 00:00:09.810 one of our most exciting initiatives.

NOTE Confidence: 0.7908547

00:00:09.810 --> 00:00:12.586 And so we're really excited to be here.

NOTE Confidence: 0.7908547

00:00:12.590 --> 00:00:14.678 So we're going to be talking

NOTE Confidence: 0.7908547

00:00:14.678 --> 00:00:16.070 about Telemental Health today.

NOTE Confidence: 0.7908547

00:00:16.070 --> 00:00:18.182 the VA has had Telemental Health

NOTE Confidence: 0.7908547

00:00:18.182 --> 00:00:19.900 Center for several years now,

NOTE Confidence: 0.7908547

00:00:19.900 --> 00:00:21.292 and Doctor Linda Godleski,

NOTE Confidence: 0.7908547

00:00:21.292 --> 00:00:23.380 who's one of our faculty members,

NOTE Confidence: 0.7908547

00:00:23.380 --> 00:00:25.120 is the head of that.

NOTE Confidence: 0.7908547

00:00:25.120 --> 00:00:27.034 That is a mental health consultation

NOTE Confidence: 0.7908547

00:00:27.034 --> 00:00:28.752 service and several of our

1

NOTE Confidence: 0.7908547

00:00:28.752 --> 00:00:30.687 departmental members have worked there,

NOTE Confidence: 0.7908547

00:00:30.690 --> 00:00:32.425 so there's a tell addictions

NOTE Confidence: 0.7908547

00:00:32.425 --> 00:00:33.119 Tele schizophrenia.

NOTE Confidence: 0.7908547

00:00:33.120 --> 00:00:33.980 Tele bipolar.

NOTE Confidence: 0.7908547

00:00:33.980 --> 00:00:35.270 But in 2016,

NOTE Confidence: 0.7908547

00:00:35.270 --> 00:00:36.960 the office of rural health,

NOTE Confidence: 0.7908547

00:00:36.960 --> 00:00:38.650 which is part of BA,

NOTE Confidence: 0.7908547

00:00:38.650 --> 00:00:39.926 nationally decided that they

NOTE Confidence: 0.7908547

00:00:39.926 --> 00:00:41.521 wanted to fund telemental health

NOTE Confidence: 0.7908547

00:00:41.521 --> 00:00:43.389 to actually provide ongoing care,

NOTE Confidence: 0.7908547

00:00:43.390 --> 00:00:45.270 not just consultation to veterans

NOTE Confidence: 0.7908547

00:00:45.270 --> 00:00:48.103 who are in rural areas as a way

NOTE Confidence: 0.7908547

00:00:48.103 --> 00:00:49.873 to increase access and the the

NOTE Confidence: 0.7908547

00:00:49.873 --> 00:00:51.885 idea was that this would happen

NOTE Confidence: 0.7908547

00:00:51.885 --> 00:00:53.867 at each region or each business.

NOTE Confidence: 0.7908547

00:00:53.867 --> 00:00:55.889 So we're visiting One Region 1,

NOTE Confidence: 0.7908547

00:00:55.890 --> 00:00:57.310 which is New England,

NOTE Confidence: 0.7908547

00:00:57.310 --> 00:00:59.085 and we were actually encouraged

NOTE Confidence: 0.7908547

00:00:59.085 --> 00:01:01.213 at the time to apply for this

NOTE Confidence: 0.7908547

00:01:01.213 --> 00:01:02.990 by the then vision director,

NOTE Confidence: 0.7908547

00:01:02.990 --> 00:01:04.680 who is doctor Mike Mayo.

NOTE Confidence: 0.7908547

00:01:04.680 --> 00:01:06.220 Smith is a physician.

NOTE Confidence: 0.7908547

00:01:06.220 --> 00:01:07.760 Because of two reasons.

NOTE Confidence: 0.7908547

00:01:07.760 --> 00:01:08.151 One,

NOTE Confidence: 0.7908547

00:01:08.151 --> 00:01:10.497 he really thought that when we

NOTE Confidence: 0.7908547

00:01:10.497 --> 00:01:12.418 provided excellent clinical care at VA,

NOTE Confidence: 0.7908547

00:01:12.420 --> 00:01:14.538 Connecticut and also he was impressed

NOTE Confidence: 0.7908547

00:01:14.538 --> 00:01:17.080 with our ability to both recruit and

NOTE Confidence: 0.7908547

00:01:17.080 --> 00:01:18.860 retain Hyatt Wrists and psychologists.

NOTE Confidence: 0.7908547

00:01:18.860 --> 00:01:19.936 Other other settings,

NOTE Confidence: 0.7908547

00:01:19.936 --> 00:01:21.716 including just in our region,

NOTE Confidence: 0.7908547

00:01:21.720 --> 00:01:24.226 but nationally, were unable to do so.

NOTE Confidence: 0.7908547

00:01:24.230 --> 00:01:25.295 So in 2016,

NOTE Confidence: 0.7908547

00:01:25.295 --> 00:01:27.070 Loe Travis and Linda Godleski

NOTE Confidence: 0.7908547

00:01:27.070 --> 00:01:29.277 Glen get slick and I applied

NOTE Confidence: 0.7908547

00:01:29.277 --> 00:01:31.407 for funding from the office of

NOTE Confidence: 0.7908547

00:01:31.485 --> 00:01:33.573 rural health and we were funded

NOTE Confidence: 0.7908547

00:01:33.573 --> 00:01:35.810 for a Tele mental Health Center.

NOTE Confidence: 0.7908547

00:01:35.810 --> 00:01:38.330 David Moore was our first employee,

NOTE Confidence: 0.7908547

00:01:38.330 --> 00:01:40.746 and in the spring of 2017 we started

NOTE Confidence: 0.7908547

00:01:40.746 --> 00:01:43.407 the hub with six staff in a computer

NOTE Confidence: 0.7908547

00:01:43.407 --> 00:01:45.970 storage room at the Yale West campus.

NOTE Confidence: 0.7908547

00:01:45.970 --> 00:01:48.287 And because we were in this space,

NOTE Confidence: 0.7908547

00:01:48.290 --> 00:01:50.276 we were well poised to expand.

NOTE Confidence: 0.7908547

00:01:50.280 --> 00:01:52.604 So in the office of rural health,

NOTE Confidence: 0.7908547

00:01:52.610 --> 00:01:54.602 wanted to expand this to develop

NOTE Confidence: 0.7908547

00:01:54.602 --> 00:01:55.930 these clinical resource hubs.

NOTE Confidence: 0.7908547

00:01:55.930 --> 00:01:58.401 We apply Dave more applied and others

NOTE Confidence: 0.7908547

00:01:58.401 --> 00:02:00.606 applied for this and we were funded

NOTE Confidence: 0.7908547

00:02:00.606 --> 00:02:03.366 so in the fall of 2021 we're going to

NOTE Confidence: 0.7908547

00:02:03.366 --> 00:02:05.886 take off with our clinical resource hub,

NOTE Confidence: 0.7908547

00:02:05.890 --> 00:02:08.538 which has been expanded to nearly 100 FT.

NOTE Confidence: 0.7908547

00:02:08.540 --> 00:02:09.446 In mental health.

NOTE Confidence: 0.7908547

00:02:09.446 --> 00:02:11.560 Take care and specialty care and the

NOTE Confidence: 0.7908547

00:02:11.618 --> 00:02:13.796 thing that's interesting about our hub.

NOTE Confidence: 0.7908547

00:02:13.800 --> 00:02:14.932 Our clinical resource hub.

NOTE Confidence: 0.7908547

00:02:14.932 --> 00:02:17.340 We're not the only one in the country,

NOTE Confidence: 0.7908547

00:02:17.340 --> 00:02:19.468 but we're one of the few where

NOTE Confidence: 0.7908547

00:02:19.468 --> 00:02:20.994 psychiatry or mental health is

NOTE Confidence: 0.7908547

00:02:20.994 --> 00:02:22.650 the lead of the entire hub,

NOTE Confidence: 0.7908547

00:02:22.650 --> 00:02:23.758 which includes primary care.

NOTE Confidence: 0.7908547

00:02:23.758 --> 00:02:25.420 A lot of times these are

NOTE Confidence: 0.7908547

00:02:25.473 --> 00:02:26.777 embedded in primary care,

NOTE Confidence: 0.7908547

00:02:26.780 --> 00:02:28.430 so this has been particularly great

NOTE Confidence: 0.7908547

00:02:28.430 --> 00:02:30.319 for us now during this pandemic,

NOTE Confidence: 0.7908547

00:02:30.320 --> 00:02:32.378 where Tele Health has become a necessity,

NOTE Confidence: 0.7908547

00:02:32.380 --> 00:02:33.860 not just an added program,

NOTE Confidence: 0.7908547

00:02:33.860 --> 00:02:35.320 and our clinical resource hub

NOTE Confidence: 0.7908547

00:02:35.320 --> 00:02:37.171 folks and the people that are

NOTE Confidence: 0.7908547

00:02:37.171 --> 00:02:38.821 speaking today have been experts

NOTE Confidence: 0.7908547

00:02:38.821 --> 00:02:40.460 and Telemental Health and have.

NOTE Confidence: 0.7908547

00:02:40.460 --> 00:02:41.444 People to us,

NOTE Confidence: 0.7908547

00:02:41.444 --> 00:02:43.084 so we're really grateful for

NOTE Confidence: 0.7908547

00:02:43.084 --> 00:02:44.771 this opportunity for them to be

NOTE Confidence: 0.7908547

00:02:44.771 --> 00:02:46.235 able to share their work with

NOTE Confidence: 0.7908547

00:02:46.297 --> 00:02:47.518 the entire Department.

NOTE Confidence: 0.7908547

00:02:47.520 --> 00:02:49.669 So First off is doctor David Moore,

NOTE Confidence: 0.8508928

00:02:49.670 --> 00:02:51.205 who's the director of the

NOTE Confidence: 0.8508928

00:02:51.205 --> 00:02:52.126 clinical resource hub.

NOTE Confidence: 0.8508928

00:02:52.130 --> 00:02:53.966 Actually, it's become a service line,

NOTE Confidence: 0.8508928

00:02:53.970 --> 00:02:55.806 so he's the service line manager.

NOTE Confidence: 0.8508928

00:02:55.810 --> 00:02:57.959 Then Jennifer Duran is going to speak.

NOTE Confidence: 0.8508928

00:02:57.960 --> 00:02:59.796 She is the mental health lead,

NOTE Confidence: 0.8508928

00:02:59.800 --> 00:03:01.084 and both are assistant

NOTE Confidence: 0.8508928

00:03:01.084 --> 00:03:02.689 professors in the Department of

NOTE Confidence: 0.8508928

00:03:02.689 --> 00:03:04.098 psychiatry and then Eric Hermes,

NOTE Confidence: 0.8508928

00:03:04.100 --> 00:03:05.942 who is an associate professor in

NOTE Confidence: 0.8508928

00:03:05.942 --> 00:03:07.170 the Department of psychiatry,

NOTE Confidence: 0.8508928

00:03:07.170 --> 00:03:08.414 is going to speak.

NOTE Confidence: 0.8508928

00:03:08.414 --> 00:03:10.849 He's not a directly working for the hub,

NOTE Confidence: 0.8508928

00:03:10.850 --> 00:03:12.926 but he's been in this Tele.

NOTE Confidence: 0.8508928

00:03:12.930 --> 00:03:14.598 Mental health space for several years.

NOTE Confidence: 0.8508928

00:03:14.600 --> 00:03:15.431 Doing a rotation.

NOTE Confidence: 0.8508928

00:03:15.431 --> 00:03:16.816 Leading a rotation for residents.

NOTE Confidence: 0.8508928

00:03:16.820 --> 00:03:18.395 I just want to say that we're

NOTE Confidence: 0.8508928

00:03:18.395 --> 00:03:19.939 going to have all three of

NOTE Confidence: 0.8508928

00:03:19.939 --> 00:03:21.299 these presentations and then at

NOTE Confidence: 0.8508928

00:03:21.299 --> 00:03:23.221 the end we're going to welcome

NOTE Confidence: 0.8508928

00:03:23.221 --> 00:03:24.876 questions from people or comments,

NOTE Confidence: 0.8508928

00:03:24.880 --> 00:03:26.826 so I'll turn it over to Dave.

NOTE Confidence: 0.8508928

00:03:26.830 --> 00:03:27.390 Thank you.

NOTE Confidence: 0.9028149

00:03:29.170 --> 00:03:33.251 Hi everybody thanks is mini and everybody

NOTE Confidence: 0.9028149

00:03:33.251 --> 00:03:37.429 on the call for joining us today.

NOTE Confidence: 0.9028149

00:03:37.430 --> 00:03:40.132 I'm gonna talk. A little bit about

NOTE Confidence: 0.9028149

00:03:40.132 --> 00:03:42.129 developing this new service line

NOTE Confidence: 0.9028149

00:03:42.129 --> 00:03:44.403 really over the last three or

NOTE Confidence: 0.9028149

00:03:44.403 --> 00:03:46.002 four years at VA, Connecticut.

NOTE Confidence: 0.9028149

00:03:46.002 --> 00:03:47.994 It's called a clinical resource hub,

NOTE Confidence: 0.9028149

00:03:48.000 --> 00:03:50.877 and it's an it's built around Tele

NOTE Confidence: 0.9028149

00:03:50.877 --> 00:03:53.812 Medicine and so that's why it seems

NOTE Confidence: 0.9028149

00:03:53.812 --> 00:03:56.730 like an important thing to go over.

NOTE Confidence: 0.9028149

00:03:56.730 --> 00:03:58.930 Kind of given recent events,

NOTE Confidence: 0.9028149

00:03:58.930 --> 00:04:02.450 and so I'm going to go through there.

NOTE Confidence: 0.9028149

00:04:02.450 --> 00:04:03.274 The slides.

NOTE Confidence: 0.9028149

00:04:03.274 --> 00:04:06.158 Some of the work is funded through

NOTE Confidence: 0.9028149

00:04:06.158 --> 00:04:09.489 a research grant from via query an.

NOTE Confidence: 0.9028149

00:04:09.490 --> 00:04:12.130 I've worked as a consultant on

NOTE Confidence: 0.9028149

00:04:12.130 --> 00:04:14.832 some topics related to this for

NOTE Confidence: 0.9028149

00:04:14.832 --> 00:04:16.967 alchemy's in the last year.

NOTE Confidence: 0.78289175

00:04:19.100 --> 00:04:21.928 Up front, I'd like to do acknowledgements

NOTE Confidence: 0.78289175

00:04:21.928 --> 00:04:25.562 I think is Meanie gave kind of a a good

NOTE Confidence: 0.78289175

00:04:25.562 --> 00:04:28.902 idea that this really started and grew out

NOTE Confidence: 0.78289175

00:04:28.902 --> 00:04:32.687 of some pre existing strengths at our in

NOTE Confidence: 0.78289175

00:04:32.687 --> 00:04:36.250 our Department and at VA Connecticut that.

NOTE Confidence: 0.78289175

00:04:36.250 --> 00:04:38.903 It kind of came out of the

NOTE Confidence: 0.78289175

00:04:38.903 --> 00:04:40.520 mental health service line.

NOTE Confidence: 0.78289175

00:04:40.520 --> 00:04:43.243 It's been strongly supported by the primary

NOTE Confidence: 0.78289175

00:04:43.243 --> 00:04:45.558 care service line and now medicine,

NOTE Confidence: 0.78289175

00:04:45.560 --> 00:04:48.194 NBA Connecticut Lou Trevisan is meaning

NOTE Confidence: 0.78289175

00:04:48.194 --> 00:04:50.798 Petrakis and Linda Godlewski and Glenn

NOTE Confidence: 0.78289175

00:04:50.798 --> 00:04:53.126 gets like put together the initial

NOTE Confidence: 0.78289175

00:04:53.126 --> 00:04:54.936 application for the clinical resource

NOTE Confidence: 0.78289175

00:04:54.936 --> 00:04:58.289 hub and it's been able to be a site for

NOTE Confidence: 0.78289175

00:04:58.289 --> 00:05:00.104 research to the conduit implementation

NOTE Confidence: 0.78289175

00:05:00.104 --> 00:05:02.272 team at VA Connecticut, especially.

NOTE Confidence: 0.78289175

00:05:02.272 --> 00:05:05.156 Mark Rosen deserves credit for some of

NOTE Confidence: 0.78289175

00:05:05.156 --> 00:05:08.359 the view pornography work will talk about.

NOTE Confidence: 0.78289175

00:05:08.360 --> 00:05:11.330 And then. A lot of the folks who are

NOTE Confidence: 0.78289175

00:05:11.330 --> 00:05:13.958 in the clinical resource hub,

NOTE Confidence: 0.78289175

00:05:13.960 --> 00:05:15.745 so Jennifer Doran's the mental

00:05:15.745 --> 00:05:17.890 health lead she'll be talking next.

00:05:17.890 --> 00:05:18.248 Actually,

00:05:18.248 --> 00:05:20.754 Paul dross is the primary care lead.

00:05:20.760 --> 00:05:22.908 We have a great nursing team

00:05:22.908 --> 00:05:24.340 led by Kathy too.

00:05:24.340 --> 00:05:27.700 So and then just a larger staff and at the

00:05:27.787 --> 00:05:30.883 bottom I I put photos of folks who came

00:05:30.883 --> 00:05:34.354 out of the Yale system one way or another,

00:05:34.360 --> 00:05:37.184 either as trainees or or already on the

00:05:37.184 --> 00:05:39.949 staff or faculty at Yale who either.

00:05:39.950 --> 00:05:43.600 Join the clinical resource hub

00:05:43.600 --> 00:05:46.520 full-time or volunteer time.

00:05:46.520 --> 00:05:49.184 Doing clinical work.

00:05:49.184 --> 00:05:50.960 Lou Travison.

00:05:50.960 --> 00:05:52.760 Knows northern Maine really well.

NOTE Confidence: 0.78289175

00:05:52.760 --> 00:05:55.016 Now he was providing buprenorphine up

NOTE Confidence: 0.78289175

00:05:55.016 --> 00:05:58.445 there so it's been a great team and it

NOTE Confidence: 0.78289175

00:05:58.445 --> 00:06:00.295 wouldn't have happened without such

NOTE Confidence: 0.78289175

00:06:00.363 --> 00:06:02.918 strong resources of being Connecticut.

NOTE Confidence: 0.78289175

00:06:02.920 --> 00:06:04.252 Just a brief overview,

NOTE Confidence: 0.78289175

00:06:04.252 --> 00:06:06.250 so I'm going to talk about

NOTE Confidence: 0.78289175

00:06:06.321 --> 00:06:08.089 the clinical resource hub.

NOTE Confidence: 0.78289175

00:06:08.090 --> 00:06:11.462 Jennifer is going to talk about

NOTE Confidence: 0.78289175

00:06:11.462 --> 00:06:13.710 developing really training programs.

NOTE Confidence: 0.78289175

00:06:13.710 --> 00:06:14.642 At VA,

NOTE Confidence: 0.78289175

00:06:14.642 --> 00:06:16.972 Connecticut geared towards kind of

NOTE Confidence: 0.78289175

00:06:16.972 --> 00:06:19.310 high quality telemental health care,

NOTE Confidence: 0.78289175

00:06:19.310 --> 00:06:21.956 and then Eric's going to talk

NOTE Confidence: 0.78289175

00:06:21.956 --> 00:06:24.450 not just about Tele health,

NOTE Confidence: 0.78289175

00:06:24.450 --> 00:06:27.047 but kind of digital health care in

NOTE Confidence: 0.78289175

00:06:27.047 --> 00:06:30.344 general and how that's being brought into

NOTE Confidence: 0.78289175

00:06:30.344 --> 00:06:32.979 the Yale Psychiatry resident training

NOTE Confidence: 0.78289175

00:06:32.979 --> 00:06:35.657 program and other training programs.

NOTE Confidence: 0.78289175

00:06:35.660 --> 00:06:38.648 So I'm going to.

NOTE Confidence: 0.78289175

00:06:38.650 --> 00:06:40.834 Hop into the part about the clinical

NOTE Confidence: 0.78289175

00:06:40.834 --> 00:06:43.299 resource hub just for the sake of time

NOTE Confidence: 0.78289175

00:06:43.299 --> 00:06:45.470 'cause they're going to follow up on this.

NOTE Confidence: 0.78289175

00:06:45.470 --> 00:06:47.294 It's based on this.

NOTE Confidence: 0.78289175

00:06:47.294 --> 00:06:48.206 Kinda fact,

NOTE Confidence: 0.78289175

00:06:48.210 --> 00:06:51.018 an observation that there often is

NOTE Confidence: 0.78289175

00:06:51.018 --> 00:06:53.486 a mismatch between where patients

NOTE Confidence: 0.78289175

00:06:53.486 --> 00:06:56.546 live and health care providers live.

NOTE Confidence: 0.78289175

00:06:56.550 --> 00:06:59.625 And that this drives disparities

NOTE Confidence: 0.78289175

00:06:59.625 --> 00:07:02.700 often and drives differences in

NOTE Confidence: 0.78289175

00:07:02.797 --> 00:07:05.197 health care outcomes and.

NOTE Confidence: 0.78289175

00:07:05.200 --> 00:07:05.620 Anne.

NOTE Confidence: 0.78289175

00:07:05.620 --> 00:07:06.040 VA,

NOTE Confidence: 0.78289175

00:07:06.040 --> 00:07:08.140 Connecticut in general has really

NOTE Confidence: 0.78289175

00:07:08.140 --> 00:07:10.855 been a leader in virtual care

NOTE Confidence: 0.78289175

00:07:10.855 --> 00:07:13.155 long before the COVID-19 pandemic,

NOTE Confidence: 0.78289175

00:07:13.160 --> 00:07:15.110 with services like the national

NOTE Confidence: 0.78289175

00:07:15.110 --> 00:07:16.670 telemental health care center,

NOTE Confidence: 0.78289175

00:07:16.670 --> 00:07:19.400 but also even within our own system.

NOTE Confidence: 0.78289175

00:07:19.400 --> 00:07:22.406 And This is why I was selected as a

NOTE Confidence: 0.78289175

00:07:22.406 --> 00:07:25.246 site for the clinical resource up,

NOTE Confidence: 0.78289175

00:07:25.250 --> 00:07:27.506 and so this is now a new service

NOTE Confidence: 0.78289175

00:07:27.506 --> 00:07:30.147 line at VA connect Connecticut and

NOTE Confidence: 0.78289175

00:07:30.147 --> 00:07:32.652 it focuses on underserved facilities,

NOTE Confidence: 0.78289175

00:07:32.660 --> 00:07:34.220 which I'll describe later.

NOTE Confidence: 0.8391866

00:07:36.420 --> 00:07:39.620 It is a great resource for bringing say,

NOTE Confidence: 0.8391866

00:07:39.620 --> 00:07:41.705 experts of VA, Connecticut and

NOTE Confidence: 0.8391866

00:07:41.705 --> 00:07:43.790 Yale to patients nationwide but

NOTE Confidence: 0.8391866

00:07:43.864 --> 00:07:46.018 mostly in New England right now.

NOTE Confidence: 0.8391866

00:07:46.020 --> 00:07:49.510 But really extending the reach.

NOTE Confidence: 0.8391866

00:07:49.510 --> 00:07:51.078 Of our great resources,

NOTE Confidence: 0.8391866

00:07:51.078 --> 00:07:54.213 kind of across the map, and it's also

NOTE Confidence: 0.8391866

00:07:54.213 --> 00:07:56.168 really via Connecticut in general,

NOTE Confidence: 0.8391866

00:07:56.170 --> 00:07:58.930 'cause a lot of Eric's work is a

NOTE Confidence: 0.8391866

00:07:58.930 --> 00:08:01.659 great place for Tele health training,

NOTE Confidence: 0.8391866

00:08:01.660 --> 00:08:04.006 but also for scholarship and research.

NOTE Confidence: 0.8391866

00:08:04.010 --> 00:08:05.288 I want to.

NOTE Confidence: 0.8391866

00:08:05.288 --> 00:08:07.418 Add that key point in,

NOTE Confidence: 0.8391866

00:08:07.420 --> 00:08:09.316 because without that this service line.

NOTE Confidence: 0.8391866

00:08:09.320 --> 00:08:11.318 But also I think everything that

NOTE Confidence: 0.8391866

00:08:11.318 --> 00:08:13.540 we're going to talk about today

NOTE Confidence: 0.8391866

00:08:13.540 --> 00:08:15.590 wouldn't have happened without the

NOTE Confidence: 0.8391866

00:08:15.590 --> 00:08:17.660 environment of VA Connecticut.

NOTE Confidence: 0.8391866

00:08:17.660 --> 00:08:19.945 So VA, Connecticut really has

NOTE Confidence: 0.8391866

00:08:19.945 --> 00:08:23.068 been a leader and virtual care for

NOTE Confidence: 0.8391866

00:08:23.068 --> 00:08:25.686 years on the left side I showed

NOTE Confidence: 0.8391866

00:08:25.686 --> 00:08:28.557 just two examples of virtual care,

NOTE Confidence: 0.8391866

00:08:28.560 --> 00:08:31.176 so related to video Tele health,

NOTE Confidence: 0.8391866

00:08:31.180 --> 00:08:33.790 one is video into a clinic,

NOTE Confidence: 0.8391866

00:08:33.790 --> 00:08:38.596 which I think is what kind of the norm?

NOTE Confidence: 0.8391866

00:08:38.600 --> 00:08:40.616 And the past and then the

NOTE Confidence: 0.8391866

00:08:40.616 --> 00:08:42.461 little iPhone below it indicates

NOTE Confidence: 0.8391866

00:08:42.461 --> 00:08:44.616 really video into the home,

NOTE Confidence: 0.8391866

00:08:44.620 --> 00:08:46.495 which I think people would

NOTE Confidence: 0.8391866

00:08:46.495 --> 00:08:47.995 become more familiar with,

NOTE Confidence: 0.8391866

00:08:48.000 --> 00:08:50.844 either through zoom or or teams

NOTE Confidence: 0.8391866

00:08:50.844 --> 00:08:54.319 or other kind of modalities and.

NOTE Confidence: 0.8391866

00:08:54.320 --> 00:08:55.728 Andy 8 Connecticut's been

NOTE Confidence: 0.8391866

00:08:55.728 --> 00:08:57.840 using these for some time now,

NOTE Confidence: 0.8391866

00:08:57.840 --> 00:09:00.656 but really doing a lot more than that.

NOTE Confidence: 0.8391866

00:09:00.660 --> 00:09:03.740 Our mental health service line has been

NOTE Confidence: 0.8391866

00:09:03.740 --> 00:09:07.340 covering see box so clinics across the state.

NOTE Confidence: 0.8391866

00:09:07.340 --> 00:09:07.980 You know,

NOTE Confidence: 0.8391866

00:09:07.980 --> 00:09:09.900 for probably close to a decade,

NOTE Confidence: 0.8391866

00:09:09.900 --> 00:09:11.180 the National Telemental Health

NOTE Confidence: 0.8391866

00:09:11.180 --> 00:09:12.140 Center Project Echo,

NOTE Confidence: 0.8391866

00:09:12.140 --> 00:09:14.162 which I forgot to mention elenita

NOTE Confidence: 0.8391866

00:09:14.162 --> 00:09:15.858 things in our Department has

NOTE Confidence: 0.8391866

00:09:15.858 --> 00:09:17.283 been using virtual modalities to

NOTE Confidence: 0.8391866

00:09:17.283 --> 00:09:19.180 and a lot of other folks.

NOTE Confidence: 0.8391866

00:09:19.180 --> 00:09:21.100 A VA kinetic at the train.

NOTE Confidence: 0.8391866

00:09:21.100 --> 00:09:22.700 Other staff at other facilities,

NOTE Confidence: 0.8391866

00:09:22.700 --> 00:09:24.300 and kind of more specialized

NOTE Confidence: 0.8391866

00:09:24.300 --> 00:09:25.260 mental health care.

NOTE Confidence: 0.8391866

00:09:25.260 --> 00:09:26.860 And there's been great research,

NOTE Confidence: 0.8391866

00:09:26.860 --> 00:09:27.746 and trainees.

NOTE Confidence: 0.8391866

00:09:27.746 --> 00:09:30.404 Fba, Connecticut been brought into this?

NOTE Confidence: 0.8391866

00:09:30.410 --> 00:09:33.236 On the right is a map of the New

NOTE Confidence: 0.8391866

00:09:33.236 --> 00:09:35.598 England VA clinical resource hub.

NOTE Confidence: 0.8391866

00:09:35.600 --> 00:09:37.460 This is based FDA Connecticut,

NOTE Confidence: 0.8391866

00:09:37.460 --> 00:09:39.721 so this is our service line and

NOTE Confidence: 0.8391866

00:09:39.721 --> 00:09:42.280 some of the locations it covers.

NOTE Confidence: 0.8391866

00:09:42.280 --> 00:09:45.248 You can see it kind of radiates North.

NOTE Confidence: 0.8391866

00:09:45.250 --> 00:09:47.847 Most of this is mental health care,

NOTE Confidence: 0.8391866

00:09:47.850 --> 00:09:49.605 but there's also primary care

NOTE Confidence: 0.8391866

00:09:49.605 --> 00:09:51.360 and some new specialty medical

NOTE Confidence: 0.8391866

00:09:51.420 --> 00:09:53.410 services that we've been building.

NOTE Confidence: 0.91217923

00:09:55.870 --> 00:09:57.094 To take a step back before

NOTE Confidence: 0.91217923

00:09:57.094 --> 00:09:58.500 going into some of the details,

NOTE Confidence: 0.91217923

00:09:58.500 --> 00:10:00.110 I think this is part of the.

NOTE Confidence: 0.91217923

00:10:00.110 --> 00:10:04.310 Philosophy and. And I want to switch

NOTE Confidence: 0.91217923

00:10:04.310 --> 00:10:06.815 gears from health care and talk a

NOTE Confidence: 0.91217923

00:10:06.815 --> 00:10:08.835 little bit about electrical grids.

NOTE Confidence: 0.91217923

00:10:08.840 --> 00:10:11.255 There's I think a lot of folks

NOTE Confidence: 0.91217923

00:10:11.255 --> 00:10:14.302 want to think about how to make

NOTE Confidence: 0.91217923

00:10:14.302 --> 00:10:16.226 our electrical systems greener.

NOTE Confidence: 0.91217923

00:10:16.230 --> 00:10:17.520 But there's an.

NOTE Confidence: 0.91217923

00:10:17.520 --> 00:10:19.670 But there's also this increased,

NOTE Confidence: 0.91217923

00:10:19.670 --> 00:10:20.945 focused on resilience,

NOTE Confidence: 0.91217923

00:10:20.945 --> 00:10:23.495 and this is what the clinical

NOTE Confidence: 0.91217923

00:10:23.495 --> 00:10:24.829 resource hub program,

NOTE Confidence: 0.91217923

00:10:24.830 --> 00:10:27.840 the philosophy that this comes out of,

NOTE Confidence: 0.91217923

00:10:27.840 --> 00:10:31.224 and so that I pulled this from a

NOTE Confidence: 0.91217923

00:10:31.224 --> 00:10:34.393 UCLA site on smart grids talking

NOTE Confidence: 0.91217923

00:10:34.393 --> 00:10:38.329 about battery storage and how it can

NOTE Confidence: 0.91217923

00:10:38.329 --> 00:10:41.857 load balance or smooth out blips in.

NOTE Confidence: 0.91217923

00:10:41.860 --> 00:10:44.394 Peak load and when energy is needed

NOTE Confidence: 0.91217923

00:10:44.394 --> 00:10:46.437 and help re distribute electricity

NOTE Confidence: 0.91217923

00:10:46.437 --> 00:10:49.949 and it's a way of kind of bringing

NOTE Confidence: 0.91217923

00:10:50.030 --> 00:10:52.646 in resources from across the grid.

NOTE Confidence: 0.91217923

00:10:52.650 --> 00:10:54.426 An clinical resource hub.

NOTE Confidence: 0.91217923

00:10:54.426 --> 00:10:57.566 These Tele health hubs that we work

NOTE Confidence: 0.91217923

00:10:57.566 --> 00:10:59.942 in are examples of that because

NOTE Confidence: 0.91217923

00:10:59.942 --> 00:11:03.154 what they can do is they can have

NOTE Confidence: 0.91217923

00:11:03.154 --> 00:11:05.579 pools of experts or providers at

NOTE Confidence: 0.91217923

00:11:05.579 --> 00:11:08.453 different sites that as new need

NOTE Confidence: 0.91217923

00:11:08.453 --> 00:11:12.288 pops up they can fill in those gaps.

NOTE Confidence: 0.91217923

00:11:12.290 --> 00:11:17.267 Likewise, there are also a way that.

NOTE Confidence: 0.91217923

00:11:17.270 --> 00:11:20.540 If sites maybe have excess resources,

NOTE Confidence: 0.91217923

00:11:20.540 --> 00:11:24.236 if workload drops even folks can

NOTE Confidence: 0.91217923

00:11:24.236 --> 00:11:28.000 be redirected to other sites that

NOTE Confidence: 0.91217923

00:11:28.000 --> 00:11:31.558 maybe need care and support and

NOTE Confidence: 0.91217923

00:11:31.558 --> 00:11:35.437 this comes out of one of the PHRO.

NOTE Confidence: 0.91217923

00:11:35.440 --> 00:11:37.330 Principles so you know resilience

NOTE Confidence: 0.91217923

00:11:37.330 --> 00:11:39.738 is trying to build a network

NOTE Confidence: 0.91217923

00:11:39.738 --> 00:11:41.530 that's resilient and so.

NOTE Confidence: 0.91217923

00:11:41.530 --> 00:11:43.700 Looking at on the left,

NOTE Confidence: 0.91217923

00:11:43.700 --> 00:11:47.846 this is the national electric grid.

NOTE Confidence: 0.91217923

00:11:47.850 --> 00:11:50.125 Also including Canada for the United States,

NOTE Confidence: 0.91217923

00:11:50.130 --> 00:11:53.686 you can see it's kind of A.

NOTE Confidence: 0.91217923

00:11:53.690 --> 00:11:56.216 Have a patchwork of interconnected smaller

NOTE Confidence: 0.91217923

00:11:56.216 --> 00:11:59.983 grids and and on the right is a map of

NOTE Confidence: 0.91217923

00:11:59.983 --> 00:12:02.467 all the clinical resource hubs in the VA,

NOTE Confidence: 0.91217923

00:12:02.470 --> 00:12:05.350 and there's 18 of them 'cause the BA is

NOTE Confidence: 0.91217923

00:12:05.350 --> 00:12:08.329 broken up into eight regions called Visions,

NOTE Confidence: 0.91217923

00:12:08.330 --> 00:12:10.885 and we're visiting one in New England.

NOTE Confidence: 0.91217923

00:12:10.890 --> 00:12:13.680 And what you can see is out of each

NOTE Confidence: 0.91217923

00:12:13.680 --> 00:12:16.865 of these hubs is our spokes that are

NOTE Confidence: 0.91217923

00:12:16.865 --> 00:12:20.188 reaching out to other smaller facilities.

NOTE Confidence: 0.91217923

00:12:20.190 --> 00:12:22.260 You can see out West there's

NOTE Confidence: 0.91217923

00:12:22.260 --> 00:12:24.570 a big one in Salt Lake,

NOTE Confidence: 0.91217923

00:12:24.570 --> 00:12:27.405 'cause there's really a huge shortage of

NOTE Confidence: 0.91217923

00:12:27.405 --> 00:12:30.000 providers through the mountain region Ann.

NOTE Confidence: 0.91217923

00:12:30.000 --> 00:12:33.136 Ann and you look up in New England.

NOTE Confidence: 0.91217923

00:12:33.140 --> 00:12:36.092 You can actually see our small hub reaching

NOTE Confidence: 0.91217923

00:12:36.092 --> 00:12:39.037 into the northern parts of New England,

NOTE Confidence: 0.91217923

00:12:39.040 --> 00:12:41.824 and so the philosophy and the idea is

NOTE Confidence: 0.91217923

00:12:41.824 --> 00:12:44.930 that as opposed to an electrical grid,

NOTE Confidence: 0.91217923

00:12:44.930 --> 00:12:47.415 you have these hubs that can smooth

NOTE Confidence: 0.91217923

00:12:47.415 --> 00:12:50.038 out blips in demand for services.

NOTE Confidence: 0.91217923

00:12:50.040 --> 00:12:52.784 Or if a site loses a provider,

NOTE Confidence: 0.91217923

00:12:52.790 --> 00:12:56.318 these hubs can fill in so that

NOTE Confidence: 0.91217923

00:12:56.318 --> 00:12:59.319 there's not a gap in care.

NOTE Confidence: 0.91217923

00:12:59.320 --> 00:13:00.824 An because of this,

NOTE Confidence: 0.91217923

00:13:00.824 --> 00:13:02.704 so you can imagine there's

NOTE Confidence: 0.91217923

00:13:02.704 --> 00:13:04.970 a lot of demand for this.

NOTE Confidence: 0.91217923

00:13:04.970 --> 00:13:07.651 Mini was talking about at the introduction

NOTE Confidence: 0.91217923

00:13:07.651 --> 00:13:10.890 was was that the what was kind of

NOTE Confidence: 0.91217923

00:13:10.890 --> 00:13:12.910 originally the Telemental Health hub,

NOTE Confidence: 0.91217923

00:13:12.910 --> 00:13:15.286 but is now the clinical resource.

NOTE Confidence: 0.91217923

00:13:15.290 --> 00:13:17.666 Hub has rapidly grown in size,

NOTE Confidence: 0.91217923

00:13:17.670 --> 00:13:21.238 so starting with a.

NOTE Confidence: 0.91217923

00:13:21.240 --> 00:13:24.236 Six staff in the beginning of 2017

NOTE Confidence: 0.91217923

00:13:24.236 --> 00:13:27.750 to now for next year and approved

NOTE Confidence: 0.91217923

00:13:27.750 --> 00:13:31.645 staff of nearly 100 providers and and

NOTE Confidence: 0.91217923

00:13:31.645 --> 00:13:34.655 administrative staff on the right.

NOTE Confidence: 0.8574369

00:13:34.660 --> 00:13:38.564 I have a table kind of showing also

NOTE Confidence: 0.8574369

00:13:38.564 --> 00:13:42.389 how the services of diversified.

NOTE Confidence: 0.8574369

00:13:42.390 --> 00:13:45.750 So we started as a mental health hub.

NOTE Confidence: 0.8574369

00:13:45.750 --> 00:13:48.018 We added primary care last year

NOTE Confidence: 0.8574369

00:13:48.018 --> 00:13:50.995 and then this year we're making a

NOTE Confidence: 0.8574369

00:13:50.995 --> 00:13:53.310 large expansion and support staff,

NOTE Confidence: 0.8574369

00:13:53.310 --> 00:13:55.410 scheduling staff, technical staff and

NOTE Confidence: 0.8574369

00:13:55.410 --> 00:13:57.510 then specialty medicine and surgery.

NOTE Confidence: 0.8574369

00:13:57.510 --> 00:14:00.030 At the bottom we mentioned the

NOTE Confidence: 0.8574369

00:14:00.030 --> 00:14:01.710 contact center, so integrating.

NOTE Confidence: 0.7549159

00:14:03.790 --> 00:14:05.778 El IPS, especially APR,

NOTE Confidence: 0.7549159

00:14:05.778 --> 00:14:08.263 ends into the call centers,

NOTE Confidence: 0.7549159

00:14:08.270 --> 00:14:12.300 so if there's urgent questions.

NOTE Confidence: 0.7549159

00:14:12.300 --> 00:14:14.075 And then even human resources

NOTE Confidence: 0.7549159

00:14:14.075 --> 00:14:16.400 staff to help with the hiring.

NOTE Confidence: 0.7549159

00:14:16.400 --> 00:14:18.626 And if you see it's a really

NOTE Confidence: 0.7549159

00:14:18.626 --> 00:14:20.510 diverse group of specialties,

NOTE Confidence: 0.7549159

00:14:20.510 --> 00:14:22.840 and it's because that our

NOTE Confidence: 0.7549159

00:14:22.840 --> 00:14:25.170 health systems really if if.

NOTE Confidence: 0.7549159

00:14:25.170 --> 00:14:26.349 The different specialties

NOTE Confidence: 0.7549159

00:14:26.349 --> 00:14:27.528 are really interconnected.

NOTE Confidence: 0.7549159

00:14:27.530 --> 00:14:28.664 So for example,

NOTE Confidence: 0.7549159

00:14:28.664 --> 00:14:31.310 we're starting to do some work and

NOTE Confidence: 0.7549159

00:14:31.394 --> 00:14:33.710 nephrology out in Oklahoma and one

NOTE Confidence: 0.7549159

00:14:33.710 --> 00:14:36.537 of the things we learned is once

NOTE Confidence: 0.7549159

00:14:36.537 --> 00:14:38.943 they lost their dinner ologist it

NOTE Confidence: 0.7549159

00:14:38.943 --> 00:14:42.370 put their ICU's at risk because.

NOTE Confidence: 0.7549159

00:14:42.370 --> 00:14:45.275 You need to have ability to have

NOTE Confidence: 0.7549159

00:14:45.275 --> 00:14:47.559 renal evaluation to have an ICU,

NOTE Confidence: 0.7549159

00:14:47.560 --> 00:14:50.164 and so these really kind of adding

NOTE Confidence: 0.7549159

00:14:50.164 --> 00:14:52.192 these specialty services actually really

NOTE Confidence: 0.7549159

00:14:52.192 --> 00:14:55.139 important for the health of larger networks.

NOTE Confidence: 0.7549159

00:14:55.140 --> 00:14:58.910 I'm a mental health provider, but.

NOTE Confidence: 0.7549159

00:14:58.910 --> 00:15:01.220 You can see why they're

NOTE Confidence: 0.7549159

00:15:01.220 --> 00:15:03.530 expanding so quickly in Arvier,

NOTE Confidence: 0.7549159

00:15:03.530 --> 00:15:07.076 and So what is driving this

NOTE Confidence: 0.7549159

00:15:07.076 --> 00:15:09.440 one is clinical need.

NOTE Confidence: 0.7549159

00:15:09.440 --> 00:15:12.104 The VM and kind of put a map

NOTE Confidence: 0.7549159

00:15:12.104 --> 00:15:14.719 up soon covers a large area,

NOTE Confidence: 0.7549159

00:15:14.720 --> 00:15:17.126 and many of these are underserved

NOTE Confidence: 0.7549159

00:15:17.126 --> 00:15:20.431 and so that we know there are huge

NOTE Confidence: 0.7549159

00:15:20.431 --> 00:15:23.680 needs to get services out to veterans.

NOTE Confidence: 0.7549159

00:15:23.680 --> 00:15:26.368 Also, I'm going to talk a little

NOTE Confidence: 0.7549159

00:15:26.368 --> 00:15:28.010 bit more about this.

NOTE Confidence: 0.7549159

00:15:28.010 --> 00:15:29.586 Veterans are more likely

NOTE Confidence: 0.7549159

00:15:29.586 --> 00:15:31.556 to live in rural areas,

NOTE Confidence: 0.7549159

00:15:31.560 --> 00:15:33.744 and there are a some practical

NOTE Confidence: 0.7549159

00:15:33.744 --> 00:15:35.701 issues around driving or distance

NOTE Confidence: 0.7549159

00:15:35.701 --> 00:15:38.257 that Tele Health is really valuable.

NOTE Confidence: 0.7549159

00:15:38.260 --> 00:15:39.832 But also these communities

NOTE Confidence: 0.7549159

00:15:39.832 --> 00:15:41.404 often have fewer resources,

NOTE Confidence: 0.7549159

00:15:41.410 --> 00:15:43.230 decreased access, and worse,

NOTE Confidence: 0.7549159

00:15:43.230 --> 00:15:45.505 worse health outcomes in general.

NOTE Confidence: 0.7549159

00:15:45.510 --> 00:15:48.134 And then I'm going to touch on this

NOTE Confidence: 0.7549159

00:15:48.134 --> 00:15:50.080 kind of interesting thing about

NOTE Confidence: 0.7549159

00:15:50.080 --> 00:15:53.370 some of the finances in the A that.

NOTE Confidence: 0.7549159

00:15:53.370 --> 00:15:56.626 When when the VA can't provide a service,

NOTE Confidence: 0.7549159

00:15:56.630 --> 00:15:59.126 we actually have to pay other

NOTE Confidence: 0.7549159

00:15:59.126 --> 00:16:01.100 health systems to provide it,

NOTE Confidence: 0.7549159

00:16:01.100 --> 00:16:04.710 and this is actually a.

NOTE Confidence: 0.7549159

00:16:04.710 --> 00:16:07.482 Actually a big issue in terms of

NOTE Confidence: 0.7549159

00:16:07.482 --> 00:16:09.869 why resource hubs are important.

NOTE Confidence: 0.7549159

00:16:09.870 --> 00:16:11.540 So to talk about that,

NOTE Confidence: 0.7549159

00:16:11.540 --> 00:16:14.196 I'm just going to do this really quickly,

NOTE Confidence: 0.7549159

00:16:14.200 --> 00:16:16.288 so there was something called the

NOTE Confidence: 0.7549159

00:16:16.288 --> 00:16:19.186 Mission Act in 2018 and I made one circle.

NOTE Confidence: 0.7549159

00:16:19.190 --> 00:16:22.494 So the key component of this was that.

NOTE Confidence: 0.7549159

00:16:22.500 --> 00:16:26.388 If a patient needs care and

NOTE Confidence: 0.7549159

00:16:26.388 --> 00:16:29.530 the VA can't provide it.

NOTE Confidence: 0.7549159

00:16:29.530 --> 00:16:31.346 In a timely fashion,

NOTE Confidence: 0.7549159

00:16:31.346 --> 00:16:34.070 which was defined as either a

NOTE Confidence: 0.7549159

00:16:34.165 --> 00:16:36.797 30 years or so 20 or 28 days.

NOTE Confidence: 0.7549159

00:16:36.800 --> 00:16:39.128 So if there's a mental health

NOTE Confidence: 0.7549159

00:16:39.128 --> 00:16:41.590 console and the VA can provide

NOTE Confidence: 0.7549159

00:16:41.590 --> 00:16:43.665 that console in 20 days,

NOTE Confidence: 0.7549159

00:16:43.670 --> 00:16:46.022 then or have a provider see

NOTE Confidence: 0.7549159

00:16:46.022 --> 00:16:48.110 that veteran in 20 days,

NOTE Confidence: 0.7549159

00:16:48.110 --> 00:16:51.242 then they have to be referred

NOTE Confidence: 0.7549159

00:16:51.242 --> 00:16:52.808 to the community.

NOTE Confidence: 0.7549159

00:16:52.810 --> 00:16:55.029 And or if they veteran draw have

NOTE Confidence: 0.7549159

00:16:55.029 --> 00:16:57.662 to drive more than 30 minutes for

NOTE Confidence: 0.7549159

00:16:57.662 --> 00:17:00.142 specialty care, it's a little different.

NOTE Confidence: 0.7549159

00:17:00.142 --> 00:17:02.232 28 days and 60 minutes.

NOTE Confidence: 0.7549159

00:17:02.240 --> 00:17:04.640 And this is this is a, you know,

NOTE Confidence: 0.7549159

00:17:04.640 --> 00:17:05.540 a great law,

NOTE Confidence: 0.7549159

00:17:05.540 --> 00:17:07.340 and this is really well intentioned.

NOTE Confidence: 0.7549159

00:17:07.340 --> 00:17:09.728 But what it does is it.

NOTE Confidence: 0.7549159

00:17:09.730 --> 00:17:11.921 Set up a system where the VA

NOTE Confidence: 0.7549159

00:17:11.921 --> 00:17:14.228 has to pay for health care,

NOTE Confidence: 0.7549159

00:17:14.230 --> 00:17:16.414 but then also it loses the patient

NOTE Confidence: 0.7549159

00:17:16.414 --> 00:17:18.729 and doesn't get reimbursement for it.

NOTE Confidence: 0.7549159

00:17:18.730 --> 00:17:21.370 So in some ways the VA ends up

NOTE Confidence: 0.7549159

00:17:21.370 --> 00:17:23.525 paying twice reviews and so it

NOTE Confidence: 0.7549159

00:17:23.525 --> 00:17:25.643 puts pressure on the VA too.

NOTE Confidence: 0.87700427

00:17:28.040 --> 00:17:31.912 Be able to expand its reach through virtual

NOTE Confidence: 0.87700427

00:17:31.912 --> 00:17:36.060 care so that it can provide services to

NOTE Confidence: 0.87700427

00:17:36.060 --> 00:17:39.633 veterans who live more than 30 minutes

NOTE Confidence: 0.87700427

00:17:39.633 --> 00:17:42.958 away or more than 60 minutes away.

NOTE Confidence: 0.87700427

00:17:42.960 --> 00:17:45.515 An when you look at the Maps,

NOTE Confidence: 0.87700427

00:17:45.520 --> 00:17:48.173 this is a map of all the

NOTE Confidence: 0.87700427

00:17:48.173 --> 00:17:49.909 facilities where the VA is.

NOTE Confidence: 0.87700427

00:17:49.910 --> 00:17:51.740 It has this huge reach,

NOTE Confidence: 0.87700427

00:17:51.740 --> 00:17:54.412 but what we know is that especially in

NOTE Confidence: 0.87700427

00:17:54.412 --> 00:17:57.230 rural areas the distances are really large.

NOTE Confidence: 0.87700427

00:17:57.230 --> 00:17:59.841 The odds of living within 30 minutes

NOTE Confidence: 0.87700427

00:17:59.841 --> 00:18:02.359 of a clinic is almost near 0.

NOTE Confidence: 0.87700427

00:18:02.360 --> 00:18:05.489 This is especially true when nearly 1/3

NOTE Confidence: 0.87700427

00:18:05.489 --> 00:18:08.867 of all veterans live in rural zip codes.

NOTE Confidence: 0.87700427

00:18:08.870 --> 00:18:11.229 So we have these hundreds of facilities,

NOTE Confidence: 0.87700427

00:18:11.230 --> 00:18:12.578 thousands of facilities but

NOTE Confidence: 0.87700427

00:18:12.578 --> 00:18:13.926 but just by probability,

NOTE Confidence: 0.87700427

00:18:13.930 --> 00:18:16.466 there's a good chance that folks don't live

NOTE Confidence: 0.87700427

00:18:16.466 --> 00:18:18.637 within close proximity of their clinic,

NOTE Confidence: 0.87700427

00:18:18.640 --> 00:18:20.662 so it sets up this really

NOTE Confidence: 0.87700427

00:18:20.662 --> 00:18:21.673 tough economic situation,

NOTE Confidence: 0.87700427

00:18:21.680 --> 00:18:23.365 and veterans are more likely

NOTE Confidence: 0.87700427

00:18:23.365 --> 00:18:25.050 to live in rural sites,

NOTE Confidence: 0.87700427

00:18:25.050 --> 00:18:27.514 and so is that some of the financial

NOTE Confidence: 0.87700427

00:18:27.514 --> 00:18:30.098 reason why the resource hubs have grown.

NOTE Confidence: 0.87700427

00:18:30.100 --> 00:18:32.532 I'm going to talk a little bit about

NOTE Confidence: 0.87700427

00:18:32.532 --> 00:18:34.667 the clinical demand and some of

NOTE Confidence: 0.87700427

00:18:34.667 --> 00:18:36.492 the actually the outcomes related,

NOTE Confidence: 0.87700427

00:18:36.500 --> 00:18:39.520 especially to the rural gaps, but geographic.

NOTE Confidence: 0.87700427

00:18:39.520 --> 00:18:42.180 Things in general next.

NOTE Confidence: 0.87700427

00:18:42.180 --> 00:18:43.605 So this slide.

NOTE Confidence: 0.87700427

00:18:43.605 --> 00:18:46.930 Kind of talks about morality and I

NOTE Confidence: 0.87700427

00:18:47.028 --> 00:18:50.486 bring it up because veterans are twice

NOTE Confidence: 0.87700427

00:18:50.486 --> 00:18:54.006 as likely to live in a rural zip.

NOTE Confidence: 0.87700427

00:18:54.010 --> 00:18:55.462 Code is non veterans,

NOTE Confidence: 0.87700427

00:18:55.462 --> 00:18:58.411 so nearly 1/3 of veterans are in rural

NOTE Confidence: 0.87700427

00:18:58.411 --> 00:19:00.847 zip codes an and what were reality?

NOTE Confidence: 0.87700427

00:19:00.850 --> 00:19:01.210 Does?

NOTE Confidence: 0.87700427

00:19:01.210 --> 00:19:04.090 There's a lot of evidence of this now,

NOTE Confidence: 0.87700427

00:19:04.090 --> 00:19:05.012 is it?

NOTE Confidence: 0.87700427

00:19:05.012 --> 00:19:06.856 Kind of exaggerates healthcare

NOTE Confidence: 0.87700427

00:19:06.856 --> 00:19:09.750 disparities and and so this is one

NOTE Confidence: 0.87700427

00:19:09.750 --> 00:19:12.626 side is nice paper that was in the

NOTE Confidence: 0.87700427

00:19:12.626 --> 00:19:14.778 American Journal Public Health.

NOTE Confidence: 0.87700427

00:19:14.780 --> 00:19:16.820 Just looking at all cause

NOTE Confidence: 0.87700427

00:19:16.820 --> 00:19:18.044 mortality for adults.

NOTE Confidence: 0.87700427

00:19:18.050 --> 00:19:22.760 I think it was 25 to 65 year olds an.

NOTE Confidence: 0.87700427

00:19:22.760 --> 00:19:27.198 And if you look at the gap.

NOTE Confidence: 0.87700427

00:19:27.200 --> 00:19:32.688 And so they break counties up by.

NOTE Confidence: 0.87700427

00:19:32.690 --> 00:19:35.828 Poverty level and morality and what

NOTE Confidence: 0.87700427

00:19:35.828 --> 00:19:39.484 you can see, is this widening gap.

NOTE Confidence: 0.87700427

00:19:39.484 --> 00:19:41.568 So rural high poverty

NOTE Confidence: 0.87700427

00:19:41.568 --> 00:19:44.198 counties are the Orange line.

NOTE Confidence: 0.87700427

00:19:44.200 --> 00:19:46.284 The solid Orange Line,

NOTE Confidence: 0.87700427

00:19:46.284 --> 00:19:47.326 an overtime.

NOTE Confidence: 0.87700427

00:19:47.330 --> 00:19:52.356 So since the 1970s there's been this.

NOTE Confidence: 0.87700427

00:19:52.360 --> 00:19:56.416 Separation from other high poverty counties,

NOTE Confidence: 0.87700427

00:19:56.420 --> 00:20:00.190 but especially low poverty counties.

NOTE Confidence: 0.87700427

00:20:00.190 --> 00:20:03.670 Between the rural and the urban high poverty,

NOTE Confidence: 0.87700427

00:20:03.670 --> 00:20:07.150 so the solid blue and the solid orange.

NOTE Confidence: 0.87700427

00:20:07.150 --> 00:20:10.222 You can see this gap widening where they

NOTE Confidence: 0.87700427

00:20:10.222 --> 00:20:12.808 actually had similar health outcomes.

NOTE Confidence: 0.87700427

00:20:12.810 --> 00:20:14.550 Maybe 25 years ago.

NOTE Confidence: 0.87700427

00:20:14.550 --> 00:20:16.290 There's been this separation.

NOTE Confidence: 0.8560119

00:20:20.540 --> 00:20:24.749 Morality also exacerbates.

NOTE Confidence: 0.8560119

00:20:24.750 --> 00:20:27.954 Racial disparities or differences now come

NOTE Confidence: 0.8560119

00:20:27.954 --> 00:20:32.228 in, so this is actually a different paper,

NOTE Confidence: 0.8560119

00:20:32.230 --> 00:20:35.737 but it's also really important this paper

NOTE Confidence: 0.8560119

00:20:35.737 --> 00:20:39.699 came out this year looking at mortality.

NOTE Confidence: 0.8560119

00:20:39.700 --> 00:20:42.910 All cause mortality in older adults,

NOTE Confidence: 0.8560119

00:20:42.910 --> 00:20:46.537 though over the age of 65 an what this

NOTE Confidence: 0.8560119

00:20:46.537 --> 00:20:50.235 is graphing here is the difference

NOTE Confidence: 0.8560119

00:20:50.235 --> 00:20:54.120 between rural and urban mortality rates.

NOTE Confidence: 0.8560119

00:20:54.120 --> 00:20:56.080 And then it stratifies.

NOTE Confidence: 0.8560119

00:20:56.080 --> 00:20:59.306 By race and gender, breaking it up,

NOTE Confidence: 0.8560119

00:20:59.306 --> 00:21:00.994 either white or black,

NOTE Confidence: 0.8560119

00:21:01.000 --> 00:21:03.120 which is obviously an oversimplification,

NOTE Confidence: 0.8560119

34

00:21:03.120 --> 00:21:07.416 but. This is where they had the greatest

NOTE Confidence: 0.8560119

00:21:07.416 --> 00:21:09.939 data over the longest period of time.

NOTE Confidence: 0.8560119

00:21:09.940 --> 00:21:14.448 And. And what you can see is

NOTE Confidence: 0.8560119

00:21:14.448 --> 00:21:17.040 especially for black men,

NOTE Confidence: 0.8560119

00:21:17.040 --> 00:21:21.009 overtime living in a rural zip code

NOTE Confidence: 0.8560119

00:21:21.009 --> 00:21:24.450 dramatically increased the mortality rate of.

NOTE Confidence: 0.8560119

00:21:24.450 --> 00:21:27.495 Especially men living black men

NOTE Confidence: 0.8560119

00:21:27.495 --> 00:21:31.650 living in the zip codes relative.

NOTE Confidence: 0.8560119

00:21:31.650 --> 00:21:35.114 2 White males but also to other groups

NOTE Confidence: 0.8560119

00:21:35.114 --> 00:21:38.678 in that zip code and and it really

NOTE Confidence: 0.8560119

00:21:38.678 --> 00:21:42.037 was was the reality that they found

NOTE Confidence: 0.8560119

00:21:42.037 --> 00:21:45.091 that kind of exacerbated these kind

NOTE Confidence: 0.8560119

00:21:45.091 --> 00:21:47.632 of already differences in outcomes.

NOTE Confidence: 0.8560119

00:21:47.632 --> 00:21:50.172 In these these disparities that

NOTE Confidence: 0.8560119

00:21:50.172 --> 00:21:52.107 are in every zip code.

NOTE Confidence: 0.8560119

00:21:52.110 --> 00:21:54.440 But morality really worsened it.

NOTE Confidence: 0.8815761

00:21:58.080 --> 00:22:00.055 Kind of bringing it back

NOTE Confidence: 0.8815761

00:22:00.055 --> 00:22:01.635 more towards mental health.

NOTE Confidence: 0.8815761

00:22:01.640 --> 00:22:04.520 This is a map of suicide

NOTE Confidence: 0.8815761

00:22:04.520 --> 00:22:06.440 risk or suicide rate.

NOTE Confidence: 0.8815761

00:22:06.440 --> 00:22:09.795 There's a recent paper looking

NOTE Confidence: 0.8815761

00:22:09.795 --> 00:22:14.939 at this in JAMA at mapping out.

NOTE Confidence: 0.8815761

00:22:14.940 --> 00:22:18.095 Kind of a normalized suicide

NOTE Confidence: 0.8815761

00:22:18.095 --> 00:22:22.005 risk kind of accounting for age

NOTE Confidence: 0.8815761

00:22:22.005 --> 00:22:25.195 and some other covariates and.

NOTE Confidence: 0.8815761

00:22:25.200 --> 00:22:27.909 You don't have to really be an

NOTE Confidence: 0.8815761

00:22:27.909 --> 00:22:30.394 expert at geography to look at the

NOTE Confidence: 0.8815761

00:22:30.394 --> 00:22:33.147 map on the left until the really so

NOTE Confidence: 0.8815761

00:22:33.147 --> 00:22:35.589 red is worse that high virality,

NOTE Confidence: 0.8815761

00:22:35.590 --> 00:22:38.418 but also high poverty areas are the

NOTE Confidence: 0.8815761

00:22:38.418 --> 00:22:41.770 areas that have the highest suicide rates.

NOTE Confidence: 0.8815761

00:22:41.770 --> 00:22:43.486 In America and on the right.

NOTE Confidence: 0.8815761

00:22:43.490 --> 00:22:46.706 This is from the same paper.

NOTE Confidence: 0.8815761

00:22:46.710 --> 00:22:48.012 When they they,

NOTE Confidence: 0.8815761

00:22:48.012 --> 00:22:51.050 when they were looking at other covariates,

NOTE Confidence: 0.8815761

00:22:51.050 --> 00:22:52.614 they found, not surprisingly,

NOTE Confidence: 0.8815761

00:22:52.614 --> 00:22:54.960 that poverty or they made a

NOTE Confidence: 0.8815761

00:22:55.037 --> 00:22:57.402 deprivation index that took into

NOTE Confidence: 0.8815761

00:22:57.402 --> 00:22:59.294 other things besides poverty,

NOTE Confidence: 0.8815761

00:22:59.300 --> 00:23:01.470 including education and employment rates.

NOTE Confidence: 0.8815761

00:23:01.470 --> 00:23:04.368 But the what they found is looking

NOTE Confidence: 0.8815761

00:23:04.368 --> 00:23:07.040 at high poverty areas that there

NOTE Confidence: 0.8815761

00:23:07.040 --> 00:23:08.836 is this widening gap.

NOTE Confidence: 0.8815761

00:23:08.840 --> 00:23:11.164 So the top one,

NOTE Confidence: 0.8815761

00:23:11.164 --> 00:23:15.400 the Green Line is rural suicide risk.

NOTE Confidence: 0.8815761

00:23:15.400 --> 00:23:19.201 The rural areas and rural high poverty

NOTE Confidence: 0.8815761

00:23:19.201 --> 00:23:22.679 areas really have been accelerating.

NOTE Confidence: 0.8815761

00:23:22.680 --> 00:23:26.412 This accelerating suicide risk relative to

NOTE Confidence: 0.8815761

00:23:26.412 --> 00:23:31.178 other zip codes that are also high poverty.

NOTE Confidence: 0.8815761

00:23:31.180 --> 00:23:36.980 Kind of either small cities, large cities.

NOTE Confidence: 0.8815761

00:23:36.980 --> 00:23:39.440 And.

NOTE Confidence: 0.8815761

00:23:39.440 --> 00:23:40.860 And then this really kind

NOTE Confidence: 0.8815761

00:23:40.860 --> 00:23:42.580 of is reflected in this map.

NOTE Confidence: 0.8815761

00:23:42.580 --> 00:23:44.756 So this map on the left really look

NOTE Confidence: 0.8815761

00:23:44.756 --> 00:23:48.130 different a decade ago, actually.

NOTE Confidence: 0.8815761

00:23:48.130 --> 00:23:49.060 And finally,

NOTE Confidence: 0.8815761

00:23:49.060 --> 00:23:51.385 kind of again looping it

NOTE Confidence: 0.8815761

00:23:51.385 --> 00:23:53.280 into mental health this.

NOTE Confidence: 0.8815761

00:23:53.280 --> 00:23:55.060 Everyone is very familiar even

NOTE Confidence: 0.8815761

00:23:55.060 --> 00:23:57.290 though it does seem very distant

NOTE Confidence: 0.8815761

00:23:57.290 --> 00:23:59.564 the the opioid over those crisis.

NOTE Confidence: 0.8815761

00:23:59.570 --> 00:24:01.420 That was really most recently

NOTE Confidence: 0.8815761

00:24:01.420 --> 00:24:02.900 driven by synthetic opioids.

NOTE Confidence: 0.8869008

00:24:05.120 --> 00:24:05.890 That

NOTE Confidence: 0.84314775

00:24:08.030 --> 00:24:10.346 Initially really hit rural zip code,

NOTE Confidence: 0.84314775

00:24:10.350 --> 00:24:14.360 but then. Really became much worse

NOTE Confidence: 0.84314775

00:24:14.360 --> 00:24:18.250 and urban zip codes, especially with.

NOTE Confidence: 0.84314775

00:24:18.250 --> 00:24:20.130 Kind of like instead of

NOTE Confidence: 0.84314775

00:24:20.130 --> 00:24:21.634 fentanyl and its derivatives.

NOTE Confidence: 0.84314775

00:24:21.640 --> 00:24:24.560 But one thing to remember in this isn't

NOTE Confidence: 0.84314775

00:24:24.560 --> 00:24:27.296 really just a rural non rural question,

NOTE Confidence: 0.84314775

00:24:27.300 --> 00:24:30.142 but it's an example of how geography

NOTE Confidence: 0.84314775

00:24:30.142 --> 00:24:33.880 can play a role when you map out sites.

NOTE Confidence: 0.84314775

00:24:33.880 --> 00:24:36.701 That have providers or towns or counties

NOTE Confidence: 0.84314775

00:24:36.701 --> 00:24:39.564 that have providers that are X Waivered

NOTE Confidence: 0.84314775

00:24:39.564 --> 00:24:41.544 so they can provide buprenorphine

NOTE Confidence: 0.84314775

00:24:41.544 --> 00:24:43.957 which is really the treatment of

NOTE Confidence: 0.84314775

00:24:43.957 --> 00:24:45.902 choice for opiate use disorder.

NOTE Confidence: 0.84314775

00:24:45.910 --> 00:24:48.654 You can see that nearly half of the

NOTE Confidence: 0.84314775

00:24:48.654 --> 00:24:51.567 map does not have a buprenorphine at

NOTE Confidence: 0.84314775

00:24:51.567 --> 00:24:55.041 least One X waiver provider in it and

NOTE Confidence: 0.84314775

00:24:55.041 --> 00:24:57.537 this is overwhelmingly in rural areas.

NOTE Confidence: 0.84314775

00:24:57.540 --> 00:25:01.166 But even in Non Rural counties and.

NOTE Confidence: 0.84314775

00:25:01.170 --> 00:25:03.946 Even in the counties that do have providers,

NOTE Confidence: 0.84314775

00:25:03.950 --> 00:25:06.026 they often only have a few,

NOTE Confidence: 0.84314775

00:25:06.030 --> 00:25:08.452 and so this is really a big

NOTE Confidence: 0.84314775

00:25:08.452 --> 00:25:09.144 geographic question,

NOTE Confidence: 0.84314775

00:25:09.150 --> 00:25:11.579 and so this kind of is so.

NOTE Confidence: 0.84314775

00:25:11.580 --> 00:25:13.940 This is some of the evidence for why

NOTE Confidence: 0.84314775

00:25:13.940 --> 00:25:16.209 using resource hubs to overcome these

NOTE Confidence: 0.84314775

00:25:16.209 --> 00:25:17.829 geographic barriers is important,

NOTE Confidence: 0.84314775

00:25:17.830 --> 00:25:21.574 and so I'm going to briefly go over.

NOTE Confidence: 0.84314775

00:25:21.580 --> 00:25:23.716 Kind of what we've done looking

NOTE Confidence: 0.84314775

00:25:23.716 --> 00:25:25.900 at one of these problems.

NOTE Confidence: 0.84314775

00:25:25.900 --> 00:25:29.610 So there is a particular interest in.

NOTE Confidence: 0.84314775

00:25:29.610 --> 00:25:33.816 The opioid crisis in New England.

NOTE Confidence: 0.84314775

00:25:33.820 --> 00:25:34.939 In our hub,

NOTE Confidence: 0.84314775

00:25:34.939 --> 00:25:37.177 'cause of the strengths of the

NOTE Confidence: 0.84314775

00:25:37.177 --> 00:25:39.055 addiction programs at Yale and

NOTE Confidence: 0.84314775

00:25:39.055 --> 00:25:41.963 kind of bringing up this idea of a

NOTE Confidence: 0.84314775

00:25:41.963 --> 00:25:44.003 smart grid or an electrical grid?

NOTE Confidence: 0.84314775

00:25:44.010 --> 00:25:45.830 And the need for resilience,

NOTE Confidence: 0.84314775

00:25:45.830 --> 00:25:47.282 really treatments rokkes disorder

NOTE Confidence: 0.84314775

00:25:47.282 --> 00:25:48.734 aren't just outpatient care.

NOTE Confidence: 0.84314775

00:25:48.740 --> 00:25:50.284 They're not just specialized

NOTE Confidence: 0.84314775

00:25:50.284 --> 00:25:52.214 addiction programs or not just

NOTE Confidence: 0.84314775

00:25:52.214 --> 00:25:53.479 residential or opiate otps.

NOTE Confidence: 0.84314775

00:25:53.480 --> 00:25:56.138 They're really a network of facilities

NOTE Confidence: 0.84314775

00:25:56.138 --> 00:25:58.530 and providers that provide care an.

NOTE Confidence: 0.84314775

00:25:58.530 --> 00:25:59.484 And so.

NOTE Confidence: 0.84314775

00:25:59.484 --> 00:26:04.030 When there's a problem in one of these steps,

NOTE Confidence: 0.84314775

00:26:04.030 --> 00:26:06.080 or one of these clinics,

NOTE Confidence: 0.84314775

00:26:06.080 --> 00:26:07.304 or these programs,

NOTE Confidence: 0.84314775

00:26:07.304 --> 00:26:09.752 it can ripple through the network,

NOTE Confidence: 0.84314775

00:26:09.760 --> 00:26:12.616 and because of our strengths at VA,

NOTE Confidence: 0.84314775

00:26:12.620 --> 00:26:13.067 Connecticut,

NOTE Confidence: 0.84314775

00:26:13.067 --> 00:26:13.961 and Yale,

NOTE Confidence: 0.84314775

00:26:13.961 --> 00:26:16.643 when one of our first priorities

NOTE Confidence: 0.84314775

00:26:16.643 --> 00:26:18.870 in the clinical resource hub

NOTE Confidence: 0.84314775

00:26:18.870 --> 00:26:21.414 was to really look at access.

NOTE Confidence: 0.84314775

00:26:21.420 --> 00:26:24.138 Two treatments for opiate use disorder,

NOTE Confidence: 0.84314775

00:26:24.140 --> 00:26:27.628 and so we kind of tapped in to

NOTE Confidence: 0.84314775

00:26:27.628 --> 00:26:29.990 the strengths and VA kinetic

NOTE Confidence: 0.84314775

00:26:29.990 --> 00:26:32.762 at having one of the maybe,

NOTE Confidence: 0.84314775

00:26:32.770 --> 00:26:35.494 I think the largest addictions training

NOTE Confidence: 0.84314775

00:26:35.494 --> 00:26:38.219 program having a lot of experts,

NOTE Confidence: 0.84314775

00:26:38.220 --> 00:26:41.045 an implementation of buprenorphine and

NOTE Confidence: 0.84314775

00:26:41.045 --> 00:26:43.870 treatments for opiate use disorder.

NOTE Confidence: 0.84314775

00:26:43.870 --> 00:26:46.292 And the goal was to really kind

NOTE Confidence: 0.84314775

00:26:46.292 --> 00:26:49.392 of tackle these gaps in access to

NOTE Confidence: 0.84314775

00:26:49.392 --> 00:26:51.380 buprenorphine and rural communities,

NOTE Confidence: 0.84314775

00:26:51.380 --> 00:26:53.460 and so on the right.

NOTE Confidence: 0.84314775

00:26:53.460 --> 00:26:57.528 This is out of a paper.

NOTE Confidence: 0.84314775

00:26:57.530 --> 00:26:59.670 That came out last year.

NOTE Confidence: 0.84314775

00:26:59.670 --> 00:27:02.172 That was really nice and they

NOTE Confidence: 0.84314775

00:27:02.172 --> 00:27:04.372 looked at the stratified counties

NOTE Confidence: 0.84314775

00:27:04.372 --> 00:27:07.102 by access to treatment and also

NOTE Confidence: 0.84314775

00:27:07.102 --> 00:27:09.938 overdose rates and so yellow and red.

NOTE Confidence: 0.84314775

00:27:09.940 --> 00:27:12.985 That means there's high overdose rates in

NOTE Confidence: 0.84314775

00:27:12.985 --> 00:27:16.358 that County and almost all of New England.

NOTE Confidence: 0.84314775

00:27:16.360 --> 00:27:19.202 And we kind of notice already has

NOTE Confidence: 0.84314775

00:27:19.202 --> 00:27:21.499 high overdose rates from opioids,

NOTE Confidence: 0.84314775

00:27:21.500 --> 00:27:22.850 especially synthetic opioids.

NOTE Confidence: 0.84314775

00:27:22.850 --> 00:27:26.870 Ann and then kind of red versus yellow is

NOTE Confidence: 0.84314775

00:27:26.870 --> 00:27:29.628 whether or not there's access so high.

NOTE Confidence: 0.8522643

00:27:32.290 --> 00:27:35.042 So so the Red County the counties that

NOTE Confidence: 0.8522643

00:27:35.042 --> 00:27:37.878 have low access to buprenorphine. Anne.

NOTE Confidence: 0.8522643

00:27:37.878 --> 00:27:41.146 And so kind of what we were looking at is

NOTE Confidence: 0.8522643

00:27:41.146 --> 00:27:43.802 how can we use our clinical resource hub

NOTE Confidence: 0.8522643

00:27:43.802 --> 00:27:46.810 to get buprenorphine to these counties that

NOTE Confidence: 0.8522643

00:27:46.810 --> 00:27:49.807 also they have high overdose rates but

NOTE Confidence: 0.8522643

00:27:49.807 --> 00:27:52.740 they have very low access to buprenorphine.

NOTE Confidence: 0.8522643

00:27:52.740 --> 00:27:56.511 And so this is where I think kind of

NOTE Confidence: 0.8522643

00:27:56.511 --> 00:28:00.358 tapping into the strength that Yale and BA,

NOTE Confidence: 0.8522643

00:28:00.360 --> 00:28:02.696 Connecticut, in general in

NOTE Confidence: 0.8522643

00:28:02.696 --> 00:28:05.616 addictions was was really great.

NOTE Confidence: 0.8522643

00:28:05.620 --> 00:28:07.152 There is this recognition,

NOTE Confidence: 0.8522643

00:28:07.152 --> 00:28:10.519 so Tele Health is just part of the answer.

NOTE Confidence: 0.8522643

00:28:10.520 --> 00:28:11.951 To overcome these,

NOTE Confidence: 0.8522643

00:28:11.951 --> 00:28:13.859 geographic barriers are really

NOTE Confidence: 0.8522643

00:28:13.859 --> 00:28:16.031 complicated questions and and there

NOTE Confidence: 0.8522643

00:28:16.031 --> 00:28:18.390 are a lot of folks in different

NOTE Confidence: 0.8522643

00:28:18.390 --> 00:28:20.738 specialties looking at this and So what

NOTE Confidence: 0.8522643

00:28:20.738 --> 00:28:22.702 ended up happening over the course

NOTE Confidence: 0.8522643

00:28:22.702 --> 00:28:25.350 of about a year too was there was

NOTE Confidence: 0.8522643

00:28:25.434 --> 00:28:28.449 development of something called conduit.

NOTE Confidence: 0.8522643

00:28:28.450 --> 00:28:31.800 The consortium to disseminate and

NOTE Confidence: 0.8522643

00:28:31.800 --> 00:28:34.480 understand the implementation of

NOTE Confidence: 0.8522643

00:28:34.480 --> 00:28:37.321 treatment of opiate use disorder

NOTE Confidence: 0.8522643

00:28:37.321 --> 00:28:40.441 and it's a multi site implementation

NOTE Confidence: 0.8522643

00:28:40.532 --> 00:28:43.262 facilitation effort to get to

NOTE Confidence: 0.8522643

00:28:43.262 --> 00:28:46.970 improve access and also evaluate and

NOTE Confidence: 0.8522643

00:28:46.970 --> 00:28:49.880 study treatments of.

NOTE Confidence: 0.8522643

00:28:49.880 --> 00:28:51.796 For Opies disorder, specifically,

NOTE Confidence: 0.8522643

00:28:51.796 --> 00:28:54.191 trying to get buprenorphine and

NOTE Confidence: 0.8522643

00:28:54.191 --> 00:28:56.768 other medications rope use disorder.

NOTE Confidence: 0.8522643

00:28:56.770 --> 00:29:00.207 Kind of through different types of specialty,

NOTE Confidence: 0.8522643

00:29:00.210 --> 00:29:03.394 so Tele health was one of 'em and

NOTE Confidence: 0.8522643

00:29:03.394 --> 00:29:07.465 our site was the site for Tele health

NOTE Confidence: 0.8522643

00:29:07.465 --> 00:29:10.540 but also hospital inpatient medicine,

NOTE Confidence: 0.8522643

00:29:10.540 --> 00:29:13.000 emergency Department, specialty medical care,

NOTE Confidence: 0.8522643

00:29:13.000 --> 00:29:18.768 primary care, pain care, and so Mark rosin.

NOTE Confidence: 0.8522643

00:29:18.770 --> 00:29:21.500 Who's in our Department is directs

NOTE Confidence: 0.8522643

00:29:21.500 --> 00:29:24.340 addiction program at VA Connecticut.

NOTE Confidence: 0.8522643

00:29:24.340 --> 00:29:27.535 I have reached out and had this idea of

NOTE Confidence: 0.8522643

00:29:27.535 --> 00:29:30.630 doing this project and at put well, Becker,

NOTE Confidence: 0.8522643

00:29:30.630 --> 00:29:33.220 who's in the addiction medicine program here.

NOTE Confidence: 0.8522643

00:29:33.220 --> 00:29:34.058 Via connected,

NOTE Confidence: 0.8522643

00:29:34.058 --> 00:29:37.767 he's actually in the primary care arm of this

NOTE Confidence: 0.8522643

00:29:37.767 --> 00:29:40.990 and is the is the main P for the project.

NOTE Confidence: 0.8522643

00:29:40.990 --> 00:29:44.041 And So what was great is this kind of

NOTE Confidence: 0.8522643

00:29:44.041 --> 00:29:46.790 brought all this academic expertise to.

NOTE Confidence: 0.8522643

00:29:46.790 --> 00:29:48.185 What kind of wedding with

NOTE Confidence: 0.8522643

00:29:48.185 --> 00:29:49.580 something within our own resource?

NOTE Confidence: 0.8522643

00:29:49.580 --> 00:29:52.380 How we wanted to do?

NOTE Confidence: 0.8522643

00:29:52.380 --> 00:29:56.457 And so, So what we did was we use

NOTE Confidence: 0.8522643

00:29:56.457 --> 00:30:00.260 this framework called step care.

NOTE Confidence: 0.8522643

00:30:00.260 --> 00:30:02.430 Air.

NOTE Confidence: 0.8522643

00:30:02.430 --> 00:30:05.055 That via has been trying is in

NOTE Confidence: 0.8522643

00:30:05.055 --> 00:30:07.380 the middle of implementing.

NOTE Confidence: 0.8522643

00:30:07.380 --> 00:30:10.868 The idea is that the bulk of patients

NOTE Confidence: 0.8522643

00:30:10.868 --> 00:30:13.087 getting treatment for opioid use

NOTE Confidence: 0.8522643

00:30:13.087 --> 00:30:15.607 disorder fall under step one that

NOTE Confidence: 0.8522643

00:30:15.607 --> 00:30:18.495 they can happen in primary care

NOTE Confidence: 0.8522643

00:30:18.495 --> 00:30:20.875 or general mental health clinics,

NOTE Confidence: 0.8522643

00:30:20.880 --> 00:30:24.234 and that it doesn't need special

NOTE Confidence: 0.8522643

00:30:24.234 --> 00:30:27.069 subspecialty or specialty care to

NOTE Confidence: 0.8522643

00:30:27.069 --> 00:30:30.639 effectively treat these patients and so we.

NOTE Confidence: 0.8522643

00:30:30.640 --> 00:30:32.642 Our project or our task was to

NOTE Confidence: 0.8522643

00:30:32.642 --> 00:30:34.903 try to develop methodologies for

NOTE Confidence: 0.8522643

00:30:34.903 --> 00:30:36.239 providing buprenorphine.

NOTE Confidence: 0.8522643

00:30:36.240 --> 00:30:38.778 The small rural clinics in northern

NOTE Confidence: 0.8522643

00:30:38.778 --> 00:30:41.629 Maine within the resource hub and then

NOTE Confidence: 0.8522643

00:30:41.629 --> 00:30:43.795 working with Mark and his research

NOTE Confidence: 0.8522643

00:30:43.795 --> 00:30:46.236 team and the research team Zavier,

NOTE Confidence: 0.8522643

00:30:46.240 --> 00:30:46.770 Connecticut.

NOTE Confidence: 0.8522643

00:30:46.770 --> 00:30:50.480 We were going to try to evaluate

NOTE Confidence: 0.8522643

00:30:50.480 --> 00:30:52.130 this and then.

NOTE Confidence: 0.8522643

00:30:52.130 --> 00:30:55.035 Optimize it and working within

NOTE Confidence: 0.8522643

00:30:55.035 --> 00:30:57.359 these small rural clinics.

NOTE Confidence: 0.8522643

00:30:57.360 --> 00:30:59.658 An we used a an implementation

NOTE Confidence: 0.8522643

00:30:59.658 --> 00:31:01.190 facilitation framework to get

NOTE Confidence: 0.8522643

00:31:01.258 --> 00:31:03.078 buprenorphine out to these clinics

NOTE Confidence: 0.8522643

00:31:03.078 --> 00:31:05.539 and we developed a lot of tools,

NOTE Confidence: 0.8522643

00:31:05.540 --> 00:31:06.656 audit and feedback.

NOTE Confidence: 0.8522643

00:31:06.656 --> 00:31:08.144 Staff education community practice.

NOTE Confidence: 0.8522643

00:31:08.150 --> 00:31:10.966 A lot of the things we're not I'd

NOTE Confidence: 0.8522643

00:31:10.966 --> 00:31:13.726 say are not novel in some ways.

NOTE Confidence: 0.8522643

00:31:13.730 --> 00:31:15.895 We found facilitators that really

NOTE Confidence: 0.8522643

00:31:15.895 --> 00:31:18.060 enthusiasm and sense of emission

NOTE Confidence: 0.8522643

00:31:18.128 --> 00:31:19.868 because when this started this

NOTE Confidence: 0.8522643

00:31:19.868 --> 00:31:21.608 was really at the peak

NOTE Confidence: 0.831793

00:31:21.673 --> 00:31:23.920 of the opioid crisis or what we

49

NOTE Confidence: 0.831793

00:31:23.920 --> 00:31:26.614 thought was maybe the the peak even

NOTE Confidence: 0.831793

00:31:26.614 --> 00:31:29.200 though it looks like it wasn't.

NOTE Confidence: 0.831793

00:31:29.200 --> 00:31:31.432 And we had really great infrastructure

NOTE Confidence: 0.831793

00:31:31.432 --> 00:31:33.850 in the VA for Tele Health.

NOTE Confidence: 0.831793

00:31:33.850 --> 00:31:36.118 And then there were some barriers,

NOTE Confidence: 0.831793

00:31:36.120 --> 00:31:37.632 questions about regulations and

NOTE Confidence: 0.831793

00:31:37.632 --> 00:31:39.900 how you work in different teams.

NOTE Confidence: 0.831793

00:31:39.900 --> 00:31:42.780 So maybe the providers at Connecticut

NOTE Confidence: 0.831793

00:31:42.780 --> 00:31:45.626 prescribed one way and then there

NOTE Confidence: 0.831793

00:31:45.626 --> 00:31:48.146 is different on the other side.

NOTE Confidence: 0.831793

00:31:48.150 --> 00:31:50.922 And so we were really kind of trying to

NOTE Confidence: 0.831793

00:31:50.922 --> 00:31:53.767 get it out there to these rural clinics

NOTE Confidence: 0.831793

00:31:53.767 --> 00:31:56.836 and then this was starting in October of.

NOTE Confidence: 0.831793

00:31:56.840 --> 00:32:00.216 2019 and you know the project was starting

NOTE Confidence: 0.831793

00:32:00.216 --> 00:32:03.746 to take off and we were doing all this

NOTE Confidence: 0.831793

00:32:03.746 --> 00:32:06.980 work and then something else happened.

NOTE Confidence: 0.831793

00:32:06.980 --> 00:32:09.899 There was this.

NOTE Confidence: 0.831793

00:32:09.900 --> 00:32:12.940 Crisis around.

NOTE Confidence: 0.831793

00:32:12.940 --> 00:32:14.908 Opioid use disorder and

NOTE Confidence: 0.831793

00:32:14.908 --> 00:32:16.876 synthetic opioids in particular,

NOTE Confidence: 0.831793

00:32:16.880 --> 00:32:20.642 kind of got overwhelmed and our

NOTE Confidence: 0.831793

00:32:20.642 --> 00:32:23.530 healthcare systems got overwhelmed by.

NOTE Confidence: 0.831793

00:32:23.530 --> 00:32:26.421 That COVID-19 Pandemic and so we had

NOTE Confidence: 0.831793

00:32:26.421 --> 00:32:29.541 put all this work into developing

NOTE Confidence: 0.831793

00:32:29.541 --> 00:32:31.933 methodologies and getting providers

NOTE Confidence: 0.831793

00:32:31.933 --> 00:32:35.170 up and running and rural sites.

NOTE Confidence: 0.831793

00:32:35.170 --> 00:32:38.932 And then what happened this spring

NOTE Confidence: 0.831793

00:32:38.932 --> 00:32:43.090 and everyone is really familiar with.

NOTE Confidence: 0.831793

00:32:43.090 --> 00:32:45.115 Non rural sites were particularly

NOTE Confidence: 0.831793

00:32:45.115 --> 00:32:46.735 hard hit by Covid.

NOTE Confidence: 0.831793

00:32:46.740 --> 00:32:49.917 This is April and May and so on the

NOTE Confidence: 0.831793

00:32:49.917 --> 00:32:53.250 right there's a map from the CDC of

NOTE Confidence: 0.831793

00:32:53.250 --> 00:32:55.871 mortality rates in New England from

NOTE Confidence: 0.831793

00:32:55.871 --> 00:32:59.295 Kobid 19 this spring and what you can

NOTE Confidence: 0.831793

00:32:59.295 --> 00:33:02.130 see is it was obviously southern Connecticut,

NOTE Confidence: 0.831793

00:33:02.130 --> 00:33:04.150 but also Southern New Hampshire,

NOTE Confidence: 0.831793

00:33:04.150 --> 00:33:05.222 eastern Massachusetts,

NOTE Confidence: 0.831793

00:33:05.222 --> 00:33:08.974 so these are all the areas we

NOTE Confidence: 0.831793

00:33:08.974 --> 00:33:11.119 were not focusing on.

NOTE Confidence: 0.831793

00:33:11.120 --> 00:33:13.028 In our conduit project

NOTE Confidence: 0.831793

00:33:13.028 --> 00:33:15.413 or in our resource hub,

NOTE Confidence: 0.831793

00:33:15.420 --> 00:33:19.746 these were areas that had existing addiction

NOTE Confidence: 0.831793

00:33:19.746 --> 00:33:23.498 programs and what happened was that.

NOTE Confidence: 0.831793

00:33:23.500 --> 00:33:23.898 This,

NOTE Confidence: 0.831793

00:33:23.898 --> 00:33:26.286 like pressure on the system actually

NOTE Confidence: 0.831793

00:33:26.286 --> 00:33:28.210 resulted in staff attrition,

NOTE Confidence: 0.831793

00:33:28.210 --> 00:33:29.918 and so buprenorphine providers

NOTE Confidence: 0.831793

00:33:29.918 --> 00:33:31.199 left urban areas.

NOTE Confidence: 0.831793

00:33:31.200 --> 00:33:33.768 The addiction programs lossed their addiction

NOTE Confidence: 0.831793

00:33:33.768 --> 00:33:35.480 psychiatrist residential programs that,

NOTE Confidence: 0.831793

00:33:35.480 --> 00:33:38.406 and so it shifted the focus of

NOTE Confidence: 0.831793

00:33:38.406 --> 00:33:40.900 our resource hub in our project

NOTE Confidence: 0.831793

00:33:40.900 --> 00:33:44.161 and so kind of going back to this

NOTE Confidence: 0.831793

00:33:44.161 --> 00:33:46.606 idea of supporting the grid.

NOTE Confidence: 0.831793

00:33:46.610 --> 00:33:49.316 The resource hub is shifted actually

NOTE Confidence: 0.831793

00:33:49.316 --> 00:33:52.350 out of rural areas to supporting.

NOTE Confidence: 0.831793

00:33:52.350 --> 00:33:54.435 Specialized addiction programs

NOTE Confidence: 0.831793

00:33:54.435 --> 00:33:57.910 and New Hampshire Ann residential

NOTE Confidence: 0.831793

00:33:57.910 --> 00:34:01.409 programs in Massachusetts because.

NOTE Confidence: 0.831793

00:34:01.410 --> 00:34:05.970 Did you know these are integral parts too?

NOTE Confidence: 0.831793

00:34:05.970 --> 00:34:08.371 Kind of the health of the addiction

NOTE Confidence: 0.831793

00:34:08.371 --> 00:34:10.408 network in general on the VA and

NOTE Confidence: 0.831793

00:34:10.408 --> 00:34:12.329 so so I'm going to wrap up now.

NOTE Confidence: 0.831793

00:34:12.330 --> 00:34:14.374 I think I'll move on as quickly

NOTE Confidence: 0.831793

00:34:14.374 --> 00:34:16.369 as possible for the sake of time,

NOTE Confidence: 0.831793

00:34:16.370 --> 00:34:19.500 I think just in summary.

NOTE Confidence: 0.831793

00:34:19.500 --> 00:34:19.972 Yeah,

NOTE Confidence: 0.831793

00:34:19.972 --> 00:34:22.804 our resource hub tries to overcome

NOTE Confidence: 0.831793

00:34:22.804 --> 00:34:23.748 mismatches and.

NOTE Confidence: 0.831793

00:34:23.750 --> 00:34:26.276 And where people live and where

NOTE Confidence: 0.831793

00:34:26.276 --> 00:34:27.118 providers live,

NOTE Confidence: 0.831793

00:34:27.120 --> 00:34:29.060 and I think it's increasingly

NOTE Confidence: 0.831793

00:34:29.060 --> 00:34:31.537 becoming a great place for scholarship

NOTE Confidence: 0.831793

00:34:31.537 --> 00:34:33.847 in Tele Health and training.

NOTE Confidence: 0.831793

00:34:33.850 --> 00:34:36.316 And Jennifer and Erica had talk

NOTE Confidence: 0.831793

00:34:36.316 --> 00:34:39.330 a bit about that coming up next.

NOTE Confidence: 0.831793

00:34:39.330 --> 00:34:42.270 And I'm going to stop sharing an

NOTE Confidence: 0.831793

00:34:42.270 --> 00:34:44.798 give them control at this point.

NOTE Confidence: 0.8005003

00:34:48.030 --> 00:34:50.590 Just so Jennifer, are you.

NOTE Confidence: 0.8071687

00:34:52.410 --> 00:34:54.360 It should pop up and

NOTE Confidence: 0.8071687

00:34:54.360 --> 00:34:55.920 Justice seconds. OK, great.

NOTE Confidence: 0.92132497

00:34:59.490 --> 00:35:02.836 Are you able to see my slides?

NOTE Confidence: 0.92132497

00:35:02.840 --> 00:35:05.480 Yes, I see as many nodding OK perfect,

NOTE Confidence: 0.92132497

00:35:05.480 --> 00:35:07.720 so I'm going to talk a little bit

NOTE Confidence: 0.92132497

00:35:07.720 --> 00:35:10.036 about how we train our mental health

NOTE Confidence: 0.92132497

00:35:10.036 --> 00:35:12.514 workforce to do this work and to

NOTE Confidence: 0.92132497

00:35:12.514 --> 00:35:14.304 provide really high quality clinical

NOTE Confidence: 0.92132497

00:35:14.304 --> 00:35:16.370 care over a Tele health modality.

NOTE Confidence: 0.85848415

00:35:20.090 --> 00:35:22.610 Slides are being OK. Here we go.

NOTE Confidence: 0.85848415

00:35:22.610 --> 00:35:25.410 So at the VA we use sort of a tiered

NOTE Confidence: 0.85848415

00:35:25.490 --> 00:35:28.535 training model in terms of helping get

NOTE Confidence: 0.85848415

00:35:28.535 --> 00:35:31.247 our mental health team up to speed.

NOTE Confidence: 0.85848415

00:35:31.250 --> 00:35:34.130 The first piece of that is didactic training.

NOTE Confidence: 0.85848415

00:35:34.130 --> 00:35:35.930 The second piece is systems

NOTE Confidence: 0.85848415

00:35:35.930 --> 00:35:37.010 in logistics training.

NOTE Confidence: 0.85848415

00:35:37.010 --> 00:35:39.332 Sort of the how to and the third piece

NOTE Confidence: 0.85848415

00:35:39.332 --> 00:35:41.834 is really focused on clinical training

NOTE Confidence: 0.85848415

00:35:41.834 --> 00:35:44.009 and clinical practice issues that

NOTE Confidence: 0.85848415

00:35:44.073 --> 00:35:47.858 occur when you're working in this way.

NOTE Confidence: 0.85848415

00:35:47.860 --> 00:35:49.650 In terms of didactic training,

NOTE Confidence: 0.85848415

00:35:49.650 --> 00:35:51.078 our hospital education system

NOTE Confidence: 0.85848415

00:35:51.078 --> 00:35:52.506 handles most of this.

NOTE Confidence: 0.85848415

00:35:52.510 --> 00:35:54.688 We have a virtual training platform

NOTE Confidence: 0.85848415

00:35:54.688 --> 00:35:57.743 called TMS and these trainings you can do

NOTE Confidence: 0.85848415

00:35:57.743 --> 00:36:00.041 independently and they really focus on

NOTE Confidence: 0.85848415

00:36:00.108 --> 00:36:02.898 sort of an overview of what Tele Health is,

NOTE Confidence: 0.85848415

00:36:02.900 --> 00:36:05.399 how it operates in the VA system,

NOTE Confidence: 0.85848415

00:36:05.400 --> 00:36:07.596 and different roles and responsibilities and

NOTE Confidence: 0.85848415

56

00:36:07.596 --> 00:36:09.340 terminology that's associated with that.

NOTE Confidence: 0.85848415

00:36:09.340 --> 00:36:10.378 So for example,

NOTE Confidence: 0.85848415

00:36:10.378 --> 00:36:12.454 when we provide clinical video technology

NOTE Confidence: 0.85848415

00:36:12.454 --> 00:36:14.709 into clinics into our seebach clinics,

NOTE Confidence: 0.85848415

00:36:14.710 --> 00:36:17.686 there is a technician on the other side

NOTE Confidence: 0.85848415

00:36:17.686 --> 00:36:20.528 who will sort of do the meet greet.

NOTE Confidence: 0.85848415

00:36:20.530 --> 00:36:23.386 And set up the technology piece so

NOTE Confidence: 0.85848415

00:36:23.386 --> 00:36:26.490 it will teach you things like that.

NOTE Confidence: 0.85848415

00:36:26.490 --> 00:36:28.530 The second piece is systems

NOTE Confidence: 0.85848415

00:36:28.530 --> 00:36:29.754 and logistical training,

NOTE Confidence: 0.85848415

00:36:29.760 --> 00:36:32.256 so the office of connected care at the

NOTE Confidence: 0.85848415

00:36:32.256 --> 00:36:35.554 VA has a number of Lighvan recorded

NOTE Confidence: 0.85848415

00:36:35.554 --> 00:36:37.114 trainings SharePoint resources.

NOTE Confidence: 0.85848415

00:36:37.120 --> 00:36:39.448 They hold office hours for additional

NOTE Confidence: 0.85848415

00:36:39.448 --> 00:36:42.367 help in terms of learning the different

NOTE Confidence: 0.85848415

00:36:42.367 --> 00:36:44.953 platforms and systems that we have

NOTE Confidence: 0.85848415

00:36:44.953 --> 00:36:47.757 at the VA to deliver Tele medicine,

NOTE Confidence: 0.85848415

00:36:47.760 --> 00:36:49.800 separate systems for again clinical

NOTE Confidence: 0.85848415

00:36:49.800 --> 00:36:50.616 video technology,

NOTE Confidence: 0.85848415

00:36:50.620 --> 00:36:53.380 CBT to our clinics and also we use

NOTE Confidence: 0.85848415

00:36:53.380 --> 00:36:56.117 a platform called video connect that

NOTE Confidence: 0.85848415

00:36:56.117 --> 00:36:59.530 allows us to provide services directly into.

NOTE Confidence: 0.85848415

00:36:59.530 --> 00:37:01.450 Veterans homes in the New England

NOTE Confidence: 0.85848415

00:37:01.450 --> 00:37:03.889 region that we work in very important

NOTE Confidence: 0.85848415

00:37:03.889 --> 00:37:06.067 has really helped us increased care.

NOTE Confidence: 0.85848415

00:37:06.070 --> 00:37:08.128 Obviously during Covid That's a given,

NOTE Confidence: 0.85848415

00:37:08.130 --> 00:37:10.008 but also previously we would lose

NOTE Confidence: 0.85848415

00:37:10.008 --> 00:37:12.424 a lot of clinic encounters in the

NOTE Confidence: 0.85848415

00:37:12.424 --> 00:37:14.608 winter months when folks were unable

NOTE Confidence: 0.85848415

00:37:14.608 --> 00:37:16.389 to drive to the clinics.

NOTE Confidence: 0.85848415

00:37:16.390 --> 00:37:18.805 Lots and lots of snow and whether

NOTE Confidence: 0.85848415

00:37:18.805 --> 00:37:20.569 that would prevent people from

NOTE Confidence: 0.85848415

00:37:20.569 --> 00:37:22.224 getting to the sea box.

NOTE Confidence: 0.85848415

00:37:22.230 --> 00:37:23.750 So expanding into the home

NOTE Confidence: 0.85848415

00:37:23.750 --> 00:37:25.709 services has really sort of helped

NOTE Confidence: 0.85848415

00:37:25.709 --> 00:37:27.217 address issues associated with

NOTE Confidence: 0.85848415

00:37:27.217 --> 00:37:29.102 things like whether an again,

NOTE Confidence: 0.85848415

00:37:29.110 --> 00:37:31.180 the current situation that we're in.

NOTE Confidence: 0.8188786

00:37:42.300 --> 00:37:44.280 An in clinically smart ways?

NOTE Confidence: 0.8188786

00:37:44.280 --> 00:37:46.674 How do you adapt your interventions

NOTE Confidence: 0.8188786

00:37:46.674 --> 00:37:50.509 and how do you do what we do over this

NOTE Confidence: 0.8188786

00:37:50.509 --> 00:37:52.989 modality in ways that are ethical,

NOTE Confidence: 0.8188786

00:37:52.990 --> 00:37:55.503 an appropriate so within the hub we

NOTE Confidence: 0.8188786

00:37:55.503 --> 00:37:58.140 developed in in response to COVID-19,

NOTE Confidence: 0.8188786

00:37:58.140 --> 00:38:00.055 actually a clinical resource hub

NOTE Confidence: 0.8188786

00:38:00.055 --> 00:38:01.970 training team consists of three

NOTE Confidence: 0.8188786

00:38:02.034 --> 00:38:04.249 psychologists an we've been offering.

NOTE Confidence: 0.8188786

00:38:04.250 --> 00:38:06.637 Sort of within the VA system to

NOTE Confidence: 0.8188786

00:38:06.637 --> 00:38:08.555 other providers who this was knew

NOTE Confidence: 0.8188786

00:38:08.555 --> 00:38:10.981 too and also sort of out in the

NOTE Confidence: 0.8188786

00:38:10.981 --> 00:38:13.156 community to other healthcare systems

NOTE Confidence: 0.8188786

00:38:13.156 --> 00:38:15.740 when we've been invited to do so,

NOTE Confidence: 0.8188786

00:38:15.740 --> 00:38:17.420 we've offered a 2 hour virtual

NOTE Confidence: 0.8188786

00:38:17.420 --> 00:38:19.455 training on the clinical principles

NOTE Confidence: 0.8188786

00:38:19.455 --> 00:38:21.147 associated with Telemental Health

NOTE Confidence: 0.8188786

00:38:21.147 --> 00:38:22.755 and different considerations and

NOTE Confidence: 0.8188786

00:38:22.755 --> 00:38:25.198 things to think about so that the

NOTE Confidence: 0.8188786

00:38:25.198 --> 00:38:29.030 clinical care pieces is sort of solid.

NOTE Confidence: 0.8188786

00:38:29.030 --> 00:38:31.294 What that consists of and this is a

NOTE Confidence: 0.8188786

00:38:31.294 --> 00:38:33.162 little bit medic 'cause I'm talking

NOTE Confidence: 0.8188786

00:38:33.162 --> 00:38:35.910 about how we how we train in something

NOTE Confidence: 0.8188786

00:38:35.910 --> 00:38:38.406 rather than actually giving the training,

NOTE Confidence: 0.8188786

00:38:38.410 --> 00:38:41.236 but just a few bullet points we go over

NOTE Confidence: 0.8188786

00:38:41.236 --> 00:38:43.768 kind of the history of Tele Health.

NOTE Confidence: 0.8188786

00:38:43.770 --> 00:38:45.510 Recently we've been talking about

NOTE Confidence: 0.8188786

00:38:45.510 --> 00:38:47.600 how kovid has changed the practice

NOTE Confidence: 0.8188786

00:38:47.600 --> 00:38:49.912 landscape in the way that we are sort

NOTE Confidence: 0.8188786

00:38:49.912 --> 00:38:52.147 of approaching our work in general,

NOTE Confidence: 0.8188786

00:38:52.150 --> 00:38:53.158 which is important.

NOTE Confidence: 0.8188786

00:38:53.158 --> 00:38:54.838 We review advantages and disadvantages

NOTE Confidence: 0.8188786

00:38:54.838 --> 00:38:56.169 of using Tele health,

NOTE Confidence: 0.8188786

00:38:56.170 --> 00:38:58.627 kind of big picture and also in

NOTE Confidence: 0.8188786

00:38:58.627 --> 00:39:00.299 individual cases we go over.

NOTE Confidence: 0.8188786

00:39:00.300 --> 00:39:01.668 Assessment considerations and adaptations.

NOTE Confidence: 0.8188786

00:39:01.668 --> 00:39:02.694 So for example,

NOTE Confidence: 0.8188786

00:39:02.700 --> 00:39:04.804 when you need to do a physical exam

NOTE Confidence: 0.8188786

00:39:04.804 --> 00:39:06.819 looking at physical characteristics,

NOTE Confidence: 0.8188786

00:39:06.820 --> 00:39:09.214 things like the aims and the cows,

NOTE Confidence: 0.8188786

00:39:09.220 --> 00:39:11.332 there are actually sort of tips

NOTE Confidence: 0.8188786

00:39:11.332 --> 00:39:13.784 and techniques for how to do these

NOTE Confidence: 0.8188786

00:39:13.784 --> 00:39:15.740 exams in the most comparable way,

NOTE Confidence: 0.8188786

00:39:15.740 --> 00:39:18.350 so that you're still getting the

NOTE Confidence: 0.8188786

00:39:18.350 --> 00:39:20.482 information over Tele health that

NOTE Confidence: 0.8188786

00:39:20.482 --> 00:39:22.366 you would otherwise be able to

NOTE Confidence: 0.8188786

00:39:22.366 --> 00:39:24.309 get in a face to face.

NOTE Confidence: 0.8188786

00:39:24.310 --> 00:39:26.290 Situation we go over clinical

NOTE Confidence: 0.8188786

00:39:26.290 --> 00:39:28.719 considerations and how to adapt your

NOTE Confidence: 0.8188786

00:39:28.719 --> 00:39:30.981 work depending on if you're doing

NOTE Confidence: 0.8188786

00:39:30.981 --> 00:39:32.960 individual or group Tele health.

NOTE Confidence: 0.8188786

00:39:32.960 --> 00:39:34.920 Also services like primary care,

NOTE Confidence: 0.8188786

00:39:34.920 --> 00:39:36.006 mental health integration,

NOTE Confidence: 0.8188786

00:39:36.006 --> 00:39:38.178 and when you're kind of using

NOTE Confidence: 0.8188786

00:39:38.178 --> 00:39:40.029 this for special populations.

NOTE Confidence: 0.8188786

00:39:40.030 --> 00:39:42.774 We also talk about measurement based care,

NOTE Confidence: 0.8188786

00:39:42.780 --> 00:39:47.352 an options for doing that in a virtual way.

NOTE Confidence: 0.8188786

00:39:47.360 --> 00:39:49.684 Risk management is probably one of the

NOTE Confidence: 0.8188786

00:39:49.684 --> 00:39:51.734 most important things that we talk about

NOTE Confidence: 0.8188786

00:39:51.734 --> 00:39:53.950 and in terms of a clinical perspective,

NOTE Confidence: 0.8188786

00:39:53.950 --> 00:39:55.840 it is different over Tele Health.

NOTE Confidence: 0.8188786

00:39:55.840 --> 00:39:57.982 I'll say just a little bit more

NOTE Confidence: 0.8188786

00:39:57.982 --> 00:40:00.305 about that in a few minutes, but.

NOTE Confidence: 0.8188786

00:40:00.305 --> 00:40:02.615 That's sort of a critical piece.

NOTE Confidence: 0.8188786

00:40:02.620 --> 00:40:03.661 Challenges that occur.

NOTE Confidence: 0.8188786

00:40:03.661 --> 00:40:06.530 We go over the evidence base in the

NOTE Confidence: 0.8188786

00:40:06.530 --> 00:40:07.998 research literature also provides

NOTE Confidence: 0.8188786

00:40:07.998 --> 00:40:10.780 sort of a wealth of resources in

NOTE Confidence: 0.8188786

00:40:10.780 --> 00:40:12.985 terms of what adjunctive treatment.

NOTE Confidence: 0.8188786

00:40:12.990 --> 00:40:15.862 So things like AA and na are available

NOTE Confidence: 0.8188786

00:40:15.862 --> 00:40:18.748 in a virtual way at this time.

NOTE Confidence: 0.8188786

00:40:18.750 --> 00:40:21.070 So I saw there was a question in

NOTE Confidence: 0.8188786

00:40:21.070 --> 00:40:23.714 the chat about phone care and that

NOTE Confidence: 0.8188786

00:40:23.714 --> 00:40:25.699 is certainly something that we

NOTE Confidence: 0.8188786

00:40:25.771 --> 00:40:27.967 do thinking Thoughtfully about.

NOTE Confidence: 0.8188786

00:40:27.970 --> 00:40:29.502 The differences between video

NOTE Confidence: 0.8188786

00:40:29.502 --> 00:40:31.034 and phone is important,

NOTE Confidence: 0.8188786

00:40:31.040 --> 00:40:33.344 and having sort of policies and

NOTE Confidence: 0.8188786

00:40:33.344 --> 00:40:35.203 procedures around when one, uh?

NOTE Confidence: 0.8188786

00:40:35.203 --> 00:40:37.464 Action may be more or less appropriate

NOTE Confidence: 0.8188786

00:40:37.464 --> 00:40:39.416 is really important on something

NOTE Confidence: 0.8188786

00:40:39.416 --> 00:40:41.476 that we're constantly sort of.

NOTE Confidence: 0.8188786

00:40:41.480 --> 00:40:43.016 Working on an revising,

NOTE Confidence: 0.8188786

00:40:43.016 --> 00:40:44.936 but talking about the different

NOTE Confidence: 0.8188786

00:40:44.936 --> 00:40:46.548 modalities and what works well,

NOTE Confidence: 0.8666028

00:40:46.550 --> 00:40:48.722 when, where and with who is

NOTE Confidence: 0.8666028

00:40:48.722 --> 00:40:50.170 another really important piece.

NOTE Confidence: 0.8666028

00:40:50.170 --> 00:40:53.386 And finally we use case examples to kind

NOTE Confidence: 0.8666028

00:40:53.386 --> 00:40:56.600 of practice that clinical decision making.

NOTE Confidence: 0.8666028

00:40:56.600 --> 00:40:58.910 So it's a little bit about

NOTE Confidence: 0.8666028

00:40:58.910 --> 00:41:00.780 the training that we do.

NOTE Confidence: 0.8666028

00:41:00.780 --> 00:41:03.210 Some of the clinical considerations that

NOTE Confidence: 0.8666028

00:41:03.210 --> 00:41:05.901 we talk about decision making is really

NOTE Confidence: 0.8666028

00:41:05.901 --> 00:41:08.760 important when is face to face care needed?

NOTE Confidence: 0.8666028

00:41:08.760 --> 00:41:10.280 When is it not?

NOTE Confidence: 0.8666028

00:41:10.280 --> 00:41:11.800 When is Tele health?

NOTE Confidence: 0.8666028

00:41:11.800 --> 00:41:14.460 You know an appropriate or adequate option.

NOTE Confidence: 0.8666028

00:41:14.460 --> 00:41:17.120 Things to think about in terms of

NOTE Confidence: 0.8666028

00:41:17.120 --> 00:41:18.830 patient behavior, logistical challenges,

NOTE Confidence: 0.8666028

00:41:18.830 --> 00:41:19.780 certain diagnosis,

NOTE Confidence: 0.8666028

00:41:19.780 --> 00:41:22.630 or other patient characteristics that may

NOTE Confidence: 0.8666028

00:41:22.693 --> 00:41:25.096 play a role in how well Tele health works?

NOTE Confidence: 0.8666028

00:41:25.100 --> 00:41:27.856 Or doesn't we talk a lot about

NOTE Confidence: 0.8666028

00:41:27.856 --> 00:41:28.680 therapeutic environment?

NOTE Confidence: 0.8666028

00:41:28.680 --> 00:41:30.696 And this goes for us as providers

NOTE Confidence: 0.8666028

00:41:30.696 --> 00:41:32.750 as well As for our patients.

NOTE Confidence: 0.8666028

00:41:32.750 --> 00:41:34.750 How do we create a space that is

NOTE Confidence: 0.8666028

00:41:34.750 --> 00:41:36.818 conducive to mental health appointments,

NOTE Confidence: 0.8666028

00:41:36.820 --> 00:41:38.824 especially when we may be working

NOTE Confidence: 0.8666028

00:41:38.824 --> 00:41:40.926 in a different setting or working

NOTE Confidence: 0.8666028

00:41:40.926 --> 00:41:42.686 from home privacy and security

NOTE Confidence: 0.8666028

00:41:42.686 --> 00:41:44.279 issues around all of this.

NOTE Confidence: 0.8666028

00:41:44.280 --> 00:41:45.756 With virtual care,

NOTE Confidence: 0.8666028

00:41:45.756 --> 00:41:48.708 setting a frame for treatment and

NOTE Confidence: 0.8666028

00:41:48.708 --> 00:41:51.974 kind of having clear expectations and

NOTE Confidence: 0.8666028

00:41:51.974 --> 00:41:55.258 boundaries around the work is arguably

NOTE Confidence: 0.8666028

00:41:55.258 --> 00:41:58.884 even more important than in the clinic.

NOTE Confidence: 0.8666028

00:41:58.890 --> 00:42:00.942 Talk about sort of the different

NOTE Confidence: 0.8666028

00:42:00.942 --> 00:42:02.849 considerations and how to do that.

NOTE Confidence: 0.8666028

00:42:02.850 --> 00:42:04.335 Informed consent for Tele Health

NOTE Confidence: 0.8666028

00:42:04.335 --> 00:42:06.810 is not only a good idea clinically,

NOTE Confidence: 0.8666028

00:42:06.810 --> 00:42:08.460 but is actually required in

NOTE Confidence: 0.8666028

00:42:08.460 --> 00:42:09.780 the state of Connecticut.

NOTE Confidence: 0.8666028

00:42:09.780 --> 00:42:12.300 You have to get it and documented that

NOTE Confidence: 0.8666028

00:42:12.300 --> 00:42:15.160 patient is aware of the benefits and risks

NOTE Confidence: 0.8666028

00:42:15.160 --> 00:42:17.698 of Telemental Health and is OK with that.

NOTE Confidence: 0.8666028

00:42:17.700 --> 00:42:18.564 As an option.

NOTE Confidence: 0.8666028

00:42:18.564 --> 00:42:20.292 We also talk about report and

NOTE Confidence: 0.8666028

00:42:20.292 --> 00:42:21.660 working alliance concerns.

NOTE Confidence: 0.8666028

00:42:21.660 --> 00:42:23.658 Things like eye contact in how

NOTE Confidence: 0.8666028

00:42:23.658 --> 00:42:25.847 to ensure that your patients feel

NOTE Confidence: 0.8666028

00:42:25.847 --> 00:42:28.199 like you're looking at them when.

NOTE Confidence: 0.8666028

00:42:28.200 --> 00:42:30.078 When you may not be in,

NOTE Confidence: 0.8666028

00:42:30.080 --> 00:42:32.264 depending on where this session is framed.

NOTE Confidence: 0.87248874

00:42:34.560 --> 00:42:35.454 So just briefly,

NOTE Confidence: 0.87248874

00:42:35.454 --> 00:42:38.240 I'm not going into any of this in detail,

NOTE Confidence: 0.87248874

00:42:38.240 --> 00:42:39.775 but in terms of decision-making

NOTE Confidence: 0.87248874

00:42:39.775 --> 00:42:41.562 things to think about, you know?

NOTE Confidence: 0.87248874

00:42:41.562 --> 00:42:43.218 How is Tele health helpful or

NOTE Confidence: 0.87248874

00:42:43.218 --> 00:42:44.838 a hindrance for a particular

NOTE Confidence: 0.87248874

00:42:44.838 --> 00:42:46.528 patient that you're working with?

NOTE Confidence: 0.87248874

00:42:46.530 --> 00:42:48.070 What problems does it create?

NOTE Confidence: 0.87248874

00:42:48.070 --> 00:42:49.600 What problems does it solve?

NOTE Confidence: 0.87248874

00:42:49.600 --> 00:42:51.812 What role does it play in your

NOTE Confidence: 0.87248874

00:42:51.812 --> 00:42:54.013 treatment goals and what you and the

NOTE Confidence: 0.87248874

00:42:54.013 --> 00:42:56.050 patient and are hoping to work on?

NOTE Confidence: 0.87248874

00:42:56.050 --> 00:42:57.266 Of course, technology and

NOTE Confidence: 0.87248874

00:42:57.266 --> 00:42:59.430 connectivity is a big part of that,

NOTE Confidence: 0.87248874

00:42:59.430 --> 00:43:01.080 and again, is the environment

NOTE Confidence: 0.87248874

00:43:01.080 --> 00:43:03.339 appropriate for you to do the work?

NOTE Confidence: 0.87248874

00:43:03.340 --> 00:43:05.950 That you need to do.

NOTE Confidence: 0.87248874

00:43:05.950 --> 00:43:07.695 Just I'm not going to

NOTE Confidence: 0.87248874

00:43:07.695 --> 00:43:09.440 talk about this in detail,

NOTE Confidence: 0.87248874

00:43:09.440 --> 00:43:11.395 but there are absolutely considerations

NOTE Confidence: 0.87248874

00:43:11.395 --> 00:43:13.732 relevant to COVID-19 in the situation

NOTE Confidence: 0.87248874

00:43:13.732 --> 00:43:15.937 that we're all in and also sort

NOTE Confidence: 0.87248874

00:43:15.937 --> 00:43:17.942 of important to think through and

NOTE Confidence: 0.87248874

00:43:17.942 --> 00:43:19.904 talk about these just real quickly.

NOTE Confidence: 0.87248874

00:43:19.910 --> 00:43:21.655 Exposure in isolation when you're

NOTE Confidence: 0.87248874

00:43:21.655 --> 00:43:23.400 working with folks you know,

NOTE Confidence: 0.87248874

00:43:23.400 --> 00:43:25.254 Tele Health is great and certainly

NOTE Confidence: 0.87248874

00:43:25.254 --> 00:43:27.491 solves a lot of challenges, but.

NOTE Confidence: 0.87248874

00:43:27.491 --> 00:43:29.248 At times can also be used to

NOTE Confidence: 0.87248874

00:43:29.248 --> 00:43:31.329 sort of collude with things like

NOTE Confidence: 0.87248874

00:43:31.329 --> 00:43:32.845 avoidance and agorophobia not

NOTE Confidence: 0.87248874

00:43:32.845 --> 00:43:35.714 kind of getting out into the world

NOTE Confidence: 0.87248874

00:43:35.714 --> 00:43:37.346 and having appropriate exposures.

NOTE Confidence: 0.87248874

00:43:37.350 --> 00:43:39.156 Something to be mindful of and

NOTE Confidence: 0.87248874

00:43:39.156 --> 00:43:40.791 also self disclosure is different

NOTE Confidence: 0.87248874

00:43:40.791 --> 00:43:41.919 during this time.

NOTE Confidence: 0.87248874

00:43:41.920 --> 00:43:43.054 One quick example,

NOTE Confidence: 0.87248874

00:43:43.054 --> 00:43:46.075 just the fact that you work at home

NOTE Confidence: 0.87248874

00:43:46.075 --> 00:43:48.712 so I like to say if you happen to

NOTE Confidence: 0.87248874

00:43:48.795 --> 00:43:51.432 have a dog or a baby or you know

NOTE Confidence: 0.87248874

00:43:51.432 --> 00:43:53.320 other things in your house despite

NOTE Confidence: 0.87248874

00:43:53.320 --> 00:43:55.990 all of your best efforts to minimize that,

NOTE Confidence: 0.87248874

00:43:55.990 --> 00:43:58.366 you may end up disclosing things

NOTE Confidence: 0.87248874

00:43:58.366 --> 00:43:59.950 to your patients that.

NOTE Confidence: 0.87248874

00:43:59.950 --> 00:44:01.355 You wouldn't otherwise want them

NOTE Confidence: 0.87248874

00:44:01.355 --> 00:44:04.687 to know about. So risk management.

NOTE Confidence: 0.87248874

00:44:04.687 --> 00:44:05.006 Again,

NOTE Confidence: 0.87248874

00:44:05.006 --> 00:44:07.294 I'm going into all of this in

NOTE Confidence: 0.87248874

00:44:07.294 --> 00:44:08.849 sort of very brief overview.

NOTE Confidence: 0.87248874

00:44:08.850 --> 00:44:11.250 We have much more to say about this

NOTE Confidence: 0.87248874

00:44:11.250 --> 00:44:13.330 and other trainings that we do,

NOTE Confidence: 0.87248874

00:44:13.330 --> 00:44:15.214 but it's really important to have

NOTE Confidence: 0.87248874

00:44:15.214 --> 00:44:16.850 an emergency plan anytime that

NOTE Confidence: 0.87248874

00:44:16.850 --> 00:44:18.130 you're doing Tele health,

NOTE Confidence: 0.87248874

00:44:18.130 --> 00:44:20.370 even if that's into the home right?

NOTE Confidence: 0.87248874

00:44:20.370 --> 00:44:22.456 You need to have an emergency plan

NOTE Confidence: 0.87248874

00:44:22.456 --> 00:44:24.528 ahead of time with your patient,

NOTE Confidence: 0.87248874

00:44:24.530 --> 00:44:26.476 and you always want to make sure

NOTE Confidence: 0.87248874

00:44:26.476 --> 00:44:28.050 you have certain information,

NOTE Confidence: 0.87248874

00:44:28.050 --> 00:44:29.330 their location, their address,

NOTE Confidence: 0.87248874

00:44:29.330 --> 00:44:30.290 where they are.

NOTE Confidence: 0.87248874

00:44:30.290 --> 00:44:32.210 If they're not in their home,

NOTE Confidence: 0.87248874

00:44:32.210 --> 00:44:33.870 down to the level of.

NOTE Confidence: 0.87248874

00:44:33.870 --> 00:44:34.866 If patient is,

NOTE Confidence: 0.87248874

00:44:34.866 --> 00:44:35.530 for example,

NOTE Confidence: 0.87248874

00:44:35.530 --> 00:44:37.970 a truck driver and calls you from the

NOTE Confidence: 0.87248874

00:44:37.970 --> 00:44:40.816 side of the road in between work shifts,

NOTE Confidence: 0.87248874

00:44:40.820 --> 00:44:42.480 the closest exit their car,

NOTE Confidence: 0.87248874

00:44:42.480 --> 00:44:44.130 make model and license plate.

NOTE Confidence: 0.87248874

00:44:44.130 --> 00:44:46.116 So were an emergency to happen.

NOTE Confidence: 0.87248874

00:44:46.120 --> 00:44:48.094 You have everything you need to

NOTE Confidence: 0.87248874

00:44:48.094 --> 00:44:49.760 get emergency personnel to them.

NOTE Confidence: 0.88934237

00:44:52.060 --> 00:44:54.112 In our hub we don't require

NOTE Confidence: 0.88934237

00:44:54.112 --> 00:44:55.890 that our providers use this.

NOTE Confidence: 0.88934237

00:44:55.890 --> 00:44:56.990 Most of them do.

NOTE Confidence: 0.88934237

00:44:56.990 --> 00:44:59.118 We actually have an into the home

NOTE Confidence: 0.88934237

00:44:59.118 --> 00:45:01.193 contract that very clearly lays

NOTE Confidence: 0.88934237

00:45:01.193 --> 00:45:02.853 out guidelines and expectations

NOTE Confidence: 0.88934237

00:45:02.922 --> 00:45:04.938 for receiving care into the home.

NOTE Confidence: 0.88934237

00:45:04.940 --> 00:45:06.662 Another benefit of this is it's

NOTE Confidence: 0.88934237

00:45:06.662 --> 00:45:09.184 a place to kind of collect and

NOTE Confidence: 0.88934237

00:45:09.184 --> 00:45:10.495 store emergency information.

NOTE Confidence: 0.88934237

00:45:10.500 --> 00:45:11.607 So for example,

NOTE Confidence: 0.88934237

00:45:11.607 --> 00:45:13.821 I always know the closest Police

NOTE Confidence: 0.88934237

00:45:13.821 --> 00:45:15.248 Department in emergency room

NOTE Confidence: 0.88934237

00:45:15.248 --> 00:45:17.234 to a patients home when I'm

NOTE Confidence: 0.88934237

00:45:17.234 --> 00:45:19.200 working with them into the house.

NOTE Confidence: 0.8681202

00:45:21.980 --> 00:45:23.984 Again, I there was a question

NOTE Confidence: 0.8681202

00:45:23.984 --> 00:45:26.319 about this in the chat earlier.

NOTE Confidence: 0.8681202

00:45:26.320 --> 00:45:28.742 The modality that you used to do

NOTE Confidence: 0.8681202

00:45:28.742 --> 00:45:30.670 Tele health really does matter.

NOTE Confidence: 0.8681202

00:45:30.670 --> 00:45:32.847 The gold standard at the at the

NOTE Confidence: 0.8681202

00:45:32.847 --> 00:45:35.009 VA is clinical video technology.

NOTE Confidence: 0.8681202

00:45:35.010 --> 00:45:37.628 We should be doing video visits with

NOTE Confidence: 0.8681202

00:45:37.628 --> 00:45:39.720 our patients whenever we're able to.

NOTE Confidence: 0.8681202

00:45:39.720 --> 00:45:41.485 It's the closest approximation to

NOTE Confidence: 0.8681202

00:45:41.485 --> 00:45:44.060 what we would do in the clinic.

NOTE Confidence: 0.8681202

00:45:44.060 --> 00:45:45.146 It's not perfect.

NOTE Confidence: 0.8681202

00:45:45.146 --> 00:45:46.594 Depends on Wi-Fi connectivity.

NOTE Confidence: 0.8681202

00:45:46.600 --> 00:45:48.988 There is a higher potential for

NOTE Confidence: 0.8681202

00:45:48.988 --> 00:45:50.580 tech difficulties and frustrations.

NOTE Confidence: 0.8681202

00:45:50.580 --> 00:45:52.200 That can be really distracting.

NOTE Confidence: 0.8681202

00:45:52.200 --> 00:45:54.328 Telephone is great in the sense that

NOTE Confidence: 0.8681202

00:45:54.328 --> 00:45:56.089 it's widely available and accessible.

NOTE Confidence: 0.8681202

00:45:56.090 --> 00:45:58.028 Just about everyone has a telephone.

NOTE Confidence: 0.8681202

00:45:58.030 --> 00:46:00.124 You don't have to worry about

NOTE Confidence: 0.8681202

00:46:00.124 --> 00:46:02.250 some of those tech glitches.

NOTE Confidence: 0.8681202

00:46:02.250 --> 00:46:02.590 However,

NOTE Confidence: 0.8681202

00:46:02.590 --> 00:46:04.970 you lose a lot of clinical information

NOTE Confidence: 0.8681202

00:46:04.970 --> 00:46:07.495 on verbal cues can be harder to kind of,

NOTE Confidence: 0.8681202

00:46:07.500 --> 00:46:09.050 develop a rapport with someone,

NOTE Confidence: 0.8681202

00:46:09.050 --> 00:46:10.782 and there are absolutely

NOTE Confidence: 0.8681202

00:46:10.782 --> 00:46:12.947 important arguments for eyes on

NOTE Confidence: 0.8681202

00:46:12.947 --> 00:46:14.939 assessment in the work that we do.

NOTE Confidence: 0.8681202

00:46:14.940 --> 00:46:16.064 Important to be flexible,

NOTE Confidence: 0.8681202

00:46:16.064 --> 00:46:17.750 but also important to be clinically

NOTE Confidence: 0.8681202

00:46:17.799 --> 00:46:19.071 thoughtful about when different

NOTE Confidence: 0.8681202

00:46:19.071 --> 00:46:20.979 approaches may be appropriate or not.

NOTE Confidence: 0.8681202

00:46:20.980 --> 00:46:23.396 With the folks that you were working with,

NOTE Confidence: 0.8681202

00:46:23.400 --> 00:46:26.095 and this is something that we really

NOTE Confidence: 0.8681202

00:46:26.095 --> 00:46:29.220 kind of go into in detail as well.

NOTE Confidence: 0.8681202

00:46:29.220 --> 00:46:31.425 Another point I wanted to make and

NOTE Confidence: 0.8681202

00:46:31.425 --> 00:46:33.857 I'm just about ready to pass to Eric,

NOTE Confidence: 0.8681202

00:46:33.860 --> 00:46:34.220 But.

NOTE Confidence: 0.8681202

00:46:34.220 --> 00:46:36.380 A lot of the conversation around

NOTE Confidence: 0.8681202

00:46:36.380 --> 00:46:38.210 Tele Health has been well,

NOTE Confidence: 0.8681202

00:46:38.210 --> 00:46:41.370 is it face to face or is it virtual care?

NOTE Confidence: 0.8681202

00:46:41.370 --> 00:46:43.266 And that's not it doesn't have

NOTE Confidence: 0.8681202

00:46:43.266 --> 00:46:44.530 to be the approach.

NOTE Confidence: 0.8681202

00:46:44.530 --> 00:46:46.574 We're sort of advocating for blended care

NOTE Confidence: 0.8681202

00:46:46.574 --> 00:46:48.948 models in the healthcare systems as well.

NOTE Confidence: 0.8681202

00:46:48.950 --> 00:46:49.582 You know,

NOTE Confidence: 0.8681202

00:46:49.582 --> 00:46:52.110 it doesn't have to be all or nothing.

NOTE Confidence: 0.8681202

00:46:52.110 --> 00:46:54.182 Tele health is a really valuable tool

NOTE Confidence: 0.8681202

00:46:54.182 --> 00:46:56.764 that lets us be flexible an we can

NOTE Confidence: 0.8681202

00:46:56.764 --> 00:46:58.750 blend our treatments in different ways.

NOTE Confidence: 0.8681202

00:46:58.750 --> 00:47:00.014 You can, you know,

NOTE Confidence: 0.8681202

00:47:00.014 --> 00:47:01.910 require a face to face assessment,

NOTE Confidence: 0.8681202

00:47:01.910 --> 00:47:02.999 for example an.

NOTE Confidence: 0.8681202

00:47:02.999 --> 00:47:06.300 Then have follow up care that is a mix of.

NOTE Confidence: 0.8681202

00:47:06.300 --> 00:47:08.540 Phone or video with occasional clinic visits,

NOTE Confidence: 0.8681202

00:47:08.540 --> 00:47:08.833 right?

NOTE Confidence: 0.8681202

00:47:08.833 --> 00:47:10.591 There's a lot of options and

NOTE Confidence: 0.8681202

00:47:10.591 --> 00:47:11.895 opportunities to be clinically

NOTE Confidence: 0.8681202

00:47:11.895 --> 00:47:13.735 thoughtful and use these things

NOTE Confidence: 0.8681202

00:47:13.735 --> 00:47:15.548 sort of interchangeably to better

NOTE Confidence: 0.8681202

00:47:15.548 --> 00:47:17.564 to best meet the needs of the

NOTE Confidence: 0.8681202

00:47:17.564 --> 00:47:19.766 healthcare system and the people

NOTE Confidence: 0.8681202

00:47:19.766 --> 00:47:21.934 that we're working with.

NOTE Confidence: 0.8681202

00:47:21.940 --> 00:47:25.090 The VA really does Tele health well.

NOTE Confidence: 0.8793459

00:47:27.160 --> 00:47:29.164 All providers have access to the

NOTE Confidence: 0.8793459

00:47:29.164 --> 00:47:30.830 technology and trainings they need.

NOTE Confidence: 0.8793459

00:47:30.830 --> 00:47:33.074 We have a pretty reliable HIPAA

NOTE Confidence: 0.8793459

00:47:33.074 --> 00:47:34.196 compliant video conferencing

NOTE Confidence: 0.8793459

00:47:34.196 --> 00:47:36.067 platform you can easily do groups

NOTE Confidence: 0.8793459

00:47:36.067 --> 00:47:37.502 you can do live supervision.

NOTE Confidence: 0.8793459

00:47:37.510 --> 00:47:40.072 You can just add a family member

NOTE Confidence: 0.8793459

00:47:40.072 --> 00:47:41.980 or significant other into a

NOTE Confidence: 0.8793459

00:47:41.980 --> 00:47:43.810 session with about two clicks.

NOTE Confidence: 0.8793459

00:47:43.810 --> 00:47:45.640 We have an encrypted email system,

NOTE Confidence: 0.8793459

00:47:45.640 --> 00:47:47.796 so you can transfer files and documents

NOTE Confidence: 0.8793459

00:47:47.796 --> 00:47:49.608 to your patients back and forth.

NOTE Confidence: 0.79884

00:48:02.320 --> 00:48:03.400 Did she freeze?

NOTE Confidence: 0.9093851

00:48:06.170 --> 00:48:08.927 I think we may have. I mean,

NOTE Confidence: 0.9093851

00:48:08.927 --> 00:48:10.583 see if I can get ahold of Jennifer.

NOTE Confidence: 0.82447463

00:48:12.120 --> 00:48:14.150 Are you guys able to hear me?

NOTE Confidence: 0.82447463

00:48:14.150 --> 00:48:15.310 did I freeze bruise

NOTE Confidence: 0.82447463

00:48:15.310 --> 00:48:16.470 but your back? OK,

NOTE Confidence: 0.82447463

00:48:16.470 --> 00:48:18.500 that's OK, I was just wrapping up.

NOTE Confidence: 0.82447463

00:48:18.500 --> 00:48:20.858 I was just sort of saying the VA does

NOTE Confidence: 0.82447463

00:48:20.858 --> 00:48:23.063 Tele health really well including having

NOTE Confidence: 0.82447463

00:48:23.063 --> 00:48:25.500 a 24/7 24/7 Tech support for our.

NOTE Confidence: 0.82447463

00:48:25.500 --> 00:48:27.600 Patients and providers and just a

NOTE Confidence: 0.82447463

00:48:27.600 --> 00:48:30.220 summary to do this work really well,

NOTE Confidence: 0.82447463

00:48:30.220 --> 00:48:32.035 it's important to have very

NOTE Confidence: 0.82447463

00:48:32.035 --> 00:48:33.487 clear policies and procedures,

NOTE Confidence: 0.82447463

00:48:33.490 --> 00:48:35.302 clear guidelines and expectations,

NOTE Confidence: 0.82447463

00:48:35.302 --> 00:48:37.567 infrastructure and support things like

NOTE Confidence: 0.82447463

00:48:37.567 --> 00:48:39.994 tech support that will allow you to do

NOTE Confidence: 0.82447463

00:48:39.994 --> 00:48:42.559 this work and focus on the clinical issues.

NOTE Confidence: 0.82447463

00:48:42.560 --> 00:48:45.728 And we use this sort of tiered trading

NOTE Confidence: 0.82447463

00:48:45.728 --> 00:48:48.096 model to help our providers get

NOTE Confidence: 0.82447463

00:48:48.096 --> 00:48:51.339 up to speed on all of this stuff.

NOTE Confidence: 0.82447463

00:48:51.340 --> 00:48:52.964 My last slide is just to say

NOTE Confidence: 0.82447463

00:48:52.964 --> 00:48:54.350 keep calm about Tele health.

79

NOTE Confidence: 0.82447463

00:48:54.350 --> 00:48:56.860 The core of what we do is talking to people,

NOTE Confidence: 0.82447463

00:48:56.860 --> 00:48:58.572 it's listening and it's talking and we can

NOTE Confidence: 0.82447463

00:48:58.572 --> 00:49:00.377 do that over many different modalities.

NOTE Confidence: 0.82447463

00:49:00.380 --> 00:49:02.396 So Tele health helps us be really

NOTE Confidence: 0.82447463

00:49:02.396 --> 00:49:04.140 flexible and doing the kind of work

NOTE Confidence: 0.82447463

00:49:04.140 --> 00:49:06.149 that we do an I will pass to Eric.

NOTE Confidence: 0.82447463

00:49:06.150 --> 00:49:07.656 Who's going to talk about training

NOTE Confidence: 0.82447463

00:49:07.656 --> 00:49:08.912 the next generation, our trainees,

NOTE Confidence: 0.82447463

00:49:08.912 --> 00:49:10.418 and how to do this work.

NOTE Confidence: 0.8656884

00:49:18.990 --> 00:49:20.535 Great thank you everyone,

NOTE Confidence: 0.8656884

00:49:20.535 --> 00:49:22.845 hope everyone can see my slides.

NOTE Confidence: 0.8656884

00:49:22.850 --> 00:49:25.172 So my name is Eric Hermes and I am

NOTE Confidence: 0.8656884

00:49:25.172 --> 00:49:27.579 a psychiatrist and health services

NOTE Confidence: 0.8656884

00:49:27.579 --> 00:49:30.164 researcher out of Villa Connecticut

NOTE Confidence: 0.8656884

00:49:30.164 --> 00:49:32.958 and I'm going to try to compress

NOTE Confidence: 0.8656884

00:49:32.958 --> 00:49:34.815 what I'm talking about here,

NOTE Confidence: 0.8656884

00:49:34.815 --> 00:49:37.125 which is really the training of.

NOTE Confidence: 0.84958625

00:49:39.620 --> 00:49:42.567 Trainees at at Yale in these areas.

NOTE Confidence: 0.84958625

00:49:42.570 --> 00:49:45.490 In what you can see here is this

NOTE Confidence: 0.84958625

00:49:45.490 --> 00:49:47.603 digital health landscape and this

NOTE Confidence: 0.84958625

00:49:47.603 --> 00:49:50.213 is just to say that telepsychiatry

NOTE Confidence: 0.84958625

00:49:50.213 --> 00:49:53.425 or Tele health is just part of

NOTE Confidence: 0.84958625

00:49:53.425 --> 00:49:55.225 this digital health landscape,

NOTE Confidence: 0.84958625

00:49:55.230 --> 00:49:57.762 and we are actually training people

NOTE Confidence: 0.84958625

00:49:57.762 --> 00:50:00.390 at Yale in several areas here.

NOTE Confidence: 0.84958625

00:50:00.390 --> 00:50:04.478 And so let me. Against my slide.

NOTE Confidence: 0.84958625

00:50:04.480 --> 00:50:07.805 And so you may have seen this.

NOTE Confidence: 0.84958625

00:50:07.810 --> 00:50:10.930 Story that came out on Sofia as the

NOTE Confidence: 0.84958625

00:50:10.930 --> 00:50:13.056 first resident trainee in digital

NOTE Confidence: 0.84958625

00:50:13.056 --> 00:50:16.003 health at Yale came out last month.

NOTE Confidence: 0.84958625

00:50:16.010 --> 00:50:18.607 I also want to highlight the work

81

NOTE Confidence: 0.84958625

00:50:18.607 --> 00:50:21.391 of the Yale Technology Group and so

NOTE Confidence: 0.84958625

00:50:21.391 --> 00:50:24.742 these this is a group of like minded

NOTE Confidence: 0.84958625

00:50:24.742 --> 00:50:27.412 trainees that are interested in kind

NOTE Confidence: 0.84958625

00:50:27.412 --> 00:50:29.540 of in this technology spectrum.

NOTE Confidence: 0.84958625

00:50:29.540 --> 00:50:32.410 And so we're training residents kind of

NOTE Confidence: 0.84958625

00:50:32.473 --> 00:50:34.867 all over this digital health spectrum.

NOTE Confidence: 0.84038633

00:50:36.890 --> 00:50:39.834 Right, and just to kind of highlight the

NOTE Confidence: 0.84038633

00:50:39.834 --> 00:50:43.119 work that Dave and Jennifer are doing at the

NOTE Confidence: 0.84038633

00:50:43.119 --> 00:50:46.469 Tele hub that Ella hub actually serves as

NOTE Confidence: 0.84038633

00:50:46.469 --> 00:50:49.464 a platform for training trainees as well.

NOTE Confidence: 0.84038633

00:50:49.464 --> 00:50:51.424 Clinical psychologists there there are,

NOTE Confidence: 0.84038633

00:50:51.430 --> 00:50:53.812 I think, 3 clinical health psychologist

NOTE Confidence: 0.84038633

00:50:53.812 --> 00:50:56.150 training at the hub right now.

NOTE Confidence: 0.84038633

00:50:56.150 --> 00:50:58.110 And so it really is.

NOTE Confidence: 0.84038633

00:50:58.110 --> 00:51:00.468 Is working as a good training

NOTE Confidence: 0.84038633

00:51:00.468 --> 00:51:02.040 platform and exciting news.

NOTE Confidence: 0.84038633

00:51:02.040 --> 00:51:04.609 This year, they're being able to hire

NOTE Confidence: 0.84038633

00:51:04.609 --> 00:51:07.460 one of their past trainees to actually

NOTE Confidence: 0.84038633

00:51:07.460 --> 00:51:10.770 work at staff, so it's kind of A.

NOTE Confidence: 0.84038633

00:51:10.770 --> 00:51:12.000 A self licking ice cream cone.

NOTE Confidence: 0.84038633

00:51:12.000 --> 00:51:14.440 You might think of it.

NOTE Confidence: 0.84038633

00:51:14.440 --> 00:51:16.808 Great and so just want to focus here

NOTE Confidence: 0.84038633

00:51:16.808 --> 00:51:19.450 for just a few minutes on telepsychiatry

NOTE Confidence: 0.84038633

00:51:19.450 --> 00:51:21.425 training program we have for

NOTE Confidence: 0.84038633

00:51:21.499 --> 00:51:23.939 psychiatry residents via Connecticut.

NOTE Confidence: 0.84038633

00:51:23.940 --> 00:51:27.180 This is a clinic where Yale residents provide

NOTE Confidence: 0.84038633

00:51:27.180 --> 00:51:29.878 general mental health care to VA patients,

NOTE Confidence: 0.84038633

00:51:29.880 --> 00:51:32.912 and this picture here is due to weather's

NOTE Confidence: 0.84038633

00:51:32.912 --> 00:51:35.373 he participated in the program in

NOTE Confidence: 0.84038633

00:51:35.373 --> 00:51:37.408 2017 and then subsequently graduated.

NOTE Confidence: 0.84038633

00:51:37.410 --> 00:51:38.994 He works in Manchester,

NOTE Confidence: 0.84038633

00:51:38.994 --> 00:51:39.390 Manchester,

NOTE Confidence: 0.84038633

00:51:39.390 --> 00:51:42.711 NH right now in a lot of his work

NOTE Confidence: 0.84038633

00:51:42.711 --> 00:51:45.549 is intelligent psychiatry.

NOTE Confidence: 0.84038633

00:51:45.550 --> 00:51:47.566 Right, and so these are our current

NOTE Confidence: 0.84038633

00:51:47.566 --> 00:51:49.476 and past PG Y three residents

NOTE Confidence: 0.84038633

00:51:49.476 --> 00:51:51.438 who have worked in the clinic.

NOTE Confidence: 0.84038633

00:51:51.440 --> 00:51:53.995 The program started as an elective and

NOTE Confidence: 0.84038633

00:51:53.995 --> 00:51:57.028 now it's a rotation for a portion of

NOTE Confidence: 0.84038633

00:51:57.028 --> 00:52:00.087 the P GY3 residents that work at the VA.

NOTE Confidence: 0.84038633

00:52:00.090 --> 00:52:01.430 Course I need to comment.

NOTE Confidence: 0.84038633

00:52:01.430 --> 00:52:02.912 These pictures are taken kind of

NOTE Confidence: 0.84038633

00:52:02.912 --> 00:52:04.380 at the beginning of training,

NOTE Confidence: 0.84038633

00:52:04.380 --> 00:52:06.305 so everyone is bright and shiny and

NOTE Confidence: 0.84038633

00:52:06.305 --> 00:52:08.901 has a lot of smiles and our hope

NOTE Confidence: 0.84038633

00:52:08.901 --> 00:52:10.611 is after this training experience

NOTE Confidence: 0.84038633

00:52:10.674 --> 00:52:12.630 they continue to look like this.

NOTE Confidence: 0.84038633

00:52:12.630 --> 00:52:14.010 Great, so our objective.

NOTE Confidence: 0.84038633

00:52:14.010 --> 00:52:15.735 Our objectives really are three.

NOTE Confidence: 0.84038633

00:52:15.740 --> 00:52:17.460 First obviously to get training

NOTE Confidence: 0.84038633

00:52:17.460 --> 00:52:18.148 and telepsychiatry.

NOTE Confidence: 0.84038633

00:52:18.150 --> 00:52:20.390 The second is that this clinic is meant

NOTE Confidence: 0.84038633

00:52:20.390 --> 00:52:23.326 to be an integrated care treatment setting,

NOTE Confidence: 0.84038633

00:52:23.330 --> 00:52:24.710 so it's mental health

NOTE Confidence: 0.84038633

00:52:24.710 --> 00:52:26.090 integrated into primary care.

NOTE Confidence: 0.84038633

00:52:26.090 --> 00:52:28.498 And I'll talk about that real quickly.

NOTE Confidence: 0.84038633

00:52:28.500 --> 00:52:29.193 And then.

NOTE Confidence: 0.84038633

00:52:29.193 --> 00:52:29.536 Third,

NOTE Confidence: 0.84038633

00:52:29.536 --> 00:52:31.794 it's a clinic that reaches out to

NOTE Confidence: 0.84038633

00:52:31.794 --> 00:52:33.680 rural in under resourced settings,

NOTE Confidence: 0.84038633

00:52:33.680 --> 00:52:36.858 and I'll talk about that as well.

NOTE Confidence: 0.84038633

00:52:36.860 --> 00:52:38.264 So first this telepsychiatry.

NOTE Confidence: 0.84038633

00:52:38.264 --> 00:52:40.019 We've already learned a lot

NOTE Confidence: 0.84038633

00:52:40.019 --> 00:52:41.489 about this from Jennifer,

NOTE Confidence: 0.84038633

00:52:41.490 --> 00:52:43.989 and there's certainly a lot of nuance

NOTE Confidence: 0.84038633

00:52:43.989 --> 00:52:46.890 lossed when you move from face to face

NOTE Confidence: 0.84038633

00:52:46.890 --> 00:52:49.319 treatment to treatment over a 2D image,

NOTE Confidence: 0.84038633

00:52:49.320 --> 00:52:52.515 and we do a lot of training up front.

NOTE Confidence: 0.84038633

00:52:52.520 --> 00:52:55.488 The residents here do do the training that

NOTE Confidence: 0.84038633

00:52:55.488 --> 00:52:58.218 that Jennifer was referring to in her talk,

NOTE Confidence: 0.84038633

00:52:58.220 --> 00:53:00.000 but I think this training

NOTE Confidence: 0.84038633

00:53:00.000 --> 00:53:01.780 is really isn't the biggest.

NOTE Confidence: 0.84038633

00:53:01.780 --> 00:53:04.140 It's not the biggest fish in the sea

NOTE Confidence: 0.84038633

00:53:04.140 --> 00:53:06.408 for for our training objectives.

NOTE Confidence: 0.84038633

00:53:06.410 --> 00:53:10.354 Certainly the. Residents know how to do this.

NOTE Confidence: 0.84038633

00:53:10.360 --> 00:53:12.358 Kind of innately now in the

NOTE Confidence: 0.84038633

00:53:12.358 --> 00:53:14.080 patients are learning as well,

NOTE Confidence: 0.84038633

00:53:14.080 --> 00:53:17.113 so it's not the the bulk of the learning.

NOTE Confidence: 0.84038633

00:53:17.120 --> 00:53:19.334 Obviously I think it's important for

NOTE Confidence: 0.84038633

00:53:19.334 --> 00:53:22.186 trainees to be engaged in face to face care,

NOTE Confidence: 0.84038633

00:53:22.190 --> 00:53:24.176 as while they're engaged in telepsychiatry

NOTE Confidence: 0.84038633

00:53:24.176 --> 00:53:26.580 so they can compare the two modalities.

NOTE Confidence: 0.84038633

00:53:26.580 --> 00:53:28.565 And certainly that's the case

NOTE Confidence: 0.84038633

00:53:28.565 --> 00:53:31.130 for our residents in this clinic.

NOTE Confidence: 0.84038633

00:53:31.130 --> 00:53:31.505 Great,

NOTE Confidence: 0.84038633

00:53:31.505 --> 00:53:33.755 so our second objectives is getting

NOTE Confidence: 0.84038633

00:53:33.755 --> 00:53:35.607 the residents training and experience

NOTE Confidence: 0.84038633

00:53:35.607 --> 00:53:37.611 in integrated care operations and I

NOTE Confidence: 0.84038633

00:53:37.611 --> 00:53:40.013 want to start by saying that there

NOTE Confidence: 0.84038633

00:53:40.013 --> 00:53:41.683 are specific criteria to define

NOTE Confidence: 0.8663795

00:53:41.690 --> 00:53:44.070 integrated care and I don't think this

NOTE Confidence: 0.8663795

00:53:44.070 --> 00:53:46.269 clinic meets all of those criteria.

NOTE Confidence: 0.8663795

00:53:46.270 --> 00:53:48.382 For instance, we don't offer warm

NOTE Confidence: 0.8663795

00:53:48.382 --> 00:53:49.790 handoffs or safety assessments,

NOTE Confidence: 0.8663795

00:53:49.790 --> 00:53:53.134 but we do work closely with primary care

NOTE Confidence: 0.8663795

00:53:53.134 --> 00:53:55.398 and specifically we try to make most

NOTE Confidence: 0.8663795

00:53:55.398 --> 00:53:58.238 of the care we do time limited and so

NOTE Confidence: 0.8663795

00:53:58.238 --> 00:54:01.160 that most of our patients go back to.

NOTE Confidence: 0.8663795

00:54:01.160 --> 00:54:03.845 Primary care, so there is a lot of

NOTE Confidence: 0.8663795

00:54:03.845 --> 00:54:06.281 learning on the resident side about how

NOTE Confidence: 0.8663795

00:54:06.281 --> 00:54:08.787 to set expectations for that in how,

NOTE Confidence: 0.8663795

00:54:08.790 --> 00:54:10.908 especially how to understand how we

NOTE Confidence: 0.8663795

00:54:10.908 --> 00:54:13.390 figure out who and when patients are

NOTE Confidence: 0.8663795

00:54:13.390 --> 00:54:15.721 ready to go back to primary care.

NOTE Confidence: 0.8663795

00:54:15.730 --> 00:54:18.250 A second major issue is how you lead

NOTE Confidence: 0.8663795

00:54:18.250 --> 00:54:20.588 a treatment team around these issues.

NOTE Confidence: 0.8663795

00:54:20.590 --> 00:54:23.019 You can see one of the treatment

NOTE Confidence: 0.8663795

00:54:23.019 --> 00:54:24.060 team members here.

NOTE Confidence: 0.8663795

00:54:24.060 --> 00:54:25.101 This is Loretta,

NOTE Confidence: 0.8663795

00:54:25.101 --> 00:54:27.530 who is pictured in the screen here.

NOTE Confidence: 0.8663795

00:54:27.530 --> 00:54:29.696 She's a Tele health technician and

NOTE Confidence: 0.8663795

00:54:29.696 --> 00:54:31.829 we know from Jennifer's talk that.

NOTE Confidence: 0.8663795

00:54:31.830 --> 00:54:34.302 They do a lot of patient contact and

NOTE Confidence: 0.8663795

00:54:34.302 --> 00:54:36.898 management of technology on the patient side.

NOTE Confidence: 0.8663795

00:54:36.900 --> 00:54:39.469 We also have a social work psychotherapist

NOTE Confidence: 0.8663795

00:54:39.469 --> 00:54:41.596 where the residents work and certainly

NOTE Confidence: 0.8663795

00:54:41.596 --> 00:54:43.516 they work with the two primary

NOTE Confidence: 0.8663795

00:54:43.516 --> 00:54:45.467 care providers in the primary care

NOTE Confidence: 0.8663795

00:54:45.467 --> 00:54:48.810 nurses at the clinic as well.

NOTE Confidence: 0.8663795

00:54:48.810 --> 00:54:49.656 And so Lastly,

NOTE Confidence: 0.8663795

00:54:49.656 --> 00:54:51.066 a bit about the uniqueness

NOTE Confidence: 0.8663795

00:54:51.066 --> 00:54:52.810 of the patient population.

NOTE Confidence: 0.8663795

00:54:52.810 --> 00:54:54.994 We see this is where the residency patients

NOTE Confidence: 0.8663795

00:54:54.994 --> 00:54:57.142 at the Winsted community based outpatient

NOTE Confidence: 0.8663795

00:54:57.142 --> 00:54:59.464 clinic and so before covid happened.

NOTE Confidence: 0.8663795

00:54:59.470 --> 00:55:01.647 Patients in this area would go into

NOTE Confidence: 0.8663795

00:55:01.647 --> 00:55:03.688 the clinic and the residents would

NOTE Confidence: 0.8663795

00:55:03.688 --> 00:55:06.124 see them when they're in the clinic,

NOTE Confidence: 0.8663795

00:55:06.130 --> 00:55:08.056 but the residents would be in

NOTE Confidence: 0.8663795

00:55:08.056 --> 00:55:09.790 their offices in West Haven,

NOTE Confidence: 0.8663795

00:55:09.790 --> 00:55:11.455 VA has designated this as

NOTE Confidence: 0.8663795

00:55:11.455 --> 00:55:12.787 a rural facing clinic,

NOTE Confidence: 0.8663795

00:55:12.790 --> 00:55:15.502 meaning that most of the patients

NOTE Confidence: 0.8663795

00:55:15.502 --> 00:55:18.329 who use care in this area.

NOTE Confidence: 0.8663795

00:55:18.330 --> 00:55:21.006 Are in a rural zip code.

NOTE Confidence: 0.8663795

00:55:21.010 --> 00:55:22.840 And as you may know,

NOTE Confidence: 0.8663795

00:55:22.840 --> 00:55:24.300 this area of northwestern

NOTE Confidence: 0.8663795

00:55:24.300 --> 00:55:25.760 Connecticut is very world,

NOTE Confidence: 0.8663795

00:55:25.760 --> 00:55:27.545 as is the surrounding area

NOTE Confidence: 0.8663795

00:55:27.545 --> 00:55:29.770 of New York in western mass.

NOTE Confidence: 0.8663795

00:55:29.770 --> 00:55:31.595 So much different than the

NOTE Confidence: 0.8663795

00:55:31.595 --> 00:55:32.325 patient population.

NOTE Confidence: 0.8663795

00:55:32.330 --> 00:55:35.426 Here in an urban New Haven.

NOTE Confidence: 0.8663795

00:55:35.430 --> 00:55:38.130 And I think for the most part we in our

NOTE Confidence: 0.8663795

00:55:38.205 --> 00:55:40.977 patients we have a bimodal distribution.

NOTE Confidence: 0.8663795

00:55:40.980 --> 00:55:43.056 Many are younger and relatively high,

NOTE Confidence: 0.8663795

00:55:43.060 --> 00:55:44.592 functioning employed patients and

NOTE Confidence: 0.8663795

00:55:44.592 --> 00:55:46.890 then we have a second distribution

NOTE Confidence: 0.8663795

00:55:46.953 --> 00:55:48.777 of older veterans who may be

NOTE Confidence: 0.8663795

00:55:48.777 --> 00:55:49.993 retired or on disability.

NOTE Confidence: 0.8663795

00:55:50.000 --> 00:55:52.656 But what I think sort of draws this

NOTE Confidence: 0.8663795

00:55:52.656 --> 00:55:54.330 patient population together is it

NOTE Confidence: 0.8663795

00:55:54.330 --> 00:55:56.528 has a more tenuous contact to mental

NOTE Confidence: 0.8663795

00:55:56.591 --> 00:55:58.496 health treatment in general compared

NOTE Confidence: 0.8663795

00:55:58.496 --> 00:56:01.452 to patients who might use our larger

NOTE Confidence: 0.8663795

00:56:01.452 --> 00:56:05.099 centers such as Newington or West Dayton.

NOTE Confidence: 0.8663795

00:56:05.100 --> 00:56:05.558 Great.

NOTE Confidence: 0.8663795

00:56:05.558 --> 00:56:09.222 So I want to also highlight real quick.

NOTE Confidence: 0.8663795

00:56:09.230 --> 00:56:11.934 We spend a lot of time discussing the

NOTE Confidence: 0.8663795

00:56:11.934 --> 00:56:14.109 larger context of care within the VA.

NOTE Confidence: 0.8663795

00:56:14.110 --> 00:56:14.686 Care has.

NOTE Confidence: 0.8663795

00:56:14.686 --> 00:56:16.702 V8 has a lot of programs in

NOTE Confidence: 0.8663795

00:56:16.702 --> 00:56:18.328 a lot of treatment.

NOTE Confidence: 0.8663795

00:56:18.330 --> 00:56:20.311 There's a lot of bureaucracy and I

NOTE Confidence: 0.8663795

00:56:20.311 --> 00:56:23.205 think we we try to spend some time

NOTE Confidence: 0.8663795

00:56:23.205 --> 00:56:25.180 explaining the bureaucracy and explaining

NOTE Confidence: 0.8663795

00:56:25.241 --> 00:56:27.222 the services and Tele Health in the

NOTE Confidence: 0.8663795

00:56:27.222 --> 00:56:29.124 Villa is a prime example of that.

NOTE Confidence: 0.8663795

00:56:29.124 --> 00:56:30.690 So we spent some time with

NOTE Confidence: 0.8663795

00:56:30.751 --> 00:56:32.247 residents discussing the most

NOTE Confidence: 0.8663795

00:56:32.247 --> 00:56:34.117 multiple different ways that Tele

NOTE Confidence: 0.8663795

00:56:34.117 --> 00:56:35.880 health programs at the national,

NOTE Confidence: 0.8663795

00:56:35.880 --> 00:56:38.030 regional and local level happen.

NOTE Confidence: 0.8663795

00:56:38.030 --> 00:56:39.836 But of course you know covid

NOTE Confidence: 0.8663795

00:56:39.836 --> 00:56:40.739 really has exploded.

NOTE Confidence: 0.8530377

00:56:40.740 --> 00:56:42.987 All of what we've done and drastically

NOTE Confidence: 0.8530377

00:56:42.987 --> 00:56:45.109 changed the care that we do in

NOTE Confidence: 0.8530377

00:56:45.109 --> 00:56:46.753 this space of about three months,

NOTE Confidence: 0.8530377

00:56:46.760 --> 00:56:48.340 the resident clinic went from

NOTE Confidence: 0.8530377

00:56:48.340 --> 00:56:50.294 something that was sort of novel

NOTE Confidence: 0.8530377

00:56:50.294 --> 00:56:52.471 in really new now to something that

NOTE Confidence: 0.8530377

00:56:52.471 --> 00:56:54.279 all residents at the VA are doing.

NOTE Confidence: 0.8530377

00:56:54.280 --> 00:56:55.954 For instance, we don't see any

NOTE Confidence: 0.8530377

00:56:55.954 --> 00:56:57.900 patients in the Winsted clinic anymore.

NOTE Confidence: 0.8530377

00:56:57.900 --> 00:57:00.300 All the care that we do is exclusively

NOTE Confidence: 0.8530377

00:57:00.300 --> 00:57:01.808 Tele health into the home.

NOTE Confidence: 0.8530377

00:57:01.810 --> 00:57:03.430 And we made this transition in

NOTE Confidence: 0.8530377

00:57:03.430 --> 00:57:05.420 the space of a couple months,

NOTE Confidence: 0.8530377

00:57:05.420 --> 00:57:08.219 and I really want to spend the last minute.

NOTE Confidence: 0.8530377

00:57:08.220 --> 00:57:10.915 Talking about kind of the way forward,

NOTE Confidence: 0.8530377

00:57:10.920 --> 00:57:13.032 I would say our current educational

NOTE Confidence: 0.8530377

00:57:13.032 --> 00:57:15.353 challenge is how do we functionally

NOTE Confidence: 0.8530377

00:57:15.353 --> 00:57:17.458 teach this blended care model?

NOTE Confidence: 0.8530377

00:57:17.460 --> 00:57:20.155 And so someone someone chatted in here?

NOTE Confidence: 0.8530377

00:57:20.160 --> 00:57:22.500 This idea of blended care model

NOTE Confidence: 0.8530377

00:57:22.500 --> 00:57:24.390 and So what that is,

NOTE Confidence: 0.8530377

00:57:24.390 --> 00:57:27.182 is this idea of how we mix the

NOTE Confidence: 0.8530377

00:57:27.182 --> 00:57:29.400 modalities we use with patients.

NOTE Confidence: 0.8530377

00:57:29.400 --> 00:57:32.550 So we spend a lot of time now discussing

NOTE Confidence: 0.8530377

00:57:32.550 --> 00:57:35.555 what modality is best for the patient,

NOTE Confidence: 0.8530377

00:57:35.560 --> 00:57:38.326 whether it's video or telephone and.

NOTE Confidence: 0.8530377

00:57:38.330 --> 00:57:40.626 Especially at what interval we should be,

NOTE Confidence: 0.8530377

00:57:40.630 --> 00:57:42.620 we should be contacting patients

NOTE Confidence: 0.8530377

00:57:42.620 --> 00:57:45.556 and in seeing them or having a

NOTE Confidence: 0.8530377

00:57:45.556 --> 00:57:47.716 key treatment contact with them.

NOTE Confidence: 0.8530377

00:57:47.720 --> 00:57:49.589 Other issues are we have patients who

NOTE Confidence: 0.8530377

00:57:49.589 --> 00:57:51.149 can't manage technology as well and

NOTE Confidence: 0.8530377

00:57:51.149 --> 00:57:52.577 or don't have the technology support.

NOTE Confidence: 0.8530377

00:57:52.580 --> 00:57:54.452 So we talk a lot about how to

NOTE Confidence: 0.8530377

00:57:54.452 --> 00:57:55.909 get them at the support,

NOTE Confidence: 0.8530377

00:57:55.910 --> 00:57:57.694 and there's multiple ways

NOTE Confidence: 0.8530377

00:57:57.694 --> 00:58:00.370 to do that within the VA.

NOTE Confidence: 0.8530377

00:58:00.370 --> 00:58:01.996 And especially for patients who might

NOTE Confidence: 0.8530377

00:58:01.996 --> 00:58:03.529 not want to participate in video,

NOTE Confidence: 0.8530377

00:58:03.530 --> 00:58:05.364 and there are a lot of those,

NOTE Confidence: 0.8530377

00:58:05.370 --> 00:58:07.449 how do we assess those reasons why and how

NOTE Confidence: 0.8530377

00:58:07.449 --> 00:58:09.580 do we push more patients toward videos?

NOTE Confidence: 0.8530377

00:58:09.580 --> 00:58:13.400 So we do talk a lot about that as well.

NOTE Confidence: 0.8530377

00:58:13.400 --> 00:58:16.181 So we do a lot of Tele Health in

NOTE Confidence: 0.8530377

00:58:16.181 --> 00:58:18.896 the home and on this file note,

NOTE Confidence: 0.8530377

00:58:18.900 --> 00:58:21.427 bringing it back to this digital landscape

NOTE Confidence: 0.8530377

00:58:21.427 --> 00:58:23.719 in this continuum as we move forward.

NOTE Confidence: 0.8530377

00:58:23.720 --> 00:58:25.706 Right now we were struggling with

NOTE Confidence: 0.8530377

00:58:25.706 --> 00:58:27.850 this issue of telephone versus video,

NOTE Confidence: 0.8530377

00:58:27.850 --> 00:58:29.570 but as we go forward,

NOTE Confidence: 0.8530377

00:58:29.570 --> 00:58:31.628 we're going to have more complex

NOTE Confidence: 0.8530377

00:58:31.628 --> 00:58:32.657 decisions to make,

NOTE Confidence: 0.8530377

00:58:32.660 --> 00:58:34.604 such as who is appropriate for

NOTE Confidence: 0.8530377

00:58:34.604 --> 00:58:36.450 other forms of digital therapy.

NOTE Confidence: 0.8530377

00:58:36.450 --> 00:58:37.826 Who should we use?

NOTE Confidence: 0.8530377

00:58:37.826 --> 00:58:40.236 Digital sensors on, who should we use?

NOTE Confidence: 0.8530377

00:58:40.236 --> 00:58:42.300 Wearable technology with stuff like that,

NOTE Confidence: 0.8530377

00:58:42.300 --> 00:58:43.096 so that.

NOTE Confidence: 0.8530377

00:58:43.096 --> 00:58:46.280 The I think what we've seen with covid,

NOTE Confidence: 0.8530377

00:58:46.280 --> 00:58:47.704 most recently in this,

NOTE Confidence: 0.8530377

00:58:47.704 --> 00:58:49.484 this real quick transition will

NOTE Confidence: 0.8530377

00:58:49.484 --> 00:58:51.517 have ended up accelerating us

NOTE Confidence: 0.8530377

00:58:51.517 --> 00:58:53.133 into these other decision-making

NOTE Confidence: 0.8530377

00:58:53.133 --> 00:58:55.090 realms in terms of training,

NOTE Confidence: 0.8530377

00:58:55.090 --> 00:58:56.654 so appreciate the time.

NOTE Confidence: 0.8530377

00:58:56.654 --> 00:58:59.812 And now I think we're open for we

NOTE Confidence: 0.8530377

00:58:59.812 --> 00:59:02.367 have some time for a few questions.

NOTE Confidence: 0.8530377

00:59:02.370 --> 00:59:03.140 So thank

NOTE Confidence: 0.83900803

00:59:03.140 --> 00:59:04.668 you. Thanks Eric. Yeah.

NOTE Confidence: 0.9174171

00:59:08.670 --> 00:59:12.550 Are there questions in the last few minutes?

NOTE Confidence: 0.9174171

00:59:12.550 --> 00:59:14.910 Some have been answered on the chat, but.

NOTE Confidence: 0.7337809

00:59:19.530 --> 00:59:21.651 Do you want to stop sharing Eric

NOTE Confidence: 0.7337809

00:59:21.651 --> 00:59:24.379 so we can see cancel OK hand up or?

NOTE Confidence: 0.88568753

00:59:39.420 --> 00:59:40.716 There was one question about how

NOTE Confidence: 0.88568753

00:59:40.716 --> 00:59:42.027 this might be relevant to other

NOTE Confidence: 0.88568753

00:59:42.027 --> 00:59:43.037 settings other than the VA.

NOTE Confidence: 0.88568753

00:59:43.040 --> 00:59:44.648 I don't know if any of you want

NOTE Confidence: 0.88568753

00:59:44.648 --> 00:59:46.240 to just say a word about that.

NOTE Confidence: 0.83178383

00:59:51.320 --> 00:59:54.544 So I guess what when they ask relevant

NOTE Confidence: 0.83178383

00:59:54.544 --> 00:59:57.758 to other settings they mean however.

NOTE Confidence: 0.83178383

00:59:57.760 --> 01:00:00.526 Was it the kind of teliha?

NOTE Confidence: 0.83178383

01:00:00.530 --> 01:00:03.337 Training that Jennifer and Eric were doing?

NOTE Confidence: 0.83178383

01:00:03.340 --> 01:00:07.660 Or was it more about Tele Health in general?

NOTE Confidence: 0.83178383

01:00:07.660 --> 01:00:10.614 Not sure if the person who asked

NOTE Confidence: 0.83178383

01:00:10.614 --> 01:00:12.940 the questions still on the call.

NOTE Confidence: 0.83178383

01:00:12.940 --> 01:00:15.749 Not sure, yeah, that's mostly,

NOTE Confidence: 0.83178383

01:00:15.750 --> 01:00:18.000 I guess house. Apparently

NOTE Confidence: 0.80460024

01:00:18.000 --> 01:00:21.372 asking about the digital divide console,

NOTE Confidence: 0.80460024

01:00:21.372 --> 01:00:24.740 that service has provided where looks

NOTE Confidence: 0.80460024

01:00:24.740 --> 01:00:28.110 like iPad for veterans or patients

NOTE Confidence: 0.80460024

01:00:28.110 --> 01:00:30.920 who are unable to access.

NOTE Confidence: 0.8440727

01:00:33.250 --> 01:00:35.628 You know, like a camera or

NOTE Confidence: 0.8440727

01:00:35.630 --> 01:00:36.821 technology looks like.

NOTE Confidence: 0.8440727

01:00:36.821 --> 01:00:38.804 iPads are provided and education

NOTE Confidence: 0.8440727

01:00:38.804 --> 01:00:40.784 how to use those iPads.

NOTE Confidence: 0.8440727

01:00:40.790 --> 01:00:43.710 I'm wondering if.

NOTE Confidence: 0.81829244

01:00:43.710 --> 01:00:46.370 I can speak to that real quick.

NOTE Confidence: 0.81829244

01:00:46.370 --> 01:00:49.009 We we at the Winsted Clinic in

NOTE Confidence: 0.81829244

01:00:49.009 --> 01:00:51.013 this small training clinic we

NOTE Confidence: 0.81829244

01:00:51.013 --> 01:00:53.407 use that I would guess sometimes

NOTE Confidence: 0.81829244

01:00:53.407 --> 01:00:55.867 the really what that does is it?

NOTE Confidence: 0.81829244

01:00:55.870 --> 01:00:57.958 It alerts our Tele health technician

NOTE Confidence: 0.81829244

01:00:57.958 --> 01:01:00.503 that we have a patient that may

NOTE Confidence: 0.81829244

01:01:00.503 --> 01:01:02.669 be in need of technology support

NOTE Confidence: 0.81829244

01:01:02.669 --> 01:01:05.186 and the Tele health technician can

NOTE Confidence: 0.81829244

01:01:05.186 --> 01:01:07.650 then interact with the patient and

NOTE Confidence: 0.81829244

01:01:07.650 --> 01:01:09.930 kind of figure out what's needed.

NOTE Confidence: 0.81829244

01:01:09.930 --> 01:01:11.710 Sometimes it's technology like

NOTE Confidence: 0.81829244

01:01:11.710 --> 01:01:13.490 patients need an iPad.

NOTE Confidence: 0.81829244

01:01:13.490 --> 01:01:15.674 Sometimes it's a little bit more

NOTE Confidence: 0.81829244

01:01:15.674 --> 01:01:17.493 difficult like they need bandwidth

NOTE Confidence: 0.81829244

01:01:17.493 --> 01:01:19.436 or Wi-Fi and stuff like that,

NOTE Confidence: 0.81829244

01:01:19.436 --> 01:01:21.808 and so we were able to trouble

NOTE Confidence: 0.81829244

01:01:21.808 --> 01:01:23.680 troubleshoot yet of that.

NOTE Confidence: 0.81575686

01:01:25.890 --> 01:01:27.990 And the idea of

NOTE Confidence: 0.81575686

01:01:27.990 --> 01:01:31.665 providing an iPad to the patient anymore.

NOTE Confidence: 0.853307

01:01:33.240 --> 01:01:34.638 I've done this quite a bit

NOTE Confidence: 0.853307

01:01:34.640 --> 01:01:35.805 now and I think Jennifer

NOTE Confidence: 0.853307

01:01:35.805 --> 01:01:36.970 has also what we are.

NOTE Confidence: 0.8502934

01:01:39.050 --> 01:01:40.700 It really has been valuable for

NOTE Confidence: 0.8502934

01:01:40.700 --> 01:01:42.738 a lot of folks or the folks

NOTE Confidence: 0.8502934

01:01:42.738 --> 01:01:44.193 in the highly rural areas.

NOTE Confidence: 0.8502934

01:01:44.200 --> 01:01:45.316 Sometimes it's a struggle

NOTE Confidence: 0.8502934

01:01:45.316 --> 01:01:47.340 to get Lt E signal for them,

NOTE Confidence: 0.8502934

01:01:47.340 --> 01:01:49.014 but I definitely have a few

NOTE Confidence: 0.8502934

01:01:49.014 --> 01:01:50.779 veterans that I work with that.

NOTE Confidence: 0.8772008

01:01:52.910 --> 01:01:54.721 Alright, they alternate between the

NOTE Confidence: 0.8772008

01:01:54.721 --> 01:01:56.526 library parking lot and McDonald's

NOTE Confidence: 0.8772008

01:01:56.526 --> 01:01:58.553 parking lot where there's free.

NOTE Confidence: 0.8772008

01:01:58.553 --> 01:02:02.344 Wi-Fi and this works well, you know.

NOTE Confidence: 0.8772008

01:02:02.344 --> 01:02:05.578 So they have a VA provided laptop,

NOTE Confidence: 0.8772008

01:02:05.580 --> 01:02:07.428 iPad scuse. Me and.

NOTE Confidence: 0.78483045

01:02:17.900 --> 01:02:19.545 And also about legal and

NOTE Confidence: 0.78483045

01:02:19.545 --> 01:02:21.190 licensure ask aspects and you

NOTE Confidence: 0.78483045

01:02:21.254 --> 01:02:22.839 didn't talk much about it.

NOTE Confidence: 0.78483045

01:02:22.840 --> 01:02:25.464 I know you know a lot about it.

NOTE Confidence: 0.78483045

01:02:25.470 --> 01:02:26.778 I don't know if

NOTE Confidence: 0.78483045

01:02:26.780 --> 01:02:28.430 you want to say just

NOTE Confidence: 0.78483045

01:02:28.430 --> 01:02:30.404 words about that, so it's very

NOTE Confidence: 0.78483045

01:02:30.404 --> 01:02:31.720 complicated outside the VA.

NOTE Confidence: 0.78483045

01:02:31.720 --> 01:02:34.020 Kind of the, but with no within

NOTE Confidence: 0.78483045

01:02:34.020 --> 01:02:36.258 the VA there we generally need one

NOTE Confidence: 0.78483045

01:02:36.258 --> 01:02:38.817 license to go to work in any state

NOTE Confidence: 0.78483045

01:02:38.817 --> 01:02:41.426 and it doesn't even have to be in

NOTE Confidence: 0.78483045

01:02:41.426 --> 01:02:43.556 the state where you physically work.

NOTE Confidence: 0.8421473

01:02:45.670 --> 01:02:49.233 And that works for all the Tele Medicine.

NOTE Confidence: 0.8421473

01:02:49.233 --> 01:02:51.012 It gets more complicated

NOTE Confidence: 0.8421473

01:02:51.012 --> 01:02:52.350 for controlled substances,

NOTE Confidence: 0.8421473

01:02:52.350 --> 01:02:56.648 or he generally default to one state.

NOTE Confidence: 0.8421473

01:02:56.650 --> 01:02:59.470 Then there's been uncertainty

NOTE Confidence: 0.8421473

01:02:59.470 --> 01:03:02.100 where that is. Covid

NOTE Confidence: 0.81801254

01:03:02.100 --> 01:03:04.120 simplified this a lot.

NOTE Confidence: 0.81801254

01:03:04.120 --> 01:03:07.366 Most of these regulations were temporarily

NOTE Confidence: 0.81801254

01:03:07.366 --> 01:03:10.190 waived for the duration of the.

NOTE Confidence: 0.84270614

01:03:12.930 --> 01:03:18.096 Yeah, the pandemic public health crisis.

NOTE Confidence: 0.84270614

01:03:18.100 --> 01:03:19.810 And different states have some

NOTE Confidence: 0.84270614

01:03:19.810 --> 01:03:21.178 kind of reciprocity agreements,

NOTE Confidence: 0.84270614

01:03:21.180 --> 01:03:22.830 specially out West where there's

NOTE Confidence: 0.84270614

01:03:22.830 --> 01:03:24.480 a shortage of providers where

NOTE Confidence: 0.84270614

01:03:24.533 --> 01:03:25.969 they'll be kinda consortia.

NOTE Confidence: 0.84270614

01:03:25.970 --> 01:03:28.642 States where you get one medical license and

NOTE Confidence: 0.84270614

01:03:28.642 --> 01:03:31.439 you can use it in the neighboring state,

NOTE Confidence: 0.84270614

01:03:31.440 --> 01:03:33.827 but that doesn't apply in doing that.

NOTE Confidence: 0.84270614

01:03:33.830 --> 01:03:36.438 I don't think anyone.

NOTE Confidence: 0.84270614

01:03:36.440 --> 01:03:40.070 Nobody is really complicated.

NOTE Confidence: 0.84270614

01:03:40.070 --> 01:03:41.445 It's kind of a whole

NOTE Confidence: 0.84270614

01:03:41.445 --> 01:03:43.880 separate set of lectures. I

NOTE Confidence: 0.883406

01:03:43.880 --> 01:03:45.740 do have some resources specific to

NOTE Confidence: 0.883406

01:03:45.740 --> 01:03:47.841 each discipline on where to find out

NOTE Confidence: 0.883406

01:03:47.841 --> 01:03:49.449 more about the licensure issues and

NOTE Confidence: 0.883406

01:03:49.449 --> 01:03:51.299 how they are changing with kovid.

NOTE Confidence: 0.883406

01:03:51.300 --> 01:03:53.540 So Shelly, if you want to email me

NOTE Confidence: 0.883406

01:03:53.540 --> 01:03:56.346 or if it be helpful to send them out,

NOTE Confidence: 0.883406

01:03:56.350 --> 01:03:59.024 I'd be happy to send them out.

NOTE Confidence: 0.883406

01:03:59.030 --> 01:04:00.776 Broader to focus on the call,

NOTE Confidence: 0.883406

01:04:00.780 --> 01:04:02.787 but I do sort of have a list of

NOTE Confidence: 0.883406

01:04:02.787 --> 01:04:04.547 places by discipline where you can

NOTE Confidence: 0.883406

01:04:04.547 --> 01:04:06.509 sort of get the actual language

NOTE Confidence: 0.883406

01:04:06.509 --> 01:04:08.666 and what's allowable for how long.

NOTE Confidence: 0.883406

01:04:08.666 --> 01:04:10.420 'cause most of the kovid loosening

NOTE Confidence: 0.883406

01:04:10.420 --> 01:04:11.880 of restrictions have end dates.

NOTE Confidence: 0.9293807

01:04:33.950 --> 01:04:36.300 I think that maybe all of the

NOTE Confidence: 0.9293807

01:04:36.300 --> 01:04:37.299 questions right now.

NOTE Confidence: 0.90784425

01:04:40.330 --> 01:04:43.757 I think so, yeah. Thank you guys

NOTE Confidence: 0.90784425

01:04:43.757 --> 01:04:45.561 very much and thank you all for your

NOTE Confidence: 0.90784425

01:04:45.561 --> 01:04:47.094 attention and it's nice for us to

NOTE Confidence: 0.90784425

01:04:47.094 --> 01:04:48.730 be able to present this work so.

NOTE Confidence: 0.76005536

01:04:50.910 --> 01:04:52.512 Thanks box, thank you.