

WEBVTT

NOTE duration:"01:12:27.3600000"

NOTE language:en-us

NOTE Confidence: 0.8858074

00:00:00.000 --> 00:00:02.390 Today's grand rounds is also

NOTE Confidence: 0.8858074

00:00:02.390 --> 00:00:05.618 really important, I mean.

NOTE Confidence: 0.8858074

00:00:05.620 --> 00:00:08.725 Uh. It's a reminder that at

NOTE Confidence: 0.8858074

00:00:08.725 --> 00:00:11.455 our heart it as a Department.

NOTE Confidence: 0.8858074

00:00:11.460 --> 00:00:13.165 We're committed to excellence

NOTE Confidence: 0.8858074

00:00:13.165 --> 00:00:16.140 in in the way in which we,

NOTE Confidence: 0.8858074

00:00:16.140 --> 00:00:18.260 we deliver care for people.

NOTE Confidence: 0.7973395

00:00:20.350 --> 00:00:24.840 Very good to excellent is not good enough

NOTE Confidence: 0.7973395

00:00:24.840 --> 00:00:29.976 that we can find in the work that we do.

NOTE Confidence: 0.7973395

00:00:29.980 --> 00:00:32.510 Opportunities to better serve the

NOTE Confidence: 0.7973395

00:00:32.510 --> 00:00:36.399 patients that we treat and their families.

NOTE Confidence: 0.7973395

00:00:36.400 --> 00:00:40.680 Anne Anne at the same time as we're

NOTE Confidence: 0.7973395

00:00:40.680 --> 00:00:45.920 learning about how to do better. We're also.

NOTE Confidence: 0.7973395

00:00:45.920 --> 00:00:47.440 Learning generalizable lessons about

NOTE Confidence: 0.8617381

00:00:47.440 --> 00:00:48.580 how, as a

NOTE Confidence: 0.8617381

00:00:48.580 --> 00:00:50.480 field we can do better

NOTE Confidence: 0.8617381

00:00:50.480 --> 00:00:52.380 to take care of patients,

NOTE Confidence: 0.8617381

00:00:52.380 --> 00:00:55.235 and so the commitment to quality is not

NOTE Confidence: 0.8617381

00:00:55.235 --> 00:00:57.700 just a commitment to local excellence,

NOTE Confidence: 0.8617381

00:00:57.700 --> 00:01:00.360 but a commitment to seeing that all

NOTE Confidence: 0.8617381

00:01:00.360 --> 00:01:02.640 psychiatric patients thrive to the extent

NOTE Confidence: 0.8617381

00:01:02.640 --> 00:01:05.680 possible when they come to us for help.

NOTE Confidence: 0.8617381

00:01:05.680 --> 00:01:08.340 So I'm really excited about this lecture.

NOTE Confidence: 0.8617381

00:01:08.340 --> 00:01:10.240 I'm really pleased to see

NOTE Confidence: 0.8617381

00:01:10.240 --> 00:01:12.140 the diversity of people who,

NOTE Confidence: 0.8617381

00:01:12.140 --> 00:01:14.020 insights and projects that that

NOTE Confidence: 0.8617381

00:01:14.020 --> 00:01:16.764 we'll talk about in terms of our

NOTE Confidence: 0.8617381

00:01:16.764 --> 00:01:18.348 commitment to excellence and.

NOTE Confidence: 0.8617381

00:01:18.350 --> 00:01:20.786 And thank the speakers for what

NOTE Confidence: 0.8617381

00:01:20.786 --> 00:01:23.638 I know will be a great session.  
NOTE Confidence: 0.8617381

00:01:23.638 --> 00:01:25.270 So Michael Doctor Sarniak,  
NOTE Confidence: 0.8617381

00:01:25.270 --> 00:01:26.898 I'll turn it over  
NOTE Confidence: 0.7965221

00:01:26.900 --> 00:01:28.528 to you. Thank you  
NOTE Confidence: 0.809642926

00:01:28.530 --> 00:01:30.802 very much. Doctor crystal.  
NOTE Confidence: 0.809642926

00:01:30.802 --> 00:01:33.608 First, I want to thank everyone for  
NOTE Confidence: 0.809642926

00:01:33.608 --> 00:01:36.231 attending today and I would thank them  
NOTE Confidence: 0.809642926

00:01:36.231 --> 00:01:39.328 for giving me a reason to wear a coat  
NOTE Confidence: 0.809642926

00:01:39.328 --> 00:01:41.901 and tie for the first time in a year.  
NOTE Confidence: 0.809642926

00:01:41.901 --> 00:01:44.309 And so I got that going and appreciate  
NOTE Confidence: 0.809642926

00:01:44.309 --> 00:01:47.174 it I'm the deputy chair for clinical  
NOTE Confidence: 0.809642926

00:01:47.174 --> 00:01:48.838 Affairs and program development  
NOTE Confidence: 0.809642926

00:01:48.911 --> 00:01:50.966 and the CEO at CMH. See today.  
NOTE Confidence: 0.809642926

00:01:50.966 --> 00:01:53.474 I just have a distinct pleasure.  
NOTE Confidence: 0.809642926

00:01:53.480 --> 00:01:55.210 I presenting the work of  
NOTE Confidence: 0.809642926

00:01:55.210 --> 00:01:56.594 a four very thoughtful.

NOTE Confidence: 0.809642926

00:01:56.600 --> 00:01:59.104 I won't say junior junior to mid level

NOTE Confidence: 0.809642926

00:01:59.104 --> 00:02:01.350 faculty who are working throughout the

NOTE Confidence: 0.809642926

00:02:01.350 --> 00:02:04.070 Department on on quality issues and I

NOTE Confidence: 0.809642926

00:02:04.070 --> 00:02:06.317 think to echo what Doctor Crystal said.

NOTE Confidence: 0.809642926

00:02:06.320 --> 00:02:09.330 I think to put a four in in the grand

NOTE Confidence: 0.809642926

00:02:09.414 --> 00:02:12.666 rounds format of our tripartite mission.

NOTE Confidence: 0.809642926

00:02:12.670 --> 00:02:13.362 Of research,

NOTE Confidence: 0.809642926

00:02:13.362 --> 00:02:14.746 education and clinical care,

NOTE Confidence: 0.809642926

00:02:14.750 --> 00:02:17.099 and I think that those of us who are

NOTE Confidence: 0.809642926

00:02:17.099 --> 00:02:19.849 old enough to know that there have been

NOTE Confidence: 0.809642926

00:02:19.849 --> 00:02:22.203 times where there were case conferences

NOTE Confidence: 0.809642926

00:02:22.203 --> 00:02:25.122 and other things occurred in grand rounds.

NOTE Confidence: 0.809642926

00:02:25.130 --> 00:02:27.434 And so I would ask also as people

NOTE Confidence: 0.809642926

00:02:27.434 --> 00:02:29.262 listen to these wonderful presentations

NOTE Confidence: 0.809642926

00:02:29.262 --> 00:02:32.436 that they get to us also with ideas

NOTE Confidence: 0.809642926

00:02:32.436 --> 00:02:35.164 about how we can have that sense of  
NOTE Confidence: 0.809642926

00:02:35.164 --> 00:02:36.942 community coming together to talk  
NOTE Confidence: 0.809642926

00:02:36.942 --> 00:02:39.532 about the clinical care as we strive  
NOTE Confidence: 0.809642926

00:02:39.532 --> 00:02:42.476 for excellence in that as we already have.  
NOTE Confidence: 0.809642926

00:02:42.480 --> 00:02:43.985 I excellence education and research  
NOTE Confidence: 0.809642926

00:02:43.985 --> 00:02:45.780 and many aspects of clinical care.  
NOTE Confidence: 0.809642926

00:02:45.780 --> 00:02:48.363 But I think one of the enduring things you'll  
NOTE Confidence: 0.809642926

00:02:48.363 --> 00:02:50.874 see today is that you can always improve,  
NOTE Confidence: 0.809642926

00:02:50.880 --> 00:02:53.316 and that's a really important message and  
NOTE Confidence: 0.809642926

00:02:53.316 --> 00:02:56.100 hopefully one of the ones that comes through.  
NOTE Confidence: 0.809642926

00:02:56.100 --> 00:02:59.945 So I will give you a little bio about each of  
NOTE Confidence: 0.809642926

00:02:59.945 --> 00:03:03.337 the presenters in the order that you'll hear.  
NOTE Confidence: 0.809642926

00:03:03.340 --> 00:03:04.864 They'll go through their  
NOTE Confidence: 0.809642926

00:03:04.864 --> 00:03:07.150 presentations or get to the end.  
NOTE Confidence: 0.809642926

00:03:07.150 --> 00:03:09.412 I'll make a few comments and  
NOTE Confidence: 0.809642926

00:03:09.412 --> 00:03:12.134 then really hope to open it up

NOTE Confidence: 0.809642926

00:03:12.134 --> 00:03:14.390 to a robust period of questions,

NOTE Confidence: 0.809642926

00:03:14.390 --> 00:03:15.160 answers, comments,

NOTE Confidence: 0.809642926

00:03:15.160 --> 00:03:18.580 and have that kind of discussion at the end.

NOTE Confidence: 0.809642926

00:03:18.580 --> 00:03:21.247 So I'd start with looming looming Lee,

NOTE Confidence: 0.809642926

00:03:21.250 --> 00:03:23.530 MD, who is an assistant professor,

NOTE Confidence: 0.809642926

00:03:23.530 --> 00:03:26.029 an IT department and also the medical

NOTE Confidence: 0.809642926

00:03:26.029 --> 00:03:27.840 Director of clinical operations.

NOTE Confidence: 0.809642926

00:03:27.840 --> 00:03:30.240 Yona Haven Health she serves as

NOTE Confidence: 0.809642926

00:03:30.240 --> 00:03:31.840 the Associate medical director

NOTE Confidence: 0.809642926

00:03:31.912 --> 00:03:33.977 for Quality Improvement at Yale,

NOTE Confidence: 0.809642926

00:03:33.980 --> 00:03:35.950 New Haven Psychiatric Hospital and

NOTE Confidence: 0.809642926

00:03:35.950 --> 00:03:37.920 her research interests are focused

NOTE Confidence: 0.809642926

00:03:37.977 --> 00:03:39.288 on quality improvement,

NOTE Confidence: 0.809642926

00:03:39.290 --> 00:03:40.520 psychiatric services, delivery,

NOTE Confidence: 0.809642926

00:03:40.520 --> 00:03:41.340 health systems,

NOTE Confidence: 0.809642926

00:03:41.340 --> 00:03:43.112 science and leadership education.  
NOTE Confidence: 0.809642926

00:03:43.112 --> 00:03:45.327 Then that will be filed  
NOTE Confidence: 0.809642926

00:03:45.327 --> 00:03:47.330 by Eric Ermes Erickson,  
NOTE Confidence: 0.809642926

00:03:47.330 --> 00:03:49.622 associate professor in the Department of  
NOTE Confidence: 0.809642926

00:03:49.622 --> 00:03:51.150 Psychiatry and outpatient psychiatrist,  
NOTE Confidence: 0.809642926

00:03:51.150 --> 00:03:53.030 Health Services Research and chair  
NOTE Confidence: 0.809642926

00:03:53.030 --> 00:03:54.910 of the mental Health Process  
NOTE Confidence: 0.809642926

00:03:54.970 --> 00:03:56.880 Improvement Committee at the VA,  
NOTE Confidence: 0.809642926

00:03:56.880 --> 00:03:59.708 Connecticut Health Care Center.  
NOTE Confidence: 0.809642926

00:03:59.710 --> 00:04:01.298 And then John Cahill,  
NOTE Confidence: 0.809642926

00:04:01.298 --> 00:04:02.886 Johns deputy medical director  
NOTE Confidence: 0.809642926

00:04:02.886 --> 00:04:05.529 at CMH C and Chief of Behavioral  
NOTE Confidence: 0.809642926

00:04:05.529 --> 00:04:07.720 Health at the Continuum of care.  
NOTE Confidence: 0.809642926

00:04:07.720 --> 00:04:09.550 And then he wrote this.  
NOTE Confidence: 0.809642926

00:04:09.550 --> 00:04:11.875 He identifies himself as a  
NOTE Confidence: 0.809642926

00:04:11.875 --> 00:04:13.735 recovering e.g biomarker researcher.

NOTE Confidence: 0.809642926  
00:04:13.740 --> 00:04:16.020 As well as a clinical administrator  
NOTE Confidence: 0.809642926  
00:04:16.020 --> 00:04:16.780 and educator,  
NOTE Confidence: 0.809642926  
00:04:16.780 --> 00:04:19.042 his primary interest is in developing  
NOTE Confidence: 0.809642926  
00:04:19.042 --> 00:04:20.550 models for embedding knowledge  
NOTE Confidence: 0.809642926  
00:04:20.608 --> 00:04:22.116 generation and translation into  
NOTE Confidence: 0.809642926  
00:04:22.116 --> 00:04:24.378 real world systems of clinical care.  
NOTE Confidence: 0.809642926  
00:04:24.380 --> 00:04:26.180 Forging links with basic and  
NOTE Confidence: 0.809642926  
00:04:26.180 --> 00:04:27.980 clinical research as well service  
NOTE Confidence: 0.809642926  
00:04:28.044 --> 00:04:30.079 users and other stakeholder groups,  
NOTE Confidence: 0.809642926  
00:04:30.080 --> 00:04:31.980 and then the last presentation  
NOTE Confidence: 0.809642926  
00:04:31.980 --> 00:04:33.120 will be Tobias,  
NOTE Confidence: 0.809642926  
00:04:33.120 --> 00:04:35.010 Wasser and Tobias is the Chief  
NOTE Confidence: 0.809642926  
00:04:35.010 --> 00:04:36.270 Medical Officer of Whiting  
NOTE Confidence: 0.821328040000001  
00:04:36.329 --> 00:04:38.033 Forensic Hospital and Associate  
NOTE Confidence: 0.821328040000001  
00:04:38.033 --> 00:04:40.163 Program director for the Psychiatry  
NOTE Confidence: 0.821328040000001



00:04:40.163 --> 00:04:42.329 Residency program where he overseas  
NOTE Confidence: 0.821328040000001

00:04:42.329 --> 00:04:44.013 the reflective practice curriculum.  
NOTE Confidence: 0.821328040000001

00:04:44.020 --> 00:04:46.318 Focusing on the areas of systems  
NOTE Confidence: 0.821328040000001

00:04:46.318 --> 00:04:47.850 based practice and problem  
NOTE Confidence: 0.821328040000001

00:04:47.917 --> 00:04:49.929 based learning and improvement.  
NOTE Confidence: 0.821328040000001

00:04:49.930 --> 00:04:52.415 I'm just a note before we started.  
NOTE Confidence: 0.821328040000001

00:04:52.420 --> 00:04:55.556 I think you know the idea of quality  
NOTE Confidence: 0.821328040000001

00:04:55.556 --> 00:04:57.719 definition that I would like people  
NOTE Confidence: 0.821328040000001

00:04:57.719 --> 00:05:00.411 to think about as we go through the  
NOTE Confidence: 0.821328040000001

00:05:00.411 --> 00:05:03.067 talks from the IOM and we can go  
NOTE Confidence: 0.821328040000001

00:05:03.070 --> 00:05:05.548 into the details of each of these.  
NOTE Confidence: 0.821328040000001

00:05:05.550 --> 00:05:07.680 I want to read it lengthy,  
NOTE Confidence: 0.821328040000001

00:05:07.680 --> 00:05:10.520 but if you think in terms of safe,  
NOTE Confidence: 0.821328040000001

00:05:10.520 --> 00:05:11.585 effective, patient, centered,  
NOTE Confidence: 0.821328040000001

00:05:11.585 --> 00:05:13.005 timely, efficient and equitable,  
NOTE Confidence: 0.821328040000001

00:05:13.010 --> 00:05:14.780 think those are all themes.

NOTE Confidence: 0.821328040000001

00:05:14.780 --> 00:05:17.484 Hopefully that will touch on and we can

NOTE Confidence: 0.821328040000001

00:05:17.484 --> 00:05:20.616 go into greater detail in the discussion.

NOTE Confidence: 0.821328040000001

00:05:20.620 --> 00:05:23.206 And then my absolute last comment

NOTE Confidence: 0.821328040000001

00:05:23.206 --> 00:05:26.351 before I let Doctor Lee start is to

NOTE Confidence: 0.821328040000001

00:05:26.351 --> 00:05:29.336 thank her for her work as being the

NOTE Confidence: 0.821328040000001

00:05:29.336 --> 00:05:32.024 energy behind this and bring this

NOTE Confidence: 0.821328040000001

00:05:32.024 --> 00:05:34.560 together in record time against other

NOTE Confidence: 0.821328040000001

00:05:34.560 --> 00:05:37.020 time consuming aspects of her life.

NOTE Confidence: 0.821328040000001

00:05:37.020 --> 00:05:39.444 And I really appreciate the energy

NOTE Confidence: 0.821328040000001

00:05:39.444 --> 00:05:41.811 that she's brought to this and

NOTE Confidence: 0.821328040000001

00:05:41.811 --> 00:05:43.845 I look forward to hearing hers

NOTE Confidence: 0.821328040000001

00:05:43.845 --> 00:05:46.039 and the other presentations.

NOTE Confidence: 0.821328040000001

00:05:46.040 --> 00:05:49.764 So Doctor Lee, if you would start.

NOTE Confidence: 0.821328040000001

00:05:49.770 --> 00:05:50.130 Thanks

NOTE Confidence: 0.8474722

00:05:50.130 --> 00:05:52.020 so much like I'm really delighted

NOTE Confidence: 0.8474722

00:05:52.020 --> 00:05:54.668 to be here and I'm looking forward  
NOTE Confidence: 0.8474722

00:05:54.668 --> 00:05:56.868 to sharing a really exciting  
NOTE Confidence: 0.8474722

00:05:56.868 --> 00:05:59.045 presentation about some of my work  
NOTE Confidence: 0.8474722

00:05:59.045 --> 00:06:00.893 going on in quality and safety.  
NOTE Confidence: 0.8474722

00:06:00.900 --> 00:06:03.420 And so we're going to be sharing about  
NOTE Confidence: 0.8474722

00:06:03.420 --> 00:06:05.604 some of the work that's happening  
NOTE Confidence: 0.8474722

00:06:05.604 --> 00:06:08.286 at the Yale New Haven Health site  
NOTE Confidence: 0.8474722

00:06:08.286 --> 00:06:10.226 on around quality and safety.  
NOTE Confidence: 0.8474722

00:06:10.230 --> 00:06:12.414 And you know what will really talk  
NOTE Confidence: 0.8474722

00:06:12.414 --> 00:06:15.029 about today is the interplay of quality  
NOTE Confidence: 0.8474722

00:06:15.029 --> 00:06:17.044 and safety within clinical care,  
NOTE Confidence: 0.8474722

00:06:17.050 --> 00:06:20.290 and so I'm going to be sharing a project,  
NOTE Confidence: 0.8474722

00:06:20.290 --> 00:06:24.154 but I wanted to start out with this.  
NOTE Confidence: 0.8474722

00:06:24.160 --> 00:06:24.854 The scaffold,  
NOTE Confidence: 0.8474722

00:06:24.854 --> 00:06:26.936 which is that quality and safety  
NOTE Confidence: 0.8474722

00:06:26.936 --> 00:06:28.904 lies at the heart of clinical

NOTE Confidence: 0.8474722

00:06:28.904 --> 00:06:31.177 care and that there are a number

NOTE Confidence: 0.8474722

00:06:31.177 --> 00:06:33.157 of different components to it,

NOTE Confidence: 0.8474722

00:06:33.160 --> 00:06:34.540 including safety, event review,

NOTE Confidence: 0.8474722

00:06:34.540 --> 00:06:35.230 patient experience,

NOTE Confidence: 0.8474722

00:06:35.230 --> 00:06:36.960 quality assurance and core measures.

NOTE Confidence: 0.8474722

00:06:36.960 --> 00:06:37.814 Data informatics,

NOTE Confidence: 0.8474722

00:06:37.814 --> 00:06:39.522 clinical operations and measurement

NOTE Confidence: 0.8474722

00:06:39.522 --> 00:06:41.617 based care and clinical outcomes

NOTE Confidence: 0.8474722

00:06:41.617 --> 00:06:43.579 that all come together to really

NOTE Confidence: 0.8474722

00:06:43.579 --> 00:06:45.436 center around how we can deliver

NOTE Confidence: 0.8474722

00:06:45.436 --> 00:06:47.068 high quality care and safe care

NOTE Confidence: 0.8474722

00:06:47.068 --> 00:06:49.070 to the patients that we serve.

NOTE Confidence: 0.8474722

00:06:49.070 --> 00:06:52.280 And so Tord that, and at Yale. New Haven.

NOTE Confidence: 0.8474722

00:06:52.280 --> 00:06:54.650 We've done a number of different.

NOTE Confidence: 0.8474722

00:06:54.650 --> 00:06:57.866 Things to be able to move toward that,

NOTE Confidence: 0.8474722

00:06:57.870 --> 00:06:59.474 including having a series  
NOTE Confidence: 0.8474722

00:06:59.474 --> 00:07:00.677 of educational conferences.  
NOTE Confidence: 0.8474722

00:07:00.680 --> 00:07:03.305 We've also worked on a number of  
NOTE Confidence: 0.8474722

00:07:03.305 --> 00:07:04.952 different committees to address  
NOTE Confidence: 0.8474722

00:07:04.952 --> 00:07:06.308 quality and safety.  
NOTE Confidence: 0.8474722

00:07:06.310 --> 00:07:08.962 We've developed a number of clinical  
NOTE Confidence: 0.8474722

00:07:08.962 --> 00:07:11.949 dashboards and have a team here to  
NOTE Confidence: 0.8474722

00:07:11.949 --> 00:07:14.616 really work on being able to showcase  
NOTE Confidence: 0.8474722

00:07:14.693 --> 00:07:17.969 how data can help us track quality of care.  
NOTE Confidence: 0.8474722

00:07:17.970 --> 00:07:18.776 Overtime lately,  
NOTE Confidence: 0.8474722

00:07:18.776 --> 00:07:22.000 what we've been working on has been a  
NOTE Confidence: 0.8474722

00:07:22.080 --> 00:07:24.915 focus on innovation and being able to.  
NOTE Confidence: 0.8474722

00:07:24.920 --> 00:07:26.460 Incorporate aspects of equity  
NOTE Confidence: 0.8474722

00:07:26.460 --> 00:07:28.770 in our quality and safety work,  
NOTE Confidence: 0.8474722

00:07:28.770 --> 00:07:31.507 and being able to acquire data elements  
NOTE Confidence: 0.8474722

00:07:31.507 --> 00:07:34.348 and really work on covid response and

NOTE Confidence: 0.8474722

00:07:34.348 --> 00:07:37.239 quality metrics over the last year or so.

NOTE Confidence: 0.8474722

00:07:37.240 --> 00:07:40.579 And so I wanted to showcase some of the

NOTE Confidence: 0.8474722

00:07:40.579 --> 00:07:43.395 broader work that we're doing at Yale,

NOTE Confidence: 0.8474722

00:07:43.400 --> 00:07:46.095 New Haven and then transition our talk.

NOTE Confidence: 0.8474722

00:07:46.100 --> 00:07:48.788 And I wanted to be brief here,

NOTE Confidence: 0.8474722

00:07:48.790 --> 00:07:51.028 but really mention that we're very

NOTE Confidence: 0.8474722

00:07:51.028 --> 00:07:53.381 focused on a number of different

NOTE Confidence: 0.8474722

00:07:53.381 --> 00:07:56.195 domains here at Yale, New Haven on.

NOTE Confidence: 0.8474722

00:07:56.195 --> 00:07:57.855 Specifically around how we

NOTE Confidence: 0.8474722

00:07:57.855 --> 00:07:59.710 do quality and safety,

NOTE Confidence: 0.8474722

00:07:59.710 --> 00:08:02.307 and so I'm going to transition now

NOTE Confidence: 0.8474722

00:08:02.307 --> 00:08:04.455 to talking about really exciting

NOTE Confidence: 0.8474722

00:08:04.455 --> 00:08:06.845 project that we're working on.

NOTE Confidence: 0.8474722

00:08:06.850 --> 00:08:08.950 So in this, you know,

NOTE Confidence: 0.8474722

00:08:08.950 --> 00:08:11.708 in this work around quality and safety

NOTE Confidence: 0.8474722

00:08:11.708 --> 00:08:14.215 we've wanted to work on reducing  
NOTE Confidence: 0.8474722

00:08:14.215 --> 00:08:16.295 variations and variations can occur  
NOTE Confidence: 0.8474722

00:08:16.295 --> 00:08:19.028 in a number of different ways,  
NOTE Confidence: 0.8474722

00:08:19.030 --> 00:08:20.822 and clinical care delivery.  
NOTE Confidence: 0.8474722

00:08:20.822 --> 00:08:23.999 And there's that aspect of care delivery  
NOTE Confidence: 0.8474722

00:08:23.999 --> 00:08:26.855 that is really great and focus on.  
NOTE Confidence: 0.8474722

00:08:26.860 --> 00:08:28.715 Patient center care that my  
NOTE Confidence: 0.8474722

00:08:28.715 --> 00:08:29.828 talked about earlier,  
NOTE Confidence: 0.8474722

00:08:29.830 --> 00:08:32.175 but there's also an aspect of being  
NOTE Confidence: 0.8474722

00:08:32.175 --> 00:08:34.067 able to ensure consistent care  
NOTE Confidence: 0.8474722

00:08:34.067 --> 00:08:36.521 and being able to provide evidence  
NOTE Confidence: 0.8474722

00:08:36.521 --> 00:08:39.181 based care to patients and so with  
NOTE Confidence: 0.8474722

00:08:39.181 --> 00:08:40.956 a care signature project that  
NOTE Confidence: 0.8474722

00:08:40.960 --> 00:08:43.459 we've taken on this is a larger  
NOTE Confidence: 0.8474722

00:08:43.459 --> 00:08:45.409 health system project within Yale,  
NOTE Confidence: 0.8474722

00:08:45.410 --> 00:08:48.034 New Haven that we've also been able to

NOTE Confidence: 0.8474722

00:08:48.034 --> 00:08:50.976 work on in the psychiatry service line.

NOTE Confidence: 0.8474722

00:08:50.980 --> 00:08:52.090 We wanted to,

NOTE Confidence: 0.8474722

00:08:52.090 --> 00:08:52.830 you know,

NOTE Confidence: 0.8474722

00:08:52.830 --> 00:08:55.182 the core tenants of this project

NOTE Confidence: 0.8474722

00:08:55.182 --> 00:08:57.220 has been to ensure best.

NOTE Confidence: 0.8474722

00:08:57.220 --> 00:08:58.864 Practice on minimize variations

NOTE Confidence: 0.8474722

00:08:58.864 --> 00:09:00.097 that can occur,

NOTE Confidence: 0.8474722

00:09:00.100 --> 00:09:02.560 and when I mentioned about variation,

NOTE Confidence: 0.8554889

00:09:02.560 --> 00:09:05.332 I wanted to highlight the idea of

NOTE Confidence: 0.8554889

00:09:05.332 --> 00:09:07.361 unnecessary care variation and this

NOTE Confidence: 0.8554889

00:09:07.361 --> 00:09:10.042 can be ordering extra tests or delaying

NOTE Confidence: 0.8554889

00:09:10.042 --> 00:09:12.019 treatment on different processes.

NOTE Confidence: 0.8554889

00:09:12.020 --> 00:09:15.068 Aspects to care that we can try to

NOTE Confidence: 0.8554889

00:09:15.068 --> 00:09:17.943 streamline to be able to allow more

NOTE Confidence: 0.8554889

00:09:17.943 --> 00:09:20.483 efficient care and also allow for

NOTE Confidence: 0.8554889



00:09:20.483 --> 00:09:23.057 high quality care and might gave  
NOTE Confidence: 0.8554889

00:09:23.057 --> 00:09:25.260 a definition from the Institute  
NOTE Confidence: 0.8554889

00:09:25.260 --> 00:09:27.990 of Medicine earlier on in the.  
NOTE Confidence: 0.8554889

00:09:27.990 --> 00:09:29.282 Beginning of the talk,  
NOTE Confidence: 0.8554889

00:09:29.282 --> 00:09:31.652 but the idea is to really allow  
NOTE Confidence: 0.8554889

00:09:31.652 --> 00:09:33.794 us to move toward evidence based  
NOTE Confidence: 0.8554889

00:09:33.794 --> 00:09:35.950 treatment in a meaningful way.  
NOTE Confidence: 0.8554889

00:09:35.950 --> 00:09:38.246 The other aspect to care signature that  
NOTE Confidence: 0.8554889

00:09:38.246 --> 00:09:41.139 I wanted to emphasize as being able to  
NOTE Confidence: 0.8554889

00:09:41.139 --> 00:09:43.560 improve health care access and quality.  
NOTE Confidence: 0.8554889

00:09:43.560 --> 00:09:45.848 An idea there is being able to provide  
NOTE Confidence: 0.8554889

00:09:45.848 --> 00:09:48.487 us a patient centered approach to access  
NOTE Confidence: 0.8554889

00:09:48.487 --> 00:09:50.949 and ensure that there is equitable  
NOTE Confidence: 0.8554889

00:09:50.949 --> 00:09:53.686 care processes and outcomes to do so.  
NOTE Confidence: 0.8554889

00:09:53.690 --> 00:09:56.238 And so these are the core principles  
NOTE Confidence: 0.8554889

00:09:56.238 --> 00:09:58.398 that we're working on within care.

NOTE Confidence: 0.8554889

00:09:58.400 --> 00:09:59.084 Signature an.

NOTE Confidence: 0.8554889

00:09:59.084 --> 00:10:00.110 I wanted to.

NOTE Confidence: 0.8554889

00:10:00.110 --> 00:10:02.744 Provide that scaffold before we talk

NOTE Confidence: 0.8554889

00:10:02.744 --> 00:10:04.931 about the projects themselves and

NOTE Confidence: 0.8554889

00:10:04.931 --> 00:10:07.097 exactly how we're setting this up,

NOTE Confidence: 0.8554889

00:10:07.100 --> 00:10:09.375 because conceptually being able to

NOTE Confidence: 0.8554889

00:10:09.375 --> 00:10:12.040 provide a consistent care signature or

NOTE Confidence: 0.8554889

00:10:12.040 --> 00:10:14.315 something that we want to strive toward

NOTE Confidence: 0.8554889

00:10:14.315 --> 00:10:17.370 as part of broader quality improvement work,

NOTE Confidence: 0.8554889

00:10:17.370 --> 00:10:19.981 and so the way that we've set

NOTE Confidence: 0.8554889

00:10:19.981 --> 00:10:22.542 up here signature is to have

NOTE Confidence: 0.8554889

00:10:22.542 --> 00:10:24.354 an overarching clinical body.

NOTE Confidence: 0.8554889

00:10:24.360 --> 00:10:26.454 The Care Signature Council and the

NOTE Confidence: 0.8554889

00:10:26.454 --> 00:10:28.900 idea is that this care Signature

NOTE Confidence: 0.8554889

00:10:28.900 --> 00:10:31.345 Council has service line leadership,

NOTE Confidence: 0.8554889

00:10:31.350 --> 00:10:31.687 including.  
NOTE Confidence: 0.8554889

00:10:31.687 --> 00:10:34.046 John, as chair of the Department and  
NOTE Confidence: 0.8554889

00:10:34.046 --> 00:10:36.349 Michael Holmes as the senior vice president.  
NOTE Confidence: 0.8554889

00:10:36.350 --> 00:10:38.527 Frankfurt and Audio who I saw earlier  
NOTE Confidence: 0.8554889

00:10:38.527 --> 00:10:40.874 on the on the screen grounds as  
NOTE Confidence: 0.8554889

00:10:40.874 --> 00:10:43.270 well as the Council chair and then  
NOTE Confidence: 0.8554889

00:10:43.270 --> 00:10:45.398 I work as the quality and safety  
NOTE Confidence: 0.8554889

00:10:45.398 --> 00:10:47.286 lead and the care signature leave.  
NOTE Confidence: 0.8554889

00:10:47.286 --> 00:10:49.902 The idea is that we bring together a  
NOTE Confidence: 0.8554889

00:10:49.902 --> 00:10:52.454 group of people that have an interest in  
NOTE Confidence: 0.8554889

00:10:52.517 --> 00:10:55.013 being able to advance this work in care,  
NOTE Confidence: 0.8554889

00:10:55.020 --> 00:10:56.772 signature and also across our delivery  
NOTE Confidence: 0.8554889

00:10:56.772 --> 00:10:59.053 network so that we can ensure consistent  
NOTE Confidence: 0.8554889

00:10:59.053 --> 00:11:00.813 care to Bridgeport and Greenwich,  
NOTE Confidence: 0.8554889

00:11:00.820 --> 00:11:02.348 Ann Lawrence and Memorial.  
NOTE Confidence: 0.8554889

00:11:02.348 --> 00:11:05.515 I under her bed as well as other

NOTE Confidence: 0.8554889

00:11:05.515 --> 00:11:08.294 sites that we have in the ambulatory

NOTE Confidence: 0.8554889

00:11:08.294 --> 00:11:10.546 spaces and this governing Council

NOTE Confidence: 0.8554889

00:11:10.546 --> 00:11:13.610 allow works to select ideas for us

NOTE Confidence: 0.8554889

00:11:13.610 --> 00:11:16.410 to work on around places where there

NOTE Confidence: 0.8554889

00:11:16.410 --> 00:11:18.730 are increased areas of variation.

NOTE Confidence: 0.8554889

00:11:18.730 --> 00:11:21.810 So if we think that and so the first 2

NOTE Confidence: 0.8554889

00:11:21.894 --> 00:11:24.912 projects that this group has selected

NOTE Confidence: 0.8554889

00:11:24.912 --> 00:11:27.458 include working on acute mania

NOTE Confidence: 0.8554889

00:11:27.458 --> 00:11:30.170 and the treatment of acute mania,

NOTE Confidence: 0.8554889

00:11:30.170 --> 00:11:32.610 the second project is around.

NOTE Confidence: 0.8554889

00:11:32.610 --> 00:11:34.600 Behavioral symptoms of dementia and

NOTE Confidence: 0.8554889

00:11:34.600 --> 00:11:37.046 being able to develop a consistent

NOTE Confidence: 0.8554889

00:11:37.046 --> 00:11:38.210 set of care.

NOTE Confidence: 0.8554889

00:11:38.210 --> 00:11:40.994 And So what we found is that in

NOTE Confidence: 0.8554889

00:11:40.994 --> 00:11:42.579 clinical practice the starting

NOTE Confidence: 0.8554889

00:11:42.579 --> 00:11:45.009 dose of lithium could be variable  
NOTE Confidence: 0.8554889

00:11:45.009 --> 00:11:46.610 across our providers.  
NOTE Confidence: 0.8554889

00:11:46.610 --> 00:11:49.445 There might be variations in terms of  
NOTE Confidence: 0.8554889

00:11:49.445 --> 00:11:52.762 who gets access to ECT and so creating  
NOTE Confidence: 0.8554889

00:11:52.762 --> 00:11:55.239 guidelines for how we identify on  
NOTE Confidence: 0.8554889

00:11:55.239 --> 00:11:57.483 the process for the treatment of  
NOTE Confidence: 0.8554889

00:11:57.483 --> 00:12:00.302 mania was one of the things that  
NOTE Confidence: 0.8554889

00:12:00.302 --> 00:12:03.560 the group wanted to focus on and so.  
NOTE Confidence: 0.8554889

00:12:03.560 --> 00:12:06.080 Mature of that is Doctor Hummel ARD,  
NOTE Confidence: 0.8554889

00:12:06.080 --> 00:12:08.240 and for the behavioral symptoms of  
NOTE Confidence: 0.8554889

00:12:08.240 --> 00:12:10.400 dementia it's doctor Arti grouped up.  
NOTE Confidence: 0.8554889

00:12:10.400 --> 00:12:12.200 And So what we do,  
NOTE Confidence: 0.8554889

00:12:12.200 --> 00:12:14.252 after we've decided on these topics  
NOTE Confidence: 0.8554889

00:12:14.252 --> 00:12:15.620 in the Care Signature  
NOTE Confidence: 0.84225273

00:12:15.680 --> 00:12:17.885 Council, is to create these clinical  
NOTE Confidence: 0.84225273

00:12:17.885 --> 00:12:20.025 consensus groups to be able to

NOTE Confidence: 0.84225273

00:12:20.025 --> 00:12:22.095 really work through the nitty gritty

NOTE Confidence: 0.84225273

00:12:22.095 --> 00:12:24.080 of the clinical care pathways.

NOTE Confidence: 0.84225273

00:12:24.080 --> 00:12:26.240 And so I'll talk a little

NOTE Confidence: 0.84225273

00:12:26.240 --> 00:12:27.680 bit more about that.

NOTE Confidence: 0.84225273

00:12:27.680 --> 00:12:29.840 So within the clinical consensus groups,

NOTE Confidence: 0.84225273

00:12:29.840 --> 00:12:32.520 the idea is that we bring together a

NOTE Confidence: 0.84225273

00:12:32.520 --> 00:12:35.048 multitude of clinical experts and also.

NOTE Confidence: 0.84225273

00:12:35.050 --> 00:12:36.730 Individuals with different backgrounds,

NOTE Confidence: 0.84225273

00:12:36.730 --> 00:12:37.570 including residents,

NOTE Confidence: 0.84225273

00:12:37.570 --> 00:12:40.370 as well as fits that are working

NOTE Confidence: 0.84225273

00:12:40.370 --> 00:12:41.570 in interventional psychiatry

NOTE Confidence: 0.84225273

00:12:41.639 --> 00:12:43.869 pharmacists to come together with,

NOTE Confidence: 0.84225273

00:12:43.870 --> 00:12:46.390 you know, come away with consensus.

NOTE Confidence: 0.84225273

00:12:46.390 --> 00:12:49.550 So the idea is that there might be

NOTE Confidence: 0.84225273

00:12:49.550 --> 00:12:52.108 variations and how we choose the

NOTE Confidence: 0.84225273

00:12:52.108 --> 00:12:54.628 starting dose of lithium and group  
NOTE Confidence: 0.84225273

00:12:54.709 --> 00:12:57.705 can help us potentially be able to  
NOTE Confidence: 0.84225273

00:12:57.705 --> 00:12:59.856 pull that together and identify  
NOTE Confidence: 0.84225273

00:12:59.856 --> 00:13:02.454 what's the best starting dose and  
NOTE Confidence: 0.84225273

00:13:02.454 --> 00:13:05.139 then the pathway for treatment.  
NOTE Confidence: 0.84225273

00:13:05.140 --> 00:13:07.195 And similarly with the behavioral  
NOTE Confidence: 0.84225273

00:13:07.195 --> 00:13:08.428 symptoms of dementia.  
NOTE Confidence: 0.84225273

00:13:08.430 --> 00:13:10.999 One of the things that we noticed  
NOTE Confidence: 0.84225273

00:13:10.999 --> 00:13:13.591 was there was variation in how  
NOTE Confidence: 0.84225273

00:13:13.591 --> 00:13:14.998 we treat agitation,  
NOTE Confidence: 0.84225273

00:13:15.000 --> 00:13:17.877 and so the group has identified well.  
NOTE Confidence: 0.84225273

00:13:17.880 --> 00:13:20.346 What's the best treatment for agitation?  
NOTE Confidence: 0.84225273

00:13:20.350 --> 00:13:23.450 The starting dose for?  
NOTE Confidence: 0.84225273

00:13:23.450 --> 00:13:24.862 In the treatment selection  
NOTE Confidence: 0.84225273

00:13:24.862 --> 00:13:26.274 for an agitated patient,  
NOTE Confidence: 0.84225273

00:13:26.280 --> 00:13:28.667 so the group is working toward being

NOTE Confidence: 0.84225273

00:13:28.667 --> 00:13:30.438 able to identify those treatments

NOTE Confidence: 0.84225273

00:13:30.438 --> 00:13:32.825 so that if you were in Bridgeport

NOTE Confidence: 0.84225273

00:13:32.825 --> 00:13:35.427 or you're in your New Haven that

NOTE Confidence: 0.84225273

00:13:35.427 --> 00:13:37.255 we're recommending the same starting

NOTE Confidence: 0.84225273

00:13:37.255 --> 00:13:39.385 medication based on evidence that we

NOTE Confidence: 0.84225273

00:13:39.385 --> 00:13:42.208 gather from the field and from prior studies,

NOTE Confidence: 0.84225273

00:13:42.210 --> 00:13:44.346 and so the way that we are able

NOTE Confidence: 0.84225273

00:13:44.346 --> 00:13:47.221 to do this is that with these

NOTE Confidence: 0.84225273

00:13:47.221 --> 00:13:48.577 clinical consensus groups,

NOTE Confidence: 0.84225273

00:13:48.580 --> 00:13:51.340 what we do is we have what's called

NOTE Confidence: 0.84225273

00:13:51.340 --> 00:13:53.960 a pathway kickoff and the idea is.

NOTE Confidence: 0.84225273

00:13:53.960 --> 00:13:57.080 To identify well what are we working on?

NOTE Confidence: 0.84225273

00:13:57.080 --> 00:13:59.024 Who are the patients that we

NOTE Confidence: 0.84225273

00:13:59.024 --> 00:14:01.814 want to work to help an address

NOTE Confidence: 0.84225273

00:14:01.814 --> 00:14:03.706 a particular treatment topic?

NOTE Confidence: 0.84225273



00:14:03.710 --> 00:14:05.270 Ensure that there is  
NOTE Confidence: 0.84225273

00:14:05.270 --> 00:14:06.050 stakeholder representation.  
NOTE Confidence: 0.84225273

00:14:06.050 --> 00:14:08.000 We then go through the  
NOTE Confidence: 0.84225273

00:14:08.000 --> 00:14:09.560 literature an review well.  
NOTE Confidence: 0.84225273

00:14:09.560 --> 00:14:11.900 What are we trying to treat?  
NOTE Confidence: 0.84225273

00:14:11.900 --> 00:14:13.460 What's recommended based on  
NOTE Confidence: 0.84225273

00:14:13.460 --> 00:14:15.020 literature that we review,  
NOTE Confidence: 0.84225273

00:14:15.020 --> 00:14:16.580 we determine pathways and  
NOTE Confidence: 0.84225273

00:14:16.580 --> 00:14:18.140 goals for the metrics.  
NOTE Confidence: 0.84225273

00:14:18.140 --> 00:14:18.918 Following that,  
NOTE Confidence: 0.84225273

00:14:18.918 --> 00:14:21.252 we start to drop draft different  
NOTE Confidence: 0.84225273

00:14:21.252 --> 00:14:23.685 kinds of you know what the  
NOTE Confidence: 0.84225273

00:14:23.685 --> 00:14:25.660 treatment algorithm can look like.  
NOTE Confidence: 0.84225273

00:14:25.660 --> 00:14:27.835 I'm mapping the discrete steps  
NOTE Confidence: 0.84225273

00:14:27.835 --> 00:14:30.457 and identifying areas of gas and  
NOTE Confidence: 0.84225273

00:14:30.457 --> 00:14:32.671 also process gaps that can occur

NOTE Confidence: 0.84225273

00:14:32.671 --> 00:14:35.384 and then what we do afterwards is

NOTE Confidence: 0.84225273

00:14:35.384 --> 00:14:37.682 if we do identify some consensus

NOTE Confidence: 0.84225273

00:14:37.690 --> 00:14:39.922 gaps or variations in care that

NOTE Confidence: 0.84225273

00:14:39.922 --> 00:14:42.100 are common in clinical practice,

NOTE Confidence: 0.84225273

00:14:42.100 --> 00:14:44.105 we're able to build consensus

NOTE Confidence: 0.84225273

00:14:44.105 --> 00:14:45.709 statements and work through,

NOTE Confidence: 0.84225273

00:14:45.710 --> 00:14:46.374 you know,

NOTE Confidence: 0.84225273

00:14:46.374 --> 00:14:49.030 the the group to be able to drive

NOTE Confidence: 0.84225273

00:14:49.112 --> 00:14:51.597 toward agreement and the idea is to

NOTE Confidence: 0.84225273

00:14:51.597 --> 00:14:54.340 be able to provide short statements

NOTE Confidence: 0.84225273

00:14:54.340 --> 00:14:56.995 that are action oriented with.

NOTE Confidence: 0.84225273

00:14:57.000 --> 00:14:58.602 Recommendations the rationale

NOTE Confidence: 0.84225273

00:14:58.602 --> 00:15:01.272 for why we're recommending those

NOTE Confidence: 0.84225273

00:15:01.272 --> 00:15:03.868 treatments and then also provide

NOTE Confidence: 0.84225273

00:15:03.868 --> 00:15:05.808 references toward the literature

NOTE Confidence: 0.84225273

00:15:05.808 --> 00:15:08.450 that supports those recommendations?

NOTE Confidence: 0.84225273

00:15:08.450 --> 00:15:10.291 One idea is that once we have

NOTE Confidence: 0.84225273

00:15:10.291 --> 00:15:11.935 all of the consensus statements

NOTE Confidence: 0.84225273

00:15:11.935 --> 00:15:13.905 as well as the steps,

NOTE Confidence: 0.84225273

00:15:13.910 --> 00:15:15.996 what we can do is translate this

NOTE Confidence: 0.84225273

00:15:15.996 --> 00:15:17.759 into a clinical care pathway,

NOTE Confidence: 0.84225273

00:15:17.760 --> 00:15:19.704 and the idea is that this is going

NOTE Confidence: 0.84225273

00:15:19.704 --> 00:15:21.779 to be embedded in the electronic

NOTE Confidence: 0.84225273

00:15:21.779 --> 00:15:24.071 medical record so that an individual

NOTE Confidence: 0.84225273

00:15:24.140 --> 00:15:25.780 that wants to look through.

NOTE Confidence: 0.84225273

00:15:25.780 --> 00:15:27.677 How do we treat acute mania or

NOTE Confidence: 0.84225273

00:15:27.677 --> 00:15:28.978 acute agitation and behavioral

NOTE Confidence: 0.84225273

00:15:28.978 --> 00:15:30.277 symptoms of dementia?

NOTE Confidence: 0.84225273

00:15:30.280 --> 00:15:33.160 They can go look it up and be able to

NOTE Confidence: 0.8702306

00:15:33.247 --> 00:15:35.472 get those recommendations right there

NOTE Confidence: 0.8702306

00:15:35.472 --> 00:15:38.789 when they are on at the point of.

NOTE Confidence: 0.8702306

00:15:38.790 --> 00:15:40.580 Of clinical practice and what's

NOTE Confidence: 0.8702306

00:15:40.580 --> 00:15:42.773 really nice is that there is

NOTE Confidence: 0.8702306

00:15:42.773 --> 00:15:44.448 many iterative steps to this,

NOTE Confidence: 0.8702306

00:15:44.450 --> 00:15:47.390 and this really focuses on the quality

NOTE Confidence: 0.8702306

00:15:47.390 --> 00:15:49.262 improvement opportunities where we get

NOTE Confidence: 0.8702306

00:15:49.262 --> 00:15:51.173 a group of people who are experts.

NOTE Confidence: 0.8702306

00:15:51.180 --> 00:15:53.388 And then we also then have many people

NOTE Confidence: 0.8702306

00:15:53.388 --> 00:15:55.746 look at the pathway before it goes

NOTE Confidence: 0.8702306

00:15:55.746 --> 00:15:58.025 live and we have representation from

NOTE Confidence: 0.8702306

00:15:58.025 --> 00:16:00.380 different stakeholders around the utility.

NOTE Confidence: 0.8702306

00:16:00.380 --> 00:16:02.592 And then we're able to publish this

NOTE Confidence: 0.8702306

00:16:02.592 --> 00:16:04.990 and use this in clinical practice.

NOTE Confidence: 0.8702306

00:16:04.990 --> 00:16:07.582 So what I'll do is share a demo

NOTE Confidence: 0.8702306

00:16:07.582 --> 00:16:10.069 of what this might look like.

NOTE Confidence: 0.8702306

00:16:10.070 --> 00:16:12.198 An on in real life this is going

NOTE Confidence: 0.8702306

00:16:12.198 --> 00:16:14.480 to be in the test environment,  
NOTE Confidence: 0.8702306

00:16:14.480 --> 00:16:16.060 so there's no patient data,  
NOTE Confidence: 0.8702306

00:16:16.060 --> 00:16:18.097 but I'm going to share a video  
NOTE Confidence: 0.8702306

00:16:18.097 --> 00:16:20.467 of how how this might work out.  
NOTE Confidence: 0.8702306

00:16:20.470 --> 00:16:22.675 Once we launched us in in the  
NOTE Confidence: 0.8702306

00:16:22.675 --> 00:16:23.620 electronic medical records.  
NOTE Confidence: 0.8268453

00:16:27.630 --> 00:16:30.325 Her signature pathways are embedded directly  
NOTE Confidence: 0.8268453

00:16:30.325 --> 00:16:33.080 in the epic electronic medical record.  
NOTE Confidence: 0.8268453

00:16:33.080 --> 00:16:36.048 When fully built and integrated into epic  
NOTE Confidence: 0.8268453

00:16:36.048 --> 00:16:39.301 of provider can directly click on the  
NOTE Confidence: 0.8268453

00:16:39.301 --> 00:16:42.157 Pathways tab and access relevant pathways.  
NOTE Confidence: 0.8268453

00:16:42.160 --> 00:16:43.808 Today, the inpatient psychiatry  
NOTE Confidence: 0.8268453

00:16:43.808 --> 00:16:46.280 pathway for acute mania will be  
NOTE Confidence: 0.8268453

00:16:46.351 --> 00:16:48.966 demonstrated in the testing environment.  
NOTE Confidence: 0.8268453

00:16:48.970 --> 00:16:51.994 A similar look and feel will be  
NOTE Confidence: 0.8268453

00:16:51.994 --> 00:16:55.013 used once the pathway is fully

NOTE Confidence: 0.8268453

00:16:55.013 --> 00:16:57.713 built and available in epic.

NOTE Confidence: 0.8268453

00:16:57.720 --> 00:17:00.360 Hyperlinks will take you to

NOTE Confidence: 0.8268453

00:17:00.360 --> 00:17:02.472 additional resources if needed.

NOTE Confidence: 0.8268453

00:17:02.480 --> 00:17:06.183 In addition, you're able to see important

NOTE Confidence: 0.8268453

00:17:06.183 --> 00:17:08.829 information relevant to the pathway,

NOTE Confidence: 0.8268453

00:17:08.830 --> 00:17:11.630 including consensus statements as well

NOTE Confidence: 0.8268453

00:17:11.630 --> 00:17:14.992 as patient information in the helpful

NOTE Confidence: 0.8268453

00:17:14.992 --> 00:17:17.818 resources tab on the left order.

NOTE Confidence: 0.8268453

00:17:17.820 --> 00:17:21.375 Sets order panels orders can be

NOTE Confidence: 0.8268453

00:17:21.375 --> 00:17:24.650 launched directly from the pathway.

NOTE Confidence: 0.8268453

00:17:24.650 --> 00:17:28.080 The orders can be selected individually or

NOTE Confidence: 0.8268453

00:17:28.080 --> 00:17:31.139 grouped together by clicking this icon.

NOTE Confidence: 0.8268453

00:17:31.140 --> 00:17:34.150 All orders in the pathway or pre

NOTE Confidence: 0.8268453

00:17:34.150 --> 00:17:36.719 populated with options and indications

NOTE Confidence: 0.8268453

00:17:36.719 --> 00:17:39.115 appropriate for the condition.

NOTE Confidence: 0.8268453

00:17:39.120 --> 00:17:40.226 For example,  
NOTE Confidence: 0.8268453

00:17:40.226 --> 00:17:43.544 instead of having to populate distinct  
NOTE Confidence: 0.8268453

00:17:43.544 --> 00:17:45.676 medication information for ordering  
NOTE Confidence: 0.8268453

00:17:45.676 --> 00:17:48.031 with young medication fields will  
NOTE Confidence: 0.8268453

00:17:48.031 --> 00:17:50.892 be pre populated with the correct  
NOTE Confidence: 0.8268453

00:17:50.892 --> 00:17:53.172 starting dose frequency and indication  
NOTE Confidence: 0.8268453

00:17:53.172 --> 00:17:56.074 for a patient with acute mania.  
NOTE Confidence: 0.8268453

00:17:56.074 --> 00:17:56.570 Thus,  
NOTE Confidence: 0.8268453

00:17:56.570 --> 00:17:59.384 saving the clinician time and clicks  
NOTE Confidence: 0.8268453

00:17:59.384 --> 00:18:02.157 the first decision point in this  
NOTE Confidence: 0.8268453

00:18:02.157 --> 00:18:04.599 pathway is assessing whether or not  
NOTE Confidence: 0.8268453

00:18:04.599 --> 00:18:07.415 a patient is acutely agitated and  
NOTE Confidence: 0.8268453

00:18:07.415 --> 00:18:09.810 in need for immediate treatment.  
NOTE Confidence: 0.8268453

00:18:09.810 --> 00:18:12.306 The next decision point is assessing  
NOTE Confidence: 0.8268453

00:18:12.306 --> 00:18:15.552 whether or not the patient is pregnant  
NOTE Confidence: 0.8268453

00:18:15.552 --> 00:18:17.552 as the treatment recommendations

NOTE Confidence: 0.8268453

00:18:17.552 --> 00:18:20.340 for those who are pregnant do.

NOTE Confidence: 0.8268453

00:18:20.340 --> 00:18:22.590 The are different than those who

NOTE Confidence: 0.8268453

00:18:22.590 --> 00:18:26.186 are not due to the risk for fetal

NOTE Confidence: 0.8268453

00:18:26.186 --> 00:18:28.701 malformations with some mood stabilizers

NOTE Confidence: 0.8268453

00:18:28.701 --> 00:18:31.682 and other key decision point in

NOTE Confidence: 0.8268453

00:18:31.682 --> 00:18:34.077 this pathway include the initial

NOTE Confidence: 0.8268453

00:18:34.080 --> 00:18:36.370 starting treatment for acute mania.

NOTE Confidence: 0.8268453

00:18:36.370 --> 00:18:38.038 The consensus group determines

NOTE Confidence: 0.8268453

00:18:38.038 --> 00:18:40.123 specific criteria as well as

NOTE Confidence: 0.8268453

00:18:40.123 --> 00:18:41.560 medication recommendations.

NOTE Confidence: 0.8268453

00:18:41.560 --> 00:18:44.476 For treatment of both the acute

NOTE Confidence: 0.8268453

00:18:44.476 --> 00:18:47.839 mania as well As for insomnia.

NOTE Confidence: 0.8268453

00:18:47.840 --> 00:18:49.166 In addition,

NOTE Confidence: 0.8268453

00:18:49.166 --> 00:18:52.481 the pathway also includes information

NOTE Confidence: 0.8268453

00:18:52.481 --> 00:18:54.470 about discontinuing ineffective

NOTE Confidence: 0.8268453



00:18:54.553 --> 00:18:57.121 psychotropics as well as links that  
NOTE Confidence: 0.8268453

00:18:57.121 --> 00:19:00.303 allow you to look at treatment scales  
NOTE Confidence: 0.8268453

00:19:00.303 --> 00:19:03.530 such as the Young Mania Rating scale.  
NOTE Confidence: 0.8268453

00:19:03.530 --> 00:19:07.418 To assess for patient clinical improvement.  
NOTE Confidence: 0.8268453

00:19:07.420 --> 00:19:08.552 In addition,  
NOTE Confidence: 0.8268453

00:19:08.552 --> 00:19:11.874 the pathway allows you to identify whether  
NOTE Confidence: 0.8268453

00:19:11.874 --> 00:19:15.221 or not easy T and the interventional  
NOTE Confidence: 0.8268453

00:19:15.221 --> 00:19:19.286 psychiatry service should be consulted,  
NOTE Confidence: 0.8268453

00:19:19.290 --> 00:19:22.386 as well as criteria for discharge  
NOTE Confidence: 0.8268453

00:19:22.386 --> 00:19:24.450 and considerations with regard  
NOTE Confidence: 0.8268453

00:19:24.533 --> 00:19:26.630 to medication transitions.  
NOTE Confidence: 0.8687477

00:19:29.990 --> 00:19:32.660 So I just wanted to do a brief demo so  
NOTE Confidence: 0.8687477

00:19:32.736 --> 00:19:35.720 that you can see what we're talking about  
NOTE Confidence: 0.8687477

00:19:35.720 --> 00:19:38.693 with regard to how this can all pull  
NOTE Confidence: 0.8687477

00:19:38.693 --> 00:19:40.748 together with the clinical care pathways.  
NOTE Confidence: 0.8687477

00:19:40.748 --> 00:19:42.911 So with that I know we're going

NOTE Confidence: 0.8687477

00:19:42.911 --> 00:19:44.859 to have some other speakers,

NOTE Confidence: 0.8687477

00:19:44.860 --> 00:19:47.506 but I look forward to being able to talk

NOTE Confidence: 0.8687477

00:19:47.506 --> 00:19:50.429 more about the pathways and if you have

NOTE Confidence: 0.8687477

00:19:50.429 --> 00:19:52.638 any questions related to this project,

NOTE Confidence: 0.8687477

00:19:52.640 --> 00:19:54.642 we have many, many projects that we've

NOTE Confidence: 0.8687477

00:19:54.642 --> 00:19:56.689 taken on and quality improvement,

NOTE Confidence: 0.8687477

00:19:56.690 --> 00:19:58.540 but it highlights one network.

NOTE Confidence: 0.8687477

00:19:58.540 --> 00:20:00.032 Really excited about implants.

NOTE Confidence: 0.8687477

00:20:00.032 --> 00:20:02.630 Dear for many other conditions as well,

NOTE Confidence: 0.8687477

00:20:02.630 --> 00:20:04.442 we just started with two and

NOTE Confidence: 0.8687477

00:20:04.442 --> 00:20:06.143 will look forward to hearing

NOTE Confidence: 0.8687477

00:20:06.143 --> 00:20:07.867 your feedback and thoughts.

NOTE Confidence: 0.8687477

00:20:07.870 --> 00:20:10.118 So what I'll do is I'll pass it

NOTE Confidence: 0.8687477

00:20:10.118 --> 00:20:12.750 off to my colleague Doctor Hermes.

NOTE Confidence: 0.8236948

00:20:14.790 --> 00:20:16.690 Great hey thanks Doctor Lee,

NOTE Confidence: 0.8236948

00:20:16.690 --> 00:20:18.970 let me share my screen here.  
NOTE Confidence: 0.90376216

00:20:21.480 --> 00:20:22.860 So good morning everyone.  
NOTE Confidence: 0.85592127

00:20:25.080 --> 00:20:27.336 Great, so I'm talking today to you as  
NOTE Confidence: 0.85592127

00:20:27.336 --> 00:20:30.173 the chair of the V8 Connecticut mental  
NOTE Confidence: 0.85592127

00:20:30.173 --> 00:20:31.937 health Process Improvement Committee.  
NOTE Confidence: 0.85592127

00:20:31.940 --> 00:20:34.470 And So what I'd like to do is take a  
NOTE Confidence: 0.85592127

00:20:34.542 --> 00:20:36.690 few minutes first to describe kind  
NOTE Confidence: 0.85592127

00:20:36.690 --> 00:20:39.113 of the breath of quality improvement  
NOTE Confidence: 0.85592127

00:20:39.113 --> 00:20:41.855 that's going on at Villa Connecticut  
NOTE Confidence: 0.85592127

00:20:41.855 --> 00:20:44.765 and then dive into a specific project  
NOTE Confidence: 0.85592127

00:20:44.765 --> 00:20:47.692 we have that will hopefully be able to  
NOTE Confidence: 0.85592127

00:20:47.692 --> 00:20:49.824 to bring from that some generalizable  
NOTE Confidence: 0.85592127

00:20:49.824 --> 00:20:52.040 principles about quality improvement.  
NOTE Confidence: 0.85592127

00:20:52.040 --> 00:20:53.740 Great so it started out.  
NOTE Confidence: 0.85592127

00:20:53.740 --> 00:20:55.940 Basically there is a heck of a lot  
NOTE Confidence: 0.85592127

00:20:55.940 --> 00:20:57.399 of quality improvement activity

NOTE Confidence: 0.85592127

00:20:57.399 --> 00:20:59.499 going on at BA Connecticut.

NOTE Confidence: 0.85592127

00:20:59.500 --> 00:21:02.172 I sent out an email earlier in the

NOTE Confidence: 0.85592127

00:21:02.172 --> 00:21:04.162 month asking providers to to get

NOTE Confidence: 0.85592127

00:21:04.162 --> 00:21:06.469 to be kind of with their projects

NOTE Confidence: 0.85592127

00:21:06.469 --> 00:21:09.309 and what's going on and as of today

NOTE Confidence: 0.85592127

00:21:09.309 --> 00:21:11.194 we're up to 31 projects so that's

NOTE Confidence: 0.85592127

00:21:11.194 --> 00:21:13.431 a lot and it's really represents a

NOTE Confidence: 0.85592127

00:21:13.431 --> 00:21:15.753 broad range anywhere from sort of

NOTE Confidence: 0.85592127

00:21:15.753 --> 00:21:17.469 impression projects to projects.

NOTE Confidence: 0.85592127

00:21:17.470 --> 00:21:19.468 Working on changing the culture of

NOTE Confidence: 0.85592127

00:21:19.468 --> 00:21:21.978 EA and this isn't this, isn't it?

NOTE Confidence: 0.85592127

00:21:21.978 --> 00:21:24.634 By any means at it, you know,

NOTE Confidence: 0.85592127

00:21:24.634 --> 00:21:25.318 for instance,

NOTE Confidence: 0.85592127

00:21:25.318 --> 00:21:27.370 we have three separate committees at

NOTE Confidence: 0.85592127

00:21:27.428 --> 00:21:29.423 at at the Connecticut looking to to

NOTE Confidence: 0.85592127

00:21:29.423 --> 00:21:31.705 work on racial disparity issues and  
NOTE Confidence: 0.85592127

00:21:31.705 --> 00:21:33.529 implementing anti racist practices.  
NOTE Confidence: 0.85592127

00:21:33.530 --> 00:21:36.370 So there's a lot of stuff going on,  
NOTE Confidence: 0.85592127

00:21:36.370 --> 00:21:39.026 but one of the primary points I want  
NOTE Confidence: 0.85592127

00:21:39.026 --> 00:21:41.464 to make is most of these projects  
NOTE Confidence: 0.85592127

00:21:41.464 --> 00:21:44.374 are what I think of as bottom up  
NOTE Confidence: 0.85592127

00:21:44.374 --> 00:21:46.636 quality improvement in what I mean  
NOTE Confidence: 0.85592127

00:21:46.636 --> 00:21:49.012 by that is a provider at Villa  
NOTE Confidence: 0.85592127

00:21:49.012 --> 00:21:50.750 Connecticut is identified a problem  
NOTE Confidence: 0.85592127

00:21:50.750 --> 00:21:53.200 in care and is working to investigate  
NOTE Confidence: 0.85592127

00:21:53.200 --> 00:21:55.279 that further or develop solutions  
NOTE Confidence: 0.85592127

00:21:55.279 --> 00:21:57.035 or evaluating those solutions.  
NOTE Confidence: 0.85592127

00:21:57.040 --> 00:21:59.240 And this can be contrasted to something I  
NOTE Confidence: 0.85592127

00:21:59.240 --> 00:22:01.619 think of as top down quality improvement.  
NOTE Confidence: 0.85592127

00:22:01.620 --> 00:22:04.735 And also I'll discuss sort of the  
NOTE Confidence: 0.85592127

00:22:04.735 --> 00:22:06.919 differences here as we go on.

NOTE Confidence: 0.85592127  
00:22:06.920 --> 00:22:07.547 Great,  
NOTE Confidence: 0.85592127  
00:22:07.547 --> 00:22:11.309 so that's bottom up quality improvement.  
NOTE Confidence: 0.85592127  
00:22:11.310 --> 00:22:13.958 But what we're talking about now is this.  
NOTE Confidence: 0.85592127  
00:22:13.960 --> 00:22:16.128 This idea of top down and what is  
NOTE Confidence: 0.85592127  
00:22:16.128 --> 00:22:18.400 that in the first thing we need to  
NOTE Confidence: 0.85592127  
00:22:18.400 --> 00:22:21.071 know is that VA is a nationwide  
NOTE Confidence: 0.85592127  
00:22:21.071 --> 00:22:22.559 integrated healthcare system.  
NOTE Confidence: 0.85592127  
00:22:22.560 --> 00:22:24.625 So VA has a central office in  
NOTE Confidence: 0.85592127  
00:22:24.625 --> 00:22:26.674 Washington and what they do produce  
NOTE Confidence: 0.85592127  
00:22:26.674 --> 00:22:28.514 policy and make budget decisions.  
NOTE Confidence: 0.85592127  
00:22:28.520 --> 00:22:29.206 But really,  
NOTE Confidence: 0.85592127  
00:22:29.206 --> 00:22:30.921 the responsibility for care and  
NOTE Confidence: 0.85592127  
00:22:30.921 --> 00:22:33.248 the oversight of care is at the  
NOTE Confidence: 0.85592127  
00:22:33.248 --> 00:22:34.480 regional and facility level.  
NOTE Confidence: 0.85592127  
00:22:34.480 --> 00:22:36.867 Much of the policy driven out of  
NOTE Confidence: 0.85592127

00:22:36.867 --> 00:22:38.929 central office is trying to ensure  
NOTE Confidence: 0.85592127

00:22:38.929 --> 00:22:41.520 the quality of care at all the 100.  
NOTE Confidence: 0.85592127

00:22:41.520 --> 00:22:42.720 40 different facilities.  
NOTE Confidence: 0.85592127

00:22:42.720 --> 00:22:45.520 One of the primary ways they do  
NOTE Confidence: 0.85592127

00:22:45.600 --> 00:22:48.120 that is that they push out a host  
NOTE Confidence: 0.85592127

00:22:48.120 --> 00:22:50.421 of metrics that are designed to  
NOTE Confidence: 0.85592127

00:22:50.421 --> 00:22:52.821 track that quality in these metrics  
NOTE Confidence: 0.85592127

00:22:52.830 --> 00:22:54.051 are essentially designed.  
NOTE Confidence: 0.85592127

00:22:54.051 --> 00:22:56.493 They use data from our electronic  
NOTE Confidence: 0.85592127

00:22:56.493 --> 00:22:58.397 medical record that is centrally  
NOTE Confidence: 0.85592127

00:22:58.397 --> 00:23:00.187 processed and then scores on  
NOTE Confidence: 0.85592127

00:23:00.187 --> 00:23:02.373 these metrics are pushed out to  
NOTE Confidence: 0.85592127

00:23:02.373 --> 00:23:04.133 the 140 different VA facilities.  
NOTE Confidence: 0.832985854545454

00:23:06.270 --> 00:23:08.874 Great. So one of these quality  
NOTE Confidence: 0.832985854545454

00:23:08.874 --> 00:23:11.090 met quality metrics look like,  
NOTE Confidence: 0.832985854545454

00:23:11.090 --> 00:23:13.830 so you may have heard the term hetas and he

NOTE Confidence: 0.832985854545454

00:23:13.901 --> 00:23:16.516 just stands for healthcare effectiveness,

NOTE Confidence: 0.832985854545454

00:23:16.520 --> 00:23:18.424 data and information set.

NOTE Confidence: 0.832985854545454

00:23:18.424 --> 00:23:21.280 And these are national metrics that

NOTE Confidence: 0.832985854545454

00:23:21.365 --> 00:23:24.095 can be used to compare the quality.

NOTE Confidence: 0.832985854545454

00:23:24.100 --> 00:23:25.285 Across different health

NOTE Confidence: 0.832985854545454

00:23:25.285 --> 00:23:27.260 care facilities in the US.

NOTE Confidence: 0.832985854545454

00:23:27.260 --> 00:23:29.577 Not just VA, but VA has added

NOTE Confidence: 0.832985854545454

00:23:29.577 --> 00:23:31.585 extensively to these metrics and

NOTE Confidence: 0.832985854545454

00:23:31.585 --> 00:23:33.940 calls them strategic analytics for

NOTE Confidence: 0.832985854545454

00:23:33.940 --> 00:23:35.949 improvement and learning or sale.

NOTE Confidence: 0.832985854545454

00:23:35.950 --> 00:23:38.614 And so one of the main takeaways of

NOTE Confidence: 0.832985854545454

00:23:38.614 --> 00:23:41.317 this talk should be if you're into

NOTE Confidence: 0.832985854545454

00:23:41.317 --> 00:23:44.244 really bad acronyms that you need to

NOTE Confidence: 0.832985854545454

00:23:44.244 --> 00:23:46.908 go into the quality improvement check

NOTE Confidence: 0.832985854545454

00:23:46.908 --> 00:23:49.356 because that's it's full of them.

NOTE Confidence: 0.832985854545454



00:23:49.356 --> 00:23:51.690 But sale metrics are the primary  
NOTE Confidence: 0.832985854545454

00:23:51.766 --> 00:23:54.142 way that be a central office  
NOTE Confidence: 0.832985854545454

00:23:54.142 --> 00:23:56.190 monitors the quality of care.  
NOTE Confidence: 0.832985854545454

00:23:56.190 --> 00:23:57.100 And theoretically,  
NOTE Confidence: 0.832985854545454

00:23:57.100 --> 00:23:59.830 these metrics represent central office policy  
NOTE Confidence: 0.832985854545454

00:23:59.830 --> 00:24:02.240 priorities for VA over here on the left.  
NOTE Confidence: 0.832985854545454

00:24:02.240 --> 00:24:04.508 This is not an eye chart,  
NOTE Confidence: 0.832985854545454

00:24:04.510 --> 00:24:06.604 it's just, it's just a list  
NOTE Confidence: 0.832985854545454

00:24:06.604 --> 00:24:08.660 of the mental health quality,  
NOTE Confidence: 0.832985854545454

00:24:08.660 --> 00:24:10.295 metrics within sale,  
NOTE Confidence: 0.832985854545454

00:24:10.295 --> 00:24:13.565 and there's about 30 of them.  
NOTE Confidence: 0.832985854545454

00:24:13.570 --> 00:24:14.048 Great.  
NOTE Confidence: 0.832985854545454

00:24:14.048 --> 00:24:15.960 But wait, there's more.  
NOTE Confidence: 0.832985854545454

00:24:15.960 --> 00:24:17.772 There's way more Sovyet pushes out  
NOTE Confidence: 0.832985854545454

00:24:17.772 --> 00:24:19.583 way more metrics, and there are  
NOTE Confidence: 0.832985854545454

00:24:19.583 --> 00:24:21.389 hundreds of metrics you can see.

NOTE Confidence: 0.832985854545454

00:24:21.390 --> 00:24:22.900 Just some of them here.

NOTE Confidence: 0.832985854545454

00:24:22.900 --> 00:24:25.014 And this brings me to another point,

NOTE Confidence: 0.832985854545454

00:24:25.020 --> 00:24:27.510 I want to make, which is there is a major

NOTE Confidence: 0.832985854545454

00:24:27.572 --> 00:24:29.880 difference between quality monitoring.

NOTE Confidence: 0.832985854545454

00:24:29.880 --> 00:24:30.235 Yeah,

NOTE Confidence: 0.832985854545454

00:24:30.235 --> 00:24:32.010 with using these metrics and

NOTE Confidence: 0.832985854545454

00:24:32.010 --> 00:24:34.038 trying to improve care with these

NOTE Confidence: 0.832985854545454

00:24:34.038 --> 00:24:36.182 metrics and so you need a lot of

NOTE Confidence: 0.832985854545454

00:24:36.249 --> 00:24:38.059 data streams to monitor care,

NOTE Confidence: 0.832985854545454

00:24:38.060 --> 00:24:39.732 but to improve care,

NOTE Confidence: 0.832985854545454

00:24:39.732 --> 00:24:41.822 you really usually just focus

NOTE Confidence: 0.832985854545454

00:24:41.822 --> 00:24:44.699 on sort of a small part or a

NOTE Confidence: 0.832985854545454

00:24:44.699 --> 00:24:46.669 couple of metrics to improve.

NOTE Confidence: 0.832985854545454

00:24:46.670 --> 00:24:50.120 In individual aspect of care.

NOTE Confidence: 0.832985854545454

00:24:50.120 --> 00:24:53.657 Great, so how does VA Connecticut do on sale?

NOTE Confidence: 0.832985854545454

00:24:53.660 --> 00:24:56.018 This is called a target plotter.  
NOTE Confidence: 0.832985854545454

00:24:56.020 --> 00:24:58.812 Radar plots in so within the sale metrics  
NOTE Confidence: 0.832985854545454

00:24:58.812 --> 00:25:01.611 that are within the mental health sale  
NOTE Confidence: 0.832985854545454

00:25:01.611 --> 00:25:04.270 metrics that there are three domains.  
NOTE Confidence: 0.832985854545454

00:25:04.270 --> 00:25:05.850 I've got them highlighted in  
NOTE Confidence: 0.832985854545454

00:25:05.850 --> 00:25:08.384 red here and from a cop quality  
NOTE Confidence: 0.832985854545454

00:25:08.384 --> 00:25:10.148 monitoring standpoint via Connecticut  
NOTE Confidence: 0.832985854545454

00:25:10.148 --> 00:25:12.909 does very well in these metrics,  
NOTE Confidence: 0.832985854545454

00:25:12.910 --> 00:25:14.502 especially our access metrics.  
NOTE Confidence: 0.832985854545454

00:25:14.502 --> 00:25:16.492 And to some extent our  
NOTE Confidence: 0.832985854545454

00:25:16.492 --> 00:25:18.020 continuity of care measures.  
NOTE Confidence: 0.832985854545454

00:25:18.020 --> 00:25:19.792 But of course there's  
NOTE Confidence: 0.832985854545454

00:25:19.792 --> 00:25:21.564 always room for improvement.  
NOTE Confidence: 0.832985854545454

00:25:21.570 --> 00:25:22.710 And for instance,  
NOTE Confidence: 0.832985854545454

00:25:22.710 --> 00:25:24.990 within this a continuity of care  
NOTE Confidence: 0.832985854545454

00:25:24.990 --> 00:25:27.484 domain over here on the left there

NOTE Confidence: 0.832985854545454

00:25:27.484 --> 00:25:29.571 are 16 separate metrics within that

NOTE Confidence: 0.832985854545454

00:25:29.571 --> 00:25:31.860 and it in looking at these metrics

NOTE Confidence: 0.832985854545454

00:25:31.860 --> 00:25:33.915 we have identified that two which

NOTE Confidence: 0.832985854545454

00:25:33.915 --> 00:25:34.950 evaluate antidepressant treatment

NOTE Confidence: 0.832985854545454

00:25:34.950 --> 00:25:36.788 longevity for patients with depression.

NOTE Confidence: 0.832985854545454

00:25:36.790 --> 00:25:39.100 The two of those metrics that do

NOTE Confidence: 0.832985854545454

00:25:39.100 --> 00:25:41.618 that are really kind of dragging down

NOTE Confidence: 0.832985854545454

00:25:41.618 --> 00:25:44.230 our continuity of care and sort of

NOTE Confidence: 0.832985854545454

00:25:44.230 --> 00:25:46.694 adding to our middling scores on that,

NOTE Confidence: 0.832985854545454

00:25:46.700 --> 00:25:50.044 and I want to talk you through what

NOTE Confidence: 0.832985854545454

00:25:50.044 --> 00:25:53.067 we've done to try to rectify that.

NOTE Confidence: 0.832985854545454

00:25:53.070 --> 00:25:53.439 Great,

NOTE Confidence: 0.832985854545454

00:25:53.439 --> 00:25:55.653 so this metrics I'm showing you

NOTE Confidence: 0.832985854545454

00:25:55.653 --> 00:25:57.639 here measures where their patients

NOTE Confidence: 0.832985854545454

00:25:57.639 --> 00:25:59.674 diagnosed with depression who are

NOTE Confidence: 0.832985854545454

00:25:59.674 --> 00:26:01.789 started on anti suppress antidepressant

NOTE Confidence: 0.832985854545454

00:26:01.789 --> 00:26:04.267 have that continued out to six

NOTE Confidence: 0.832985854545454

00:26:04.267 --> 00:26:06.328 months and so the background for

NOTE Confidence: 0.832985854545454

00:26:06.328 --> 00:26:08.734 this metric is based on a wealth

NOTE Confidence: 0.832985854545454

00:26:08.734 --> 00:26:11.214 of research research showing that

NOTE Confidence: 0.832985854545454

00:26:11.214 --> 00:26:13.198 antidepressant treatment for people

NOTE Confidence: 0.832985854545454

00:26:13.273 --> 00:26:15.198 depression should be continued for

NOTE Confidence: 0.832985854545454

00:26:15.198 --> 00:26:17.531 most patients out to six months

NOTE Confidence: 0.832985854545454

00:26:17.531 --> 00:26:19.536 in order to prevent relapse.

NOTE Confidence: 0.832985854545454

00:26:19.540 --> 00:26:22.000 So this figure is showing that

NOTE Confidence: 0.832985854545454

00:26:22.000 --> 00:26:23.640 on average over the

NOTE Confidence: 0.84767425

00:26:23.727 --> 00:26:25.816 last five years. Three years,

NOTE Confidence: 0.84767425

00:26:25.816 --> 00:26:28.144 about 53% of via Connecticut patients

NOTE Confidence: 0.84767425

00:26:28.144 --> 00:26:30.374 with depression have had their anti

NOTE Confidence: 0.84767425

00:26:30.374 --> 00:26:32.456 depressant continued out to six months,

NOTE Confidence: 0.84767425

00:26:32.460 --> 00:26:35.428 whereas the average for for VA is 63%.

NOTE Confidence: 0.84767425

00:26:35.430 --> 00:26:37.656 So on average we're running about

NOTE Confidence: 0.84767425

00:26:37.656 --> 00:26:40.095 a 10% deficit and so this brings

NOTE Confidence: 0.84767425

00:26:40.095 --> 00:26:43.218 me to one of the main points here,

NOTE Confidence: 0.84767425

00:26:43.220 --> 00:26:45.356 which is I'm pretty sure without

NOTE Confidence: 0.84767425

00:26:45.356 --> 00:26:47.614 this data from central office that

NOTE Confidence: 0.84767425

00:26:47.614 --> 00:26:49.900 compares us to other VA facilities,

NOTE Confidence: 0.84767425

00:26:49.900 --> 00:26:52.427 we really wouldn't be able to identify

NOTE Confidence: 0.84767425

00:26:52.427 --> 00:26:55.050 this issue as an individual system.

NOTE Confidence: 0.84767425

00:26:55.050 --> 00:26:57.090 And certainly it would be very

NOTE Confidence: 0.84767425

00:26:57.090 --> 00:26:58.843 difficult for an individual provider

NOTE Confidence: 0.84767425

00:26:58.843 --> 00:27:01.139 to identify this trend if they didn't

NOTE Confidence: 0.84767425

00:27:01.139 --> 00:27:03.330 have this type of comparative data,

NOTE Confidence: 0.84767425

00:27:03.330 --> 00:27:05.400 and so that's the first point.

NOTE Confidence: 0.84767425

00:27:05.400 --> 00:27:07.992 I want to make is that there's a

NOTE Confidence: 0.84767425

00:27:07.992 --> 00:27:10.152 difference between sort of top down

NOTE Confidence: 0.84767425

00:27:10.152 --> 00:27:11.952 and bottom up quality improvement.  
NOTE Confidence: 0.84767425

00:27:11.960 --> 00:27:13.790 Top down quality improvement really  
NOTE Confidence: 0.84767425

00:27:13.790 --> 00:27:16.000 relies on quality monitoring and that  
NOTE Confidence: 0.84767425

00:27:16.000 --> 00:27:17.908 quality monitoring allows us to identify  
NOTE Confidence: 0.84767425

00:27:17.908 --> 00:27:19.888 gaps we would not otherwise see,  
NOTE Confidence: 0.84767425

00:27:19.890 --> 00:27:23.022 and so a second point I want to make  
NOTE Confidence: 0.84767425

00:27:23.022 --> 00:27:26.438 here is that the second point about the.  
NOTE Confidence: 0.84767425

00:27:26.440 --> 00:27:28.420 Top down quality improvement is the  
NOTE Confidence: 0.84767425

00:27:28.420 --> 00:27:30.597 issue of buying and so getting buy  
NOTE Confidence: 0.84767425

00:27:30.597 --> 00:27:32.929 in for an issue that is shown to you.  
NOTE Confidence: 0.84767425

00:27:32.930 --> 00:27:34.995 Kind of from the outside or is  
NOTE Confidence: 0.84767425

00:27:34.995 --> 00:27:35.880 not intrinsically developed.  
NOTE Confidence: 0.84767425

00:27:35.880 --> 00:27:38.499 It's more difficult to get that buy in OK  
NOTE Confidence: 0.84767425

00:27:38.499 --> 00:27:41.187 and so that that's kind of a main issue.  
NOTE Confidence: 0.84767425

00:27:41.190 --> 00:27:42.798 I want to.  
NOTE Confidence: 0.84767425

00:27:42.798 --> 00:27:45.887 I want to point out. Good.

NOTE Confidence: 0.84767425

00:27:45.887 --> 00:27:48.329 So, so we get the data.

NOTE Confidence: 0.84767425

00:27:48.330 --> 00:27:50.171 The data shows us a problem we

NOTE Confidence: 0.84767425

00:27:50.171 --> 00:27:52.567 get by and we decide to focus on

NOTE Confidence: 0.84767425

00:27:52.567 --> 00:27:54.107 it and it via Connecticut.

NOTE Confidence: 0.84767425

00:27:54.110 --> 00:27:55.902 What we did is formed a group to

NOTE Confidence: 0.84767425

00:27:55.902 --> 00:27:57.869 look at this problem specifically,

NOTE Confidence: 0.84767425

00:27:57.870 --> 00:28:00.462 we did three major things we dug into charts.

NOTE Confidence: 0.84767425

00:28:00.470 --> 00:28:02.264 We talked to providers and then

NOTE Confidence: 0.84767425

00:28:02.264 --> 00:28:04.144 we discussed this issue with VA

NOTE Confidence: 0.84767425

00:28:04.144 --> 00:28:06.004 Central office experts and from that

NOTE Confidence: 0.84767425

00:28:06.004 --> 00:28:07.911 we developed kind of this list of

NOTE Confidence: 0.84767425

00:28:07.911 --> 00:28:09.698 root causes and I've got the three

NOTE Confidence: 0.84767425

00:28:09.698 --> 00:28:11.372 primary root causes up here and

NOTE Confidence: 0.84767425

00:28:11.372 --> 00:28:13.190 I'll just run through them here.

NOTE Confidence: 0.84767425

00:28:13.190 --> 00:28:14.605 So first there's an extended

NOTE Confidence: 0.84767425



00:28:14.605 --> 00:28:15.737 interval between when medicated  
NOTE Confidence: 0.84767425

00:28:15.737 --> 00:28:17.158 anti depressants were started.  
NOTE Confidence: 0.84767425

00:28:17.160 --> 00:28:19.407 And then when we are able to  
NOTE Confidence: 0.84767425

00:28:19.407 --> 00:28:21.718 follow up with patients on that,  
NOTE Confidence: 0.84767425

00:28:21.720 --> 00:28:24.275 second thing is that we have frequently  
NOTE Confidence: 0.84767425

00:28:24.275 --> 00:28:26.125 care transition care transitions and  
NOTE Confidence: 0.84767425

00:28:26.125 --> 00:28:28.893 then a lot of people in those transitions  
NOTE Confidence: 0.84767425

00:28:28.963 --> 00:28:30.847 end up sort of falling through.  
NOTE Confidence: 0.84767425

00:28:30.850 --> 00:28:33.307 The cracks are dropping out of care.  
NOTE Confidence: 0.84767425

00:28:33.310 --> 00:28:33.657 Thirdly,  
NOTE Confidence: 0.84767425

00:28:33.657 --> 00:28:35.739 this problem seems to localize to  
NOTE Confidence: 0.84767425

00:28:35.739 --> 00:28:37.691 really high workload and relatively  
NOTE Confidence: 0.84767425

00:28:37.691 --> 00:28:39.403 low resource treatment locations  
NOTE Confidence: 0.84767425

00:28:39.403 --> 00:28:40.687 within V8 Connecticut.  
NOTE Confidence: 0.84767425

00:28:40.690 --> 00:28:40.970 OK,  
NOTE Confidence: 0.84767425

00:28:40.970 --> 00:28:42.930 so now now for another issue related

NOTE Confidence: 0.84767425  
00:28:42.930 --> 00:28:44.781 to a top down quality improvement  
NOTE Confidence: 0.84767425  
00:28:44.781 --> 00:28:47.179 we get heck of a lot of data.  
NOTE Confidence: 0.84767425  
00:28:47.180 --> 00:28:48.950 We have access to world experts,  
NOTE Confidence: 0.84767425  
00:28:48.950 --> 00:28:51.015 but this still the data is not  
NOTE Confidence: 0.84767425  
00:28:51.015 --> 00:28:51.900 the the answer.  
NOTE Confidence: 0.84767425  
00:28:51.900 --> 00:28:53.580 It's it's digging into the data  
NOTE Confidence: 0.84767425  
00:28:53.580 --> 00:28:55.063 and understanding how the data  
NOTE Confidence: 0.84767425  
00:28:55.063 --> 00:28:56.618 applies to your specific context,  
NOTE Confidence: 0.84767425  
00:28:56.620 --> 00:28:58.020 which is really important.  
NOTE Confidence: 0.84767425  
00:28:58.020 --> 00:29:00.700 Second thing I want to say is is  
NOTE Confidence: 0.84767425  
00:29:00.700 --> 00:29:02.756 in the end a root cause is really  
NOTE Confidence: 0.84767425  
00:29:02.828 --> 00:29:04.940 just a best guess so we can sort  
NOTE Confidence: 0.84767425  
00:29:04.940 --> 00:29:06.845 of look at all this data and  
NOTE Confidence: 0.84767425  
00:29:06.845 --> 00:29:08.720 come up with these root causes,  
NOTE Confidence: 0.84767425  
00:29:08.720 --> 00:29:10.170 but they're not smoking guns  
NOTE Confidence: 0.84767425

00:29:10.170 --> 00:29:11.620 so we don't have any  
NOTE Confidence: 0.8459283

00:29:11.688 --> 00:29:13.552 smoking gun. Proof that these three  
NOTE Confidence: 0.8459283

00:29:13.552 --> 00:29:15.280 issues are really the whole story,  
NOTE Confidence: 0.8459283

00:29:15.280 --> 00:29:17.910 and at some point we have to take it on  
NOTE Confidence: 0.8459283

00:29:17.982 --> 00:29:20.414 faith and go with with with with what  
NOTE Confidence: 0.8459283

00:29:20.414 --> 00:29:23.060 we with what our gut says is that the  
NOTE Confidence: 0.8459283

00:29:23.060 --> 00:29:26.162 three main issues are. Good alright?  
NOTE Confidence: 0.8459283

00:29:26.162 --> 00:29:28.339 So so after identifying root causes we  
NOTE Confidence: 0.8459283

00:29:28.339 --> 00:29:30.397 said about coming up with solutions.  
NOTE Confidence: 0.8459283

00:29:30.400 --> 00:29:32.380 We identified several different potential  
NOTE Confidence: 0.8459283

00:29:32.380 --> 00:29:34.873 solutions and I'd map them out here  
NOTE Confidence: 0.8459283

00:29:34.873 --> 00:29:36.876 on the X axis we have, you know,  
NOTE Confidence: 0.8459283

00:29:36.876 --> 00:29:38.814 sort of the continuum of effectiveness,  
NOTE Confidence: 0.8459283

00:29:38.820 --> 00:29:41.385 and then on the Y axis we have  
NOTE Confidence: 0.8459283

00:29:41.385 --> 00:29:43.521 sort of a difficulty of implementing  
NOTE Confidence: 0.8459283

00:29:43.521 --> 00:29:45.296 and as you can see,

NOTE Confidence: 0.8459283

00:29:45.300 --> 00:29:47.456 there's no free lunch and in this

NOTE Confidence: 0.8459283

00:29:47.456 --> 00:29:49.370 case there certainly isn't a free

NOTE Confidence: 0.8459283

00:29:49.370 --> 00:29:51.218 lunch in that the easy solutions

NOTE Confidence: 0.8459283

00:29:51.218 --> 00:29:53.077 probably aren't all that effective,

NOTE Confidence: 0.8459283

00:29:53.080 --> 00:29:54.815 and the effective solutions are

NOTE Confidence: 0.8459283

00:29:54.815 --> 00:29:57.260 probably hard to do or expensive.

NOTE Confidence: 0.8459283

00:29:57.260 --> 00:29:59.148 And this brings me to my last point,

NOTE Confidence: 0.8459283

00:29:59.150 --> 00:30:01.700 which is. Economics of solution making.

NOTE Confidence: 0.8459283

00:30:01.700 --> 00:30:03.132 Even though antidepressant treatment

NOTE Confidence: 0.8459283

00:30:03.132 --> 00:30:04.564 longevity is really important,

NOTE Confidence: 0.8459283

00:30:04.570 --> 00:30:07.398 we want all our patients who are

NOTE Confidence: 0.8459283

00:30:07.398 --> 00:30:09.295 diagnosed with depression on on

NOTE Confidence: 0.8459283

00:30:09.295 --> 00:30:11.743 adequate dose in for a length of time.

NOTE Confidence: 0.8459283

00:30:11.750 --> 00:30:14.382 We can't pour all our resources into

NOTE Confidence: 0.8459283

00:30:14.382 --> 00:30:16.954 solving this problem and so we need

NOTE Confidence: 0.8459283

00:30:16.954 --> 00:30:18.669 leaders that could make decisions  
NOTE Confidence: 0.8459283

00:30:18.669 --> 00:30:20.799 and make priorities as to where  
NOTE Confidence: 0.8459283

00:30:20.799 --> 00:30:22.904 we're going to focus our efforts.  
NOTE Confidence: 0.8459283

00:30:22.904 --> 00:30:26.937 And So what we did as a group as we  
NOTE Confidence: 0.8459283

00:30:26.937 --> 00:30:30.297 chose three of these solutions and so.  
NOTE Confidence: 0.8459283

00:30:30.300 --> 00:30:31.830 There there are the three.  
NOTE Confidence: 0.8459283

00:30:31.830 --> 00:30:32.139 OK,  
NOTE Confidence: 0.8459283

00:30:32.139 --> 00:30:33.993 so we started with some general  
NOTE Confidence: 0.8459283

00:30:33.993 --> 00:30:35.789 provider education in the short term,  
NOTE Confidence: 0.8459283

00:30:35.790 --> 00:30:38.278 and then we're going to add some academic  
NOTE Confidence: 0.8459283

00:30:38.278 --> 00:30:39.759 detailing visits by Angie Boggs,  
NOTE Confidence: 0.8459283

00:30:39.760 --> 00:30:41.150 who is our clinical pharmacist  
NOTE Confidence: 0.8459283

00:30:41.150 --> 00:30:43.110 in for a long term solution.  
NOTE Confidence: 0.8459283

00:30:43.110 --> 00:30:45.254 We're going to work to get a care  
NOTE Confidence: 0.8459283

00:30:45.254 --> 00:30:47.440 manager in place in these high workload  
NOTE Confidence: 0.8459283

00:30:47.440 --> 00:30:49.820 areas to do some follow up Contacts.

NOTE Confidence: 0.8459283

00:30:49.820 --> 00:30:51.512 After antidepressants are start and so

NOTE Confidence: 0.8459283

00:30:51.512 --> 00:30:53.788 we just kind of started this process.

NOTE Confidence: 0.8459283

00:30:53.790 --> 00:30:56.303 So maybe in the future I can

NOTE Confidence: 0.8459283

00:30:56.303 --> 00:30:59.098 come back and tell you how we do.

NOTE Confidence: 0.8459283

00:30:59.100 --> 00:31:00.516 Good, so in conclusion,

NOTE Confidence: 0.8459283

00:31:00.516 --> 00:31:02.640 so conclusions are via Connecticut is

NOTE Confidence: 0.8459283

00:31:02.699 --> 00:31:04.563 a hotbed of Qi, primarily bottom up,

NOTE Confidence: 0.8459283

00:31:04.563 --> 00:31:06.880 which means it's driven by a bunch

NOTE Confidence: 0.8459283

00:31:06.941 --> 00:31:08.891 of caring providers who care about

NOTE Confidence: 0.8459283

00:31:08.891 --> 00:31:11.403 where they work and want to change the

NOTE Confidence: 0.8459283

00:31:11.403 --> 00:31:13.471 system in which in which they work.

NOTE Confidence: 0.8459283

00:31:13.471 --> 00:31:15.788 I told you about one specific project

NOTE Confidence: 0.8459283

00:31:15.788 --> 00:31:17.957 within that that is kind of more

NOTE Confidence: 0.8459283

00:31:17.957 --> 00:31:19.788 top down and their specific some

NOTE Confidence: 0.8459283

00:31:19.788 --> 00:31:21.744 specific issues with top down Qi.

NOTE Confidence: 0.8459283

00:31:21.750 --> 00:31:24.477 First is that by in it may be more  
NOTE Confidence: 0.8459283

00:31:24.477 --> 00:31:26.836 difficult to get by in for top down Qi  
NOTE Confidence: 0.8459283

00:31:26.836 --> 00:31:29.539 than it is for intrinsically developed.  
NOTE Confidence: 0.8459283

00:31:29.540 --> 00:31:30.581 Identify problems next.  
NOTE Confidence: 0.8459283

00:31:30.581 --> 00:31:32.663 We have a lot of data.  
NOTE Confidence: 0.8459283

00:31:32.670 --> 00:31:34.917 We have a lot of resources but  
NOTE Confidence: 0.8459283

00:31:34.917 --> 00:31:37.443 it still takes work to apply that  
NOTE Confidence: 0.8459283

00:31:37.443 --> 00:31:39.669 to your specific problem and then  
NOTE Confidence: 0.8459283

00:31:39.749 --> 00:31:42.101 when you look into your problem and  
NOTE Confidence: 0.8459283

00:31:42.101 --> 00:31:43.806 you do root cause analysis,  
NOTE Confidence: 0.8459283

00:31:43.806 --> 00:31:45.546 there's nothing magical about that.  
NOTE Confidence: 0.8459283

00:31:45.550 --> 00:31:48.529 And in the end it might be just your  
NOTE Confidence: 0.8459283

00:31:48.529 --> 00:31:51.456 best guess as as to what's going on.  
NOTE Confidence: 0.8459283

00:31:51.460 --> 00:31:52.156 And finally,  
NOTE Confidence: 0.8459283

00:31:52.156 --> 00:31:54.244 there's usually no silver bullet solution.  
NOTE Confidence: 0.8459283

00:31:54.250 --> 00:31:56.470 It's more like a shotgun approach

NOTE Confidence: 0.8459283  
00:31:56.470 --> 00:31:58.753 to solution making and you have  
NOTE Confidence: 0.8459283  
00:31:58.753 --> 00:32:00.209 to make decisions about.  
NOTE Confidence: 0.871399  
00:32:00.210 --> 00:32:03.096 Where and how to allocate your  
NOTE Confidence: 0.871399  
00:32:03.100 --> 00:32:05.502 resources, so I appreciate it.  
NOTE Confidence: 0.871399  
00:32:05.502 --> 00:32:07.907 I'm over over to utilize.  
NOTE Confidence: 0.75748205  
00:32:27.150 --> 00:32:28.806 I think doctor Hermes emu you  
NOTE Confidence: 0.75748205  
00:32:28.806 --> 00:32:30.559 handed over to Doctor Var Server.  
NOTE Confidence: 0.75748205  
00:32:30.560 --> 00:32:32.816 I'm up next, so I might I might  
NOTE Confidence: 0.75748205  
00:32:32.816 --> 00:32:35.099 go unless you want to go to Paris.  
NOTE Confidence: 0.79932624  
00:32:36.280 --> 00:32:37.548 Sorry bout that. No  
NOTE Confidence: 0.79932624  
00:32:37.550 --> 00:32:39.446 no. It's all. It's all good.  
NOTE Confidence: 0.79932624  
00:32:39.450 --> 00:32:40.718 It's all good. Just  
NOTE Confidence: 0.798990712  
00:32:40.720 --> 00:32:43.300 checking fired up John. Don't  
NOTE Confidence: 0.7976486  
00:32:43.300 --> 00:32:45.055 go and government going alright  
NOTE Confidence: 0.7976486  
00:32:45.055 --> 00:32:47.589 here we go really nice to be here.  
NOTE Confidence: 0.7976486



00:32:47.590 --> 00:32:48.580 Thanks everyone thanks  
NOTE Confidence: 0.7976486

00:32:48.580 --> 00:32:49.570 Doctor Sonia conductor.  
NOTE Confidence: 0.7976486

00:32:49.570 --> 00:32:51.220 Leave putting this together for.  
NOTE Confidence: 0.7976486

00:32:51.220 --> 00:32:53.124 I'm going to talk a little bit  
NOTE Confidence: 0.7976486

00:32:53.124 --> 00:32:54.889 about the unique UI challenges and  
NOTE Confidence: 0.7976486

00:32:54.889 --> 00:32:56.954 opportunities we have at CMH C as  
NOTE Confidence: 0.7976486

00:32:57.020 --> 00:32:59.110 a public academic partnership for  
NOTE Confidence: 0.7976486

00:32:59.110 --> 00:33:00.782 Community Mental Health Center.  
NOTE Confidence: 0.7976486

00:33:00.790 --> 00:33:02.729 And I'm going to go through the  
NOTE Confidence: 0.7976486

00:33:02.729 --> 00:33:04.783 example this step and and outcomes  
NOTE Confidence: 0.7976486

00:33:04.783 --> 00:33:06.723 oriented learning health system model,  
NOTE Confidence: 0.7976486

00:33:06.730 --> 00:33:08.375 which we've been working on  
NOTE Confidence: 0.7976486

00:33:08.375 --> 00:33:10.360 for a number of years now.  
NOTE Confidence: 0.7976486

00:33:10.360 --> 00:33:12.010 For those that don't know,  
NOTE Confidence: 0.7976486

00:33:12.010 --> 00:33:13.660 steps are first episode psychosis,  
NOTE Confidence: 0.7976486

00:33:13.660 --> 00:33:16.096 clinical research service founded at CMAC.

NOTE Confidence: 0.7976486

00:33:16.100 --> 00:33:16.760 In 2006,

NOTE Confidence: 0.7976486

00:33:16.760 --> 00:33:19.400 by the notary who's mentored a lot of

NOTE Confidence: 0.7976486

00:33:19.474 --> 00:33:22.490 the work that you're gonna see here today,

NOTE Confidence: 0.7976486

00:33:22.490 --> 00:33:25.098 and there's our funders.

NOTE Confidence: 0.7976486

00:33:25.100 --> 00:33:27.522 OK, so I'm going to start with

NOTE Confidence: 0.7976486

00:33:27.522 --> 00:33:30.412 an excuse qis MHC can be really

NOTE Confidence: 0.7976486

00:33:30.412 --> 00:33:32.176 challenging and it's probably

NOTE Confidence: 0.7976486

00:33:32.176 --> 00:33:34.842 going to seem less polished than

NOTE Confidence: 0.7976486

00:33:34.842 --> 00:33:37.392 what you've seen so far today.

NOTE Confidence: 0.7976486

00:33:37.400 --> 00:33:38.900 And here's an example,

NOTE Confidence: 0.7976486

00:33:38.900 --> 00:33:41.688 so I want to take you through

NOTE Confidence: 0.7976486

00:33:41.688 --> 00:33:44.796 what I might have been doing this

NOTE Confidence: 0.7976486

00:33:44.796 --> 00:33:47.646 morning at CMAC if I wasn't here.

NOTE Confidence: 0.7976486

00:33:47.650 --> 00:33:49.700 Speaking with you all today.

NOTE Confidence: 0.7976486

00:33:49.700 --> 00:33:52.980 So here's everyday clinical care at CMH C.

NOTE Confidence: 0.7976486

00:33:52.980 --> 00:33:55.030 We have wits REHR widths,  
NOTE Confidence: 0.7976486

00:33:55.030 --> 00:33:56.838 communicates with their enterprise.  
NOTE Confidence: 0.7976486

00:33:56.838 --> 00:33:58.646 Data Warehouse generating reports  
NOTE Confidence: 0.7976486

00:33:58.646 --> 00:34:00.529 for Demas who we work for.  
NOTE Confidence: 0.7976486

00:34:00.530 --> 00:34:03.204 But then there's also a legacy database  
NOTE Confidence: 0.7976486

00:34:03.204 --> 00:34:05.455 which generate sports reports for CMS  
NOTE Confidence: 0.7976486

00:34:05.455 --> 00:34:07.870 and then and then the Joint Commission.  
NOTE Confidence: 0.7976486

00:34:07.870 --> 00:34:10.075 Then we have a nice you know  
NOTE Confidence: 0.7976486

00:34:10.075 --> 00:34:12.384 Microsoft Suite of resource is to  
NOTE Confidence: 0.7976486

00:34:12.384 --> 00:34:14.108 keep everything ticking along.  
NOTE Confidence: 0.7976486

00:34:14.110 --> 00:34:15.397 Sounds pretty reasonable.  
NOTE Confidence: 0.7976486

00:34:15.397 --> 00:34:15.826 However,  
NOTE Confidence: 0.7976486

00:34:15.826 --> 00:34:18.770 which is partially implemented by by Dima,  
NOTE Confidence: 0.7976486

00:34:18.770 --> 00:34:21.185 so we still do have a parallel  
NOTE Confidence: 0.7976486

00:34:21.185 --> 00:34:21.875 physical chart,  
NOTE Confidence: 0.7976486

00:34:21.880 --> 00:34:23.956 so we're still interacting with that,

NOTE Confidence: 0.7976486  
00:34:23.960 --> 00:34:26.050 and that obviously needs to  
NOTE Confidence: 0.7976486  
00:34:26.050 --> 00:34:28.140 be scanned to the database.  
NOTE Confidence: 0.7976486  
00:34:28.140 --> 00:34:30.380 Fine, we can put up with that.  
NOTE Confidence: 0.7976486  
00:34:30.380 --> 00:34:31.708 Unfortunately there are some  
NOTE Confidence: 0.7976486  
00:34:31.708 --> 00:34:33.368 other legacy databases that are  
NOTE Confidence: 0.7976486  
00:34:33.368 --> 00:34:34.653 available for certain services  
NOTE Confidence: 0.7976486  
00:34:34.653 --> 00:34:36.453 depending on what you're looking at.  
NOTE Confidence: 0.7976486  
00:34:36.460 --> 00:34:39.020 Some of our services go to deduct instead.  
NOTE Confidence: 0.7976486  
00:34:39.020 --> 00:34:39.336 OK,  
NOTE Confidence: 0.7976486  
00:34:39.336 --> 00:34:41.548 will fall back into the model and  
NOTE Confidence: 0.7976486  
00:34:41.548 --> 00:34:43.500 then shout out to Dan Shetler.  
NOTE Confidence: 0.7976486  
00:34:43.500 --> 00:34:44.480 Are a QA director.  
NOTE Confidence: 0.7976486  
00:34:44.480 --> 00:34:47.203 We want to we want to get some good  
NOTE Confidence: 0.7976486  
00:34:47.203 --> 00:34:49.573 visualizations to get some utilization data.  
NOTE Confidence: 0.7976486  
00:34:49.580 --> 00:34:52.460 So we want to pull in tapped into Tableau.  
NOTE Confidence: 0.7976486

00:34:52.460 --> 00:34:55.660 But this is what the data flow looks like in.  
NOTE Confidence: 0.7976486

00:34:55.660 --> 00:34:58.018 In order to get some good  
NOTE Confidence: 0.7976486

00:34:58.018 --> 00:34:58.804 visualizations going.  
NOTE Confidence: 0.7976486

00:34:58.810 --> 00:35:00.214 But then Tableau helps  
NOTE Confidence: 0.7976486

00:35:00.214 --> 00:35:01.267 you with visualizations.  
NOTE Confidence: 0.7976486

00:35:01.270 --> 00:35:03.720 That doesn't help you with data capture,  
NOTE Confidence: 0.7976486

00:35:03.720 --> 00:35:04.740 so Luckily enough,  
NOTE Confidence: 0.7976486

00:35:04.740 --> 00:35:07.120 I work in a research clinical research  
NOTE Confidence: 0.7976486

00:35:07.188 --> 00:35:09.336 clinic that has red cap implimented.  
NOTE Confidence: 0.7976486

00:35:09.340 --> 00:35:11.494 So we've got some good data  
NOTE Confidence: 0.7976486

00:35:11.494 --> 00:35:13.347 capture resource is there and  
NOTE Confidence: 0.7976486

00:35:13.347 --> 00:35:15.417 it can generate reports for the  
NOTE Confidence: 0.7976486

00:35:15.417 --> 00:35:17.410 funders so that that went OK.  
NOTE Confidence: 0.7976486

00:35:17.410 --> 00:35:19.165 But way to colleagues about  
NOTE Confidence: 0.7976486

00:35:19.165 --> 00:35:20.920 to send you an email.  
NOTE Confidence: 0.7976486

00:35:20.920 --> 00:35:23.440 Unfortunately they send that email to your

NOTE Confidence: 0.7976486

00:35:23.440 --> 00:35:25.837 Yale outlook instead of your demas outlook,

NOTE Confidence: 0.7976486

00:35:25.840 --> 00:35:27.940 which is a completely separate login.

NOTE Confidence: 0.7976486

00:35:27.940 --> 00:35:30.340 So you have to toggle across.

NOTE Confidence: 0.7976486

00:35:30.340 --> 00:35:30.710 Uh,

NOTE Confidence: 0.7976486

00:35:30.710 --> 00:35:31.080 give

NOTE Confidence: 0.76728946

00:35:31.080 --> 00:35:33.300 me Doctor Cahill. Sorry to interrupt,

NOTE Confidence: 0.76728946

00:35:33.300 --> 00:35:35.890 can you put this in Presenter View?

NOTE Confidence: 0.76728946

00:35:35.890 --> 00:35:37.740 Yeah I can. I can.

NOTE Confidence: 0.91392255

00:35:39.820 --> 00:35:41.740 Perfect thank you.

NOTE Confidence: 0.91392255

00:35:41.740 --> 00:35:43.876 Thanks, Trisha. So we have to.

NOTE Confidence: 0.91392255

00:35:43.880 --> 00:35:46.379 We have to toggle across but OK,

NOTE Confidence: 0.91392255

00:35:46.380 --> 00:35:47.451 forget about it.

NOTE Confidence: 0.91392255

00:35:47.451 --> 00:35:49.950 Let's go on a video conference instead.

NOTE Confidence: 0.91392255

00:35:49.950 --> 00:35:52.086 So we jump on Yell Zoom,

NOTE Confidence: 0.91392255

00:35:52.090 --> 00:35:54.638 but during the course of our conversations

NOTE Confidence: 0.91392255

00:35:54.638 --> 00:35:57.090 we start talking bout a CMAC patients.  
NOTE Confidence: 0.91392255

00:35:57.090 --> 00:35:58.830 So policy Demas from Dima says  
NOTE Confidence: 0.91392255

00:35:58.830 --> 00:36:01.388 we need to jump onto DEMAS teams  
NOTE Confidence: 0.91392255

00:36:01.388 --> 00:36:03.156 instead which currently freezes.  
NOTE Confidence: 0.91392255

00:36:03.160 --> 00:36:05.589 Then we need to download a blank  
NOTE Confidence: 0.91392255

00:36:05.589 --> 00:36:07.423 admission template for the client  
NOTE Confidence: 0.91392255

00:36:07.423 --> 00:36:09.228 that's on the DEMAS Intranet.  
NOTE Confidence: 0.91392255

00:36:09.230 --> 00:36:11.768 Unfortunately we don't have remote desktop.  
NOTE Confidence: 0.91392255

00:36:11.770 --> 00:36:13.166 Access for the Internet,  
NOTE Confidence: 0.91392255

00:36:13.166 --> 00:36:14.911 but Luckily there's a copy  
NOTE Confidence: 0.91392255

00:36:14.911 --> 00:36:16.630 on your box I'm moving.  
NOTE Confidence: 0.91392255

00:36:16.630 --> 00:36:19.374 I'm moving faster here if we want  
NOTE Confidence: 0.91392255

00:36:19.374 --> 00:36:21.733 to communicate Phi on that template  
NOTE Confidence: 0.91392255

00:36:21.733 --> 00:36:24.316 we have to use Zix secure email.  
NOTE Confidence: 0.91392255

00:36:24.320 --> 00:36:26.468 I want to sign a nursing  
NOTE Confidence: 0.91392255

00:36:26.468 --> 00:36:27.900 order for this client,

NOTE Confidence: 0.91392255

00:36:27.900 --> 00:36:30.231 so I see whether there with Laura

NOTE Confidence: 0.91392255

00:36:30.231 --> 00:36:32.808 Home Care that has an online portal

NOTE Confidence: 0.91392255

00:36:32.808 --> 00:36:34.693 for signing the Care orders.

NOTE Confidence: 0.91392255

00:36:34.700 --> 00:36:35.057 Unfortunately,

NOTE Confidence: 0.91392255

00:36:35.057 --> 00:36:38.696 this client is one of is with one of the

NOTE Confidence: 0.91392255

00:36:38.696 --> 00:36:41.146 16 other agencies that we work with,

NOTE Confidence: 0.91392255

00:36:41.150 --> 00:36:44.730 so we have to use fax for that next job.

NOTE Confidence: 0.91392255

00:36:44.730 --> 00:36:47.610 I need to look at some lab work so we

NOTE Confidence: 0.91392255

00:36:47.687 --> 00:36:50.627 look at Hartford Healthcare for lab work

NOTE Confidence: 0.91392255

00:36:50.627 --> 00:36:53.678 either on the portal or via via fax.

NOTE Confidence: 0.91392255

00:36:53.680 --> 00:36:54.081 Unfortunately,

NOTE Confidence: 0.91392255

00:36:54.081 --> 00:36:56.086 there's no lab works there.

NOTE Confidence: 0.91392255

00:36:56.090 --> 00:36:57.980 It seems that the clients opted to

NOTE Confidence: 0.91392255

00:36:57.980 --> 00:37:00.119 use quest in the community instead,

NOTE Confidence: 0.91392255

00:37:00.120 --> 00:37:02.192 so we log on to Quantum instead

NOTE Confidence: 0.91392255



00:37:02.192 --> 00:37:04.150 to look at that next job,  
NOTE Confidence: 0.91392255

00:37:04.150 --> 00:37:05.406 put in medication refill.  
NOTE Confidence: 0.91392255

00:37:05.406 --> 00:37:07.560 So we put that into RX NT.  
NOTE Confidence: 0.91392255

00:37:07.560 --> 00:37:09.618 But we need to print off the  
NOTE Confidence: 0.91392255

00:37:09.618 --> 00:37:10.970 orders into the chart.  
NOTE Confidence: 0.91392255

00:37:10.970 --> 00:37:13.140 It looks like we're prescribing clonidine Appin,  
NOTE Confidence: 0.91392255

00:37:13.140 --> 00:37:16.620 but also Ativan, so I also log into  
NOTE Confidence: 0.91392255

00:37:16.620 --> 00:37:19.479 the closet in REM system CTP&P.  
NOTE Confidence: 0.91392255

00:37:19.480 --> 00:37:21.874 Oh no, the patients in the ER,  
NOTE Confidence: 0.91392255

00:37:21.880 --> 00:37:23.902 but Luckily we have read only  
NOTE Confidence: 0.91392255

00:37:23.902 --> 00:37:25.650 access to young Haven Epic,  
NOTE Confidence: 0.91392255

00:37:25.650 --> 00:37:27.708 so we can log in there.  
NOTE Confidence: 0.91392255

00:37:27.710 --> 00:37:29.720 So that's a fair summary I  
NOTE Confidence: 0.91392255

00:37:29.720 --> 00:37:31.829 think and hope to send you.  
NOTE Confidence: 0.91392255

00:37:31.830 --> 00:37:34.566 Correct me if I'm wrong of our currency.  
NOTE Confidence: 0.91392255

00:37:34.570 --> 00:37:35.599 MHC information ecology.

NOTE Confidence: 0.9048444

00:37:38.230 --> 00:37:40.158 So I hope that's all clear to everyone.

NOTE Confidence: 0.8442803

00:37:42.830 --> 00:37:44.360 So as you can see,

NOTE Confidence: 0.8442803

00:37:44.360 --> 00:37:46.800 it's hard to do conventional Qi at CMAC.

NOTE Confidence: 0.8442803

00:37:46.800 --> 00:37:49.240 Nevertheless, we have a lot of strength here,

NOTE Confidence: 0.8442803

00:37:49.240 --> 00:37:51.070 and I want to highlight here,

NOTE Confidence: 0.8442803

00:37:51.070 --> 00:37:53.058 and I'm not going to go through

NOTE Confidence: 0.8442803

00:37:53.058 --> 00:37:54.729 each of these for brevity.

NOTE Confidence: 0.8442803

00:37:54.730 --> 00:37:56.542 There's a few highlights here that's

NOTE Confidence: 0.8442803

00:37:56.542 --> 00:37:58.689 stood out to me over the years,

NOTE Confidence: 0.8442803

00:37:58.690 --> 00:38:00.839 either because I've had the pleasure of

NOTE Confidence: 0.8442803

00:38:00.839 --> 00:38:02.958 being involved with some of these efforts,

NOTE Confidence: 0.8442803

00:38:02.960 --> 00:38:04.790 working with some of these individuals,

NOTE Confidence: 0.8442803

00:38:04.790 --> 00:38:06.925 or they've really spoken to really salient

NOTE Confidence: 0.8442803

00:38:06.925 --> 00:38:08.449 narratives that that's around them.

NOTE Confidence: 0.8442803

00:38:08.450 --> 00:38:10.571 I mean, you have you have quite

NOTE Confidence: 0.8442803

00:38:10.571 --> 00:38:11.810 structured Qi processes here.  
NOTE Confidence: 0.8442803

00:38:11.810 --> 00:38:13.330 For for the Joint Commission,  
NOTE Confidence: 0.8442803

00:38:13.330 --> 00:38:15.580 but you also have things like.  
NOTE Confidence: 0.8442803

00:38:15.580 --> 00:38:17.506 We have a cross country ski  
NOTE Confidence: 0.8442803

00:38:17.506 --> 00:38:19.800 team for our snow preparedness,  
NOTE Confidence: 0.8442803

00:38:19.800 --> 00:38:23.400 forgetting forgetting physicians on site.  
NOTE Confidence: 0.8442803

00:38:23.400 --> 00:38:26.595 I also want to shout out to Will Rutland,  
NOTE Confidence: 0.8442803

00:38:26.600 --> 00:38:29.039 so as a PG three he notice to a  
NOTE Confidence: 0.8442803

00:38:29.039 --> 00:38:31.874 real gap in in bridging meds between  
NOTE Confidence: 0.8442803

00:38:31.874 --> 00:38:34.348 the only Haven hospital system in  
NOTE Confidence: 0.8442803

00:38:34.348 --> 00:38:36.924 our CMAC pharmacy and as you know,  
NOTE Confidence: 0.8442803

00:38:36.930 --> 00:38:38.226 as a resident can,  
NOTE Confidence: 0.8442803

00:38:38.226 --> 00:38:40.170 he bridged the two systems of  
NOTE Confidence: 0.8442803

00:38:40.247 --> 00:38:43.111 care and put in place an epic best  
NOTE Confidence: 0.8442803

00:38:43.111 --> 00:38:45.120 practices advisory for CMAC Pharmacy,  
NOTE Confidence: 0.8442803

00:38:45.120 --> 00:38:47.124 which which has been has been

NOTE Confidence: 0.8442803

00:38:47.124 --> 00:38:49.390 triggered 31 times since its inception,

NOTE Confidence: 0.8442803

00:38:49.390 --> 00:38:52.216 but I'll let you peruse the

NOTE Confidence: 0.8442803

00:38:52.216 --> 00:38:53.629 other examples here.

NOTE Confidence: 0.8442803

00:38:53.630 --> 00:38:55.030 But as you can see,

NOTE Confidence: 0.8442803

00:38:55.030 --> 00:38:57.062 it takes a village and I could certainly

NOTE Confidence: 0.8442803

00:38:57.062 --> 00:38:59.211 be critiqued here that some of these

NOTE Confidence: 0.8442803

00:38:59.211 --> 00:39:00.479 examples stressed stretched the

NOTE Confidence: 0.8442803

00:39:00.479 --> 00:39:01.996 definition of Qi initiatives a bit.

NOTE Confidence: 0.8442803

00:39:02.000 --> 00:39:03.953 But what they do is capture the

NOTE Confidence: 0.8442803

00:39:03.953 --> 00:39:04.790 spirit of CMH.

NOTE Confidence: 0.8442803

00:39:04.790 --> 00:39:06.190 See, we all mark in,

NOTE Confidence: 0.8442803

00:39:06.190 --> 00:39:08.818 and we strive for excellence in

NOTE Confidence: 0.8442803

00:39:08.818 --> 00:39:10.570 our in our mission.

NOTE Confidence: 0.8442803

00:39:10.570 --> 00:39:11.810 So we've established informatics

NOTE Confidence: 0.8442803

00:39:11.810 --> 00:39:13.360 is a challenge for us,

NOTE Confidence: 0.8442803

00:39:13.360 --> 00:39:15.840 but we are mission driven and our strength,  
NOTE Confidence: 0.8442803

00:39:15.840 --> 00:39:18.320 so we have a community rich and dedicated,  
NOTE Confidence: 0.8442803

00:39:18.320 --> 00:39:18.966 caring, smart,  
NOTE Confidence: 0.8442803

00:39:18.966 --> 00:39:20.258 creative and motivated individuals  
NOTE Confidence: 0.8442803

00:39:20.258 --> 00:39:22.679 and we have an access to an array  
NOTE Confidence: 0.8442803

00:39:22.679 --> 00:39:24.019 of resources and expertise as  
NOTE Confidence: 0.8442803

00:39:24.019 --> 00:39:25.448 well as community partners,  
NOTE Confidence: 0.8442803

00:39:25.450 --> 00:39:28.390 some of whom are also presenting here  
NOTE Confidence: 0.8442803

00:39:28.390 --> 00:39:31.637 today who are willing to help us out.  
NOTE Confidence: 0.8442803

00:39:31.640 --> 00:39:34.125 So traditional Qi is hard to do.  
NOTE Confidence: 0.8442803

00:39:34.130 --> 00:39:34.842 It's MHC.  
NOTE Confidence: 0.8442803

00:39:34.842 --> 00:39:36.978 We've seen some encouraging narratives today,  
NOTE Confidence: 0.8442803

00:39:36.980 --> 00:39:38.760 but how do we know,  
NOTE Confidence: 0.8442803

00:39:38.760 --> 00:39:43.184 objectively that we are doing a good job?  
NOTE Confidence: 0.8442803

00:39:43.190 --> 00:39:45.950 So what other models of Qi are available  
NOTE Confidence: 0.8442803

00:39:45.950 --> 00:39:48.662 that could help us so one model could

NOTE Confidence: 0.8442803

00:39:48.662 --> 00:39:51.518 be seeding or joining and outcomes oriented,

NOTE Confidence: 0.8442803

00:39:51.520 --> 00:39:52.570 learning health system,

NOTE Confidence: 0.8442803

00:39:52.570 --> 00:39:54.670 and I've thrown up a couple

NOTE Confidence: 0.8442803

00:39:54.670 --> 00:39:56.580 of definitions of of that.

NOTE Confidence: 0.8442803

00:39:56.580 --> 00:39:58.076 Their outcomes oriented learning

NOTE Confidence: 0.8442803

00:39:58.076 --> 00:40:00.320 health system would focus on core.

NOTE Confidence: 0.8442803

00:40:00.320 --> 00:40:01.672 Or outcomes.

NOTE Confidence: 0.8442803

00:40:01.672 --> 00:40:04.376 Not processes of care,

NOTE Confidence: 0.8442803

00:40:04.380 --> 00:40:05.712 so it allows.

NOTE Confidence: 0.8442803

00:40:05.712 --> 00:40:08.820 The reality of of a community mental

NOTE Confidence: 0.8442803

00:40:08.917 --> 00:40:12.397 Health Center to do what it does best

NOTE Confidence: 0.8442803

00:40:12.397 --> 00:40:15.495 was keeping an eye on what we agree.

NOTE Confidence: 0.8442803

00:40:15.500 --> 00:40:17.360 We need to be doing.

NOTE Confidence: 0.8442803

00:40:17.360 --> 00:40:18.844 Ultimately for the population

NOTE Confidence: 0.8442803

00:40:18.844 --> 00:40:20.699 with serving the core outcome,

NOTE Confidence: 0.8442803

00:40:20.700 --> 00:40:22.962 shipset should be derived from and  
NOTE Confidence: 0.8442803

00:40:22.962 --> 00:40:24.889 continuously reviewed from multi stake  
NOTE Confidence: 0.8442803

00:40:24.889 --> 00:40:27.049 in multi stakeholder input to ensure  
NOTE Confidence: 0.8442803

00:40:27.049 --> 00:40:29.258 it remains meaningful for the population.  
NOTE Confidence: 0.8442803

00:40:29.260 --> 00:40:31.570 Were trying to serve and the  
NOTE Confidence: 0.8442803

00:40:31.570 --> 00:40:33.719 Institute of Medicine guides us here.  
NOTE Confidence: 0.8442803

00:40:33.720 --> 00:40:35.610 They they talk about an  
NOTE Confidence: 0.8442803

00:40:35.610 --> 00:40:37.122 LHS thriving when science.  
NOTE Confidence: 0.8442803

00:40:37.130 --> 00:40:38.634 Infomatics incentives and culture  
NOTE Confidence: 0.8442803

00:40:38.634 --> 00:40:40.138 aligned for continuous improvement.  
NOTE Confidence: 0.8442803

00:40:40.140 --> 00:40:44.300 And so I just wanted to expand on that a  
NOTE Confidence: 0.8424812

00:40:44.406 --> 00:40:47.176 little bit. So this is how we've been  
NOTE Confidence: 0.8424812

00:40:47.176 --> 00:40:49.453 thinking about it at step as sort of  
NOTE Confidence: 0.8424812

00:40:49.453 --> 00:40:51.692 four pillars of a model learning health  
NOTE Confidence: 0.8424812

00:40:51.692 --> 00:40:54.097 system for continuous quality improvement.  
NOTE Confidence: 0.8424812

00:40:54.100 --> 00:40:55.352 So science rigorous methodology.

NOTE Confidence: 0.8424812

00:40:55.352 --> 00:40:56.604 Essentially you want to

NOTE Confidence: 0.8424812

00:40:56.604 --> 00:40:58.049 get your measures rights,

NOTE Confidence: 0.8424812

00:40:58.050 --> 00:41:00.458 but you want to capture the value of

NOTE Confidence: 0.8424812

00:41:00.458 --> 00:41:02.659 qualitative as well as quantitative data.

NOTE Confidence: 0.8424812

00:41:02.660 --> 00:41:04.740 You want to Orient around a core dynamic

NOTE Confidence: 0.8424812

00:41:04.740 --> 00:41:07.260 set of multi stakeholder derived outcomes.

NOTE Confidence: 0.8424812

00:41:07.260 --> 00:41:08.172 As I've mentioned,

NOTE Confidence: 0.8424812

00:41:08.172 --> 00:41:10.300 I've put the next one in brackets

NOTE Confidence: 0.8424812

00:41:10.367 --> 00:41:11.947 because this is something that

NOTE Confidence: 0.8424812

00:41:11.947 --> 00:41:13.963 we're sort of adding to this

NOTE Confidence: 0.8424812

00:41:13.963 --> 00:41:15.818 definition as a future direction,

NOTE Confidence: 0.8424812

00:41:15.820 --> 00:41:16.772 but integration.

NOTE Confidence: 0.8424812

00:41:16.772 --> 00:41:18.676 To support multi directional

NOTE Confidence: 0.8424812

00:41:18.676 --> 00:41:20.580 knowledge generation and translation,

NOTE Confidence: 0.8424812

00:41:20.580 --> 00:41:23.238 can we plug learning health systems

NOTE Confidence: 0.8424812



00:41:23.238 --> 00:41:25.010 into basic science research  
NOTE Confidence: 0.8424812

00:41:25.088 --> 00:41:27.128 and therapeutics development?  
NOTE Confidence: 0.8424812

00:41:27.130 --> 00:41:29.212 Next informatics we really want to  
NOTE Confidence: 0.8424812

00:41:29.212 --> 00:41:31.280 minimize the burden to operators.  
NOTE Confidence: 0.8424812

00:41:31.280 --> 00:41:33.632 As you can see from our sort  
NOTE Confidence: 0.8424812

00:41:33.632 --> 00:41:35.800 of data data flow ecology,  
NOTE Confidence: 0.8424812

00:41:35.800 --> 00:41:38.347 we want to try to minimize as much as  
NOTE Confidence: 0.8424812

00:41:38.347 --> 00:41:40.637 possible parallel entry into systems and  
NOTE Confidence: 0.8424812

00:41:40.637 --> 00:41:43.158 try to create opportunities for passive  
NOTE Confidence: 0.8424812

00:41:43.158 --> 00:41:45.226 and opportunistic data collection.  
NOTE Confidence: 0.8424812

00:41:45.230 --> 00:41:47.792 We want to securely and ethically support  
NOTE Confidence: 0.8424812

00:41:47.792 --> 00:41:49.333 interoperability and integration of  
NOTE Confidence: 0.8424812

00:41:49.333 --> 00:41:50.877 applications and multiple databases,  
NOTE Confidence: 0.8424812

00:41:50.880 --> 00:41:53.136 and we want to be agile,  
NOTE Confidence: 0.8424812

00:41:53.140 --> 00:41:54.728 user centered and collaborative  
NOTE Confidence: 0.8424812

00:41:54.728 --> 00:41:56.713 in our design and development

NOTE Confidence: 0.8424812  
00:41:56.713 --> 00:41:58.420 of mathematics systems.  
NOTE Confidence: 0.8424812  
00:41:58.420 --> 00:42:01.591 And one idea would be embedding embedding  
NOTE Confidence: 0.8424812  
00:42:01.591 --> 00:42:04.259 dashboards into everyday clinical workflow.  
NOTE Confidence: 0.8424812  
00:42:04.260 --> 00:42:06.200 In terms of building incentives  
NOTE Confidence: 0.8424812  
00:42:06.200 --> 00:42:08.512 and Doctor Hermes spoke a little  
NOTE Confidence: 0.8424812  
00:42:08.512 --> 00:42:10.598 bit to this today at the VA,  
NOTE Confidence: 0.8424812  
00:42:10.600 --> 00:42:12.712 we want to protest the buy  
NOTE Confidence: 0.8424812  
00:42:12.712 --> 00:42:14.120 in of our operators,  
NOTE Confidence: 0.8424812  
00:42:14.120 --> 00:42:15.468 not just the managers.  
NOTE Confidence: 0.8424812  
00:42:15.468 --> 00:42:18.690 So we want to empower the user to reflect,  
NOTE Confidence: 0.8424812  
00:42:18.690 --> 00:42:19.042 learn,  
NOTE Confidence: 0.8424812  
00:42:19.042 --> 00:42:20.802 and improve while we're working  
NOTE Confidence: 0.8424812  
00:42:20.802 --> 00:42:22.210 around these these measures,  
NOTE Confidence: 0.8424812  
00:42:22.210 --> 00:42:24.415 we want to offer support and the  
NOTE Confidence: 0.8424812  
00:42:24.415 --> 00:42:26.439 tools to solve those problems,  
NOTE Confidence: 0.8424812

00:42:26.440 --> 00:42:28.904 and we want to value autonomy and  
NOTE Confidence: 0.8424812

00:42:28.904 --> 00:42:29.960 individualism wherever possible.  
NOTE Confidence: 0.8424812

00:42:29.960 --> 00:42:32.060 Whilst we are benchmark working  
NOTE Confidence: 0.8424812

00:42:32.060 --> 00:42:34.750 outcomes and trying to to ensure.  
NOTE Confidence: 0.8424812

00:42:34.750 --> 00:42:36.725 Ensure consistent quality across our  
NOTE Confidence: 0.8424812

00:42:36.725 --> 00:42:39.270 systems of care and Lastly culture.  
NOTE Confidence: 0.8424812

00:42:39.270 --> 00:42:42.147 I always enjoy being reminded of this.  
NOTE Confidence: 0.8424812

00:42:42.150 --> 00:42:44.610 Quote Culture eats strategy for breakfast.  
NOTE Confidence: 0.8424812

00:42:44.610 --> 00:42:45.432 You know,  
NOTE Confidence: 0.8424812

00:42:45.432 --> 00:42:48.720 we wanted to develop a culture of inclusion,  
NOTE Confidence: 0.8424812

00:42:48.720 --> 00:42:49.131 responsiveness,  
NOTE Confidence: 0.8424812

00:42:49.131 --> 00:42:51.186 respect and humility around Qi.  
NOTE Confidence: 0.8424812

00:42:51.190 --> 00:42:54.515 We want to form a nonpunitive supportive  
NOTE Confidence: 0.8424812

00:42:54.515 --> 00:42:57.189 community for continuous learning of all.  
NOTE Confidence: 0.8424812

00:42:57.190 --> 00:42:59.780 And we want to engender hope for  
NOTE Confidence: 0.8424812

00:42:59.780 --> 00:43:01.610 improvement and elevates successes.

NOTE Confidence: 0.8424812

00:43:01.610 --> 00:43:03.896 And that's really at the core

NOTE Confidence: 0.8424812

00:43:03.896 --> 00:43:06.030 of a learning health system.

NOTE Confidence: 0.8424812

00:43:06.030 --> 00:43:08.286 It really wants to foster these

NOTE Confidence: 0.8424812

00:43:08.286 --> 00:43:09.790 water cooler conversations that

NOTE Confidence: 0.8424812

00:43:09.850 --> 00:43:11.546 generate creativity and then

NOTE Confidence: 0.8424812

00:43:11.546 --> 00:43:13.666 support rapid cycles of innovation.

NOTE Confidence: 0.8433249

00:43:15.850 --> 00:43:18.760 So I want to elevate.

NOTE Confidence: 0.8433249

00:43:18.760 --> 00:43:21.126 That the work of the nursery and

NOTE Confidence: 0.8433249

00:43:21.126 --> 00:43:23.680 Laura Levine Sykes at step they've

NOTE Confidence: 0.8433249

00:43:23.680 --> 00:43:26.130 recently launched the Connecticut early

NOTE Confidence: 0.8433249

00:43:26.130 --> 00:43:28.179 Psychosis Learning Health Network,

NOTE Confidence: 0.8433249

00:43:28.180 --> 00:43:31.050 which is is seeking really to extend

NOTE Confidence: 0.8433249

00:43:31.050 --> 00:43:32.796 steps impacts statewide through

NOTE Confidence: 0.8433249

00:43:32.796 --> 00:43:35.016 a local learning health system.

NOTE Confidence: 0.8433249

00:43:35.020 --> 00:43:37.911 You can see from this slide and

NOTE Confidence: 0.8433249

00:43:37.911 --> 00:43:41.018 I won't go through all of it.  
NOTE Confidence: 0.8433249

00:43:41.020 --> 00:43:44.009 This is this is Doctor Sykes slide.  
NOTE Confidence: 0.8433249

00:43:44.010 --> 00:43:46.854 There's a real emphasis on supporting  
NOTE Confidence: 0.8433249

00:43:46.854 --> 00:43:48.750 with education and training.  
NOTE Confidence: 0.8433249

00:43:48.750 --> 00:43:51.178 If you want to learn more, there's a.  
NOTE Confidence: 0.8433249

00:43:51.178 --> 00:43:53.306 There's a link at the bottom there,  
NOTE Confidence: 0.8433249

00:43:53.310 --> 00:43:55.134 and I encourage you water to  
NOTE Confidence: 0.8433249

00:43:55.134 --> 00:43:56.350 check out the website,  
NOTE Confidence: 0.8433249

00:43:56.350 --> 00:43:58.359 but this is what's happening locally in  
NOTE Confidence: 0.8433249

00:43:58.359 --> 00:43:59.910 Connecticut from from step extending  
NOTE Confidence: 0.8433249

00:43:59.910 --> 00:44:01.818 into this learning health system model,  
NOTE Confidence: 0.8433249

00:44:01.820 --> 00:44:03.794 and also want to acknowledge the funders  
NOTE Confidence: 0.8433249

00:44:03.794 --> 00:44:05.770 there in the bottom right corner.  
NOTE Confidence: 0.8264091

00:44:08.040 --> 00:44:10.236 So a busy slide. I apologize,  
NOTE Confidence: 0.8264091

00:44:10.240 --> 00:44:12.221 but we realized that we wanted to  
NOTE Confidence: 0.8264091

00:44:12.221 --> 00:44:14.528 in order to develop and outcomes

NOTE Confidence: 0.8264091

00:44:14.528 --> 00:44:16.848 oriented learning health system model.

NOTE Confidence: 0.8264091

00:44:16.850 --> 00:44:19.522 In this day and age we need to

NOTE Confidence: 0.8264091

00:44:19.522 --> 00:44:21.989 support it with a digital media.

NOTE Confidence: 0.8264091

00:44:21.990 --> 00:44:23.820 So what does that mean?

NOTE Confidence: 0.8264091

00:44:23.820 --> 00:44:25.660 It means having an application,

NOTE Confidence: 0.8264091

00:44:25.660 --> 00:44:26.722 a data system,

NOTE Confidence: 0.8264091

00:44:26.722 --> 00:44:28.492 a database that facilitates the

NOTE Confidence: 0.8264091

00:44:28.492 --> 00:44:30.383 integration of multiple data sources

NOTE Confidence: 0.8264091

00:44:30.383 --> 00:44:32.627 and create sort of reflective space.

NOTE Confidence: 0.8264091

00:44:32.630 --> 00:44:33.785 For diffuse providers,

NOTE Confidence: 0.8264091

00:44:33.785 --> 00:44:36.095 diffuse clinics to sit and reflect

NOTE Confidence: 0.8264091

00:44:36.095 --> 00:44:38.130 and come up with these ideas.

NOTE Confidence: 0.8264091

00:44:38.130 --> 00:44:41.138 So we applied for some funding to build.

NOTE Confidence: 0.8264091

00:44:41.140 --> 00:44:43.534 A prototype for this and it's it's

NOTE Confidence: 0.8264091

00:44:43.534 --> 00:44:45.680 gone through a few iterations.

NOTE Confidence: 0.8264091

00:44:45.680 --> 00:44:47.948 As you can see over over the  
NOTE Confidence: 0.8264091

00:44:47.948 --> 00:44:50.305 years we were asked to present  
NOTE Confidence: 0.8264091

00:44:50.305 --> 00:44:52.475 this prototype by Bob Hines,  
NOTE Confidence: 0.8264091

00:44:52.480 --> 00:44:54.315 Senator Preparatory Meeting for a  
NOTE Confidence: 0.8264091

00:44:54.315 --> 00:44:56.920 series of NIMHRA phase for the for  
NOTE Confidence: 0.8264091

00:44:56.920 --> 00:44:58.690 what's now called the Eppinette  
NOTE Confidence: 0.8264091

00:44:58.690 --> 00:45:00.799 project that's now started rolling.  
NOTE Confidence: 0.8264091

00:45:00.800 --> 00:45:02.685 So that stands for early  
NOTE Confidence: 0.8264091

00:45:02.685 --> 00:45:03.816 Psychosis intervention network,  
NOTE Confidence: 0.8264091

00:45:03.820 --> 00:45:06.396 so that is essentially modeled as a  
NOTE Confidence: 0.8264091

00:45:06.396 --> 00:45:07.980 nationwide learning health system,  
NOTE Confidence: 0.8264091

00:45:07.980 --> 00:45:09.870 specifically for the first episode,  
NOTE Confidence: 0.8264091

00:45:09.870 --> 00:45:11.578 psychosis services and steps.  
NOTE Confidence: 0.8264091

00:45:11.578 --> 00:45:12.859 Part of that.  
NOTE Confidence: 0.8264091

00:45:12.860 --> 00:45:15.674 So the group is currently funded  
NOTE Confidence: 0.8264091

00:45:15.674 --> 00:45:18.107 to implement our learning health

NOTE Confidence: 0.8264091

00:45:18.107 --> 00:45:20.921 system model in two of the

NOTE Confidence: 0.8264091

00:45:20.921 --> 00:45:22.820 eight national eppinette hubs.

NOTE Confidence: 0.8264091

00:45:22.820 --> 00:45:27.077 So I just wanted to last couple of slides.

NOTE Confidence: 0.8264091

00:45:27.080 --> 00:45:28.972 This is what happen.

NOTE Confidence: 0.8264091

00:45:28.972 --> 00:45:30.864 It looks like nationally,

NOTE Confidence: 0.8264091

00:45:30.870 --> 00:45:32.826 there's eight regional hubs.

NOTE Confidence: 0.8264091

00:45:32.826 --> 00:45:35.271 There's 101 early psychosis clinics

NOTE Confidence: 0.8264091

00:45:35.271 --> 00:45:38.076 across 17 States and then there's

NOTE Confidence: 0.8264091

00:45:38.076 --> 00:45:39.868 the eppinette data coordinating

NOTE Confidence: 0.8264091

00:45:39.868 --> 00:45:42.317 center and their harmonized accord.

NOTE Confidence: 0.8264091

00:45:42.320 --> 00:45:44.840 Outcomes set which is starting to be

NOTE Confidence: 0.8264091

00:45:44.840 --> 00:45:46.710 collected across across the network.

NOTE Confidence: 0.8264091

00:45:46.710 --> 00:45:49.644 So this is one of the hubs that were

NOTE Confidence: 0.8264091

00:45:49.644 --> 00:45:52.177 involved with the eyes of John Cain

NOTE Confidence: 0.8264091

00:45:52.177 --> 00:45:54.400 and Double Robinson at Northwell.

NOTE Confidence: 0.8264091



00:45:54.400 --> 00:45:56.230 It's called yeah Streeter network.

NOTE Confidence: 0.8264091

00:45:56.230 --> 00:45:57.786 There are 12 clinics,

NOTE Confidence: 0.8264091

00:45:57.786 --> 00:46:00.645 one of which is step right there

NOTE Confidence: 0.8264091

00:46:00.645 --> 00:46:03.697 looking out the back of that cluster.

NOTE Confidence: 0.8264091

00:46:03.700 --> 00:46:05.750 And then the second network

NOTE Confidence: 0.8264091

00:46:05.750 --> 00:46:07.390 is called AC Eppinette,

NOTE Confidence: 0.8264091

00:46:07.390 --> 00:46:09.850 so it's six larger academic sites.

NOTE Confidence: 0.8264091

00:46:09.850 --> 00:46:12.310 The PII is Alumbreira at Indiana,

NOTE Confidence: 0.8264091

00:46:12.310 --> 00:46:15.194 and we have the pleasure of working

NOTE Confidence: 0.8264091

00:46:15.194 --> 00:46:19.949 with this network too. So last slide.

NOTE Confidence: 0.8264091

00:46:19.950 --> 00:46:22.830 What could be the next steps?

NOTE Confidence: 0.8264091

00:46:22.830 --> 00:46:24.820 So can we possibly extend

NOTE Confidence: 0.8264091

00:46:24.820 --> 00:46:26.014 this LHS infrastructure?

NOTE Confidence: 0.8264091

00:46:26.020 --> 00:46:26.604 We restart,

NOTE Confidence: 0.8264091

00:46:26.604 --> 00:46:28.648 submerge in it and get it right

NOTE Confidence: 0.8264091

00:46:28.648 --> 00:46:31.102 to create new opportunities for

NOTE Confidence: 0.8264091

00:46:31.102 --> 00:46:33.198 knowledge generation and translation?

NOTE Confidence: 0.8264091

00:46:33.200 --> 00:46:35.155 And specifically can we extend

NOTE Confidence: 0.8264091

00:46:35.155 --> 00:46:37.110 it vertically upwards into really

NOTE Confidence: 0.8264091

00:46:37.179 --> 00:46:38.783 capturing the knowledge that

NOTE Confidence: 0.8264091

00:46:38.783 --> 00:46:40.788 exists in our wider community?

NOTE Confidence: 0.8264091

00:46:40.790 --> 00:46:41.578 Wider stakeholders,

NOTE Confidence: 0.8264091

00:46:41.578 --> 00:46:43.154 people with lived experience

NOTE Confidence: 0.8264091

00:46:43.154 --> 00:46:45.170 lay knowledge that there exists.

NOTE Confidence: 0.8264091

00:46:45.170 --> 00:46:47.312 Can we also extend it vertically

NOTE Confidence: 0.8264091

00:46:47.312 --> 00:46:49.762 downwards to integrate into the basic

NOTE Confidence: 0.8264091

00:46:49.762 --> 00:46:51.670 clinical science collaborations by

NOTE Confidence: 0.8264091

00:46:51.670 --> 00:46:53.578 market development in therapeutics?

NOTE Confidence: 0.8264091

00:46:53.580 --> 00:46:54.446 And then.

NOTE Confidence: 0.8264091

00:46:54.446 --> 00:46:56.611 Extending in these other directions

NOTE Confidence: 0.8264091

00:46:56.611 --> 00:46:58.670 with can we scale up?

NOTE Confidence: 0.8264091

00:46:58.670 --> 00:47:00.994 Can we scale up through the open  
NOTE Confidence: 0.8264091

00:47:00.994 --> 00:47:03.090 net network and then potentially  
NOTE Confidence: 0.8264091

00:47:03.090 --> 00:47:04.626 could we generalize,  
NOTE Confidence: 0.8264091

00:47:04.630 --> 00:47:07.006 generalize to other severe mental illness?  
NOTE Confidence: 0.8264091

00:47:07.010 --> 00:47:09.806 And that's where I'll end and  
NOTE Confidence: 0.8264091

00:47:09.806 --> 00:47:12.550 thank you and feel free to.  
NOTE Confidence: 0.8264091

00:47:12.550 --> 00:47:15.518 To get in touch and long awaited  
NOTE Confidence: 0.8264091

00:47:15.518 --> 00:47:17.829 Doctor Rosa over to you Sir.  
NOTE Confidence: 0.7505438

00:47:19.290 --> 00:47:20.578 Thank you doctor Cahill.  
NOTE Confidence: 0.73222624

00:47:24.760 --> 00:47:28.156 Alright um. So good morning everybody,  
NOTE Confidence: 0.73222624

00:47:28.160 --> 00:47:30.449 so I'm going to be talking about  
NOTE Confidence: 0.73222624

00:47:30.449 --> 00:47:31.882 the residency curriculum and  
NOTE Confidence: 0.73222624

00:47:31.882 --> 00:47:33.422 the transformation we've made  
NOTE Confidence: 0.73222624

00:47:33.422 --> 00:47:34.962 around the quality improvement  
NOTE Confidence: 0.73222624

00:47:34.962 --> 00:47:36.880 in patient safety curriculum for  
NOTE Confidence: 0.73222624

00:47:36.880 --> 00:47:39.088 residents over the past few years.

NOTE Confidence: 0.73222624

00:47:39.090 --> 00:47:40.595 Really, the when this started

NOTE Confidence: 0.73222624

00:47:40.595 --> 00:47:42.100 five or six years ago,

NOTE Confidence: 0.73222624

00:47:42.100 --> 00:47:43.595 the focus on quality improvement

NOTE Confidence: 0.73222624

00:47:43.595 --> 00:47:45.439 in patient safety in the curriculum

NOTE Confidence: 0.73222624

00:47:45.439 --> 00:47:47.203 is mostly reserved for the Pgy

NOTE Confidence: 0.73222624

00:47:47.203 --> 00:47:49.034 four year sort of after people

NOTE Confidence: 0.73222624

00:47:49.034 --> 00:47:50.529 had gone through basic clinical

NOTE Confidence: 0.73222624

00:47:50.529 --> 00:47:51.979 and other kinds of education,

NOTE Confidence: 0.73222624

00:47:51.979 --> 00:47:53.677 the idea was to help them

NOTE Confidence: 0.73222624

00:47:53.677 --> 00:47:55.586 optimize the way that they thought

NOTE Confidence: 0.73222624

00:47:55.586 --> 00:47:56.842 about the clinical practice,

NOTE Confidence: 0.73222624

00:47:56.850 --> 00:47:59.146 and I think based on some feedback that

NOTE Confidence: 0.73222624

00:47:59.146 --> 00:48:01.670 we got in some AC GME survey results,

NOTE Confidence: 0.73222624

00:48:01.670 --> 00:48:03.427 I'm going to share there was a

NOTE Confidence: 0.73222624

00:48:03.427 --> 00:48:04.623 significant effort and energy

NOTE Confidence: 0.73222624

00:48:04.623 --> 00:48:06.179 thord revitalizing the curriculum.  
NOTE Confidence: 0.73222624

00:48:06.180 --> 00:48:08.022 I'm going to talk about that  
NOTE Confidence: 0.73222624

00:48:08.022 --> 00:48:09.939 and show some of the work.  
NOTE Confidence: 0.73222624

00:48:09.940 --> 00:48:10.888 Product from that effort.  
NOTE Confidence: 0.73222624

00:48:10.888 --> 00:48:12.073 Over the past few years.  
NOTE Confidence: 0.84195316

00:48:16.960 --> 00:48:18.530 So in 2015 every year,  
NOTE Confidence: 0.84195316

00:48:18.530 --> 00:48:20.728 the AC Jimmy doesn't annual site survey,  
NOTE Confidence: 0.84195316

00:48:20.730 --> 00:48:21.986 both residents and faculty,  
NOTE Confidence: 0.84195316

00:48:21.986 --> 00:48:24.874 and it shows 15 the scores of the residency  
NOTE Confidence: 0.84195316

00:48:24.874 --> 00:48:27.431 in these particular areas were not up to  
NOTE Confidence: 0.84195316

00:48:27.431 --> 00:48:29.517 the standards that we were hoping for.  
NOTE Confidence: 0.84195316

00:48:29.520 --> 00:48:31.599 So every year they ask questions about  
NOTE Confidence: 0.84195316

00:48:31.599 --> 00:48:33.202 whether residents participate in quality  
NOTE Confidence: 0.84195316

00:48:33.202 --> 00:48:34.857 improvement and patient safety activities.  
NOTE Confidence: 0.84195316

00:48:34.860 --> 00:48:36.738 And as you can see here,  
NOTE Confidence: 0.84195316

00:48:36.740 --> 00:48:38.625 the score here was 67% of

NOTE Confidence: 0.84195316

00:48:38.625 --> 00:48:40.200 residents indicated that they did,

NOTE Confidence: 0.84195316

00:48:40.200 --> 00:48:42.210 which was below the National Service

NOTE Confidence: 0.84195316

00:48:42.210 --> 00:48:44.278 or the national average at the time,

NOTE Confidence: 0.84195316

00:48:44.280 --> 00:48:47.090 another area is around. Resident.

NOTE Confidence: 0.84195316

00:48:47.090 --> 00:48:48.278 But their practice habits.

NOTE Confidence: 0.84195316

00:48:48.278 --> 00:48:50.512 Now this is different or distinct from

NOTE Confidence: 0.84195316

00:48:50.512 --> 00:48:52.096 receiving feedback and supervision.

NOTE Confidence: 0.84195316

00:48:52.100 --> 00:48:53.558 I think our residency program does

NOTE Confidence: 0.84195316

00:48:53.558 --> 00:48:55.592 a great job of providing residents

NOTE Confidence: 0.84195316

00:48:55.592 --> 00:48:57.110 with supervision opportunities,

NOTE Confidence: 0.84195316

00:48:57.110 --> 00:48:58.780 but this is really looking

NOTE Confidence: 0.84195316

00:48:58.780 --> 00:49:00.450 at more hard objective data,

NOTE Confidence: 0.84195316

00:49:00.450 --> 00:49:02.090 sort of quantifiable metrics that

NOTE Confidence: 0.84195316

00:49:02.090 --> 00:49:04.350 residents could look at and only 1/3

NOTE Confidence: 0.84195316

00:49:04.350 --> 00:49:06.310 of residents at the time reported that

NOTE Confidence: 0.84195316

00:49:06.310 --> 00:49:08.555 they were receiving that which was  
NOTE Confidence: 0.84195316

00:49:08.555 --> 00:49:10.465 significantly below the national average.  
NOTE Confidence: 0.8128357

00:49:15.090 --> 00:49:16.458 The residency program director,  
NOTE Confidence: 0.8128357

00:49:16.458 --> 00:49:18.470 along with the GC, convened a  
NOTE Confidence: 0.8128357

00:49:18.470 --> 00:49:20.710 task force to look at the Quality  
NOTE Confidence: 0.8128357

00:49:20.710 --> 00:49:22.289 Improvement education across the.  
NOTE Confidence: 0.85147053

00:49:26.400 --> 00:49:28.320 His work in step at the time he  
NOTE Confidence: 0.85147053

00:49:28.320 --> 00:49:30.477 was one of the associate Program  
NOTE Confidence: 0.85147053

00:49:30.477 --> 00:49:32.492 Director's and he was responsible.  
NOTE Confidence: 0.85147053

00:49:32.500 --> 00:49:34.774 The systems based practices and problem  
NOTE Confidence: 0.85147053

00:49:34.774 --> 00:49:36.658 based learning and improvement elements  
NOTE Confidence: 0.85147053

00:49:36.658 --> 00:49:38.835 of the curriculum that I now oversee,  
NOTE Confidence: 0.85147053

00:49:38.840 --> 00:49:41.171 and so he put together a group that had  
NOTE Confidence: 0.85147053

00:49:41.171 --> 00:49:43.277 broad multisite representation and also  
NOTE Confidence: 0.85147053

00:49:43.277 --> 00:49:45.512 had resident representation as well.  
NOTE Confidence: 0.8458157

00:49:55.370 --> 00:49:57.813 Here in residency with a stepwise progression

NOTE Confidence: 0.8458157

00:49:57.813 --> 00:50:00.389 it for more senior residents to try.

NOTE Confidence: 0.8458157

00:50:00.390 --> 00:50:02.115 I'm sure residents were acknowledging

NOTE Confidence: 0.8458157

00:50:02.115 --> 00:50:04.341 this participation in the survey to give

NOTE Confidence: 0.8458157

00:50:04.341 --> 00:50:06.117 us credit for the work we were doing.

NOTE Confidence: 0.8458157

00:50:06.120 --> 00:50:08.256 To increase the routine practice habit,

NOTE Confidence: 0.8458157

00:50:08.260 --> 00:50:09.728 data feedback through implementing

NOTE Confidence: 0.8458157

00:50:09.728 --> 00:50:11.930 an EMR driven mechanism for providing

NOTE Confidence: 0.8458157

00:50:11.986 --> 00:50:13.616 residents data about their work.

NOTE Confidence: 0.8458157

00:50:13.620 --> 00:50:16.581 So I'll talk a little bit about

NOTE Confidence: 0.8458157

00:50:16.581 --> 00:50:19.359 some examples of how we did that.

NOTE Confidence: 0.8458157

00:50:19.360 --> 00:50:22.352 And then to it we can enhance the

NOTE Confidence: 0.8458157

00:50:22.352 --> 00:50:24.643 Experiential Qi activities for the

NOTE Confidence: 0.8458157

00:50:24.643 --> 00:50:27.078 residents at the clinical sites.

NOTE Confidence: 0.8458157

00:50:27.080 --> 00:50:28.856 So this is what the curriculum

NOTE Confidence: 0.8458157

00:50:28.856 --> 00:50:29.744 looks like now.

NOTE Confidence: 0.8458157



00:50:29.750 --> 00:50:31.538 So again, as I said before,  
NOTE Confidence: 0.8458157

00:50:31.540 --> 00:50:33.328 is primarily located in the Pgy  
NOTE Confidence: 0.8458157

00:50:33.328 --> 00:50:34.800 four year several years ago.  
NOTE Confidence: 0.8458157

00:50:34.800 --> 00:50:36.725 Now we really do have this stepwise  
NOTE Confidence: 0.8458157

00:50:36.725 --> 00:50:38.070 progression through the residency,  
NOTE Confidence: 0.8458157

00:50:38.070 --> 00:50:39.582 so in residents pgy one year  
NOTE Confidence: 0.8458157

00:50:39.582 --> 00:50:41.355 we just start to talk about  
NOTE Confidence: 0.8458157

00:50:41.355 --> 00:50:43.115 quality improvement as a concept.  
NOTE Confidence: 0.8458157

00:50:43.120 --> 00:50:43.933 We introduce them.  
NOTE Confidence: 0.8458157

00:50:43.933 --> 00:50:46.163 The idea that they work in a system  
NOTE Confidence: 0.8458157

00:50:46.163 --> 00:50:48.025 and that as interns they are one  
NOTE Confidence: 0.8458157

00:50:48.025 --> 00:50:49.980 cog in a large complicated machine  
NOTE Confidence: 0.8458157

00:50:49.980 --> 00:50:52.026 that's coming to lead to health  
NOTE Confidence: 0.8458157

00:50:52.030 --> 00:50:53.510 care outcomes for their patients.  
NOTE Confidence: 0.8458157

00:50:53.510 --> 00:50:55.050 We introduce the idea that  
NOTE Confidence: 0.8458157

00:50:55.050 --> 00:50:56.590 there if there's an error.

NOTE Confidence: 0.8458157  
00:50:56.590 --> 00:50:58.246 Even though we want to attribute  
NOTE Confidence: 0.8458157  
00:50:58.246 --> 00:50:59.074 it to individuals,  
NOTE Confidence: 0.8458157  
00:50:59.080 --> 00:51:00.470 usually it's a systems error,  
NOTE Confidence: 0.8458157  
00:51:00.470 --> 00:51:01.850 not just an individual error,  
NOTE Confidence: 0.8458157  
00:51:01.850 --> 00:51:04.524 and get them thinking about those ideas.  
NOTE Confidence: 0.8458157  
00:51:04.530 --> 00:51:07.158 In the Pgy two year we start to introduce  
NOTE Confidence: 0.8458157  
00:51:07.158 --> 00:51:09.870 them to the basics of quality improvement.  
NOTE Confidence: 0.8458157  
00:51:09.870 --> 00:51:11.210 Things like a plan,  
NOTE Confidence: 0.8458157  
00:51:11.210 --> 00:51:12.546 do study, act cycle.  
NOTE Confidence: 0.8458157  
00:51:12.546 --> 00:51:13.878 That's the PDS acronym.  
NOTE Confidence: 0.8458157  
00:51:13.880 --> 00:51:16.877 We give them some tools to use and some  
NOTE Confidence: 0.8458157  
00:51:16.877 --> 00:51:19.075 introduction to quality science and also  
NOTE Confidence: 0.8458157  
00:51:19.075 --> 00:51:21.320 talk about Barry barriers in quality  
NOTE Confidence: 0.8458157  
00:51:21.320 --> 00:51:23.624 improvement and how to avoid them.  
NOTE Confidence: 0.8458157  
00:51:23.630 --> 00:51:25.406 In the Pgy three year we start to  
NOTE Confidence: 0.8458157

00:51:25.406 --> 00:51:26.978 help them apply quality improvement  
NOTE Confidence: 0.8458157

00:51:26.978 --> 00:51:28.758 ideas to their clinical work.  
NOTE Confidence: 0.8458157

00:51:28.760 --> 00:51:30.185 How to think about actually  
NOTE Confidence: 0.8458157

00:51:30.185 --> 00:51:31.325 running a Qi project?  
NOTE Confidence: 0.8458157

00:51:31.330 --> 00:51:33.886 How do we measure quality and just this year,  
NOTE Confidence: 0.8458157

00:51:33.890 --> 00:51:35.235 Doctor Lee through her great  
NOTE Confidence: 0.8458157

00:51:35.235 --> 00:51:36.580 leadership was able to actually  
NOTE Confidence: 0.8458157

00:51:36.625 --> 00:51:38.239 secure a grant that allowed our  
NOTE Confidence: 0.8458157

00:51:38.239 --> 00:51:39.692 residents and participate in a  
NOTE Confidence: 0.8458157

00:51:39.692 --> 00:51:41.016 quality improvement simulation lab,  
NOTE Confidence: 0.8458157

00:51:41.020 --> 00:51:42.730 which was a really unique opportunity.  
NOTE Confidence: 0.8458157

00:51:42.730 --> 00:51:44.150 And then in the Pgy,  
NOTE Confidence: 0.8458157

00:51:44.150 --> 00:51:46.145 four year for residents for all residents,  
NOTE Confidence: 0.8458157

00:51:46.150 --> 00:51:48.086 we think about how to apply Qi and  
NOTE Confidence: 0.8458157

00:51:48.086 --> 00:51:49.422 quality science to their clinical  
NOTE Confidence: 0.8458157

00:51:49.422 --> 00:51:51.284 medicine and for those who are really

NOTE Confidence: 0.8458157

00:51:51.341 --> 00:51:52.989 interested in some specialization,

NOTE Confidence: 0.8458157

00:51:52.990 --> 00:51:55.645 we do have some Chief of Qi positions both.

NOTE Confidence: 0.8458157

00:51:55.650 --> 00:51:56.826 The VA in it.

NOTE Confidence: 0.8458157

00:51:56.826 --> 00:51:57.708 Yellow Haven hospital.

NOTE Confidence: 0.84656125

00:52:00.990 --> 00:52:03.244 The next big undertaking for us was

NOTE Confidence: 0.84656125

00:52:03.244 --> 00:52:05.303 thinking about how we were going

NOTE Confidence: 0.84656125

00:52:05.303 --> 00:52:07.018 to give residents this practice.

NOTE Confidence: 0.84656125

00:52:07.020 --> 00:52:07.702 Performance feedback.

NOTE Confidence: 0.84656125

00:52:07.702 --> 00:52:09.748 So for anyone who went through

NOTE Confidence: 0.84656125

00:52:09.748 --> 00:52:11.558 the residency before with this

NOTE Confidence: 0.84656125

00:52:11.558 --> 00:52:12.986 transformation that I'm describing

NOTE Confidence: 0.84656125

00:52:12.986 --> 00:52:14.730 may remember that in the past,

NOTE Confidence: 0.84656125

00:52:14.730 --> 00:52:16.928 what was expected of residents is that

NOTE Confidence: 0.84656125

00:52:16.928 --> 00:52:19.512 at the end of their pg3 year

NOTE Confidence: 0.84656125

00:52:19.512 --> 00:52:22.262 they were going to gather up a random

NOTE Confidence: 0.84656125

00:52:22.262 --> 00:52:24.107 sampling of their clinical charts.  
NOTE Confidence: 0.84656125

00:52:24.110 --> 00:52:26.096 They were going to identify some  
NOTE Confidence: 0.84656125

00:52:26.096 --> 00:52:27.854 national metric like metabolic monitoring  
NOTE Confidence: 0.84656125

00:52:27.854 --> 00:52:29.739 for patients on anti psychotics.  
NOTE Confidence: 0.84656125

00:52:29.740 --> 00:52:32.260 And they were going to be expected to.  
NOTE Confidence: 0.84656125

00:52:32.260 --> 00:52:34.006 Randomly audit ten of their charts.  
NOTE Confidence: 0.84656125

00:52:34.010 --> 00:52:36.530 See how close they were to that metric and  
NOTE Confidence: 0.84656125

00:52:36.530 --> 00:52:39.263 then in the beginning of their pgy four year,  
NOTE Confidence: 0.84656125

00:52:39.270 --> 00:52:41.358 bring the data back to their  
NOTE Confidence: 0.84656125

00:52:41.358 --> 00:52:43.220 peers and presented the class.  
NOTE Confidence: 0.84656125

00:52:43.220 --> 00:52:44.921 What we often found is that residents  
NOTE Confidence: 0.84656125

00:52:44.921 --> 00:52:46.509 ability to do this was limited.  
NOTE Confidence: 0.84656125

00:52:46.510 --> 00:52:48.178 Sometimes they would switch clinical sites  
NOTE Confidence: 0.84656125

00:52:48.178 --> 00:52:50.296 from the Pgy three to the Pgy four year,  
NOTE Confidence: 0.84656125

00:52:50.300 --> 00:52:51.910 and so they no longer had access  
NOTE Confidence: 0.84656125

00:52:51.910 --> 00:52:53.755 to the charts if they didn't think

NOTE Confidence: 0.84656125

00:52:53.755 --> 00:52:54.855 to do this proactively,

NOTE Confidence: 0.84656125

00:52:54.860 --> 00:52:56.354 they got preoccupied and it was

NOTE Confidence: 0.84656125

00:52:56.354 --> 00:52:57.908 just a really onerous experience for

NOTE Confidence: 0.84656125

00:52:57.908 --> 00:52:59.665 the resident was a lot of effort.

NOTE Confidence: 0.84656125

00:52:59.670 --> 00:53:01.686 They had to expend to do this work.

NOTE Confidence: 0.84656125

00:53:01.690 --> 00:53:03.882 I think we identified in this work group

NOTE Confidence: 0.84656125

00:53:03.882 --> 00:53:06.494 that you know in the data age we now live in,

NOTE Confidence: 0.84656125

00:53:06.500 --> 00:53:08.320 that there are ways that we should

NOTE Confidence: 0.84656125

00:53:08.320 --> 00:53:10.658 be able to do a lot of this work

NOTE Confidence: 0.84656125

00:53:10.658 --> 00:53:12.278 for the residents and provide them

NOTE Confidence: 0.84656125

00:53:12.278 --> 00:53:14.259 the data so that they can then.

NOTE Confidence: 0.84656125

00:53:14.260 --> 00:53:16.732 How do I change my practice

NOTE Confidence: 0.84656125

00:53:16.732 --> 00:53:19.179 in response to this data so?

NOTE Confidence: 0.84656125

00:53:19.180 --> 00:53:21.781 We looked at all the clinical sites to see

NOTE Confidence: 0.84656125

00:53:21.781 --> 00:53:24.407 what was the one centralizing force there.

NOTE Confidence: 0.84656125

00:53:24.410 --> 00:53:26.045 'cause again the residents are  
NOTE Confidence: 0.84656125

00:53:26.045 --> 00:53:27.680 rotating at all different sites,  
NOTE Confidence: 0.84656125

00:53:27.680 --> 00:53:29.702 doing different rotations and what we  
NOTE Confidence: 0.84656125

00:53:29.702 --> 00:53:31.419 realize is essentially all residents  
NOTE Confidence: 0.84656125

00:53:31.419 --> 00:53:33.285 at some point during their residency  
NOTE Confidence: 0.84656125

00:53:33.285 --> 00:53:35.557 are going to interact with the Yellow  
NOTE Confidence: 0.84656125

00:53:35.557 --> 00:53:37.162 Haven hospital system and usually  
NOTE Confidence: 0.84656125

00:53:37.162 --> 00:53:39.130 it through some on call experience.  
NOTE Confidence: 0.84656125

00:53:39.130 --> 00:53:41.778 So obviously a lot of our residents also  
NOTE Confidence: 0.84656125

00:53:41.778 --> 00:53:43.458 rotate their an inpatient experiences  
NOTE Confidence: 0.84656125

00:53:43.458 --> 00:53:46.389 and so we can use the epic EMR as  
NOTE Confidence: 0.84656125

00:53:46.389 --> 00:53:48.615 a way of designing a mechanism for  
NOTE Confidence: 0.84656125

00:53:48.615 --> 00:53:49.804 providing them quantifiable objective.  
NOTE Confidence: 0.84656125

00:53:49.804 --> 00:53:51.532 Eat up about something and the  
NOTE Confidence: 0.84656125

00:53:51.532 --> 00:53:53.605 place we decided to start was around  
NOTE Confidence: 0.84656125

00:53:53.605 --> 00:53:54.475 their prescribing practices.

NOTE Confidence: 0.84656125

00:53:54.480 --> 00:53:56.594 We thought again that was something really

NOTE Confidence: 0.84656125

00:53:56.594 --> 00:53:58.618 centralized to what the work that they do.

NOTE Confidence: 0.84656125

00:53:58.620 --> 00:54:00.496 Recognizing that a pgy one is going

NOTE Confidence: 0.84656125

00:54:00.496 --> 00:54:02.824 to have a lot less autonomy than a pgy

NOTE Confidence: 0.84656125

00:54:02.824 --> 00:54:05.680 two or a pgy three or a pgy 4 about

NOTE Confidence: 0.84656125

00:54:05.680 --> 00:54:07.278 the prescribing that they're doing.

NOTE Confidence: 0.84656125

00:54:07.278 --> 00:54:08.034 But still,

NOTE Confidence: 0.84656125

00:54:08.034 --> 00:54:10.680 it's a reflection of the practice and

NOTE Confidence: 0.84656125

00:54:10.756 --> 00:54:13.507 the work they're doing in the residency.

NOTE Confidence: 0.84656125

00:54:13.510 --> 00:54:16.462 So I'm going to show you here some examples.

NOTE Confidence: 0.84656125

00:54:16.470 --> 00:54:18.950 So this was our first iteration of a

NOTE Confidence: 0.84656125

00:54:18.950 --> 00:54:21.288 prescriber profile and this is for an

NOTE Confidence: 0.84656125

00:54:21.288 --> 00:54:22.616 individual resident and essentially

NOTE Confidence: 0.84656125

00:54:22.616 --> 00:54:25.004 what we do is every resident gets

NOTE Confidence: 0.84656125

00:54:25.004 --> 00:54:26.332 generated their own individual

NOTE Confidence: 0.84656125



00:54:26.340 --> 00:54:27.652 prescriber profile that's shared  
NOTE Confidence: 0.84656125

00:54:27.652 --> 00:54:29.620 with them privately so that their  
NOTE Confidence: 0.84656125

00:54:29.673 --> 00:54:31.288 peers don't necessarily see that  
NOTE Confidence: 0.84656125

00:54:31.288 --> 00:54:32.257 what they're doing.  
NOTE Confidence: 0.84656125

00:54:32.260 --> 00:54:34.198 But then we also share with  
NOTE Confidence: 0.84656125

00:54:34.198 --> 00:54:35.490 the whole class cumulative  
NOTE Confidence: 0.8615562

00:54:35.550 --> 00:54:37.340 data about the prescribing practices  
NOTE Confidence: 0.8615562

00:54:37.340 --> 00:54:39.785 of all the residents in their peer  
NOTE Confidence: 0.8615562

00:54:39.785 --> 00:54:42.129 group so that they can see and compare  
NOTE Confidence: 0.8615562

00:54:42.130 --> 00:54:44.590 where they stand amongst their peers.  
NOTE Confidence: 0.8615562

00:54:44.590 --> 00:54:46.424 So that as they advance through the  
NOTE Confidence: 0.8615562

00:54:46.424 --> 00:54:48.250 residency, they can try to be more  
NOTE Confidence: 0.8615562

00:54:48.250 --> 00:54:50.090 thoughtful and reflective of their own work,  
NOTE Confidence: 0.8615562

00:54:50.090 --> 00:54:52.448 and if they see that as a pgy two,  
NOTE Confidence: 0.8615562

00:54:52.450 --> 00:54:53.494 they realize they they've  
NOTE Confidence: 0.8615562

00:54:53.494 --> 00:54:54.277 really prescribe clozapine,

NOTE Confidence: 0.8615562

00:54:54.280 --> 00:54:55.590 much less than their peers,

NOTE Confidence: 0.8615562

00:54:55.590 --> 00:54:56.638 maybe as a TTY,

NOTE Confidence: 0.8615562

00:54:56.638 --> 00:54:57.948 three in their outpatient setting.

NOTE Confidence: 0.8615562

00:54:57.950 --> 00:55:00.197 That's something they want to think about

NOTE Confidence: 0.8615562

00:55:00.197 --> 00:55:02.050 when the opportunity presents itself.

NOTE Confidence: 0.8615562

00:55:02.050 --> 00:55:04.682 And what we found is that this prescriber

NOTE Confidence: 0.8615562

00:55:04.682 --> 00:55:06.264 profile practice has actually been

NOTE Confidence: 0.8615562

00:55:06.264 --> 00:55:08.287 a Qi project within a Qi project.

NOTE Confidence: 0.8615562

00:55:08.290 --> 00:55:10.418 And I'll show you as every year

NOTE Confidence: 0.8615562

00:55:10.418 --> 00:55:11.720 that we've done this,

NOTE Confidence: 0.8615562

00:55:11.720 --> 00:55:13.814 we've gotten feedback from the residents

NOTE Confidence: 0.8615562

00:55:13.814 --> 00:55:15.210 about additional medications to

NOTE Confidence: 0.8615562

00:55:15.261 --> 00:55:16.917 include other factors to think about

NOTE Confidence: 0.8615562

00:55:16.917 --> 00:55:18.900 in different ways to present the data.

NOTE Confidence: 0.8615562

00:55:18.900 --> 00:55:20.112 So here I'll show.

NOTE Confidence: 0.8615562

00:55:20.112 --> 00:55:22.347 This was our second year in which  
NOTE Confidence: 0.8615562

00:55:22.347 --> 00:55:24.748 we not only looked at the the  
NOTE Confidence: 0.8615562

00:55:24.748 --> 00:55:26.230 medications they were given,  
NOTE Confidence: 0.8615562

00:55:26.230 --> 00:55:28.214 but we started to look at their diagnosis  
NOTE Confidence: 0.8615562

00:55:28.214 --> 00:55:30.740 of the patients who received the medications.  
NOTE Confidence: 0.8615562

00:55:30.740 --> 00:55:32.532 So you'll see the colors are different  
NOTE Confidence: 0.8615562

00:55:32.532 --> 00:55:34.824 and at the bottom the legend shows  
NOTE Confidence: 0.8615562

00:55:34.824 --> 00:55:35.556 anxiety disorders,  
NOTE Confidence: 0.8615562

00:55:35.560 --> 00:55:36.056 psychosis, etc.  
NOTE Confidence: 0.8615562

00:55:36.056 --> 00:55:37.792 So they can think about not only  
NOTE Confidence: 0.8615562

00:55:37.792 --> 00:55:39.572 the locations where they were  
NOTE Confidence: 0.8615562

00:55:39.572 --> 00:55:40.679 prescribing the medications,  
NOTE Confidence: 0.8615562

00:55:40.680 --> 00:55:44.160 but for what primary indications.  
NOTE Confidence: 0.8615562

00:55:44.160 --> 00:55:46.208 We then became even more complicated as we  
NOTE Confidence: 0.8615562

00:55:46.208 --> 00:55:48.226 started to add more and more medications,  
NOTE Confidence: 0.8615562

00:55:48.230 --> 00:55:50.036 and so the formatting of this went

NOTE Confidence: 0.8615562

00:55:50.036 --> 00:55:51.730 from being a vertical to horizontal

NOTE Confidence: 0.8615562

00:55:51.730 --> 00:55:53.732 as it was hard to capture the

NOTE Confidence: 0.8615562

00:55:53.789 --> 00:55:54.999 data in any other way.

NOTE Confidence: 0.8704644

00:55:57.080 --> 00:55:59.928 They then got even more complicated as we

NOTE Confidence: 0.8704644

00:55:59.928 --> 00:56:02.870 continue to add more factors to think about.

NOTE Confidence: 0.8704644

00:56:02.870 --> 00:56:04.865 And then a couple of years ago,

NOTE Confidence: 0.8704644

00:56:04.870 --> 00:56:05.970 residents started suggests that

NOTE Confidence: 0.8704644

00:56:05.970 --> 00:56:07.967 really we ought to be thinking about

NOTE Confidence: 0.8704644

00:56:07.967 --> 00:56:09.447 socio demographic factors as well,

NOTE Confidence: 0.8704644

00:56:09.450 --> 00:56:11.674 and so we added race and ethnicity is

NOTE Confidence: 0.8704644

00:56:11.674 --> 00:56:13.734 another factor to think about in our

NOTE Confidence: 0.8704644

00:56:13.734 --> 00:56:15.450 prescribing practices as well as age.

NOTE Confidence: 0.8704644

00:56:15.450 --> 00:56:17.166 So you'll see here, the different

NOTE Confidence: 0.8704644

00:56:17.166 --> 00:56:18.310 columns represent different races,

NOTE Confidence: 0.8704644

00:56:18.310 --> 00:56:19.997 and then the color coding is based

NOTE Confidence: 0.8704644

00:56:19.997 --> 00:56:22.118 on the age of those for whom  
NOTE Confidence: 0.8704644

00:56:22.118 --> 00:56:23.458 the medications were prescribed.  
NOTE Confidence: 0.8055395

00:56:26.550 --> 00:56:28.502 We also started to add in PRN so  
NOTE Confidence: 0.8055395

00:56:28.502 --> 00:56:30.464 the previous things I showed were  
NOTE Confidence: 0.8055395

00:56:30.464 --> 00:56:31.876 just about standing medication.  
NOTE Confidence: 0.8055395

00:56:31.880 --> 00:56:33.584 So we started to allow residents  
NOTE Confidence: 0.8055395

00:56:33.584 --> 00:56:35.558 to look at the PRN medications  
NOTE Confidence: 0.8055395

00:56:35.558 --> 00:56:37.493 that were prescribing and also  
NOTE Confidence: 0.8055395

00:56:37.493 --> 00:56:39.723 whether they were prescribed in an  
NOTE Confidence: 0.8055395

00:56:39.723 --> 00:56:41.739 oral format versus an IAM format.  
NOTE Confidence: 0.8055395

00:56:41.740 --> 00:56:43.246 So you know from the residence.  
NOTE Confidence: 0.8055395

00:56:43.250 --> 00:56:45.138 As I said, we've gotten a lot of  
NOTE Confidence: 0.8055395

00:56:45.138 --> 00:56:47.006 feedback that this has been very useful,  
NOTE Confidence: 0.8055395

00:56:47.010 --> 00:56:47.966 and it's been helpful,  
NOTE Confidence: 0.8055395

00:56:47.966 --> 00:56:49.400 and it's provide a space for  
NOTE Confidence: 0.8055395

00:56:49.453 --> 00:56:50.788 some discussions of their on

NOTE Confidence: 0.8055395

00:56:50.788 --> 00:56:52.405 call experiences where a lot of

NOTE Confidence: 0.8055395

00:56:52.405 --> 00:56:53.540 this work is taking place.

NOTE Confidence: 0.8055395

00:56:53.540 --> 00:56:54.496 And as I said,

NOTE Confidence: 0.8055395

00:56:54.496 --> 00:56:56.241 we really tried to modify these every

NOTE Confidence: 0.8055395

00:56:56.241 --> 00:56:58.054 year based on the feedback we get.

NOTE Confidence: 0.87252116

00:57:00.190 --> 00:57:03.410 So you can see that as a result of this work,

NOTE Confidence: 0.87252116

00:57:03.410 --> 00:57:04.582 we have steadily improved,

NOTE Confidence: 0.87252116

00:57:04.582 --> 00:57:07.219 were not yet on our goal, but we have

NOTE Confidence: 0.87252116

00:57:07.219 --> 00:57:08.684 improved significantly in some ways.

NOTE Confidence: 0.87252116

00:57:08.690 --> 00:57:10.510 So as far as participation in Qi

NOTE Confidence: 0.87252116

00:57:10.510 --> 00:57:11.910 and patient safety activities,

NOTE Confidence: 0.87252116

00:57:11.910 --> 00:57:13.938 we've gone up from 67% to 77%.

NOTE Confidence: 0.87252116

00:57:13.938 --> 00:57:14.217 Consistently.

NOTE Confidence: 0.87252116

00:57:14.217 --> 00:57:16.170 We're still not quite at the national

NOTE Confidence: 0.87252116

00:57:16.221 --> 00:57:17.712 average, but we're getting closer.

NOTE Confidence: 0.87252116

00:57:17.712 --> 00:57:19.695 And I think some of the reasons

NOTE Confidence: 0.87252116

00:57:19.695 --> 00:57:21.695 for that have to do with some of

NOTE Confidence: 0.87252116

00:57:21.695 --> 00:57:24.081 the challenges that John and others

NOTE Confidence: 0.87252116

00:57:24.081 --> 00:57:25.741 highlighted about involving resident

NOTE Confidence: 0.87252116

00:57:25.741 --> 00:57:27.308 just engaging in Qi activities

NOTE Confidence: 0.87252116

00:57:27.308 --> 00:57:29.030 in our cadre of clinical sites.

NOTE Confidence: 0.87252116

00:57:29.030 --> 00:57:30.596 But it's been really nice to

NOTE Confidence: 0.87252116

00:57:30.596 --> 00:57:32.255 see is that providing data about

NOTE Confidence: 0.87252116

00:57:32.255 --> 00:57:33.917 practice habits where we were so

NOTE Confidence: 0.87252116

00:57:33.917 --> 00:57:35.628 far below the national average.

NOTE Confidence: 0.87252116

00:57:35.630 --> 00:57:37.065 We're now actually exceeding the

NOTE Confidence: 0.87252116

00:57:37.065 --> 00:57:37.926 national average significantly,

NOTE Confidence: 0.87252116

00:57:37.930 --> 00:57:40.348 so I think these results reflect

NOTE Confidence: 0.87252116

00:57:40.348 --> 00:57:42.352 that residents really appreciate the

NOTE Confidence: 0.87252116

00:57:42.352 --> 00:57:44.314 efforts that have gone into this.

NOTE Confidence: 0.87252116

00:57:44.320 --> 00:57:46.427 This work has also led to some

NOTE Confidence: 0.87252116

00:57:46.427 --> 00:57:48.608 scholarship which has been really exciting.

NOTE Confidence: 0.87252116

00:57:48.610 --> 00:57:50.920 So two residents this year Ignacio Sardinian,

NOTE Confidence: 0.87252116

00:57:50.920 --> 00:57:52.570 Terrell Holloway, amongst many others,

NOTE Confidence: 0.87252116

00:57:52.570 --> 00:57:54.868 published a paper based on this

NOTE Confidence: 0.87252116

00:57:54.868 --> 00:57:57.080 data looking at racial ethnic

NOTE Confidence: 0.87252116

00:57:57.080 --> 00:57:59.516 differences in resident prescribing.

NOTE Confidence: 0.87252116

00:57:59.520 --> 00:58:01.470 In a couple of years ago,

NOTE Confidence: 0.87252116

00:58:01.470 --> 00:58:04.070 another outcome of this was a prior resident,

NOTE Confidence: 0.87252116

00:58:04.070 --> 00:58:05.414 Akhil Gupta developed yet

NOTE Confidence: 0.87252116

00:58:05.414 --> 00:58:06.758 another quality improvement data

NOTE Confidence: 0.87252116

00:58:06.758 --> 00:58:08.299 metric that we could utilize,

NOTE Confidence: 0.87252116

00:58:08.300 --> 00:58:10.364 which was looking at the disposition

NOTE Confidence: 0.87252116

00:58:10.364 --> 00:58:12.848 outcomes for patients who present to the CIU.

NOTE Confidence: 0.87252116

00:58:12.850 --> 00:58:13.986 So you'll see here,

NOTE Confidence: 0.87252116

00:58:13.986 --> 00:58:15.406 the blue represents patients who

NOTE Confidence: 0.87252116



00:58:15.406 --> 00:58:17.068 are recommended for admission.  
NOTE Confidence: 0.87252116

00:58:17.070 --> 00:58:18.852 The purple patients who are recommended  
NOTE Confidence: 0.87252116

00:58:18.852 --> 00:58:20.412 for observation and the green  
NOTE Confidence: 0.87252116

00:58:20.412 --> 00:58:22.017 patients who are recommended for  
NOTE Confidence: 0.87252116

00:58:22.017 --> 00:58:23.710 discharge and essentially the slight  
NOTE Confidence: 0.87252116

00:58:23.710 --> 00:58:25.520 coloration differences within the blue,  
NOTE Confidence: 0.87252116

00:58:25.520 --> 00:58:25.833 purple,  
NOTE Confidence: 0.87252116

00:58:25.833 --> 00:58:27.711 and green are the differences between  
NOTE Confidence: 0.87252116

00:58:27.711 --> 00:58:29.363 what the resident recommended versus  
NOTE Confidence: 0.87252116

00:58:29.363 --> 00:58:31.023 what ultimately happened to the  
NOTE Confidence: 0.87252116

00:58:31.023 --> 00:58:33.220 patient based on the attending decision.  
NOTE Confidence: 0.87252116

00:58:33.220 --> 00:58:33.652 So again,  
NOTE Confidence: 0.87252116

00:58:33.652 --> 00:58:35.164 we do a similar process where residents  
NOTE Confidence: 0.87252116

00:58:35.164 --> 00:58:36.649 can see their individualized data,  
NOTE Confidence: 0.87252116

00:58:36.650 --> 00:58:38.337 and then they can see where they  
NOTE Confidence: 0.87252116

00:58:38.337 --> 00:58:39.838 stack up compared to their peers.

NOTE Confidence: 0.83995616

00:58:41.860 --> 00:58:43.740 We also look at this what we call

NOTE Confidence: 0.83995616

00:58:43.740 --> 00:58:46.066 treat and release data to see how what

NOTE Confidence: 0.83995616

00:58:46.066 --> 00:58:48.279 percentage of the patients they see that

NOTE Confidence: 0.83995616

00:58:48.279 --> 00:58:50.181 they choose to discharge are representing

NOTE Confidence: 0.83995616

00:58:50.181 --> 00:58:55.970 to the cious within seven days. And.

NOTE Confidence: 0.83995616

00:58:55.970 --> 00:58:57.835 That's been another really interesting

NOTE Confidence: 0.83995616

00:58:57.835 --> 00:59:00.543 way that we've been able to look at

NOTE Confidence: 0.83995616

00:59:00.543 --> 00:59:02.363 the the there practice in a real,

NOTE Confidence: 0.83995616

00:59:02.370 --> 00:59:05.290 objective, objective, quantifiable way.

NOTE Confidence: 0.83995616

00:59:05.290 --> 00:59:07.260 So I think that is all I have for today,

NOTE Confidence: 0.83995616

00:59:07.260 --> 00:59:09.230 so I will pass it back to Doctor Cerny Ack.

NOTE Confidence: 0.8479987

00:59:10.630 --> 00:59:13.582 Thank you, I want to leave enough time

NOTE Confidence: 0.8479987

00:59:13.582 --> 00:59:15.818 for questions and so now people will

NOTE Confidence: 0.8479987

00:59:15.818 --> 00:59:18.560 we have a few but people could add so

NOTE Confidence: 0.8479987

00:59:18.560 --> 00:59:21.094 I'm going to be as quick as possible

NOTE Confidence: 0.8479987

00:59:21.094 --> 00:59:22.729 and really decrease the comments.  
NOTE Confidence: 0.8479987

00:59:22.730 --> 00:59:24.690 So just hot take on each one at  
NOTE Confidence: 0.8479987

00:59:24.690 --> 00:59:26.659 first was extraordinary in and I  
NOTE Confidence: 0.8479987

00:59:26.659 --> 00:59:28.424 think it speaks to heterogeneity  
NOTE Confidence: 0.8479987

00:59:28.424 --> 00:59:30.578 and excellence in the Department.  
NOTE Confidence: 0.8479987

00:59:30.580 --> 00:59:32.470 You know, you heard from the major  
NOTE Confidence: 0.8479987

00:59:32.470 --> 00:59:34.489 sites and it just really extraordinary  
NOTE Confidence: 0.8479987

00:59:34.489 --> 00:59:36.787 and very creative work being done.  
NOTE Confidence: 0.8479987

00:59:36.790 --> 00:59:40.740 So here we go. In the case with Doctor Lee.  
NOTE Confidence: 0.8479987

00:59:40.740 --> 00:59:42.360 One of the things that really  
NOTE Confidence: 0.8479987

00:59:42.360 --> 00:59:44.038 impressed me in the mania consensus  
NOTE Confidence: 0.8479987

00:59:44.038 --> 00:59:46.198 group was not only was it a team,  
NOTE Confidence: 0.8479987

00:59:46.200 --> 00:59:47.436 but included resident.  
NOTE Confidence: 0.8479987

00:59:47.436 --> 00:59:50.320 And so I think that's an extraordinary  
NOTE Confidence: 0.8479987

00:59:50.397 --> 00:59:53.239 model about an issue that everybody faces,  
NOTE Confidence: 0.8479987

00:59:53.240 --> 00:59:55.830 but also that really the team based

NOTE Confidence: 0.8479987

00:59:55.830 --> 00:59:58.198 work we always talk about that.

NOTE Confidence: 0.8479987

00:59:58.200 --> 01:00:00.460 But to see that, really.

NOTE Confidence: 0.8479987

01:00:00.460 --> 01:00:02.920 So much in place,

NOTE Confidence: 0.8479987

01:00:02.920 --> 01:00:05.995 including residents is just extraordinary.

NOTE Confidence: 0.8479987

01:00:06.000 --> 01:00:08.768 And with doctor Hermes.

NOTE Confidence: 0.8479987

01:00:08.770 --> 01:00:10.779 I guess what impressed me the most

NOTE Confidence: 0.8479987

01:00:10.779 --> 01:00:13.085 was taking that top down data and then

NOTE Confidence: 0.8479987

01:00:13.085 --> 01:00:15.065 like trying to figure out the details

NOTE Confidence: 0.8479987

01:00:15.065 --> 01:00:17.225 about how you get to the number you

NOTE Confidence: 0.8479987

01:00:17.230 --> 01:00:19.486 get to and how you can improve that.

NOTE Confidence: 0.8479987

01:00:19.490 --> 01:00:21.938 An having been in the position of that

NOTE Confidence: 0.8479987

01:00:21.938 --> 01:00:23.997 raining down on me on a daily basis,

NOTE Confidence: 0.8479987

01:00:24.000 --> 01:00:26.448 it's just really great to see that and

NOTE Confidence: 0.8479987

01:00:26.448 --> 01:00:28.502 it improves veterans health and so and

NOTE Confidence: 0.8479987

01:00:28.502 --> 01:00:30.951 I think the the by an issue of like

NOTE Confidence: 0.8479987

01:00:30.951 --> 01:00:33.024 why are we doing this is because it's  
NOTE Confidence: 0.8479987

01:00:33.024 --> 01:00:34.998 been shown to be an effective thing.  
NOTE Confidence: 0.8479987

01:00:35.000 --> 01:00:36.686 And here's how we can improve.  
NOTE Confidence: 0.8479987

01:00:36.690 --> 01:00:38.376 That was just a great example.  
NOTE Confidence: 0.8479987

01:00:38.380 --> 01:00:39.088 I'm John.  
NOTE Confidence: 0.8479987

01:00:39.088 --> 01:00:41.212 I'll be answering calls from Demis  
NOTE Confidence: 0.8479987

01:00:41.212 --> 01:00:43.528 later on today about the slides,  
NOTE Confidence: 0.8479987

01:00:43.530 --> 01:00:46.840 and so I'll be sure to forward them to you,  
NOTE Confidence: 0.8479987

01:00:46.840 --> 01:00:49.003 but I would say first of all  
NOTE Confidence: 0.8479987

01:00:49.003 --> 01:00:50.480 it's a CMAC thing.  
NOTE Confidence: 0.8479987

01:00:50.480 --> 01:00:52.180 We acknowledge realities of the  
NOTE Confidence: 0.8479987

01:00:52.180 --> 01:00:54.120 situation and we work with it,  
NOTE Confidence: 0.8479987

01:00:54.120 --> 01:00:56.608 and I think one of the things that  
NOTE Confidence: 0.8479987

01:00:56.608 --> 01:00:58.330 came through in your presentation  
NOTE Confidence: 0.8479987

01:00:58.330 --> 01:01:01.130 was that you know you work with what  
NOTE Confidence: 0.8479987

01:01:01.130 --> 01:01:03.714 you've got an you can do work anywhere,

NOTE Confidence: 0.8479987

01:01:03.720 --> 01:01:05.380 and the excellence of CNBC.

NOTE Confidence: 0.8479987

01:01:05.380 --> 01:01:07.536 And I would say all of Demas

NOTE Confidence: 0.8479987

01:01:07.536 --> 01:01:09.569 in working in a challenging.

NOTE Confidence: 0.8479987

01:01:09.570 --> 01:01:12.230 Technological environment.

NOTE Confidence: 0.8479987

01:01:12.230 --> 01:01:14.442 And then I would say for Doctor

NOTE Confidence: 0.8479987

01:01:14.442 --> 01:01:15.860 Waters presentation two things.

NOTE Confidence: 0.8479987

01:01:15.860 --> 01:01:16.436 One is,

NOTE Confidence: 0.8479987

01:01:16.436 --> 01:01:18.164 I think it's wonderful when you

NOTE Confidence: 0.8479987

01:01:18.164 --> 01:01:19.550 have the infrastructure that

NOTE Confidence: 0.8479987

01:01:19.550 --> 01:01:21.800 and you can plug in questions.

NOTE Confidence: 0.8479987

01:01:21.800 --> 01:01:23.780 So age, race things like this,

NOTE Confidence: 0.8479987

01:01:23.780 --> 01:01:25.305 like the infrastructure exists and

NOTE Confidence: 0.8479987

01:01:25.305 --> 01:01:28.301 so now you can query it in ways that

NOTE Confidence: 0.8479987

01:01:28.301 --> 01:01:29.713 you consider particularly relevant.

NOTE Confidence: 0.8479987

01:01:29.720 --> 01:01:31.700 And suggestions coming from other directions.

NOTE Confidence: 0.8479987

01:01:31.700 --> 01:01:33.905 The other is I would say it's  
NOTE Confidence: 0.8479987

01:01:33.905 --> 01:01:35.330 just the weirdest thing,  
NOTE Confidence: 0.8479987

01:01:35.330 --> 01:01:36.980 being old enough in the  
NOTE Confidence: 0.8479987

01:01:36.980 --> 01:01:38.300 Department just to see.  
NOTE Confidence: 0.8479987

01:01:38.300 --> 01:01:41.611 So I had an idea when I  
NOTE Confidence: 0.8479987

01:01:41.611 --> 01:01:43.860 was in attending an 87.  
NOTE Confidence: 0.8479987

01:01:43.860 --> 01:01:45.972 We're at 91 when I discharge a lot  
NOTE Confidence: 0.8479987

01:01:45.972 --> 01:01:47.743 of people and someone come back  
NOTE Confidence: 0.8479987

01:01:47.743 --> 01:01:49.884 and someone and I can never figure  
NOTE Confidence: 0.8479987

01:01:49.884 --> 01:01:51.738 out like how to predict that.  
NOTE Confidence: 0.8479987

01:01:51.740 --> 01:01:53.972 And I think one of the things you know  
NOTE Confidence: 0.8479987

01:01:53.972 --> 01:01:56.418 that things are showing with the resident.  
NOTE Confidence: 0.8479987

01:01:56.420 --> 01:01:57.735 It's not to show people  
NOTE Confidence: 0.8479987

01:01:57.735 --> 01:01:59.050 you know the because you're  
NOTE Confidence: 0.83354247

01:01:59.106 --> 01:02:00.498 discharging so many people.  
NOTE Confidence: 0.83354247

01:02:00.500 --> 01:02:02.138 So many people are coming back

NOTE Confidence: 0.83354247

01:02:02.138 --> 01:02:04.299 or this is what you're doing bad.

NOTE Confidence: 0.83354247

01:02:04.300 --> 01:02:06.204 It's actually to see someone who or

NOTE Confidence: 0.83354247

01:02:06.204 --> 01:02:07.999 several people who violate that rule

NOTE Confidence: 0.83354247

01:02:07.999 --> 01:02:09.847 that we had was increased discharges.

NOTE Confidence: 0.83354247

01:02:09.850 --> 01:02:11.596 Increased re admissions that you know.

NOTE Confidence: 0.83354247

01:02:11.600 --> 01:02:14.064 Is there someone in that group that's

NOTE Confidence: 0.83354247

01:02:14.064 --> 01:02:16.790 actually got what we would call a good eye?

NOTE Confidence: 0.83354247

01:02:16.790 --> 01:02:18.632 I'm that they can break free

NOTE Confidence: 0.83354247

01:02:18.632 --> 01:02:20.279 of the constraints that I had,

NOTE Confidence: 0.83354247

01:02:20.280 --> 01:02:22.093 that I would always see that you

NOTE Confidence: 0.83354247

01:02:22.093 --> 01:02:23.480 know you increased discharges.

NOTE Confidence: 0.83354247

01:02:23.480 --> 01:02:24.940 Re admissions go up too.

NOTE Confidence: 0.83354247

01:02:24.940 --> 01:02:27.260 So it's not to just tell people what

NOTE Confidence: 0.83354247

01:02:27.260 --> 01:02:29.009 they're doing wrong by any means,

NOTE Confidence: 0.83354247

01:02:29.010 --> 01:02:31.338 and that wasn't the suggestion to the groups,

NOTE Confidence: 0.83354247



01:02:31.340 --> 01:02:33.342 but it is to actually identify best  
NOTE Confidence: 0.83354247

01:02:33.342 --> 01:02:35.360 practices and one that deviate in a  
NOTE Confidence: 0.83354247

01:02:35.360 --> 01:02:37.010 good way and could actually teach  
NOTE Confidence: 0.83354247

01:02:37.072 --> 01:02:38.908 a lot of other people information.  
NOTE Confidence: 0.83354247

01:02:38.910 --> 01:02:41.016 And it is so hard to figure out like  
NOTE Confidence: 0.83354247

01:02:41.016 --> 01:02:43.552 I don't know how you would unless you  
NOTE Confidence: 0.83354247

01:02:43.552 --> 01:02:45.665 got this massive amount data about  
NOTE Confidence: 0.83354247

01:02:45.665 --> 01:02:48.206 people doing their evaluations in the ER.  
NOTE Confidence: 0.83354247

01:02:48.210 --> 01:02:50.598 And so to all of you,  
NOTE Confidence: 0.83354247

01:02:50.600 --> 01:02:53.379 I thank you very much for these  
NOTE Confidence: 0.83354247

01:02:53.379 --> 01:02:53.776 presentations.  
NOTE Confidence: 0.83354247

01:02:53.780 --> 01:02:55.656 Very thought provoking presentations  
NOTE Confidence: 0.83354247

01:02:55.656 --> 01:02:58.947 and let's see what we've got in  
NOTE Confidence: 0.83354247

01:02:58.947 --> 01:03:02.260 terms of questions. Um?  
NOTE Confidence: 0.83354247

01:03:02.260 --> 01:03:05.468 Trisha, why won't you help me with this?  
NOTE Confidence: 0.83354247

01:03:05.470 --> 01:03:06.270 I'm sorry.

NOTE Confidence: 0.75922817  
01:03:06.270 --> 01:03:08.676 I mean that's fine, let's do.  
NOTE Confidence: 0.77297807  
01:03:11.720 --> 01:03:13.708 Amazon scary let me  
NOTE Confidence: 0.77297807  
01:03:13.710 --> 01:03:17.358 see I think one was data about people  
NOTE Confidence: 0.77297807  
01:03:17.358 --> 01:03:19.439 receiving metrics for prescribing  
NOTE Confidence: 0.77297807  
01:03:19.439 --> 01:03:22.673 medications for addiction at the VA.  
NOTE Confidence: 0.77297807  
01:03:22.680 --> 01:03:25.656 That's from Doctor O'Malley to Eric.  
NOTE Confidence: 0.8881691  
01:03:27.800 --> 01:03:30.758 Yeah, so great the the.  
NOTE Confidence: 0.8003478  
01:03:30.760 --> 01:03:33.076 Up short stories we do great at that, so  
NOTE Confidence: 0.8003478  
01:03:33.076 --> 01:03:35.700 this is that that is that that is a metric.  
NOTE Confidence: 0.8003478  
01:03:35.700 --> 01:03:38.040 We are sort of on top of. I don't.  
NOTE Confidence: 0.8003478  
01:03:38.040 --> 01:03:39.860 I don't know what our numbers on,  
NOTE Confidence: 0.8003478  
01:03:39.860 --> 01:03:42.840 but you know so so one thing I didn't share  
NOTE Confidence: 0.8003478  
01:03:42.913 --> 01:03:45.963 is that you know VA push will push out these  
NOTE Confidence: 0.8003478  
01:03:46.035 --> 01:03:48.807 metrics to us and then and then raid us.  
NOTE Confidence: 0.8003478  
01:03:48.810 --> 01:03:51.340 Give us a Z score based on the the VA  
NOTE Confidence: 0.8003478

01:03:51.415 --> 01:03:54.677 average and so whether you're however many

NOTE Confidence: 0.8003478

01:03:54.677 --> 01:03:57.378 standard deviations above or below the mean,

NOTE Confidence: 0.8003478

01:03:57.380 --> 01:03:59.522 and that's how they figure out

NOTE Confidence: 0.8003478

01:03:59.522 --> 01:04:00.950 you know what what,

NOTE Confidence: 0.8003478

01:04:00.950 --> 01:04:02.730 what color you get right,

NOTE Confidence: 0.8003478

01:04:02.730 --> 01:04:05.586 and you don't want to be read so,

NOTE Confidence: 0.8003478

01:04:05.590 --> 01:04:08.794 but weird full in the green on map 4,

NOTE Confidence: 0.8003478

01:04:08.800 --> 01:04:12.970 four OUD&AUD. Oh yeah. The

NOTE Confidence: 0.79490656

01:04:12.970 --> 01:04:15.550 other question, Doctor Sarniak is from

NOTE Confidence: 0.79490656

01:04:15.550 --> 01:04:17.959 Doctor O'Malley and it's for Eric.

NOTE Confidence: 0.79490656

01:04:17.960 --> 01:04:21.068 Does the VA have metrics for

NOTE Confidence: 0.79490656

01:04:21.068 --> 01:04:23.140 prescribing medications for addiction?

NOTE Confidence: 0.79490656

01:04:23.140 --> 01:04:24.428 Just ask that one.

NOTE Confidence: 0.79490656

01:04:24.428 --> 01:04:26.050 Sorry bout that. I'll just

NOTE Confidence: 0.82211846

01:04:26.050 --> 01:04:28.885 explain for the crowd so that we have sort

NOTE Confidence: 0.82211846

01:04:28.885 --> 01:04:31.854 of two main metrics that we work off of.

NOTE Confidence: 0.82211846

01:04:31.860 --> 01:04:33.910 Whether Matt or medication assisted

NOTE Confidence: 0.82211846

01:04:33.910 --> 01:04:36.724 therapies prescribed for OUD or au D so

NOTE Confidence: 0.82211846

01:04:36.724 --> 01:04:38.970 so we have two metrics that we work off.

NOTE Confidence: 0.82211846

01:04:38.970 --> 01:04:40.580 We're doing good on those.

NOTE Confidence: 0.8200346

01:04:43.000 --> 01:04:45.012 Great Na, I guess.

NOTE Confidence: 0.8200346

01:04:45.012 --> 01:04:47.527 A comment from Jennifer's IG

NOTE Confidence: 0.8200346

01:04:47.527 --> 01:04:50.593 and I'm very interested in

NOTE Confidence: 0.8200346

01:04:50.593 --> 01:04:53.057 safety issues with regards.

NOTE Confidence: 0.8200346

01:04:53.060 --> 01:04:53.738 Artie, I'm sorry.

NOTE Confidence: 0.8200346

01:04:53.738 --> 01:04:54.416 I'm old enough.

NOTE Confidence: 0.8200346

01:04:54.420 --> 01:04:55.550 I don't understand the RT.

NOTE Confidence: 0.84267545

01:04:56.710 --> 01:04:58.761 I don't think it's related to

NOTE Confidence: 0.84267545

01:04:58.761 --> 01:05:00.466 know the EMR records right?

NOTE Confidence: 0.84267545

01:05:00.470 --> 01:05:02.966 Yeah, so I know that Doctor Cahill

NOTE Confidence: 0.84267545

01:05:02.966 --> 01:05:05.324 presented kind of all the complexities

NOTE Confidence: 0.84267545

01:05:05.324 --> 01:05:07.646 of the EMR as sort of a joke.  
NOTE Confidence: 0.84267545

01:05:07.650 --> 01:05:10.548 Like hey look, what we have to deal with  
NOTE Confidence: 0.84267545

01:05:10.548 --> 01:05:13.806 and this is in the background and and look,  
NOTE Confidence: 0.84267545

01:05:13.810 --> 01:05:15.712 you know we were able to  
NOTE Confidence: 0.84267545

01:05:15.712 --> 01:05:17.570 get some work done anyway.  
NOTE Confidence: 0.84267545

01:05:17.570 --> 01:05:18.593 Which is amazing.  
NOTE Confidence: 0.84267545

01:05:18.593 --> 01:05:21.335 It is amazing, but my interest is actually  
NOTE Confidence: 0.84267545

01:05:21.335 --> 01:05:23.729 approaching that head on and saying no,  
NOTE Confidence: 0.84267545

01:05:23.730 --> 01:05:27.520 the EMR in and of itself is a safety problem.  
NOTE Confidence: 0.84267545

01:05:27.520 --> 01:05:30.236 And so I've been active in our  
NOTE Confidence: 0.84267545

01:05:30.236 --> 01:05:31.860 local epic optimization Committee  
NOTE Confidence: 0.84267545

01:05:31.860 --> 01:05:34.560 at the Yale New Haven, you know?  
NOTE Confidence: 0.84267545

01:05:34.560 --> 01:05:36.510 Or the Department of Psychiatry,  
NOTE Confidence: 0.84267545

01:05:36.510 --> 01:05:39.247 but some of the initiatives have done  
NOTE Confidence: 0.84267545

01:05:39.247 --> 01:05:41.990 have affected, sort of all of you.  
NOTE Confidence: 0.84267545

01:05:41.990 --> 01:05:45.438 New Haven for example.

NOTE Confidence: 0.84267545

01:05:45.440 --> 01:05:47.350 People get vital signs taken.

NOTE Confidence: 0.84267545

01:05:47.350 --> 01:05:49.600 Sort of anywhere in the hospital

NOTE Confidence: 0.84267545

01:05:49.600 --> 01:05:51.563 that's now universally seen instead

NOTE Confidence: 0.84267545

01:05:51.563 --> 01:05:53.927 of segregated out somewhere so that

NOTE Confidence: 0.84267545

01:05:53.927 --> 01:05:56.619 nobody knows 'cause it's sort of sitting

NOTE Confidence: 0.84267545

01:05:56.619 --> 01:06:00.270 in an electronic box somewhere, and.

NOTE Confidence: 0.84267545

01:06:00.270 --> 01:06:02.349 It also just like there was an

NOTE Confidence: 0.84267545

01:06:02.349 --> 01:06:04.386 error where if if social history

NOTE Confidence: 0.84267545

01:06:04.386 --> 01:06:06.885 wasn't entered in then it said none.

NOTE Confidence: 0.84267545

01:06:06.890 --> 01:06:09.277 So for example it would say number

NOTE Confidence: 0.84267545

01:06:09.277 --> 01:06:11.608 of children none when it was meant

NOTE Confidence: 0.84267545

01:06:11.608 --> 01:06:12.844 to say not entered.

NOTE Confidence: 0.84267545

01:06:12.850 --> 01:06:14.580 So there was actual misinformation

NOTE Confidence: 0.84267545

01:06:14.580 --> 01:06:16.819 across the board because of our EMR.

NOTE Confidence: 0.84267545

01:06:16.820 --> 01:06:17.816 And so I've,

NOTE Confidence: 0.84267545

01:06:17.816 --> 01:06:18.480 you know,  
NOTE Confidence: 0.84267545

01:06:18.480 --> 01:06:20.776 worked with the committee that has been  
NOTE Confidence: 0.84267545

01:06:20.776 --> 01:06:23.130 really nice enough to listen to me  
NOTE Confidence: 0.84267545

01:06:23.130 --> 01:06:25.098 as this part time outpatient psychiatrist.  
NOTE Confidence: 0.84267545

01:06:25.100 --> 01:06:26.516 I raised my hand.  
NOTE Confidence: 0.84267545

01:06:26.516 --> 01:06:29.048 I point out these things and they  
NOTE Confidence: 0.84267545

01:06:29.048 --> 01:06:31.337 work on it and they fix them.  
NOTE Confidence: 0.84267545

01:06:31.340 --> 01:06:33.468 An I think it's been really helpful  
NOTE Confidence: 0.84267545

01:06:33.468 --> 01:06:35.049 for patient quality and safety,  
NOTE Confidence: 0.84267545

01:06:35.050 --> 01:06:37.206 so when you put up things like  
NOTE Confidence: 0.84267545

01:06:37.206 --> 01:06:39.069 that diagram of a joke about,  
NOTE Confidence: 0.84267545

01:06:39.070 --> 01:06:41.779 you know I have to deal with this EMR  
NOTE Confidence: 0.84267545

01:06:41.779 --> 01:06:44.257 where this one talks to that one that  
NOTE Confidence: 0.84267545

01:06:44.257 --> 01:06:46.790 one text to this one, this one toxin.  
NOTE Confidence: 0.84267545

01:06:46.790 --> 01:06:47.410 It's impossible.  
NOTE Confidence: 0.84267545

01:06:47.410 --> 01:06:49.258 I actually take that really seriously.

NOTE Confidence: 0.84267545

01:06:49.260 --> 01:06:51.430 Sorry to have no sense of humor,

NOTE Confidence: 0.84267545

01:06:51.430 --> 01:06:53.537 but I think that that's a real

NOTE Confidence: 0.84267545

01:06:53.537 --> 01:06:55.724 problem in healthcare and I would be

NOTE Confidence: 0.84267545

01:06:55.724 --> 01:06:57.560 interested in finding other people who

NOTE Confidence: 0.84267545

01:06:57.627 --> 01:06:59.769 see that as a safety quality problem.

NOTE Confidence: 0.84267545

01:06:59.770 --> 01:07:01.440 Actually working on fixing that.

NOTE Confidence: 0.84267545

01:07:01.440 --> 01:07:02.880 Or publishing data about it?

NOTE Confidence: 0.84267545

01:07:02.880 --> 01:07:04.596 Or Anne Anne, I'm not sure.

NOTE Confidence: 0.84267545

01:07:04.600 --> 01:07:06.609 Kind of how to go about that.

NOTE Confidence: 0.84267545

01:07:06.610 --> 01:07:07.925 It's just something that I've

NOTE Confidence: 0.84267545

01:07:07.925 --> 01:07:10.050 noticed in my in my clinical care.

NOTE Confidence: 0.84267545

01:07:10.050 --> 01:07:12.624 So that was sort of what my comment was.

NOTE Confidence: 0.8249087

01:07:13.740 --> 01:07:15.370 Well, thanks for the comment.

NOTE Confidence: 0.8249087

01:07:15.370 --> 01:07:18.304 I John, can I give you one minute reply

NOTE Confidence: 0.8249087

01:07:18.304 --> 01:07:20.906 'cause we have a few other questions I

NOTE Confidence: 0.8249087



01:07:20.910 --> 01:07:23.192 want know. Thank you so much for  
NOTE Confidence: 0.8249087

01:07:23.192 --> 01:07:25.480 that comment. I mean I think humor  
NOTE Confidence: 0.8249087

01:07:25.480 --> 01:07:27.755 is a the psychodynamic members of this  
NOTE Confidence: 0.8249087

01:07:27.760 --> 01:07:29.112 group. Will I hope?  
NOTE Confidence: 0.8249087

01:07:29.112 --> 01:07:31.532 Support me and saying that humor is  
NOTE Confidence: 0.8249087

01:07:31.532 --> 01:07:33.765 a mature defense mechanism and it is  
NOTE Confidence: 0.8249087

01:07:33.765 --> 01:07:36.217 not meant to imply that I don't take  
NOTE Confidence: 0.8249087

01:07:36.217 --> 01:07:38.366 this seriously and I would love to  
NOTE Confidence: 0.8249087

01:07:38.366 --> 01:07:40.800 work with you along along those lines.  
NOTE Confidence: 0.8249087

01:07:40.800 --> 01:07:43.104 So thank you for your comment  
NOTE Confidence: 0.8249087

01:07:43.104 --> 01:07:44.970 and I look forward to.  
NOTE Confidence: 0.8249087

01:07:44.970 --> 01:07:47.060 To working with you. Great,  
NOTE Confidence: 0.8405322

01:07:47.060 --> 01:07:49.650 I'll just send out my email address  
NOTE Confidence: 0.8405322

01:07:49.650 --> 01:07:51.800 so anybody can contact me if  
NOTE Confidence: 0.8405322

01:07:51.800 --> 01:07:53.280 you're interested. Thank you.  
NOTE Confidence: 0.8405322

01:07:53.280 --> 01:07:55.500 Both Ann from Doctor Carmen Parker

NOTE Confidence: 0.8405322

01:07:55.566 --> 01:07:57.631 to Doctor Wasser as we collect data

NOTE Confidence: 0.8405322

01:07:57.631 --> 01:07:59.413 that may reveal concerning racial

NOTE Confidence: 0.8405322

01:07:59.413 --> 01:08:01.498 bias and diagnostic and prescribing

NOTE Confidence: 0.8405322

01:08:01.498 --> 01:08:03.628 habits for faculty and residents.

NOTE Confidence: 0.8405322

01:08:03.628 --> 01:08:06.262 Have we yet entered conversations of

NOTE Confidence: 0.8405322

01:08:06.262 --> 01:08:08.690 supporting those with concerning trends?

NOTE Confidence: 0.8405322

01:08:08.690 --> 01:08:11.010 So Tobias, can you give us 2 minutes?

NOTE Confidence: 0.80794936

01:08:11.010 --> 01:08:13.040 Yeah, sure. So I think it's a

NOTE Confidence: 0.80794936

01:08:13.040 --> 01:08:15.540 really great question, Carmen.

NOTE Confidence: 0.80794936

01:08:15.540 --> 01:08:16.335 So it's complicated.

NOTE Confidence: 0.80794936

01:08:16.335 --> 01:08:19.340 I would say by in a lot of different ways,

NOTE Confidence: 0.80794936

01:08:19.340 --> 01:08:22.260 so one we really and I didn't get into this,

NOTE Confidence: 0.80794936

01:08:22.260 --> 01:08:24.185 but we really, really try hard when

NOTE Confidence: 0.80794936

01:08:24.185 --> 01:08:25.978 we present this information to be

NOTE Confidence: 0.80794936

01:08:25.978 --> 01:08:28.092 clear that this is not about judgment.

NOTE Confidence: 0.80794936

01:08:28.100 --> 01:08:29.792 This is not about some people  
NOTE Confidence: 0.80794936

01:08:29.792 --> 01:08:31.888 are good and some people are bad,  
NOTE Confidence: 0.80794936

01:08:31.890 --> 01:08:33.780 and I'm appreciative that even the language  
NOTE Confidence: 0.80794936

01:08:33.780 --> 01:08:35.690 you're using is thoughtful and careful.  
NOTE Confidence: 0.80794936

01:08:35.690 --> 01:08:37.724 But I think one thing I want to be  
NOTE Confidence: 0.80794936

01:08:37.724 --> 01:08:39.778 very mindful of is that we're not  
NOTE Confidence: 0.80794936

01:08:39.778 --> 01:08:41.749 sending the message to a resident  
NOTE Confidence: 0.80794936

01:08:41.749 --> 01:08:43.569 that they're doing something bad.  
NOTE Confidence: 0.80794936

01:08:43.570 --> 01:08:45.195 The second factor that really  
NOTE Confidence: 0.80794936

01:08:45.195 --> 01:08:46.170 complicated is that.  
NOTE Confidence: 0.80794936

01:08:46.170 --> 01:08:48.026 A lot of the choices that the residents  
NOTE Confidence: 0.80794936

01:08:48.026 --> 01:08:49.888 are making in prescribing these settings  
NOTE Confidence: 0.80794936

01:08:49.888 --> 01:08:51.568 are not wholly independent choices,  
NOTE Confidence: 0.80794936

01:08:51.570 --> 01:08:53.274 so one it obviously can be  
NOTE Confidence: 0.80794936

01:08:53.274 --> 01:08:54.410 influenced by their attending,  
NOTE Confidence: 0.80794936

01:08:54.410 --> 01:08:56.330 but two it can also be really heavily

NOTE Confidence: 0.80794936

01:08:56.330 --> 01:08:57.810 influenced by community practices,

NOTE Confidence: 0.80794936

01:08:57.810 --> 01:08:59.997 so a lot of people you know these choices

NOTE Confidence: 0.80794936

01:08:59.997 --> 01:09:02.360 are being things that are being continued.

NOTE Confidence: 0.80794936

01:09:02.360 --> 01:09:04.348 Some of their seeing a CI you,

NOTE Confidence: 0.80794936

01:09:04.350 --> 01:09:06.095 they're just continuing their outpatient

NOTE Confidence: 0.80794936

01:09:06.095 --> 01:09:08.688 meds or an inpatient unit or wherever so.

NOTE Confidence: 0.80794936

01:09:08.690 --> 01:09:09.704 It's it's not.

NOTE Confidence: 0.80794936

01:09:09.704 --> 01:09:12.070 I think I would be careful about

NOTE Confidence: 0.80794936

01:09:12.150 --> 01:09:14.658 interpreting racial bias that we see

NOTE Confidence: 0.80794936

01:09:14.658 --> 01:09:16.966 in the prescribing as necessarily

NOTE Confidence: 0.80794936

01:09:16.966 --> 01:09:19.786 solely reflective of the residents.

NOTE Confidence: 0.80794936

01:09:19.790 --> 01:09:21.398 Choice as as not as more.

NOTE Confidence: 0.80794936

01:09:21.400 --> 01:09:23.008 Being a multi factorial and kind

NOTE Confidence: 0.80794936

01:09:23.008 --> 01:09:24.629 of complicated at the same time.

NOTE Confidence: 0.80794936

01:09:24.630 --> 01:09:26.774 I think we do have to address that.

NOTE Confidence: 0.80794936

01:09:26.780 --> 01:09:28.135 We see really desperate findings  
NOTE Confidence: 0.80794936

01:09:28.135 --> 01:09:29.828 for in certain individuals to help  
NOTE Confidence: 0.80794936

01:09:29.828 --> 01:09:31.273 them acknowledge that their findings  
NOTE Confidence: 0.80794936

01:09:31.273 --> 01:09:32.923 are really different and how do  
NOTE Confidence: 0.80794936

01:09:32.923 --> 01:09:34.048 we support them through that.  
NOTE Confidence: 0.80794936

01:09:34.050 --> 01:09:36.114 So I think this paper was only recently  
NOTE Confidence: 0.80794936

01:09:36.114 --> 01:09:38.140 kind of coming to fruition and I'm  
NOTE Confidence: 0.80794936

01:09:38.140 --> 01:09:40.144 still wrestling with it so I know  
NOTE Confidence: 0.80794936

01:09:40.144 --> 01:09:41.873 if you or anyone else is interested  
NOTE Confidence: 0.80794936

01:09:41.873 --> 01:09:43.912 in this area has ideas or how to  
NOTE Confidence: 0.80794936

01:09:43.912 --> 01:09:45.877 address this in the kind of careful,  
NOTE Confidence: 0.80794936

01:09:45.880 --> 01:09:47.230 thoughtful way we'd like to,  
NOTE Confidence: 0.80794936

01:09:47.230 --> 01:09:48.040 I'm all ears.  
NOTE Confidence: 0.91817135

01:09:50.150 --> 01:09:53.414 Thanks, I I guess I would add 2.  
NOTE Confidence: 0.91817135

01:09:53.420 --> 01:09:56.548 I didn't hear you mention faculty in that,  
NOTE Confidence: 0.91817135

01:09:56.550 --> 01:09:59.287 and so I think Doctor Parkers question.

NOTE Confidence: 0.91817135

01:09:59.290 --> 01:10:01.936 There's still half. That to be addressed.

NOTE Confidence: 0.8198853

01:10:04.820 --> 01:10:07.340 Something that worked for I want to make

NOTE Confidence: 0.8198853

01:10:07.340 --> 01:10:09.967 sure just because there was a question

NOTE Confidence: 0.8198853

01:10:09.967 --> 01:10:12.400 from Doctor Goldenberg to Doctor Hermes,

NOTE Confidence: 0.8198853

01:10:12.400 --> 01:10:14.566 our patient populations at different VA

NOTE Confidence: 0.8198853

01:10:14.566 --> 01:10:16.730 sufficiently similar to compare across sites.

NOTE Confidence: 0.8198853

01:10:16.730 --> 01:10:19.257 I saw you answered in a text,

NOTE Confidence: 0.8198853

01:10:19.260 --> 01:10:23.230 but just so that everybody can hear it. Oh

NOTE Confidence: 0.82208234

01:10:23.230 --> 01:10:26.017 yeah, great so it's a great question, Matt.

NOTE Confidence: 0.82208234

01:10:26.017 --> 01:10:28.870 The so would you know I I talked about

NOTE Confidence: 0.82208234

01:10:28.942 --> 01:10:31.609 VA pushing out metrics and you know

NOTE Confidence: 0.82208234

01:10:31.609 --> 01:10:34.212 thanks for giving that analogy of sort

NOTE Confidence: 0.82208234

01:10:34.212 --> 01:10:36.996 of having data rain down on you 'cause

NOTE Confidence: 0.82208234

01:10:36.996 --> 01:10:39.467 it that's what it feels like sometimes.

NOTE Confidence: 0.82208234

01:10:39.470 --> 01:10:40.874 Thankfully, when we're compared

NOTE Confidence: 0.82208234

01:10:40.874 --> 01:10:42.980 against other facilities for a lot  
NOTE Confidence: 0.82208234

01:10:43.042 --> 01:10:44.956 of the metrics they are weighted  
NOTE Confidence: 0.82208234

01:10:44.956 --> 01:10:46.880 according to the facilities complexity.  
NOTE Confidence: 0.82208234

01:10:46.880 --> 01:10:49.576 So we are. We are compared to other  
NOTE Confidence: 0.82208234

01:10:49.576 --> 01:10:51.119 like facilities like Boston,  
NOTE Confidence: 0.82208234

01:10:51.120 --> 01:10:53.240 another sort of larger academic Villiers.  
NOTE Confidence: 0.82208234

01:10:53.240 --> 01:10:54.620 And to some extent.  
NOTE Confidence: 0.82208234

01:10:54.620 --> 01:10:56.320 That characterization takes into account,  
NOTE Confidence: 0.82208234

01:10:56.320 --> 01:10:58.216 you know, patient mix as well.  
NOTE Confidence: 0.82208234

01:10:58.220 --> 01:11:00.740 So it's not. I don't think it's perfect,  
NOTE Confidence: 0.82208234

01:11:00.740 --> 01:11:02.320 but it gives you a.  
NOTE Confidence: 0.82208234

01:11:02.320 --> 01:11:04.485 It's much better than trying  
NOTE Confidence: 0.82208234

01:11:04.485 --> 01:11:07.220 to do this in the dark.  
NOTE Confidence: 0.82208234

01:11:07.220 --> 01:11:08.468 So yeah, thank you.  
NOTE Confidence: 0.8987099

01:11:12.510 --> 01:11:17.043 Any other questions? We have attrition.  
NOTE Confidence: 0.8987099

01:11:17.043 --> 01:11:19.840 We have two minutes, is that? Yeah, it looks

NOTE Confidence: 0.79955983

01:11:19.840 --> 01:11:21.898 like all the questions and chat are

NOTE Confidence: 0.79955983

01:11:21.898 --> 01:11:24.507 done and I don't see any hand sprays.

NOTE Confidence: 0.79955983

01:11:24.510 --> 01:11:26.370 So unless any come up now.

NOTE Confidence: 0.87026465

01:11:28.440 --> 01:11:32.470 OK, well give it a second and just to finish.

NOTE Confidence: 0.87026465

01:11:32.470 --> 01:11:36.097 I would say minute when I said it early,

NOTE Confidence: 0.87026465

01:11:36.100 --> 01:11:38.800 I think you now have a an idea of

NOTE Confidence: 0.87026465

01:11:38.800 --> 01:11:41.407 some of the work being done in

NOTE Confidence: 0.87026465

01:11:41.407 --> 01:11:44.158 the Department and we are very

NOTE Confidence: 0.87026465

01:11:44.158 --> 01:11:46.526 interested in future opportunities

NOTE Confidence: 0.87026465

01:11:46.526 --> 01:11:48.894 to highlight clinical practice.

NOTE Confidence: 0.87026465

01:11:48.900 --> 01:11:51.686 And so how we think about that?

NOTE Confidence: 0.87026465

01:11:51.690 --> 01:11:54.330 And then again, you saw, I mean,

NOTE Confidence: 0.87026465

01:11:54.330 --> 01:11:55.955 the excellence is just uncovered

NOTE Confidence: 0.87026465

01:11:55.955 --> 01:11:58.472 in in this kind of conversation

NOTE Confidence: 0.87026465

01:11:58.472 --> 01:12:00.440 exists throughout the Department,

NOTE Confidence: 0.87026465



01:12:00.440 --> 01:12:03.480 and so we would be very interested in

NOTE Confidence: 0.87026465

01:12:03.480 --> 01:12:05.509 any opportunities to further highlight

NOTE Confidence: 0.87026465

01:12:05.509 --> 01:12:07.909 kind of clinical work that people

NOTE Confidence: 0.87026465

01:12:07.909 --> 01:12:10.386 are doing in our vast Department.

NOTE Confidence: 0.87026465

01:12:10.390 --> 01:12:13.574 I would like to thank all the presenters,

NOTE Confidence: 0.87026465

01:12:13.580 --> 01:12:15.595 extraordinary job on pretty short

NOTE Confidence: 0.87026465

01:12:15.595 --> 01:12:17.950 notice and again thank you all,

NOTE Confidence: 0.87026465

01:12:17.950 --> 01:12:21.118 thanks specifically to Doctor Lee for.

NOTE Confidence: 0.87026465

01:12:21.120 --> 01:12:23.368 I got to be the face of this.

NOTE Confidence: 0.87026465

01:12:23.370 --> 01:12:24.770 She did all the work,

NOTE Confidence: 0.87026465

01:12:24.770 --> 01:12:27.360 so thanks again and thanks to everybody.