

WEBVTT

NOTE duration:"01:28:22.2510000"

NOTE language:en-us

NOTE Confidence: 0.83049875

00:00:00.000 --> 00:00:03.536 Good evening and welcome to the program for

NOTE Confidence: 0.83049875

00:00:03.536 --> 00:00:06.158 biomedical Ethics Evening Seminar series.

NOTE Confidence: 0.83049875

00:00:06.160 --> 00:00:07.800 On behalf of our manager,

NOTE Confidence: 0.83049875

00:00:07.800 --> 00:00:09.435 Karen Kolbe on the associate

NOTE Confidence: 0.83049875

00:00:09.435 --> 00:00:11.410 director Jack Hughes and Serra Hall.

NOTE Confidence: 0.83049875

00:00:11.410 --> 00:00:13.050 My name is mark material.

NOTE Confidence: 0.83049875

00:00:13.050 --> 00:00:15.554 I'm the director of the program and about

NOTE Confidence: 0.83049875

00:00:15.554 --> 00:00:18.475 twice a month we host these evening ethics

NOTE Confidence: 0.83049875

00:00:18.475 --> 00:00:20.920 seminars which are open to all of you.

NOTE Confidence: 0.83049875

00:00:20.920 --> 00:00:22.698 You can find the schedule for the

NOTE Confidence: 0.83049875

00:00:22.698 --> 00:00:25.041 last couple of this year on our

NOTE Confidence: 0.83049875

00:00:25.041 --> 00:00:25.803 website biomedicalethics@yale.edu

NOTE Confidence: 0.83049875

00:00:25.803 --> 00:00:27.810 more glad you're here tonight.

NOTE Confidence: 0.83049875

00:00:27.810 --> 00:00:29.770 We have a special night

NOTE Confidence: 0.83049875

00:00:29.770 --> 00:00:31.338 tonight as you'll see.

NOTE Confidence: 0.83049875

00:00:31.340 --> 00:00:32.768 Amen, I want to let you know

NOTE Confidence: 0.83049875

00:00:32.768 --> 00:00:34.026 that I'm already we're already

NOTE Confidence: 0.83049875

00:00:34.026 --> 00:00:35.516 working hard planning next year.

NOTE Confidence: 0.83049875

00:00:35.520 --> 00:00:36.339 We're optimistically hoping

NOTE Confidence: 0.83049875

00:00:36.339 --> 00:00:37.704 that next year's sessions will

NOTE Confidence: 0.83049875

00:00:37.704 --> 00:00:39.208 be live at least most of them,

NOTE Confidence: 0.83049875

00:00:39.210 --> 00:00:40.425 but we'll be prepared to

NOTE Confidence: 0.83049875

00:00:40.425 --> 00:00:42.160 do them zoom if we have to,

NOTE Confidence: 0.83049875

00:00:42.160 --> 00:00:43.875 so we will let you know about

NOTE Confidence: 0.83049875

00:00:43.875 --> 00:00:45.119 that in plenty of time.

NOTE Confidence: 0.83049875

00:00:45.120 --> 00:00:46.835 We've got a couple more zoom seminars,

NOTE Confidence: 0.83049875

00:00:46.840 --> 00:00:48.070 at least before we finish

NOTE Confidence: 0.83049875

00:00:48.070 --> 00:00:49.300 up for this academic year.

NOTE Confidence: 0.82687455

00:00:51.680 --> 00:00:53.768 With the way the format for this talk

NOTE Confidence: 0.82687455

00:00:53.768 --> 00:00:55.250 goes is, Professor Snyder is going
NOTE Confidence: 0.82687455

00:00:55.250 --> 00:00:57.420 to give a talk for a little while,
NOTE Confidence: 0.82687455

00:00:57.420 --> 00:00:58.986 maybe half an hour or so,
NOTE Confidence: 0.82687455

00:00:58.990 --> 00:01:00.568 maybe a bit more, and afterwards
NOTE Confidence: 0.82687455

00:01:00.568 --> 00:01:02.380 we're going to have a Q&A session.
NOTE Confidence: 0.82687455

00:01:02.380 --> 00:01:03.665 Please send your questions to
NOTE Confidence: 0.82687455

00:01:03.665 --> 00:01:05.250 the Q&A portion on the zoom.
NOTE Confidence: 0.82687455

00:01:05.250 --> 00:01:06.810 I'll then read him to Professor
NOTE Confidence: 0.82687455

00:01:06.810 --> 00:01:08.412 Snyder and we'll get a chance
NOTE Confidence: 0.82687455

00:01:08.412 --> 00:01:09.948 to exchange some ideas that way.
NOTE Confidence: 0.82687455

00:01:09.950 --> 00:01:12.299 Not as good as if we were in person,
NOTE Confidence: 0.82687455

00:01:12.300 --> 00:01:15.709 but still it works out pretty well.
NOTE Confidence: 0.82687455

00:01:15.710 --> 00:01:18.098 I want to tell you that.
NOTE Confidence: 0.82687455

00:01:18.100 --> 00:01:19.595 I'm very very pleased that
NOTE Confidence: 0.82687455

00:01:19.595 --> 00:01:21.090 Tim is joining us tonight.
NOTE Confidence: 0.82687455

00:01:21.090 --> 00:01:21.696 You know,

NOTE Confidence: 0.82687455

00:01:21.696 --> 00:01:23.817 several years ago now I found myself

NOTE Confidence: 0.82687455

00:01:23.817 --> 00:01:25.663 of all places in the hospital

NOTE Confidence: 0.82687455

00:01:25.663 --> 00:01:27.782 with a sick member of my family

NOTE Confidence: 0.82687455

00:01:27.782 --> 00:01:29.770 and was reading and I had been

NOTE Confidence: 0.82687455

00:01:29.770 --> 00:01:31.460 given this book called Black Earth

NOTE Confidence: 0.82687455

00:01:31.460 --> 00:01:33.553 by Tim Snyder who I didn't know

NOTE Confidence: 0.82687455

00:01:33.553 --> 00:01:35.437 and it was an exceptional book.

NOTE Confidence: 0.82687455

00:01:35.440 --> 00:01:37.673 And so I actually reached out to

NOTE Confidence: 0.82687455

00:01:37.673 --> 00:01:39.219 professors night when I realized

NOTE Confidence: 0.82687455

00:01:39.219 --> 00:01:40.529 he was here at Yale.

NOTE Confidence: 0.82687455

00:01:40.530 --> 00:01:41.427 And you know,

NOTE Confidence: 0.82687455

00:01:41.427 --> 00:01:43.520 got to know him became a friend.

NOTE Confidence: 0.82687455

00:01:43.520 --> 00:01:43.893 Subsequently,

NOTE Confidence: 0.82687455

00:01:43.893 --> 00:01:46.131 herdoc up other books he's written

NOTE Confidence: 0.82687455

00:01:46.131 --> 00:01:48.889 and I am delighted to say that he

NOTE Confidence: 0.82687455

00:01:48.889 --> 00:01:51.430 agreed to come and speak to us tonight.

NOTE Confidence: 0.82687455

00:01:51.430 --> 00:01:53.290 Professor Snyder is the Richard C.

NOTE Confidence: 0.82687455

00:01:53.290 --> 00:01:55.024 Levin professor of History here at

NOTE Confidence: 0.82687455

00:01:55.024 --> 00:01:56.560 Yale University and a permanent

NOTE Confidence: 0.82687455

00:01:56.560 --> 00:01:58.185 fellow at the Institute for

NOTE Confidence: 0.82687455

00:01:58.185 --> 00:01:59.485 Human Sciences in Vienna.

NOTE Confidence: 0.82687455

00:01:59.490 --> 00:02:01.040 His work has appeared in

NOTE Confidence: 0.82687455

00:02:01.040 --> 00:02:02.280 40 languages and received,

NOTE Confidence: 0.82687455

00:02:02.280 --> 00:02:04.026 received a number of prizes including

NOTE Confidence: 0.82687455

00:02:04.026 --> 00:02:06.000 the Emerson Prize in the Humanities,

NOTE Confidence: 0.82687455

00:02:06.000 --> 00:02:07.758 the Literature Award of the American

NOTE Confidence: 0.82687455

00:02:07.758 --> 00:02:09.410 Academy of Arts and Letters,

NOTE Confidence: 0.82687455

00:02:09.410 --> 00:02:10.960 the Vaclav Havel Foundation Prize,

NOTE Confidence: 0.82687455

00:02:10.960 --> 00:02:12.696 and so many others.

NOTE Confidence: 0.82687455

00:02:12.696 --> 00:02:14.866 Professor Snyder was a Marshall

NOTE Confidence: 0.82687455

00:02:14.866 --> 00:02:16.119 Scholar at Oxford,

NOTE Confidence: 0.82687455
00:02:16.120 --> 00:02:17.656 has received the Carnegie
NOTE Confidence: 0.82687455
00:02:17.656 --> 00:02:18.808 and Guggenheim Fellowships.
NOTE Confidence: 0.82687455
00:02:18.810 --> 00:02:21.108 He's appeared in documentaries on network,
NOTE Confidence: 0.82687455
00:02:21.110 --> 00:02:23.030 television and in major films.
NOTE Confidence: 0.82687455
00:02:23.030 --> 00:02:25.340 His books have inspired poster campaigns,
NOTE Confidence: 0.82687455
00:02:25.340 --> 00:02:26.492 exhibitions, films, sculpture,
NOTE Confidence: 0.82687455
00:02:26.492 --> 00:02:29.182 a punk rock song, or rap song,
NOTE Confidence: 0.82687455
00:02:29.182 --> 00:02:31.108 a play, and an opera.
NOTE Confidence: 0.82687455
00:02:31.108 --> 00:02:33.424 His words are quoted in political
NOTE Confidence: 0.82687455
00:02:33.424 --> 00:02:34.939 demonstrations around the world,
NOTE Confidence: 0.82687455
00:02:34.940 --> 00:02:38.110 most recently in Hong Kong.
NOTE Confidence: 0.82687455
00:02:38.110 --> 00:02:40.114 Professor Snyder has a BA in
NOTE Confidence: 0.82687455
00:02:40.114 --> 00:02:41.450 European history and political
NOTE Confidence: 0.82687455
00:02:41.507 --> 00:02:43.523 science is from Brown and a Doctor
NOTE Confidence: 0.82687455
00:02:43.523 --> 00:02:45.299 of Philosophy in modern history.
NOTE Confidence: 0.82687455

00:02:45.300 --> 00:02:47.120 Along with the Marshall Scholarship
NOTE Confidence: 0.82687455

00:02:47.120 --> 00:02:49.698 from the University of Oxford and he's
NOTE Confidence: 0.82687455

00:02:49.698 --> 00:02:51.798 an Academy scholar at Harvard University.
NOTE Confidence: 0.82687455

00:02:51.800 --> 00:02:53.325 I'm quite an extraordinary CV
NOTE Confidence: 0.82687455

00:02:53.325 --> 00:02:54.545 and an extraordinary writer.
NOTE Confidence: 0.82687455

00:02:54.550 --> 00:02:54.847 Again,
NOTE Confidence: 0.82687455

00:02:54.847 --> 00:02:55.738 as you'll see,
NOTE Confidence: 0.82687455

00:02:55.738 --> 00:02:57.920 not too long ago in the past,
NOTE Confidence: 0.82687455

00:02:57.920 --> 00:02:59.756 Professor Snyder had a very serious
NOTE Confidence: 0.82687455

00:02:59.756 --> 00:03:01.628 illness and had exposure to the
NOTE Confidence: 0.82687455

00:03:01.628 --> 00:03:02.816 American health care system,
NOTE Confidence: 0.82687455

00:03:02.820 --> 00:03:04.650 including time spent here at Yale,
NOTE Confidence: 0.82687455

00:03:04.650 --> 00:03:05.565 New Haven Hospital,
NOTE Confidence: 0.82687455

00:03:05.565 --> 00:03:07.906 which left him troubled, to say the least,
NOTE Confidence: 0.82687455

00:03:07.906 --> 00:03:09.580 about our health care system and
NOTE Confidence: 0.82687455

00:03:09.645 --> 00:03:11.380 the things that he encountered.

NOTE Confidence: 0.82687455

00:03:11.380 --> 00:03:13.428 And he wrote a book as a result

NOTE Confidence: 0.82687455

00:03:13.428 --> 00:03:15.059 of that court normality.

NOTE Confidence: 0.82687455

00:03:15.060 --> 00:03:17.195 Hopefully many of you have read it.

NOTE Confidence: 0.82687455

00:03:17.200 --> 00:03:18.420 There's missed several medical

NOTE Confidence: 0.82687455

00:03:18.420 --> 00:03:19.945 students on the line who,

NOTE Confidence: 0.82687455

00:03:19.950 --> 00:03:20.822 I know,

NOTE Confidence: 0.82687455

00:03:20.822 --> 00:03:22.130 have read it.

NOTE Confidence: 0.82687455

00:03:22.130 --> 00:03:24.545 And we're going to be very grateful

NOTE Confidence: 0.82687455

00:03:24.545 --> 00:03:25.840 that doctor excuse me,

NOTE Confidence: 0.82687455

00:03:25.840 --> 00:03:27.760 Professor Snyder is going to speak

NOTE Confidence: 0.82687455

00:03:27.760 --> 00:03:29.725 about his book about things he

NOTE Confidence: 0.82687455

00:03:29.725 --> 00:03:31.270 encountered and then will open

NOTE Confidence: 0.82687455

00:03:31.270 --> 00:03:33.250 up the comma the conversation.

NOTE Confidence: 0.82687455

00:03:33.250 --> 00:03:35.164 So with that I will introduce

NOTE Confidence: 0.82687455

00:03:35.164 --> 00:03:36.440 you to Professor Tim

NOTE Confidence: 0.83115244

00:03:36.512 --> 00:03:37.968 Snyder. Thank you, Tim.
NOTE Confidence: 0.84290045

00:03:38.960 --> 00:03:40.004 Thank you Mark,
NOTE Confidence: 0.84290045

00:03:40.004 --> 00:03:42.900 and so thank you all for being here.
NOTE Confidence: 0.84290045

00:03:42.900 --> 00:03:45.399 Thank you Mark for your persistence Mark.
NOTE Confidence: 0.84290045

00:03:45.400 --> 00:03:48.304 Mark has been very friendly over the years
NOTE Confidence: 0.84290045

00:03:48.304 --> 00:03:51.126 and we've talked about a lot of things,
NOTE Confidence: 0.84290045

00:03:51.130 --> 00:03:53.290 but there there probably was never
NOTE Confidence: 0.84290045

00:03:53.290 --> 00:03:56.140 before a subject so awkward as this one,
NOTE Confidence: 0.84290045

00:03:56.140 --> 00:03:59.004 and I tried to keep distance for awhile.
NOTE Confidence: 0.84290045

00:03:59.010 --> 00:04:01.068 But Mark was persistent about wanting
NOTE Confidence: 0.84290045

00:04:01.068 --> 00:04:03.610 to talk about this book and wanted
NOTE Confidence: 0.84290045

00:04:03.610 --> 00:04:05.450 to talk about these experiences,
NOTE Confidence: 0.84290045

00:04:05.450 --> 00:04:07.676 so I yielded and I'll be looking
NOTE Confidence: 0.84290045

00:04:07.676 --> 00:04:09.450 forward to the discussion.
NOTE Confidence: 0.84290045

00:04:09.450 --> 00:04:12.866 With Mark and with the rest of you.
NOTE Confidence: 0.84290045

00:04:12.870 --> 00:04:16.578 So to begin where Mark left off and you

NOTE Confidence: 0.84290045

00:04:16.578 --> 00:04:20.549 know just to be very clear about all this.

NOTE Confidence: 0.84290045

00:04:20.550 --> 00:04:23.357 In case there was any doubt what

NOTE Confidence: 0.84290045

00:04:23.357 --> 00:04:26.100 I will chiefly be talking about,

NOTE Confidence: 0.84290045

00:04:26.100 --> 00:04:28.240 is an experience at Yale,

NOTE Confidence: 0.84290045

00:04:28.240 --> 00:04:30.370 New Haven Hospital in late

NOTE Confidence: 0.84290045

00:04:30.370 --> 00:04:32.074 2019 and early 2020.

NOTE Confidence: 0.84290045

00:04:32.080 --> 00:04:34.204 This is this is not to

NOTE Confidence: 0.84290045

00:04:34.204 --> 00:04:36.780 pick on you in particular.

NOTE Confidence: 0.84290045

00:04:36.780 --> 00:04:39.066 I'm aware that most of the

NOTE Confidence: 0.84290045

00:04:39.066 --> 00:04:41.590 things that I'll be discussing.

NOTE Confidence: 0.84290045

00:04:41.590 --> 00:04:43.415 Are systemic problems or at

NOTE Confidence: 0.84290045

00:04:43.415 --> 00:04:44.875 least partly systemic problems?

NOTE Confidence: 0.84290045

00:04:44.880 --> 00:04:47.113 There are moments in the story where

NOTE Confidence: 0.84290045

00:04:47.113 --> 00:04:50.110 I think there is a Nexus of individual

NOTE Confidence: 0.84290045

00:04:50.110 --> 00:04:52.540 responsibility which could be defined named,

NOTE Confidence: 0.84290045

00:04:52.540 --> 00:04:54.370 but I'm less interested in,
NOTE Confidence: 0.84290045

00:04:54.370 --> 00:04:56.918 you know, in talking about New Haven,
NOTE Confidence: 0.84290045

00:04:56.920 --> 00:04:58.750 Yale, New Haven per say,
NOTE Confidence: 0.84290045

00:04:58.750 --> 00:05:00.994 and more interested in in what
NOTE Confidence: 0.84290045

00:05:00.994 --> 00:05:02.760 this experience might tell us,
NOTE Confidence: 0.84290045

00:05:02.760 --> 00:05:05.308 or what I might have learned about
NOTE Confidence: 0.84290045

00:05:05.308 --> 00:05:07.508 hospitals and healthcare and more broadly,
NOTE Confidence: 0.84290045

00:05:07.510 --> 00:05:09.330 about the way Americans think
NOTE Confidence: 0.84290045

00:05:09.330 --> 00:05:10.786 about rights and freedom.
NOTE Confidence: 0.84290045

00:05:10.790 --> 00:05:13.088 So what I what I did?
NOTE Confidence: 0.84290045

00:05:13.090 --> 00:05:15.790 As as Mark was kind of to say when when
NOTE Confidence: 0.84290045

00:05:15.859 --> 00:05:18.419 I left the hospital in in early 2020,
NOTE Confidence: 0.84290045

00:05:18.420 --> 00:05:19.018 my treatment,
NOTE Confidence: 0.84290045

00:05:19.018 --> 00:05:21.111 I left the hospital finally in February
NOTE Confidence: 0.84290045

00:05:21.111 --> 00:05:23.229 and my treatment ended in June of
NOTE Confidence: 0.84290045

00:05:23.229 --> 00:05:24.930 last year between February and June,

NOTE Confidence: 0.84290045
00:05:24.930 --> 00:05:26.706 I wrote this little I first,
NOTE Confidence: 0.84290045
00:05:26.710 --> 00:05:27.292 you know,
NOTE Confidence: 0.84290045
00:05:27.292 --> 00:05:28.456 because I'm historian gathered
NOTE Confidence: 0.84290045
00:05:28.456 --> 00:05:30.554 up all the sources and made a
NOTE Confidence: 0.84290045
00:05:30.554 --> 00:05:31.734 kind of chronological document.
NOTE Confidence: 0.84290045
00:05:31.740 --> 00:05:33.378 And there's a version of the
NOTE Confidence: 0.84290045
00:05:33.378 --> 00:05:35.289 book which is much more medical,
NOTE Confidence: 0.84290045
00:05:35.290 --> 00:05:37.658 which goes through kind of hour by hour.
NOTE Confidence: 0.84290045
00:05:37.660 --> 00:05:39.140 Actually, what happened to me?
NOTE Confidence: 0.84290045
00:05:39.140 --> 00:05:41.093 But I put all these together and
NOTE Confidence: 0.84290045
00:05:41.093 --> 00:05:43.132 wrote a little a little reflection
NOTE Confidence: 0.84290045
00:05:43.132 --> 00:05:44.656 called called our malady.
NOTE Confidence: 0.84290045
00:05:44.660 --> 00:05:46.988 What I'm going to be doing in in
NOTE Confidence: 0.84290045
00:05:46.988 --> 00:05:49.027 this talk to you is is focusing
NOTE Confidence: 0.84290045
00:05:49.027 --> 00:05:51.524 a bit more on what I take to
NOTE Confidence: 0.84290045

00:05:51.524 --> 00:05:53.254 be the medical ethical issues.
NOTE Confidence: 0.84290045

00:05:53.260 --> 00:05:55.591 And of course I am sure it will raise
NOTE Confidence: 0.84290045

00:05:55.591 --> 00:05:57.554 nothing which you haven't thought about
NOTE Confidence: 0.84290045

00:05:57.554 --> 00:06:00.010 or have haven't come into contact with.
NOTE Confidence: 0.84290045

00:06:00.010 --> 00:06:01.580 Perhaps though having the point
NOTE Confidence: 0.84290045

00:06:01.580 --> 00:06:03.766 of view of a patient and frankly
NOTE Confidence: 0.84290045

00:06:03.766 --> 00:06:05.705 the point of view of a patient
NOTE Confidence: 0.84290045

00:06:05.705 --> 00:06:07.379 who should have been dead,
NOTE Confidence: 0.84290045

00:06:07.380 --> 00:06:08.391 might add something.
NOTE Confidence: 0.84290045

00:06:08.391 --> 00:06:10.413 There might be some conceptual or
NOTE Confidence: 0.84290045

00:06:10.413 --> 00:06:12.298 at least rhetorical angle that I
NOTE Confidence: 0.84290045

00:06:12.298 --> 00:06:14.729 come up with it that might be fresh.
NOTE Confidence: 0.84290045

00:06:14.730 --> 00:06:16.962 And and and and useful now I'd like
NOTE Confidence: 0.84290045

00:06:16.962 --> 00:06:19.781 to be able to skip right to what I
NOTE Confidence: 0.84290045

00:06:19.781 --> 00:06:22.218 think the lessons are of my experience,
NOTE Confidence: 0.84290045

00:06:22.220 --> 00:06:23.996 but what I've what I've realized

NOTE Confidence: 0.84290045

00:06:23.996 --> 00:06:26.215 in in the few times that I've

NOTE Confidence: 0.84290045

00:06:26.215 --> 00:06:28.147 talked about this and when I,

NOTE Confidence: 0.84290045

00:06:28.150 --> 00:06:29.705 and when I've written about

NOTE Confidence: 0.84290045

00:06:29.705 --> 00:06:30.949 it outside the book,

NOTE Confidence: 0.86540955

00:06:30.950 --> 00:06:33.038 but I've realized, is that if I try

NOTE Confidence: 0.86540955

00:06:33.038 --> 00:06:35.317 to skip over what actually happened,

NOTE Confidence: 0.86540955

00:06:35.320 --> 00:06:37.204 then we spend the whole question

NOTE Confidence: 0.86540955

00:06:37.204 --> 00:06:39.127 answer period on trying to figure

NOTE Confidence: 0.86540955

00:06:39.127 --> 00:06:40.939 out what actually happened to me.

NOTE Confidence: 0.86540955

00:06:40.940 --> 00:06:43.144 So I'm going to do. I'm afraid

NOTE Confidence: 0.86540955

00:06:43.144 --> 00:06:44.754 this slightly tiresome thing first.

NOTE Confidence: 0.86540955

00:06:44.760 --> 00:06:46.635 Of talking about my experience

NOTE Confidence: 0.86540955

00:06:46.635 --> 00:06:48.808 from the patient POV, of course,

NOTE Confidence: 0.86540955

00:06:48.808 --> 00:06:51.480 and then I will move on from that

NOTE Confidence: 0.86540955

00:06:51.558 --> 00:06:54.138 experience to five or six lessons.

NOTE Confidence: 0.86540955

00:06:54.140 --> 00:06:56.354 Starting neroly with the medical and
NOTE Confidence: 0.86540955

00:06:56.354 --> 00:06:59.328 then working my way up towards the the
NOTE Confidence: 0.86540955

00:06:59.328 --> 00:07:01.924 more general political and the more and
NOTE Confidence: 0.86540955

00:07:01.924 --> 00:07:04.640 the kind of higher level ethical questions.
NOTE Confidence: 0.86540955

00:07:04.640 --> 00:07:09.240 So we'll see how far we can get.
NOTE Confidence: 0.86540955

00:07:09.240 --> 00:07:11.445 So I let's all just I'll just.
NOTE Confidence: 0.86540955

00:07:11.450 --> 00:07:13.648 I'll just dig in and you know,
NOTE Confidence: 0.86540955

00:07:13.650 --> 00:07:14.910 feel free to automatically,
NOTE Confidence: 0.86540955

00:07:14.910 --> 00:07:15.540 you know,
NOTE Confidence: 0.86540955

00:07:15.540 --> 00:07:17.532 spell check and correct my medical
NOTE Confidence: 0.86540955

00:07:17.532 --> 00:07:19.506 terminology as as we go through
NOTE Confidence: 0.86540955

00:07:19.506 --> 00:07:21.529 and of course as I narrate this,
NOTE Confidence: 0.86540955

00:07:21.530 --> 00:07:24.356 I'm not narrating what I knew at the time,
NOTE Confidence: 0.86540955

00:07:24.360 --> 00:07:24.636 right?
NOTE Confidence: 0.86540955

00:07:24.636 --> 00:07:27.494 I mean the story of what I knew at the
NOTE Confidence: 0.86540955

00:07:27.494 --> 00:07:30.167 time would be a much sadder story and it

NOTE Confidence: 0.86540955

00:07:30.236 --> 00:07:32.868 would sound much worse than this story.

NOTE Confidence: 0.86540955

00:07:32.870 --> 00:07:33.498 This story,

NOTE Confidence: 0.86540955

00:07:33.498 --> 00:07:34.440 by its nature,

NOTE Confidence: 0.86540955

00:07:34.440 --> 00:07:36.728 is a compound of what I felt at

NOTE Confidence: 0.86540955

00:07:36.728 --> 00:07:38.947 the time and what I understood.

NOTE Confidence: 0.86540955

00:07:38.950 --> 00:07:40.178 From doctors you know,

NOTE Confidence: 0.86540955

00:07:40.178 --> 00:07:42.403 with the kind of Doppler effect right

NOTE Confidence: 0.86540955

00:07:42.403 --> 00:07:44.305 of several days or several weeks,

NOTE Confidence: 0.86540955

00:07:44.310 --> 00:07:46.428 or what I understood frankly more

NOTE Confidence: 0.86540955

00:07:46.428 --> 00:07:48.169 often from piercing together the

NOTE Confidence: 0.86540955

00:07:48.169 --> 00:07:49.777 the medical record which I read

NOTE Confidence: 0.86540955

00:07:49.777 --> 00:07:51.550 in March in March and April.

NOTE Confidence: 0.86540955

00:07:51.550 --> 00:07:53.566 So this is this is a compound

NOTE Confidence: 0.86540955

00:07:53.566 --> 00:07:55.329 that's not what I experience,

NOTE Confidence: 0.86540955

00:07:55.330 --> 00:07:57.220 is not what the record says.

NOTE Confidence: 0.86540955

00:07:57.220 --> 00:07:59.425 It's the two of them brought together.
NOTE Confidence: 0.86540955

00:07:59.430 --> 00:08:02.650 So on the 3rd of December, 2019.
NOTE Confidence: 0.86540955

00:08:02.650 --> 00:08:05.140 I had appendicitis but I was
NOTE Confidence: 0.86540955

00:08:05.140 --> 00:08:06.800 in Munich in Germany.
NOTE Confidence: 0.86540955

00:08:06.800 --> 00:08:08.880 I went to the hospital,
NOTE Confidence: 0.86540955

00:08:08.880 --> 00:08:11.778 they didn't alter sound rather than MRI.
NOTE Confidence: 0.86540955

00:08:11.780 --> 00:08:14.860 I think at that point they misdiagnosed
NOTE Confidence: 0.86540955

00:08:14.860 --> 00:08:18.008 my appendicitis as a as a viral infection.
NOTE Confidence: 0.86540955

00:08:18.010 --> 00:08:20.080 If I were in Germany,
NOTE Confidence: 0.86540955

00:08:20.080 --> 00:08:22.771 I would now go off on a rant about
NOTE Confidence: 0.86540955

00:08:22.771 --> 00:08:25.847 how the German or the German speaking
NOTE Confidence: 0.86540955

00:08:25.847 --> 00:08:28.203 world's tendency to not prescribe
NOTE Confidence: 0.86540955

00:08:28.203 --> 00:08:31.083 antibiotics has has a kind of
NOTE Confidence: 0.86540955

00:08:31.083 --> 00:08:33.102 backward influence on to diagnosis.
NOTE Confidence: 0.86540955

00:08:33.102 --> 00:08:35.390 And it leads people not to diagnose things
NOTE Confidence: 0.86540955

00:08:35.443 --> 00:08:37.588 which might require antibiotic treatments.

NOTE Confidence: 0.86540955

00:08:37.590 --> 00:08:39.170 That's that's their problem, though.

NOTE Confidence: 0.86540955

00:08:39.170 --> 00:08:39.800 That's not.

NOTE Confidence: 0.86540955

00:08:39.800 --> 00:08:42.005 That's not that's not an American problem,

NOTE Confidence: 0.86540955

00:08:42.010 --> 00:08:42.326 however,

NOTE Confidence: 0.86540955

00:08:42.326 --> 00:08:44.538 that maybe I had appendicitis in Munich.

NOTE Confidence: 0.86540955

00:08:44.540 --> 00:08:46.120 I didn't get that diagnosis,

NOTE Confidence: 0.86540955

00:08:46.120 --> 00:08:48.592 and I continued off doing the work that

NOTE Confidence: 0.86540955

00:08:48.592 --> 00:08:51.485 I was meant to be doing in in Germany.

NOTE Confidence: 0.86540955

00:08:51.490 --> 00:08:53.695 I had a public lecture in Munich.

NOTE Confidence: 0.86540955

00:08:53.700 --> 00:08:56.212 I gave that public lecture my appendix burst

NOTE Confidence: 0.86540955

00:08:56.212 --> 00:08:58.759 the night after I gave the public lecture.

NOTE Confidence: 0.86540955

00:08:58.760 --> 00:09:00.020 Maybe during the lecture,

NOTE Confidence: 0.86540955

00:09:00.020 --> 00:09:00.965 I'm not sure,

NOTE Confidence: 0.86540955

00:09:00.970 --> 00:09:03.814 and the next the next few days I had,

NOTE Confidence: 0.86540955

00:09:03.820 --> 00:09:06.347 there was a fair amount of pain.

NOTE Confidence: 0.86540955

00:09:06.350 --> 00:09:09.290 Which I ignored and then I had a I had
NOTE Confidence: 0.86540955

00:09:09.372 --> 00:09:12.236 a I had a board meeting in Stuttgart,
NOTE Confidence: 0.86540955

00:09:12.240 --> 00:09:13.588 also in southern Germany,
NOTE Confidence: 0.86540955

00:09:13.588 --> 00:09:15.979 which I went to and did what
NOTE Confidence: 0.86540955

00:09:15.979 --> 00:09:17.469 I was supposed to do.
NOTE Confidence: 0.86540955

00:09:17.470 --> 00:09:19.426 At that point I had peritonitis.
NOTE Confidence: 0.86540955

00:09:19.430 --> 00:09:21.070 Of course I did that,
NOTE Confidence: 0.86540955

00:09:21.070 --> 00:09:23.678 got on the flight and declined medical care.
NOTE Confidence: 0.8239029

00:09:23.680 --> 00:09:26.296 Flew back home back in the United States.
NOTE Confidence: 0.8239029

00:09:26.300 --> 00:09:27.930 I didn't feel that well.
NOTE Confidence: 0.8239029

00:09:27.930 --> 00:09:29.892 Eventually I was persuaded to go
NOTE Confidence: 0.8239029

00:09:29.892 --> 00:09:32.156 to Yale Health. That would be the
NOTE Confidence: 0.8239029

00:09:32.156 --> 00:09:34.470 15th of December 2019 and from Yale.
NOTE Confidence: 0.8239029

00:09:34.470 --> 00:09:37.230 Health was sent on to Saint Rayfield's wear.
NOTE Confidence: 0.8239029

00:09:37.230 --> 00:09:39.050 The appendicitis, or you know,
NOTE Confidence: 0.8239029

00:09:39.050 --> 00:09:41.283 at that point, the burst and separated

NOTE Confidence: 0.8239029

00:09:41.283 --> 00:09:43.778 and so on appendix was observed.

NOTE Confidence: 0.8239029

00:09:43.780 --> 00:09:45.971 An correctly diagnosed at that point we

NOTE Confidence: 0.8239029

00:09:45.971 --> 00:09:49.016 run into a problem and the problem is

NOTE Confidence: 0.8239029

00:09:49.016 --> 00:09:51.051 the partial revelation of information.

NOTE Confidence: 0.8239029

00:09:51.060 --> 00:09:54.076 So I was told that I had appendicitis

NOTE Confidence: 0.8239029

00:09:54.076 --> 00:09:56.519 which was a bit of a surprise.

NOTE Confidence: 0.8239029

00:09:56.520 --> 00:09:58.076 You know I didn't.

NOTE Confidence: 0.8239029

00:09:58.076 --> 00:10:00.890 I didn't understand what was happening to me,

NOTE Confidence: 0.8239029

00:10:00.890 --> 00:10:02.705 although in retrospect it all

NOTE Confidence: 0.8239029

00:10:02.705 --> 00:10:03.794 seems very obvious.

NOTE Confidence: 0.8239029

00:10:03.800 --> 00:10:07.238 What I wasn't told was at the same MRI.

NOTE Confidence: 0.8239029

00:10:07.240 --> 00:10:08.980 Which revealed the appendicitis and also

NOTE Confidence: 0.8239029

00:10:08.980 --> 00:10:10.708 revealed a sizeable lesion on my liver,

NOTE Confidence: 0.8239029

00:10:10.710 --> 00:10:11.774 which is critically important

NOTE Confidence: 0.8239029

00:10:11.774 --> 00:10:13.104 information later in the story,

NOTE Confidence: 0.8239029

00:10:13.110 --> 00:10:15.246 but also at this point in the story,
NOTE Confidence: 0.8239029

00:10:15.250 --> 00:10:17.119 because at this point in the story,
NOTE Confidence: 0.8239029

00:10:17.120 --> 00:10:18.779 I'm asked whether I want a procedure
NOTE Confidence: 0.8239029

00:10:18.779 --> 00:10:20.464 to remove the appendix or whether
NOTE Confidence: 0.8239029

00:10:20.464 --> 00:10:22.200 I want antibiotics, and of course,
NOTE Confidence: 0.8239029

00:10:22.200 --> 00:10:24.859 if I'd known there was a lesion on my liver.
NOTE Confidence: 0.8239029

00:10:24.860 --> 00:10:26.456 My answer would have been both,
NOTE Confidence: 0.8239029

00:10:26.460 --> 00:10:28.044 but because I didn't know there
NOTE Confidence: 0.8239029

00:10:28.044 --> 00:10:29.669 was a lesion on my liver,
NOTE Confidence: 0.8239029

00:10:29.670 --> 00:10:31.798 my I think natural response was to say,
NOTE Confidence: 0.8239029

00:10:31.800 --> 00:10:33.294 oh, let's get the appendix out
NOTE Confidence: 0.8239029

00:10:33.294 --> 00:10:34.740 that will solve the problem,
NOTE Confidence: 0.8239029

00:10:34.740 --> 00:10:37.467 and the surgeon seemed to think that as well.
NOTE Confidence: 0.8239029

00:10:37.470 --> 00:10:37.770 So,
NOTE Confidence: 0.8239029

00:10:37.770 --> 00:10:41.625 so I had the I had the event I had the
NOTE Confidence: 0.8239029

00:10:41.625 --> 00:10:44.805 I had the long appendectomy complicated,

NOTE Confidence: 0.8239029

00:10:44.810 --> 00:10:47.666 but it's apparently successful and you know,

NOTE Confidence: 0.8239029

00:10:47.670 --> 00:10:50.424 in typical American fashion I was

NOTE Confidence: 0.8239029

00:10:50.424 --> 00:10:52.655 released immediately after the surgery

NOTE Confidence: 0.8239029

00:10:52.655 --> 00:10:55.499 with a very like with two and a half

NOTE Confidence: 0.8239029

00:10:55.571 --> 00:10:57.866 days worth of solid antibiotics.

NOTE Confidence: 0.8239029

00:10:57.870 --> 00:10:59.905 And again without any knowledge

NOTE Confidence: 0.8239029

00:10:59.905 --> 00:11:01.533 of the liver lesion,

NOTE Confidence: 0.8239029

00:11:01.540 --> 00:11:03.838 which of course was actually an

NOTE Confidence: 0.8239029

00:11:03.838 --> 00:11:06.030 Abscess and a growing Abscess.

NOTE Confidence: 0.8239029

00:11:06.030 --> 00:11:07.298 So this was noted.

NOTE Confidence: 0.8239029

00:11:07.298 --> 00:11:09.840 In the MRI it's in my record,

NOTE Confidence: 0.8239029

00:11:09.840 --> 00:11:11.793 but it wasn't in my release papers

NOTE Confidence: 0.8239029

00:11:11.793 --> 00:11:13.070 and it was never.

NOTE Confidence: 0.8239029

00:11:13.070 --> 00:11:14.820 It was never mentioned to me thinking

NOTE Confidence: 0.8239029

00:11:14.820 --> 00:11:17.189 that I was recovering and feeling better.

NOTE Confidence: 0.8239029

00:11:17.190 --> 00:11:19.150 I think because I was still on
NOTE Confidence: 0.8239029

00:11:19.150 --> 00:11:21.598 those 2 1/2 days of of any biotics.
NOTE Confidence: 0.8239029

00:11:21.600 --> 00:11:23.728 I asked the surgeon as well as my
NOTE Confidence: 0.8239029

00:11:23.728 --> 00:11:26.298 GP if it would be alright if I made
NOTE Confidence: 0.8239029

00:11:26.298 --> 00:11:28.649 a trip with my family to Florida,
NOTE Confidence: 0.8239029

00:11:28.650 --> 00:11:30.848 which in retrospect was a totally insane
NOTE Confidence: 0.8239029

00:11:30.848 --> 00:11:33.356 thing to do and I often have done it,
NOTE Confidence: 0.8239029

00:11:33.360 --> 00:11:35.334 but I felt better and I talked
NOTE Confidence: 0.8239029

00:11:35.334 --> 00:11:37.178 the doctors and the surgeon said
NOTE Confidence: 0.8239029

00:11:37.178 --> 00:11:39.362 she saw no reason why I shouldn't.
NOTE Confidence: 0.8239029

00:11:39.370 --> 00:11:40.162 Do that.
NOTE Confidence: 0.8239029

00:11:40.162 --> 00:11:41.350 If she didn't,
NOTE Confidence: 0.8239029

00:11:41.350 --> 00:11:42.600 then look at the record.
NOTE Confidence: 0.8239029

00:11:42.600 --> 00:11:44.715 I think if she looked at the record and
NOTE Confidence: 0.8239029

00:11:44.715 --> 00:11:46.848 notice that there had been a liver Abscess,
NOTE Confidence: 0.8239029

00:11:46.850 --> 00:11:48.593 she would have probably counseled me to

NOTE Confidence: 0.8239029

00:11:48.593 --> 00:11:50.849 stay at least until that thing got looked at.

NOTE Confidence: 0.8239029

00:11:50.850 --> 00:11:52.600 But she didn't look at the record,

NOTE Confidence: 0.8239029

00:11:52.600 --> 00:11:54.600 which is kind of a habit of hers.

NOTE Confidence: 0.8239029

00:11:54.600 --> 00:11:56.100 She never looked at the record

NOTE Confidence: 0.8239029

00:11:56.100 --> 00:11:56.850 multiple phone conversations,

NOTE Confidence: 0.8239029

00:11:56.850 --> 00:11:58.626 she just kind of got more and more

NOTE Confidence: 0.8239029

00:11:58.626 --> 00:12:00.600 narrow and defensive about what she done.

NOTE Confidence: 0.8239029

00:12:00.600 --> 00:12:02.870 So I went off to Florida in Florida on the

NOTE Confidence: 0.84333545

00:12:02.929 --> 00:12:03.850 23rd of December,

NOTE Confidence: 0.84333545

00:12:03.850 --> 00:12:05.600 which happened to be my mother's birthday.

NOTE Confidence: 0.84333545

00:12:05.600 --> 00:12:07.350 This was a long planned family trip.

NOTE Confidence: 0.84333545

00:12:07.350 --> 00:12:08.850 That's why I went to Florida,

NOTE Confidence: 0.84333545

00:12:08.850 --> 00:12:10.768 which is something I wouldn't ordinarily do.

NOTE Confidence: 0.84333545

00:12:10.770 --> 00:12:12.820 You know, regardless of circumstances,

NOTE Confidence: 0.84333545

00:12:12.820 --> 00:12:14.870 on the 23rd of December,

NOTE Confidence: 0.84333545

00:12:14.870 --> 00:12:16.510 early in the morning,
NOTE Confidence: 0.84333545

00:12:16.510 --> 00:12:18.560 about 5:00 in the morning,
NOTE Confidence: 0.84333545

00:12:18.560 --> 00:12:19.560 I experienced.
NOTE Confidence: 0.84333545

00:12:19.560 --> 00:12:22.560 Suddenly I woke up with rather
NOTE Confidence: 0.84333545

00:12:22.560 --> 00:12:24.520 severe peripheral neuropathy.
NOTE Confidence: 0.84333545

00:12:24.520 --> 00:12:26.124 Socks and mittens pattern
NOTE Confidence: 0.84333545

00:12:26.124 --> 00:12:28.129 along with fever and sweating.
NOTE Confidence: 0.84333545

00:12:28.130 --> 00:12:31.122 So I went down to the nearest hospital
NOTE Confidence: 0.84333545

00:12:31.122 --> 00:12:33.629 in Florida which was basically a
NOTE Confidence: 0.84333545

00:12:33.629 --> 00:12:36.149 hospital with next to no doctors.
NOTE Confidence: 0.84333545

00:12:36.150 --> 00:12:38.940 The concern in Florida was naturally
NOTE Confidence: 0.84333545

00:12:38.940 --> 00:12:40.800 full about neurological conditions
NOTE Confidence: 0.84333545

00:12:40.867 --> 00:12:42.565 like like Yo Mahe go back.
NOTE Confidence: 0.84333545

00:12:42.570 --> 00:12:45.048 I was the thing that we people
NOTE Confidence: 0.84333545

00:12:45.048 --> 00:12:47.359 were upset about partly that was
NOTE Confidence: 0.84333545

00:12:47.359 --> 00:12:49.705 because in Florida they were free

NOTE Confidence: 0.84333545

00:12:49.705 --> 00:12:52.589 of the context of the appendectomy.

NOTE Confidence: 0.84333545

00:12:52.590 --> 00:12:55.565 They knew that it had happened Ectomy.

NOTE Confidence: 0.84333545

00:12:55.570 --> 00:12:57.340 But they didn't know about the

NOTE Confidence: 0.84333545

00:12:57.340 --> 00:12:59.211 liver lesion and they didn't know

NOTE Confidence: 0.84333545

00:12:59.211 --> 00:13:01.089 what the liver lesion because I

NOTE Confidence: 0.84333545

00:13:01.089 --> 00:13:03.079 didn't know about the liver lesion,

NOTE Confidence: 0.84333545

00:13:03.080 --> 00:13:05.047 so I couldn't tell them about it

NOTE Confidence: 0.84333545

00:13:05.047 --> 00:13:07.312 and I didn't know it because my

NOTE Confidence: 0.84333545

00:13:07.312 --> 00:13:09.340 physicians hadn't told me about it,

NOTE Confidence: 0.84333545

00:13:09.340 --> 00:13:11.531 so the there were actually liver markers

NOTE Confidence: 0.84333545

00:13:11.531 --> 00:13:14.039 which turned up in Florida ACL for example,

NOTE Confidence: 0.84333545

00:13:14.040 --> 00:13:16.224 but those liver markers weren't in context.

NOTE Confidence: 0.84333545

00:13:16.230 --> 00:13:17.740 They wanted to send anybody's

NOTE Confidence: 0.84333545

00:13:17.740 --> 00:13:18.948 attention because they because

NOTE Confidence: 0.84333545

00:13:18.948 --> 00:13:20.578 they were looking at neurological

NOTE Confidence: 0.84333545

00:13:20.578 --> 00:13:22.178 symptoms and therefore they were.
NOTE Confidence: 0.84333545

00:13:22.180 --> 00:13:23.745 They were doing a neurological
NOTE Confidence: 0.84333545

00:13:23.745 --> 00:13:25.642 work up and not noticing, right?
NOTE Confidence: 0.84333545

00:13:25.642 --> 00:13:27.634 Not noticing the signs of infection.
NOTE Confidence: 0.84333545

00:13:27.640 --> 00:13:28.212 In general,
NOTE Confidence: 0.84333545

00:13:28.212 --> 00:13:29.928 and of liver infection in particular,
NOTE Confidence: 0.84333545

00:13:29.930 --> 00:13:31.925 so they went for a Spinal Tap.
NOTE Confidence: 0.84333545

00:13:31.930 --> 00:13:33.360 The Spinal Tap produced nothing.
NOTE Confidence: 0.84333545

00:13:33.360 --> 00:13:34.500 The next it was.
NOTE Confidence: 0.84333545

00:13:34.500 --> 00:13:35.925 It was my mother's birthday.
NOTE Confidence: 0.84333545

00:13:35.930 --> 00:13:37.358 Nothing was really happening.
NOTE Confidence: 0.84333545

00:13:37.358 --> 00:13:39.500 There were no doctors actually around
NOTE Confidence: 0.84333545

00:13:39.554 --> 00:13:41.514 except for the one who did the Spinal
NOTE Confidence: 0.84333545

00:13:41.514 --> 00:13:43.284 Tap that was the closest contact I
NOTE Confidence: 0.84333545

00:13:43.284 --> 00:13:45.082 had with a doctor or not counting
NOTE Confidence: 0.84333545

00:13:45.082 --> 00:13:46.798 5 minutes with the hospital list.

NOTE Confidence: 0.84333545

00:13:46.800 --> 00:13:48.795 The neurologist talk to me over Skype.

NOTE Confidence: 0.84333545

00:13:48.800 --> 00:13:50.230 You know which of course,

NOTE Confidence: 0.84333545

00:13:50.230 --> 00:13:51.660 even in my weakened condition,

NOTE Confidence: 0.84333545

00:13:51.660 --> 00:13:52.804 talking terminologist over Skype

NOTE Confidence: 0.84333545

00:13:52.804 --> 00:13:54.520 seemed kind of absurd to me,

NOTE Confidence: 0.84333545

00:13:54.520 --> 00:13:56.529 so I went back to my family.

NOTE Confidence: 0.84333545

00:13:56.530 --> 00:13:58.525 I wanted to be with my family.

NOTE Confidence: 0.84333545

00:13:58.530 --> 00:13:59.074 Over Christmas.

NOTE Confidence: 0.84333545

00:13:59.074 --> 00:14:01.670 I want to happy birthday amount to my mother.

NOTE Confidence: 0.84333545

00:14:01.670 --> 00:14:03.599 All that kinda.

NOTE Confidence: 0.84333545

00:14:03.600 --> 00:14:05.476 The symptoms and return a couple of

NOTE Confidence: 0.84333545

00:14:05.476 --> 00:14:07.757 days later on Christmas Day I felt weak.

NOTE Confidence: 0.84333545

00:14:07.760 --> 00:14:08.820 I had a headache.

NOTE Confidence: 0.84333545

00:14:08.820 --> 00:14:11.079 I thought this was resulted in Spinal Tap.

NOTE Confidence: 0.84333545

00:14:11.080 --> 00:14:13.012 There's so many things coming into the

NOTE Confidence: 0.84333545

00:14:13.012 --> 00:14:14.694 picture now. Bright that it's hard.
NOTE Confidence: 0.84333545

00:14:14.694 --> 00:14:16.899 It's hard to reason and separate them out.
NOTE Confidence: 0.84333545

00:14:16.900 --> 00:14:18.832 But then in the 2620 seventh new
NOTE Confidence: 0.84333545

00:14:18.832 --> 00:14:20.498 symptoms emerged, I began to tremble.
NOTE Confidence: 0.84333545

00:14:20.498 --> 00:14:21.886 I began to shiver, right,
NOTE Confidence: 0.84333545

00:14:21.886 --> 00:14:22.990 uncontrolled bouts of shivering.
NOTE Confidence: 0.84333545

00:14:22.990 --> 00:14:24.922 And at this point the decision was
NOTE Confidence: 0.84333545

00:14:24.922 --> 00:14:26.914 should I go back to the hospital
NOTE Confidence: 0.84333545

00:14:26.914 --> 00:14:28.810 in Florida or should I go on?
NOTE Confidence: 0.84333545

00:14:28.810 --> 00:14:30.749 Should I go home to New England?
NOTE Confidence: 0.84333545

00:14:30.750 --> 00:14:33.110 And you know, here comes a sentimental part.
NOTE Confidence: 0.84333545

00:14:33.110 --> 00:14:34.580 I went back to New Haven,
NOTE Confidence: 0.84333545

00:14:34.580 --> 00:14:36.785 which was again probably a crazy thing to do.
NOTE Confidence: 0.84333545

00:14:36.790 --> 00:14:37.246 I mean,
NOTE Confidence: 0.84333545

00:14:37.246 --> 00:14:38.386 I've already I've flown across
NOTE Confidence: 0.84333545

00:14:38.386 --> 00:14:39.639 the Atlantic with peritonitis and

NOTE Confidence: 0.84333545

00:14:39.639 --> 00:14:40.949 now I was flying unknowingly,

NOTE Confidence: 0.84333545

00:14:40.950 --> 00:14:42.348 but I was flying from Florida

NOTE Confidence: 0.84333545

00:14:42.348 --> 00:14:43.280 to Hartford with with

NOTE Confidence: 0.85858494

00:14:43.330 --> 00:14:45.225 sepsis, but my thinking if you can call

NOTE Confidence: 0.85858494

00:14:45.225 --> 00:14:46.992 it thinking was that I just didn't

NOTE Confidence: 0.85858494

00:14:46.992 --> 00:14:48.546 want anything to happen in Florida.

NOTE Confidence: 0.85858494

00:14:48.550 --> 00:14:50.258 If something terrible is going to happen,

NOTE Confidence: 0.85858494

00:14:50.260 --> 00:14:51.975 I wanted to happen in New Haven,

NOTE Confidence: 0.85858494

00:14:51.980 --> 00:14:54.302 you know, or at least I felt at home

NOTE Confidence: 0.85858494

00:14:54.302 --> 00:14:56.367 and where I would be with people

NOTE Confidence: 0.85858494

00:14:56.367 --> 00:14:58.499 who I would more or less trust.

NOTE Confidence: 0.85858494

00:14:58.500 --> 00:15:01.944 On the way, we called the surgeon.

NOTE Confidence: 0.85858494

00:15:01.950 --> 00:15:03.102 At Yale, New Haven,

NOTE Confidence: 0.85858494

00:15:03.102 --> 00:15:04.830 who denied the logical even the

NOTE Confidence: 0.85858494

00:15:04.892 --> 00:15:06.672 logical possibility that there could

NOTE Confidence: 0.85858494

00:15:06.672 --> 00:15:08.845 be a connection between my current
NOTE Confidence: 0.85858494

00:15:08.845 --> 00:15:10.843 condition and the surgery she had
NOTE Confidence: 0.85858494

00:15:10.843 --> 00:15:13.062 performed 12 days late 13 days earlier,
NOTE Confidence: 0.85858494

00:15:13.062 --> 00:15:15.345 which of course turned out to be
NOTE Confidence: 0.85858494

00:15:15.345 --> 00:15:17.460 completely wrong, and she declined to
NOTE Confidence: 0.85858494

00:15:17.460 --> 00:15:19.440 contact the emergency room at Yale,
NOTE Confidence: 0.85858494

00:15:19.440 --> 00:15:21.750 New Haven to prepare for my arrival.
NOTE Confidence: 0.85858494

00:15:21.750 --> 00:15:24.390 So I flew with Subsys, arrived at Hartford,
NOTE Confidence: 0.85858494

00:15:24.390 --> 00:15:26.700 then friends drove me straight from Hartford.
NOTE Confidence: 0.85858494

00:15:26.700 --> 00:15:28.020 I was with children.
NOTE Confidence: 0.85858494

00:15:28.020 --> 00:15:29.010 It was complicated.
NOTE Confidence: 0.85858494

00:15:29.010 --> 00:15:32.079 A friend met me at the airport in Hartford.
NOTE Confidence: 0.85858494

00:15:32.080 --> 00:15:33.828 Drove me straight to Yale, New Haven.
NOTE Confidence: 0.85858494

00:15:33.828 --> 00:15:35.262 This was so I arrived early
NOTE Confidence: 0.85858494

00:15:35.262 --> 00:15:36.380 morning on 29 December.
NOTE Confidence: 0.85858494

00:15:36.380 --> 00:15:38.404 As many of you will know that Saturday,

NOTE Confidence: 0.85858494

00:15:38.410 --> 00:15:39.670 as many of you know,

NOTE Confidence: 0.85858494

00:15:39.670 --> 00:15:40.429 Saturday, Saturday night,

NOTE Confidence: 0.85858494

00:15:40.429 --> 00:15:41.947 Friday night Saturday night is terrible.

NOTE Confidence: 0.85858494

00:15:41.950 --> 00:15:43.966 Time to be an emergency room at Yale?

NOTE Confidence: 0.85858494

00:15:43.970 --> 00:15:44.474 New Haven.

NOTE Confidence: 0.85858494

00:15:44.474 --> 00:15:45.734 It wasn't my first time.

NOTE Confidence: 0.85858494

00:15:45.740 --> 00:15:48.017 It was the first time though with you know,

NOTE Confidence: 0.85858494

00:15:48.020 --> 00:15:49.812 in such a condition what was striking

NOTE Confidence: 0.85858494

00:15:49.812 --> 00:15:51.807 was how hard it was to get admitted.

NOTE Confidence: 0.85858494

00:15:51.810 --> 00:15:52.280 I mean,

NOTE Confidence: 0.85858494

00:15:52.280 --> 00:15:54.482 there were there were a lot of people in

NOTE Confidence: 0.85858494

00:15:54.482 --> 00:15:56.618 that emergency room who are sicker than me.

NOTE Confidence: 0.85858494

00:15:56.620 --> 00:15:58.300 There were a lot of people who

NOTE Confidence: 0.85858494

00:15:58.300 --> 00:16:00.160 are a lot less sick than me.

NOTE Confidence: 0.85858494

00:16:00.160 --> 00:16:02.368 I had a I had a hard time

NOTE Confidence: 0.85858494

00:16:02.368 --> 00:16:03.620 getting myself admitted.
NOTE Confidence: 0.85858494

00:16:03.620 --> 00:16:05.732 And here I have to point to something
NOTE Confidence: 0.85858494

00:16:05.732 --> 00:16:07.486 I mean rather directly part of
NOTE Confidence: 0.85858494

00:16:07.486 --> 00:16:09.569 the trouble I had in any admitted
NOTE Confidence: 0.85858494

00:16:09.569 --> 00:16:11.881 in part of the trouble I had in
NOTE Confidence: 0.85858494

00:16:11.881 --> 00:16:13.025 getting getting taken seriously
NOTE Confidence: 0.85858494

00:16:13.025 --> 00:16:14.735 was that I wasn't that articulate.
NOTE Confidence: 0.85858494

00:16:14.740 --> 00:16:16.160 At this point, you know,
NOTE Confidence: 0.85858494

00:16:16.160 --> 00:16:18.440 in general, like I tend to be very,
NOTE Confidence: 0.85858494

00:16:18.440 --> 00:16:18.982 I mean,
NOTE Confidence: 0.85858494

00:16:18.982 --> 00:16:20.608 as my records are always describing
NOTE Confidence: 0.85858494

00:16:20.608 --> 00:16:22.385 me as like very pleasant and
NOTE Confidence: 0.85858494

00:16:22.385 --> 00:16:23.860 at one point even lovely,
NOTE Confidence: 0.85858494

00:16:23.860 --> 00:16:26.140 which I think just means that I was
NOTE Confidence: 0.85858494

00:16:26.140 --> 00:16:27.846 too polite. Basically the entire time.
NOTE Confidence: 0.85858494

00:16:27.846 --> 00:16:28.698 But the person,

NOTE Confidence: 0.85858494

00:16:28.700 --> 00:16:30.125 the person who is accompanying

NOTE Confidence: 0.85858494

00:16:30.125 --> 00:16:31.265 me at that time,

NOTE Confidence: 0.85858494

00:16:31.270 --> 00:16:33.550 who very kindly met me at the hospital,

NOTE Confidence: 0.85858494

00:16:33.550 --> 00:16:35.986 'cause my wife was with our children.

NOTE Confidence: 0.85858494

00:16:35.990 --> 00:16:37.892 Was was black and this clearly

NOTE Confidence: 0.85858494

00:16:37.892 --> 00:16:38.843 made a difference,

NOTE Confidence: 0.85858494

00:16:38.850 --> 00:16:41.076 and that's not just something that I,

NOTE Confidence: 0.85858494

00:16:41.080 --> 00:16:43.257 you know sense with some kind of

NOTE Confidence: 0.85858494

00:16:43.257 --> 00:16:45.815 antenna I can more or less pin down

NOTE Confidence: 0.85858494

00:16:45.815 --> 00:16:48.076 how it made a difference because the

NOTE Confidence: 0.85858494

00:16:48.076 --> 00:16:50.916 person who was with me was not only black,

NOTE Confidence: 0.85858494

00:16:50.916 --> 00:16:52.988 she was also a physician and the

NOTE Confidence: 0.85858494

00:16:52.988 --> 00:16:54.981 nurse who greeted us refused to

NOTE Confidence: 0.85858494

00:16:54.981 --> 00:16:56.979 believe that she was a physician.

NOTE Confidence: 0.85858494

00:16:56.980 --> 00:16:58.570 How do I know this?

NOTE Confidence: 0.85858494

00:16:58.570 --> 00:17:00.656 I know this because once I was
NOTE Confidence: 0.85858494

00:17:00.656 --> 00:17:02.700 admitted and was behind a curtain,
NOTE Confidence: 0.85858494

00:17:02.700 --> 00:17:04.656 I over heard the same nurse
NOTE Confidence: 0.85858494

00:17:04.656 --> 00:17:05.960 talking to another nurse.
NOTE Confidence: 0.85858494

00:17:05.960 --> 00:17:08.360 And laughing at the claim that this black
NOTE Confidence: 0.85858494

00:17:08.360 --> 00:17:10.292 female could possibly be a physician
NOTE Confidence: 0.85858494

00:17:10.292 --> 00:17:12.194 of the kind she described herself
NOTE Confidence: 0.87183905

00:17:12.254 --> 00:17:14.170 as being which, of course she was.
NOTE Confidence: 0.87183905

00:17:14.170 --> 00:17:17.119 And then once I was in the emergency room,
NOTE Confidence: 0.87183905

00:17:17.120 --> 00:17:19.648 there was a there was a similar kind
NOTE Confidence: 0.87183905

00:17:19.648 --> 00:17:21.603 of confrontation where it my American
NOTE Confidence: 0.87183905

00:17:21.603 --> 00:17:23.844 radar for racial things at least told
NOTE Confidence: 0.87183905

00:17:23.844 --> 00:17:26.132 me that my friend was being taken much
NOTE Confidence: 0.87183905

00:17:26.132 --> 00:17:28.184 less seriously by the doctor with whom
NOTE Confidence: 0.87183905

00:17:28.184 --> 00:17:30.140 she was speaking by the resident,
NOTE Confidence: 0.87183905

00:17:30.140 --> 00:17:31.690 with whom she was speaking,

NOTE Confidence: 0.87183905

00:17:31.690 --> 00:17:33.550 because she was an African American.

NOTE Confidence: 0.87183905

00:17:33.550 --> 00:17:35.185 Or perhaps because she was

NOTE Confidence: 0.87183905

00:17:35.185 --> 00:17:36.166 an African American.

NOTE Confidence: 0.87183905

00:17:36.170 --> 00:17:38.480 Email, but there was a level of

NOTE Confidence: 0.87183905

00:17:38.480 --> 00:17:40.255 controversy there which didn't seem

NOTE Confidence: 0.87183905

00:17:40.255 --> 00:17:42.415 to be appropriate in this situation,

NOTE Confidence: 0.87183905

00:17:42.420 --> 00:17:44.574 and the direction of the controversy

NOTE Confidence: 0.87183905

00:17:44.574 --> 00:17:46.873 was my friend saying that something

NOTE Confidence: 0.87183905

00:17:46.873 --> 00:17:49.255 serious had happened and the resident

NOTE Confidence: 0.87183905

00:17:49.255 --> 00:17:52.014 denying it and and being on the side of

NOTE Confidence: 0.87183905

00:17:52.014 --> 00:17:54.560 perhaps he has flu or is dehydrated, right?

NOTE Confidence: 0.87183905

00:17:54.560 --> 00:17:56.636 You know, in fact, I was.

NOTE Confidence: 0.87183905

00:17:56.640 --> 00:17:58.728 I was, I was pretty sick.

NOTE Confidence: 0.87183905

00:17:58.730 --> 00:18:00.812 Then we had we had a

NOTE Confidence: 0.87183905

00:18:00.812 --> 00:18:02.200 medley of further mistakes.

NOTE Confidence: 0.87183905

00:18:02.200 --> 00:18:03.640 So I was in.
NOTE Confidence: 0.87183905

00:18:03.640 --> 00:18:07.060 I was in the emergency room for 17 hours.
NOTE Confidence: 0.87183905

00:18:07.060 --> 00:18:08.638 Before I was released 12 hours
NOTE Confidence: 0.87183905

00:18:08.638 --> 00:18:10.280 before there was a diagnosis,
NOTE Confidence: 0.87183905

00:18:10.280 --> 00:18:12.352 and then the and the reason why the
NOTE Confidence: 0.87183905

00:18:12.352 --> 00:18:14.090 diagnosis was reached rather easily.
NOTE Confidence: 0.87183905

00:18:14.090 --> 00:18:16.066 When my right when they looked at my
NOTE Confidence: 0.87183905

00:18:16.066 --> 00:18:17.900 record from the appendectomy surgery,
NOTE Confidence: 0.87183905

00:18:17.900 --> 00:18:19.592 which which revealed that I had
NOTE Confidence: 0.87183905

00:18:19.592 --> 00:18:21.120 this Abscess in my liver.
NOTE Confidence: 0.87183905

00:18:21.120 --> 00:18:22.752 And then they looked at my
NOTE Confidence: 0.87183905

00:18:22.752 --> 00:18:24.350 liver and lo and behold,
NOTE Confidence: 0.87183905

00:18:24.350 --> 00:18:26.698 it turns out that's what it was, obviously.
NOTE Confidence: 0.87183905

00:18:26.698 --> 00:18:29.082 But before we get to those before we
NOTE Confidence: 0.87183905

00:18:29.082 --> 00:18:31.086 get to that, that's 12 hours later.
NOTE Confidence: 0.87183905

00:18:31.086 --> 00:18:33.430 So I mean, there's a point worth noting.

NOTE Confidence: 0.87183905

00:18:33.430 --> 00:18:35.404 No one actually looked at the record

NOTE Confidence: 0.87183905

00:18:35.404 --> 00:18:37.826 of my of my surgery in New Haven,

NOTE Confidence: 0.87183905

00:18:37.830 --> 00:18:39.350 which was 12 days before.

NOTE Confidence: 0.87183905

00:18:39.350 --> 00:18:41.667 No one looked at it for 12 hours, right?

NOTE Confidence: 0.87183905

00:18:41.667 --> 00:18:43.980 And that's not because I didn't ask them to,

NOTE Confidence: 0.87183905

00:18:43.980 --> 00:18:45.639 and it's not because I didn't point

NOTE Confidence: 0.87183905

00:18:45.639 --> 00:18:47.486 out the kind of intuitive you know

NOTE Confidence: 0.87183905

00:18:47.486 --> 00:18:49.112 possibility that if you have one,

NOTE Confidence: 0.87183905

00:18:49.120 --> 00:18:50.976 if you have a procedure in your abdomen

NOTE Confidence: 0.87183905

00:18:50.976 --> 00:18:52.709 and then you have another problem,

NOTE Confidence: 0.87183905

00:18:52.710 --> 00:18:54.766 maybe the problem is also in the abdomen,

NOTE Confidence: 0.87183905

00:18:54.770 --> 00:18:55.710 but they didn't not.

NOTE Confidence: 0.87183905

00:18:55.710 --> 00:18:57.470 My admin was the only part of

NOTE Confidence: 0.87183905

00:18:57.470 --> 00:18:58.370 which wasn't scanned.

NOTE Confidence: 0.87183905

00:18:58.370 --> 00:19:00.418 My neck was scanned, my head was scanned.

NOTE Confidence: 0.87183905

00:19:00.420 --> 00:19:02.136 Everything about with scan and every
NOTE Confidence: 0.87183905

00:19:02.136 --> 00:19:03.992 possible blood test and and the the
NOTE Confidence: 0.87183905

00:19:03.992 --> 00:19:05.820 move which was made was to suggest that.
NOTE Confidence: 0.87183905

00:19:05.820 --> 00:19:07.549 Well, since we can't think of what
NOTE Confidence: 0.87183905

00:19:07.549 --> 00:19:09.746 it can be and it can't possibly be.
NOTE Confidence: 0.87183905

00:19:09.750 --> 00:19:11.759 Us right there there not the problem.
NOTE Confidence: 0.87183905

00:19:11.760 --> 00:19:13.190 It can't possibly be us.
NOTE Confidence: 0.87183905

00:19:13.190 --> 00:19:15.486 It must have been those doctors in Florida.
NOTE Confidence: 0.87183905

00:19:15.490 --> 00:19:17.176 They must have infected you with
NOTE Confidence: 0.87183905

00:19:17.176 --> 00:19:18.929 during the during the Spinal Tap.
NOTE Confidence: 0.87183905

00:19:18.930 --> 00:19:19.906 That must be meningitis.
NOTE Confidence: 0.87183905

00:19:19.906 --> 00:19:22.450 So I got I got a second Spinal Tap
NOTE Confidence: 0.87183905

00:19:22.450 --> 00:19:23.810 and the spinal daimin.
NOTE Confidence: 0.87183905

00:19:23.810 --> 00:19:24.330 I don't.
NOTE Confidence: 0.87183905

00:19:24.330 --> 00:19:27.540 I hate I don't want to go on the Spinal Tap,
NOTE Confidence: 0.87183905

00:19:27.540 --> 00:19:29.262 but the second Spinal Tap which

NOTE Confidence: 0.87183905

00:19:29.262 --> 00:19:30.410 should never have happened,

NOTE Confidence: 0.87183905

00:19:30.410 --> 00:19:32.138 was performed in the following way.

NOTE Confidence: 0.87183905

00:19:32.140 --> 00:19:33.575 The attending told the resident

NOTE Confidence: 0.87183905

00:19:33.575 --> 00:19:35.010 that she should do it.

NOTE Confidence: 0.87183905

00:19:35.010 --> 00:19:37.019 Whatever she do she should she should.

NOTE Confidence: 0.87183905

00:19:37.020 --> 00:19:39.015 She should avoid the previous puncture site.

NOTE Confidence: 0.87183905

00:19:39.020 --> 00:19:39.875 So then she.

NOTE Confidence: 0.87183905

00:19:39.875 --> 00:19:41.870 Put the needle into the previous puncture

NOTE Confidence: 0.803314005555556

00:19:41.927 --> 00:19:43.916 site so she had the needle in and then

NOTE Confidence: 0.803314005555556

00:19:43.916 --> 00:19:45.886 she had to pull the needle back out.

NOTE Confidence: 0.803314005555556

00:19:45.890 --> 00:19:47.619 Put it in one vertebra higher OK,

NOTE Confidence: 0.803314005555556

00:19:47.620 --> 00:19:49.335 so she's getting the needle in one

NOTE Confidence: 0.803314005555556

00:19:49.335 --> 00:19:50.790 vertebra higher, and then her cell

NOTE Confidence: 0.803314005555556

00:19:50.790 --> 00:19:52.540 phone rings and you know it's it's.

NOTE Confidence: 0.803314005555556

00:19:52.540 --> 00:19:53.650 It's funny what happens when

NOTE Confidence: 0.803314005555556

00:19:53.650 --> 00:19:55.084 you have a needle up someone's
NOTE Confidence: 0.803314005555556

00:19:55.084 --> 00:19:56.716 spine and your cell phone rings.
NOTE Confidence: 0.803314005555556

00:19:56.720 --> 00:19:58.145 Your hand quivers like this, right?
NOTE Confidence: 0.803314005555556

00:19:58.145 --> 00:19:59.705 So I had that nice sensation of the
NOTE Confidence: 0.803314005555556

00:19:59.705 --> 00:20:01.561 of the needle between my two vertebrae
NOTE Confidence: 0.803314005555556

00:20:01.561 --> 00:20:02.946 has her hand involuntarily quivers
NOTE Confidence: 0.803314005555556

00:20:02.946 --> 00:20:04.530 because of course we're conditioned to
NOTE Confidence: 0.803314005555556

00:20:04.530 --> 00:20:06.818 respond to our cell phones like animals,
NOTE Confidence: 0.803314005555556

00:20:06.818 --> 00:20:09.320 and that's what that's what we do.
NOTE Confidence: 0.803314005555556

00:20:09.320 --> 00:20:11.030 So, so that was pleasant,
NOTE Confidence: 0.803314005555556

00:20:11.030 --> 00:20:13.798 and but I shouldn't talk only about the
NOTE Confidence: 0.803314005555556

00:20:13.798 --> 00:20:15.797 resident because in the five minutes,
NOTE Confidence: 0.803314005555556

00:20:15.800 --> 00:20:18.869 but it's at the Spinal Tap took the self,
NOTE Confidence: 0.803314005555556

00:20:18.870 --> 00:20:20.575 the attending cell phone also
NOTE Confidence: 0.803314005555556

00:20:20.575 --> 00:20:21.598 also Rang twice,
NOTE Confidence: 0.803314005555556

00:20:21.600 --> 00:20:23.640 so that was negative of course.

NOTE Confidence: 0.803314005555556
00:20:23.640 --> 00:20:25.971 And then after 12 hours you know
NOTE Confidence: 0.803314005555556
00:20:25.971 --> 00:20:27.636 someone finally checked my record
NOTE Confidence: 0.803314005555556
00:20:27.636 --> 00:20:29.757 and said haha there was a liver
NOTE Confidence: 0.803314005555556
00:20:29.757 --> 00:20:31.490 infection after the appendectomy,
NOTE Confidence: 0.803314005555556
00:20:31.490 --> 00:20:32.850 which was never followed
NOTE Confidence: 0.803314005555556
00:20:32.850 --> 00:20:34.210 up on their diagnosis.
NOTE Confidence: 0.803314005555556
00:20:34.210 --> 00:20:34.892 Sure enough,
NOTE Confidence: 0.803314005555556
00:20:34.892 --> 00:20:37.279 17 hours after admission to emergency room,
NOTE Confidence: 0.803314005555556
00:20:37.280 --> 00:20:39.370 my liver was drained so.
NOTE Confidence: 0.803314005555556
00:20:39.370 --> 00:20:40.790 The the morning after that,
NOTE Confidence: 0.803314005555556
00:20:40.790 --> 00:20:42.200 which would be the morning
NOTE Confidence: 0.803314005555556
00:20:42.200 --> 00:20:43.328 of 30 December 2019.
NOTE Confidence: 0.803314005555556
00:20:43.330 --> 00:20:44.462 A couple of things,
NOTE Confidence: 0.803314005555556
00:20:44.462 --> 00:20:46.726 a couple of revealing things happen, I guess.
NOTE Confidence: 0.803314005555556
00:20:46.726 --> 00:20:47.009 3.
NOTE Confidence: 0.803314005555556

00:20:47.009 --> 00:20:48.707 The first is that a Member,
NOTE Confidence: 0.803314005555556

00:20:48.710 --> 00:20:51.041 a young member of the surgical team
NOTE Confidence: 0.803314005555556

00:20:51.041 --> 00:20:53.235 appears and wakes me up and she wakes
NOTE Confidence: 0.803314005555556

00:20:53.235 --> 00:20:55.499 me up to say I'm a member of this.
NOTE Confidence: 0.803314005555556

00:20:55.500 --> 00:20:57.198 I was in the surgical team.
NOTE Confidence: 0.803314005555556

00:20:57.200 --> 00:20:59.819 I just wanted to check in and see if
NOTE Confidence: 0.803314005555556

00:20:59.819 --> 00:21:01.727 everything was OK and at that point,
NOTE Confidence: 0.803314005555556

00:21:01.730 --> 00:21:03.704 like I didn't really understand a lot,
NOTE Confidence: 0.803314005555556

00:21:03.710 --> 00:21:05.125 but I understood enough to
NOTE Confidence: 0.803314005555556

00:21:05.125 --> 00:21:06.540 say that everything was OK.
NOTE Confidence: 0.803314005555556

00:21:06.540 --> 00:21:07.950 As I said something like,
NOTE Confidence: 0.803314005555556

00:21:07.950 --> 00:21:09.078 no, everything's not OK.
NOTE Confidence: 0.803314005555556

00:21:09.078 --> 00:21:10.770 It turns out that your team
NOTE Confidence: 0.803314005555556

00:21:10.825 --> 00:21:12.945 didn't tell me that I had a liver
NOTE Confidence: 0.803314005555556

00:21:12.945 --> 00:21:14.460 condition after the appendectomy,
NOTE Confidence: 0.803314005555556

00:21:14.460 --> 00:21:16.399 and that's caused a lot of trouble.

NOTE Confidence: 0.803314005555556
00:21:16.400 --> 00:21:19.170 And at the at the moment when I said no,
NOTE Confidence: 0.803314005555556
00:21:19.170 --> 00:21:20.274 everything is not OK.
NOTE Confidence: 0.803314005555556
00:21:20.274 --> 00:21:22.486 Her eyes, just her eyes widened like this,
NOTE Confidence: 0.803314005555556
00:21:22.490 --> 00:21:24.583 as if that was something I wasn't
NOTE Confidence: 0.803314005555556
00:21:24.583 --> 00:21:26.600 allowed to say and she turned her
NOTE Confidence: 0.803314005555556
00:21:26.600 --> 00:21:28.750 back to me and ran from the room
NOTE Confidence: 0.803314005555556
00:21:28.750 --> 00:21:30.542 and then ran down the Hall and
NOTE Confidence: 0.803314005555556
00:21:30.542 --> 00:21:32.444 I could hear the squeak of her
NOTE Confidence: 0.803314005555556
00:21:32.444 --> 00:21:34.398 sneakers as she ran down the Hall,
NOTE Confidence: 0.803314005555556
00:21:34.400 --> 00:21:37.240 and I'm sure she had a lot of other things
NOTE Confidence: 0.803314005555556
00:21:37.313 --> 00:21:39.526 to do, but that's, you know, that's not.
NOTE Confidence: 0.803314005555556
00:21:39.530 --> 00:21:41.616 How you should be interacting with patients.
NOTE Confidence: 0.803314005555556
00:21:41.620 --> 00:21:43.090 Second thing which happened the
NOTE Confidence: 0.803314005555556
00:21:43.090 --> 00:21:45.189 next morning was that the taboo word,
NOTE Confidence: 0.803314005555556
00:21:45.190 --> 00:21:46.382 sepsis was finally mentioned.
NOTE Confidence: 0.803314005555556

00:21:46.382 --> 00:21:47.574 So I had sepsis.
NOTE Confidence: 0.803314005555556

00:21:47.580 --> 00:21:48.176 Obviously right?
NOTE Confidence: 0.803314005555556

00:21:48.176 --> 00:21:50.560 I mean this was clear to the physician,
NOTE Confidence: 0.803314005555556

00:21:50.560 --> 00:21:51.748 friends and relatives who
NOTE Confidence: 0.803314005555556

00:21:51.748 --> 00:21:53.233 were thousands of miles away.
NOTE Confidence: 0.803314005555556

00:21:53.240 --> 00:21:55.154 You know could remotely diagnose this
NOTE Confidence: 0.803314005555556

00:21:55.154 --> 00:21:57.729 as sepsis is the only place it wasn't
NOTE Confidence: 0.803314005555556

00:21:57.729 --> 00:22:00.110 clear was in the emergency room somehow.
NOTE Confidence: 0.803314005555556

00:22:00.110 --> 00:22:02.798 But I say somehow, but there was there
NOTE Confidence: 0.803314005555556

00:22:02.798 --> 00:22:05.290 was there were a number of reasons,
NOTE Confidence: 0.803314005555556

00:22:05.290 --> 00:22:08.386 but one of them is this my you know.
NOTE Confidence: 0.803314005555556

00:22:08.390 --> 00:22:11.495 I mean, I understand that sepsis is is is.
NOTE Confidence: 0.796722

00:22:11.500 --> 00:22:13.462 Basically it's it's not something for
NOTE Confidence: 0.796722

00:22:13.462 --> 00:22:16.264 which there is a clear test that pro
NOTE Confidence: 0.796722

00:22:16.264 --> 00:22:18.049 calcitonin is an indicator micro.
NOTE Confidence: 0.796722

00:22:18.050 --> 00:22:19.775 Calcitonin reading was 35 times

NOTE Confidence: 0.796722

00:22:19.775 --> 00:22:21.500 higher than normal, it was.

NOTE Confidence: 0.796722

00:22:21.500 --> 00:22:23.570 It was clearly suggestive of sepsis.

NOTE Confidence: 0.796722

00:22:23.570 --> 00:22:25.445 But the attending misread the

NOTE Confidence: 0.796722

00:22:25.445 --> 00:22:27.320 procalcitonin reading by two orders

NOTE Confidence: 0.796722

00:22:27.386 --> 00:22:29.186 of magnitude because she misread it

NOTE Confidence: 0.796722

00:22:29.186 --> 00:22:31.509 by two orders of magnitude and miss

NOTE Confidence: 0.796722

00:22:31.509 --> 00:22:33.627 recorded by two orders of magnitude.

NOTE Confidence: 0.796722

00:22:33.630 --> 00:22:35.145 My record initially was negative

NOTE Confidence: 0.796722

00:22:35.145 --> 00:22:37.543 for sepsis and so it took a long

NOTE Confidence: 0.796722

00:22:37.543 --> 00:22:39.187 time to figure out that sepsis

NOTE Confidence: 0.796722

00:22:39.187 --> 00:22:40.898 might actually be the problem,

NOTE Confidence: 0.796722

00:22:40.900 --> 00:22:43.012 and as a result I think of them

NOTE Confidence: 0.796722

00:22:43.012 --> 00:22:45.139 of the mistake that was made.

NOTE Confidence: 0.796722

00:22:45.140 --> 00:22:47.564 No one wanted to use the word sepsis.

NOTE Confidence: 0.796722

00:22:47.570 --> 00:22:49.404 It became taboo to say sepsis even

NOTE Confidence: 0.796722

00:22:49.404 --> 00:22:51.427 though so no one actually said the
NOTE Confidence: 0.796722

00:22:51.427 --> 00:22:53.197 word sepsis until deep into day
NOTE Confidence: 0.796722

00:22:53.258 --> 00:22:54.958 two when the infectious diseases
NOTE Confidence: 0.796722

00:22:54.958 --> 00:22:56.963 doctor finally turned up and she
NOTE Confidence: 0.796722

00:22:56.963 --> 00:22:58.175 was very straightforward about
NOTE Confidence: 0.796722

00:22:58.175 --> 00:22:59.690 that and about everything else.
NOTE Confidence: 0.796722

00:22:59.690 --> 00:23:01.420 The third thing which happened
NOTE Confidence: 0.796722

00:23:01.420 --> 00:23:03.640 on that day is that after.
NOTE Confidence: 0.796722

00:23:03.640 --> 00:23:05.816 After my liver after my liver was drained,
NOTE Confidence: 0.796722

00:23:05.820 --> 00:23:07.180 a tube was inserted right?
NOTE Confidence: 0.796722

00:23:07.180 --> 00:23:09.376 So so the idea is that you know you
NOTE Confidence: 0.796722

00:23:09.376 --> 00:23:11.525 drain a little bit by by penetration,
NOTE Confidence: 0.796722

00:23:11.530 --> 00:23:13.222 but you drain a lot more
NOTE Confidence: 0.796722

00:23:13.222 --> 00:23:15.058 afterwards with the bag and it was.
NOTE Confidence: 0.796722

00:23:15.060 --> 00:23:17.292 It was made clear to me over and over
NOTE Confidence: 0.796722

00:23:17.292 --> 00:23:19.685 again that the important thing is the bag.

NOTE Confidence: 0.796722

00:23:19.690 --> 00:23:22.138 I'm going to drain this food into the bag.

NOTE Confidence: 0.796722

00:23:22.140 --> 00:23:24.579 I've got a lot of fluids going to bag.

NOTE Confidence: 0.796722

00:23:24.580 --> 00:23:26.484 That's how I'm going to get better.

NOTE Confidence: 0.796722

00:23:26.490 --> 00:23:28.266 But nothing was raining to the bag and

NOTE Confidence: 0.796722

00:23:28.266 --> 00:23:30.431 so I tried to draw attention of people

NOTE Confidence: 0.796722

00:23:30.431 --> 00:23:32.738 to this that nothing was actually draining.

NOTE Confidence: 0.796722

00:23:32.740 --> 00:23:33.828 I talked to nurses,

NOTE Confidence: 0.796722

00:23:33.828 --> 00:23:34.448 doctor, doctors.

NOTE Confidence: 0.796722

00:23:34.448 --> 00:23:36.884 But no one seemed to actually understand

NOTE Confidence: 0.796722

00:23:36.884 --> 00:23:39.168 how the bag was supposed to work,

NOTE Confidence: 0.796722

00:23:39.170 --> 00:23:41.168 and so I sat in Yale,

NOTE Confidence: 0.796722

00:23:41.170 --> 00:23:42.502 New Haven from December

NOTE Confidence: 0.796722

00:23:42.502 --> 00:23:43.834 30th until January 5th,

NOTE Confidence: 0.796722

00:23:43.840 --> 00:23:45.910 with nothing drained into the bag

NOTE Confidence: 0.796722

00:23:45.910 --> 00:23:47.520 with my repeatedly mentioned it.

NOTE Confidence: 0.796722

00:23:47.520 --> 00:23:49.424 But nobody having any response to it
NOTE Confidence: 0.796722

00:23:49.424 --> 00:23:51.910 until finally by accident and nurse whose
NOTE Confidence: 0.796722

00:23:51.910 --> 00:23:53.526 responsibility was entirely different,
NOTE Confidence: 0.796722

00:23:53.530 --> 00:23:56.662 told me that the bag was the bag was
NOTE Confidence: 0.796722

00:23:56.662 --> 00:23:58.538 incorrectly set up and fixed it,
NOTE Confidence: 0.796722

00:23:58.540 --> 00:24:00.878 at which .6 days out I started,
NOTE Confidence: 0.796722

00:24:00.880 --> 00:24:02.208 I started to drain.
NOTE Confidence: 0.796722

00:24:02.208 --> 00:24:04.182 So I mean, I'm not going to.
NOTE Confidence: 0.796722

00:24:04.182 --> 00:24:05.640 I'm not going to clean this
NOTE Confidence: 0.796722

00:24:05.698 --> 00:24:07.318 area causal relationship here,
NOTE Confidence: 0.796722

00:24:07.320 --> 00:24:08.680 but during those six days,
NOTE Confidence: 0.796722

00:24:08.680 --> 00:24:10.312 the infection in my liver grew
NOTE Confidence: 0.796722

00:24:10.312 --> 00:24:12.241 substantially and I had to have two
NOTE Confidence: 0.796722

00:24:12.241 --> 00:24:13.819 more procedures to drain the liver.
NOTE Confidence: 0.796722

00:24:13.820 --> 00:24:14.362 After that,
NOTE Confidence: 0.796722

00:24:14.362 --> 00:24:16.259 Anne was on food antibiotics to February,

NOTE Confidence: 0.796722
00:24:16.260 --> 00:24:17.620 so lame ducks through June,
NOTE Confidence: 0.796722
00:24:17.620 --> 00:24:19.788 at which point I went off to Europe.
NOTE Confidence: 0.796722
00:24:19.790 --> 00:24:20.049 OK,
NOTE Confidence: 0.796722
00:24:20.049 --> 00:24:21.862 I'm sorry that I'm sorry to go
NOTE Confidence: 0.796722
00:24:21.862 --> 00:24:23.744 into so much to so much detail
NOTE Confidence: 0.796722
00:24:23.744 --> 00:24:25.480 to tell to tell the story.
NOTE Confidence: 0.796722
00:24:25.480 --> 00:24:25.992 I just,
NOTE Confidence: 0.796722
00:24:25.992 --> 00:24:28.040 it turns out that if I don't give
NOTE Confidence: 0.796722
00:24:28.108 --> 00:24:30.356 the detail then I always have to go.
NOTE Confidence: 0.796722
00:24:30.360 --> 00:24:32.250 Always have to go back to it.
NOTE Confidence: 0.796722
00:24:32.250 --> 00:24:34.770 What I'd like to do now is is.
NOTE Confidence: 0.796722
00:24:34.770 --> 00:24:36.545 Make a few hopefully constructive
NOTE Confidence: 0.796722
00:24:36.545 --> 00:24:38.320 suggestions about where this might
NOTE Confidence: 0.796722
00:24:38.376 --> 00:24:39.840 go ethically or practically,
NOTE Confidence: 0.796722
00:24:39.840 --> 00:24:42.486 and this is probably the place where
NOTE Confidence: 0.796722

00:24:42.486 --> 00:24:44.828 I acknowledge you know the various
NOTE Confidence: 0.796722

00:24:44.828 --> 00:24:47.474 kinds of privileges which allow me to
NOTE Confidence: 0.83462

00:24:47.547 --> 00:24:50.067 be able to make this sort of venture
NOTE Confidence: 0.83462

00:24:50.067 --> 00:24:51.422 the most important privilege,
NOTE Confidence: 0.83462

00:24:51.422 --> 00:24:54.314 I think, was luck. I've just I was.
NOTE Confidence: 0.83462

00:24:54.314 --> 00:24:56.177 I was very. I was lucky.
NOTE Confidence: 0.83462

00:24:56.177 --> 00:24:58.732 This the second is that I had friends who
NOTE Confidence: 0.83462

00:24:58.732 --> 00:25:01.105 tried to look after me summer positions
NOTE Confidence: 0.83462

00:25:01.105 --> 00:25:03.605 and then the third is that afterwards,
NOTE Confidence: 0.83462

00:25:03.610 --> 00:25:05.000 unlike a lot of people,
NOTE Confidence: 0.83462

00:25:05.000 --> 00:25:07.286 I got time off from work and was able
NOTE Confidence: 0.83462

00:25:07.286 --> 00:25:09.932 and you know it was able to have the
NOTE Confidence: 0.83462

00:25:09.932 --> 00:25:12.254 time therefore to try to put some of
NOTE Confidence: 0.83462

00:25:12.254 --> 00:25:14.482 this stuff together and to think about it.
NOTE Confidence: 0.83462

00:25:14.482 --> 00:25:15.594 So as I promised,
NOTE Confidence: 0.83462

00:25:15.600 --> 00:25:17.000 I'm going to try to.

NOTE Confidence: 0.83462

00:25:17.000 --> 00:25:19.790 I'm going to start at a very low level here.

NOTE Confidence: 0.83462

00:25:19.790 --> 00:25:21.666 Neroly with you know some issues of

NOTE Confidence: 0.83462

00:25:21.666 --> 00:25:24.006 practice that I noticed and then move up

NOTE Confidence: 0.83462

00:25:24.006 --> 00:25:25.804 towards medical ethics and then maybe

NOTE Confidence: 0.83462

00:25:25.804 --> 00:25:27.956 end up with some with some higher level.

NOTE Confidence: 0.83462

00:25:27.960 --> 00:25:29.185 Political ethics before we get

NOTE Confidence: 0.83462

00:25:29.185 --> 00:25:30.165 before we get done,

NOTE Confidence: 0.83462

00:25:30.170 --> 00:25:31.646 I'm going to be right back.

NOTE Confidence: 0.84407806

00:25:35.260 --> 00:25:38.116 Just need my glasses to check the time.

NOTE Confidence: 0.84407806

00:25:38.120 --> 00:25:40.973 Alright so the at the lowest level there's a

NOTE Confidence: 0.84407806

00:25:40.973 --> 00:25:43.828 point which I've I've already basically made,

NOTE Confidence: 0.84407806

00:25:43.830 --> 00:25:46.252 which I'm sorry have to make that

NOTE Confidence: 0.84407806

00:25:46.252 --> 00:25:48.807 I'm going to make it and that

NOTE Confidence: 0.84407806

00:25:48.807 --> 00:25:50.602 is that is local eragon's.

NOTE Confidence: 0.84407806

00:25:50.610 --> 00:25:53.466 So I brought my medical record from Florida.

NOTE Confidence: 0.84407806

00:25:53.470 --> 00:25:55.969 I mean I was as a patient.
NOTE Confidence: 0.84407806

00:25:55.970 --> 00:25:58.469 I was probably not insistent enough or
NOTE Confidence: 0.84407806

00:25:58.469 --> 00:26:00.940 not loud enough, but I wasn't organized.
NOTE Confidence: 0.84407806

00:26:00.940 --> 00:26:04.240 I mean even like half dead I was organized.
NOTE Confidence: 0.84407806

00:26:04.240 --> 00:26:06.688 I had my files like I was a
NOTE Confidence: 0.84407806

00:26:06.688 --> 00:26:08.978 historian like down to the end I had.
NOTE Confidence: 0.84407806

00:26:08.980 --> 00:26:10.160 I had beautifully organized
NOTE Confidence: 0.84407806

00:26:10.160 --> 00:26:11.340 my files from Florida.
NOTE Confidence: 0.84407806

00:26:11.340 --> 00:26:12.524 My record from Florida.
NOTE Confidence: 0.84407806

00:26:12.524 --> 00:26:14.004 I had it on disk.
NOTE Confidence: 0.84407806

00:26:14.010 --> 00:26:15.490 I had it on paper.
NOTE Confidence: 0.84407806

00:26:15.490 --> 00:26:17.284 I had an annotated in my
NOTE Confidence: 0.84407806

00:26:17.284 --> 00:26:18.740 own handwriting and so on,
NOTE Confidence: 0.84407806

00:26:18.740 --> 00:26:20.558 including the liver findings being circled
NOTE Confidence: 0.84407806

00:26:20.558 --> 00:26:23.177 in my hand with question marks next to it,
NOTE Confidence: 0.84407806

00:26:23.180 --> 00:26:24.068 saying liver issue.

NOTE Confidence: 0.84407806

00:26:24.068 --> 00:26:24.660 Question mark.

NOTE Confidence: 0.84407806

00:26:24.660 --> 00:26:26.868 Question mark, right?

NOTE Confidence: 0.84407806

00:26:26.870 --> 00:26:28.616 But when I arrived in the

NOTE Confidence: 0.84407806

00:26:28.616 --> 00:26:30.200 emergency room in Young Haven,

NOTE Confidence: 0.84407806

00:26:30.200 --> 00:26:32.624 no one wanted to look at that record,

NOTE Confidence: 0.84407806

00:26:32.630 --> 00:26:34.744 and the resident at that point said,

NOTE Confidence: 0.84407806

00:26:34.750 --> 00:26:39.016 and I quote, we do things our own way.

NOTE Confidence: 0.84407806

00:26:39.020 --> 00:26:41.300 So you can just interpret that the second

NOTE Confidence: 0.84407806

00:26:41.300 --> 00:26:43.378 example of the local arrogance for me

NOTE Confidence: 0.84407806

00:26:43.378 --> 00:26:45.488 would be the second Spinal Tap, right?

NOTE Confidence: 0.84407806

00:26:45.488 --> 00:26:47.378 The second Spinal Tap shouldn't

NOTE Confidence: 0.84407806

00:26:47.378 --> 00:26:48.134 have happened.

NOTE Confidence: 0.84407806

00:26:48.140 --> 00:26:49.424 Before Yale personnel looked

NOTE Confidence: 0.84407806

00:26:49.424 --> 00:26:51.029 at their own record right?

NOTE Confidence: 0.84407806

00:26:51.030 --> 00:26:52.254 I mean, if you,

NOTE Confidence: 0.84407806

00:26:52.254 --> 00:26:54.090 if you had looked at their
NOTE Confidence: 0.84407806

00:26:54.164 --> 00:26:55.839 own record and said OK,
NOTE Confidence: 0.84407806

00:26:55.840 --> 00:26:56.803 there's nothing here,
NOTE Confidence: 0.84407806

00:26:56.803 --> 00:26:58.729 then meningitis certainly is a possibility.
NOTE Confidence: 0.84407806

00:26:58.730 --> 00:26:59.639 Go for it.
NOTE Confidence: 0.84407806

00:26:59.639 --> 00:27:01.760 But the idea that it's more likely
NOTE Confidence: 0.84407806

00:27:01.828 --> 00:27:04.138 that it's so unlikely that we made
NOTE Confidence: 0.84407806

00:27:04.138 --> 00:27:06.143 a mistake that we're not even
NOTE Confidence: 0.84407806

00:27:06.143 --> 00:27:08.355 going to look at our own record.
NOTE Confidence: 0.84407806

00:27:08.360 --> 00:27:10.286 It's more likely that there's meningitis,
NOTE Confidence: 0.84407806

00:27:10.290 --> 00:27:12.858 you know, from from a doctor in Florida,
NOTE Confidence: 0.84407806

00:27:12.860 --> 00:27:14.465 that anything that we could
NOTE Confidence: 0.84407806

00:27:14.465 --> 00:27:16.070 have done during our surgery,
NOTE Confidence: 0.84407806

00:27:16.070 --> 00:27:17.996 and therefore a second Spinal Tap
NOTE Confidence: 0.84407806

00:27:17.996 --> 00:27:19.968 before leaving. Looking at the record.
NOTE Confidence: 0.84407806

00:27:19.968 --> 00:27:22.326 That that strikes me is, you know,

NOTE Confidence: 0.84407806

00:27:22.326 --> 00:27:24.414 is being unreasonable and demanding a

NOTE Confidence: 0.84407806

00:27:24.414 --> 00:27:27.459 kind of explanation that goes beyond reason.

NOTE Confidence: 0.84407806

00:27:27.460 --> 00:27:28.489 But the second,

NOTE Confidence: 0.84407806

00:27:28.489 --> 00:27:29.518 the second point,

NOTE Confidence: 0.84407806

00:27:29.520 --> 00:27:31.482 which again I've already made would

NOTE Confidence: 0.84407806

00:27:31.482 --> 00:27:33.611 be would be the racism, right?

NOTE Confidence: 0.84407806

00:27:33.611 --> 00:27:36.320 And of course I'm in a poor position in

NOTE Confidence: 0.84407806

00:27:36.387 --> 00:27:38.805 general to be complaining about this.

NOTE Confidence: 0.84407806

00:27:38.810 --> 00:27:41.218 I'm just I'm just noting it right.

NOTE Confidence: 0.84407806

00:27:41.220 --> 00:27:42.592 I'm just noting it.

NOTE Confidence: 0.84407806

00:27:42.592 --> 00:27:43.964 I had the tiniest,

NOTE Confidence: 0.84407806

00:27:43.970 --> 00:27:44.314 tiniest,

NOTE Confidence: 0.84407806

00:27:44.314 --> 00:27:45.690 tiniest brush with it,

NOTE Confidence: 0.84407806

00:27:45.690 --> 00:27:47.622 but it was a pretty unmistakable

NOTE Confidence: 0.84407806

00:27:47.622 --> 00:27:50.064 brush and I'm I'm aware that this

NOTE Confidence: 0.84407806

00:27:50.064 --> 00:27:51.874 is a larger systemic problem,
NOTE Confidence: 0.84407806

00:27:51.880 --> 00:27:54.704 and that was driven in by the context
NOTE Confidence: 0.84407806

00:27:54.704 --> 00:27:57.037 that night of 29 to 30 December,
NOTE Confidence: 0.84407806

00:27:57.040 --> 00:27:59.446 when I was behind the curtain.
NOTE Confidence: 0.84407806

00:27:59.450 --> 00:28:01.016 And heard a lot of things.
NOTE Confidence: 0.84407806

00:28:01.020 --> 00:28:02.623 One of the things I heard was
NOTE Confidence: 0.84407806

00:28:02.623 --> 00:28:03.905 a conversation of the police
NOTE Confidence: 0.84407806

00:28:03.905 --> 00:28:05.250 officers outside my curtain because
NOTE Confidence: 0.84407806

00:28:05.250 --> 00:28:06.789 it was a weekend night.
NOTE Confidence: 0.84407806

00:28:06.790 --> 00:28:09.139 There was a lot for police officers to do,
NOTE Confidence: 0.84407806

00:28:09.140 --> 00:28:11.236 or at least people for them to watch.
NOTE Confidence: 0.84407806

00:28:11.240 --> 00:28:12.026 But they were.
NOTE Confidence: 0.84407806

00:28:12.026 --> 00:28:13.598 They were watching or doing anything.
NOTE Confidence: 0.84407806

00:28:13.600 --> 00:28:15.399 So they talk back and forth and
NOTE Confidence: 0.84407806

00:28:15.399 --> 00:28:17.352 the way they talked in some of
NOTE Confidence: 0.84407806

00:28:17.352 --> 00:28:19.032 the terms they use reminded me

NOTE Confidence: 0.84757787

00:28:19.098 --> 00:28:20.450 of the systemic character

NOTE Confidence: 0.84757787

00:28:20.450 --> 00:28:22.140 of racism in this country.

NOTE Confidence: 0.84757787

00:28:22.140 --> 00:28:24.548 A third, a third issue or third level

NOTE Confidence: 0.84757787

00:28:24.548 --> 00:28:26.730 would be the language of profit.

NOTE Confidence: 0.84757787

00:28:26.730 --> 00:28:28.370 So when I you know,

NOTE Confidence: 0.84757787

00:28:28.370 --> 00:28:31.050 by the time I got my wits back and more

NOTE Confidence: 0.84757787

00:28:31.122 --> 00:28:33.579 or less put together what had happened

NOTE Confidence: 0.84757787

00:28:33.579 --> 00:28:36.451 and Anne had my final let's call it

NOTE Confidence: 0.84757787

00:28:36.451 --> 00:28:38.556 exit interview with with the surgeon,

NOTE Confidence: 0.84757787

00:28:38.556 --> 00:28:40.978 the surgeon had moved to the position

NOTE Confidence: 0.84757787

00:28:40.978 --> 00:28:43.440 that yes indeed you know there was a

NOTE Confidence: 0.84757787

00:28:43.440 --> 00:28:45.664 there was a liver infection and we're

NOTE Confidence: 0.84757787

00:28:45.664 --> 00:28:48.044 very sorry and we should have told

NOTE Confidence: 0.84757787

00:28:48.050 --> 00:28:50.674 you and so on that was our mistake.

NOTE Confidence: 0.84757787

00:28:50.680 --> 00:28:52.472 But but she defended.

NOTE Confidence: 0.84757787

00:28:52.472 --> 00:28:54.712 She defended the appendectomy protocol.

NOTE Confidence: 0.84757787

00:28:54.720 --> 00:28:56.799 Which I just don't want to hear.

NOTE Confidence: 0.84757787

00:28:56.800 --> 00:28:58.285 I mean the appendectomy protocol

NOTE Confidence: 0.84757787

00:28:58.285 --> 00:28:59.770 in this country is sick,

NOTE Confidence: 0.84757787

00:28:59.770 --> 00:29:02.026 it's just it puts people at needless risk

NOTE Confidence: 0.84757787

00:29:02.026 --> 00:29:04.520 for them to leave the hospital so quickly.

NOTE Confidence: 0.84757787

00:29:04.520 --> 00:29:05.116 It doesn't.

NOTE Confidence: 0.84757787

00:29:05.116 --> 00:29:06.010 It's not supported.

NOTE Confidence: 0.84757787

00:29:06.010 --> 00:29:08.386 I mean, I took the time to read

NOTE Confidence: 0.84757787

00:29:08.386 --> 00:29:09.570 the literature on this.

NOTE Confidence: 0.84757787

00:29:09.570 --> 00:29:11.346 It's not supported by the literature,

NOTE Confidence: 0.84757787

00:29:11.350 --> 00:29:12.835 it's it's not supported by

NOTE Confidence: 0.84757787

00:29:12.835 --> 00:29:14.023 what peer countries do.

NOTE Confidence: 0.84757787

00:29:14.030 --> 00:29:16.095 It's not supported by what anybody does,

NOTE Confidence: 0.84757787

00:29:16.100 --> 00:29:17.888 as far as I can tell.

NOTE Confidence: 0.84757787

00:29:17.890 --> 00:29:19.468 I mean, recently friends from Bulgaria

NOTE Confidence: 0.84757787

00:29:19.468 --> 00:29:21.450 to India have also had appendectomy's,

NOTE Confidence: 0.84757787

00:29:21.450 --> 00:29:23.515 and they all they all stay in

NOTE Confidence: 0.84757787

00:29:23.515 --> 00:29:25.308 the hospital and they all get.

NOTE Confidence: 0.84757787

00:29:25.310 --> 00:29:26.482 They all get fluid.

NOTE Confidence: 0.84757787

00:29:26.482 --> 00:29:27.947 They'll get filled in biotics,

NOTE Confidence: 0.84757787

00:29:27.950 --> 00:29:30.308 and I mean that seems to be medically sound.

NOTE Confidence: 0.84757787

00:29:30.310 --> 00:29:31.099 Just for now,

NOTE Confidence: 0.84757787

00:29:31.099 --> 00:29:32.414 productively in my own condition,

NOTE Confidence: 0.84757787

00:29:32.420 --> 00:29:33.998 it would have prevented the the

NOTE Confidence: 0.84757787

00:29:33.998 --> 00:29:35.303 liver problem as well, right?

NOTE Confidence: 0.84757787

00:29:35.303 --> 00:29:37.327 And just the fact if I just stayed

NOTE Confidence: 0.84757787

00:29:37.327 --> 00:29:39.247 in the hospital for half a day,

NOTE Confidence: 0.84757787

00:29:39.250 --> 00:29:41.880 not even the three to five days of the week.

NOTE Confidence: 0.84757787

00:29:41.880 --> 00:29:43.637 If I just stayed in the hospital

NOTE Confidence: 0.84757787

00:29:43.637 --> 00:29:45.039 for half a day after,

NOTE Confidence: 0.84757787

00:29:45.040 --> 00:29:46.088 instead of leaving immediately
NOTE Confidence: 0.84757787

00:29:46.088 --> 00:29:46.874 after the surgery,
NOTE Confidence: 0.84757787

00:29:46.880 --> 00:29:48.536 somebody would have noticed the liver
NOTE Confidence: 0.84757787

00:29:48.536 --> 00:29:50.298 thing somebody would have said it right.
NOTE Confidence: 0.84757787

00:29:50.300 --> 00:29:51.872 The longer I mean somebody flipping
NOTE Confidence: 0.84757787

00:29:51.872 --> 00:29:53.190 through that would have said,
NOTE Confidence: 0.84757787

00:29:53.190 --> 00:29:54.186 hey, by the way,
NOTE Confidence: 0.84757787

00:29:54.186 --> 00:29:56.669 did you notice there was a liver thing but?
NOTE Confidence: 0.84757787

00:29:56.670 --> 00:29:59.136 You know, but instead I was out and I
NOTE Confidence: 0.84757787

00:29:59.136 --> 00:30:01.627 was gone and I guess my question is,
NOTE Confidence: 0.84757787

00:30:01.630 --> 00:30:03.388 I mean, as a rhetorical question,
NOTE Confidence: 0.84757787

00:30:03.390 --> 00:30:04.116 but you know,
NOTE Confidence: 0.84757787

00:30:04.116 --> 00:30:05.568 feel free to take it as
NOTE Confidence: 0.84757787

00:30:05.568 --> 00:30:07.179 not a rhetorical question.
NOTE Confidence: 0.84757787

00:30:07.180 --> 00:30:08.640 Does anyone really believe that
NOTE Confidence: 0.84757787

00:30:08.640 --> 00:30:10.275 this is possibly justified, right?

NOTE Confidence: 0.84757787

00:30:10.275 --> 00:30:13.530 OK, the third, the third level is.

NOTE Confidence: 0.84757787

00:30:13.530 --> 00:30:14.874 The diminution of doctors,

NOTE Confidence: 0.84757787

00:30:14.874 --> 00:30:15.546 I mean,

NOTE Confidence: 0.84757787

00:30:15.550 --> 00:30:17.932 the kind of humbling of doctors

NOTE Confidence: 0.84757787

00:30:17.932 --> 00:30:19.123 in this system.

NOTE Confidence: 0.84757787

00:30:19.130 --> 00:30:21.055 I I was really struck by this.

NOTE Confidence: 0.84757787

00:30:21.060 --> 00:30:24.620 I was really struck by the lack of by the.

NOTE Confidence: 0.84757787

00:30:24.620 --> 00:30:26.515 By how little authority physicians

NOTE Confidence: 0.84757787

00:30:26.515 --> 00:30:28.814 have in the system compared to

NOTE Confidence: 0.84757787

00:30:28.814 --> 00:30:30.494 how much authority non physicians

NOTE Confidence: 0.84757787

00:30:30.494 --> 00:30:32.580 think they have in the system?

NOTE Confidence: 0.84757787

00:30:32.580 --> 00:30:33.519 I'll just give,

NOTE Confidence: 0.84757787

00:30:33.519 --> 00:30:35.397 I'll give us a trivial example

NOTE Confidence: 0.84757787

00:30:35.397 --> 00:30:37.073 here as an outpatient trying

NOTE Confidence: 0.84757787

00:30:37.073 --> 00:30:39.023 to trying to track down these

NOTE Confidence: 0.84757787

00:30:39.089 --> 00:30:40.861 neurological systems which persisted
NOTE Confidence: 0.84757787

00:30:40.861 --> 00:30:43.076 and persist after this this,
NOTE Confidence: 0.84757787

00:30:43.080 --> 00:30:45.180 this this interval I saw a
NOTE Confidence: 0.84757787

00:30:45.180 --> 00:30:47.060 neurologist and yell New Haven.
NOTE Confidence: 0.84757787

00:30:47.060 --> 00:30:49.664 He was very helpful and who ruled
NOTE Confidence: 0.84757787

00:30:49.664 --> 00:30:52.253 some things out and and then I
NOTE Confidence: 0.84757787

00:30:52.253 --> 00:30:54.730 thought was very sound in every way.
NOTE Confidence: 0.84757787

00:30:54.730 --> 00:30:56.300 But as I was waiting for him as I was
NOTE Confidence: 0.8782424

00:30:56.342 --> 00:30:57.866 waiting for my appointment with him,
NOTE Confidence: 0.8782424

00:30:57.870 --> 00:30:59.374 I had, I sat in the waiting room
NOTE Confidence: 0.8782424

00:30:59.374 --> 00:31:01.194 and I had to watch a video of him,
NOTE Confidence: 0.8782424

00:31:01.200 --> 00:31:03.286 you know, and how great he was.
NOTE Confidence: 0.8782424

00:31:03.290 --> 00:31:05.243 And that's not it's not that much
NOTE Confidence: 0.8782424

00:31:05.243 --> 00:31:07.787 like the eye mind that I just think
NOTE Confidence: 0.8782424

00:31:07.787 --> 00:31:09.427 that that's humiliating of him.
NOTE Confidence: 0.8782424

00:31:09.430 --> 00:31:11.266 I think that's humiliating of you.

NOTE Confidence: 0.8782424

00:31:11.270 --> 00:31:13.112 I don't think you should be

NOTE Confidence: 0.8782424

00:31:13.112 --> 00:31:14.033 putting advertising posters.

NOTE Confidence: 0.8782424

00:31:14.040 --> 00:31:16.192 I don't think you should be the front

NOTE Confidence: 0.8782424

00:31:16.192 --> 00:31:18.330 men or front women for anything.

NOTE Confidence: 0.8782424

00:31:18.330 --> 00:31:20.818 I think the moment that you're put in

NOTE Confidence: 0.8782424

00:31:20.818 --> 00:31:22.319 advertising posters for a hospital,

NOTE Confidence: 0.8782424

00:31:22.320 --> 00:31:24.688 you're like the label on a product and

NOTE Confidence: 0.8782424

00:31:24.688 --> 00:31:26.928 and you're being used. And I don't.

NOTE Confidence: 0.8782424

00:31:26.928 --> 00:31:28.764 I think that's the wrong relationship,

NOTE Confidence: 0.8782424

00:31:28.770 --> 00:31:30.996 but I don't think that's what that's

NOTE Confidence: 0.8782424

00:31:30.996 --> 00:31:32.459 what patients should be seen.

NOTE Confidence: 0.8782424

00:31:32.460 --> 00:31:34.530 I think it's fundamentally unacceptable.

NOTE Confidence: 0.8782424

00:31:34.530 --> 00:31:36.245 I'm and, but it's not just that

NOTE Confidence: 0.8782424

00:31:36.245 --> 00:31:38.098 it's a symptom of a larger problem,

NOTE Confidence: 0.8782424

00:31:38.100 --> 00:31:39.540 which is that you don't have

NOTE Confidence: 0.8782424

00:31:39.540 --> 00:31:40.910 enough power in the system.
NOTE Confidence: 0.8782424

00:31:40.910 --> 00:31:42.362 I'm talking to positions.
NOTE Confidence: 0.8782424

00:31:42.362 --> 00:31:44.540 Then the next level of problem
NOTE Confidence: 0.8782424

00:31:44.606 --> 00:31:46.874 that I noticed is what I would
NOTE Confidence: 0.8782424

00:31:46.874 --> 00:31:48.625 call the limitation of contact
NOTE Confidence: 0.8782424

00:31:48.625 --> 00:31:50.761 and here that this this functions
NOTE Confidence: 0.8782424

00:31:50.761 --> 00:31:52.190 at several different sublevels,
NOTE Confidence: 0.8782424

00:31:52.190 --> 00:31:55.030 one which is really striking and I think
NOTE Confidence: 0.8782424

00:31:55.088 --> 00:31:57.300 comparing the past is that I couldn't.
NOTE Confidence: 0.8782424

00:31:57.300 --> 00:31:59.005 There was no doctor responsible
NOTE Confidence: 0.8782424

00:31:59.005 --> 00:32:00.369 like when you're sick,
NOTE Confidence: 0.8782424

00:32:00.370 --> 00:32:02.428 especially over the course of weeks,
NOTE Confidence: 0.8782424

00:32:02.430 --> 00:32:05.110 but you want there to be one person
NOTE Confidence: 0.8782424

00:32:05.110 --> 00:32:07.898 who's your doctor and I have an intern.
NOTE Confidence: 0.8782424

00:32:07.900 --> 00:32:11.660 I have a GP in the system and I like him.
NOTE Confidence: 0.8782424

00:32:11.660 --> 00:32:12.924 He's been very good.

NOTE Confidence: 0.8782424

00:32:12.924 --> 00:32:14.820 But he was not present right.

NOTE Confidence: 0.8782424

00:32:14.820 --> 00:32:15.376 He wasn't.

NOTE Confidence: 0.8782424

00:32:15.376 --> 00:32:16.488 He simply wasn't present,

NOTE Confidence: 0.8782424

00:32:16.490 --> 00:32:18.038 and I've been given to understand

NOTE Confidence: 0.8782424

00:32:18.038 --> 00:32:19.540 that this is now typical,

NOTE Confidence: 0.8782424

00:32:19.540 --> 00:32:21.208 and it strikes me as strange.

NOTE Confidence: 0.8782424

00:32:21.210 --> 00:32:23.058 You know that there's no one person

NOTE Confidence: 0.8782424

00:32:23.058 --> 00:32:24.270 who's overseeing this process,

NOTE Confidence: 0.8782424

00:32:24.270 --> 00:32:26.486 which spins out over over days and weeks.

NOTE Confidence: 0.8782424

00:32:26.490 --> 00:32:28.436 And that means that as the patient,

NOTE Confidence: 0.8782424

00:32:28.440 --> 00:32:30.216 you have to kind of become your own

NOTE Confidence: 0.8782424

00:32:30.216 --> 00:32:31.800 PR person where you're constantly

NOTE Confidence: 0.8782424

00:32:31.800 --> 00:32:32.886 retelling the story,

NOTE Confidence: 0.8782424

00:32:32.890 --> 00:32:33.998 and you become responsible

NOTE Confidence: 0.8782424

00:32:33.998 --> 00:32:34.829 for remembering details.

NOTE Confidence: 0.8782424

00:32:34.830 --> 00:32:36.776 Because of course the records are hard,
NOTE Confidence: 0.8782424

00:32:36.780 --> 00:32:37.376 you know.
NOTE Confidence: 0.8782424

00:32:37.376 --> 00:32:37.674 Well,
NOTE Confidence: 0.8782424

00:32:37.674 --> 00:32:40.162 I don't have to tell you how hard
NOTE Confidence: 0.8782424

00:32:40.162 --> 00:32:42.136 the records are to deal with.
NOTE Confidence: 0.8782424

00:32:42.140 --> 00:32:42.622 But, uh,
NOTE Confidence: 0.8782424

00:32:42.622 --> 00:32:44.068 the second level of this would
NOTE Confidence: 0.8782424

00:32:44.068 --> 00:32:45.819 be the way nurses are rotated.
NOTE Confidence: 0.8782424

00:32:45.820 --> 00:32:47.700 So if you're in yell, New Haven,
NOTE Confidence: 0.8782424

00:32:47.700 --> 00:32:48.260 you know,
NOTE Confidence: 0.8782424

00:32:48.260 --> 00:32:51.080 at least on the floor that I was on for days,
NOTE Confidence: 0.8782424

00:32:51.080 --> 00:32:52.385 then your nurses are rotated
NOTE Confidence: 0.8782424

00:32:52.385 --> 00:32:53.980 in and out in and out,
NOTE Confidence: 0.8782424

00:32:53.980 --> 00:32:55.695 in and out on these on these
NOTE Confidence: 0.8782424

00:32:55.695 --> 00:32:57.390 I think it's 12 hour shifts,
NOTE Confidence: 0.8782424

00:32:57.390 --> 00:32:58.986 maybe 8 hours shifts and you have

NOTE Confidence: 0.8782424

00:32:58.986 --> 00:33:00.553 no sense of continuity, right?

NOTE Confidence: 0.8782424

00:33:00.553 --> 00:33:01.868 So I was I was.

NOTE Confidence: 0.8782424

00:33:01.870 --> 00:33:02.596 I was there,

NOTE Confidence: 0.8782424

00:33:02.596 --> 00:33:04.606 for I was there for about 7 days

NOTE Confidence: 0.8782424

00:33:04.606 --> 00:33:06.590 and I happen to get the same nurse

NOTE Confidence: 0.8782424

00:33:06.590 --> 00:33:08.617 a couple of times and it was

NOTE Confidence: 0.8782424

00:33:08.617 --> 00:33:10.591 always such a relief when I had

NOTE Confidence: 0.8782424

00:33:10.591 --> 00:33:12.253 the same nurse because I thought.

NOTE Confidence: 0.8782424

00:33:12.260 --> 00:33:14.807 All of this generation out not to be true.

NOTE Confidence: 0.8782424

00:33:14.810 --> 00:33:16.220 I thought she might remember

NOTE Confidence: 0.8782424

00:33:16.220 --> 00:33:17.354 something about me, right,

NOTE Confidence: 0.8782424

00:33:17.354 --> 00:33:19.336 but but you know, she didn't really,

NOTE Confidence: 0.8782424

00:33:19.336 --> 00:33:20.464 but it was you.

NOTE Confidence: 0.8782424

00:33:20.470 --> 00:33:22.318 You kind of want to have a

NOTE Confidence: 0.8782424

00:33:22.318 --> 00:33:23.110 nurse just like

NOTE Confidence: 0.84962195

00:33:23.182 --> 00:33:25.762 you kind of want to have a doctor and but
NOTE Confidence: 0.84962195

00:33:25.832 --> 00:33:28.667 somehow it doesn't seem to work out that way.
NOTE Confidence: 0.84962195

00:33:28.670 --> 00:33:31.218 Third, third subproblem here would be just.
NOTE Confidence: 0.84962195

00:33:31.220 --> 00:33:34.826 Dramatic dramatic failures of body language
NOTE Confidence: 0.84962195

00:33:34.826 --> 00:33:40.237 on the part of both doctors and and nurses.
NOTE Confidence: 0.84962195

00:33:40.240 --> 00:33:42.648 It's a mistake that not all of you,
NOTE Confidence: 0.84962195

00:33:42.650 --> 00:33:44.900 but many of you make is that when you
NOTE Confidence: 0.84962195

00:33:44.900 --> 00:33:47.162 ask questions of patience, you nod.
NOTE Confidence: 0.84962195

00:33:47.162 --> 00:33:49.534 If you want to, yes and you shake
NOTE Confidence: 0.84962195

00:33:49.534 --> 00:33:51.680 your head when you want to know.
NOTE Confidence: 0.84962195

00:33:51.680 --> 00:33:53.787 And of course, when you do that,
NOTE Confidence: 0.84962195

00:33:53.790 --> 00:33:55.897 or when you're expecting a yes or
NOTE Confidence: 0.84962195

00:33:55.897 --> 00:33:57.400 when you're expecting, you know.
NOTE Confidence: 0.84962195

00:33:57.400 --> 00:33:59.476 And of course, if you do that,
NOTE Confidence: 0.84962195

00:33:59.476 --> 00:34:00.946 you're completely invalidating the entire
NOTE Confidence: 0.84962195

00:34:00.946 --> 00:34:02.500 procedure of asking questions because

NOTE Confidence: 0.84962195

00:34:02.500 --> 00:34:04.318 you're asking from position of authority.

NOTE Confidence: 0.84962195

00:34:04.320 --> 00:34:06.126 And when you nod your head,

NOTE Confidence: 0.84962195

00:34:06.130 --> 00:34:07.685 you're suggesting the correct answer

NOTE Confidence: 0.84962195

00:34:07.685 --> 00:34:09.849 and you're ruling out the thing that.

NOTE Confidence: 0.84962195

00:34:09.850 --> 00:34:12.258 The patient might actually need to tell you,

NOTE Confidence: 0.84962195

00:34:12.260 --> 00:34:14.668 and like so many of you do that,

NOTE Confidence: 0.84962195

00:34:14.670 --> 00:34:16.470 and I mean I just I,

NOTE Confidence: 0.84962195

00:34:16.470 --> 00:34:18.282 I just I started making like

NOTE Confidence: 0.84962195

00:34:18.282 --> 00:34:20.080 lines and like checking them off,

NOTE Confidence: 0.84962195

00:34:20.080 --> 00:34:20.662 you know,

NOTE Confidence: 0.84962195

00:34:20.662 --> 00:34:22.408 counting off every five times and

NOTE Confidence: 0.84962195

00:34:22.408 --> 00:34:24.688 not a doctor or nurse would do the

NOTE Confidence: 0.84962195

00:34:24.688 --> 00:34:26.821 non thing or this shake their head

NOTE Confidence: 0.84962195

00:34:26.821 --> 00:34:28.777 thing but the most dramatic failure

NOTE Confidence: 0.84962195

00:34:28.777 --> 00:34:30.500 of body language is the failure

NOTE Confidence: 0.84962195

00:34:30.500 --> 00:34:32.430 of eye contact which is dramatic.
NOTE Confidence: 0.84962195

00:34:32.430 --> 00:34:34.182 Some of the more experienced doctors
NOTE Confidence: 0.84962195

00:34:34.182 --> 00:34:36.013 do still start by walking into
NOTE Confidence: 0.84962195

00:34:36.013 --> 00:34:37.837 the room and making eye contact.
NOTE Confidence: 0.84962195

00:34:37.840 --> 00:34:40.038 But frankly most of you don't and.
NOTE Confidence: 0.84962195

00:34:40.040 --> 00:34:41.840 None of the nurses to do,
NOTE Confidence: 0.84962195

00:34:41.840 --> 00:34:43.640 I'm sorry to say that that's
NOTE Confidence: 0.84962195

00:34:43.640 --> 00:34:44.840 that's a dramatic mean.
NOTE Confidence: 0.84962195

00:34:44.840 --> 00:34:46.598 That's the way that the the
NOTE Confidence: 0.84962195

00:34:46.598 --> 00:34:48.437 moment of contact with the patient
NOTE Confidence: 0.84962195

00:34:48.437 --> 00:34:50.537 begins has to be through the eyes.
NOTE Confidence: 0.84962195

00:34:50.540 --> 00:34:52.040 And if you miss that,
NOTE Confidence: 0.84962195

00:34:52.040 --> 00:34:54.140 if you miss the first eye, contact.
NOTE Confidence: 0.84962195

00:34:54.140 --> 00:34:55.340 If the patient notices,
NOTE Confidence: 0.84962195

00:34:55.340 --> 00:34:57.152 you're not making eye contact 'cause
NOTE Confidence: 0.84962195

00:34:57.152 --> 00:34:59.238 the patient is looking for eye contact,

NOTE Confidence: 0.84962195

00:34:59.240 --> 00:35:01.340 they have nothing else to look for,

NOTE Confidence: 0.84962195

00:35:01.340 --> 00:35:02.240 but your eyes.

NOTE Confidence: 0.84962195

00:35:02.240 --> 00:35:03.740 If the patient notices that,

NOTE Confidence: 0.84962195

00:35:03.740 --> 00:35:05.240 then the whole encounter takes

NOTE Confidence: 0.84962195

00:35:05.240 --> 00:35:06.140 a different term.

NOTE Confidence: 0.84962195

00:35:06.140 --> 00:35:08.444 And the reason why nurses never make eye

NOTE Confidence: 0.84962195

00:35:08.444 --> 00:35:10.936 contact is because in the hospital at least,

NOTE Confidence: 0.84962195

00:35:10.940 --> 00:35:12.060 the nurses are behind.

NOTE Confidence: 0.84962195

00:35:12.060 --> 00:35:13.740 I don't know what those machines

NOTE Confidence: 0.84962195

00:35:13.791 --> 00:35:14.859 on wheels are called.

NOTE Confidence: 0.84962195

00:35:14.860 --> 00:35:15.346 I mean,

NOTE Confidence: 0.84962195

00:35:15.346 --> 00:35:17.290 I thought of them as the control stations

NOTE Confidence: 0.84962195

00:35:17.343 --> 00:35:19.275 in the sense of controlling the nurses,

NOTE Confidence: 0.84962195

00:35:19.280 --> 00:35:21.360 but their eyes are always behind the screen,

NOTE Confidence: 0.84962195

00:35:21.360 --> 00:35:23.288 so the nurse always walks in and the

NOTE Confidence: 0.84962195

00:35:23.288 --> 00:35:24.998 physicality of this is really important.
NOTE Confidence: 0.84962195

00:35:25.000 --> 00:35:26.300 The nurse always walks in
NOTE Confidence: 0.84962195

00:35:26.300 --> 00:35:27.340 pushing this thing right,
NOTE Confidence: 0.84962195

00:35:27.340 --> 00:35:28.900 and her eyes are always 100%
NOTE Confidence: 0.84962195

00:35:28.900 --> 00:35:30.460 of the time on the screen.
NOTE Confidence: 0.84962195

00:35:30.460 --> 00:35:31.500 So the patient's first
NOTE Confidence: 0.84962195

00:35:31.500 --> 00:35:32.540 reaction to the nurses.
NOTE Confidence: 0.84962195

00:35:32.540 --> 00:35:32.800 OK,
NOTE Confidence: 0.84962195

00:35:32.800 --> 00:35:33.840 there was a nurse.
NOTE Confidence: 0.84962195

00:35:33.840 --> 00:35:35.502 And then there's something really important
NOTE Confidence: 0.84962195

00:35:35.502 --> 00:35:37.477 she's looking at who knows what that is.
NOTE Confidence: 0.84962195

00:35:37.480 --> 00:35:39.846 But the most important thing in this
NOTE Confidence: 0.84962195

00:35:39.846 --> 00:35:42.255 conversation is not is not going to be me.
NOTE Confidence: 0.84962195

00:35:42.260 --> 00:35:44.136 Which leads me to the next thing
NOTE Confidence: 0.84962195

00:35:44.136 --> 00:35:46.039 which I was really struck by,
NOTE Confidence: 0.84962195

00:35:46.040 --> 00:35:48.077 which is the narrowness of attention span.

NOTE Confidence: 0.84962195

00:35:48.080 --> 00:35:50.344 So at least in my my story was

NOTE Confidence: 0.84962195

00:35:50.344 --> 00:35:52.147 not that long of a story.

NOTE Confidence: 0.84962195

00:35:52.150 --> 00:35:54.187 My story was only two weeks old.

NOTE Confidence: 0.8711509

00:35:54.190 --> 00:35:56.526 You just you only need to know things

NOTE Confidence: 0.8711509

00:35:56.526 --> 00:35:58.846 that went back to the past two weeks,

NOTE Confidence: 0.8711509

00:35:58.850 --> 00:35:59.432 but nevertheless,

NOTE Confidence: 0.8711509

00:35:59.432 --> 00:36:01.178 at least in the emergency room,

NOTE Confidence: 0.8711509

00:36:01.180 --> 00:36:02.704 the stuff which happened 2 weeks

NOTE Confidence: 0.8711509

00:36:02.704 --> 00:36:04.869 ago in New Haven and even the stuff

NOTE Confidence: 0.8711509

00:36:04.869 --> 00:36:06.239 that happened 5 days previously

NOTE Confidence: 0.8711509

00:36:06.239 --> 00:36:07.869 in Florida wasn't important.

NOTE Confidence: 0.8711509

00:36:07.870 --> 00:36:09.532 That was, that could have been

NOTE Confidence: 0.8711509

00:36:09.532 --> 00:36:11.359 before the beginning of the universe.

NOTE Confidence: 0.8711509

00:36:11.360 --> 00:36:12.254 You know what?

NOTE Confidence: 0.8711509

00:36:12.254 --> 00:36:14.340 What matters is just the records that

NOTE Confidence: 0.8711509

00:36:14.397 --> 00:36:16.460 we've got, just that just the readouts.
NOTE Confidence: 0.8711509

00:36:16.460 --> 00:36:18.828 Just the test that we're doing right now,
NOTE Confidence: 0.8711509

00:36:18.830 --> 00:36:20.330 and that's what matters.
NOTE Confidence: 0.8711509

00:36:20.330 --> 00:36:21.830 The right now matters.
NOTE Confidence: 0.8711509

00:36:21.830 --> 00:36:23.366 And you know, there's a story,
NOTE Confidence: 0.8711509

00:36:23.370 --> 00:36:24.882 and this and the story sometimes
NOTE Confidence: 0.8711509

00:36:24.882 --> 00:36:26.200 takes a moment to tell,
NOTE Confidence: 0.8711509

00:36:26.200 --> 00:36:27.480 but the story can actually,
NOTE Confidence: 0.8711509

00:36:27.480 --> 00:36:28.770 you know, be the answer.
NOTE Confidence: 0.8711509

00:36:28.770 --> 00:36:30.826 I I know, all of you know that,
NOTE Confidence: 0.8711509

00:36:30.830 --> 00:36:32.110 but I I was really.
NOTE Confidence: 0.8711509

00:36:32.110 --> 00:36:33.720 I was really struck by this because
NOTE Confidence: 0.8711509

00:36:33.720 --> 00:36:35.969 I had a pretty simple story to tell,
NOTE Confidence: 0.8711509

00:36:35.970 --> 00:36:37.748 which was that my gut was operated
NOTE Confidence: 0.8711509

00:36:37.748 --> 00:36:39.818 on and maybe the problems in my gut.
NOTE Confidence: 0.8711509

00:36:39.820 --> 00:36:41.368 But that story required me to

NOTE Confidence: 0.8711509

00:36:41.368 --> 00:36:42.900 go back two weeks in time,

NOTE Confidence: 0.8711509

00:36:42.900 --> 00:36:46.275 and somehow that seemed like it was too much.

NOTE Confidence: 0.8711509

00:36:46.280 --> 00:36:48.548 Then you know that then with this

NOTE Confidence: 0.8711509

00:36:48.548 --> 00:36:50.726 attention with the and with and with

NOTE Confidence: 0.8711509

00:36:50.726 --> 00:36:52.859 and with and with the narrow and

NOTE Confidence: 0.8711509

00:36:52.859 --> 00:36:54.947 with the limitation of eye contact

NOTE Confidence: 0.8711509

00:36:54.947 --> 00:36:57.296 there's a related point which is the

NOTE Confidence: 0.8711509

00:36:57.296 --> 00:36:58.916 subordination to machines and the

NOTE Confidence: 0.8711509

00:36:58.916 --> 00:37:00.787 reason why it's related to attention

NOTE Confidence: 0.8711509

00:37:00.787 --> 00:37:02.677 is that the machines are really

NOTE Confidence: 0.8711509

00:37:02.677 --> 00:37:04.417 good at getting your attention.

NOTE Confidence: 0.8711509

00:37:04.420 --> 00:37:05.068 I mean,

NOTE Confidence: 0.8711509

00:37:05.068 --> 00:37:06.688 they're really getting everybody's attention,

NOTE Confidence: 0.8711509

00:37:06.690 --> 00:37:07.695 but I'm afraid,

NOTE Confidence: 0.8711509

00:37:07.695 --> 00:37:09.370 like in the hospital from

NOTE Confidence: 0.8711509

00:37:09.370 --> 00:37:10.579 patients point of view,
NOTE Confidence: 0.8711509

00:37:10.580 --> 00:37:12.200 the watching the heads of
NOTE Confidence: 0.8711509

00:37:12.200 --> 00:37:13.496 the doctors and nurses,
NOTE Confidence: 0.8711509

00:37:13.500 --> 00:37:15.480 it's a little bit too much
NOTE Confidence: 0.8711509

00:37:15.480 --> 00:37:17.449 like you're in some kind of.
NOTE Confidence: 0.8711509

00:37:17.450 --> 00:37:18.137 Arcade game arena.
NOTE Confidence: 0.8711509

00:37:18.137 --> 00:37:19.740 You know from the 1980s it's a
NOTE Confidence: 0.8711509

00:37:19.789 --> 00:37:21.518 little bit too much like the machines
NOTE Confidence: 0.8711509

00:37:21.518 --> 00:37:22.969 are getting all the attention,
NOTE Confidence: 0.8711509

00:37:22.970 --> 00:37:24.476 like when you watch the heads
NOTE Confidence: 0.8711509

00:37:24.476 --> 00:37:25.480 in the eyes move.
NOTE Confidence: 0.8711509

00:37:25.480 --> 00:37:27.202 Where are the heads in the eyes
NOTE Confidence: 0.8711509

00:37:27.202 --> 00:37:28.957 moving and things are moving from one
NOTE Confidence: 0.8711509

00:37:28.957 --> 00:37:31.260 screen to the next screen to the next screen,
NOTE Confidence: 0.8711509

00:37:31.260 --> 00:37:31.532 right?
NOTE Confidence: 0.8711509

00:37:31.532 --> 00:37:32.892 And that's because that's machines

NOTE Confidence: 0.8711509

00:37:32.892 --> 00:37:34.269 with machines are designed to do.

NOTE Confidence: 0.8711509

00:37:34.270 --> 00:37:35.788 They're designed to get attention and

NOTE Confidence: 0.8711509

00:37:35.788 --> 00:37:37.530 patients are not designed to get attention.

NOTE Confidence: 0.8711509

00:37:37.530 --> 00:37:39.036 We're not that good at it.

NOTE Confidence: 0.8711509

00:37:39.040 --> 00:37:41.299 You know we're doing it for the first time.

NOTE Confidence: 0.8711509

00:37:41.300 --> 00:37:43.057 The machine is doing it for the

NOTE Confidence: 0.8711509

00:37:43.057 --> 00:37:44.060 five billionth time, right?

NOTE Confidence: 0.8711509

00:37:44.060 --> 00:37:45.310 The machine has been programmed,

NOTE Confidence: 0.8711509

00:37:45.310 --> 00:37:46.565 and there's like they've been

NOTE Confidence: 0.8711509

00:37:46.565 --> 00:37:47.318 running through algorithms,

NOTE Confidence: 0.8711509

00:37:47.320 --> 00:37:48.388 and it's been tested.

NOTE Confidence: 0.8711509

00:37:48.388 --> 00:37:49.990 It's very good getting your attention,

NOTE Confidence: 0.8711509

00:37:49.990 --> 00:37:51.214 but we're not.

NOTE Confidence: 0.8711509

00:37:51.214 --> 00:37:54.070 We're not going to get your attention.

NOTE Confidence: 0.8711509

00:37:54.070 --> 00:37:56.230 And so you know one like one thing,

NOTE Confidence: 0.8711509

00:37:56.230 --> 00:37:57.690 which I'm terribly depressing during
NOTE Confidence: 0.8711509

00:37:57.690 --> 00:37:59.860 those days when when I was on the
NOTE Confidence: 0.8711509

00:37:59.860 --> 00:38:01.734 floor of young New Haven was that I
NOTE Confidence: 0.8711509

00:38:01.734 --> 00:38:03.516 would see doctors doing teaching rounds.
NOTE Confidence: 0.8711509

00:38:03.520 --> 00:38:04.016 You know,
NOTE Confidence: 0.8711509

00:38:04.016 --> 00:38:05.752 senior a senior doc is like leading
NOTE Confidence: 0.8711509

00:38:05.752 --> 00:38:07.822 the junior docs in the junior docs are
NOTE Confidence: 0.8711509

00:38:07.822 --> 00:38:09.997 like being very attentive or pretending to.
NOTE Confidence: 0.8711509

00:38:10.000 --> 00:38:11.408 And the senior doc.
NOTE Confidence: 0.8711509

00:38:11.408 --> 00:38:13.520 Is this guy in particular right?
NOTE Confidence: 0.8711509

00:38:13.520 --> 00:38:14.950 I'm picking up one person,
NOTE Confidence: 0.8711509

00:38:14.950 --> 00:38:15.526 I know,
NOTE Confidence: 0.8711509

00:38:15.526 --> 00:38:17.830 but this guy in particular had his phone
NOTE Confidence: 0.8506396

00:38:17.895 --> 00:38:20.352 like his notes were on his phone I guess,
NOTE Confidence: 0.8506396

00:38:20.360 --> 00:38:21.520 or something and he.
NOTE Confidence: 0.8506396

00:38:21.520 --> 00:38:23.260 So while these all these young

NOTE Confidence: 0.8506396

00:38:23.326 --> 00:38:25.118 people are trying to look at him

NOTE Confidence: 0.8506396

00:38:25.118 --> 00:38:26.919 and make eye contact with him,

NOTE Confidence: 0.8506396

00:38:26.920 --> 00:38:28.625 he's looking at his phone, right?

NOTE Confidence: 0.8506396

00:38:28.625 --> 00:38:30.908 And maybe his notes are there. I don't.

NOTE Confidence: 0.8506396

00:38:30.908 --> 00:38:32.328 It doesn't matter, it's still.

NOTE Confidence: 0.8506396

00:38:32.328 --> 00:38:34.032 It's a pedagogical disaster because what

NOTE Confidence: 0.8506396

00:38:34.032 --> 00:38:35.727 he's doing is he's inadvertently teaching

NOTE Confidence: 0.8506396

00:38:35.727 --> 00:38:38.030 all of these people that it's not important.

NOTE Confidence: 0.8506396

00:38:38.030 --> 00:38:38.882 I contact, right?

NOTE Confidence: 0.8506396

00:38:38.882 --> 00:38:40.302 It's not important to actually

NOTE Confidence: 0.8506396

00:38:40.302 --> 00:38:42.087 be with the people you're with.

NOTE Confidence: 0.8506396

00:38:42.090 --> 00:38:44.034 Right, but so how can that be a model

NOTE Confidence: 0.8506396

00:38:44.034 --> 00:38:45.830 for how you're reaching patients?

NOTE Confidence: 0.8506396

00:38:45.830 --> 00:38:48.026 I mean, as a teacher I would just say

NOTE Confidence: 0.8506396

00:38:48.026 --> 00:38:50.369 you might as well stay home like that.

NOTE Confidence: 0.8506396

00:38:50.370 --> 00:38:52.239 Teaching round might as well not happen.

NOTE Confidence: 0.8506396

00:38:52.240 --> 00:38:53.836 It would probably be better just

NOTE Confidence: 0.8506396

00:38:53.836 --> 00:38:54.634 to stay home,

NOTE Confidence: 0.8506396

00:38:54.640 --> 00:38:57.034 then did then to do that sort of thing.

NOTE Confidence: 0.8506396

00:38:57.040 --> 00:38:58.951 OK, now onto onto the broader lessons

NOTE Confidence: 0.8506396

00:38:58.951 --> 00:39:00.780 and these then sort of come from.

NOTE Confidence: 0.8506396

00:39:00.780 --> 00:39:02.895 And then I'll wrap it up 'cause I realize

NOTE Confidence: 0.8506396

00:39:02.895 --> 00:39:04.786 we're getting towards 45 minutes here.

NOTE Confidence: 0.8506396

00:39:04.790 --> 00:39:07.220 Some of the broader lessons come

NOTE Confidence: 0.8506396

00:39:07.220 --> 00:39:09.839 from where I hit the system.

NOTE Confidence: 0.8506396

00:39:09.840 --> 00:39:11.562 So is Mark knows Mark suggested

NOTE Confidence: 0.8506396

00:39:11.562 --> 00:39:13.401 like I've basically been a healthy

NOTE Confidence: 0.8506396

00:39:13.401 --> 00:39:14.665 person aside from migraine,

NOTE Confidence: 0.8506396

00:39:14.670 --> 00:39:16.482 the couple of other you know

NOTE Confidence: 0.8506396

00:39:16.482 --> 00:39:17.690 not so serious things.

NOTE Confidence: 0.8506396

00:39:17.690 --> 00:39:20.210 Migraine means that I've had.

NOTE Confidence: 0.8506396

00:39:20.210 --> 00:39:22.065 I've been in migraine means that I've

NOTE Confidence: 0.8506396

00:39:22.065 --> 00:39:24.516 been in dozens of hospitals and have had

NOTE Confidence: 0.8506396

00:39:24.516 --> 00:39:26.121 some ethnographic experience and lots

NOTE Confidence: 0.8506396

00:39:26.173 --> 00:39:28.108 of different countries with hospitals.

NOTE Confidence: 0.8506396

00:39:28.110 --> 00:39:29.438 But aside from that,

NOTE Confidence: 0.8506396

00:39:29.438 --> 00:39:31.430 I basically been a healthy person

NOTE Confidence: 0.8506396

00:39:31.499 --> 00:39:33.715 and so I had kind of the advantage

NOTE Confidence: 0.8506396

00:39:33.715 --> 00:39:35.380 of naivete coming into this,

NOTE Confidence: 0.8506396

00:39:35.380 --> 00:39:37.277 and one of the things I was

NOTE Confidence: 0.8506396

00:39:37.277 --> 00:39:38.850 naive about was privileged.

NOTE Confidence: 0.8506396

00:39:38.850 --> 00:39:39.696 My own privilege.

NOTE Confidence: 0.8506396

00:39:39.696 --> 00:39:42.330 Not that I didn't think I had privilege.

NOTE Confidence: 0.8506396

00:39:42.330 --> 00:39:43.910 Not that kind of day.

NOTE Confidence: 0.8506396

00:39:43.910 --> 00:39:46.094 It was more that I didn't realize

NOTE Confidence: 0.8506396

00:39:46.094 --> 00:39:48.253 that privilege in our medical system

NOTE Confidence: 0.8506396

00:39:48.253 --> 00:39:50.575 means having relatively less bad care.
NOTE Confidence: 0.8506396

00:39:50.580 --> 00:39:52.701 So I realize I have had relatively
NOTE Confidence: 0.8506396

00:39:52.701 --> 00:39:54.847 less bad care than other people
NOTE Confidence: 0.8506396

00:39:54.847 --> 00:39:56.802 are relatively less bad health
NOTE Confidence: 0.8506396

00:39:56.802 --> 00:39:58.913 insurance and other people and and
NOTE Confidence: 0.8506396

00:39:58.913 --> 00:40:01.181 what I realized in the system was
NOTE Confidence: 0.8506396

00:40:01.181 --> 00:40:03.407 that that's like we're supposed to
NOTE Confidence: 0.8506396

00:40:03.407 --> 00:40:05.178 feel comfortable because we have
NOTE Confidence: 0.8506396

00:40:05.178 --> 00:40:06.948 less bad care than other people.
NOTE Confidence: 0.8506396

00:40:06.950 --> 00:40:08.990 If and this is, you know,
NOTE Confidence: 0.8506396

00:40:08.990 --> 00:40:12.059 the logic comes down to a kind of logic,
NOTE Confidence: 0.8506396

00:40:12.060 --> 00:40:13.083 exclusion of exclusion,
NOTE Confidence: 0.8506396

00:40:13.083 --> 00:40:15.091 or really ***** because it's like
NOTE Confidence: 0.8506396

00:40:15.091 --> 00:40:17.053 what you're supposed to be satisfied
NOTE Confidence: 0.8506396

00:40:17.053 --> 00:40:18.878 with is relatively better care,
NOTE Confidence: 0.8506396

00:40:18.880 --> 00:40:20.986 you know, then you're put into.

NOTE Confidence: 0.8506396

00:40:20.990 --> 00:40:22.340 You're put into this state of

NOTE Confidence: 0.8506396

00:40:22.340 --> 00:40:23.240 competition with everyone else,

NOTE Confidence: 0.8506396

00:40:23.240 --> 00:40:24.815 and as a patient you can't help.

NOTE Confidence: 0.8506396

00:40:24.820 --> 00:40:25.945 Although people of course not

NOTE Confidence: 0.8506396

00:40:25.945 --> 00:40:27.070 going to cop to this,

NOTE Confidence: 0.8506396

00:40:27.070 --> 00:40:28.870 you can't help but look around and think,

NOTE Confidence: 0.8506396

00:40:28.870 --> 00:40:29.084 OK,

NOTE Confidence: 0.8506396

00:40:29.084 --> 00:40:30.582 like am I going to go before

NOTE Confidence: 0.8506396

00:40:30.582 --> 00:40:32.130 that person or that person go for

NOTE Confidence: 0.8506396

00:40:32.130 --> 00:40:33.590 me and what's going to happen?

NOTE Confidence: 0.8506396

00:40:33.590 --> 00:40:35.262 And if but if we had universal care

NOTE Confidence: 0.8506396

00:40:35.262 --> 00:40:36.642 then you know that that feeling

NOTE Confidence: 0.8506396

00:40:36.642 --> 00:40:38.519 would go away and I don't say that

NOTE Confidence: 0.8506396

00:40:38.519 --> 00:40:39.435 just out of nowhere.

NOTE Confidence: 0.8506396

00:40:39.440 --> 00:40:40.928 I say that you know talking to you

NOTE Confidence: 0.8506396

00:40:40.928 --> 00:40:43.040 from a system where there is universal care.

NOTE Confidence: 0.8506396

00:40:43.040 --> 00:40:44.294 Having had a lot of experience

NOTE Confidence: 0.8506396

00:40:44.294 --> 00:40:45.130 in systems where there's

NOTE Confidence: 0.8354828

00:40:45.170 --> 00:40:46.490 universal care, the moral

NOTE Confidence: 0.8354828

00:40:46.490 --> 00:40:47.990 atmosphere is totally different.

NOTE Confidence: 0.8354828

00:40:47.990 --> 00:40:50.475 The second thing which comes out of

NOTE Confidence: 0.8354828

00:40:50.475 --> 00:40:52.759 my experience and where I'm going to

NOTE Confidence: 0.8354828

00:40:52.759 --> 00:40:55.090 wrap this up is a larger thought,

NOTE Confidence: 0.8354828

00:40:55.090 --> 00:40:57.118 but it related thought about about

NOTE Confidence: 0.8354828

00:40:57.118 --> 00:40:59.340 the nature of freedom, so you know,

NOTE Confidence: 0.8354828

00:40:59.340 --> 00:41:02.520 in in the US when we talk about freedom,

NOTE Confidence: 0.8354828

00:41:02.520 --> 00:41:04.572 we're always talking about freedom from

NOTE Confidence: 0.8354828

00:41:04.572 --> 00:41:06.918 and we're talking about being left alone.

NOTE Confidence: 0.8354828

00:41:06.920 --> 00:41:07.931 We've been talking,

NOTE Confidence: 0.8354828

00:41:07.931 --> 00:41:09.953 we're talking about not being restrained,

NOTE Confidence: 0.8354828

00:41:09.960 --> 00:41:11.308 right? That's that's all.

NOTE Confidence: 0.8354828

00:41:11.308 --> 00:41:14.012 That's all freedom was, but in the hospital,

NOTE Confidence: 0.8354828

00:41:14.012 --> 00:41:16.130 you know, I felt that like,

NOTE Confidence: 0.8354828

00:41:16.130 --> 00:41:18.290 I felt that sense of like.

NOTE Confidence: 0.8354828

00:41:18.290 --> 00:41:19.322 I have to resist.

NOTE Confidence: 0.8354828

00:41:19.322 --> 00:41:21.595 I felt that when I was very sick

NOTE Confidence: 0.8354828

00:41:21.595 --> 00:41:23.575 but I also felt something else,

NOTE Confidence: 0.8354828

00:41:23.580 --> 00:41:24.462 something very different,

NOTE Confidence: 0.8354828

00:41:24.462 --> 00:41:26.226 which was a sense of solidarity.

NOTE Confidence: 0.8354828

00:41:26.230 --> 00:41:28.574 You know that that people were helping me.

NOTE Confidence: 0.8354828

00:41:28.580 --> 00:41:30.344 You know people in the hospital

NOTE Confidence: 0.8354828

00:41:30.344 --> 00:41:31.226 were helping me.

NOTE Confidence: 0.8354828

00:41:31.230 --> 00:41:33.162 People outside the hospital were helping

NOTE Confidence: 0.8354828

00:41:33.162 --> 00:41:35.639 me and that that to be a free person.

NOTE Confidence: 0.8354828

00:41:35.640 --> 00:41:37.176 It isn't enough to just kind

NOTE Confidence: 0.8354828

00:41:37.176 --> 00:41:38.870 of rage and being individual.

NOTE Confidence: 0.8354828

00:41:38.870 --> 00:41:41.516 You all there also has to be kind of.
NOTE Confidence: 0.8354828

00:41:41.520 --> 00:41:43.278 There has to be a system,
NOTE Confidence: 0.8354828

00:41:43.280 --> 00:41:45.146 a set of structures which you
NOTE Confidence: 0.8354828

00:41:45.146 --> 00:41:46.390 can't possibly build yourself
NOTE Confidence: 0.8354828

00:41:46.449 --> 00:41:47.979 right that there's a kind of.
NOTE Confidence: 0.8354828

00:41:47.980 --> 00:41:49.545 So therefore there's a kind
NOTE Confidence: 0.8354828

00:41:49.545 --> 00:41:50.797 of paradox to freedom.
NOTE Confidence: 0.8354828

00:41:50.800 --> 00:41:51.928 It's partly about being
NOTE Confidence: 0.8354828

00:41:51.928 --> 00:41:52.774 this raising individual.
NOTE Confidence: 0.8354828

00:41:52.780 --> 00:41:53.340 That's fine,
NOTE Confidence: 0.8354828

00:41:53.340 --> 00:41:55.300 but it's also partly about the solidarity
NOTE Confidence: 0.8354828

00:41:55.300 --> 00:41:56.893 which builds up the structures which
NOTE Confidence: 0.8354828

00:41:56.893 --> 00:41:58.720 allows you to become an individual,
NOTE Confidence: 0.8354828

00:41:58.720 --> 00:42:00.984 and I think that's true in health care,
NOTE Confidence: 0.8354828

00:42:00.990 --> 00:42:02.754 but I think it's also it's a
NOTE Confidence: 0.8354828

00:42:02.754 --> 00:42:04.100 broader point that Americans,

NOTE Confidence: 0.8354828

00:42:04.100 --> 00:42:06.548 I think miss all the time and the experience

NOTE Confidence: 0.8354828

00:42:06.548 --> 00:42:08.905 in the hospital helped me to see that,

NOTE Confidence: 0.8354828

00:42:08.910 --> 00:42:10.042 and it leads me.

NOTE Confidence: 0.8354828

00:42:10.042 --> 00:42:11.630 I mean, not just that thought,

NOTE Confidence: 0.8354828

00:42:11.630 --> 00:42:14.141 but a lot of the things I've said before

NOTE Confidence: 0.8354828

00:42:14.141 --> 00:42:15.989 led me to the broader conclusion,

NOTE Confidence: 0.8354828

00:42:15.990 --> 00:42:18.086 which I imagine some of you share For

NOTE Confidence: 0.8354828

00:42:18.086 --> 00:42:19.948 these reasons or for different reasons.

NOTE Confidence: 0.8354828

00:42:19.950 --> 00:42:21.430 Which is that health care?

NOTE Confidence: 0.8354828

00:42:21.430 --> 00:42:24.210 Has to be human, right?

NOTE Confidence: 0.8354828

00:42:24.210 --> 00:42:25.125 And you can.

NOTE Confidence: 0.8354828

00:42:25.125 --> 00:42:26.955 You can get to this from.

NOTE Confidence: 0.8354828

00:42:26.960 --> 00:42:28.790 You can get to this from,

NOTE Confidence: 0.8354828

00:42:28.790 --> 00:42:30.554 you know the body like one of

NOTE Confidence: 0.8354828

00:42:30.554 --> 00:42:31.989 the other things that American

NOTE Confidence: 0.8354828

00:42:31.989 --> 00:42:33.861 discussions of freedom avoid is the
NOTE Confidence: 0.8354828

00:42:33.861 --> 00:42:36.238 body we talk about their freedom in
NOTE Confidence: 0.8354828

00:42:36.238 --> 00:42:37.933 terms of abstractions like speech,
NOTE Confidence: 0.8354828

00:42:37.940 --> 00:42:38.245 right?
NOTE Confidence: 0.8354828

00:42:38.245 --> 00:42:39.465 There's something very problematic
NOTE Confidence: 0.8354828

00:42:39.465 --> 00:42:40.990 about talking about free speech,
NOTE Confidence: 0.8354828

00:42:40.990 --> 00:42:42.510 because speech is an abstraction.
NOTE Confidence: 0.8354828

00:42:42.510 --> 00:42:44.645 There's freedom of speech for free people,
NOTE Confidence: 0.8354828

00:42:44.650 --> 00:42:44.949 right?
NOTE Confidence: 0.8354828

00:42:44.949 --> 00:42:47.042 But it's the person that's free ultimately
NOTE Confidence: 0.8354828

00:42:47.042 --> 00:42:49.487 and not the speech we give our freedom
NOTE Confidence: 0.8354828

00:42:49.487 --> 00:42:51.050 to abstractions that don't exist,
NOTE Confidence: 0.8354828

00:42:51.050 --> 00:42:52.222 like a free market.
NOTE Confidence: 0.8354828

00:42:52.222 --> 00:42:54.819 There's no such thing as a free market.
NOTE Confidence: 0.8354828

00:42:54.820 --> 00:42:56.884 But nevertheless we talk about it a lot,
NOTE Confidence: 0.8354828

00:42:56.890 --> 00:42:58.731 but we don't talk about very much

NOTE Confidence: 0.8354828

00:42:58.731 --> 00:43:00.779 or very well is our is our bodies,

NOTE Confidence: 0.8354828

00:43:00.780 --> 00:43:02.310 and of course it means it's

NOTE Confidence: 0.8354828

00:43:02.310 --> 00:43:03.630 a dumb thing to say,

NOTE Confidence: 0.8354828

00:43:03.630 --> 00:43:05.952 and it's something you guys see all the time.

NOTE Confidence: 0.8354828

00:43:05.960 --> 00:43:07.250 But if you can't move,

NOTE Confidence: 0.8354828

00:43:07.250 --> 00:43:08.290 if you're really sick,

NOTE Confidence: 0.8354828

00:43:08.290 --> 00:43:09.070 you're not free.

NOTE Confidence: 0.8354828

00:43:09.070 --> 00:43:11.078 If you don't have a sense of the

NOTE Confidence: 0.8354828

00:43:11.078 --> 00:43:12.681 future because you feel you're very

NOTE Confidence: 0.8354828

00:43:12.681 --> 00:43:14.506 sick and you might die, you're not.

NOTE Confidence: 0.8354828

00:43:14.506 --> 00:43:15.535 You're not free, right?

NOTE Confidence: 0.8354828

00:43:15.535 --> 00:43:17.065 So you can't have a serious

NOTE Confidence: 0.8354828

00:43:17.065 --> 00:43:17.830 discussion of freedom

NOTE Confidence: 0.8535474

00:43:17.876 --> 00:43:18.650 without the body,

NOTE Confidence: 0.8535474

00:43:18.650 --> 00:43:20.972 and we try to do that in the US,

NOTE Confidence: 0.8535474

00:43:20.980 --> 00:43:22.768 and where this where this becomes
NOTE Confidence: 0.8535474

00:43:22.768 --> 00:43:24.281 a discussion about rights is
NOTE Confidence: 0.8535474

00:43:24.281 --> 00:43:25.586 where this meets the market.
NOTE Confidence: 0.8535474

00:43:25.590 --> 00:43:27.333 Because you know the problem in a
NOTE Confidence: 0.8535474

00:43:27.333 --> 00:43:28.709 commercial medical system medical system
NOTE Confidence: 0.8535474

00:43:28.709 --> 00:43:30.159 which is oriented towards profit,
NOTE Confidence: 0.8535474

00:43:30.160 --> 00:43:32.407 is that it's ultimately going to be
NOTE Confidence: 0.8535474

00:43:32.407 --> 00:43:34.526 about people being the right kind of
NOTE Confidence: 0.8535474

00:43:34.526 --> 00:43:36.530 sick for the right amount of time.
NOTE Confidence: 0.8535474

00:43:36.530 --> 00:43:38.385 That's what it's going to be about,
NOTE Confidence: 0.8535474

00:43:38.390 --> 00:43:40.329 and the way to get around that
NOTE Confidence: 0.8535474

00:43:40.329 --> 00:43:41.587 conceptually and ethically is to
NOTE Confidence: 0.8535474

00:43:41.587 --> 00:43:42.882 get the body out of that kind
NOTE Confidence: 0.8535474

00:43:42.882 --> 00:43:44.239 of efficiency calculation.
NOTE Confidence: 0.8535474

00:43:44.240 --> 00:43:46.900 And the only way to do that is to say,
NOTE Confidence: 0.8535474

00:43:46.900 --> 00:43:48.496 I think is to name healthcare

NOTE Confidence: 0.8535474

00:43:48.496 --> 00:43:49.560 as a human right,

NOTE Confidence: 0.8535474

00:43:49.560 --> 00:43:51.156 because that's what a right means.

NOTE Confidence: 0.8535474

00:43:51.160 --> 00:43:52.864 A right means that something has

NOTE Confidence: 0.8535474

00:43:52.864 --> 00:43:54.825 a dignity around it such that you

NOTE Confidence: 0.8535474

00:43:54.825 --> 00:43:56.617 can't talk about it just in terms

NOTE Confidence: 0.8535474

00:43:56.680 --> 00:43:58.402 of how quickly we can get this

NOTE Confidence: 0.8535474

00:43:58.402 --> 00:44:00.410 thing you know out of out of the

NOTE Confidence: 0.8535474

00:44:00.410 --> 00:44:02.013 hospital how quickly we can get

NOTE Confidence: 0.8535474

00:44:02.013 --> 00:44:03.657 this thing in the right place,

NOTE Confidence: 0.8535474

00:44:03.660 --> 00:44:04.680 it removes that logic.

NOTE Confidence: 0.8535474

00:44:04.680 --> 00:44:06.949 If you talk about you talk about rights.

NOTE Confidence: 0.8535474

00:44:06.950 --> 00:44:08.567 So that's that's where I ended up.

NOTE Confidence: 0.8535474

00:44:08.570 --> 00:44:10.880 I've left a lot of things out of the book,

NOTE Confidence: 0.8535474

00:44:10.880 --> 00:44:12.728 but I've given you a lot of detail.

NOTE Confidence: 0.8535474

00:44:12.730 --> 00:44:14.306 I probably talked about a lot of things

NOTE Confidence: 0.8535474

00:44:14.306 --> 00:44:15.729 you've already thought through yourselves.
NOTE Confidence: 0.8535474

00:44:15.730 --> 00:44:16.960 Thank you very much for your
NOTE Confidence: 0.8535474

00:44:16.960 --> 00:44:18.095 patience and I'll look forward
NOTE Confidence: 0.8535474

00:44:18.095 --> 00:44:19.187 to hearing your questions.
NOTE Confidence: 0.7665731

00:44:22.700 --> 00:44:24.889 Here we go, sit up straight on.
NOTE Confidence: 0.7665731

00:44:24.890 --> 00:44:28.719 You were going there we go OK?
NOTE Confidence: 0.7665731

00:44:28.720 --> 00:44:33.328 Oh man, thank you so much Tim for telling
NOTE Confidence: 0.7665731

00:44:33.328 --> 00:44:37.747 your story and for being Frank with us.
NOTE Confidence: 0.7665731

00:44:37.750 --> 00:44:39.510 How point out a couple things before we
NOTE Confidence: 0.7665731

00:44:39.510 --> 00:44:41.529 get to the question and answer portion.
NOTE Confidence: 0.7665731

00:44:41.530 --> 00:44:43.378 I see there's a number of questions
NOTE Confidence: 0.7665731

00:44:43.378 --> 00:44:44.953 or comments were already stacking up
NOTE Confidence: 0.7665731

00:44:44.953 --> 00:44:47.070 and I'll get to them as best we can.
NOTE Confidence: 0.7665731

00:44:47.070 --> 00:44:48.030 First, a simple thing,
NOTE Confidence: 0.7665731

00:44:48.030 --> 00:44:49.783 which is to apologize to the people
NOTE Confidence: 0.7665731

00:44:49.783 --> 00:44:51.355 whose questions I don't get too.

NOTE Confidence: 0.7665731

00:44:51.360 --> 00:44:53.368 We will have a hard stop at 6:30,

NOTE Confidence: 0.7665731

00:44:53.370 --> 00:44:54.882 but this teams left us plenty

NOTE Confidence: 0.7665731

00:44:54.882 --> 00:44:55.890 of time to speak.

NOTE Confidence: 0.7665731

00:44:55.890 --> 00:44:57.570 The second point I want to make

NOTE Confidence: 0.7665731

00:44:57.570 --> 00:44:58.605 which which Professor Snyder

NOTE Confidence: 0.7665731

00:44:58.605 --> 00:44:59.925 two alluded to just briefly,

NOTE Confidence: 0.7665731

00:44:59.930 --> 00:45:01.687 is that what did not happen here

NOTE Confidence: 0.7665731

00:45:01.687 --> 00:45:03.934 is he came to me and said I had

NOTE Confidence: 0.7665731

00:45:03.934 --> 00:45:05.711 a bad experience and I want to

NOTE Confidence: 0.7665731

00:45:05.711 --> 00:45:07.229 come and speak to your group.

NOTE Confidence: 0.7665731

00:45:07.230 --> 00:45:09.085 Speak to the physicians at the hospital.

NOTE Confidence: 0.7665731

00:45:09.090 --> 00:45:10.716 Thank you folks and tell you

NOTE Confidence: 0.7665731

00:45:10.716 --> 00:45:11.800 what for what happened.

NOTE Confidence: 0.7665731

00:45:11.800 --> 00:45:13.880 Here was I read the book and I

NOTE Confidence: 0.7665731

00:45:13.880 --> 00:45:15.833 sought him out and said we need

NOTE Confidence: 0.7665731

00:45:15.833 --> 00:45:18.060 to talk about this and we need to
NOTE Confidence: 0.7665731

00:45:18.060 --> 00:45:19.922 hear it and we have an audience
NOTE Confidence: 0.7665731

00:45:19.930 --> 00:45:21.290 filled with two important Brooks.
NOTE Confidence: 0.7665731

00:45:21.290 --> 00:45:22.100 Three important groups.
NOTE Confidence: 0.7665731

00:45:22.100 --> 00:45:23.450 Really. One is the people.
NOTE Confidence: 0.7665731

00:45:23.450 --> 00:45:25.347 Many people who deliver care at Yale,
NOTE Confidence: 0.7665731

00:45:25.350 --> 00:45:27.114 New Haven Hospital and who are part
NOTE Confidence: 0.7665731

00:45:27.114 --> 00:45:28.870 of the American health care system.
NOTE Confidence: 0.7665731

00:45:28.870 --> 00:45:30.767 This is how we make our lives.
NOTE Confidence: 0.7665731

00:45:30.770 --> 00:45:32.807 The second is we have folks here
NOTE Confidence: 0.7665731

00:45:32.807 --> 00:45:34.783 who are leaders in healthcare and I
NOTE Confidence: 0.7665731

00:45:34.783 --> 00:45:37.404 wanted us to hear it an I wanted us to
NOTE Confidence: 0.7665731

00:45:37.404 --> 00:45:39.815 get a chance to engage him in some dialogue.
NOTE Confidence: 0.7665731

00:45:39.815 --> 00:45:41.950 And the third importantly is we have
NOTE Confidence: 0.7665731

00:45:42.011 --> 00:45:44.159 people here who are future physicians,
NOTE Confidence: 0.7665731

00:45:44.160 --> 00:45:46.240 future nurses and future

NOTE Confidence: 0.7665731

00:45:46.240 --> 00:45:47.800 leaders in healthcare.

NOTE Confidence: 0.7665731

00:45:47.800 --> 00:45:49.655 You know when we have a problem,

NOTE Confidence: 0.7665731

00:45:49.660 --> 00:45:51.232 we have a serious problem that

NOTE Confidence: 0.7665731

00:45:51.232 --> 00:45:52.590 there's a big lesson here.

NOTE Confidence: 0.7665731

00:45:52.590 --> 00:45:53.391 Which was it's?

NOTE Confidence: 0.7665731

00:45:53.391 --> 00:45:54.726 It's easier and more common

NOTE Confidence: 0.7665731

00:45:54.726 --> 00:45:56.048 to look the other way,

NOTE Confidence: 0.7665731

00:45:56.050 --> 00:45:57.640 but that's not an option here.

NOTE Confidence: 0.7665731

00:45:57.640 --> 00:45:59.200 So if there's one lesson the

NOTE Confidence: 0.7665731

00:45:59.200 --> 00:46:00.570 students get out of this,

NOTE Confidence: 0.7665731

00:46:00.570 --> 00:46:02.214 and I think there's many lessons

NOTE Confidence: 0.7665731

00:46:02.214 --> 00:46:04.290 I'd like you to get out of this,

NOTE Confidence: 0.7665731

00:46:04.290 --> 00:46:06.298 but this one is that you know things

NOTE Confidence: 0.7665731

00:46:06.298 --> 00:46:08.549 didn't go well and we could make excuses.

NOTE Confidence: 0.7665731

00:46:08.550 --> 00:46:10.140 We could give rational, rationalize it,

NOTE Confidence: 0.7665731

00:46:10.140 --> 00:46:12.450 or we can look at, look at it squarely,
NOTE Confidence: 0.7665731

00:46:12.450 --> 00:46:14.400 make that eye contact with our problems,
NOTE Confidence: 0.7665731

00:46:14.400 --> 00:46:16.528 and see how we want to address it.
NOTE Confidence: 0.7665731

00:46:16.530 --> 00:46:18.490 So, again, this was not Tim saying.
NOTE Confidence: 0.7665731

00:46:18.490 --> 00:46:20.128 I'm coming to complain to you guys.
NOTE Confidence: 0.7665731

00:46:20.130 --> 00:46:21.810 This was missing come and speak to us
NOTE Confidence: 0.7665731

00:46:21.810 --> 00:46:23.644 and so with that I want to give you
NOTE Confidence: 0.7665731

00:46:23.644 --> 00:46:25.429 I'm going to be reading your questions
NOTE Confidence: 0.7665731

00:46:25.429 --> 00:46:27.145 if you have questions or comments,
NOTE Confidence: 0.7665731

00:46:27.150 --> 00:46:28.950 please put him through the Q&A and I'm
NOTE Confidence: 0.7665731

00:46:28.950 --> 00:46:30.886 going to share these with with Tim now.
NOTE Confidence: 0.81317

00:46:33.200 --> 00:46:36.088 And and to get to some of these.
NOTE Confidence: 0.81317

00:46:36.090 --> 00:46:37.890 Some of these are simply,
NOTE Confidence: 0.81317

00:46:37.890 --> 00:46:39.394 you know, no question,
NOTE Confidence: 0.81317

00:46:39.394 --> 00:46:41.650 just shame so many missed opportunities
NOTE Confidence: 0.81317

00:46:41.720 --> 00:46:44.030 to provide basic level of health care.

NOTE Confidence: 0.81317

00:46:44.030 --> 00:46:44.752 Very disturbing.

NOTE Confidence: 0.81317

00:46:44.752 --> 00:46:46.557 You could easily have died.

NOTE Confidence: 0.81317

00:46:46.560 --> 00:46:48.096 Hubris, carelessness, system failure.

NOTE Confidence: 0.81317

00:46:48.096 --> 00:46:50.400 Question is a specific questions surgical

NOTE Confidence: 0.81317

00:46:50.457 --> 00:46:52.473 teams usually having morbidity and mortality

NOTE Confidence: 0.81317

00:46:52.473 --> 00:46:54.499 conference to learn from bad outcomes.

NOTE Confidence: 0.81317

00:46:54.500 --> 00:46:55.104 This count.

NOTE Confidence: 0.81317

00:46:55.104 --> 00:46:56.916 This seminar is a form of

NOTE Confidence: 0.81317

00:46:56.916 --> 00:46:58.830 morbidity and mortality conference,

NOTE Confidence: 0.81317

00:46:58.830 --> 00:46:59.979 but more specifically,

NOTE Confidence: 0.81317

00:46:59.979 --> 00:47:03.040 the surgeons meet when things don't go well.

NOTE Confidence: 0.81317

00:47:03.040 --> 00:47:04.424 And talk about it to try and prevent

NOTE Confidence: 0.81317

00:47:04.424 --> 00:47:05.210 it from happening.

NOTE Confidence: 0.81317

00:47:05.210 --> 00:47:05.602 Next time.

NOTE Confidence: 0.81317

00:47:05.602 --> 00:47:06.386 Do you know Tim?

NOTE Confidence: 0.81317

00:47:06.390 --> 00:47:07.566 If that happened in your case?
NOTE Confidence: 0.8343179

00:47:10.280 --> 00:47:12.038 So first I want to say
NOTE Confidence: 0.8343179

00:47:12.038 --> 00:47:13.210 something about system failure,
NOTE Confidence: 0.8343179

00:47:13.210 --> 00:47:15.568 'cause I I just I like that term when
NOTE Confidence: 0.8343179

00:47:15.568 --> 00:47:18.184 I was when I was going through this.
NOTE Confidence: 0.8343179

00:47:18.190 --> 00:47:20.683 So you have to remember like I mean thank
NOTE Confidence: 0.8343179

00:47:20.683 --> 00:47:23.099 you Mark for pointing out that I'm not
NOTE Confidence: 0.8343179

00:47:23.099 --> 00:47:25.513 like I didn't actually want to do this.
NOTE Confidence: 0.8343179

00:47:25.513 --> 00:47:27.462 You know more Mark asked
NOTE Confidence: 0.8343179

00:47:27.462 --> 00:47:30.186 me a number of times and.
NOTE Confidence: 0.8343179

00:47:30.190 --> 00:47:31.190 But once I did it,
NOTE Confidence: 0.8343179

00:47:31.190 --> 00:47:32.990 I gotta do it the way I do it,
NOTE Confidence: 0.8343179

00:47:32.990 --> 00:47:33.995 'cause this is the only
NOTE Confidence: 0.8343179

00:47:33.995 --> 00:47:35.190 honest way I can do it,
NOTE Confidence: 0.8343179

00:47:35.190 --> 00:47:37.476 but I like the I like to like system
NOTE Confidence: 0.8343179

00:47:37.476 --> 00:47:39.405 failure 'cause when I was a patient.

NOTE Confidence: 0.8343179

00:47:39.410 --> 00:47:41.060 It felt like bad luck like

NOTE Confidence: 0.8343179

00:47:41.060 --> 00:47:42.520 again and again bad luck.

NOTE Confidence: 0.8343179

00:47:42.520 --> 00:47:44.218 Bad luck here. Bad luck there.

NOTE Confidence: 0.8343179

00:47:44.220 --> 00:47:45.918 Bad luck there. Bad luck there.

NOTE Confidence: 0.8343179

00:47:45.920 --> 00:47:47.618 Bad luck there. Bad luck there.

NOTE Confidence: 0.8343179

00:47:47.620 --> 00:47:50.196 But then after a while you realize.

NOTE Confidence: 0.8343179

00:47:50.200 --> 00:47:52.188 It's not actually bad luck like that.

NOTE Confidence: 0.8343179

00:47:52.190 --> 00:47:53.326 After awhile your analytic

NOTE Confidence: 0.8343179

00:47:53.326 --> 00:47:55.030 brain kicks in and says no.

NOTE Confidence: 0.8343179

00:47:55.030 --> 00:47:55.882 Wait a minute.

NOTE Confidence: 0.8343179

00:47:55.882 --> 00:47:57.018 There are patterns here.

NOTE Confidence: 0.8343179

00:47:57.020 --> 00:47:58.435 This isn't just an individual

NOTE Confidence: 0.8343179

00:47:58.435 --> 00:47:59.567 thing happening to you,

NOTE Confidence: 0.8343179

00:47:59.570 --> 00:48:00.166 this is,

NOTE Confidence: 0.8343179

00:48:00.166 --> 00:48:02.252 there are things you can actually analyze

NOTE Confidence: 0.8343179

00:48:02.252 --> 00:48:04.341 which I tried to do a little bit as far
NOTE Confidence: 0.8343179

00:48:04.341 --> 00:48:06.668 as the morbidity and Mortality conference.
NOTE Confidence: 0.8343179

00:48:06.670 --> 00:48:07.525 I I don't.
NOTE Confidence: 0.8343179

00:48:07.525 --> 00:48:08.380 I don't know.
NOTE Confidence: 0.8343179

00:48:08.380 --> 00:48:09.229 I have not.
NOTE Confidence: 0.8343179

00:48:09.229 --> 00:48:10.078 Although I have,
NOTE Confidence: 0.8343179

00:48:10.080 --> 00:48:11.450 I have their people were
NOTE Confidence: 0.8343179

00:48:11.450 --> 00:48:13.200 very close to me at Yale,
NOTE Confidence: 0.8343179

00:48:13.200 --> 00:48:13.692 New Haven.
NOTE Confidence: 0.8343179

00:48:13.692 --> 00:48:15.660 You know who I love and cherish that
NOTE Confidence: 0.8343179

00:48:15.722 --> 00:48:17.486 I have not maintained contact with
NOTE Confidence: 0.8343179

00:48:17.486 --> 00:48:19.637 anyone who was taking care of me
NOTE Confidence: 0.8343179

00:48:19.637 --> 00:48:21.173 during this particular moment, so.
NOTE Confidence: 0.8343179

00:48:21.173 --> 00:48:22.688 I don't, I don't know.
NOTE Confidence: 0.8343179

00:48:22.690 --> 00:48:23.270 Not that
NOTE Confidence: 0.8084892

00:48:23.270 --> 00:48:24.720 I know of. Thanks, Jim.

NOTE Confidence: 0.8084892

00:48:24.720 --> 00:48:27.033 So I would make it take a second here

NOTE Confidence: 0.8084892

00:48:27.033 --> 00:48:29.681 to make a small point which is of all

NOTE Confidence: 0.8084892

00:48:29.681 --> 00:48:32.000 the things that went wrong there has.

NOTE Confidence: 0.8084892

00:48:32.000 --> 00:48:33.596 I think it came into place

NOTE Confidence: 0.8084892

00:48:33.596 --> 00:48:35.489 since your time in the hospital.

NOTE Confidence: 0.8084892

00:48:35.490 --> 00:48:37.080 Tim, a law national law that

NOTE Confidence: 0.8084892

00:48:37.080 --> 00:48:38.835 says that everybody has access to

NOTE Confidence: 0.8084892

00:48:38.835 --> 00:48:40.435 their medical records very easily,

NOTE Confidence: 0.8084892

00:48:40.440 --> 00:48:42.470 much more easily than in the past.

NOTE Confidence: 0.8084892

00:48:42.470 --> 00:48:44.507 Now there are certain exceptions to that,

NOTE Confidence: 0.8084892

00:48:44.510 --> 00:48:45.970 but for the most part,

NOTE Confidence: 0.8084892

00:48:45.970 --> 00:48:47.425 any patient in the hospital

NOTE Confidence: 0.8084892

00:48:47.425 --> 00:48:48.880 can quickly access their MRI.

NOTE Confidence: 0.8084892

00:48:48.880 --> 00:48:50.910 The Progress note the physician wrote today,

NOTE Confidence: 0.8084892

00:48:50.910 --> 00:48:51.496 etc so.

NOTE Confidence: 0.8084892

00:48:51.496 --> 00:48:53.254 Perhaps there was a small improvement

NOTE Confidence: 0.8084892

00:48:53.254 --> 00:48:55.343 in that you Tim could have been

NOTE Confidence: 0.8084892

00:48:55.343 --> 00:48:57.339 reading your own MRI results and said,

NOTE Confidence: 0.8084892

00:48:57.340 --> 00:48:59.008 well, what the hell is this?

NOTE Confidence: 0.8084892

00:48:59.010 --> 00:48:59.295 However,

NOTE Confidence: 0.8084892

00:48:59.295 --> 00:49:01.005 amount would point out that that

NOTE Confidence: 0.8084892

00:49:01.005 --> 00:49:02.980 may help move us somewhere in a

NOTE Confidence: 0.8084892

00:49:02.980 --> 00:49:04.570 small way in the right direction.

NOTE Confidence: 0.8084892

00:49:04.570 --> 00:49:06.516 But of course that assumes that the

NOTE Confidence: 0.8084892

00:49:06.516 --> 00:49:08.213 person reading it is healthy enough

NOTE Confidence: 0.8084892

00:49:08.213 --> 00:49:10.418 to focus on it is educated enough to

NOTE Confidence: 0.8084892

00:49:10.418 --> 00:49:12.350 understand it and is fluent in English,

NOTE Confidence: 0.8084892

00:49:12.350 --> 00:49:14.149 or else has friends or relatives who

NOTE Confidence: 0.8084892

00:49:14.149 --> 00:49:15.410 are very sophisticated medically.

NOTE Confidence: 0.8084892

00:49:15.410 --> 00:49:17.186 It's kind of a savviness requirement

NOTE Confidence: 0.8084892

00:49:17.186 --> 00:49:19.018 that we've talked about in the past.

NOTE Confidence: 0.8084892

00:49:19.020 --> 00:49:21.963 And by the way, when you're sick as hell.

NOTE Confidence: 0.8084892

00:49:21.970 --> 00:49:23.510 Trying to make sense out of the

NOTE Confidence: 0.8084892

00:49:23.510 --> 00:49:25.082 MRI report is not something we

NOTE Confidence: 0.8084892

00:49:25.082 --> 00:49:26.517 should expect of our patients,

NOTE Confidence: 0.8084892

00:49:26.520 --> 00:49:28.320 but that is one small thing and we'll

NOTE Confidence: 0.8084892

00:49:28.320 --> 00:49:29.810 talk about this another session.

NOTE Confidence: 0.8084892

00:49:29.810 --> 00:49:31.791 But actually that law has its own

NOTE Confidence: 0.8084892

00:49:31.791 --> 00:49:33.349 problems in Pediatrics and I don't

NOTE Confidence: 0.8084892

00:49:33.349 --> 00:49:35.130 want to go down that road right now,

NOTE Confidence: 0.8084892

00:49:35.130 --> 00:49:37.118 except to say that that it is

NOTE Confidence: 0.8084892

00:49:37.118 --> 00:49:38.315 frustrating that the information

NOTE Confidence: 0.8084892

00:49:38.315 --> 00:49:40.338 was there that could have led to

NOTE Confidence: 0.8084892

00:49:40.338 --> 00:49:42.252 a very different course and you

NOTE Confidence: 0.8084892

00:49:42.252 --> 00:49:44.160 weren't told that it was there.

NOTE Confidence: 0.8084892

00:49:44.160 --> 00:49:44.740 Another question,

NOTE Confidence: 0.8084892

00:49:44.740 --> 00:49:46.770 please order comment from my friend France.

NOTE Confidence: 0.8084892

00:49:46.770 --> 00:49:48.510 I learned this more than 20

NOTE Confidence: 0.8084892

00:49:48.510 --> 00:49:49.670 years ago and nodding.

NOTE Confidence: 0.8084892

00:49:49.670 --> 00:49:51.410 If you want yes or not.

NOTE Confidence: 0.8084892

00:49:51.410 --> 00:49:52.280 So basic communication

NOTE Confidence: 0.8084892

00:49:52.280 --> 00:49:53.440 skill leading the patient,

NOTE Confidence: 0.8084892

00:49:53.440 --> 00:49:55.253 you know we all learned this in

NOTE Confidence: 0.8084892

00:49:55.253 --> 00:49:56.741 medical school or should have

NOTE Confidence: 0.8084892

00:49:56.741 --> 00:49:58.366 whether or not we incorporated.

NOTE Confidence: 0.8084892

00:49:58.370 --> 00:50:00.690 Which is, you know we say things like,

NOTE Confidence: 0.8084892

00:50:00.690 --> 00:50:02.720 well, you've never had a venereal disease,

NOTE Confidence: 0.8084892

00:50:02.720 --> 00:50:03.009 right?

NOTE Confidence: 0.8084892

00:50:03.009 --> 00:50:04.743 That's not actually the way we're

NOTE Confidence: 0.8084892

00:50:04.743 --> 00:50:06.489 supposed to ask the question so,

NOTE Confidence: 0.8084892

00:50:06.490 --> 00:50:08.326 but it's an excellent point to

NOTE Confidence: 0.8084892

00:50:08.326 --> 00:50:09.970 be reinforced to all of us,

NOTE Confidence: 0.8084892

00:50:09.970 --> 00:50:12.581 not just the students lack of eye

NOTE Confidence: 0.8084892

00:50:12.581 --> 00:50:14.749 contact is again commented on.

NOTE Confidence: 0.8084892

00:50:14.750 --> 00:50:16.676 Here's a question that one of

NOTE Confidence: 0.8084892

00:50:16.676 --> 00:50:17.960 the physicians writes God.

NOTE Confidence: 0.8084892

00:50:17.960 --> 00:50:19.976 I'm so sorry you went through that

NOTE Confidence: 0.8084892

00:50:19.976 --> 00:50:21.674 horrific chain of experiences at

NOTE Confidence: 0.8084892

00:50:21.674 --> 00:50:23.614 any hospital, and especially here.

NOTE Confidence: 0.8084892

00:50:23.614 --> 00:50:25.554 It's enormously helpful to hear

NOTE Confidence: 0.8084892

00:50:25.554 --> 00:50:26.330 this feedback.

NOTE Confidence: 0.8084892

00:50:26.330 --> 00:50:28.328 I fully agree with you about

NOTE Confidence: 0.8084892

00:50:28.328 --> 00:50:29.660 the problem of racism.

NOTE Confidence: 0.8084892

00:50:29.660 --> 00:50:30.908 The overly quick discharge,

NOTE Confidence: 0.8084892

00:50:30.908 --> 00:50:33.320 the lack of a single team captain,

NOTE Confidence: 0.8084892

00:50:33.320 --> 00:50:34.990 the excessive attention to machines,

NOTE Confidence: 0.8084892

00:50:34.990 --> 00:50:37.867 and the lack of attention to patients.

NOTE Confidence: 0.8084892

00:50:37.870 --> 00:50:39.916 It strikes me that another significant
NOTE Confidence: 0.8084892

00:50:39.916 --> 00:50:41.733 problem was the repeated failure
NOTE Confidence: 0.8084892

00:50:41.733 --> 00:50:43.293 to correctly obtain critical
NOTE Confidence: 0.8084892

00:50:43.293 --> 00:50:45.243 information from the medical chart.
NOTE Confidence: 0.8084892

00:50:45.250 --> 00:50:48.076 The liver Abscess the procalcitonin level.
NOTE Confidence: 0.8084892

00:50:48.080 --> 00:50:50.124 How do you think we can liberate
NOTE Confidence: 0.8084892

00:50:50.124 --> 00:50:51.000 doctors from machines,
NOTE Confidence: 0.8084892

00:50:51.000 --> 00:50:51.933 electronic records while
NOTE Confidence: 0.8084892

00:50:51.933 --> 00:50:52.866 simultaneously improving transmission
NOTE Confidence: 0.8084892

00:50:52.866 --> 00:50:54.110 of critical care test
NOTE Confidence: 0.8498593

00:50:54.149 --> 00:50:55.201 results from the electronic
NOTE Confidence: 0.8498593

00:50:55.201 --> 00:50:56.253 medical record to physicians?
NOTE Confidence: 0.8498593

00:50:56.260 --> 00:50:58.297 And so it's a very insightful question.
NOTE Confidence: 0.8498593

00:50:58.300 --> 00:50:59.760 Then we have two problems.
NOTE Confidence: 0.8498593

00:50:59.760 --> 00:51:01.587 One is we spend too much time
NOTE Confidence: 0.8498593

00:51:01.587 --> 00:51:02.970 looking at the machines,

NOTE Confidence: 0.8498593

00:51:02.970 --> 00:51:04.572 and the other is actually that

NOTE Confidence: 0.8498593

00:51:04.572 --> 00:51:06.026 someone didn't pay close enough

NOTE Confidence: 0.8498593

00:51:06.026 --> 00:51:07.350 attention from the machine.

NOTE Confidence: 0.8498593

00:51:07.350 --> 00:51:07.794 Is there?

NOTE Confidence: 0.8498593

00:51:07.794 --> 00:51:09.966 Is there a way we can get away from

NOTE Confidence: 0.8498593

00:51:09.966 --> 00:51:11.656 the machines and still improve

NOTE Confidence: 0.8498593

00:51:11.656 --> 00:51:13.382 the transmission of those critical

NOTE Confidence: 0.8498593

00:51:13.382 --> 00:51:15.236 results that you can think of?

NOTE Confidence: 0.8498593

00:51:15.240 --> 00:51:15.530 Tim,

NOTE Confidence: 0.8498593

00:51:15.530 --> 00:51:18.002 I mean, as someone who's you know takes

NOTE Confidence: 0.8498593

00:51:18.002 --> 00:51:20.087 someone who's totally outside of this?

NOTE Confidence: 0.8498593

00:51:20.090 --> 00:51:23.034 I would say your problems are deeper than

NOTE Confidence: 0.8498593

00:51:23.034 --> 00:51:25.392 that because you physicians also just

NOTE Confidence: 0.8498593

00:51:25.392 --> 00:51:28.340 spend way too much time entering records.

NOTE Confidence: 0.8498593

00:51:28.340 --> 00:51:30.370 And you don't like the way you

NOTE Confidence: 0.8498593

00:51:30.370 --> 00:51:32.593 enter records and your level of the
NOTE Confidence: 0.8498593

00:51:32.593 --> 00:51:34.519 frustration of that comes from your
NOTE Confidence: 0.8498593

00:51:34.581 --> 00:51:36.516 spending time with the machines,
NOTE Confidence: 0.8498593

00:51:36.520 --> 00:51:38.795 then feeds back negatively on the care.
NOTE Confidence: 0.8498593

00:51:38.800 --> 00:51:42.400 I think so. I think it's I think you have to.
NOTE Confidence: 0.8498593

00:51:42.400 --> 00:51:45.016 I would scrap what you got and start.
NOTE Confidence: 0.8498593

00:51:45.020 --> 00:51:47.063 I mean I think makes no sense to have
NOTE Confidence: 0.8498593

00:51:47.063 --> 00:51:49.269 a monopolist monopoly monopolistic.
NOTE Confidence: 0.8498593

00:51:49.270 --> 00:51:50.900 Who's designed one system which
NOTE Confidence: 0.8498593

00:51:50.900 --> 00:51:52.204 everybody has to use,
NOTE Confidence: 0.8498593

00:51:52.210 --> 00:51:53.522 which is fundamentally correct.
NOTE Confidence: 0.8498593

00:51:53.522 --> 00:51:55.485 Me, if I'm wrong about about
NOTE Confidence: 0.8498593

00:51:55.485 --> 00:51:57.120 fees rather than about diagnosis,
NOTE Confidence: 0.8498593

00:51:57.120 --> 00:51:58.077 an about planning.
NOTE Confidence: 0.8498593

00:51:58.077 --> 00:52:00.310 I think that should be scrapped and
NOTE Confidence: 0.8498593

00:52:00.374 --> 00:52:02.404 and that and the system that should

NOTE Confidence: 0.8498593

00:52:02.404 --> 00:52:04.868 be the system that should be used by

NOTE Confidence: 0.8498593

00:52:04.868 --> 00:52:06.708 doctors should be designed by doctors.

NOTE Confidence: 0.8498593

00:52:06.708 --> 00:52:09.390 I think that would have to be the rule

NOTE Confidence: 0.8498593

00:52:09.457 --> 00:52:11.865 and 'cause I have not met a physician.

NOTE Confidence: 0.8498593

00:52:11.870 --> 00:52:13.886 You know, in the hospital or in

NOTE Confidence: 0.8498593

00:52:13.886 --> 00:52:16.108 private life or anyone who says well,

NOTE Confidence: 0.8498593

00:52:16.110 --> 00:52:17.620 let's record keeping system we

NOTE Confidence: 0.8498593

00:52:17.620 --> 00:52:18.526 have going now.

NOTE Confidence: 0.8498593

00:52:18.530 --> 00:52:19.726 Is this really good?

NOTE Confidence: 0.8498593

00:52:19.726 --> 00:52:21.860 That's really the thing we should have.

NOTE Confidence: 0.8498593

00:52:21.860 --> 00:52:22.928 So I it's it's.

NOTE Confidence: 0.8498593

00:52:22.928 --> 00:52:24.263 It's the technique of having

NOTE Confidence: 0.8498593

00:52:24.263 --> 00:52:25.500 every system connected.

NOTE Confidence: 0.8498593

00:52:25.500 --> 00:52:27.020 Shouldn't that shouldn't be difficult.

NOTE Confidence: 0.8498593

00:52:27.020 --> 00:52:28.160 I think it's just.

NOTE Confidence: 0.8498593

00:52:28.160 --> 00:52:29.585 I think the what strikes
NOTE Confidence: 0.8498593

00:52:29.585 --> 00:52:31.109 me as being you again,
NOTE Confidence: 0.8498593

00:52:31.110 --> 00:52:32.490 you guys can correct me,
NOTE Confidence: 0.8498593

00:52:32.490 --> 00:52:33.870 but she's being very weird.
NOTE Confidence: 0.8498593

00:52:33.870 --> 00:52:35.394 Is the way that you're constantly
NOTE Confidence: 0.8498593

00:52:35.394 --> 00:52:37.264 like using these drop down menus and
NOTE Confidence: 0.8498593

00:52:37.264 --> 00:52:38.872 you know being forced down various
NOTE Confidence: 0.8498593

00:52:38.872 --> 00:52:40.374 pathways which are basically about
NOTE Confidence: 0.8498593

00:52:40.374 --> 00:52:41.854 billing rather than having like
NOTE Confidence: 0.8498593

00:52:41.854 --> 00:52:43.530 rather than just like getting the
NOTE Confidence: 0.8498593

00:52:43.530 --> 00:52:44.910 clear line of reasoning across.
NOTE Confidence: 0.8498593

00:52:44.910 --> 00:52:47.430 And then when I read all the other thing
NOTE Confidence: 0.8498593

00:52:47.430 --> 00:52:49.600 which happens I mean is is you guys?
NOTE Confidence: 0.8498593

00:52:49.600 --> 00:52:51.805 I mean sorry to say this but you guys
NOTE Confidence: 0.8498593

00:52:51.805 --> 00:52:54.287 write things that aren't true on the record.
NOTE Confidence: 0.8498593

00:52:54.290 --> 00:52:55.600 Sometimes in order like in

NOTE Confidence: 0.8498593

00:52:55.600 --> 00:52:57.330 order to make things go faster.

NOTE Confidence: 0.8498593

00:52:57.330 --> 00:52:59.160 And it just seems like that

NOTE Confidence: 0.8498593

00:52:59.160 --> 00:53:00.380 shouldn't have to happen.

NOTE Confidence: 0.8498593

00:53:00.380 --> 00:53:01.510 But I don't have any.

NOTE Confidence: 0.8498593

00:53:01.510 --> 00:53:03.022 I mean my my my silver bullet would

NOTE Confidence: 0.8498593

00:53:03.022 --> 00:53:04.971 be you have to start from scratch and

NOTE Confidence: 0.8498593

00:53:04.971 --> 00:53:06.480 have the doctors actually design it.

NOTE Confidence: 0.8498593

00:53:06.480 --> 00:53:08.104 Like have the doctors say what they

NOTE Confidence: 0.8498593

00:53:08.104 --> 00:53:09.647 would actually like to be dealing with,

NOTE Confidence: 0.8498593

00:53:09.650 --> 00:53:10.802 because I don't think any of

NOTE Confidence: 0.8498593

00:53:10.802 --> 00:53:12.416 you like to be dealing with the

NOTE Confidence: 0.8498593

00:53:12.416 --> 00:53:13.484 thing that you're dealing

NOTE Confidence: 0.84187055

00:53:13.490 --> 00:53:15.298 with now. I think that's a fair statement.

NOTE Confidence: 0.84187055

00:53:15.300 --> 00:53:17.325 Have not? I've not met a physician who says,

NOTE Confidence: 0.84187055

00:53:17.330 --> 00:53:18.686 man, this is so much better.

NOTE Confidence: 0.84187055

00:53:18.690 --> 00:53:20.370 There are aspects of it that are better
NOTE Confidence: 0.84187055

00:53:20.370 --> 00:53:21.891 in an what's somewhat sad for those
NOTE Confidence: 0.84187055

00:53:21.891 --> 00:53:23.980 of us who are a bit grayer is that
NOTE Confidence: 0.84187055

00:53:23.980 --> 00:53:25.462 there are more and more physicians
NOTE Confidence: 0.84187055

00:53:25.470 --> 00:53:28.356 who don't know any other way.
NOTE Confidence: 0.84187055

00:53:28.360 --> 00:53:30.448 This is how they were raised and when
NOTE Confidence: 0.84187055

00:53:30.448 --> 00:53:32.941 we say you know what just put the thing
NOTE Confidence: 0.84187055

00:53:32.941 --> 00:53:35.155 aside from it and look at the look
NOTE Confidence: 0.84187055

00:53:35.155 --> 00:53:37.032 at the patients where my case look
NOTE Confidence: 0.84187055

00:53:37.032 --> 00:53:39.200 at the kids mother and talk to her.
NOTE Confidence: 0.84187055

00:53:39.200 --> 00:53:41.000 Yeah, connect to separate that 'cause
NOTE Confidence: 0.84187055

00:53:41.000 --> 00:53:42.200 there's so many responsibilities
NOTE Confidence: 0.84187055

00:53:42.247 --> 00:53:43.878 with the keyboard and with and with
NOTE Confidence: 0.84187055

00:53:43.878 --> 00:53:44.620 the computer, yeah?
NOTE Confidence: 0.8234774

00:53:46.050 --> 00:53:48.178 Can I can I jump in their
NOTE Confidence: 0.8234774

00:53:48.178 --> 00:53:50.018 markets like this that I this?

NOTE Confidence: 0.8234774

00:53:50.020 --> 00:53:51.540 Was this thing about physicality?

NOTE Confidence: 0.8234774

00:53:51.540 --> 00:53:53.268 I mean I just learned that

NOTE Confidence: 0.8234774

00:53:53.268 --> 00:53:55.200 this was taught in Med school.

NOTE Confidence: 0.8234774

00:53:55.200 --> 00:53:57.640 That's what I was wondering the whole time.

NOTE Confidence: 0.8234774

00:53:57.640 --> 00:54:00.080 Like is this actually taught in Med school?

NOTE Confidence: 0.8234774

00:54:00.080 --> 00:54:01.814 Because it seems like so many

NOTE Confidence: 0.8234774

00:54:01.814 --> 00:54:03.352 of the physicians and the

NOTE Confidence: 0.8234774

00:54:03.352 --> 00:54:04.957 nurses are getting this wrong.

NOTE Confidence: 0.8234774

00:54:04.960 --> 00:54:06.922 The physicality getting the physicality wrong

NOTE Confidence: 0.8234774

00:54:06.922 --> 00:54:08.929 because from the patients point of view,

NOTE Confidence: 0.8234774

00:54:08.930 --> 00:54:10.450 subconsciously we're being demoted, right?

NOTE Confidence: 0.8234774

00:54:10.450 --> 00:54:12.571 We're being demoted all the time that

NOTE Confidence: 0.8234774

00:54:12.571 --> 00:54:15.151 you know the the stupid robot that the

NOTE Confidence: 0.8234774

00:54:15.151 --> 00:54:17.310 nurses are pushing in front of them.

NOTE Confidence: 0.8234774

00:54:17.310 --> 00:54:18.876 Is always more important than us.

NOTE Confidence: 0.8234774

00:54:18.880 --> 00:54:20.190 It's always getting more attention
NOTE Confidence: 0.8234774

00:54:20.190 --> 00:54:20.976 than we are.
NOTE Confidence: 0.8234774

00:54:20.980 --> 00:54:22.590 Is getting more of her eyes more
NOTE Confidence: 0.8234774

00:54:22.590 --> 00:54:24.378 of her arms more for everything.
NOTE Confidence: 0.8234774

00:54:24.380 --> 00:54:25.372 More of his everything.
NOTE Confidence: 0.8234774

00:54:25.372 --> 00:54:26.860 And and with doctors is not
NOTE Confidence: 0.8234774

00:54:26.913 --> 00:54:27.789 quite so dramatic.
NOTE Confidence: 0.8234774

00:54:27.790 --> 00:54:28.766 But it's also true.
NOTE Confidence: 0.8234774

00:54:28.766 --> 00:54:30.930 We were being demoted all the time because,
NOTE Confidence: 0.8234774

00:54:30.930 --> 00:54:31.954 you know, your cousin,
NOTE Confidence: 0.8234774

00:54:31.954 --> 00:54:32.978 'cause doctors are not
NOTE Confidence: 0.8234774

00:54:32.978 --> 00:54:34.080 better than anyone else.
NOTE Confidence: 0.8234774

00:54:34.080 --> 00:54:35.921 Like when you look at a screen
NOTE Confidence: 0.8234774

00:54:35.921 --> 00:54:37.479 you forget you have a body,
NOTE Confidence: 0.8234774

00:54:37.480 --> 00:54:38.790 but the person who's watching
NOTE Confidence: 0.8234774

00:54:38.790 --> 00:54:40.100 you doesn't forget your body.

NOTE Confidence: 0.8234774

00:54:40.100 --> 00:54:41.440 The person who's watching you

NOTE Confidence: 0.8234774

00:54:41.440 --> 00:54:43.067 sees the body slanted away and

NOTE Confidence: 0.8234774

00:54:43.067 --> 00:54:44.501 the headless land away in the

NOTE Confidence: 0.8234774

00:54:44.501 --> 00:54:46.130 Iceland away and sees the eyeballs.

NOTE Confidence: 0.8234774

00:54:46.130 --> 00:54:47.840 You know, going back and forth.

NOTE Confidence: 0.8234774

00:54:47.840 --> 00:54:50.168 Like in that for us as a demotion.

NOTE Confidence: 0.8234774

00:54:50.170 --> 00:54:50.694 And worse,

NOTE Confidence: 0.8234774

00:54:50.694 --> 00:54:52.266 I mean other thing which happens

NOTE Confidence: 0.8234774

00:54:52.266 --> 00:54:54.125 is that the presence of the

NOTE Confidence: 0.8234774

00:54:54.125 --> 00:54:55.409 machine distracts the patient,

NOTE Confidence: 0.8234774

00:54:55.410 --> 00:54:56.574 not just the doctor.

NOTE Confidence: 0.8234774

00:54:56.574 --> 00:54:58.029 So if you're a patient,

NOTE Confidence: 0.8234774

00:54:58.030 --> 00:55:00.350 even if you're like a smart together patient,

NOTE Confidence: 0.8234774

00:55:00.350 --> 00:55:01.805 very often you're sitting there

NOTE Confidence: 0.8234774

00:55:01.805 --> 00:55:03.260 waiting 'cause you got like.

NOTE Confidence: 0.8234774

00:55:03.260 --> 00:55:05.879 One thing you want to ask the doctor you,
NOTE Confidence: 0.8234774

00:55:05.880 --> 00:55:07.335 and you're trying hard to
NOTE Confidence: 0.8234774

00:55:07.335 --> 00:55:08.499 remember that one thing,
NOTE Confidence: 0.8234774

00:55:08.500 --> 00:55:10.246 and then the doctor comes in.
NOTE Confidence: 0.8234774

00:55:10.250 --> 00:55:12.578 You got your 5 seconds with the doctor,
NOTE Confidence: 0.8234774

00:55:12.580 --> 00:55:14.596 and the doctor looks at the phone
NOTE Confidence: 0.8234774

00:55:14.596 --> 00:55:16.360 and you forget what it wants.
NOTE Confidence: 0.8234774

00:55:16.360 --> 00:55:18.262 You get distracted by the his
NOTE Confidence: 0.8234774

00:55:18.262 --> 00:55:19.530 distraction or her distraction.
NOTE Confidence: 0.8234774

00:55:19.530 --> 00:55:21.497 So I think like that you know,
NOTE Confidence: 0.8234774

00:55:21.500 --> 00:55:22.900 I just can't test over.
NOTE Confidence: 0.8234774

00:55:22.900 --> 00:55:25.148 I can't just I can't exaggerate too much.
NOTE Confidence: 0.8234774

00:55:25.150 --> 00:55:27.117 You know, like this can't be exaggerated.
NOTE Confidence: 0.8234774

00:55:27.120 --> 00:55:28.520 The physicality of the doctor,
NOTE Confidence: 0.8234774

00:55:28.520 --> 00:55:29.925 patient connection from the patients
NOTE Confidence: 0.8234774

00:55:29.925 --> 00:55:31.892 point of view is really, really important.

NOTE Confidence: 0.8234774

00:55:31.892 --> 00:55:33.016 Because we're in this,

NOTE Confidence: 0.8234774

00:55:33.020 --> 00:55:34.833 it's very hard for us to communicate

NOTE Confidence: 0.8234774

00:55:34.833 --> 00:55:36.561 and like any barrier that stood

NOTE Confidence: 0.8234774

00:55:36.561 --> 00:55:38.355 in the way of our communication.

NOTE Confidence: 0.8234774

00:55:38.360 --> 00:55:39.480 Any demotion write anything.

NOTE Confidence: 0.8234774

00:55:39.480 --> 00:55:40.320 And what when,

NOTE Confidence: 0.8234774

00:55:40.320 --> 00:55:42.042 what you do first matter so

NOTE Confidence: 0.8234774

00:55:42.042 --> 00:55:44.059 much like when you walk into in

NOTE Confidence: 0.8234774

00:55:44.059 --> 00:55:45.935 some of you are great at this,

NOTE Confidence: 0.8234774

00:55:45.940 --> 00:55:48.236 but when you walk into the room you

NOTE Confidence: 0.8234774

00:55:48.236 --> 00:55:50.383 gotta hit the eye contact you gotta

NOTE Confidence: 0.8234774

00:55:50.383 --> 00:55:52.848 hit like the eyes and then the body.

NOTE Confidence: 0.8234774

00:55:52.850 --> 00:55:54.893 We know like even if you happen to be

NOTE Confidence: 0.8234774

00:55:54.893 --> 00:55:56.732 like spacing out and you're not even

NOTE Confidence: 0.8234774

00:55:56.732 --> 00:55:58.750 doing a good job at looking at us,

NOTE Confidence: 0.8234774

00:55:58.750 --> 00:56:00.510 we at least feel like you are right
NOTE Confidence: 0.8234774

00:56:00.510 --> 00:56:02.200 and that makes a huge difference.
NOTE Confidence: 0.8234774

00:56:02.200 --> 00:56:04.168 OK, that was my little rant about that.
NOTE Confidence: 0.8234774

00:56:04.170 --> 00:56:04.899 Appreciate that you
NOTE Confidence: 0.8414715

00:56:04.900 --> 00:56:05.638 know we're under.
NOTE Confidence: 0.8414715

00:56:05.638 --> 00:56:07.360 We're under a great deal of pressure,
NOTE Confidence: 0.8414715

00:56:07.360 --> 00:56:09.510 so I wear two hats here as I think you
NOTE Confidence: 0.8414715

00:56:09.574 --> 00:56:11.526 know Tim and some of you folks know
NOTE Confidence: 0.8414715

00:56:11.526 --> 00:56:13.402 say I'm the chief of neonatology as
NOTE Confidence: 0.8414715

00:56:13.402 --> 00:56:15.370 well as the head of the ethics program.
NOTE Confidence: 0.8414715

00:56:15.370 --> 00:56:17.458 And so I also oversee a lot of physicians
NOTE Confidence: 0.8414715

00:56:17.458 --> 00:56:19.168 who run newborn intensive care units,
NOTE Confidence: 0.8414715

00:56:19.170 --> 00:56:20.689 and one of the things that that
NOTE Confidence: 0.8414715

00:56:20.689 --> 00:56:22.529 we got a great deal of pressure
NOTE Confidence: 0.8414715

00:56:22.529 --> 00:56:23.944 was you need to include.
NOTE Confidence: 0.8414715

00:56:23.950 --> 00:56:25.275 For example, the parents and

NOTE Confidence: 0.8414715

00:56:25.275 --> 00:56:26.335 everything you talk about.

NOTE Confidence: 0.8414715

00:56:26.340 --> 00:56:28.268 And of course, much of what we talk

NOTE Confidence: 0.8414715

00:56:28.268 --> 00:56:29.800 about necessarily involves the computer.

NOTE Confidence: 0.8414715

00:56:29.800 --> 00:56:31.655 And there are those who argue that.

NOTE Confidence: 0.8414715

00:56:31.660 --> 00:56:33.636 Let's do all the computer stuff over here

NOTE Confidence: 0.8414715

00:56:33.636 --> 00:56:35.920 and then let's get up without the computers,

NOTE Confidence: 0.8414715

00:56:35.920 --> 00:56:37.612 walk into the patient's room and

NOTE Confidence: 0.8414715

00:56:37.612 --> 00:56:39.272 say good morning and tell them

NOTE Confidence: 0.8414715

00:56:39.272 --> 00:56:40.706 what we think is going on.

NOTE Confidence: 0.8414715

00:56:40.710 --> 00:56:42.838 Ask them what they think is going on,

NOTE Confidence: 0.8414715

00:56:42.840 --> 00:56:46.467 and then talk about the plan for the day.

NOTE Confidence: 0.8414715

00:56:46.470 --> 00:56:48.446 And and I think that's really helpful to

NOTE Confidence: 0.8414715

00:56:48.446 --> 00:56:50.597 hear about the separation with the machines,

NOTE Confidence: 0.8414715

00:56:50.600 --> 00:56:52.455 and that's something that I don't think

NOTE Confidence: 0.8414715

00:56:52.455 --> 00:56:54.716 any of us feel we're doing well Tim.

NOTE Confidence: 0.8414715

00:56:54.720 --> 00:56:55.808 And so this is.
NOTE Confidence: 0.8414715
00:56:55.808 --> 00:56:57.750 This is helpful to hear from you.
NOTE Confidence: 0.8414715
00:56:57.750 --> 00:56:59.400 You know, we we sometimes hear
NOTE Confidence: 0.8414715
00:56:59.400 --> 00:57:00.500 from patients just today,
NOTE Confidence: 0.8414715
00:57:00.500 --> 00:57:02.537 and I I hear a patient complaints
NOTE Confidence: 0.8414715
00:57:02.537 --> 00:57:04.350 about physicians or about the N ICU.
NOTE Confidence: 0.8414715
00:57:04.350 --> 00:57:05.450 But but it's unusual.
NOTE Confidence: 0.8414715
00:57:05.450 --> 00:57:06.550 This is for us.
NOTE Confidence: 0.8414715
00:57:06.550 --> 00:57:07.582 This is an opportunity.
NOTE Confidence: 0.8414715
00:57:07.582 --> 00:57:09.471 I'm hoping that the folks on this
NOTE Confidence: 0.8414715
00:57:09.471 --> 00:57:11.169 conference realized we often get people
NOTE Confidence: 0.8414715
00:57:11.169 --> 00:57:13.416 who say have something they want to say.
NOTE Confidence: 0.8414715
00:57:13.420 --> 00:57:15.628 It's not that often that we get an
NOTE Confidence: 0.8414715
00:57:15.628 --> 00:57:16.780 accomplished observer and author.
NOTE Confidence: 0.8414715
00:57:16.780 --> 00:57:18.593 An Reporter to spend in detail time
NOTE Confidence: 0.8414715
00:57:18.593 --> 00:57:20.382 explain to us what went wrong so

NOTE Confidence: 0.8414715

00:57:20.382 --> 00:57:22.240 you know it behooves us to listen.

NOTE Confidence: 0.8414715

00:57:22.240 --> 00:57:24.208 The other point that I made that I

NOTE Confidence: 0.8414715

00:57:24.208 --> 00:57:25.880 really want to emphasize in this.

NOTE Confidence: 0.8414715

00:57:25.880 --> 00:57:26.570 This is key,

NOTE Confidence: 0.8414715

00:57:26.570 --> 00:57:28.492 and this is something that we do in

NOTE Confidence: 0.8414715

00:57:28.492 --> 00:57:30.249 our unit and that I've also been

NOTE Confidence: 0.8414715

00:57:30.249 --> 00:57:31.667 frustrated in the hospital with

NOTE Confidence: 0.8414715

00:57:31.667 --> 00:57:33.102 relatives and others in friends

NOTE Confidence: 0.8414715

00:57:33.102 --> 00:57:34.720 in the hospital is that there's

NOTE Confidence: 0.8414715

00:57:34.720 --> 00:57:36.280 gotta be one person in charge,

NOTE Confidence: 0.8414715

00:57:36.280 --> 00:57:38.100 and that person has to be iaccessible.

NOTE Confidence: 0.8414715

00:57:38.100 --> 00:57:39.582 I'm fascinated with for years doing

NOTE Confidence: 0.8414715

00:57:39.582 --> 00:57:41.167 at this console here in another

NOTE Confidence: 0.8414715

00:57:41.167 --> 00:57:42.520 other hospitals might say, well,

NOTE Confidence: 0.8414715

00:57:42.520 --> 00:57:44.340 who's actually in charge of this case?

NOTE Confidence: 0.8414715

00:57:44.340 --> 00:57:45.972 And no one can answer the
NOTE Confidence: 0.8414715

00:57:45.972 --> 00:57:47.060 question that fascinates me.
NOTE Confidence: 0.8414715

00:57:47.060 --> 00:57:47.849 In our unit,
NOTE Confidence: 0.8414715

00:57:47.849 --> 00:57:49.164 I think everybody knows it's
NOTE Confidence: 0.8414715

00:57:49.164 --> 00:57:50.959 written on the board in every room.
NOTE Confidence: 0.8414715

00:57:50.960 --> 00:57:52.260 Who is the attending physician?
NOTE Confidence: 0.8414715

00:57:52.260 --> 00:57:53.040 Now, mind you,
NOTE Confidence: 0.8414715

00:57:53.040 --> 00:57:54.860 it changes from week to week sometimes,
NOTE Confidence: 0.8414715

00:57:54.860 --> 00:57:56.456 but there's one person who's ultimately
NOTE Confidence: 0.8414715

00:57:56.456 --> 00:57:57.979 in charge of what's going on,
NOTE Confidence: 0.8414715

00:57:57.980 --> 00:58:00.060 and that, I think is so important.
NOTE Confidence: 0.8414715

00:58:00.060 --> 00:58:01.880 Once we have a diffusion of responsibility,
NOTE Confidence: 0.8414715

00:58:01.880 --> 00:58:03.180 among other things to communicate,
NOTE Confidence: 0.8414715

00:58:03.180 --> 00:58:04.480 then it just doesn't happen
NOTE Confidence: 0.8414715

00:58:04.480 --> 00:58:05.520 the way it should.
NOTE Confidence: 0.8414715

00:58:05.520 --> 00:58:07.600 So let me see if I can see,

NOTE Confidence: 0.8414715

00:58:07.600 --> 00:58:09.427 so we have hardly any questions except

NOTE Confidence: 0.8414715

00:58:09.427 --> 00:58:11.755 for the 41 that are lined up your temp.

NOTE Confidence: 0.8414715

00:58:11.760 --> 00:58:14.100 So let me get to some more of these.

NOTE Confidence: 0.8582301

00:58:16.220 --> 00:58:17.845 Unfortunately, the US the decision

NOTE Confidence: 0.8582301

00:58:17.845 --> 00:58:19.805 was made during the managed Care

NOTE Confidence: 0.8582301

00:58:19.805 --> 00:58:21.751 era of the 90s that primary care

NOTE Confidence: 0.8582301

00:58:21.751 --> 00:58:23.573 physicians were not to have authority

NOTE Confidence: 0.8582301

00:58:23.573 --> 00:58:25.088 for the patients overall care.

NOTE Confidence: 0.8582301

00:58:25.090 --> 00:58:27.106 Just gets to the point that we

NOTE Confidence: 0.8582301

00:58:27.106 --> 00:58:28.844 just both made patients subjected

NOTE Confidence: 0.8582301

00:58:28.844 --> 00:58:31.250 to it during times of conflict.

NOTE Confidence: 0.8582301

00:58:31.250 --> 00:58:32.614 Specialists objected to it,

NOTE Confidence: 0.8582301

00:58:32.614 --> 00:58:33.978 limited access to them,

NOTE Confidence: 0.8582301

00:58:33.980 --> 00:58:35.368 and insurance companies acquiesced

NOTE Confidence: 0.8582301

00:58:35.368 --> 00:58:36.756 choosing also to relatively

NOTE Confidence: 0.8582301

00:58:36.756 --> 00:58:38.089 undervalued primary care services,
NOTE Confidence: 0.8582301

00:58:38.090 --> 00:58:39.802 thereby steering young providers
NOTE Confidence: 0.8582301

00:58:39.802 --> 00:58:42.471 away from the field. In many ways,
NOTE Confidence: 0.8582301

00:58:42.471 --> 00:58:45.010 the American public has what they ask for.
NOTE Confidence: 0.8582301

00:58:45.010 --> 00:58:46.566 They are in charge.
NOTE Confidence: 0.8582301

00:58:46.566 --> 00:58:48.900 I hope this provides some context.
NOTE Confidence: 0.8582301

00:58:48.900 --> 00:58:51.004 Uhm? I don't know if you want to
NOTE Confidence: 0.8582301

00:58:51.004 --> 00:58:52.840 comment on that observation, Tim.
NOTE Confidence: 0.8209918

00:58:54.250 --> 00:58:58.609 I I mean. You know nobody
NOTE Confidence: 0.8209918

00:58:58.609 --> 00:59:00.674 ever gets what they deserve.
NOTE Confidence: 0.8209918

00:59:00.680 --> 00:59:02.490 Or what they ask for, really,
NOTE Confidence: 0.8209918

00:59:02.490 --> 00:59:04.898 I think I mean, I think Americans are.
NOTE Confidence: 0.8209918

00:59:04.898 --> 00:59:06.710 Americans would like to be able
NOTE Confidence: 0.8209918

00:59:06.768 --> 00:59:08.670 to have more primary care doctors.
NOTE Confidence: 0.8209918

00:59:08.670 --> 00:59:10.638 I mean that this is there's not enough
NOTE Confidence: 0.8209918

00:59:10.638 --> 00:59:12.048 people doing geriatrics or not.

NOTE Confidence: 0.8209918

00:59:12.050 --> 00:59:13.505 People doing Pediatrics or not

NOTE Confidence: 0.8209918

00:59:13.505 --> 00:59:14.669 enough primary care physicians

NOTE Confidence: 0.8209918

00:59:14.669 --> 00:59:15.949 and a lot of the country.

NOTE Confidence: 0.8209918

00:59:15.950 --> 00:59:17.926 You guys know all of this and it

NOTE Confidence: 0.8209918

00:59:17.926 --> 00:59:20.108 seems to me that given where we are,

NOTE Confidence: 0.8209918

00:59:20.110 --> 00:59:22.190 we should be incentivizing people to do that.

NOTE Confidence: 0.8209918

00:59:22.190 --> 00:59:24.010 I mean, that's not going to help,

NOTE Confidence: 0.8209918

00:59:24.010 --> 00:59:26.090 but I think when people say my doctor,

NOTE Confidence: 0.8209918

00:59:26.090 --> 00:59:27.650 you know that's what they mean,

NOTE Confidence: 0.8209918

00:59:27.650 --> 00:59:29.714 they mean they mean their GP and people

NOTE Confidence: 0.8209918

00:59:29.714 --> 00:59:31.865 find it hard to have someone who they

NOTE Confidence: 0.8209918

00:59:31.865 --> 00:59:33.966 can call my doctor and I'm not going

NOTE Confidence: 0.8209918

00:59:33.966 --> 00:59:35.728 to pull this trick too many times.

NOTE Confidence: 0.8209918

00:59:35.728 --> 00:59:37.674 So I'm going to pull it now.

NOTE Confidence: 0.8209918

00:59:37.680 --> 00:59:39.736 One of the things which is really nice

NOTE Confidence: 0.8209918

00:59:39.736 --> 00:59:41.635 about being in Vienna is that I have
NOTE Confidence: 0.8209918

00:59:41.635 --> 00:59:43.657 my doctor and like if I need to see her.
NOTE Confidence: 0.8209918

00:59:43.660 --> 00:59:45.501 I just walked down the street and
NOTE Confidence: 0.8209918

00:59:45.501 --> 00:59:47.359 walked through her door and I wait 20
NOTE Confidence: 0.8209918

00:59:47.359 --> 00:59:49.068 minutes and I see her and that makes
NOTE Confidence: 0.8209918

00:59:49.068 --> 00:59:51.022 her my doctor in a way that like it's
NOTE Confidence: 0.8209918

00:59:51.022 --> 00:59:53.090 very hard to have my doctor in the US.
NOTE Confidence: 0.842820100000001

00:59:54.930 --> 00:59:57.079 It's it's certainly as though I know
NOTE Confidence: 0.842820100000001

00:59:57.079 --> 00:59:59.199 some people like that who practice here
NOTE Confidence: 0.842820100000001

00:59:59.199 --> 01:00:01.298 in New Haven and who might iaccessible
NOTE Confidence: 0.842820100000001

01:00:01.298 --> 01:00:03.978 there are people who are doing it right,
NOTE Confidence: 0.842820100000001

01:00:03.980 --> 01:00:05.540 but the system itself doesn't
NOTE Confidence: 0.842820100000001

01:00:05.540 --> 01:00:07.101 make it easy for them.
NOTE Confidence: 0.842820100000001

01:00:07.101 --> 01:00:08.656 Yeah, of course it doesn't.
NOTE Confidence: 0.842820100000001

01:00:08.660 --> 01:00:10.220 Another comment as a nurse
NOTE Confidence: 0.842820100000001

01:00:10.220 --> 01:00:11.468 for over four decades,

NOTE Confidence: 0.8428201000000001
01:00:11.470 --> 01:00:14.269 your story makes me sad on so many levels.
NOTE Confidence: 0.8428201000000001
01:00:14.270 --> 01:00:16.142 I'm especially struck by your descriptions
NOTE Confidence: 0.8428201000000001
01:00:16.142 --> 01:00:17.390 of the obvious miscommunication,
NOTE Confidence: 0.8428201000000001
01:00:17.390 --> 01:00:18.630 opportunities to connect the
NOTE Confidence: 0.8428201000000001
01:00:18.630 --> 01:00:20.490 dots of your story to understand
NOTE Confidence: 0.8428201000000001
01:00:20.540 --> 01:00:21.760 your concerns and fears.
NOTE Confidence: 0.8428201000000001
01:00:21.760 --> 01:00:23.650 But what was happening and
NOTE Confidence: 0.8428201000000001
01:00:23.650 --> 01:00:25.540 really listen with every sense.
NOTE Confidence: 0.8428201000000001
01:00:25.540 --> 01:00:27.908 The only comment I would add to that
NOTE Confidence: 0.8428201000000001
01:00:27.908 --> 01:00:30.393 is that part of it I would suggest
NOTE Confidence: 0.8428201000000001
01:00:30.393 --> 01:00:32.918 is that the system is set up to
NOTE Confidence: 0.8428201000000001
01:00:32.918 --> 01:00:34.778 make it more difficult to listen,
NOTE Confidence: 0.8428201000000001
01:00:34.780 --> 01:00:36.634 including the obligations we have to
NOTE Confidence: 0.8428201000000001
01:00:36.634 --> 01:00:38.779 spend hours every day at the keyboard.
NOTE Confidence: 0.85400814
01:00:40.970 --> 01:00:43.210 And in addition on a more fundamental level,
NOTE Confidence: 0.85400814

01:00:43.210 --> 01:00:45.450 there is less and less time to listen.
NOTE Confidence: 0.85400814

01:00:45.450 --> 01:00:46.850 That time is so much,
NOTE Confidence: 0.85400814

01:00:46.850 --> 01:00:48.614 I think a factor in where we
NOTE Confidence: 0.85400814

01:00:48.614 --> 01:00:50.210 go wrong with these things.
NOTE Confidence: 0.85400814

01:00:50.210 --> 01:00:52.254 When people feel someone asks you is
NOTE Confidence: 0.85400814

01:00:52.254 --> 01:00:54.310 everything OK and they have set aside
NOTE Confidence: 0.85400814

01:00:54.310 --> 01:00:56.649 30 seconds for that exchange and you say no,
NOTE Confidence: 0.85400814

01:00:56.650 --> 01:00:58.890 well, no, that's my 30 seconds are up.
NOTE Confidence: 0.85400814

01:00:58.890 --> 01:01:01.130 I mean maybe it's fear of the conversation.
NOTE Confidence: 0.85400814

01:01:01.130 --> 01:01:03.317 Or maybe it's fear of I can't afford to
NOTE Confidence: 0.85400814

01:01:03.317 --> 01:01:05.605 lose 10 minutes finding out what's wrong.
NOTE Confidence: 0.85400814

01:01:05.610 --> 01:01:07.010 It could be some of
NOTE Confidence: 0.85400814

01:01:07.010 --> 01:01:08.879 both. I mean, would it be impossible
NOTE Confidence: 0.85400814

01:01:08.879 --> 01:01:10.878 Mark to have rotations where like?
NOTE Confidence: 0.85400814

01:01:10.880 --> 01:01:12.756 Some some doctor, every some doctor on
NOTE Confidence: 0.85400814

01:01:12.756 --> 01:01:14.418 every shift doesn't have to do with

NOTE Confidence: 0.85400814

01:01:14.418 --> 01:01:15.949 machines like just to have a free

NOTE Confidence: 0.85400814

01:01:15.949 --> 01:01:17.527 floater who like that's your shift

NOTE Confidence: 0.85400814

01:01:17.527 --> 01:01:19.344 where you're just going to be like.

NOTE Confidence: 0.85400814

01:01:19.344 --> 01:01:20.880 I don't know your hospitalist that

NOTE Confidence: 0.85400814

01:01:20.931 --> 01:01:22.899 day and you're not going to touch any

NOTE Confidence: 0.85400814

01:01:22.899 --> 01:01:24.599 machines are not allowed to all you're

NOTE Confidence: 0.85400814

01:01:24.599 --> 01:01:26.504 allowed to do is talk to the patients

NOTE Confidence: 0.85400814

01:01:26.504 --> 01:01:28.240 you're not allowed to touch a machine.

NOTE Confidence: 0.85400814

01:01:28.240 --> 01:01:28.981 Couldn't I mean,

NOTE Confidence: 0.85400814

01:01:28.981 --> 01:01:30.463 couldn't there be such a shift?

NOTE Confidence: 0.85400814

01:01:30.470 --> 01:01:32.206 And when people like taking that shift?

NOTE Confidence: 0.85400814

01:01:32.210 --> 01:01:33.698 And wouldn't patients love those people?

NOTE Confidence: 0.82279694

01:01:34.470 --> 01:01:35.498 Oh my God. Well,

NOTE Confidence: 0.82279694

01:01:35.498 --> 01:01:36.783 that sounds like the dream.

NOTE Confidence: 0.82279694

01:01:36.790 --> 01:01:38.075 The counter argument will be

NOTE Confidence: 0.82279694

01:01:38.075 --> 01:01:39.889 from some as well as how many.
NOTE Confidence: 0.82279694

01:01:39.890 --> 01:01:41.689 How many RV use that person produces.
NOTE Confidence: 0.82279694

01:01:41.690 --> 01:01:43.238 Which is to say how much
NOTE Confidence: 0.82279694

01:01:43.238 --> 01:01:44.270 collections that person produces.
NOTE Confidence: 0.82279694

01:01:44.270 --> 01:01:45.818 I think it's a beautiful idea.
NOTE Confidence: 0.82279694

01:01:45.820 --> 01:01:47.626 In my ideal world, by the way,
NOTE Confidence: 0.82279694

01:01:47.630 --> 01:01:49.429 that person doesn't have to spend some,
NOTE Confidence: 0.82279694

01:01:49.430 --> 01:01:51.026 and there was a time long ago
NOTE Confidence: 0.82279694

01:01:51.026 --> 01:01:52.270 as an attending physician.
NOTE Confidence: 0.82279694

01:01:52.270 --> 01:01:54.076 You spend very little time on documentation.
NOTE Confidence: 0.82279694

01:01:54.080 --> 01:01:55.370 Your notes were very brief.
NOTE Confidence: 0.82279694

01:01:55.370 --> 01:01:56.660 The residents wrote long notes.
NOTE Confidence: 0.82279694

01:01:56.660 --> 01:01:58.596 You were briefly, but you had more time
NOTE Confidence: 0.82279694

01:01:58.596 --> 01:02:00.270 to actually spend talking to people.
NOTE Confidence: 0.82279694

01:02:00.270 --> 01:02:02.558 So I would love it in some, in some.
NOTE Confidence: 0.82279694

01:02:02.558 --> 01:02:04.231 In some world where we did have

NOTE Confidence: 0.82279694

01:02:04.231 --> 01:02:06.020 someone like that and I would

NOTE Confidence: 0.82279694

01:02:06.020 --> 01:02:07.216 love the attending specifically.

NOTE Confidence: 0.82279694

01:02:07.220 --> 01:02:08.836 To have the time to go from room

NOTE Confidence: 0.82279694

01:02:08.836 --> 01:02:10.635 to room and just chat with people

NOTE Confidence: 0.82279694

01:02:10.635 --> 01:02:12.180 and see what's really going on.

NOTE Confidence: 0.82279694

01:02:12.180 --> 01:02:13.590 The time pressure pushes against that.

NOTE Confidence: 0.82279694

01:02:13.590 --> 01:02:15.242 There's something else I would I would

NOTE Confidence: 0.82279694

01:02:15.242 --> 01:02:16.422 comments you Tim, that's important.

NOTE Confidence: 0.82279694

01:02:16.422 --> 01:02:17.602 Observation to share is that

NOTE Confidence: 0.82279694

01:02:17.602 --> 01:02:18.310 you mentioned that.

NOTE Confidence: 0.82279694

01:02:18.310 --> 01:02:19.254 Are we teaching people

NOTE Confidence: 0.82279694

01:02:19.254 --> 01:02:20.198 about the body language?

NOTE Confidence: 0.82279694

01:02:20.200 --> 01:02:20.676 I mean,

NOTE Confidence: 0.82279694

01:02:20.676 --> 01:02:22.342 one of the doctors commented she learn

NOTE Confidence: 0.82279694

01:02:22.342 --> 01:02:24.374 20 years ago about when we leave the

NOTE Confidence: 0.82279694

01:02:24.374 --> 01:02:26.099 question we shake our head yes or no.

NOTE Confidence: 0.82279694

01:02:26.100 --> 01:02:27.600 As you alluded to,

NOTE Confidence: 0.82279694

01:02:27.600 --> 01:02:29.850 which you observed as a patient.

NOTE Confidence: 0.82279694

01:02:29.850 --> 01:02:31.226 And I would say that that those of

NOTE Confidence: 0.82279694

01:02:31.226 --> 01:02:32.739 us who teach medical students and

NOTE Confidence: 0.82279694

01:02:32.739 --> 01:02:34.144 teach residents are painfully aware

NOTE Confidence: 0.82279694

01:02:34.144 --> 01:02:35.648 that there's two aspects of this.

NOTE Confidence: 0.82279694

01:02:35.650 --> 01:02:37.036 There is what we teach him.

NOTE Confidence: 0.82279694

01:02:37.040 --> 01:02:38.200 What we say like tonight,

NOTE Confidence: 0.82279694

01:02:38.200 --> 01:02:39.824 and then there's what we show him.

NOTE Confidence: 0.82279694

01:02:39.830 --> 01:02:41.909 OK, so if I sit here tonight and say,

NOTE Confidence: 0.82279694

01:02:41.910 --> 01:02:42.127 listen,

NOTE Confidence: 0.82279694

01:02:42.127 --> 01:02:43.646 what you need to do is really

NOTE Confidence: 0.82279694

01:02:43.646 --> 01:02:44.699 focus on the patient.

NOTE Confidence: 0.82279694

01:02:44.700 --> 01:02:46.086 Or in my case, the parent.

NOTE Confidence: 0.82279694

01:02:46.090 --> 01:02:47.250 I take care of newborns,

NOTE Confidence: 0.82279694

01:02:47.250 --> 01:02:49.106 focus on them when they're talking to you,

NOTE Confidence: 0.82279694

01:02:49.110 --> 01:02:50.727 and I tell him that six times,

NOTE Confidence: 0.82279694

01:02:50.730 --> 01:02:52.701 and then they follow me around for a day

NOTE Confidence: 0.82279694

01:02:52.701 --> 01:02:54.905 and they see me just stare at the computer.

NOTE Confidence: 0.82279694

01:02:54.910 --> 01:02:55.372 You know,

NOTE Confidence: 0.82279694

01:02:55.372 --> 01:02:56.758 what do you think they learn?

NOTE Confidence: 0.82279694

01:02:56.760 --> 01:02:58.045 They learn that this is

NOTE Confidence: 0.82279694

01:02:58.045 --> 01:02:59.570 how you really do it so.

NOTE Confidence: 0.82279694

01:02:59.570 --> 01:03:00.978 This, in this fault,

NOTE Confidence: 0.82279694

01:03:00.978 --> 01:03:02.386 lies in ourselves ourselves,

NOTE Confidence: 0.82279694

01:03:02.390 --> 01:03:05.126 being the faculty terms of how

NOTE Confidence: 0.82279694

01:03:05.126 --> 01:03:08.757 we do it and how we model it.

NOTE Confidence: 0.82279694

01:03:08.760 --> 01:03:09.537 Here's a question,

NOTE Confidence: 0.82279694

01:03:09.537 --> 01:03:11.350 and you can talk to me about

NOTE Confidence: 0.82279694

01:03:11.413 --> 01:03:12.958 this afterwards if you like,

NOTE Confidence: 0.82279694

01:03:12.960 --> 01:03:14.640 but this is from one of
NOTE Confidence: 0.82279694

01:03:14.640 --> 01:03:15.480 our educational leaders.
NOTE Confidence: 0.82279694

01:03:15.480 --> 01:03:17.258 Would you be willing to allow this
NOTE Confidence: 0.82279694

01:03:17.258 --> 01:03:19.400 recording to be shown to medical students,
NOTE Confidence: 0.82279694

01:03:19.400 --> 01:03:19.960 residents, nurses,
NOTE Confidence: 0.82279694

01:03:19.960 --> 01:03:21.080 and attendings and professors?
NOTE Confidence: 0.82279694

01:03:21.080 --> 01:03:22.977 We all need to be reminded of
NOTE Confidence: 0.82279694

01:03:22.977 --> 01:03:24.321 the perspective of the patient
NOTE Confidence: 0.82279694

01:03:24.321 --> 01:03:26.217 and how we can do so much harm
NOTE Confidence: 0.82279694

01:03:26.275 --> 01:03:27.799 so casually and carelessly.
NOTE Confidence: 0.82279694

01:03:27.800 --> 01:03:28.080 No,
NOTE Confidence: 0.82279694

01:03:28.080 --> 01:03:30.320 you're very you're very welcome to use it.
NOTE Confidence: 0.8435785

01:03:30.320 --> 01:03:31.970 I mean, there's nothing in this
NOTE Confidence: 0.8435785

01:03:31.970 --> 01:03:34.240 which isn't in the book, so I mean,
NOTE Confidence: 0.8435785

01:03:34.240 --> 01:03:35.640 it's it's already out there.
NOTE Confidence: 0.8435785

01:03:35.640 --> 01:03:37.296 So if someone thinks that this

NOTE Confidence: 0.8435785

01:03:37.296 --> 01:03:39.128 is a valuable teaching tool, I.

NOTE Confidence: 0.8435785

01:03:39.128 --> 01:03:41.432 I'm very happy with, you know,

NOTE Confidence: 0.8435785

01:03:41.432 --> 01:03:43.112 so long as it's credited

NOTE Confidence: 0.8435785

01:03:43.112 --> 01:03:44.900 to this forum and so on.

NOTE Confidence: 0.8435785

01:03:44.900 --> 01:03:46.490 Before I'd be delighted if

NOTE Confidence: 0.8240694

01:03:46.490 --> 01:03:48.716 it were used. Thank you, thank you.

NOTE Confidence: 0.8240694

01:03:48.716 --> 01:03:50.942 So will we. Will talk about that.

NOTE Confidence: 0.8240694

01:03:50.942 --> 01:03:52.850 My friend who's asked this question.

NOTE Confidence: 0.8240694

01:03:52.850 --> 01:03:54.746 We will talk about that offline.

NOTE Confidence: 0.8240694

01:03:54.750 --> 01:03:55.386 Other comments.

NOTE Confidence: 0.8240694

01:03:55.386 --> 01:03:57.554 Spot on fantastic Amen. Thank you.

NOTE Confidence: 0.8240694

01:03:57.554 --> 01:04:00.236 I also read the book great.

NOTE Confidence: 0.8240694

01:04:00.240 --> 01:04:01.356 Thank you for illuminating

NOTE Confidence: 0.8240694

01:04:01.356 --> 01:04:03.030 something that many of us who

NOTE Confidence: 0.8240694

01:04:03.084 --> 01:04:04.779 trained outside the US experience.

NOTE Confidence: 0.8240694

01:04:04.780 --> 01:04:08.940 And why many are retiring from the system?

NOTE Confidence: 0.8240694

01:04:08.940 --> 01:04:10.732 The CEO of Yale, New Haven Hospital

NOTE Confidence: 0.8240694

01:04:10.732 --> 01:04:12.309 should be in your audience,

NOTE Confidence: 0.8240694

01:04:12.310 --> 01:04:14.494 and I don't actually know if

NOTE Confidence: 0.8240694

01:04:14.494 --> 01:04:16.968 the CEO is the CEO is not.

NOTE Confidence: 0.8240694

01:04:16.970 --> 01:04:17.710 Is not tone deaf,

NOTE Confidence: 0.8240694

01:04:17.710 --> 01:04:19.401 so I do hope that we that we

NOTE Confidence: 0.8240694

01:04:19.401 --> 01:04:20.453 have some leadership listening

NOTE Confidence: 0.8240694

01:04:20.453 --> 01:04:22.310 and if not that they are made

NOTE Confidence: 0.8240694

01:04:22.310 --> 01:04:23.804 aware of some of these concerns.

NOTE Confidence: 0.8101093

01:04:25.960 --> 01:04:27.874 Have you communicated your experience to

NOTE Confidence: 0.8101093

01:04:27.874 --> 01:04:29.630 administration at Jan Haven Hospital?

NOTE Confidence: 0.8101093

01:04:29.630 --> 01:04:31.968 If not, would you be willing to?

NOTE Confidence: 0.8650333

01:04:33.930 --> 01:04:35.796 That would be a sort of.

NOTE Confidence: 0.8650333

01:04:35.800 --> 01:04:38.296 I mean there when the book was published,

NOTE Confidence: 0.8650333

01:04:38.300 --> 01:04:40.172 a formal procedure began to look

NOTE Confidence: 0.8650333

01:04:40.172 --> 01:04:42.670 into the case, and I said I'd be.

NOTE Confidence: 0.8650333

01:04:42.670 --> 01:04:44.902 I said I'd be willing to talk to

NOTE Confidence: 0.8650333

01:04:44.902 --> 01:04:47.349 the two doctors who were doing it,

NOTE Confidence: 0.8650333

01:04:47.350 --> 01:04:48.910 but that hasn't actually happened.

NOTE Confidence: 0.8650333

01:04:48.910 --> 01:04:51.398 It might have been that I was busy.

NOTE Confidence: 0.8650333

01:04:51.400 --> 01:04:53.824 You know, it might have been that they

NOTE Confidence: 0.8650333

01:04:53.824 --> 01:04:56.708 had a limited amount of time to do it,

NOTE Confidence: 0.8650333

01:04:56.710 --> 01:04:59.514 but the answer is yes, I I I am.

NOTE Confidence: 0.8650333

01:04:59.514 --> 01:05:02.156 I mean, I hesitated to do the thing

NOTE Confidence: 0.8650333

01:05:02.156 --> 01:05:04.190 which Mark was asking me to do,

NOTE Confidence: 0.8650333

01:05:04.190 --> 01:05:05.840 which is kind of like.

NOTE Confidence: 0.8650333

01:05:05.840 --> 01:05:07.436 Lay this all out to you,

NOTE Confidence: 0.8650333

01:05:07.440 --> 01:05:09.519 but I would of course be very happy to

NOTE Confidence: 0.8650333

01:05:09.519 --> 01:05:11.685 take part in the conversation like that.

NOTE Confidence: 0.864296597692308

01:05:12.710 --> 01:05:14.768 Thank you. How much of an effort

NOTE Confidence: 0.864296597692308

01:05:14.768 --> 01:05:16.630 did you make while at Yale,
NOTE Confidence: 0.864296597692308

01:05:16.630 --> 01:05:17.950 New Haven Hospital to see the
NOTE Confidence: 0.864296597692308

01:05:17.950 --> 01:05:19.116 records the staff had available
NOTE Confidence: 0.864296597692308

01:05:19.116 --> 01:05:20.556 to them while caring for you?
NOTE Confidence: 0.864296597692308

01:05:20.560 --> 01:05:21.946 And if you did try what
NOTE Confidence: 0.864296597692308

01:05:21.946 --> 01:05:22.870 occurred when you tried,
NOTE Confidence: 0.864296597692308

01:05:22.870 --> 01:05:24.256 did you try and see your
NOTE Confidence: 0.864296597692308

01:05:24.256 --> 01:05:25.180 electronic medical record him?
NOTE Confidence: 0.76331613

01:05:27.460 --> 01:05:32.032 ACBL. I mean, as I said as I said,
NOTE Confidence: 0.76331613

01:05:32.040 --> 01:05:34.056 the main problem I had was at the
NOTE Confidence: 0.76331613

01:05:34.056 --> 01:05:35.670 beginning when I actually was carrying
NOTE Confidence: 0.76331613

01:05:35.670 --> 01:05:37.898 my record around and I had and I think
NOTE Confidence: 0.76331613

01:05:37.898 --> 01:05:39.748 I even knew had a sense of what the
NOTE Confidence: 0.76331613

01:05:39.748 --> 01:05:41.316 relevant stuff in the record was and
NOTE Confidence: 0.76331613

01:05:41.316 --> 01:05:43.171 I couldn't get that across it. No.
NOTE Confidence: 0.76331613

01:05:43.171 --> 01:05:45.104 But while I was at Yale, New Haven,

NOTE Confidence: 0.76331613

01:05:45.104 --> 01:05:47.040 I didn't try to look at my record.

NOTE Confidence: 0.76331613

01:05:47.040 --> 01:05:49.168 I asked my record after I after I

NOTE Confidence: 0.76331613

01:05:49.168 --> 01:05:51.695 left a couple of weeks after I left.

NOTE Confidence: 0.76331613

01:05:51.700 --> 01:05:52.480 I mean, I did.

NOTE Confidence: 0.76331613

01:05:52.480 --> 01:05:53.921 I had a problem in Florida where

NOTE Confidence: 0.76331613

01:05:53.921 --> 01:05:55.482 they did the Spinal Tap and like

NOTE Confidence: 0.76331613

01:05:55.482 --> 01:05:57.157 you know I was concerned about

NOTE Confidence: 0.76331613

01:05:57.157 --> 01:05:58.627 about Guillain Barre because that's

NOTE Confidence: 0.76331613

01:05:58.627 --> 01:05:59.788 what everyone's concerned about.

NOTE Confidence: 0.76331613

01:05:59.788 --> 01:06:01.790 My father just had a friend who

NOTE Confidence: 0.76331613

01:06:01.844 --> 01:06:03.202 would who had died of it and

NOTE Confidence: 0.76331613

01:06:03.202 --> 01:06:04.708 it was very much on our minds,

NOTE Confidence: 0.76331613

01:06:04.710 --> 01:06:06.606 but I couldn't get there like they they

NOTE Confidence: 0.76331613

01:06:06.606 --> 01:06:08.629 took the Spinal Tap at like 2 in the

NOTE Confidence: 0.76331613

01:06:08.629 --> 01:06:10.260 afternoon and I couldn't get there.

NOTE Confidence: 0.76331613

01:06:10.260 --> 01:06:11.460 I couldn't get the results.
NOTE Confidence: 0.76331613

01:06:11.460 --> 01:06:13.388 You know, for like 14 hours after that.
NOTE Confidence: 0.76331613

01:06:13.390 --> 01:06:15.077 But that wasn't that wasn't at Yale,
NOTE Confidence: 0.76331613

01:06:15.080 --> 01:06:17.008 New Haven and I only ever got them.
NOTE Confidence: 0.76331613

01:06:17.010 --> 01:06:18.774 Was like I persuaded the nurse to
NOTE Confidence: 0.76331613

01:06:18.774 --> 01:06:20.619 write them down on a piece of paper.
NOTE Confidence: 0.76331613

01:06:20.620 --> 01:06:22.724 And I promise that I wouldn't tell anybody.
NOTE Confidence: 0.76331613

01:06:22.730 --> 01:06:24.627 Like that's how I figured out I
NOTE Confidence: 0.76331613

01:06:24.627 --> 01:06:26.559 didn't have to go and buy was by,
NOTE Confidence: 0.76331613

01:06:26.560 --> 01:06:27.070 you know,
NOTE Confidence: 0.76331613

01:06:27.070 --> 01:06:28.600 but this nurse writing this thing
NOTE Confidence: 0.76331613

01:06:28.600 --> 01:06:30.637 out in pencil and like my looking at
NOTE Confidence: 0.8244937

01:06:30.640 --> 01:06:32.164 it like this, well that that's
NOTE Confidence: 0.8244937

01:06:32.164 --> 01:06:33.440 certainly been improved since then.
NOTE Confidence: 0.8244937

01:06:33.440 --> 01:06:34.166 However, once again,
NOTE Confidence: 0.8244937

01:06:34.166 --> 01:06:36.168 that's for the patients who are savvy enough

NOTE Confidence: 0.8244937

01:06:36.168 --> 01:06:38.030 with their cell phones with their computers,

NOTE Confidence: 0.8244937

01:06:38.030 --> 01:06:40.070 and to know how to interpret the information.

NOTE Confidence: 0.8244937

01:06:40.070 --> 01:06:42.365 Or at least they know what to look for.

NOTE Confidence: 0.8244937

01:06:42.370 --> 01:06:44.405 So it's a partial solution at at best.

NOTE Confidence: 0.8244937

01:06:44.405 --> 01:06:45.170 Yeah, Professor Snyder.

NOTE Confidence: 0.8244937

01:06:45.170 --> 01:06:47.210 Thank you for sharing your insights with us.

NOTE Confidence: 0.8244937

01:06:47.210 --> 01:06:48.234 It's a priceless opportunity.

NOTE Confidence: 0.8244937

01:06:48.234 --> 01:06:50.268 That's, by the way, I'm not thank you.

NOTE Confidence: 0.8244937

01:06:50.270 --> 01:06:52.798 This is someone who wrote question your team.

NOTE Confidence: 0.8244937

01:06:52.800 --> 01:06:54.396 It's a priceless opportunity for us

NOTE Confidence: 0.8244937

01:06:54.396 --> 01:06:56.140 to hear your unique perspectives.

NOTE Confidence: 0.8244937

01:06:56.140 --> 01:06:58.268 To what extent do you think your

NOTE Confidence: 0.8244937

01:06:58.268 --> 01:06:59.966 experiences were unique and to what

NOTE Confidence: 0.8244937

01:06:59.966 --> 01:07:01.674 extent do you believe they can be

NOTE Confidence: 0.8244937

01:07:01.731 --> 01:07:03.736 extrapolated to other health systems,

NOTE Confidence: 0.8244937

01:07:03.740 --> 01:07:07.130 both in the US and internationally?
NOTE Confidence: 0.8244937

01:07:07.130 --> 01:07:07.620 So
NOTE Confidence: 0.8827227

01:07:07.620 --> 01:07:12.164 I think the only thing which is different.
NOTE Confidence: 0.8827227

01:07:12.170 --> 01:07:15.074 About my experience is that I have the
NOTE Confidence: 0.8827227

01:07:15.074 --> 01:07:18.015 toolkit to talk about it, so that's it.
NOTE Confidence: 0.8827227

01:07:18.015 --> 01:07:20.205 I'm a historian, I can talk,
NOTE Confidence: 0.8827227

01:07:20.205 --> 01:07:23.460 I can write, I think that's the only
NOTE Confidence: 0.8827227

01:07:23.460 --> 01:07:26.336 that's the only difference. Uh, I mean,
NOTE Confidence: 0.8827227

01:07:26.336 --> 01:07:29.640 I say that partly because of my of my,
NOTE Confidence: 0.8827227

01:07:29.640 --> 01:07:31.884 you know, my my acquaintances or
NOTE Confidence: 0.8827227

01:07:31.884 --> 01:07:34.166 friends who are doctors who tell
NOTE Confidence: 0.8827227

01:07:34.166 --> 01:07:36.320 me that my experience was typical.
NOTE Confidence: 0.8827227

01:07:36.320 --> 01:07:38.616 So I mean, those are people that
NOTE Confidence: 0.8827227

01:07:38.616 --> 01:07:41.140 yell and and and elsewhere right?
NOTE Confidence: 0.8827227

01:07:41.140 --> 01:07:44.263 So when I'm told by not the people who
NOTE Confidence: 0.8827227

01:07:44.263 --> 01:07:47.331 treated me but the people who are taking

NOTE Confidence: 0.8827227

01:07:47.331 --> 01:07:50.050 those shifts that this is normal, right?

NOTE Confidence: 0.8827227

01:07:50.050 --> 01:07:51.530 That I shouldn't be.

NOTE Confidence: 0.8827227

01:07:51.530 --> 01:07:53.390 That's a product that's sad,

NOTE Confidence: 0.8827227

01:07:53.390 --> 01:07:55.300 of course, but this is.

NOTE Confidence: 0.8827227

01:07:55.300 --> 01:07:57.166 Typical, right when I'm told by

NOTE Confidence: 0.8827227

01:07:57.166 --> 01:07:59.348 ER doctors at Yale that if like

NOTE Confidence: 0.8827227

01:07:59.348 --> 01:08:01.392 if any of their family members are

NOTE Confidence: 0.8827227

01:08:01.457 --> 01:08:03.508 in an ER anywhere in the country,

NOTE Confidence: 0.8827227

01:08:03.510 --> 01:08:05.436 they're going to fly to that

NOTE Confidence: 0.8827227

01:08:05.436 --> 01:08:07.054 hospital right away because they

NOTE Confidence: 0.8827227

01:08:07.054 --> 01:08:08.674 know it could be a disaster.

NOTE Confidence: 0.8827227

01:08:08.680 --> 01:08:10.549 Well, that makes me think that what

NOTE Confidence: 0.8827227

01:08:10.549 --> 01:08:12.081 happened to me was unfortunately

NOTE Confidence: 0.8827227

01:08:12.081 --> 01:08:14.447 pretty typical of American ERS and and,

NOTE Confidence: 0.8827227

01:08:14.450 --> 01:08:16.873 you know, in a way, like I was,

NOTE Confidence: 0.8827227

01:08:16.873 --> 01:08:19.619 you know I had a lot going for me,
NOTE Confidence: 0.8827227

01:08:19.620 --> 01:08:20.144 of course,
NOTE Confidence: 0.8827227

01:08:20.144 --> 01:08:22.240 but but it was a kind of brush
NOTE Confidence: 0.8827227

01:08:22.309 --> 01:08:23.894 with normality, you know,
NOTE Confidence: 0.8827227

01:08:23.894 --> 01:08:25.766 like nobody knew who I was.
NOTE Confidence: 0.8827227

01:08:25.770 --> 01:08:26.514 Like in my view,
NOTE Confidence: 0.8827227

01:08:26.514 --> 01:08:28.405 like in one way that was kind of blindsided
NOTE Confidence: 0.8827227

01:08:28.405 --> 01:08:30.459 was like thought of like I thought of you.
NOTE Confidence: 0.8827227

01:08:30.460 --> 01:08:32.156 New Haven is yell and like it isn't,
NOTE Confidence: 0.8827227

01:08:32.160 --> 01:08:32.564 you know,
NOTE Confidence: 0.8827227

01:08:32.564 --> 01:08:34.662 kind of is but like nobody knew I was like
NOTE Confidence: 0.8827227

01:08:34.662 --> 01:08:36.630 I was it was a Saturday morning there are,
NOTE Confidence: 0.8827227

01:08:36.630 --> 01:08:37.908 you know it was Saturday morning.
NOTE Confidence: 0.8827227

01:08:37.910 --> 01:08:39.702 There are a bunch of drunks there like
NOTE Confidence: 0.8827227

01:08:39.702 --> 01:08:41.315 there was a lot of stuff going on.
NOTE Confidence: 0.8827227

01:08:41.320 --> 01:08:43.075 I was just like one more guy and like

NOTE Confidence: 0.8827227

01:08:43.075 --> 01:08:44.811 and that's like for awhile so that's

NOTE Confidence: 0.8827227

01:08:44.811 --> 01:08:46.594 a kind of advantage like I was just

NOTE Confidence: 0.8827227

01:08:46.594 --> 01:08:48.594 one more guy like I was just kind of there.

NOTE Confidence: 0.8827227

01:08:48.594 --> 01:08:49.920 But the only difference only is

NOTE Confidence: 0.8827227

01:08:49.970 --> 01:08:51.335 that like I the only difference is

NOTE Confidence: 0.8827227

01:08:51.335 --> 01:08:52.822 that I was taking notes the whole

NOTE Confidence: 0.8827227

01:08:52.822 --> 01:08:54.642 time when I could and that I would.

NOTE Confidence: 0.8827227

01:08:54.642 --> 01:08:55.997 You know that I could.

NOTE Confidence: 0.8827227

01:08:56.000 --> 01:08:56.744 Write about it.

NOTE Confidence: 0.8827227

01:08:56.744 --> 01:08:57.984 As far as other systems,

NOTE Confidence: 0.8827227

01:08:57.990 --> 01:08:59.490 I think other systems are different.

NOTE Confidence: 0.8827227

01:08:59.490 --> 01:08:59.968 I mean,

NOTE Confidence: 0.8827227

01:08:59.968 --> 01:09:02.470 I read about this a little bit in the book,

NOTE Confidence: 0.8827227

01:09:02.470 --> 01:09:04.171 but we had we had one of our kids

NOTE Confidence: 0.8827227

01:09:04.171 --> 01:09:05.781 in here in Austria had another

NOTE Confidence: 0.8827227

01:09:05.781 --> 01:09:07.751 one in the United States and it's
NOTE Confidence: 0.8827227

01:09:07.751 --> 01:09:09.116 it's a very different experience
NOTE Confidence: 0.8827227

01:09:09.116 --> 01:09:10.940 and it has to do with time.
NOTE Confidence: 0.8827227

01:09:10.940 --> 01:09:12.190 I mean the word time.
NOTE Confidence: 0.8827227

01:09:12.190 --> 01:09:13.926 Maybe the single most long with attention.
NOTE Confidence: 0.8827227

01:09:13.930 --> 01:09:14.922 The single most important
NOTE Confidence: 0.8827227

01:09:14.922 --> 01:09:15.914 word that's been pronounced.
NOTE Confidence: 0.8827227

01:09:15.920 --> 01:09:18.152 If you have a kid and the the doctors,
NOTE Confidence: 0.8827227

01:09:18.160 --> 01:09:18.650 I mean,
NOTE Confidence: 0.8827227

01:09:18.650 --> 01:09:20.365 you know I don't want to push
NOTE Confidence: 0.8827227

01:09:20.365 --> 01:09:21.756 you too ***** this month,
NOTE Confidence: 0.8827227

01:09:21.756 --> 01:09:23.884 but if you have a kid in the system
NOTE Confidence: 0.8827227

01:09:23.884 --> 01:09:25.846 where the doctors are under no
NOTE Confidence: 0.8827227

01:09:25.846 --> 01:09:27.130 financial constraints whatsoever.
NOTE Confidence: 0.8827227

01:09:27.130 --> 01:09:29.090 There going to be a lot fewer caesareans
NOTE Confidence: 0.8827227

01:09:29.090 --> 01:09:31.236 my first child would have been necessary,

NOTE Confidence: 0.81899446

01:09:31.240 --> 01:09:33.306 and in the US 100%, but it was,

NOTE Confidence: 0.81899446

01:09:33.306 --> 01:09:35.539 but he wasn't because we are in a system

NOTE Confidence: 0.81899446

01:09:35.539 --> 01:09:37.464 where there was zero pressure and they

NOTE Confidence: 0.81899446

01:09:37.464 --> 01:09:39.614 had their second kid in United States

NOTE Confidence: 0.81899446

01:09:39.614 --> 01:09:41.922 and there was pressure to do a B&C.

NOTE Confidence: 0.81899446

01:09:41.922 --> 01:09:43.241 Didn't happen, but you know,

NOTE Confidence: 0.81899446

01:09:43.241 --> 01:09:45.760 if we did have been the other way around,

NOTE Confidence: 0.81899446

01:09:45.760 --> 01:09:47.680 our first business there in US and the

NOTE Confidence: 0.81899446

01:09:47.680 --> 01:09:49.914 2nd is ring because the first one was

NOTE Confidence: 0.81899446

01:09:49.914 --> 01:09:52.059 necessary and it makes a huge difference.

NOTE Confidence: 0.81899446

01:09:52.060 --> 01:09:54.247 If you know like in Vienna you have a

NOTE Confidence: 0.81899446

01:09:54.247 --> 01:09:56.168 minimum of four days after childbirth,

NOTE Confidence: 0.81899446

01:09:56.170 --> 01:09:58.557 you have to stay in the hospital.

NOTE Confidence: 0.81899446

01:09:58.560 --> 01:10:00.612 And the reason is so that the parents learn

NOTE Confidence: 0.81899446

01:10:00.612 --> 01:10:02.698 how to bathe a kid and how to breastfeed,

NOTE Confidence: 0.81899446

01:10:02.700 --> 01:10:04.492 which is not, you know, as you know,
NOTE Confidence: 0.81899446

01:10:04.492 --> 01:10:06.380 it's not obvious how to do those things.
NOTE Confidence: 0.81899446

01:10:06.380 --> 01:10:08.220 If you have a kid in the US,
NOTE Confidence: 0.81899446

01:10:08.220 --> 01:10:09.972 you know you get a piece of paper
NOTE Confidence: 0.81899446

01:10:09.972 --> 01:10:11.409 which has some breasts on it
NOTE Confidence: 0.81899446

01:10:11.409 --> 01:10:12.819 and you get a phone number,
NOTE Confidence: 0.81899446

01:10:12.820 --> 01:10:13.970 maybe of a lactation consultant.
NOTE Confidence: 0.81899446

01:10:13.970 --> 01:10:15.320 But you're just not going to
NOTE Confidence: 0.81899446

01:10:15.320 --> 01:10:16.730 be there as long you know.
NOTE Confidence: 0.81899446

01:10:16.730 --> 01:10:18.340 And that difference in time really matters.
NOTE Confidence: 0.81899446

01:10:18.340 --> 01:10:19.012 And I'm just.
NOTE Confidence: 0.81899446

01:10:19.012 --> 01:10:20.132 I'm using birth because we've
NOTE Confidence: 0.81899446

01:10:20.132 --> 01:10:21.100 been talking about death,
NOTE Confidence: 0.81899446

01:10:21.100 --> 01:10:22.710 but it's like it's the same principle.
NOTE Confidence: 0.81899446

01:10:22.710 --> 01:10:23.630 So I think there.
NOTE Confidence: 0.81899446

01:10:23.630 --> 01:10:25.010 I think there are, you know,

NOTE Confidence: 0.81899446

01:10:25.010 --> 01:10:26.390 I think there are better systems.

NOTE Confidence: 0.81899446

01:10:26.390 --> 01:10:28.118 I mean one thing which I

NOTE Confidence: 0.81899446

01:10:28.118 --> 01:10:29.270 find kind of depressing.

NOTE Confidence: 0.81899446

01:10:29.270 --> 01:10:30.806 I see a lot of doctors

NOTE Confidence: 0.81899446

01:10:30.806 --> 01:10:31.830 because of the migraines.

NOTE Confidence: 0.81899446

01:10:31.830 --> 01:10:32.242 You know,

NOTE Confidence: 0.81899446

01:10:32.242 --> 01:10:34.220 it's like and and that's and I end up

NOTE Confidence: 0.81899446

01:10:34.220 --> 01:10:35.882 chatting with migraines like a subject

NOTE Confidence: 0.81899446

01:10:35.882 --> 01:10:37.865 that doctors kind of like to talk

NOTE Confidence: 0.81899446

01:10:37.865 --> 01:10:39.245 about because they're so complicated.

NOTE Confidence: 0.81899446

01:10:39.250 --> 01:10:41.086 So I kind of get a lot of doctors

NOTE Confidence: 0.81899446

01:10:41.086 --> 01:10:43.205 and and the GPS here will say things

NOTE Confidence: 0.81899446

01:10:43.205 --> 01:10:45.205 like you really should take care of

NOTE Confidence: 0.81899446

01:10:45.205 --> 01:10:47.186 your problems taken care of here in

NOTE Confidence: 0.81899446

01:10:47.186 --> 01:10:48.978 Austria before you go back to America.

NOTE Confidence: 0.81899446

01:10:48.980 --> 01:10:49.748 And like that,
NOTE Confidence: 0.81899446

01:10:49.748 --> 01:10:51.028 I find that so depressing,
NOTE Confidence: 0.81899446

01:10:51.030 --> 01:10:51.296 right?
NOTE Confidence: 0.81899446

01:10:51.296 --> 01:10:53.424 Like my patriotic self finds that finds that
NOTE Confidence: 0.81899446

01:10:53.424 --> 01:10:55.815 so sad and I wish it weren't true like I wish
NOTE Confidence: 0.81899446

01:10:55.867 --> 01:10:57.939 it weren't true but there are differences.
NOTE Confidence: 0.81899446

01:10:57.940 --> 01:10:59.260 You know there's there's in
NOTE Confidence: 0.81899446

01:10:59.260 --> 01:11:00.316 the main differences feel.
NOTE Confidence: 0.81899446

01:11:00.320 --> 01:11:02.091 Like so much of what we've talked
NOTE Confidence: 0.81899446

01:11:02.091 --> 01:11:04.228 about has to do with patient anxiety,
NOTE Confidence: 0.81899446

01:11:04.230 --> 01:11:06.176 and then in some of the replies,
NOTE Confidence: 0.81899446

01:11:06.180 --> 01:11:06.458 very,
NOTE Confidence: 0.81899446

01:11:06.458 --> 01:11:07.570 very politely and cautiously.
NOTE Confidence: 0.81899446

01:11:07.570 --> 01:11:09.460 You know you and your you and
NOTE Confidence: 0.81899446

01:11:09.460 --> 01:11:10.607 your colleagues mentioned how
NOTE Confidence: 0.81899446

01:11:10.607 --> 01:11:12.037 you're under time pressure too.

NOTE Confidence: 0.81899446

01:11:12.040 --> 01:11:13.430 And I know you are.

NOTE Confidence: 0.81899446

01:11:13.430 --> 01:11:15.313 I get that so much the difference

NOTE Confidence: 0.81899446

01:11:15.313 --> 01:11:17.058 over here is that that like,

NOTE Confidence: 0.81899446

01:11:17.060 --> 01:11:18.584 I don't feel like the doctors

NOTE Confidence: 0.81899446

01:11:18.584 --> 01:11:20.410 are under so much time pressure.

NOTE Confidence: 0.81899446

01:11:20.410 --> 01:11:22.307 I just I don't feel that like

NOTE Confidence: 0.81899446

01:11:22.307 --> 01:11:24.310 when I when this is all over.

NOTE Confidence: 0.81899446

01:11:24.310 --> 01:11:26.830 In June I flew with my family to Austria.

NOTE Confidence: 0.81899446

01:11:26.830 --> 01:11:29.190 In July I went to see a GP here and

NOTE Confidence: 0.81899446

01:11:29.260 --> 01:11:31.420 she like she dropped everything.

NOTE Confidence: 0.81899446

01:11:31.420 --> 01:11:33.790 At like 2 hours on my case because it was so,

NOTE Confidence: 0.81899446

01:11:33.790 --> 01:11:35.421 you know she wanted like she didn't

NOTE Confidence: 0.81899446

01:11:35.421 --> 01:11:37.564 like she didn't take a G like every she

NOTE Confidence: 0.81899446

01:11:37.564 --> 01:11:39.018 went through everything all over and

NOTE Confidence: 0.81899446

01:11:39.018 --> 01:11:40.684 I didn't have an appointment with her.

NOTE Confidence: 0.8596605

01:11:40.690 --> 01:11:42.478 I didn't have an appointment, but like
NOTE Confidence: 0.8596605

01:11:42.478 --> 01:11:44.256 she thought that was the important thing,
NOTE Confidence: 0.8596605

01:11:44.260 --> 01:11:45.956 and so that's what she was going to
NOTE Confidence: 0.8596605

01:11:45.956 --> 01:11:48.224 do and that feeling that like OK like
NOTE Confidence: 0.8596605

01:11:48.224 --> 01:11:50.129 somebody might actually have time for you.
NOTE Confidence: 0.8596605

01:11:50.130 --> 01:11:52.010 And from her point of view that she
NOTE Confidence: 0.8596605

01:11:52.010 --> 01:11:54.210 somehow I don't know how it works exactly,
NOTE Confidence: 0.8596605

01:11:54.210 --> 01:11:55.990 but clearly she's not being, you know,
NOTE Confidence: 0.8596605

01:11:55.990 --> 01:11:57.520 clocked on 20 minutes segments right,
NOTE Confidence: 0.8596605

01:11:57.520 --> 01:11:59.815 but from her point of view that she feels
NOTE Confidence: 0.8596605

01:11:59.815 --> 01:12:01.855 like, oh, I could actually do this, right?
NOTE Confidence: 0.8596605

01:12:01.855 --> 01:12:03.130 OK, there's this new patient.
NOTE Confidence: 0.8596605

01:12:03.130 --> 01:12:04.660 Something's going on this clip confusing.
NOTE Confidence: 0.8596605

01:12:04.660 --> 01:12:06.403 I'm going to spend like my afternoon
NOTE Confidence: 0.8596605

01:12:06.403 --> 01:12:07.720 on this that like that.
NOTE Confidence: 0.8596605

01:12:07.720 --> 01:12:08.804 It happens, is nice,

NOTE Confidence: 0.8596605

01:12:08.804 --> 01:12:10.430 but also just the feeling that

NOTE Confidence: 0.8596605

01:12:10.488 --> 01:12:11.340 it could happen.

NOTE Confidence: 0.8596605

01:12:11.340 --> 01:12:13.284 Is so calming tickets so it's like this.

NOTE Confidence: 0.8596605

01:12:13.290 --> 01:12:14.022 It's so liberating.

NOTE Confidence: 0.8596605

01:12:14.022 --> 01:12:15.209 The sense that like, OK,

NOTE Confidence: 0.8596605

01:12:15.209 --> 01:12:17.400 the system is a system is going to work on

NOTE Confidence: 0.8596605

01:12:17.400 --> 01:12:19.171 the other in the other differences money

NOTE Confidence: 0.8596605

01:12:19.171 --> 01:12:21.099 which we didn't talk that much about,

NOTE Confidence: 0.8596605

01:12:21.100 --> 01:12:21.904 but you know it.

NOTE Confidence: 0.8596605

01:12:21.904 --> 01:12:23.751 So for so many people in America that

NOTE Confidence: 0.8596605

01:12:23.751 --> 01:12:25.515 that's that's a source of tremendous

NOTE Confidence: 0.8596605

01:12:25.515 --> 01:12:27.516 anxiety or just a reason why they don't

NOTE Confidence: 0.8596605

01:12:27.516 --> 01:12:29.304 even go into care or they don't care.

NOTE Confidence: 0.8596605

01:12:29.304 --> 01:12:31.215 They worry like I'm not going to get

NOTE Confidence: 0.8596605

01:12:31.215 --> 01:12:32.565 worse treatment than somebody else.

NOTE Confidence: 0.8596605

01:12:32.570 --> 01:12:34.028 'cause I've got the wrong card.
NOTE Confidence: 0.8596605

01:12:34.030 --> 01:12:35.718 I don't have a card at all and
NOTE Confidence: 0.8596605

01:12:35.718 --> 01:12:37.198 you can lift that anxiety.
NOTE Confidence: 0.8596605

01:12:37.200 --> 01:12:39.160 People just feel so people just feel better.
NOTE Confidence: 0.8596605

01:12:39.160 --> 01:12:41.708 So yeah, I mean I, I don't, I think.
NOTE Confidence: 0.8596605

01:12:41.708 --> 01:12:44.840 I think my experience was was representative.
NOTE Confidence: 0.8596605

01:12:44.840 --> 01:12:45.078 Man,
NOTE Confidence: 0.8596605

01:12:45.078 --> 01:12:46.506 I do think other systems do
NOTE Confidence: 0.8596605

01:12:46.506 --> 01:12:47.220 certain things better.
NOTE Confidence: 0.8185586

01:12:48.510 --> 01:12:49.995 Of course, you've had the
NOTE Confidence: 0.8185586

01:12:49.995 --> 01:12:51.816 opportunity to observe it as of
NOTE Confidence: 0.8185586

01:12:51.816 --> 01:12:53.466 as a patient in various systems.
NOTE Confidence: 0.8185586

01:12:53.470 --> 01:12:55.886 So often I hear folks who have only
NOTE Confidence: 0.8185586

01:12:55.886 --> 01:12:57.852 been exposed to 1 system say, well,
NOTE Confidence: 0.8185586

01:12:57.852 --> 01:13:00.188 this system is clearly the best be cause,
NOTE Confidence: 0.8185586

01:13:00.190 --> 01:13:02.764 but I have to tell you that, for example,

NOTE Confidence: 0.8185586

01:13:02.764 --> 01:13:04.633 I have colleagues in Canada who talk

NOTE Confidence: 0.8185586

01:13:04.633 --> 01:13:06.317 about their assistant versus ours.

NOTE Confidence: 0.8185586

01:13:06.320 --> 01:13:07.488 There's advantages and disadvantages.

NOTE Confidence: 0.8185586

01:13:07.488 --> 01:13:09.240 I've actually never heard one say.

NOTE Confidence: 0.8185586

01:13:09.240 --> 01:13:10.986 I sure hope someday we can.

NOTE Confidence: 0.8185586

01:13:10.990 --> 01:13:13.034 We can switch to the US system.

NOTE Confidence: 0.8185586

01:13:13.040 --> 01:13:14.208 I've never heard somebody

NOTE Confidence: 0.8185586

01:13:14.208 --> 01:13:15.668 ever come close to that.

NOTE Confidence: 0.8185586

01:13:15.670 --> 01:13:17.536 They all are are quite clear

NOTE Confidence: 0.8185586

01:13:17.536 --> 01:13:18.780 that they as physicians.

NOTE Confidence: 0.8185586

01:13:18.780 --> 01:13:20.140 That they prefer working in

NOTE Confidence: 0.8185586

01:13:20.140 --> 01:13:21.500 that system to this system.

NOTE Confidence: 0.8185586

01:13:21.500 --> 01:13:23.257 Those who are familiar with both and

NOTE Confidence: 0.8185586

01:13:23.257 --> 01:13:25.040 there may be exceptions to that.

NOTE Confidence: 0.8185586

01:13:25.040 --> 01:13:27.208 Maybe I'll hear from one in the queue.

NOTE Confidence: 0.8185586

01:13:27.210 --> 01:13:29.386 Wait, let me go to another comment please.

NOTE Confidence: 0.8185586

01:13:29.390 --> 01:13:31.315 Thank you so much for sharing your

NOTE Confidence: 0.8185586

01:13:31.315 --> 01:13:32.640 experiences and your insights to

NOTE Confidence: 0.8185586

01:13:32.640 --> 01:13:34.215 say we need to do better would

NOTE Confidence: 0.8185586

01:13:34.215 --> 01:13:35.639 be a gross understatement.

NOTE Confidence: 0.8185586

01:13:35.640 --> 01:13:37.348 Can you talk more about what you

NOTE Confidence: 0.8185586

01:13:37.348 --> 01:13:38.442 perceive is diminished authority

NOTE Confidence: 0.8185586

01:13:38.442 --> 01:13:39.997 of physicians within the system?

NOTE Confidence: 0.8185586

01:13:40.000 --> 01:13:41.560 As you noted in your interaction

NOTE Confidence: 0.8185586

01:13:41.560 --> 01:13:43.187 with the neurologist and how this

NOTE Confidence: 0.8185586

01:13:43.187 --> 01:13:44.532 related to your larger experience

NOTE Confidence: 0.8185586

01:13:44.532 --> 01:13:45.710 with the medical system?

NOTE Confidence: 0.8185586

01:13:45.710 --> 01:13:47.488 What do you think are some concrete

NOTE Confidence: 0.8185586

01:13:47.488 --> 01:13:49.314 steps that we could take beyond

NOTE Confidence: 0.8185586

01:13:49.314 --> 01:13:50.999 ensuring universal access to care?

NOTE Confidence: 0.8185586

01:13:51.000 --> 01:13:52.220 And which is clearly important

NOTE Confidence: 0.8185586

01:13:52.220 --> 01:13:53.196 so specifically about the

NOTE Confidence: 0.8185586

01:13:53.196 --> 01:13:54.349 diminished authority of physicians.

NOTE Confidence: 0.8185586

01:13:54.350 --> 01:13:56.930 What do you think we could do to change that?

NOTE Confidence: 0.84381866

01:13:58.240 --> 01:13:59.944 Yeah, that really I'm.

NOTE Confidence: 0.84381866

01:13:59.944 --> 01:14:03.239 I'm glad that questions here towards the end

NOTE Confidence: 0.84381866

01:14:03.239 --> 01:14:06.260 because my experience is such a such a mix.

NOTE Confidence: 0.84381866

01:14:06.260 --> 01:14:08.588 You know, like I did meet some folks

NOTE Confidence: 0.84381866

01:14:08.588 --> 01:14:12.037 who I do not think should be practicing

NOTE Confidence: 0.84381866

01:14:12.037 --> 01:14:13.897 medicine under any circumstances,

NOTE Confidence: 0.84381866

01:14:13.900 --> 01:14:16.956 I think they should be doing something else.

NOTE Confidence: 0.84381866

01:14:16.960 --> 01:14:19.050 But in general my interactions

NOTE Confidence: 0.84381866

01:14:19.050 --> 01:14:21.140 with physicians taught me that

NOTE Confidence: 0.84381866

01:14:21.212 --> 01:14:23.432 these are people who should have

NOTE Confidence: 0.84381866

01:14:23.432 --> 01:14:25.670 more rather than less authority.

NOTE Confidence: 0.84381866

01:14:25.670 --> 01:14:27.638 And I don't know that there's

NOTE Confidence: 0.84381866

01:14:27.638 --> 01:14:29.370 an easy answer for this.
NOTE Confidence: 0.84381866

01:14:29.370 --> 01:14:31.617 I mean, it's it's it's nice that
NOTE Confidence: 0.84381866

01:14:31.617 --> 01:14:34.029 you know so many of the reactions
NOTE Confidence: 0.84381866

01:14:34.029 --> 01:14:36.087 are we have to do better.
NOTE Confidence: 0.84381866

01:14:36.090 --> 01:14:38.442 I mean, that's that's kind, you know.
NOTE Confidence: 0.84381866

01:14:38.442 --> 01:14:39.450 And that's appropriate.
NOTE Confidence: 0.84381866

01:14:39.450 --> 01:14:42.187 But I tend to think that what's
NOTE Confidence: 0.84381866

01:14:42.187 --> 01:14:44.420 holding you back is a system.
NOTE Confidence: 0.84381866

01:14:44.420 --> 01:14:46.457 Which none of you individually can change,
NOTE Confidence: 0.84381866

01:14:46.460 --> 01:14:49.080 and this is part of my reason for like mixed
NOTE Confidence: 0.84381866

01:14:49.148 --> 01:14:51.582 feelings of talking to Yale, New Haven.
NOTE Confidence: 0.84381866

01:14:51.582 --> 01:14:53.868 I mean, you yell New Haven.
NOTE Confidence: 0.84381866

01:14:53.870 --> 01:14:56.530 Young Haven is a regional monopoly in
NOTE Confidence: 0.84381866

01:14:56.530 --> 01:14:58.788 a commercial medical system and either
NOTE Confidence: 0.84381866

01:14:58.788 --> 01:15:01.224 there are things that are not going
NOTE Confidence: 0.84381866

01:15:01.290 --> 01:15:03.102 to change until we don't function

NOTE Confidence: 0.84381866

01:15:03.102 --> 01:15:05.006 so much as a commercial medical

NOTE Confidence: 0.84381866

01:15:05.006 --> 01:15:06.398 system with regional monopolies.

NOTE Confidence: 0.84381866

01:15:06.400 --> 01:15:08.488 I think when those things change,

NOTE Confidence: 0.84381866

01:15:08.490 --> 01:15:10.919 I think doctors will have more authority.

NOTE Confidence: 0.84381866

01:15:10.920 --> 01:15:13.008 How to give doctors more authority

NOTE Confidence: 0.84381866

01:15:13.008 --> 01:15:15.327 in the present system, I don't know.

NOTE Confidence: 0.84381866

01:15:15.327 --> 01:15:17.490 I mean the things that I see

NOTE Confidence: 0.84381866

01:15:17.573 --> 01:15:19.269 oppressing you are one.

NOTE Confidence: 0.84381866

01:15:19.270 --> 01:15:20.662 You're being turned into

NOTE Confidence: 0.84381866

01:15:20.662 --> 01:15:21.706 advertisements for hospitals,

NOTE Confidence: 0.84381866

01:15:21.710 --> 01:15:25.278 which I think is degrading and immoral too.

NOTE Confidence: 0.84381866

01:15:25.280 --> 01:15:27.471 You you are forced your language has

NOTE Confidence: 0.84381866

01:15:27.471 --> 01:15:29.461 been forced into into a fundamentally

NOTE Confidence: 0.84381866

01:15:29.461 --> 01:15:31.771 financial language by by the by the

NOTE Confidence: 0.84381866

01:15:31.839 --> 01:15:33.729 record keeping system and three.

NOTE Confidence: 0.84381866

01:15:33.730 --> 01:15:35.752 You don't seem to control your
NOTE Confidence: 0.84381866

01:15:35.752 --> 01:15:36.763 time very well.
NOTE Confidence: 0.84381866

01:15:36.770 --> 01:15:39.482 It seems that someone else is telling you
NOTE Confidence: 0.84381866

01:15:39.482 --> 01:15:42.856 how to spend your time and and and and then.
NOTE Confidence: 0.84381866

01:15:42.860 --> 01:15:45.556 Of course for all the people who are,
NOTE Confidence: 0.84381866

01:15:45.560 --> 01:15:46.194 you know,
NOTE Confidence: 0.84381866

01:15:46.194 --> 01:15:48.730 the the kind of lack of clarity which
NOTE Confidence: 0.84381866

01:15:48.804 --> 01:15:51.121 comes with the word provider of who
NOTE Confidence: 0.84381866

01:15:51.121 --> 01:15:53.667 is actually a physician in the room,
NOTE Confidence: 0.84381866

01:15:53.670 --> 01:15:56.166 which is sometimes unclear for patients.
NOTE Confidence: 0.84381866

01:15:56.170 --> 01:15:57.334 And I don't know.
NOTE Confidence: 0.84381866

01:15:57.334 --> 01:15:58.792 I don't want, you know,
NOTE Confidence: 0.84381866

01:15:58.792 --> 01:16:00.829 but but so that's what I see.
NOTE Confidence: 0.84381866

01:16:00.830 --> 01:16:03.449 I don't know how to solve all of it.
NOTE Confidence: 0.84381866

01:16:03.450 --> 01:16:05.190 I mean, I I had this.
NOTE Confidence: 0.84381866

01:16:05.190 --> 01:16:06.936 I mean, I was thinking yesterday.

NOTE Confidence: 0.84381866

01:16:06.940 --> 01:16:09.268 Like maybe you guys need a labor union.

NOTE Confidence: 0.84381866

01:16:09.270 --> 01:16:09.844 You know,

NOTE Confidence: 0.84381866

01:16:09.844 --> 01:16:11.566 maybe maybe you should be a

NOTE Confidence: 0.84381866

01:16:11.566 --> 01:16:13.050 union because you don't have.

NOTE Confidence: 0.84381866

01:16:13.050 --> 01:16:15.087 I mean, it's like do I was.

NOTE Confidence: 0.84381866

01:16:15.090 --> 01:16:15.885 Also I mean,

NOTE Confidence: 0.84381866

01:16:15.885 --> 01:16:16.150 oh,

NOTE Confidence: 0.84381866

01:16:16.150 --> 01:16:18.071 another thing is of course these because

NOTE Confidence: 0.84381866

01:16:18.071 --> 01:16:20.003 you're working for not all of you

NOTE Confidence: 0.84381866

01:16:20.003 --> 01:16:22.069 but likes working for staffing firms.

NOTE Confidence: 0.84381866

01:16:22.070 --> 01:16:23.894 And you sign these contracts which

NOTE Confidence: 0.84381866

01:16:23.894 --> 01:16:25.862 basically have gag clauses to them, right?

NOTE Confidence: 0.84381866

01:16:25.862 --> 01:16:26.466 I mean,

NOTE Confidence: 0.84381866

01:16:26.466 --> 01:16:28.580 that's another way that you're held back.

NOTE Confidence: 0.84381866

01:16:28.580 --> 01:16:31.550 Many of you, and in the you know the result.

NOTE Confidence: 0.84381866

01:16:31.550 --> 01:16:34.349 Like if you look back at the pandemic at

NOTE Confidence: 0.84381866

01:16:34.349 --> 01:16:36.893 which I hope you can look back at now.

NOTE Confidence: 0.84381866

01:16:36.900 --> 01:16:38.676 He was really striking how low

NOTE Confidence: 0.84381866

01:16:38.676 --> 01:16:40.160 the voice of doctors was,

NOTE Confidence: 0.84381866

01:16:40.160 --> 01:16:40.738 you know,

NOTE Confidence: 0.84381866

01:16:40.738 --> 01:16:43.430 like how I mean in various ways like that.

NOTE Confidence: 0.84381866

01:16:43.430 --> 01:16:44.920 People don't respect doctors enough,

NOTE Confidence: 0.84381866

01:16:44.920 --> 01:16:46.696 but also how doctors had trouble

NOTE Confidence: 0.84381866

01:16:46.696 --> 01:16:47.288 speaking out.

NOTE Confidence: 0.8496344

01:16:47.290 --> 01:16:48.982 I think partly because of these

NOTE Confidence: 0.8496344

01:16:48.982 --> 01:16:50.779 clauses in their in their contracts

NOTE Confidence: 0.8496344

01:16:50.779 --> 01:16:52.928 and how like you know the doctors.

NOTE Confidence: 0.8496344

01:16:52.930 --> 01:16:55.306 I mean, I don't think I don't think

NOTE Confidence: 0.8496344

01:16:55.306 --> 01:16:57.710 the AMA has the I don't think it

NOTE Confidence: 0.8496344

01:16:57.710 --> 01:16:59.769 has the push that it wants to.

NOTE Confidence: 0.8496344

01:16:59.770 --> 01:17:02.536 I don't think it's. Even close.

NOTE Confidence: 0.8496344

01:17:02.540 --> 01:17:04.633 So you know, I don't know exactly

NOTE Confidence: 0.8496344

01:17:04.633 --> 01:17:06.439 how to solve that problem,

NOTE Confidence: 0.8496344

01:17:06.440 --> 01:17:09.060 but I part of it though is like a validation

NOTE Confidence: 0.8496344

01:17:09.121 --> 01:17:11.318 of professional authority. I mean,

NOTE Confidence: 0.8496344

01:17:11.318 --> 01:17:13.586 I think I think physicians should have.

NOTE Confidence: 0.8496344

01:17:13.590 --> 01:17:16.082 We should think of physicians as people

NOTE Confidence: 0.8496344

01:17:16.082 --> 01:17:18.594 who have authority as opposed to people who

NOTE Confidence: 0.8496344

01:17:18.594 --> 01:17:21.387 are just one part of a money making system.

NOTE Confidence: 0.8496344

01:17:21.390 --> 01:17:23.462 Sorry to put it that way and

NOTE Confidence: 0.8496344

01:17:23.462 --> 01:17:24.970 patients are slowly learning.

NOTE Confidence: 0.8496344

01:17:24.970 --> 01:17:26.266 You know, we're not.

NOTE Confidence: 0.8496344

01:17:26.266 --> 01:17:27.886 We're slow on the uptake.

NOTE Confidence: 0.8496344

01:17:27.890 --> 01:17:30.165 You know? Like that, it's for you.

NOTE Confidence: 0.8496344

01:17:30.170 --> 01:17:31.790 It's an iteration for us.

NOTE Confidence: 0.8496344

01:17:31.790 --> 01:17:33.799 It's like once or twice or three

NOTE Confidence: 0.8496344

01:17:33.799 --> 01:17:36.139 times in a lifetime or whatever.
NOTE Confidence: 0.8496344

01:17:36.140 --> 01:17:37.530 But patients are slowly learning
NOTE Confidence: 0.8496344

01:17:37.530 --> 01:17:39.559 that that's the way that it is there.
NOTE Confidence: 0.8496344

01:17:39.560 --> 01:17:40.885 Slowly learning that doctors are
NOTE Confidence: 0.8496344

01:17:40.885 --> 01:17:42.450 not what they think they are,
NOTE Confidence: 0.8496344

01:17:42.450 --> 01:17:44.061 and that's bad for everybody, right?
NOTE Confidence: 0.8496344

01:17:44.061 --> 01:17:45.807 Because then patients don't patients trust
NOTE Confidence: 0.8496344

01:17:45.807 --> 01:17:47.710 will trust doctors even less than they do,
NOTE Confidence: 0.8496344

01:17:47.710 --> 01:17:49.285 and and doctors will have a harder
NOTE Confidence: 0.8496344

01:17:49.285 --> 01:17:50.631 and harder time getting patients
NOTE Confidence: 0.8496344

01:17:50.631 --> 01:17:52.176 to do things like vaccinations,
NOTE Confidence: 0.8496344

01:17:52.180 --> 01:17:53.495 which they really they really
NOTE Confidence: 0.8496344

01:17:53.495 --> 01:17:54.284 should be doing.
NOTE Confidence: 0.8496344

01:17:54.290 --> 01:17:56.034 So I think we're in kind of a
NOTE Confidence: 0.8496344

01:17:56.034 --> 01:17:57.435 vicious circle with vicious cycle
NOTE Confidence: 0.8496344

01:17:57.435 --> 01:17:58.647 with the commercialization and

NOTE Confidence: 0.8496344

01:17:58.647 --> 01:18:00.598 I think the answer has to start.

NOTE Confidence: 0.8496344

01:18:00.600 --> 01:18:03.230 I mean, This is why I ended up with rights,

NOTE Confidence: 0.8496344

01:18:03.230 --> 01:18:04.730 because if you think of health

NOTE Confidence: 0.8496344

01:18:04.730 --> 01:18:06.120 care as a human right,

NOTE Confidence: 0.8496344

01:18:06.120 --> 01:18:07.690 you're also dignifying the doctor.

NOTE Confidence: 0.8496344

01:18:07.690 --> 01:18:09.970 Because the doctor is the person who directly

NOTE Confidence: 0.8496344

01:18:09.970 --> 01:18:12.297 is not just any provider of a service,

NOTE Confidence: 0.8496344

01:18:12.300 --> 01:18:13.740 but the doctor is the

NOTE Confidence: 0.8496344

01:18:13.740 --> 01:18:15.180 caretaker of a right right.

NOTE Confidence: 0.8496344

01:18:15.180 --> 01:18:17.049 The doctor then has a has an

NOTE Confidence: 0.8496344

01:18:17.049 --> 01:18:18.350 inherently more dignified position.

NOTE Confidence: 0.8496344

01:18:18.350 --> 01:18:19.785 If we're talking about something

NOTE Confidence: 0.8496344

01:18:19.785 --> 01:18:22.088 which is a right, I think I mean,

NOTE Confidence: 0.8496344

01:18:22.088 --> 01:18:23.236 I think that's one.

NOTE Confidence: 0.8496344

01:18:23.240 --> 01:18:25.256 That's one of the reasons for me.

NOTE Confidence: 0.8496344

01:18:25.260 --> 01:18:25.764 Anyway,
NOTE Confidence: 0.8496344
01:18:25.764 --> 01:18:27.780 I like that language.
NOTE Confidence: 0.8496344
01:18:27.780 --> 01:18:28.000 I
NOTE Confidence: 0.89370203
01:18:28.000 --> 01:18:29.540 appreciate that. I mean, it's it's a.
NOTE Confidence: 0.89370203
01:18:29.540 --> 01:18:31.260 It's a point that I've.
NOTE Confidence: 0.89370203
01:18:31.260 --> 01:18:33.031 That I've made to the medical students
NOTE Confidence: 0.89370203
01:18:33.031 --> 01:18:35.098 that I'm sure I'm not the only one who's
NOTE Confidence: 0.89370203
01:18:35.098 --> 01:18:37.109 made it over the years is that you know,
NOTE Confidence: 0.89370203
01:18:37.110 --> 01:18:38.797 in the big system there are lots
NOTE Confidence: 0.89370203
01:18:38.797 --> 01:18:40.150 of people looking out for the,
NOTE Confidence: 0.89370203
01:18:40.150 --> 01:18:41.320 you know, the federal budget.
NOTE Confidence: 0.89370203
01:18:41.320 --> 01:18:42.832 There are lots of people looking out
NOTE Confidence: 0.89370203
01:18:42.832 --> 01:18:44.360 for the hospitals financial well being,
NOTE Confidence: 0.89370203
01:18:44.360 --> 01:18:45.530 but sometimes with the patient
NOTE Confidence: 0.89370203
01:18:45.530 --> 01:18:46.466 in front of you,
NOTE Confidence: 0.89370203
01:18:46.470 --> 01:18:47.886 you can't assume anybody else is

NOTE Confidence: 0.89370203

01:18:47.886 --> 01:18:49.040 actually looking out for him.

NOTE Confidence: 0.89370203

01:18:49.040 --> 01:18:50.450 And so that's gotta be you.

NOTE Confidence: 0.89370203

01:18:50.450 --> 01:18:51.620 And that's got to be.

NOTE Confidence: 0.89370203

01:18:51.620 --> 01:18:53.018 The physicians have to internalize it.

NOTE Confidence: 0.89370203

01:18:53.020 --> 01:18:54.581 The nurses to that that we can

NOTE Confidence: 0.89370203

01:18:54.581 --> 01:18:55.784 assume what someone else is

NOTE Confidence: 0.89370203

01:18:55.784 --> 01:18:57.224 actually watching out for this guy,

NOTE Confidence: 0.89370203

01:18:57.230 --> 01:18:58.640 we have to assume it's us.

NOTE Confidence: 0.89370203

01:18:58.640 --> 01:19:00.014 I don't know to what extent

NOTE Confidence: 0.89370203

01:19:00.014 --> 01:19:01.210 members of the faculty here,

NOTE Confidence: 0.89370203

01:19:01.210 --> 01:19:02.722 the people in the medical staff

NOTE Confidence: 0.89370203

01:19:02.722 --> 01:19:03.870 actually feel gagged and I.

NOTE Confidence: 0.89370203

01:19:03.870 --> 01:19:05.340 I won't speak to that,

NOTE Confidence: 0.89370203

01:19:05.340 --> 01:19:06.800 I hope not so much,

NOTE Confidence: 0.89370203

01:19:06.800 --> 01:19:08.600 but your point is well taken

NOTE Confidence: 0.89370203

01:19:08.600 --> 01:19:10.320 about about the position we hold,
NOTE Confidence: 0.89370203

01:19:10.320 --> 01:19:12.024 and indeed about about what may
NOTE Confidence: 0.89370203

01:19:12.024 --> 01:19:13.800 ultimately come from the public trust
NOTE Confidence: 0.89370203

01:19:13.800 --> 01:19:15.564 about things like vaccines that will
NOTE Confidence: 0.89370203

01:19:15.564 --> 01:19:17.927 tell you I heard this is totally anecdotal,
NOTE Confidence: 0.89370203

01:19:17.930 --> 01:19:18.544 of course,
NOTE Confidence: 0.89370203

01:19:18.544 --> 01:19:20.693 by the heard recently from about secondhand
NOTE Confidence: 0.89370203

01:19:20.693 --> 01:19:22.383 about a very intelligent person who
NOTE Confidence: 0.89370203

01:19:22.383 --> 01:19:24.380 had chosen not to take the vaccine.
NOTE Confidence: 0.89370203

01:19:24.380 --> 01:19:25.835 Relatively young person who said
NOTE Confidence: 0.89370203

01:19:25.835 --> 01:19:27.290 religious don't really trust that
NOTE Confidence: 0.89370203

01:19:27.342 --> 01:19:29.076 this wasn't brought forth so quickly
NOTE Confidence: 0.89370203

01:19:29.076 --> 01:19:30.826 for financial reasons, and I thought,
NOTE Confidence: 0.89370203

01:19:30.826 --> 01:19:32.286 really don't trust 25 she.
NOTE Confidence: 0.89370203

01:19:32.290 --> 01:19:34.336 Wow everybody should charge 25 but.
NOTE Confidence: 0.89370203

01:19:34.340 --> 01:19:35.138 Other people think,

NOTE Confidence: 0.89370203
01:19:35.138 --> 01:19:35.404 well,
NOTE Confidence: 0.89370203
01:19:35.404 --> 01:19:37.000 maybe we can't trust the doctors
NOTE Confidence: 0.89370203
01:19:37.051 --> 01:19:37.966 as well as we could,
NOTE Confidence: 0.89370203
01:19:37.970 --> 01:19:40.148 which is one reason why a lot of people,
NOTE Confidence: 0.89370203
01:19:40.150 --> 01:19:41.360 pediatricians in particular I think,
NOTE Confidence: 0.89370203
01:19:41.360 --> 01:19:42.782 think that you know we're trying
NOTE Confidence: 0.89370203
01:19:42.782 --> 01:19:44.322 to now get kids vaccinated and
NOTE Confidence: 0.89370203
01:19:44.322 --> 01:19:45.948 where people are more likely to
NOTE Confidence: 0.89370203
01:19:45.948 --> 01:19:47.581 trust is not that if we've lined
NOTE Confidence: 0.89370203
01:19:47.581 --> 01:19:49.118 up at the CVS with 1000 strangers.
NOTE Confidence: 0.89370203
01:19:49.118 --> 01:19:50.861 But if we go to our pediatrician
NOTE Confidence: 0.89370203
01:19:50.861 --> 01:19:52.540 and get that I think were more
NOTE Confidence: 0.89370203
01:19:52.540 --> 01:19:53.460 likely to trust that,
NOTE Confidence: 0.89370203
01:19:53.460 --> 01:19:54.906 and the more trust we earn,
NOTE Confidence: 0.89370203
01:19:54.910 --> 01:19:56.872 the more likely it is will be able to
NOTE Confidence: 0.89370203

01:19:56.872 --> 01:19:59.263 get kids vaccinated the way we want them to,
NOTE Confidence: 0.89370203

01:19:59.270 --> 01:20:00.480 and so many other things.
NOTE Confidence: 0.8761092

01:20:02.520 --> 01:20:04.310 Thank you another comment please.
NOTE Confidence: 0.8761092

01:20:04.310 --> 01:20:06.458 Thank you for sharing your story.
NOTE Confidence: 0.8761092

01:20:06.460 --> 01:20:08.250 My question as a historian,
NOTE Confidence: 0.8761092

01:20:08.250 --> 01:20:10.721 do you think the ingredients are present
NOTE Confidence: 0.8761092

01:20:10.721 --> 01:20:13.976 for us to be able to fix these problems?
NOTE Confidence: 0.8761092

01:20:13.980 --> 01:20:15.404 Clearly the challenges are
NOTE Confidence: 0.8761092

01:20:15.404 --> 01:20:16.522 formidable managerial, economic,
NOTE Confidence: 0.8761092

01:20:16.522 --> 01:20:17.728 educational, cultural, psychological.
NOTE Confidence: 0.8761092

01:20:17.728 --> 01:20:20.368 Oh my goodness, this is a huge question here,
NOTE Confidence: 0.8761092

01:20:20.370 --> 01:20:21.917 but the question is how would you
NOTE Confidence: 0.8761092

01:20:21.917 --> 01:20:22.990 prioritize the right approach?
NOTE Confidence: 0.8761092

01:20:22.990 --> 01:20:24.886 You've touched on a lot of this Tim,
NOTE Confidence: 0.8761092

01:20:24.890 --> 01:20:26.276 but I'll let you handle this
NOTE Confidence: 0.8761092

01:20:26.276 --> 01:20:27.749 question as as you feel best.

NOTE Confidence: 0.8761092

01:20:27.750 --> 01:20:28.638 So all those problems,

NOTE Confidence: 0.8761092

01:20:28.638 --> 01:20:30.370 how would you prioritize the right approach?

NOTE Confidence: 0.8817082

01:20:31.530 --> 01:20:34.253 Well, I mean, I think the main

NOTE Confidence: 0.8817082

01:20:34.253 --> 01:20:37.087 the main problem is the the way

NOTE Confidence: 0.8817082

01:20:37.087 --> 01:20:39.062 the economy has been shaped.

NOTE Confidence: 0.8817082

01:20:39.070 --> 01:20:41.240 I mean to put it slightly globally,

NOTE Confidence: 0.8817082

01:20:41.240 --> 01:20:44.024 there are a few things in the American

NOTE Confidence: 0.8817082

01:20:44.024 --> 01:20:45.908 Medical system that couldn't be.

NOTE Confidence: 0.8817082

01:20:45.910 --> 01:20:48.460 Couldn't be solved with less money.

NOTE Confidence: 0.8817082

01:20:48.460 --> 01:20:51.636 No. It's not, it's just.

NOTE Confidence: 0.8817082

01:20:51.636 --> 01:20:53.490 It's not right that it's a.

NOTE Confidence: 0.8817082

01:20:53.490 --> 01:20:55.338 It's a fifth of the GDP.

NOTE Confidence: 0.8817082

01:20:55.340 --> 01:20:57.510 It shouldn't be 1/5 of the GDP.

NOTE Confidence: 0.8817082

01:20:57.510 --> 01:20:58.746 That's just too much.

NOTE Confidence: 0.8817082

01:20:58.746 --> 01:21:00.600 There's just too much money there.

NOTE Confidence: 0.8817082

01:21:00.600 --> 01:21:02.714 There's there's too much money is being
NOTE Confidence: 0.8817082

01:21:02.714 --> 01:21:05.227 made in the wrong parts of the system,
NOTE Confidence: 0.8817082

01:21:05.230 --> 01:21:05.846 you know,
NOTE Confidence: 0.8817082

01:21:05.846 --> 01:21:08.002 and without picking on too many people,
NOTE Confidence: 0.8817082

01:21:08.010 --> 01:21:09.250 I'll just say implants.
NOTE Confidence: 0.8817082

01:21:09.250 --> 01:21:10.165 But there, there's,
NOTE Confidence: 0.8817082

01:21:10.165 --> 01:21:12.230 and so when you ask yourself like
NOTE Confidence: 0.8817082

01:21:12.230 --> 01:21:14.416 how you know how in Germany you
NOTE Confidence: 0.8817082

01:21:14.416 --> 01:21:16.325 get better outcomes with 1/3 as
NOTE Confidence: 0.8817082

01:21:16.325 --> 01:21:17.895 much money being spent right,
NOTE Confidence: 0.8817082

01:21:17.900 --> 01:21:19.930 or in Austria with like half as
NOTE Confidence: 0.8817082

01:21:19.930 --> 01:21:21.610 much per capita being spent,
NOTE Confidence: 0.8817082

01:21:21.610 --> 01:21:22.782 how do you get?
NOTE Confidence: 0.8817082

01:21:22.782 --> 01:21:24.540 How to get better outcomes and
NOTE Confidence: 0.8817082

01:21:24.605 --> 01:21:26.387 I think like the the answer.
NOTE Confidence: 0.8817082

01:21:26.390 --> 01:21:28.118 So that's from justifying the problem.

NOTE Confidence: 0.8817082

01:21:28.120 --> 01:21:30.334 The problem is that if it's a fifth of

NOTE Confidence: 0.8817082

01:21:30.334 --> 01:21:33.040 the economy than the lobbying power you know,

NOTE Confidence: 0.8817082

01:21:33.040 --> 01:21:35.542 and the easier the money and the less the

NOTE Confidence: 0.8817082

01:21:35.542 --> 01:21:37.945 money has to do with actual medical care,

NOTE Confidence: 0.8817082

01:21:37.950 --> 01:21:39.678 the more it's going to be

NOTE Confidence: 0.8817082

01:21:39.678 --> 01:21:40.542 efficient and lobbying.

NOTE Confidence: 0.8817082

01:21:40.550 --> 01:21:41.990 But the closer you get

NOTE Confidence: 0.8817082

01:21:41.990 --> 01:21:43.142 to actual medical care,

NOTE Confidence: 0.8817082

01:21:43.150 --> 01:21:45.454 the worst the lobbying is going to be,

NOTE Confidence: 0.8817082

01:21:45.460 --> 01:21:46.910 the easier the money is,

NOTE Confidence: 0.8817082

01:21:46.910 --> 01:21:50.915 the more focused the lobby is going to be.

NOTE Confidence: 0.8817082

01:21:50.920 --> 01:21:51.694 So for example,

NOTE Confidence: 0.8817082

01:21:51.694 --> 01:21:52.984 you know private equity companies

NOTE Confidence: 0.8817082

01:21:52.984 --> 01:21:54.532 getting their own hospitals like the

NOTE Confidence: 0.8817082

01:21:54.532 --> 01:21:56.008 private equity companies are going to

NOTE Confidence: 0.8817082

01:21:56.054 --> 01:21:57.447 be very good at lobbying for that,
NOTE Confidence: 0.8817082

01:21:57.450 --> 01:21:58.660 even though it's, I think,
NOTE Confidence: 0.8817082

01:21:58.660 --> 01:22:01.220 been a disaster for hospitals.
NOTE Confidence: 0.8817082

01:22:01.220 --> 01:22:02.956 But so in order to beat that,
NOTE Confidence: 0.8817082

01:22:02.960 --> 01:22:04.689 you have to have a big idea.
NOTE Confidence: 0.8817082

01:22:04.690 --> 01:22:06.178 It can't be an incremental idea,
NOTE Confidence: 0.8817082

01:22:06.180 --> 01:22:07.916 it has to be a big idea.
NOTE Confidence: 0.8817082

01:22:07.920 --> 01:22:10.120 Then it has to be idea like this is and
NOTE Confidence: 0.8817082

01:22:10.178 --> 01:22:12.378 this is where I'm going with it anyway.
NOTE Confidence: 0.8817082

01:22:12.380 --> 01:22:12.876 Like you,
NOTE Confidence: 0.8817082

01:22:12.876 --> 01:22:13.868 it has to be,
NOTE Confidence: 0.8817082

01:22:13.870 --> 01:22:15.846 freedom has to be some big American idea.
NOTE Confidence: 0.8817082

01:22:15.850 --> 01:22:17.572 It can't be like we've got the
NOTE Confidence: 0.8817082

01:22:17.572 --> 01:22:18.832 Affordable Care Act and now
NOTE Confidence: 0.8817082

01:22:18.832 --> 01:22:20.248 we're going to like Jigger and
NOTE Confidence: 0.8817082

01:22:20.248 --> 01:22:21.558 Jigger or we got Medicaid.

NOTE Confidence: 0.8817082

01:22:21.560 --> 01:22:23.536 We're going to push it down five years.

NOTE Confidence: 0.8817082

01:22:23.540 --> 01:22:25.475 I think the only way to beat that kind

NOTE Confidence: 0.8817082

01:22:25.475 --> 01:22:27.628 of power is to have like an inspirational

NOTE Confidence: 0.8817082

01:22:27.628 --> 01:22:29.490 story of how things can be much,

NOTE Confidence: 0.8817082

01:22:29.490 --> 01:22:30.925 much, much better than they

NOTE Confidence: 0.8817082

01:22:30.925 --> 01:22:32.650 are than they are right now.

NOTE Confidence: 0.8817082

01:22:32.650 --> 01:22:33.714 That's that's the best.

NOTE Confidence: 0.8817082

01:22:33.714 --> 01:22:36.028 That's the best I can do on that one.

NOTE Confidence: 0.83398235

01:22:37.200 --> 01:22:38.600 Some of it, I appreciate

NOTE Confidence: 0.83398235

01:22:38.600 --> 01:22:40.380 that him and and you know,

NOTE Confidence: 0.83398235

01:22:40.380 --> 01:22:42.004 in the book you touch on freedom

NOTE Confidence: 0.83398235

01:22:42.004 --> 01:22:43.480 and how the system actually

NOTE Confidence: 0.83398235

01:22:43.480 --> 01:22:45.290 infringes on our freedom limits.

NOTE Confidence: 0.83398235

01:22:45.290 --> 01:22:46.740 Our freedom an. I mean,

NOTE Confidence: 0.83398235

01:22:46.740 --> 01:22:48.692 I think some of this may also touch

NOTE Confidence: 0.83398235

01:22:48.692 --> 01:22:50.780 back to your point about arrogance.
NOTE Confidence: 0.83398235

01:22:50.780 --> 01:22:52.230 You spoke about local arrogance,
NOTE Confidence: 0.83398235

01:22:52.230 --> 01:22:54.323 but I would say there's also something
NOTE Confidence: 0.83398235

01:22:54.323 --> 01:22:56.855 I guess if you tell me if you tell
NOTE Confidence: 0.83398235

01:22:56.855 --> 01:22:58.848 me that the Germans spends so much
NOTE Confidence: 0.83398235

01:22:58.848 --> 01:23:00.899 less money per capita than us and
NOTE Confidence: 0.83398235

01:23:00.900 --> 01:23:02.628 yet they get better health outcomes.
NOTE Confidence: 0.83398235

01:23:02.630 --> 01:23:04.934 The arrogant response that I could give is,
NOTE Confidence: 0.83398235

01:23:04.940 --> 01:23:06.970 well, then the problem is either differences,
NOTE Confidence: 0.83398235

01:23:06.970 --> 01:23:08.242 either the healthcare system,
NOTE Confidence: 0.83398235

01:23:08.242 --> 01:23:09.514 the way it's delivered.
NOTE Confidence: 0.83398235

01:23:09.520 --> 01:23:11.664 Or it's the people so one could argue,
NOTE Confidence: 0.83398235

01:23:11.670 --> 01:23:13.374 well, it's the people people in
NOTE Confidence: 0.83398235

01:23:13.374 --> 01:23:14.846 America just don't lead healthy
NOTE Confidence: 0.83398235

01:23:14.846 --> 01:23:16.520 lifestyles and they and you know
NOTE Confidence: 0.83398235

01:23:16.520 --> 01:23:18.572 they have too many guns and they they

NOTE Confidence: 0.83398235

01:23:18.572 --> 01:23:20.547 eat the wrong food at and they don't

NOTE Confidence: 0.83398235

01:23:20.547 --> 01:23:22.430 exercise and so on and so forth.

NOTE Confidence: 0.83398235

01:23:22.430 --> 01:23:23.780 And I think it's it's.

NOTE Confidence: 0.83398235

01:23:23.780 --> 01:23:25.684 It's a temptation for those of us who

NOTE Confidence: 0.83398235

01:23:25.684 --> 01:23:27.809 work in the healthcare system and say,

NOTE Confidence: 0.83398235

01:23:27.810 --> 01:23:29.634 well the reason we have to spend so

NOTE Confidence: 0.83398235

01:23:29.634 --> 01:23:31.675 much more money and still get worse

NOTE Confidence: 0.83398235

01:23:31.675 --> 01:23:33.200 outcomes because our population is

NOTE Confidence: 0.83398235

01:23:33.253 --> 01:23:35.386 just so much sicker. And you know what?

NOTE Confidence: 0.83398235

01:23:35.386 --> 01:23:36.781 I don't dismiss the possibility

NOTE Confidence: 0.83398235

01:23:36.781 --> 01:23:38.027 that that's some of it,

NOTE Confidence: 0.83398235

01:23:38.030 --> 01:23:39.110 but that's certainly doesn't

NOTE Confidence: 0.83398235

01:23:39.110 --> 01:23:40.190 explain the tremendous difference.

NOTE Confidence: 0.83398235

01:23:40.190 --> 01:23:41.090 You're absolutely right.

NOTE Confidence: 0.83398235

01:23:41.090 --> 01:23:42.890 And Jack choose who teaches the

NOTE Confidence: 0.83398235

01:23:42.890 --> 01:23:44.650 first year medical students in the
NOTE Confidence: 0.83398235

01:23:44.650 --> 01:23:45.610 Professional Responsibility Course
NOTE Confidence: 0.83398235

01:23:45.610 --> 01:23:47.210 has talked about that dramatic
NOTE Confidence: 0.83398235

01:23:47.210 --> 01:23:48.516 difference in the percent GDP
NOTE Confidence: 0.83398235

01:23:48.516 --> 01:23:49.456 here versus other countries,
NOTE Confidence: 0.83398235

01:23:49.460 --> 01:23:50.875 and that per capita expense
NOTE Confidence: 0.83398235

01:23:50.875 --> 01:23:52.290 here versus other countries for
NOTE Confidence: 0.83398235

01:23:52.339 --> 01:23:53.729 outcomes that aren't as good.
NOTE Confidence: 0.83398235

01:23:53.730 --> 01:23:55.746 And even if we say that for various
NOTE Confidence: 0.83398235

01:23:55.746 --> 01:23:57.439 reasons our population is sicker,
NOTE Confidence: 0.83398235

01:23:57.440 --> 01:23:59.210 it doesn't come close to explaining
NOTE Confidence: 0.83398235

01:23:59.210 --> 01:24:01.247 that gap in performance and that gap
NOTE Confidence: 0.83398235

01:24:01.247 --> 01:24:02.849 and expense between here and there.
NOTE Confidence: 0.83398235

01:24:02.850 --> 01:24:04.826 So I think that part of our arrogance
NOTE Confidence: 0.83398235

01:24:04.826 --> 01:24:06.540 is not turning back on ourselves
NOTE Confidence: 0.83398235

01:24:06.540 --> 01:24:08.669 and saying some of this is how

NOTE Confidence: 0.83398235

01:24:08.669 --> 01:24:10.259 we are delivering the service.

NOTE Confidence: 0.8100183

01:24:11.200 --> 01:24:13.616 It's also it's how the service is defined.

NOTE Confidence: 0.8100183

01:24:13.620 --> 01:24:16.349 I mean, as I mean it, it makes you

NOTE Confidence: 0.8100183

01:24:16.349 --> 01:24:18.470 know there's no point telling you this,

NOTE Confidence: 0.8100183

01:24:18.470 --> 01:24:20.288 but the the earlier you're investing,

NOTE Confidence: 0.8100183

01:24:20.290 --> 01:24:20.966 healthcare resources,

NOTE Confidence: 0.8100183

01:24:20.966 --> 01:24:23.332 the more they matter more they matter

NOTE Confidence: 0.8100183

01:24:23.332 --> 01:24:25.142 over the course of a life, right?

NOTE Confidence: 0.8100183

01:24:25.142 --> 01:24:26.350 So in our system,

NOTE Confidence: 0.8100183

01:24:26.350 --> 01:24:28.773 but our system is not about health, right?

NOTE Confidence: 0.8100183

01:24:28.773 --> 01:24:30.894 I mean, that's one of the differences,

NOTE Confidence: 0.8100183

01:24:30.900 --> 01:24:32.410 like when the the Austrian,

NOTE Confidence: 0.8100183

01:24:32.410 --> 01:24:33.925 the German system is much

NOTE Confidence: 0.8100183

01:24:33.925 --> 01:24:35.137 more about public health.

NOTE Confidence: 0.8100183

01:24:35.140 --> 01:24:37.564 But I mean when you say public health

NOTE Confidence: 0.8100183

01:24:37.564 --> 01:24:39.545 in America, you think of someone who's
NOTE Confidence: 0.8100183

01:24:39.545 --> 01:24:41.836 been trained to run a hospital, right?
NOTE Confidence: 0.8100183

01:24:41.836 --> 01:24:42.172 But?
NOTE Confidence: 0.8100183

01:24:42.172 --> 01:24:43.852 Public health means you're trying
NOTE Confidence: 0.8100183

01:24:43.852 --> 01:24:45.958 to rate help people grow up in
NOTE Confidence: 0.8100183

01:24:45.958 --> 01:24:47.835 such a way that they're not going
NOTE Confidence: 0.8100183

01:24:47.835 --> 01:24:49.381 to be sick later on, right?
NOTE Confidence: 0.8100183

01:24:49.381 --> 01:24:51.709 And that it's part of what you're describing
NOTE Confidence: 0.8100183

01:24:51.709 --> 01:24:54.220 is part of the American problem is that we,
NOTE Confidence: 0.8100183

01:24:54.220 --> 01:24:54.800 you know,
NOTE Confidence: 0.8100183

01:24:54.800 --> 01:24:56.830 we see we see disease is something
NOTE Confidence: 0.8100183

01:24:56.830 --> 01:24:58.210 you kind of wait for.
NOTE Confidence: 0.8100183

01:24:58.210 --> 01:24:59.920 You know, you wait for it,
NOTE Confidence: 0.8100183

01:24:59.920 --> 01:25:01.776 and then you hit it out of the
NOTE Confidence: 0.8100183

01:25:01.776 --> 01:25:03.634 park as opposed to prevent it
NOTE Confidence: 0.8100183

01:25:03.634 --> 01:25:05.620 from happening in the 1st place.

NOTE Confidence: 0.8100183
01:25:05.620 --> 01:25:07.531 So you know the obesity in the
NOTE Confidence: 0.8100183
01:25:07.531 --> 01:25:09.039 addiction and all that stuff.
NOTE Confidence: 0.8100183
01:25:09.040 --> 01:25:10.068 You could say, well,
NOTE Confidence: 0.8100183
01:25:10.068 --> 01:25:12.003 that's that is part of our arrogance
NOTE Confidence: 0.8100183
01:25:12.003 --> 01:25:14.019 that we've defined medicine as a.
NOTE Confidence: 0.8100183
01:25:14.020 --> 01:25:15.609 You know, I'm now sorry to be
NOTE Confidence: 0.8100183
01:25:15.609 --> 01:25:17.119 so like you know Buddhist,
NOTE Confidence: 0.8100183
01:25:17.120 --> 01:25:18.464 but we define medicine in terms
NOTE Confidence: 0.8100183
01:25:18.464 --> 01:25:20.019 of solving problems as opposed to
NOTE Confidence: 0.8100183
01:25:20.019 --> 01:25:21.239 preventing things from happening.
NOTE Confidence: 0.8100183
01:25:21.240 --> 01:25:22.530 And then we fix that.
NOTE Confidence: 0.8100183
01:25:22.530 --> 01:25:22.762 We,
NOTE Confidence: 0.8100183
01:25:22.762 --> 01:25:24.386 we fixate on the on the problems
NOTE Confidence: 0.8100183
01:25:24.386 --> 01:25:26.198 that we can solve as opposed to
NOTE Confidence: 0.8100183
01:25:26.198 --> 01:25:27.830 like trying to lay things out
NOTE Confidence: 0.8100183

01:25:27.830 --> 01:25:29.235 for young people in general,
NOTE Confidence: 0.8100183

01:25:29.240 --> 01:25:30.734 so that they have healthier lives
NOTE Confidence: 0.8100183

01:25:30.734 --> 01:25:32.339 and it's dumb little things like,
NOTE Confidence: 0.8100183

01:25:32.340 --> 01:25:33.360 you know, public education.
NOTE Confidence: 0.8100183

01:25:33.360 --> 01:25:35.429 Having six hours of gym class every week,
NOTE Confidence: 0.8100183

01:25:35.430 --> 01:25:35.946 you know,
NOTE Confidence: 0.8100183

01:25:35.946 --> 01:25:37.752 like they just little things like that,
NOTE Confidence: 0.8100183

01:25:37.760 --> 01:25:39.302 which are which have to do
NOTE Confidence: 0.8100183

01:25:39.302 --> 01:25:40.073 with public health.
NOTE Confidence: 0.8100183

01:25:40.080 --> 01:25:41.080 But then you get,
NOTE Confidence: 0.8100183

01:25:41.080 --> 01:25:42.920 you know you get less obese kids,
NOTE Confidence: 0.8100183

01:25:42.920 --> 01:25:44.824 but nobody's making money out of that.
NOTE Confidence: 0.8100183

01:25:44.830 --> 01:25:45.088 Right,
NOTE Confidence: 0.8100183

01:25:45.088 --> 01:25:46.378 nobody's making money out of
NOTE Confidence: 0.8100183

01:25:46.378 --> 01:25:47.710 preventing kids from being obese.
NOTE Confidence: 0.8100183

01:25:47.710 --> 01:25:49.806 You can't make any money out of that.

NOTE Confidence: 0.8100183

01:25:49.810 --> 01:25:51.388 And yet you know the health

NOTE Confidence: 0.8100183

01:25:51.388 --> 01:25:52.949 gains as such would be huge.

NOTE Confidence: 0.8100183

01:25:52.950 --> 01:25:55.046 So I mean, if you make if you,

NOTE Confidence: 0.8100183

01:25:55.050 --> 01:25:57.138 if you think of health as a right,

NOTE Confidence: 0.8100183

01:25:57.140 --> 01:25:58.450 then you could say, well,

NOTE Confidence: 0.8100183

01:25:58.450 --> 01:26:00.546 my kid has a right to gym class.

NOTE Confidence: 0.8100183

01:26:00.550 --> 01:26:01.300 Or you know,

NOTE Confidence: 0.8100183

01:26:01.300 --> 01:26:02.800 if you have that language then

NOTE Confidence: 0.8100183

01:26:02.800 --> 01:26:04.219 you can go somewhere with

NOTE Confidence: 0.8282733

01:26:04.220 --> 01:26:07.428 it. It is. It's not worthy to me that

NOTE Confidence: 0.8282733

01:26:07.428 --> 01:26:08.695 you have especially explained that that

NOTE Confidence: 0.8282733

01:26:08.695 --> 01:26:10.009 pediatricians are the third most important

NOTE Confidence: 0.8282733

01:26:10.009 --> 01:26:11.298 people in the health care system.

NOTE Confidence: 0.8282733

01:26:11.300 --> 01:26:12.756 I would say that the apps Attritions

NOTE Confidence: 0.8282733

01:26:12.756 --> 01:26:14.239 are more important and then the public

NOTE Confidence: 0.8282733

01:26:14.239 --> 01:26:15.719 health that people who do research in
NOTE Confidence: 0.8282733

01:26:15.719 --> 01:26:17.203 public health or maybe even more important
NOTE Confidence: 0.8282733

01:26:17.203 --> 01:26:18.474 still that you have getting ahead.
NOTE Confidence: 0.8282733

01:26:18.474 --> 01:26:19.744 I mean, we've talked about this
NOTE Confidence: 0.8282733

01:26:19.744 --> 01:26:21.010 in class too with the students.
NOTE Confidence: 0.8282733

01:26:21.010 --> 01:26:22.760 Is that that you know it's we spend a lot
NOTE Confidence: 0.8282733

01:26:22.811 --> 01:26:24.337 of time pulling drawing people out of
NOTE Confidence: 0.8282733

01:26:24.337 --> 01:26:26.069 the River and eventually one guy says,
NOTE Confidence: 0.8282733

01:26:26.070 --> 01:26:27.990 you know, I think I'm going to go
NOTE Confidence: 0.8282733

01:26:27.990 --> 01:26:29.663 stream and see what's wrong with
NOTE Confidence: 0.8282733

01:26:29.663 --> 01:26:31.726 the bridge that so many people keep
NOTE Confidence: 0.8282733

01:26:31.726 --> 01:26:32.946 falling into the River.
NOTE Confidence: 0.8282733

01:26:32.950 --> 01:26:34.763 And and getting a hammer and nails
NOTE Confidence: 0.8282733

01:26:34.763 --> 01:26:36.733 and fixing the bridge isn't nearly as
NOTE Confidence: 0.8282733

01:26:36.733 --> 01:26:38.917 **** and it doesn't really pay as much
NOTE Confidence: 0.8282733

01:26:38.917 --> 01:26:40.810 as pulling people out of the room.

NOTE Confidence: 0.8282733

01:26:40.810 --> 01:26:42.434 And that that's certainly part of

NOTE Confidence: 0.8282733

01:26:42.434 --> 01:26:44.290 the problem, but you know the time

NOTE Confidence: 0.8282733

01:26:44.290 --> 01:26:45.960 is going by so quickly here.

NOTE Confidence: 0.8282733

01:26:45.960 --> 01:26:47.310 For this is sessions him.

NOTE Confidence: 0.8282733

01:26:47.310 --> 01:26:49.074 We've got a minute if you'd like

NOTE Confidence: 0.8282733

01:26:49.074 --> 01:26:50.838 for the last comment you made,

NOTE Confidence: 0.8282733

01:26:50.840 --> 01:26:52.460 I thought was was beautifully articulated,

NOTE Confidence: 0.8282733

01:26:52.460 --> 01:26:54.086 but if we have a minute,

NOTE Confidence: 0.8282733

01:26:54.090 --> 01:26:55.896 if you have a final message you'd

NOTE Confidence: 0.8282733

01:26:55.896 --> 01:26:57.609 like to share with this group.

NOTE Confidence: 0.8618476

01:26:59.370 --> 01:27:01.008 No, I just I. The only thing

NOTE Confidence: 0.8618476

01:27:01.008 --> 01:27:02.818 I want to say is I want it.

NOTE Confidence: 0.8618476

01:27:02.820 --> 01:27:03.970 I want to thank you.

NOTE Confidence: 0.8618476

01:27:03.970 --> 01:27:05.580 I want to thank you for coming.

NOTE Confidence: 0.8618476

01:27:05.580 --> 01:27:07.420 I want to thank you for for listening.

NOTE Confidence: 0.8618476

01:27:07.420 --> 01:27:08.770 This isn't this isn't the ordinary
NOTE Confidence: 0.8618476

01:27:08.770 --> 01:27:10.338 kind of talk where you know I
NOTE Confidence: 0.8618476

01:27:10.338 --> 01:27:11.378 talk about something and you
NOTE Confidence: 0.8618476

01:27:11.378 --> 01:27:12.838 listed in the thing we're talking
NOTE Confidence: 0.8618476

01:27:12.838 --> 01:27:14.088 about is somewhere over here.
NOTE Confidence: 0.8618476

01:27:14.090 --> 01:27:15.608 You know, we're talking about something
NOTE Confidence: 0.8618476

01:27:15.608 --> 01:27:17.746 that we that we both see in which in
NOTE Confidence: 0.8618476

01:27:17.746 --> 01:27:19.150 some sense belongs to both of us.
NOTE Confidence: 0.8618476

01:27:19.150 --> 01:27:20.990 And so that means it's a it's it's.
NOTE Confidence: 0.8618476

01:27:20.990 --> 01:27:22.678 It's more of us it's it's more of
NOTE Confidence: 0.8618476

01:27:22.678 --> 01:27:24.354 a reach for me and it's more of
NOTE Confidence: 0.8618476

01:27:24.354 --> 01:27:26.043 a reach for you and I appreciate
NOTE Confidence: 0.8618476

01:27:26.043 --> 01:27:27.423 your reaching out as well.
NOTE Confidence: 0.8618476

01:27:27.430 --> 01:27:28.810 That's all I wanted to say.
NOTE Confidence: 0.8655252

01:27:29.400 --> 01:27:31.704 Thank you Tim and thank you so much for
NOTE Confidence: 0.8655252

01:27:31.704 --> 01:27:33.726 taking the time and for spending the

NOTE Confidence: 0.8655252

01:27:33.726 --> 01:27:35.647 time and turning your very difficult

NOTE Confidence: 0.8655252

01:27:35.647 --> 01:27:37.457 very bad experience into something

NOTE Confidence: 0.8655252

01:27:37.457 --> 01:27:39.710 that maybe some folk can benefit from

NOTE Confidence: 0.8655252

01:27:39.710 --> 01:27:42.142 down the down the line by virtue of

NOTE Confidence: 0.8655252

01:27:42.142 --> 01:27:44.347 the time you spent writing the book.

NOTE Confidence: 0.8655252

01:27:44.350 --> 01:27:47.059 And I know you've spoken in various

NOTE Confidence: 0.8655252

01:27:47.059 --> 01:27:49.370 places and certainly the time you

NOTE Confidence: 0.8655252

01:27:49.370 --> 01:27:51.883 spent with us is very much appreciated.

NOTE Confidence: 0.8655252

01:27:51.890 --> 01:27:53.130 Thank you so much.

NOTE Confidence: 0.8655252

01:27:53.130 --> 01:27:53.750 Professor Snyder.

NOTE Confidence: 0.8655252

01:27:53.750 --> 01:27:55.610 We've got a couple more sessions

NOTE Confidence: 0.8655252

01:27:55.610 --> 01:27:56.850 to see here folks.

NOTE Confidence: 0.8655252

01:27:56.850 --> 01:27:58.400 You can check the website

NOTE Confidence: 0.8655252

01:27:58.400 --> 01:27:59.640 biomedical ethics at Yale.

NOTE Confidence: 0.8655252

01:27:59.640 --> 01:28:01.100 We're going to speak about

NOTE Confidence: 0.8655252

01:28:01.100 --> 01:28:02.947 the ethics and the politics of

NOTE Confidence: 0.8655252

01:28:02.947 --> 01:28:04.267 disabilities during the pandemic

NOTE Confidence: 0.8655252

01:28:04.267 --> 01:28:06.459 and otherwise in a couple of weeks.

NOTE Confidence: 0.8655252

01:28:06.460 --> 01:28:08.010 But in the mean time,

NOTE Confidence: 0.8655252

01:28:08.010 --> 01:28:10.033 this has been a very interesting night

NOTE Confidence: 0.8655252

01:28:10.033 --> 01:28:12.261 and I would say to my colleagues

NOTE Confidence: 0.8655252

01:28:12.261 --> 01:28:14.205 and students if this is unsettling,

NOTE Confidence: 0.8655252

01:28:14.210 --> 01:28:16.070 then it shows you're paying attention.

NOTE Confidence: 0.8655252

01:28:16.070 --> 01:28:17.000 Should be unsettling.

NOTE Confidence: 0.8655252

01:28:17.000 --> 01:28:18.240 Thanks a lot, Tim.

NOTE Confidence: 0.8655252

01:28:18.240 --> 01:28:19.480 Appreciate it goodnight folks.