00:00:00.000 --> 00:00:02.121 Dean Vasquez, so that way we can

00:00:02.121 --> 00:00:04.563 give her the most amount of time

00:00:04.563 --> 00:00:06.393 for her wonderful talk today.

00:00:06.400 --> 00:00:08.590 So Dean Marietta Vasquez is

00:00:08.590 --> 00:00:10.342 a professor of Pediatrics,

00:00:10.350 --> 00:00:12.290 general Pediatrics and infectious disease,

00:00:12.290 --> 00:00:14.070 vice chair of Diversity, Equity,

00:00:14.070 --> 00:00:15.612 and inclusion in the Department of

00:00:15.612 --> 00:00:17.350 Pediatrics, and founder and director of

00:00:17.350 --> 00:00:18.830 the Yale Children's Hispanic Clinic.

00:00:18.830 --> 00:00:21.428 Has been appointed associate Dean of

00:00:21.428 --> 00:00:25.400 medical diversity as of May 3rd, 2021.

00:00:25.400 --> 00:00:26.780 In her role as Dean,

00:00:26.780 --> 00:00:28.295 Vasquez will work closely with

NOTE Confidence: 0.823742415

00:00:28.295 --> 00:00:29.507 PSM's Office of Diversity,

NOTE Confidence: 0.823742415

00:00:29.510 --> 00:00:31.659 Equity and inclusion to advance MD and

NOTE Confidence: 0.823742415

00:00:31.659 --> 00:00:34.090 MD PhD program programs and initiatives.

NOTE Confidence: 0.823742415

00:00:34.090 --> 00:00:35.518 And I believe, if I'm not mistaken,

NOTE Confidence: 0.823742415

00:00:35.520 --> 00:00:39.064 that will also include the PA program now.

NOTE Confidence: 0.823742415

00:00:39.070 --> 00:00:40.555 She will oversee the strategic

NOTE Confidence: 0.823742415

00:00:40.555 --> 00:00:42.040 deployment of resources and coordinate

NOTE Confidence: 0.823742415

00:00:42.090 --> 00:00:43.728 activities of the Office of Diversity,

NOTE Confidence: 0.823742415

00:00:43.730 --> 00:00:45.122 Inclusion, Community engagement,

NOTE Confidence: 0.823742415

00:00:45.122 --> 00:00:46.730 and equity, or DICE.

NOTE Confidence: 0.823742415

00:00:46.730 --> 00:00:47.750 There's a recruitment,

NOTE Confidence: 0.823742415

00:00:47.750 --> 00:00:48.061 retention,

NOTE Confidence: 0.823742415

00:00:48.061 --> 00:00:49.305 and professional development of

NOTE Confidence: 0.823742415

00:00:49.305 --> 00:00:50.549 students who are marginalized

NOTE Confidence: 0.823742415

00:00:50.549 --> 00:00:52.109 or underrepresented in medicine,

NOTE Confidence: 0.823742415

00:00:52.110 --> 00:00:53.946 and she has extensive experience as

NOTE Confidence: 0.823742415

00:00:53.946 --> 00:00:55.633 an adequate advocate for diversity

NOTE Confidence: 0.823742415

00:00:55.633 --> 00:00:56.449 and inclusion,

NOTE Confidence: 0.823742415

00:00:56.450 --> 00:00:58.893 and has led efforts to recruit and

NOTE Confidence: 0.823742415

00:00:58.893 --> 00:00:59.940 retain underrepresented minorities

NOTE Confidence: 0.823742415

00:00:59.996 --> 00:01:01.109 and academic programs.

NOTE Confidence: 0.823742415

00:01:01.110 --> 00:01:02.010 She as well,

NOTE Confidence: 0.823742415

00:01:02.010 --> 00:01:03.510 has mentored numerous medical students,

NOTE Confidence: 0.823742415

00:01:03.510 --> 00:01:04.410 and for the past year,

NOTE Confidence: 0.823742415

00:01:04.410 --> 00:01:06.180 she's directed all DI activities

NOTE Confidence: 0.823742415

00:01:06.180 --> 00:01:07.606 in Pediatrics, designing, building,

NOTE Confidence: 0.823742415

00:01:07.606 --> 00:01:09.038 and implementing an ambitious.

NOTE Confidence: 0.823742415

00:01:09.040 --> 00:01:11.560 Strategy for.

NOTE Confidence: 0.823742415

00:01:11.560 --> 00:01:13.738 The department's training faculty and staff,

NOTE Confidence: 0.823742415

00:01:13.740 --> 00:01:15.090 which encompasses support,

NOTE Confidence: 0.823742415

00:01:15.090 --> 00:01:16.440 education and recruitment.

NOTE Confidence: 0.823742415

00:01:16.440 --> 00:01:17.600 Dean basketball education is crucial

NOTE Confidence: 0.823742415

00:01:17.600 --> 00:01:19.397 to her role and has had multiple

NOTE Confidence: 0.823742415

00:01:19.397 --> 00:01:20.589 education initiatives on diversity

NOTE Confidence: 0.823742415

00:01:20.589 --> 00:01:22.097 and inclusion within the department

NOTE Confidence: 0.823742415

00:01:22.097 --> 00:01:23.729 on such topics as unconscious bias,

NOTE Confidence: 0.823742415

00:01:23.730 --> 00:01:24.078 microaggression,

NOTE Confidence: 0.823742415

00:01:24.078 --> 00:01:25.818 and equity in the workplace,

NOTE Confidence: 0.823742415

00:01:25.820 --> 00:01:27.275 which has led to Pediatrics

NOTE Confidence: 0.823742415

00:01:27.275 --> 00:01:28.439 becoming the first department

NOTE Confidence: 0.823742415

00:01:28.439 --> 00:01:30.304 within the School of Medicine to

NOTE Confidence: 0.823742415

00:01:30.304 --> 00:01:31.520 make diversity training mandatory.

NOTE Confidence: 0.823742415

00:01:31.520 --> 00:01:33.896 Deep ASK is this a served as the

NOTE Confidence: 0.823742415

00:01:33.896 --> 00:01:35.580 associate director of the Pediatric

NOTE Confidence: 0.823742415

00:01:35.580 --> 00:01:37.638 residency program from 2010 to 2018.

NOTE Confidence: 0.823742415

00:01:37.640 --> 00:01:39.656 Director of the LP Metrics Global

4

NOTE Confidence: 0.823742415

00:01:39.656 --> 00:01:41.549 Health track from 2010 to 2019.

NOTE Confidence: 0.823742415

00:01:41.550 --> 00:01:43.278 And at the Yale Pediatric Primary

NOTE Confidence: 0.823742415

00:01:43.278 --> 00:01:44.979 Care Center, she precepts residents,

NOTE Confidence: 0.823742415

00:01:44.979 --> 00:01:46.844 medical students and nurse practitioners,

NOTE Confidence: 0.823742415

00:01:46.850 --> 00:01:48.535 utilizing her expertise in refugee

NOTE Confidence: 0.823742415

00:01:48.535 --> 00:01:50.220 and immigration health research on

NOTE Confidence: 0.823742415

00:01:50.271 --> 00:01:51.639 clinical epidemiology of infectious

NOTE Confidence: 0.823742415

00:01:51.639 --> 00:01:53.691 disease in children focuses on the

NOTE Confidence: 0.823742415

00:01:53.740 --> 00:01:55.553 efficacy of vaccines and she has had

NOTE Confidence: 0.823742415

00:01:55.553 --> 00:01:56.868 direct impact on clinical practice.

NOTE Confidence: 0.823742415

00:01:56.868 --> 00:01:57.137 Finally,

NOTE Confidence: 0.823742415

00:01:57.137 --> 00:01:59.020 she is the first Latina to be

NOTE Confidence: 0.823742415

00:01:59.070 --> 00:02:00.684 appointed by the Secretary of the

NOTE Confidence: 0.823742415

00:02:00.684 --> 00:02:02.254 US Department of Health and Human

NOTE Confidence: 0.823742415

00:02:02.254 --> 00:02:04.030 Services to be a voting member of the

NOTE Confidence: 0.823742415

00:02:04.030 --> 00:02:06.730 Advisory Committee on Immunization Practices.

NOTE Confidence: 0.823742415

00:02:06.730 --> 00:02:07.976 Thank you so much for taking the

NOTE Confidence: 0.823742415

00:02:07.976 --> 00:02:09.088 time to speak with us today,

NOTE Confidence: 0.823742415

00:02:09.090 --> 00:02:09.482 Dean Vasquez,

NOTE Confidence: 0.823742415

00:02:09.482 --> 00:02:10.658 and we're really excited to get

NOTE Confidence: 0.823742415

00:02:10.658 --> 00:02:11.460 to hear your talk.

NOTE Confidence: 0.815022122941177

00:02:12.730 --> 00:02:15.796 Thank you Ariel for that very

NOTE Confidence: 0.815022122941177

00:02:15.796 --> 00:02:18.945 nice introduction and and for the

NOTE Confidence: 0.815022122941177

00:02:18.945 --> 00:02:21.465 and really for the invitation.

NOTE Confidence: 0.815022122941177

00:02:21.470 --> 00:02:26.278 I hope you can hear me well I'm.

NOTE Confidence: 0.815022122941177

00:02:26.280 --> 00:02:28.464 I'm connected from my home Wi-Fi and I

NOTE Confidence: 0.815022122941177

00:02:28.464 --> 00:02:31.070 have my dog next to me who goes wild

NOTE Confidence: 0.815022122941177

00:02:31.070 --> 00:02:33.118 every time somebody knocks on the door.

NOTE Confidence: 0.815022122941177

00:02:33.120 --> 00:02:35.206 So let's hope that nobody knocks on

NOTE Confidence: 0.815022122941177

00:02:35.206 --> 00:02:37.657 the door and I'm going to talk about.

NOTE Confidence: 0.815022122941177

00:02:37.660 --> 00:02:40.531 I decided to go sort of merge a little

NOTE Confidence: 0.815022122941177

00:02:40.531 --> 00:02:43.656 bit about health inequities with a case,

NOTE Confidence: 0.815022122941177

00:02:43.660 --> 00:02:46.996 and I'm going to talk about health inequities

NOTE Confidence: 0.815022122941177

00:02:46.996 --> 00:02:50.750 in the times of of in times of COVID.

NOTE Confidence: 0.859607665

00:02:52.850 --> 00:02:56.918 And a little bit about about.

NOTE Confidence: 0.859607665

00:02:56.920 --> 00:02:59.920 Some of the objectives, um.

NOTE Confidence: 0.859607665

00:02:59.920 --> 00:03:02.456 I want to use sort of our time

NOTE Confidence: 0.859607665

00:03:02.456 --> 00:03:05.105 so that we can through the

NOTE Confidence: 0.859607665

00:03:05.105 --> 00:03:07.515 presentation of a clinical cases,

NOTE Confidence: 0.859607665

00:03:07.520 --> 00:03:09.833 I'm going to talk about actually a real case,

NOTE Confidence: 0.859607665

00:03:09.840 --> 00:03:11.200 one of my patients.

NOTE Confidence: 0.859607665

00:03:11.200 --> 00:03:13.678 We can have time to identify and

NOTE Confidence: 0.859607665

00:03:13.678 --> 00:03:15.844 sort of reflect on the effects

NOTE Confidence: 0.859607665

00:03:15.844 --> 00:03:17.929 of implicit bias and structural

NOTE Confidence: 0.859607665

00:03:17.929 --> 00:03:20.234 racism and how health inequities

NOTE Confidence: 0.859607665

00:03:20.234 --> 00:03:22.586 affect the health of our patients.

NOTE Confidence: 0.859607665

00:03:22.586 --> 00:03:24.518 They have a some an opportunity

NOTE Confidence: 0.859607665

00:03:24.518 --> 00:03:26.815 to sort of go back and we're not

NOTE Confidence: 0.859607665

00:03:26.815 --> 00:03:29.346 going to have a lot of time to

NOTE Confidence: 0.859607665

00:03:29.346 --> 00:03:30.666 talk about historical context.

NOTE Confidence: 0.859607665

00:03:30.670 --> 00:03:33.298 But really think about the present

NOTE Confidence: 0.859607665

00:03:33.298 --> 00:03:36.468 day role of structural racism in our

NOTE Confidence: 0.859607665

00:03:36.468 --> 00:03:39.132 healthcare system and towards the end.

NOTE Confidence: 0.859607665

00:03:39.140 --> 00:03:41.771 I will point out some of these, Umm,

NOTE Confidence: 0.859607665

00:03:41.771 --> 00:03:44.508 how implicit bias affects what we do

NOTE Confidence: 0.859607665

00:03:44.508 --> 00:03:47.772 for for patients and towards the end

NOTE Confidence: 0.859607665

00:03:47.772 --> 00:03:50.604 talk about some strategies that all

NOTE Confidence: 0.859607665

00:03:50.604 --> 00:03:53.412 of us can use in trying to combat

NOTE Confidence: 0.859607665

00:03:53.412 --> 00:03:55.630 social racism at the institutional

NOTE Confidence: 0.859607665

00:03:55.630 --> 00:03:59.000 level and at the patient care level.

NOTE Confidence: 0.859607665

00:03:59.000 --> 00:04:02.216 I have no conflict of interest to disclose.

NOTE Confidence: 0.859607665

00:04:02.220 --> 00:04:03.540 But when I talk about this,

NOTE Confidence: 0.859607665

00:04:03.540 --> 00:04:05.332 I always say the one thing that I

NOTE Confidence: 0.859607665

00:04:05.332 --> 00:04:07.286 want to disclose is my patients are

NOTE Confidence: 0.859607665

00:04:07.286 --> 00:04:09.640 near and dear to my heart and many.

NOTE Confidence: 0.859607665

00:04:09.640 --> 00:04:12.139 There most of the things that I'm

NOTE Confidence: 0.859607665

00:04:12.139 --> 00:04:15.077 going to talk about today I'm very

NOTE Confidence: 0.859607665

00:04:15.077 --> 00:04:17.765 passionate about and those will become

NOTE Confidence: 0.859607665

00:04:17.842 --> 00:04:21.256 quite obvious throughout throughout the talk.

NOTE Confidence: 0.859607665

00:04:21.260 --> 00:04:22.740 In terms of health inequities,

NOTE Confidence: 0.859607665

00:04:22.740 --> 00:04:25.440 the COVID-19 pandemic really has

NOTE Confidence: 0.859607665

00:04:25.440 --> 00:04:28.843 has exposed or deviled some of

NOTE Confidence: 0.859607665

00:04:28.843 --> 00:04:31.863 these structural barriers that drive

NOTE Confidence: 0.859607665

00:04:31.863 --> 00:04:35.179 health inequities and there are many.

NOTE Confidence: 0.859607665

00:04:35.180 --> 00:04:38.762 And when we talked about health

NOTE Confidence: 0.859607665

00:04:38.762 --> 00:04:40.553 inequities pre pandemic,

NOTE Confidence: 0.859607665

00:04:40.560 --> 00:04:42.387 I felt like I needed to explain

NOTE Confidence: 0.859607665

00:04:42.387 --> 00:04:44.360 a little bit more what we meant.

NOTE Confidence: 0.859607665

00:04:44.360 --> 00:04:46.376 But one of the things that that

NOTE Confidence: 0.859607665

00:04:46.376 --> 00:04:48.264 has really come to the forefront

NOTE Confidence: 0.859607665

00:04:48.264 --> 00:04:50.497 and COVID has been a great example.

NOTE Confidence: 0.859607665

00:04:50.500 --> 00:04:54.126 Is how through the last three years,

NOTE Confidence: 0.859607665

00:04:54.130 --> 00:04:57.778 we can see how.

NOTE Confidence: 0.859607665

00:04:57.780 --> 00:05:01.029 Die or things can be we can see what

NOTE Confidence: 0.859607665

00:05:01.029 --> 00:05:04.500 impact an infection can have in the health.

NOTE Confidence: 0.859607665

00:05:04.500 --> 00:05:08.091 But we've also all been witness to

NOTE Confidence: 0.859607665

00:05:08.091 --> 00:05:11.587 how the impact is not exactly the

NOTE Confidence: 0.859607665

00:05:11.587 --> 00:05:14.432 same for for everybody's differences

NOTE Confidence: 0.859607665

00:05:14.432 --> 00:05:18.012 in health, differences in, in,

NOTE Confidence: 0.859607665

00:05:18.012 --> 00:05:24.018 in the economic impact and and how.

NOTE Confidence: 0.859607665

00:05:24.020 --> 00:05:26.900 Something as simple or as complicated

NOTE Confidence: 0.859607665

00:05:26.900 --> 00:05:31.012 as an infection or a disease can

NOTE Confidence: 0.859607665

00:05:31.012 --> 00:05:33.808 exacerbate existing social vulnerabilities.

NOTE Confidence: 0.84068888

00:05:36.160 --> 00:05:39.465 And this slide is it, it kind of

NOTE Confidence: 0.84068888

00:05:39.465 --> 00:05:41.240 walks you through structural racism,

NOTE Confidence: 0.84068888

00:05:41.240 --> 00:05:42.551 disparities and equity.

NOTE Confidence: 0.84068888

00:05:42.551 --> 00:05:45.173 So it's important to understand that

NOTE Confidence: 0.84068888

00:05:45.180 --> 00:05:47.592 how structural racism impacts health by

NOTE Confidence: 0.84068888

00:05:47.592 --> 00:05:50.680 presenting sort of a working definition of

NOTE Confidence: 0.84068888

00:05:50.680 --> 00:05:53.494 his of health disparities and inequities.

NOTE Confidence: 0.84068888

00:05:53.500 --> 00:05:56.436 And we know that there can be inherent

NOTE Confidence: 0.84068888

00:05:56.436 --> 00:05:57.992 differences between populations and

NOTE Confidence: 0.84068888

00:05:57.992 --> 00:06:00.266 the quality of healthcare and that's

NOTE Confidence: 0.84068888

00:06:00.266 --> 00:06:02.511 kind of represented by the different

NOTE Confidence: 0.84068888

00:06:02.511 --> 00:06:05.177 heights in the bars in this graph.

NOTE Confidence: 0.84068888

00:06:05.177 --> 00:06:07.862 And these differences between the

NOTE Confidence: 0.84068888

00:06:07.862 --> 00:06:10.965 healthcare quality of one group and

NOTE Confidence: 0.84068888

00:06:10.965 --> 00:06:13.587 the other can occur for multiple,

NOTE Confidence: 0.84068888

00:06:13.590 --> 00:06:14.706 multiple reasons.

NOTE Confidence: 0.84068888

00:06:14.706 --> 00:06:18.612 It could be because of patient preferences,

NOTE Confidence: 0.84068888

00:06:18.620 --> 00:06:18.981 right.

NOTE Confidence: 0.84068888

00:06:18.981 --> 00:06:21.869 If you choose one therapy over the next,

NOTE Confidence: 0.84068888

00:06:21.870 --> 00:06:24.000 it could be clinical appropriateness.

NOTE Confidence: 0.84068888

00:06:24.000 --> 00:06:26.808 So some patients go to the ICU and

NOTE Confidence: 0.84068888

00:06:26.808 --> 00:06:30.104 get ICU level care and that can be

NOTE Confidence: 0.84068888

00:06:30.104 --> 00:06:32.780 based on their severity of illness.

NOTE Confidence: 0.84068888

00:06:32.780 --> 00:06:34.444 But their structural forces,

NOTE Confidence: 0.84068888

00:06:34.444 --> 00:06:37.560 such as the design of healthcare systems,

NOTE Confidence: 0.84068888

00:06:37.560 --> 00:06:38.840 public policy,

NOTE Confidence: 0.84068888

00:06:38.840 --> 00:06:41.400 legal and regulatory climate,

NOTE Confidence: 0.84068888

00:06:41.400 --> 00:06:44.466 and bias and discrimination that also

NOTE Confidence: 0.84068888

00:06:44.466 --> 00:06:47.230 play a role in healthcare disparities

NOTE Confidence: 0.84068888

00:06:47.230 --> 00:06:50.100 are the differences in the quality of

NOTE Confidence: 0.84068888

00:06:50.166 --> 00:06:51.986 healthcare between populations that

NOTE Confidence: 0.84068888

00:06:51.986 --> 00:06:54.716 are not due to patient preferences

NOTE Confidence: 0.84068888

00:06:54.787 --> 00:06:56.608 or clinical appropriateness.

NOTE Confidence: 0.84068888

00:06:56.610 --> 00:07:00.356 So in the case of healthcare, differences

NOTE Confidence: 0.84068888

00:07:00.356 --> 00:07:02.736 between race is structural racism.

NOTE Confidence: 0.84068888

00:07:02.740 --> 00:07:04.496 Contributes to these systems,

NOTE Confidence: 0.84068888

00:07:04.496 --> 00:07:06.252 policies and regulations that

NOTE Confidence: 0.84068888

00:07:06.252 --> 00:07:08.310 then create these disparities,

NOTE Confidence: 0.84068888

00:07:08.310 --> 00:07:10.680 these disparities disparities.

NOTE Confidence: 0.84068888

00:07:10.680 --> 00:07:14.630 So in the ideal sense,

NOTE Confidence: 0.84068888

00:07:14.630 --> 00:07:15.160 right?

NOTE Confidence: 0.899950135

00:07:17.560 --> 00:07:19.450 The differences, right?

NOTE Confidence: 0.899950135

00:07:19.450 --> 00:07:22.600 If you eliminate the disparities,

NOTE Confidence: 0.899950135

00:07:22.600 --> 00:07:25.650 then the differences between two

NOTE Confidence: 0.899950135

00:07:25.650 --> 00:07:29.349 populations should only be based on

NOTE Confidence: 0.899950135

00:07:29.349 --> 00:07:32.649 things that they can actually control.

NOTE Confidence: 0.899950135

00:07:32.650 --> 00:07:34.610 So now I'm gonna go.

NOTE Confidence: 0.899950135

00:07:34.610 --> 00:07:37.180 To our case presentation and

NOTE Confidence: 0.899950135

00:07:37.180 --> 00:07:40.990 this is I want us to sort of

NOTE Confidence: 0.899950135

00:07:40.990 --> 00:07:44.910 move us back to August of 2020.

NOTE Confidence: 0.899950135

00:07:44.910 --> 00:07:47.790 And I'm going to talk to you about

NOTE Confidence: 0.899950135

00:07:47.790 --> 00:07:51.041 an 8 year old male Hispanic male who

NOTE Confidence: 0.899950135

00:07:51.041 --> 00:07:53.768 presented to a large urban pediatric

NOTE Confidence: 0.899950135

00:07:53.768 --> 00:07:57.107 health clinic in New Haven with his

NOTE Confidence: 0.899950135

00:07:57.110 --> 00:08:00.307 mom and it was again the end of 2020,

NOTE Confidence: 0.899950135

00:08:00.307 --> 00:08:03.529 I happened to be in clinic.

NOTE Confidence: 0.899950135

00:08:03.530 --> 00:08:05.690 This is the pediatric clinic.

NOTE Confidence: 0.899950135

00:08:05.690 --> 00:08:07.600 And I actually was taking

NOTE Confidence: 0.899950135

00:08:07.600 --> 00:08:09.128 care of somebody else.

NOTE Confidence: 0.899950135

00:08:09.130 --> 00:08:12.050 And it's like I walked through the corridor.

NOTE Confidence: 0.899950135

00:08:12.050 --> 00:08:15.250 I could see this young man with his

NOTE Confidence: 0.899950135

00:08:15.250 --> 00:08:18.849 mom who was being walked into a room.

14

00:08:18.850 --> 00:08:22.153 And what struck me was that he seemed a

00:08:22.153 --> 00:08:25.556 little bit out of breath and he had to stop.

00:08:25.560 --> 00:08:28.998 While walking a very short distance,

00:08:29.000 --> 00:08:31.096 and as I always tell the medical students,

00:08:31.100 --> 00:08:33.398 Pediatrics is the art of observation.

00:08:33.400 --> 00:08:35.960 So it's not about what patients tell us

00:08:35.960 --> 00:08:38.998 often is being in tune to what's around you.

00:08:39.000 --> 00:08:40.986 And I immediately detected this and

00:08:40.986 --> 00:08:43.998 ran to one of our members of our team,

00:08:44.000 --> 00:08:45.197 one of the nurses, and I said,

00:08:45.200 --> 00:08:47.198 what's going on and where is

00:08:47.198 --> 00:08:48.197 that patient going?

00:08:48.200 --> 00:08:50.932 And she said, well, the mom says that he's,

00:08:50.932 --> 00:08:52.684 he's here because he can't breathe

00:08:52.684 --> 00:08:54.970 well and he has a hard time walking.

00:08:54.970 --> 00:08:56.692 He probably has.

NOTE Confidence: 0.899950135

00:08:56.692 --> 00:08:57.840 Has asthma.

NOTE Confidence: 0.899950135

00:08:57.840 --> 00:09:01.100 So I saw as they moved him into that room,

NOTE Confidence: 0.899950135

00:09:01.100 --> 00:09:02.416 I finished taking quickly,

NOTE Confidence: 0.899950135

00:09:02.416 --> 00:09:04.390 taking care of the patient that

NOTE Confidence: 0.899950135

00:09:04.448 --> 00:09:05.638 I was taking care of.

NOTE Confidence: 0.899950135

00:09:05.640 --> 00:09:08.884 And I said I I want to sign up for

NOTE Confidence: 0.899950135

00:09:08.884 --> 00:09:11.036 that patient, what's going on?

NOTE Confidence: 0.899950135

00:09:11.036 --> 00:09:15.159 So I go in and indeed it's the bomb says,

NOTE Confidence: 0.899950135

00:09:15.160 --> 00:09:15.644 well,

NOTE Confidence: 0.899950135

00:09:15.644 --> 00:09:18.548 he can't breathe well and he's

NOTE Confidence: 0.899950135

00:09:18.548 --> 00:09:20.740 been having difficulty walking.

NOTE Confidence: 0.899950135

00:09:20.740 --> 00:09:22.618 She brought him into the clinic

NOTE Confidence: 0.899950135

00:09:22.618 --> 00:09:24.939 because of of this chief complaint,

NOTE Confidence: 0.899950135

00:09:24.940 --> 00:09:27.532 and she had told the nurse through the

NOTE Confidence: 0.899950135

00:09:27.532 --> 00:09:29.897 interpreter he was supposed to get better,

NOTE Confidence: 0.899950135

00:09:29.900 --> 00:09:30.818 but he didn't.

NOTE Confidence: 0.899950135

00:09:30.818 --> 00:09:32.960 I was supposed to be here before

NOTE Confidence: 0.899950135

00:09:33.034 --> 00:09:35.378 so that he could be seen by many

NOTE Confidence: 0.899950135

00:09:35.378 --> 00:09:37.538 doctors that he was supposed to see.

NOTE Confidence: 0.899950135

00:09:37.540 --> 00:09:39.120 He was recently hospitalized

NOTE Confidence: 0.899950135

00:09:39.120 --> 00:09:41.095 and I called several times,

NOTE Confidence: 0.899950135

00:09:41.100 --> 00:09:44.048 but nobody called me.

NOTE Confidence: 0.899950135

00:09:44.050 --> 00:09:47.940 I was told that over the phone that he was

NOTE Confidence: 0.899950135

00:09:48.036 --> 00:09:51.924 OK and to wait for for for an appointment.

NOTE Confidence: 0.899950135

00:09:51.930 --> 00:09:54.942 This patient came in part by

NOTE Confidence: 0.899950135

00:09:54.942 --> 00:09:56.448 bus part walking.

NOTE Confidence: 0.899950135

00:09:56.450 --> 00:09:58.286 The mom said that he probably

NOTE Confidence: 0.899950135

00:09:58.286 --> 00:10:00.406 takes about five or six steps and

NOTE Confidence: 0.899950135

00:10:00.406 --> 00:10:02.331 then they have to stop for him

NOTE Confidence: 0.899950135

00:10:02.400 --> 00:10:04.504 to kind of rest a little bit and

NOTE Confidence: 0.899950135

00:10:04.504 --> 00:10:08.240 then they walk again and he rests.

NOTE Confidence: 0.899950135

00:10:08.240 --> 00:10:10.202 She talked about how he had

NOTE Confidence: 0.899950135

00:10:10.202 --> 00:10:10.856 problems sleeping,

NOTE Confidence: 0.899950135

00:10:10.860 --> 00:10:14.794 that this 8 year old slept upright,

NOTE Confidence: 0.899950135

00:10:14.800 --> 00:10:17.257 that she would prop him up with

NOTE Confidence: 0.899950135

00:10:17.257 --> 00:10:20.171 a lot of pillows so that because

NOTE Confidence: 0.899950135

00:10:20.171 --> 00:10:23.328 that made it a little bit easier

NOTE Confidence: 0.899950135

00:10:23.328 --> 00:10:25.638 for him to to breathe.

NOTE Confidence: 0.899950135

00:10:25.640 --> 00:10:27.019 Talking to her a little bit more,

NOTE Confidence: 0.899950135

00:10:27.020 --> 00:10:30.026 I learned that he had COVID-19.

NOTE Confidence: 0.899950135

00:10:30.030 --> 00:10:32.230 He had COVID-19 relatively

NOTE Confidence: 0.899950135

00:10:32.230 --> 00:10:35.530 recently and since he was in

NOTE Confidence: 0.910848779333333

00:10:35.630 --> 00:10:38.830 the hospital and was discharged.

NOTE Confidence: 0.910848779333333

00:10:38.830 --> 00:10:41.166 They haven't really left the house very much,

NOTE Confidence: 0.910848779333333

00:10:41.170 --> 00:10:46.165 so Needless to say, this raised all sorts of.

NOTE Confidence: 0.910848779333333

00:10:46.170 --> 00:10:50.174 Times and concerns in, in my mind,

NOTE Confidence: 0.910848779333333

00:10:50.180 --> 00:10:54.254 getting a little bit about his recent,

NOTE Confidence: 0.910848779333333

00:10:54.260 --> 00:10:55.541 pertinent recent history.

NOTE Confidence: 0.910848779333333

00:10:55.541 --> 00:10:57.676 He's a school aged child.

NOTE Confidence: 0.910848779333333

00:10:57.680 --> 00:10:59.880 He developed COVID-19 two or

NOTE Confidence: 0.910848779333333

00:10:59.880 --> 00:11:02.080 three months before his visit,

NOTE Confidence: 0.910848779333333

00:11:02.080 --> 00:11:06.160 and at that time his symptoms were fairly

NOTE Confidence: 0.910848779333333

00:11:06.160 --> 00:11:10.315 common for what we would call adult COVID.

NOTE Confidence: 0.910848779333333

00:11:10.320 --> 00:11:11.349 He had fever.

NOTE Confidence: 0.910848779333333

00:11:11.349 --> 00:11:12.727 He developed cough, wheezing.

NOTE Confidence: 0.910848779333333

00:11:12.727 --> 00:11:13.768 At that time.

NOTE Confidence: 0.910848779333333

00:11:13.768 --> 00:11:15.156 She called the clinic.

NOTE Confidence: 0.910848779333333

00:11:15.160 --> 00:11:17.220 Now we're talking about.

NOTE Confidence: 0.910848779333333

00:11:17.220 --> 00:11:18.765 June of 2020,

NOTE Confidence: 0.910848779333333

00:11:18.770 --> 00:11:21.212 very early during the the pandemic

NOTE Confidence: 0.910848779333333

00:11:21.212 --> 00:11:24.798 and she was told that if if he had

NOTE Confidence: 0.910848779333333

00:11:24.798 --> 00:11:27.539 those symptoms that he should not come

NOTE Confidence: 0.910848779333333

00:11:27.539 --> 00:11:30.276 into the clinic that he should stay

NOTE Confidence: 0.910848779333333

00:11:30.276 --> 00:11:33.288 home and to call if he was worse.

NOTE Confidence: 0.910848779333333

00:11:33.290 --> 00:11:37.320 So so they did and.

NOTE Confidence: 0.910848779333333

00:11:37.320 --> 00:11:39.978 He stayed home. He got worse.

NOTE Confidence: 0.910848779333333

00:11:39.980 --> 00:11:42.014 Eventually he was so sick that he had to

NOTE Confidence: 0.910848779333333

00:11:42.014 --> 00:11:44.360 be brought into our hospital by ambulance.

NOTE Confidence: 0.910848779333333

00:11:44.360 --> 00:11:45.620 And when he came in,

NOTE Confidence: 0.910848779333333

00:11:45.620 --> 00:11:47.620 this is in his admission,

NOTE Confidence: 0.910848779333333

00:11:47.620 --> 00:11:49.066 his oxygen saturation.

NOTE Confidence: 0.910848779333333

00:11:49.066 --> 00:11:52.088 His was so low. He had had fever.

NOTE Confidence: 0.910848779333333

00:11:52.088 --> 00:11:53.720 He had increased work of breathing.

NOTE Confidence: 0.910848779333333

00:11:53.720 --> 00:11:57.570 He was found to have COVID-19.

NOTE Confidence: 0.910848779333333

00:11:57.570 --> 00:11:59.152 He had a chest X-ray that showed

NOTE Confidence: 0.910848779333333

00:11:59.152 --> 00:12:01.228 that he had pneumonia and had

NOTE Confidence: 0.910848779333333

00:12:01.228 --> 00:12:02.566 multiple laboratory abnormalities.

NOTE Confidence: 0.910848779333333

00:12:02.570 --> 00:12:04.730 He was admitted to our hospital.

NOTE Confidence: 0.910848779333333

00:12:04.730 --> 00:12:07.290 He stayed in our hospital for about five

NOTE Confidence: 0.910848779333333

00:12:07.290 --> 00:12:10.525 or six days on his until his fever improved,

NOTE Confidence: 0.910848779333333

00:12:10.530 --> 00:12:12.935 until he didn't need any

NOTE Confidence: 0.910848779333333

00:12:12.935 --> 00:12:14.378 more supplemental oxygen.

NOTE Confidence: 0.910848779333333

00:12:14.380 --> 00:12:16.852 And then he was sent home a little

NOTE Confidence: 0.910848779333333

00:12:16.852 --> 00:12:19.060 bit more about this young man.

NOTE Confidence: 0.910848779333333

00:12:19.060 --> 00:12:21.976 He has a history of asthma.

NOTE Confidence: 0.910848779333333

00:12:21.980 --> 00:12:24.120 He has a high, high,

NOTE Confidence: 0.910848779333333

00:12:24.120 --> 00:12:24.860 high BMI.

NOTE Confidence: 0.910848779333333

00:12:24.860 --> 00:12:28.769 His his body Max Index is way off the chart,

NOTE Confidence: 0.910848779333333

00:12:28.770 --> 00:12:33.450 so much higher than the 99th percentile.

NOTE Confidence: 0.910848779333333

00:12:33.450 --> 00:12:35.385 Alongside with that he has

NOTE Confidence: 0.910848779333333

00:12:35.385 --> 00:12:36.546 obstructive sleep apnea.

NOTE Confidence: 0.910848779333333

00:12:36.550 --> 00:12:38.710 He has high blood pressure and

NOTE Confidence: 0.910848779333333

00:12:38.710 --> 00:12:41.115 pre diabetes so as an 8 year

NOTE Confidence: 0.910848779333333

00:12:41.115 --> 00:12:42.585 old he has the weight.

NOTE Confidence: 0.910848779333333

00:12:42.590 --> 00:12:44.078 Of you know what,

NOTE Confidence: 0.910848779333333

00:12:44.078 --> 00:12:47.174 30 year old basically he has as you

NOTE Confidence: 0.910848779333333

00:12:47.174 --> 00:12:49.890 can see some of the medical problems

NOTE Confidence: 0.910848779333333

00:12:49.890 --> 00:12:52.876 that we oftentimes see in in adults.

NOTE Confidence: 0.875652373333333

00:12:55.190 --> 00:12:57.830 When I spoke to the mom,

NOTE Confidence: 0.875652373333333

00:12:57.830 --> 00:12:59.430 she related to me well.

NOTE Confidence: 0.875652373333333

00:12:59.430 --> 00:13:00.960 He was supposed to follow

NOTE Confidence: 0.875652373333333

00:13:00.960 --> 00:13:02.184 up with infectious diseases,

NOTE Confidence: 0.875652373333333

00:13:02.190 --> 00:13:04.188 my specialty pulmonary

NOTE Confidence: 0.875652373333333

00:13:04.188 --> 00:13:06.186 cardiology and endocrinology.

NOTE Confidence: 0.89689674

00:13:10.010 --> 00:13:11.420 In terms of his social history,

NOTE Confidence: 0.89689674

00:13:11.420 --> 00:13:14.336 he was raised by his mom, single mom.

NOTE Confidence: 0.89689674

00:13:14.336 --> 00:13:16.748 They're of Hispanic origin.

NOTE Confidence: 0.89689674

00:13:16.750 --> 00:13:19.865 The patient had not been in school.

NOTE Confidence: 0.89689674

00:13:19.870 --> 00:13:21.670 He had been doing school virtually,

NOTE Confidence: 0.89689674

00:13:21.670 --> 00:13:23.872 but since he got sick, he hasn't been

NOTE Confidence: 0.89689674

00:13:23.872 --> 00:13:26.490 able to keep up with their work.

NOTE Confidence: 0.89689674

00:13:26.490 --> 00:13:29.958 And this family suffered from food,

NOTE Confidence: 0.89689674

00:13:29.958 --> 00:13:33.270 transportation and financial insecurity.

NOTE Confidence: 0.89689674

00:13:33.270 --> 00:13:34.506 The patient spoke English.

NOTE Confidence: 0.89689674

00:13:34.506 --> 00:13:36.789 His mother spoke a little bit of

NOTE Confidence: 0.89689674

00:13:36.789 --> 00:13:38.249 English but preferred Spanish,

NOTE Confidence: 0.89689674

00:13:38.250 --> 00:13:40.476 and this mom worked full time.

NOTE Confidence: 0.89689674

00:13:40.480 --> 00:13:44.938 And she felt quite guilty because

NOTE Confidence: 0.89689674

00:13:44.940 --> 00:13:46.620 during very early in the pandemic,

NOTE Confidence: 0.89689674

00:13:46.620 --> 00:13:49.014 she was not able to stay home.

NOTE Confidence: 0.89689674

00:13:49.020 --> 00:13:52.270 She had to go out of the home and work.

NOTE Confidence: 0.89689674

00:13:52.270 --> 00:13:55.046 And not observe sort of the guidance of

NOTE Confidence: 0.89689674

00:13:55.046 --> 00:13:57.408 staying home and show and sheltering.

NOTE Confidence: 0.89689674

00:13:57.410 --> 00:14:01.210 And she got COVID at work and she

NOTE Confidence: 0.89689674

00:14:01.210 --> 00:14:05.176 was the one who gave our patient.

NOTE Confidence: 0.89689674

00:14:05.180 --> 00:14:05.730 COVID so,

NOTE Confidence: 0.89689674

00:14:05.730 --> 00:14:08.636 so take a step back and and I said to

NOTE Confidence: 0.89689674

00:14:08.636 --> 00:14:11.740 myself well you know how how did this happen?

NOTE Confidence: 0.89689674

00:14:11.740 --> 00:14:14.660 How does this 8 year old who was

NOTE Confidence: 0.89689674

00:14:14.660 --> 00:14:17.882 in the hospital very early on for

NOTE Confidence: 0.89689674

00:14:17.882 --> 00:14:21.363 almost a week with COVID leave not

NOTE Confidence: 0.89689674

00:14:21.363 --> 00:14:24.345 get better and not have follow-up

NOTE Confidence: 0.89689674

00:14:24.345 --> 00:14:26.916 like what you know what happened

NOTE Confidence: 0.89689674

00:14:26.916 --> 00:14:30.189 here and this is kind of a timeline

NOTE Confidence: 0.89689674

00:14:30.189 --> 00:14:33.066 from the time that he was diagnosed

NOTE Confidence: 0.89689674

00:14:33.066 --> 00:14:35.939 to he was admitted to the time.

NOTE Confidence: 0.89689674

00:14:35.939 --> 00:14:40.240 That he was discharged and these orange uh,

NOTE Confidence: 0.89689674

00:14:40.240 --> 00:14:44.465 stars represent times when the

NOTE Confidence: 0.89689674

00:14:44.465 --> 00:14:47.210 mother called several.

NOTE Confidence: 0.805932054954545

00:14:49.670 --> 00:14:52.064 Telephone numbers that she had for

NOTE Confidence: 0.805932054954545

00:14:52.064 --> 00:14:55.068 the for the clinic and for whatever

NOTE Confidence: 0.805932054954545

00:14:55.068 --> 00:14:57.732 reason then it's what we reflect

NOTE Confidence: 0.805932054954545

00:14:57.732 --> 00:15:00.155 referring to is lost to follow up up

NOTE Confidence: 0.805932054954545

00:15:00.155 --> 00:15:02.781 until the time when he shows up to

NOTE Confidence: 0.805932054954545

00:15:02.781 --> 00:15:05.168 to our clinic at discharge a patient

NOTE Confidence: 0.805932054954545

00:15:05.241 --> 00:15:07.922 like this should have left with clear

NOTE Confidence: 0.805932054954545

00:15:07.922 --> 00:15:10.452 guidance on when to follow up with

NOTE Confidence: 0.805932054954545

00:15:10.452 --> 00:15:12.167 the primary pediatricians when to

NOTE Confidence: 0.805932054954545

00:15:12.167 --> 00:15:14.229 follow up with infectious diseases.

NOTE Confidence: 0.805932054954545

00:15:14.230 --> 00:15:17.366 He did have one video call with infectious

NOTE Confidence: 0.805932054954545

00:15:17.366 --> 00:15:19.850 diseases should have had follow up with.

NOTE Confidence: 0.805932054954545

00:15:19.850 --> 00:15:22.042 Echnology, pulmonary and cardiology.

NOTE Confidence: 0.805932054954545

00:15:22.042 --> 00:15:24.782 But but that didn't happen.

NOTE Confidence: 0.933207548

00:15:27.440 --> 00:15:29.940 Some of the things that.

NOTE Confidence: 0.933207548

25

00:15:29.940 --> 00:15:32.900 I struggled with and talking to her well,

NOTE Confidence: 0.933207548

00:15:32.900 --> 00:15:37.100 she she thought people would call her back.

NOTE Confidence: 0.933207548

00:15:37.100 --> 00:15:38.198 And when she called, they said,

NOTE Confidence: 0.933207548

00:15:38.200 --> 00:15:39.900 well, there aren't any appointments.

NOTE Confidence: 0.933207548

00:15:39.900 --> 00:15:41.700 Somebody will call you.

NOTE Confidence: 0.933207548

00:15:41.700 --> 00:15:43.500 Why didn't she push?

NOTE Confidence: 0.933207548

00:15:43.500 --> 00:15:46.296 Why didn't she demand on the

NOTE Confidence: 0.933207548

00:15:46.296 --> 00:15:49.259 phone that her son be seeing?

NOTE Confidence: 0.933207548

00:15:49.260 --> 00:15:51.220 How did things fall through the cracks?

NOTE Confidence: 0.933207548

00:15:51.220 --> 00:15:57.010 How? Why? Uh.

NOTE Confidence: 0.933207548

00:15:57.010 --> 00:15:59.410 While was while he was impatient,

NOTE Confidence: 0.933207548

00:15:59.410 --> 00:16:03.240 what was communicated, how was.

NOTE Confidence: 0.933207548

00:16:03.240 --> 00:16:05.970 How was that message of?

NOTE Confidence: 0.933207548

00:16:05.970 --> 00:16:08.966 All the medical problems that he had

NOTE Confidence: 0.933207548

00:16:08.966 --> 00:16:12.667 and and the importance of a follow-up,

NOTE Confidence: 0.933207548

00:16:12.670 --> 00:16:15.110 I wondered how much time

NOTE Confidence: 0.933207548

00:16:15.110 --> 00:16:17.062 was dedicated in that.

NOTE Confidence: 0.933207548

00:16:17.070 --> 00:16:20.070 During the discharge process.

NOTE Confidence: 0.933207548

00:16:20.070 --> 00:16:22.947 What did those discharge papers look like?

NOTE Confidence: 0.933207548

00:16:22.950 --> 00:16:26.090 How complete the information was?

NOTE Confidence: 0.933207548

00:16:26.090 --> 00:16:28.450 What was that plan like?

NOTE Confidence: 0.933207548

00:16:28.450 --> 00:16:30.778 In how much detail was it

NOTE Confidence: 0.933207548

00:16:30.778 --> 00:16:32.330 discussed and in what language?

NOTE Confidence: 0.925762786

00:16:36.220 --> 00:16:39.461 How would you feel if you were

NOTE Confidence: 0.925762786

00:16:39.461 --> 00:16:41.780 the patient's mother? And I know

NOTE Confidence: 0.925762786

00:16:41.780 --> 00:16:43.640 where this is all virtual but.

NOTE Confidence: 0.926311011

00:16:46.240 --> 00:16:49.020 I can tell you about how I would have felt.

NOTE Confidence: 0.926311011

00:16:49.020 --> 00:16:51.028 I can tell you about how I felt.

NOTE Confidence: 0.861342975

00:16:53.180 --> 00:16:56.362 I used the word. Apology.

NOTE Confidence: 0.861342975

00:16:56.362 --> 00:17:01.766 I am sorry. I am so sorry.

NOTE Confidence: 0.861342975

00:17:01.770 --> 00:17:05.658 So many times, so many times

NOTE Confidence: 0.861342975

00:17:05.660 --> 00:17:10.180 apologizing on behalf of.

NOTE Confidence: 0.861342975

00:17:10.180 --> 00:17:12.400 Anybody that I can think of,

NOTE Confidence: 0.861342975

00:17:12.400 --> 00:17:15.258 I felt frustrated.

NOTE Confidence: 0.861342975

00:17:15.258 --> 00:17:16.992 I felt angry.

NOTE Confidence: 0.861342975

00:17:16.992 --> 00:17:18.726 I felt embarrassed.

NOTE Confidence: 0.754719405

00:17:23.200 --> 00:17:27.130 And and a little bit powerless.

NOTE Confidence: 0.863182932

00:17:33.320 --> 00:17:36.689 At one point I remember hearing.

NOTE Confidence: 0.863182932

00:17:36.689 --> 00:17:40.921 One of the members of the medical team

NOTE Confidence: 0.863182932

00:17:40.921 --> 00:17:44.555 during the visit say, gosh, you know,

NOTE Confidence: 0.863182932

00:17:44.555 --> 00:17:47.280 she probably didn't care enough.

NOTE Confidence: 0.863182932

00:17:47.280 --> 00:17:51.858 To bring her son. Take care.

NOTE Confidence: 0.863182932

00:17:51.860 --> 00:17:54.068 And and I want us to sort of

NOTE Confidence: 0.863182932

00:17:54.068 --> 00:17:56.760 take a step back and think about.

NOTE Confidence: 0.863182932

00:17:56.760 --> 00:17:59.580 When we talk about missed appointments,

NOTE Confidence: 0.863182932

00:17:59.580 --> 00:18:02.820 you know, delays in follow-up care,

NOTE Confidence: 0.863182932

00:18:02.820 --> 00:18:06.150 how often we use the term.

NOTE Confidence: 0.863182932

00:18:06.150 --> 00:18:10.875 To kind of explain ours errors,

NOTE Confidence: 0.863182932

00:18:10.875 --> 00:18:13.535 our shortcomings in explaining

NOTE Confidence: 0.863182932

00:18:13.535 --> 00:18:16.976 to our patients, to our families

NOTE Confidence: 0.863182932

00:18:16.976 --> 00:18:19.868 in a way that they understand.

NOTE Confidence: 0.863182932

00:18:19.870 --> 00:18:23.470 How often we try to hide the lack of not

NOTE Confidence: 0.863182932

00:18:23.560 --> 00:18:27.448 our lack of knowledge and our lack of

NOTE Confidence: 0.863182932

00:18:27.448 --> 00:18:30.490 understanding by reflecting it into oh,

NOTE Confidence: 0.863182932

00:18:30.490 --> 00:18:32.114 this patient is limited

NOTE Confidence: 0.863182932

00:18:32.114 --> 00:18:34.144 or this mom is limited.

NOTE Confidence: 0.863182932

00:18:34.150 --> 00:18:36.406 She just didn't understand we did.

NOTE Confidence: 0.863182932

00:18:36.410 --> 00:18:40.596 Everything right and and they didn't and.

NOTE Confidence: 0.863182932

00:18:40.600 --> 00:18:43.309 What I what I would love for,

NOTE Confidence: 0.863182932

00:18:43.310 --> 00:18:47.278 for all of us to reflect on is.

NOTE Confidence: 0.863182932

00:18:47.280 --> 00:18:48.984 Going beyond that understanding

NOTE Confidence: 0.863182932

00:18:48.984 --> 00:18:51.959 and I and I oftentimes use this

NOTE Confidence: 0.863182932

00:18:51.959 --> 00:18:54.374 visual of the iceberg that what you

NOTE Confidence: 0.863182932

00:18:54.374 --> 00:18:57.300 see or or that that trigger to say

NOTE Confidence: 0.863182932

00:18:57.300 --> 00:18:59.205 well they just missed appointments.

NOTE Confidence: 0.863182932

00:18:59.205 --> 00:19:02.460 It's you know it's it's their fault.

NOTE Confidence: 0.863182932

00:19:02.460 --> 00:19:04.840 That is the easy answer because we

NOTE Confidence: 0.863182932

00:19:04.840 --> 00:19:07.526 just see the reality in an in in

NOTE Confidence: 0.863182932

00:19:07.526 --> 00:19:10.280 somebody else as the tip of the iceberg.

NOTE Confidence: 0.863182932

00:19:10.280 --> 00:19:11.360 Well, they didn't show up.

NOTE Confidence: 0.863182932

00:19:11.360 --> 00:19:16.240 They must not really care as much or or or.

NOTE Confidence: 0.863182932

00:19:16.240 --> 00:19:18.920 That that we don't sort of take the

NOTE Confidence: 0.863182932

00:19:18.920 --> 00:19:21.051 time to understand that situations

NOTE Confidence: 0.863182932

00:19:21.051 --> 00:19:24.779 are very complex and I'm the 1st to

NOTE Confidence: 0.863182932

00:19:24.779 --> 00:19:27.347 tell you that I didn't understand

NOTE Confidence: 0.863182932

00:19:27.347 --> 00:19:30.308 the entire reality and the fact all

NOTE Confidence: 0.863182932

00:19:30.308 --> 00:19:32.810 the factors in in this revolving

NOTE Confidence: 0.863182932

00:19:32.896 --> 00:19:35.602 around around this this case and

NOTE Confidence: 0.863182932

00:19:35.602 --> 00:19:38.819 that it really takes time and effort

NOTE Confidence: 0.863182932

00:19:38.819 --> 00:19:41.913 and opening one's mind and trying to

NOTE Confidence: 0.863182932

00:19:41.920 --> 00:19:45.676 understand our own biases and and.

NOTE Confidence: 0.863182932

00:19:45.680 --> 00:19:47.840 Acting with cultural humility and

NOTE Confidence: 0.863182932

00:19:47.840 --> 00:19:49.188 with humility. Period.

NOTE Confidence: 0.863182932

00:19:49.188 --> 00:19:52.056 To understand that maybe there are

NOTE Confidence: 0.863182932

00:19:52.056 --> 00:19:54.859 other factors that led to this problem

NOTE Confidence: 0.863182932

00:19:54.859 --> 00:19:58.116 that led to this an 8 year old who

NOTE Confidence: 0.863182932

00:19:58.116 --> 00:20:00.606 left the hospital and months later

NOTE Confidence: 0.863182932

00:20:00.606 --> 00:20:03.440 comes back and can barely breathe.

NOTE Confidence: 0.863182932

00:20:03.440 --> 00:20:05.260 Umm.

NOTE Confidence: 0.863182932

00:20:05.260 --> 00:20:07.100 Understanding and equities and care,

NOTE Confidence: 0.863182932

00:20:07.100 --> 00:20:08.540 structural inequities,

NOTE Confidence: 0.863182932

00:20:08.540 --> 00:20:09.980 understanding that.

NOTE Confidence: 0.863182932

00:20:09.980 --> 00:20:16.332 Maybe it's CC for me to get in a car

NOTE Confidence: 0.863182932

00:20:16.332 --> 00:20:19.650 and get to my appointments that if.

NOTE Confidence: 0.863182932

00:20:19.650 --> 00:20:22.914 My kids miss an appointment or

NOTE Confidence: 0.863182932

00:20:22.914 --> 00:20:26.541 if I'm not called by my child's

NOTE Confidence: 0.863182932

00:20:26.541 --> 00:20:31.868 providers that I have the ability to.

NOTE Confidence: 0.863182932

00:20:31.870 --> 00:20:32.743 And the power.

NOTE Confidence: 0.863182932

00:20:32.743 --> 00:20:36.140 To get on the phone and if they don't answer,

NOTE Confidence: 0.863182932

00:20:36.140 --> 00:20:37.869 then, you know, I'll send an e-mail,

NOTE Confidence: 0.863182932

00:20:37.870 --> 00:20:39.585 I'll go online and I'll you know,

NOTE Confidence: 0.863182932

00:20:39.590 --> 00:20:44.126 I'll, I'll make things happen but that.

NOTE Confidence: 0.863182932

00:20:44.130 --> 00:20:46.158 Perhaps just because that's what I

NOTE Confidence: 0.863182932

00:20:46.158 --> 00:20:48.449 would do and that's what I can do,

NOTE Confidence: 0.863182932

00:20:48.450 --> 00:20:51.285 it doesn't mean that those who don't

NOTE Confidence: 0.863182932

00:20:51.285 --> 00:20:54.089 act in exactly the same way don't.

NOTE Confidence: 0.863182932

00:20:54.090 --> 00:20:57.090 Don't care. Umm.

NOTE Confidence: 0.863182932

00:20:57.090 --> 00:20:59.442 Some of the barriers we can

NOTE Confidence: 0.863182932

00:20:59.442 --> 00:21:00.618 easily identify well,

NOTE Confidence: 0.863182932

00:21:00.620 --> 00:21:04.148 you know it's hard to get to healthcare

NOTE Confidence: 0.863182932

00:21:04.148 --> 00:21:06.899 if you don't have transportation

NOTE Confidence: 0.863182932

00:21:06.899 --> 00:21:10.160 if if you're poor and you,

NOTE Confidence: 0.863182932

00:21:10.160 --> 00:21:12.860 you know all of these treatments,

NOTE Confidence: 0.863182932

00:21:12.860 --> 00:21:16.472 even getting to to a clinic is

NOTE Confidence: 0.863182932

00:21:16.472 --> 00:21:18.020 is is expensive.

NOTE Confidence: 0.863182932

00:21:18.020 --> 00:21:20.554 But poverty might play a role that

NOTE Confidence: 0.863182932

00:21:20.554 --> 00:21:22.149 language barriers play a role.

NOTE Confidence: 0.857691177647059

00:21:22.150 --> 00:21:23.505 The lack of health literacy

NOTE Confidence: 0.857691177647059

00:21:23.505 --> 00:21:25.601 very well may play a role within

NOTE Confidence: 0.857691177647059

00:21:25.601 --> 00:21:27.296 some of the health inequities.

NOTE Confidence: 0.857691177647059

00:21:27.300 --> 00:21:29.112 That that we know, not knowing

NOTE Confidence: 0.857691177647059

00:21:29.112 --> 00:21:30.810 how to navigate the system.

NOTE Confidence: 0.935718478

00:21:33.050 --> 00:21:34.980 But we can't stop there.

NOTE Confidence: 0.935718478

00:21:34.980 --> 00:21:37.493 We can't say, well you know why

NOTE Confidence: 0.935718478

00:21:37.493 --> 00:21:40.037 she spoke another language and she

NOTE Confidence: 0.935718478

00:21:40.037 --> 00:21:41.936 didn't understand the beautiful

NOTE Confidence: 0.935718478

00:21:41.936 --> 00:21:44.972 and well executed follow up plan

NOTE Confidence: 0.935718478

00:21:44.972 --> 00:21:48.490 that was shared with with this mom.

NOTE Confidence: 0.935718478

00:21:48.490 --> 00:21:50.536 We can't just stop there because

NOTE Confidence: 0.935718478

00:21:50.536 --> 00:21:52.937 that might be just the tip of

NOTE Confidence: 0.935718478

00:21:52.937 --> 00:21:54.863 the iceberg and we need to

NOTE Confidence: 0.935718478

00:21:54.863 --> 00:21:56.728 understand situations as a whole,

NOTE Confidence: 0.935718478

00:21:56.730 --> 00:21:58.980 as complex as they are.

NOTE Confidence: 0.92337539

00:22:01.490 --> 00:22:06.180 So to think about sort of disparities.

NOTE Confidence: 0.92337539

00:22:06.180 --> 00:22:08.200 There are many, many factors,

NOTE Confidence: 0.92337539

00:22:08.200 --> 00:22:11.595 many more than than, even more than.

NOTE Confidence: 0.92337539

00:22:11.600 --> 00:22:14.519 I'm sharing here that it could be,

NOTE Confidence: 0.92337539

00:22:14.520 --> 00:22:17.355 you know, lack of access to doctors,

NOTE Confidence: 0.92337539

00:22:17.360 --> 00:22:19.104 systemic racism, negative stereotypes.

NOTE Confidence: 0.92337539

00:22:19.104 --> 00:22:21.472 You know, this mom doesn't understand

NOTE Confidence: 0.92337539

00:22:21.472 --> 00:22:23.337 or this patient doesn't really.

NOTE Confidence: 0.92337539

00:22:23.340 --> 00:22:24.084 They have they,

NOTE Confidence: 0.92337539

00:22:24.084 --> 00:22:25.820 they have distrust of the medical system,

NOTE Confidence: 0.92337539

00:22:25.820 --> 00:22:26.676 so they don't come.

NOTE Confidence: 0.92337539

00:22:26.676 --> 00:22:27.912 So I shouldn't, you know,

NOTE Confidence: 0.92337539

00:22:27.912 --> 00:22:29.096 why should I bother?

NOTE Confidence: 0.92337539

00:22:29.100 --> 00:22:30.159 Access to transportation.

NOTE Confidence: 0.92337539

00:22:30.159 --> 00:22:33.765 I talked about how for them to come to clinic

NOTE Confidence: 0.92337539

00:22:33.765 --> 00:22:36.331 even though the clinic is relatively close.

NOTE Confidence: 0.92337539

00:22:36.331 --> 00:22:38.436 Buy in. In New Haven,

NOTE Confidence: 0.92337539

00:22:38.440 --> 00:22:43.456 it takes taking a bus and and walking.

NOTE Confidence: 0.92337539

00:22:43.460 --> 00:22:45.503 Communication barriers? Stress.

NOTE Confidence: 0.92337539

00:22:45.503 --> 00:22:46.184 Um.

NOTE Confidence: 0.92337539

00:22:46.184 --> 00:22:48.908 Financial or insurance barriers.

NOTE Confidence: 0.92337539

00:22:48.910 --> 00:22:52.330 Multiple things can.

NOTE Confidence: 0.92337539

00:22:52.330 --> 00:22:53.260 Can play.

NOTE Confidence: 0.647107353333333

00:22:56.740 --> 00:23:02.522 Play a role. Nice this snap. OK.

NOTE Confidence: 0.647107353333333

00:23:02.522 --> 00:23:07.156 So. Think I alluded to this before.

NOTE Confidence: 0.647107353333333

00:23:07.160 --> 00:23:10.238 After discussing the medical plan and

NOTE Confidence: 0.647107353333333

00:23:10.238 --> 00:23:13.466 making sure that he was OK, you know,

NOTE Confidence: 0.647107353333333

00:23:13.466 --> 00:23:14.776 that he needed oxygen, etcetera,

NOTE Confidence: 0.647107353333333

00:23:14.776 --> 00:23:16.789 I overheard somebody say, well,

NOTE Confidence: 0.647107353333333

00:23:16.789 --> 00:23:19.232 I just don't understand why some people

NOTE Confidence: 0.647107353333333

00:23:19.232 --> 00:23:21.496 don't take good care of their kids.

NOTE Confidence: 0.647107353333333

00:23:21.500 --> 00:23:25.452 And I asked the question what are the

NOTE Confidence: 0.647107353333333

00:23:25.452 --> 00:23:27.918 racial implications of that comment?

NOTE Confidence: 0.647107353333333

00:23:27.920 --> 00:23:30.458 Are there policies that lead to

NOTE Confidence: 0.647107353333333

00:23:30.458 --> 00:23:33.485 poor access to care and and how

NOTE Confidence: 0.647107353333333

00:23:33.485 --> 00:23:35.975 are those relevant to why this

NOTE Confidence: 0.647107353333333

00:23:35.975 --> 00:23:38.468 patient now has presented twice?

NOTE Confidence: 0.647107353333333

00:23:38.470 --> 00:23:41.134 What put this patient at higher risk of

NOTE Confidence: 0.647107353333333

00:23:41.134 --> 00:23:42.648 pulmonary complications and I was very,

NOTE Confidence: 0.647107353333333

00:23:42.650 --> 00:23:45.092 very concerned not only about pulmonary

NOTE Confidence: 0.647107353333333

00:23:45.092 --> 00:23:46.720 complications but cardiac complete

NOTE Confidence: 0.647107353333333

00:23:46.775 --> 00:23:48.095 on undetected cardiac complications

NOTE Confidence: 0.647107353333333

00:23:48.095 --> 00:23:50.350 from COVID and an 8 year old.

NOTE Confidence: 0.647107353333333

00:23:50.350 --> 00:23:52.793 We didn't know a lot about the

NOTE Confidence: 0.647107353333333

00:23:52.793 --> 00:23:54.928 effects of COVID on children at

NOTE Confidence: 0.647107353333333

00:23:54.928 --> 00:23:57.830 that time and how do you raise these

NOTE Confidence: 0.647107353333333

00:23:57.830 --> 00:24:00.245 discussions with the team members

NOTE Confidence: 0.647107353333333

00:24:00.250 --> 00:24:03.680 after you know the the comment that.

NOTE Confidence: 0.647107353333333

00:24:03.680 --> 00:24:05.260 Umm.

NOTE Confidence: 0.647107353333333

00:24:05.260 --> 00:24:07.512 That that I overheard.

NOTE Confidence: 0.647107353333333

00:24:07.512 --> 00:24:12.038 So we need to think about a few

NOTE Confidence: 0.647107353333333

00:24:12.038 --> 00:24:15.116 things that that play a role.

NOTE Confidence: 0.647107353333333

00:24:15.120 --> 00:24:17.619 The idea that racism is more than

NOTE Confidence: 0.647107353333333

00:24:17.619 --> 00:24:19.240 prejudicial attitudes and actions,

NOTE Confidence: 0.647107353333333

00:24:19.240 --> 00:24:21.562 that there's sort of a structural

NOTE Confidence: 0.647107353333333

00:24:21.562 --> 00:24:23.110 presence in in systems.

NOTE Confidence: 0.901109045

00:24:26.290 --> 00:24:28.036 Sorry, I'm having a hard time.

NOTE Confidence: 0.752568076666667

00:24:30.090 --> 00:24:36.530 Forwarding the slides. Ah. There.

NOTE Confidence: 0.43547225

00:24:38.640 --> 00:24:43.695 Umm. Let's think about some of

NOTE Confidence: 0.43547225

00:24:43.695 --> 00:24:46.830 the policies and access to care.

NOTE Confidence: 0.43547225

00:24:46.830 --> 00:24:49.422 So think about what you read in the CDC

NOTE Confidence: 0.43547225

00:24:49.422 --> 00:24:51.917 and the Centers for Disease Control,

NOTE Confidence: 0.43547225

00:24:51.920 --> 00:24:54.440 which is, you know, where?

NOTE Confidence: 0.43547225

00:24:54.440 --> 00:24:57.638 Most of us get our guidance,

NOTE Confidence: 0.43547225

00:24:57.640 --> 00:25:00.420 especially during during the pandemic.

NOTE Confidence: 0.43547225

00:25:00.420 --> 00:25:01.940 Think of the CDC guidelines.

NOTE Confidence: 0.43547225

00:25:01.940 --> 00:25:04.890 So if you have COVID.

NOTE Confidence: 0.43547225

00:25:04.890 --> 00:25:07.360 He should stay at home.

NOTE Confidence: 0.43547225

00:25:07.360 --> 00:25:09.600 Isolate. Wear a mask.

NOTE Confidence: 0.43547225

00:25:09.600 --> 00:25:14.016 Not go to work, not go to school.

NOTE Confidence: 0.43547225

00:25:14.016 --> 00:25:18.010 You should stay in your own room.

NOTE Confidence: 0.43547225

00:25:18.010 --> 00:25:22.056 Preferably use your own bathroom and have

NOTE Confidence: 0.43547225

00:25:22.056 --> 00:25:26.168 family members come and bring you the meals.

NOTE Confidence: 0.43547225

00:25:26.170 --> 00:25:29.032 And we're in 90 fives to

NOTE Confidence: 0.43547225

00:25:29.032 --> 00:25:31.490 try to decrease the the.

NOTE Confidence: 0.43547225

00:25:31.490 --> 00:25:33.680 Contagion to other family members,

NOTE Confidence: 0.43547225

00:25:33.680 --> 00:25:37.220 and I ask you.

NOTE Confidence: 0.43547225

00:25:37.220 --> 00:25:40.150 Who were those guidelines for?

NOTE Confidence: 0.43547225

00:25:40.150 --> 00:25:42.210 How do you think?

NOTE Confidence: 0.43547225

00:25:42.210 --> 00:25:44.785 Individuals who like my patients,

NOTE Confidence: 0.43547225

00:25:44.790 --> 00:25:47.345 mom in the middle of the pandemic.

NOTE Confidence: 0.43547225

00:25:47.350 --> 00:25:48.814 Couldn't stay home.

NOTE Confidence: 0.43547225

00:25:48.814 --> 00:25:53.220 They had to go to work. They.

NOTE Confidence: 0.43547225

00:25:53.220 --> 00:25:57.930 Couldn't stay behind and just, you know.

NOTE Confidence: 0.43547225

00:25:57.930 --> 00:26:01.266 Stay in their home to try to decrease

NOTE Confidence: 0.43547225

00:26:01.266 --> 00:26:03.790 the likelihood of getting infected.

NOTE Confidence: 0.43547225

00:26:03.790 --> 00:26:07.690 Just did these policies or

NOTE Confidence: 0.43547225

00:26:07.690 --> 00:26:09.250 recommendations guidelines.

NOTE Confidence: 0.43547225

00:26:09.250 --> 00:26:11.689 Speak to um.

NOTE Confidence: 0.43547225

00:26:11.689 --> 00:26:15.754 Refugee and immigrant families who?

NOTE Confidence: 0.43547225

00:26:15.760 --> 00:26:19.519 Live two or three families in apartments.

NOTE Confidence: 0.43547225

00:26:19.520 --> 00:26:21.965 Did these guidelines speak to

NOTE Confidence: 0.43547225

00:26:21.965 --> 00:26:24.848 individuals who all lived in in

NOTE Confidence: 0.43547225

00:26:24.848 --> 00:26:27.326 one room and were simply not able

NOTE Confidence: 0.43547225

00:26:27.326 --> 00:26:30.479 to to isolate and and follow them?

NOTE Confidence: 0.43547225

00:26:30.480 --> 00:26:34.368 So I think it's important for us to

NOTE Confidence: 0.43547225

00:26:34.368 --> 00:26:38.019 understand that perspective that even even.

NOTE Confidence: 0.43547225

00:26:38.020 --> 00:26:41.140 From the Center for Disease Control,

NOTE Confidence: 0.43547225

00:26:41.140 --> 00:26:45.820 who's putting together guidelines there?

NOTE Confidence: 0.43547225

00:26:45.820 --> 00:26:48.484 In a way, these guidelines were

NOTE Confidence: 0.43547225

00:26:48.484 --> 00:26:51.310 not for for for everybody.

NOTE Confidence: 0.43547225

00:26:51.310 --> 00:26:52.694 And I also wonder,

NOTE Confidence: 0.43547225

00:26:52.694 --> 00:26:54.424 would things have been different

NOTE Confidence: 0.43547225

00:26:54.424 --> 00:26:56.308 if this patient was white?

NOTE Confidence: 0.43547225

00:26:56.310 --> 00:26:58.485 Would it have been different

NOTE Confidence: 0.43547225

00:26:58.485 --> 00:27:00.660 if his mother spoke English?

NOTE Confidence: 0.43547225

00:27:00.660 --> 00:27:03.564 And I've shared a little bit about how

NOTE Confidence: 0.43547225

00:27:03.564 --> 00:27:06.309 I felt as the healthcare professionals

NOTE Confidence: 0.43547225

00:27:06.309 --> 00:27:09.766 seeing him in clinic and and sharing

NOTE Confidence: 0.43547225

00:27:09.766 --> 00:27:12.574 some of my feelings of frustration

NOTE Confidence: 0.43547225

00:27:12.574 --> 00:27:16.578 and sadness and anger and and.

NOTE Confidence: 0.43547225

00:27:16.578 --> 00:27:19.176 And shame towards.

NOTE Confidence: 0.43547225

00:27:19.180 --> 00:27:21.972 What I stand what I stood for at

NOTE Confidence: 0.43547225

00:27:21.972 --> 00:27:25.075 that at that time and realizing well

NOTE Confidence: 0.43547225

00:27:25.075 --> 00:27:27.730 you know is this mother going to

NOTE Confidence: 0.43547225

00:27:27.730 --> 00:27:30.691 trust me and and what we are doing

NOTE Confidence: 0.43547225

00:27:30.691 --> 00:27:33.388 given given what what has happened.

NOTE Confidence: 0.813998992

00:27:35.790 --> 00:27:39.562 There are clear disparities in COVID-19

NOTE Confidence: 0.813998992

00:27:39.562 --> 00:27:42.548 survival and there are, as I mentioned,

NOTE Confidence: 0.813998992

00:27:42.548 --> 00:27:44.744 in equities and how we communicate.

NOTE Confidence: 0.813998992

00:27:44.750 --> 00:27:46.666 There are different differential

NOTE Confidence: 0.813998992

00:27:46.666 --> 00:27:48.103 experiences causing distrust

NOTE Confidence: 0.813998992

00:27:48.103 --> 00:27:50.549 in the medical field for sure.

NOTE Confidence: 0.813998992

00:27:50.550 --> 00:27:52.590 And there is stereotyping of

NOTE Confidence: 0.813998992

00:27:52.590 --> 00:27:54.222 not only Latina individuals,

NOTE Confidence: 0.813998992

00:27:54.230 --> 00:27:57.345 this this patient happened to be Latina,

NOTE Confidence: 0.813998992

00:27:57.350 --> 00:28:00.302 but stereotyping with with.

NOTE Confidence: 0.813998992

00:28:00.302 --> 00:28:02.516 Many other groups,

NOTE Confidence: 0.813998992

00:28:02.520 --> 00:28:05.124 and there's some facts that COVID

NOTE Confidence: 0.813998992

00:28:05.124 --> 00:28:07.360 has affected populations of color.

NOTE Confidence: 0.813998992

00:28:07.360 --> 00:28:09.580 Way more than other groups,

NOTE Confidence: 0.813998992

00:28:09.580 --> 00:28:11.260 black individuals have received

NOTE Confidence: 0.813998992

00:28:11.260 --> 00:28:12.940 smaller shares of vaccination.

NOTE Confidence: 0.813998992

00:28:12.940 --> 00:28:14.820 So if you think of all the vaccines,

NOTE Confidence: 0.813998992

00:28:14.820 --> 00:28:17.690 if you look at shares of vaccination

NOTE Confidence: 0.813998992

00:28:17.690 --> 00:28:20.415 and compare to the rates of

NOTE Confidence: 0.813998992

00:28:20.415 --> 00:28:22.299 COVID infections and deaths,

NOTE Confidence: 0.813998992

00:28:22.300 --> 00:28:25.460 to the proportion in each one of the

NOTE Confidence: 0.813998992

00:28:25.460 --> 00:28:28.349 populations that has received vaccine there,

NOTE Confidence: 0.813998992

00:28:28.350 --> 00:28:31.790 there are tremendous inequities reflecting

NOTE Confidence: 0.813998992

00:28:31.790 --> 00:28:34.140 the disproportionate level of infection.

NOTE Confidence: 0.813998992

00:28:34.140 --> 00:28:36.012 So similarly to blacks,

NOTE Confidence: 0.813998992

00:28:36.012 --> 00:28:37.416 Hispanics have received.

NOTE Confidence: 0.813998992

00:28:37.420 --> 00:28:38.844 Smaller shares of vaccination

NOTE Confidence: 0.813998992

00:28:38.844 --> 00:28:41.328 compared to the share of cases in

NOTE Confidence: 0.813998992

00:28:41.328 --> 00:28:43.008 most states for which we have,

NOTE Confidence: 0.813998992

43

00:28:43.010 --> 00:28:44.750 we have reports.

NOTE Confidence: 0.813998992

00:28:44.750 --> 00:28:48.282 And if you compared whites to other

NOTE Confidence: 0.813998992

00:28:48.282 --> 00:28:51.110 groups those who identify as wife have

NOTE Confidence: 0.813998992

00:28:51.188 --> 00:28:54.062 why white has have received higher

NOTE Confidence: 0.813998992

00:28:54.062 --> 00:28:56.280 rates of vaccination compared to.

NOTE Confidence: 0.83444196

00:28:58.510 --> 00:29:02.030 To their to the number to the number

NOTE Confidence: 0.83444196

00:29:02.030 --> 00:29:04.926 of to the number of cases and and this

NOTE Confidence: 0.83444196

00:29:04.926 --> 00:29:07.501 was shown this is just a clip from

NOTE Confidence: 0.83444196

00:29:07.501 --> 00:29:10.223 Florida where we know and and and these

NOTE Confidence: 0.83444196

00:29:10.223 --> 00:29:12.311 are data from the government that

NOTE Confidence: 0.83444196

00:29:12.320 --> 00:29:15.848 blacks and Hispanics had lower access

NOTE Confidence: 0.83444196

00:29:15.848 --> 00:29:18.200 to monoclonal antibody treatments

NOTE Confidence: 0.83444196

00:29:18.283 --> 00:29:21.061 even though their rates of infection

NOTE Confidence: 0.83444196

00:29:21.061 --> 00:29:24.195 were were were much higher so and

NOTE Confidence: 0.83444196

00:29:24.195 --> 00:29:26.974 again this slide tells you that if

NOTE Confidence: 0.83444196

00:29:26.980 --> 00:29:28.988 you know if you sort of look at.

NOTE Confidence: 0.83444196

00:29:28.990 --> 00:29:33.258 Burden of disease to.

NOTE Confidence: 0.83444196

00:29:33.260 --> 00:29:35.665 To availability and and actual

NOTE Confidence: 0.83444196

00:29:35.665 --> 00:29:38.956 receipt of some of the treatments

NOTE Confidence: 0.83444196

00:29:38.956 --> 00:29:41.338 and preventive measures.

NOTE Confidence: 0.83444196

00:29:41.340 --> 00:29:42.549 They're they're not.

NOTE Confidence: 0.83444196

00:29:42.549 --> 00:29:44.564 They're not equitable in that,

NOTE Confidence: 0.83444196

00:29:44.570 --> 00:29:46.550 in that in that sense.

NOTE Confidence: 0.751664704

00:29:49.170 --> 00:29:51.740 California's close to 40% latinae,

NOTE Confidence: 0.751664704

00:29:51.740 --> 00:29:54.950 but they made-up about 45,

NOTE Confidence: 0.751664704

00:29:54.950 --> 00:30:01.200 or over 45% of the COVID-19 cases.

NOTE Confidence: 0.751664704

00:30:01.200 --> 00:30:03.940 And my colleague and mentor,

NOTE Confidence: 0.751664704

00:30:03.940 --> 00:30:05.920 doctor Peter Hotez of

NOTE Confidence: 0.751664704

00:30:05.920 --> 00:30:07.900 Baylor College of Medicine,

NOTE Confidence: 0.751664704

00:30:07.900 --> 00:30:09.562 this is a quote that he

NOTE Confidence: 0.751664704

00:30:09.562 --> 00:30:10.992 shared with me, he said.

NOTE Confidence: 0.751664704

00:30:10.992 --> 00:30:12.472 This is the quote referring

NOTE Confidence: 0.751664704

00:30:12.472 --> 00:30:13.732 to the COVID-19 pandemic.

NOTE Confidence: 0.751664704

00:30:13.732 --> 00:30:16.049 He said this is robbing Hispanic community

NOTE Confidence: 0.751664704

00:30:16.049 --> 00:30:18.296 of a generation of mothers and fathers,

NOTE Confidence: 0.751664704

00:30:18.300 --> 00:30:22.510 brothers and and sisters. Umm.

NOTE Confidence: 0.729446812

00:30:26.110 --> 00:30:31.670 So about as I mentioned if you look at.

NOTE Confidence: 0.729446812

00:30:31.670 --> 00:30:32.912 These are updates.

NOTE Confidence: 0.729446812

00:30:32.912 --> 00:30:35.101 As of August of 2022,

NOTE Confidence: 0.729446812

00:30:35.101 --> 00:30:39.349 about 16% of COVID deaths were among Latinos.

NOTE Confidence: 0.729446812

00:30:39.350 --> 00:30:41.849 And if you think about the weighted

NOTE Confidence: 0.729446812

00:30:41.849 --> 00:30:45.338 population, it accounts for about.

NOTE Confidence: 0.729446812

00:30:45.340 --> 00:30:47.797 If if you do a weighted estimate,

NOTE Confidence: 0.729446812

00:30:47.800 --> 00:30:50.902 it's about 33% of the of

NOTE Confidence: 0.729446812

00:30:50.902 --> 00:30:54.310 the deaths from COVID.

NOTE Confidence: 0.729446812

00:30:54.310 --> 00:30:56.270 And this is really another

NOTE Confidence: 0.729446812

00:30:56.270 --> 00:30:58.230 way of sort of looking,

NOTE Confidence: 0.729446812

00:30:58.230 --> 00:31:01.366 looking at it that if you compare

NOTE Confidence: 0.729446812

00:31:01.366 --> 00:31:04.648 compared to white non Hispanic persons,

NOTE Confidence: 0.729446812

00:31:04.650 --> 00:31:09.906 those of black American non Hispanics

NOTE Confidence: 0.729446812

00:31:09.910 --> 00:31:13.326 had about a 3 three times the

NOTE Confidence: 0.729446812

00:31:13.326 --> 00:31:15.323 hospitalization rates and twice

NOTE Confidence: 0.729446812

00:31:15.323 --> 00:31:18.424 the number of deaths and and these

NOTE Confidence: 0.729446812

00:31:18.424 --> 00:31:21.270 these are the proportions in in

NOTE Confidence: 0.729446812

00:31:21.270 --> 00:31:24.702 Hispanic or Latino population.

NOTE Confidence: 0.729446812

00:31:24.702 --> 00:31:26.988 Looking, looking at us.

NOTE Confidence: 0.729446812

00:31:26.988 --> 00:31:29.844 Because I always say that it's.

NOTE Confidence: 0.729446812

00:31:29.850 --> 00:31:31.957 A good first step is to sort

NOTE Confidence: 0.729446812

00:31:31.957 --> 00:31:33.949 of look at our own home.

NOTE Confidence: 0.729446812

00:31:33.950 --> 00:31:36.414 We know that the impact of racism

NOTE Confidence: 0.729446812

00:31:36.414 --> 00:31:38.621 is across the board and that

NOTE Confidence: 0.729446812

00:31:38.621 --> 00:31:40.769 it it continues to to occur.

NOTE Confidence: 0.729446812

00:31:40.770 --> 00:31:43.152 And there are data both from

NOTE Confidence: 0.729446812

00:31:43.152 --> 00:31:46.188 the US and from our own center,

NOTE Confidence: 0.729446812

00:31:46.190 --> 00:31:47.850 of how this turns out.

NOTE Confidence: 0.729446812

00:31:47.850 --> 00:31:49.194 What does this mean?

NOTE Confidence: 0.729446812

00:31:49.194 --> 00:31:49.530 Well,

NOTE Confidence: 0.729446812

00:31:49.530 --> 00:31:51.910 there is a an article.

NOTE Confidence: 0.729446812

00:31:51.910 --> 00:31:53.828 That came out last year to show

NOTE Confidence: 0.729446812

00:31:53.828 --> 00:31:55.600 that black newborn babies in the

NOTE Confidence: 0.729446812

00:31:55.600 --> 00:31:57.376 US are more likely to survive

NOTE Confidence: 0.729446812

00:31:57.376 --> 00:31:58.768 childbirth if they're carried

NOTE Confidence: 0.729446812

00:31:58.768 --> 00:32:00.148 forward by black doctors.

NOTE Confidence: 0.729446812

00:32:00.150 --> 00:32:03.950 So this idea of of of ethnic concordance.

NOTE Confidence: 0.729446812

00:32:03.950 --> 00:32:05.894 But there are three times more

NOTE Confidence: 0.729446812

00:32:05.894 --> 00:32:07.871 likely than white babies to die

NOTE Confidence: 0.729446812

00:32:07.871 --> 00:32:09.725 when looked after by white doctors.

NOTE Confidence: 0.729446812

00:32:09.730 --> 00:32:12.698 And again these are this is this is

NOTE Confidence: 0.729446812

00:32:12.698 --> 00:32:17.680 an article that came out in 2020.

NOTE Confidence: 0.729446812

00:32:17.680 --> 00:32:19.984 Data from our own hospitals from

NOTE Confidence: 0.729446812

00:32:19.984 --> 00:32:21.520 my department of Pediatrics.

NOTE Confidence: 0.729446812

00:32:21.520 --> 00:32:25.672 This is a study that was conducted by

NOTE Confidence: 0.729446812

00:32:25.672 --> 00:32:29.219 right here at Yale that showed that

NOTE Confidence: 0.729446812

00:32:29.219 --> 00:32:31.770 in our pediatric emergency medicine,

NOTE Confidence: 0.729446812

00:32:31.770 --> 00:32:34.950 there are disparities in the use

NOTE Confidence: 0.729446812

00:32:34.950 --> 00:32:37.273 of physical restraints depending

NOTE Confidence: 0.729446812

00:32:37.273 --> 00:32:40.123 on what your ethnic group,

NOTE Confidence: 0.729446812

00:32:40.130 --> 00:32:44.405 racial or ethnic group so that if you are.

NOTE Confidence: 0.729446812

00:32:44.410 --> 00:32:45.930 Teenager coming to the emergency

NOTE Confidence: 0.729446812

00:32:45.930 --> 00:32:47.989 room and you're a person of color?

NOTE Confidence: 0.729446812

00:32:47.990 --> 00:32:51.170 You're more likely to have

NOTE Confidence: 0.729446812

00:32:51.170 --> 00:32:54.162 the staff use restraints,

NOTE Confidence: 0.729446812

00:32:54.162 --> 00:32:54.910 so.

NOTE Confidence: 0.856232962307692

00:32:57.100 --> 00:32:59.116 You know, this is not just the

NOTE Confidence: 0.856232962307692

00:32:59.116 --> 00:33:01.329 shine of light on negative aspects.

NOTE Confidence: 0.856232962307692

00:33:01.330 --> 00:33:06.370 This is to to bring up these issues that.

NOTE Confidence: 0.856232962307692

00:33:06.370 --> 00:33:09.313 We need to take into account when in in

NOTE Confidence: 0.856232962307692

00:33:09.313 --> 00:33:12.609 our spaces not only in the clinical space.

NOTE Confidence: 0.856232962307692

00:33:12.610 --> 00:33:14.206 I think some a lot of this.

NOTE Confidence: 0.856232962307692

00:33:14.210 --> 00:33:16.850 I mean of course this is focused on a case

NOTE Confidence: 0.856232962307692

00:33:16.917 --> 00:33:19.518 but a lot of these concepts also relate to

NOTE Confidence: 0.856232962307692

00:33:19.518 --> 00:33:22.325 how we communicate with each other at home,

NOTE Confidence: 0.856232962307692

00:33:22.330 --> 00:33:25.285 in our communities within our

NOTE Confidence: 0.856232962307692

00:33:25.285 --> 00:33:27.649 workspaces in our offices.

NOTE Confidence: 0.856232962307692

00:33:27.650 --> 00:33:30.930 We know that there's a big role and

NOTE Confidence: 0.856232962307692

00:33:30.930 --> 00:33:34.153 implicit a big role for bias in in in

NOTE Confidence: 0.856232962307692

00:33:34.153 --> 00:33:37.186 all of our interactions and. I don't.

NOTE Confidence: 0.856232962307692

00:33:37.186 --> 00:33:39.640 I don't think I need to go into much detail.

NOTE Confidence: 0.856232962307692

00:33:39.640 --> 00:33:42.536 We all know that we all have biases.

00:33:42.540 --> 00:33:44.574 These are sort of prejudices that

00:33:44.574 --> 00:33:46.380 we have towards one thing,

00:33:46.380 --> 00:33:47.376 person or group.

00:33:47.376 --> 00:33:49.700 And the biases can be our own

00:33:49.776 --> 00:33:52.548 individual or they can be grouped

00:33:52.548 --> 00:33:54.396 biases and healthcare workers.

00:33:54.400 --> 00:33:56.412 Just because we're physicians,

00:33:56.412 --> 00:33:57.418 healthcare providers,

00:33:57.420 --> 00:33:59.404 it doesn't mean that we don't have biases.

00:33:59.410 --> 00:34:02.620 We have the same biases as

00:34:02.620 --> 00:34:04.760 the general population and.

00:34:04.760 --> 00:34:08.190 These biases do impact the care that

00:34:08.190 --> 00:34:12.170 we that we provide to to patients.

00:34:12.170 --> 00:34:14.928 So if we think about how does.

00:34:14.930 --> 00:34:17.405 By us connect to structural

00:34:17.405 --> 00:34:18.890 or institutional racism,

NOTE Confidence: 0.856232962307692

00:34:18.890 --> 00:34:21.858 we can think of sort of structural racism.

NOTE Confidence: 0.843257473157895

00:34:24.470 --> 00:34:26.878 As something that's overtime,

NOTE Confidence: 0.843257473157895

00:34:26.878 --> 00:34:31.573 normalize and legitimize and it sort of gives

NOTE Confidence: 0.843257473157895

00:34:31.573 --> 00:34:35.045 one group advantage over over the other.

NOTE Confidence: 0.843257473157895

00:34:35.050 --> 00:34:38.562 And it's the result or the compounding effect

NOTE Confidence: 0.843257473157895

00:34:38.562 --> 00:34:41.906 of societal norms that are often invisible.

NOTE Confidence: 0.843257473157895

00:34:41.910 --> 00:34:45.006 Cultural representation right in the media,

NOTE Confidence: 0.843257473157895

00:34:45.010 --> 00:34:49.138 how people discuss or define race.

NOTE Confidence: 0.843257473157895

00:34:49.140 --> 00:34:53.524 Ideologies. And many of these are sort of.

NOTE Confidence: 0.843257473157895

00:34:53.530 --> 00:34:57.258 The foundation Foundations institutional

NOTE Confidence: 0.843257473157895

00:34:57.258 --> 00:34:59.654 practices, so in the educational

NOTE Confidence: 0.843257473157895

00:34:59.654 --> 00:35:01.484 or criminal or justice system,

NOTE Confidence: 0.843257473157895

00:35:01.490 --> 00:35:04.630 and somewhat like policies.

NOTE Confidence: 0.843257473157895

00:35:04.630 --> 00:35:10.076 Oh my. Said it, and there it is.

NOTE Confidence: 0.843257473157895

00:35:10.080 --> 00:35:15.838 Um. So all of these sort of

NOTE Confidence: 0.843257473157895

00:35:15.838 --> 00:35:19.150 work to reinforce various ways.

NOTE Confidence: 0.843257473157895

00:35:19.150 --> 00:35:21.450 Are you gonna stop?

NOTE Confidence: 0.843257473157895

00:35:21.450 --> 00:35:23.350 Umm, sorry.

NOTE Confidence: 0.843257473157895

00:35:23.350 --> 00:35:26.236 So the they reinforce waste to perpetuate

NOTE Confidence: 0.843257473157895

00:35:26.236 --> 00:35:29.190 these racial inequities for persons of color.

NOTE Confidence: 0.843257473157895

00:35:29.190 --> 00:35:33.110 And, you know, bias is.

NOTE Confidence: 0.843257473157895

00:35:33.110 --> 00:35:34.568 Relate conceptually related

NOTE Confidence: 0.843257473157895

00:35:34.568 --> 00:35:36.026 to structural racism,

NOTE Confidence: 0.843257473157895

00:35:36.030 --> 00:35:38.485 because operation of explicit and

NOTE Confidence: 0.843257473157895

00:35:38.485 --> 00:35:40.940 implicit biases at the population

NOTE Confidence: 0.843257473157895

00:35:41.013 --> 00:35:44.235 level then leads to this accumulation

NOTE Confidence: 0.843257473157895

00:35:44.235 --> 00:35:45.846 of discriminatory practices.

NOTE Confidence: 0.885832369

00:35:49.470 --> 00:35:51.228 You know, getting back to sort

NOTE Confidence: 0.885832369

00:35:51.228 --> 00:35:53.288 of this comment on, on, on.

NOTE Confidence: 0.885832369

00:35:53.288 --> 00:35:56.008 Well, you know, could it be that

NOTE Confidence: 0.885832369

00:35:56.008 --> 00:35:58.552 this mom didn't have time for, for,

NOTE Confidence: 0.885832369

00:35:58.552 --> 00:36:01.840 for the patient, for, for the child?

NOTE Confidence: 0.885832369

00:36:01.840 --> 00:36:04.906 I think I want to take a moment

NOTE Confidence: 0.885832369

00:36:04.906 --> 00:36:06.957 and talk about cultural humility

NOTE Confidence: 0.885832369

00:36:06.957 --> 00:36:09.817 because there's always common ground,

NOTE Confidence: 0.885832369

00:36:09.820 --> 00:36:11.380 right, regardless of your race,

NOTE Confidence: 0.885832369

00:36:11.380 --> 00:36:13.640 ethnicity or socioeconomic factors.

NOTE Confidence: 0.885832369

00:36:13.640 --> 00:36:17.504 We all care about our children and

NOTE Confidence: 0.885832369

00:36:17.504 --> 00:36:21.296 and just because I care about my kids

NOTE Confidence: 0.885832369

00:36:21.296 --> 00:36:25.197 or I care about my own health. It.

NOTE Confidence: 0.885832369

00:36:25.197 --> 00:36:28.046 Doesn't mean that other people do or

NOTE Confidence: 0.885832369

00:36:28.046 --> 00:36:31.449 don't in the same way that I that I do.

NOTE Confidence: 0.885832369

00:36:31.450 --> 00:36:34.852 And I think that the word and

NOTE Confidence: 0.885832369

00:36:34.852 --> 00:36:37.969 the term humility goes along way.

NOTE Confidence: 0.885832369

00:36:37.970 --> 00:36:42.548 We need to be aware that.

NOTE Confidence: 0.885832369

00:36:42.550 --> 00:36:45.470 My views and how I approach my health

NOTE Confidence: 0.885832369

00:36:45.470 --> 00:36:48.300 might be very different from somebody

NOTE Confidence: 0.885832369

00:36:48.300 --> 00:36:51.266 elses and and and we need to approach

NOTE Confidence: 0.885832369

00:36:51.266 --> 00:36:53.640 each other with the humility to

NOTE Confidence: 0.885832369

00:36:53.640 --> 00:36:56.135 understand that I don't understand

NOTE Confidence: 0.885832369

00:36:56.135 --> 00:36:58.749 everything about somebody else's reality.

NOTE Confidence: 0.885832369

00:36:58.750 --> 00:37:02.502 Because if we think for example if I

NOTE Confidence: 0.885832369

00:37:02.502 --> 00:37:05.463 think that I understand everything

NOTE Confidence: 0.885832369

00:37:05.463 --> 00:37:09.297 there is to know about Hispanic

NOTE Confidence: 0.885832369

00:37:09.297 --> 00:37:11.737 patients if I assume that.

NOTE Confidence: 0.885832369

00:37:11.740 --> 00:37:14.436 I got it down by the mere fact

NOTE Confidence: 0.885832369

00:37:14.436 --> 00:37:17.117 that I belong to that group.

NOTE Confidence: 0.885832369

00:37:17.120 --> 00:37:22.840 Assuming that can can be can be problematic.

NOTE Confidence: 0.885832369

00:37:22.840 --> 00:37:25.390 Oh my God.

NOTE Confidence: 0.885832369

00:37:25.390 --> 00:37:26.688 Um, so,

NOTE Confidence: 0.885832369

00:37:26.688 --> 00:37:29.933 so again getting back to

NOTE Confidence: 0.885832369

00:37:29.933 --> 00:37:33.639 getting back to our patient.

NOTE Confidence: 0.885832369

00:37:33.640 --> 00:37:35.904 He was seen by all of his subspecialists.

NOTE Confidence: 0.935732994444445

00:37:38.360 --> 00:37:41.010 He continues to struggle with

NOTE Confidence: 0.935732994444445

00:37:41.010 --> 00:37:43.130 his increased weight that.

NOTE Confidence: 0.935732994444445

00:37:43.130 --> 00:37:45.496 Continues to be and I think that

NOTE Confidence: 0.935732994444445

00:37:45.496 --> 00:37:48.175 continue to be a struggle for him

NOTE Confidence: 0.935732994444445

00:37:48.175 --> 00:37:50.730 throughout his the next three years.

NOTE Confidence: 0.935732994444445

00:37:50.730 --> 00:37:52.490 He has slowly improved.

NOTE Confidence: 0.935732994444445

00:37:52.490 --> 00:37:57.010 He's able to walk better and sleep better.

NOTE Confidence: 0.935732994444445

00:37:57.010 --> 00:37:59.754 He's now back in school and attending

NOTE Confidence: 0.935732994444445

00:37:59.754 --> 00:38:02.899 all of his follow up appointments.

NOTE Confidence: 0.935732994444445

00:38:02.900 --> 00:38:05.228 So I'm happy to sort of report that

NOTE Confidence: 0.935732994444445

00:38:05.228 --> 00:38:07.338 in terms of his overall health,

NOTE Confidence: 0.935732994444445

00:38:07.340 --> 00:38:09.812 he's better, he's now able to

NOTE Confidence: 0.935732994444445

00:38:09.812 --> 00:38:12.838 to get the care that he needs.

NOTE Confidence: 0.935732994444445

00:38:12.840 --> 00:38:15.873 But now sort of for the last few minutes,

NOTE Confidence: 0.935732994444445

00:38:15.880 --> 00:38:18.635 if Stella stops barking and

NOTE Confidence: 0.935732994444445

00:38:18.635 --> 00:38:20.839 you guys can hear.

NOTE Confidence: 0.935732994444445

00:38:20.840 --> 00:38:23.165 How can we provide communication

NOTE Confidence: 0.935732994444445

00:38:23.165 --> 00:38:25.025 and overcome stereotype threat?

NOTE Confidence: 0.935732994444445

00:38:25.030 --> 00:38:28.192 Well, the first thing to to

NOTE Confidence: 0.935732994444445

00:38:28.192 --> 00:38:31.546 to acknowledge is that to know

NOTE Confidence: 0.935732994444445

00:38:31.546 --> 00:38:34.948 thyself is the beginning of wisdom.

NOTE Confidence: 0.935732994444445

00:38:34.950 --> 00:38:38.091 So start by sort of taking a deep dive

NOTE Confidence: 0.935732994444445

00:38:38.091 --> 00:38:41.524 into who you are and what are your biases.

NOTE Confidence: 0.935732994444445

00:38:41.530 --> 00:38:42.541 I have them.

NOTE Confidence: 0.935732994444445

00:38:42.541 --> 00:38:45.106 I I work in this, in this area,

NOTE Confidence: 0.935732994444445

00:38:45.106 --> 00:38:46.858 and I'm always the first to

NOTE Confidence: 0.935732994444445

00:38:46.858 --> 00:38:48.906 say I have my own blind spots.

NOTE Confidence: 0.935732994444445

00:38:48.910 --> 00:38:50.510 I have my own biases,

NOTE Confidence: 0.935732994444445

00:38:50.510 --> 00:38:51.280 and I.

NOTE Confidence: 0.935732994444445

00:38:51.280 --> 00:38:53.590 We need to recognize our own

NOTE Confidence: 0.935732994444445

00:38:53.590 --> 00:38:56.156 and there are all sorts of sort

NOTE Confidence: 0.935732994444445

00:38:56.156 --> 00:38:58.360 of tests that that there are.

NOTE Confidence: 0.30596077

00:39:00.880 --> 00:39:01.530 Umm.

NOTE Confidence: 0.744007444

00:39:06.120 --> 00:39:09.186 Sorry. Let me. I'm sorry, Ariel.

NOTE Confidence: 0.744007444

00:39:09.186 --> 00:39:13.010 Oh, there you go. Somebody's taking her.

NOTE Confidence: 0.744007444

00:39:13.010 --> 00:39:15.155 To build the best therapeutic

NOTE Confidence: 0.744007444

00:39:15.155 --> 00:39:17.300 relationship with with your patients,

NOTE Confidence: 0.744007444

00:39:17.300 --> 00:39:20.114 you really need to sort of understand

NOTE Confidence: 0.744007444

00:39:20.114 --> 00:39:22.766 your biases and find ways to to

NOTE Confidence: 0.744007444

00:39:22.766 --> 00:39:24.812 mitigate these and how you do

NOTE Confidence: 0.744007444

00:39:24.895 --> 00:39:27.247 it is really through hard work.

NOTE Confidence: 0.744007444

00:39:27.250 --> 00:39:31.258 So the bottom line is that.

NOTE Confidence: 0.744007444

00:39:31.260 --> 00:39:35.016 You need to do your work.

NOTE Confidence: 0.744007444

00:39:35.020 --> 00:39:38.800 Go to as many training sessions,

NOTE Confidence: 0.744007444

00:39:38.800 --> 00:39:41.028 read, talk to people.

NOTE Confidence: 0.744007444

00:39:41.028 --> 00:39:43.813 Start having the tough conversations.

NOTE Confidence: 0.744007444

00:39:43.820 --> 00:39:45.120 Don't just say, well,

NOTE Confidence: 0.744007444

00:39:45.120 --> 00:39:48.348 you know what, I know it all.

NOTE Confidence: 0.744007444

00:39:48.350 --> 00:39:50.018 Is somebody missed?

NOTE Confidence: 0.744007444

00:39:50.018 --> 00:39:53.354 In their communication with their patient,

NOTE Confidence: 0.744007444

00:39:53.360 --> 00:39:54.004 they're wrong.

NOTE Confidence: 0.744007444

00:39:54.004 --> 00:39:56.931 And right now I think I think we all

NOTE Confidence: 0.744007444

00:39:56.931 --> 00:39:59.865 need to sort of do the hard work and be

NOTE Confidence: 0.744007444

00:39:59.865 --> 00:40:02.217 humble enough to understand our role.

NOTE Confidence: 0.744007444

00:40:02.220 --> 00:40:05.125 And that the only way that we're

NOTE Confidence: 0.744007444

00:40:05.125 --> 00:40:07.724 going to to achieve mitigating

NOTE Confidence: 0.744007444

00:40:07.724 --> 00:40:11.480 these biases is through hard work.

NOTE Confidence: 0.744007444

00:40:11.480 --> 00:40:13.844 Some of the strategies that you

NOTE Confidence: 0.744007444

00:40:13.844 --> 00:40:16.307 can that you can adopt causing

NOTE Confidence: 0.744007444

00:40:16.307 --> 00:40:19.121 most of the times when I've or

NOTE Confidence: 0.744007444

00:40:19.121 --> 00:40:21.658 most of my mistakes have been.

NOTE Confidence: 0.744007444

00:40:21.660 --> 00:40:24.412 When I don't take that pause and and

NOTE Confidence: 0.744007444

00:40:24.412 --> 00:40:27.424 try to reflect and say well what are

NOTE Confidence: 0.744007444

00:40:27.424 --> 00:40:29.643 what are we trying to accomplish here?

NOTE Confidence: 0.744007444

00:40:29.650 --> 00:40:32.065 Who else needs to come to the

NOTE Confidence: 0.744007444

00:40:32.065 --> 00:40:34.003 table huddling with your with

NOTE Confidence: 0.744007444

00:40:34.003 --> 00:40:36.068 your team members not assuming.

NOTE Confidence: 0.744007444

00:40:36.070 --> 00:40:36.323 Well,

NOTE Confidence: 0.744007444

00:40:36.323 --> 00:40:37.841 if they didn't give this patient

NOTE Confidence: 0.744007444

00:40:37.841 --> 00:40:39.629 a follow up appointment it means

NOTE Confidence: 0.744007444

00:40:39.629 --> 00:40:41.244 they're wrong and we're right.

NOTE Confidence: 0.744007444

00:40:41.250 --> 00:40:43.970 No trying to get information.

NOTE Confidence: 0.744007444

00:40:43.970 --> 00:40:46.670 Who else needs to be at at the at the table?

NOTE Confidence: 0.744007444

00:40:46.670 --> 00:40:51.808 Who else has information and always bringing.

NOTE Confidence: 0.744007444

00:40:51.810 --> 00:40:54.786 Persons of trust and individuals who

NOTE Confidence: 0.744007444

00:40:54.786 --> 00:40:58.672 can help you build trust with the with

NOTE Confidence: 0.744007444

00:40:58.672 --> 00:41:01.086 the patient and plan communications,

NOTE Confidence: 0.744007444

00:41:01.086 --> 00:41:01.614 right?

NOTE Confidence: 0.744007444

00:41:01.614 --> 00:41:04.782 Just when you communicate with others,

NOTE Confidence: 0.744007444

00:41:04.790 --> 00:41:07.278 try to have a plan of who else

NOTE Confidence: 0.744007444

00:41:07.278 --> 00:41:09.577 should be there and what are

NOTE Confidence: 0.744007444

00:41:09.577 --> 00:41:11.567 some of the best practices.

NOTE Confidence: 0.744007444

00:41:11.570 --> 00:41:13.880 I like this slide because it.

NOTE Confidence: 0.744007444

00:41:13.880 --> 00:41:17.448 Breaks sort of our are some of the

NOTE Confidence: 0.744007444

00:41:17.448 --> 00:41:20.156 strategies that we have to mitigate

NOTE Confidence: 0.744007444

00:41:20.156 --> 00:41:22.242 biases by organizational strategies.

NOTE Confidence: 0.744007444

00:41:22.242 --> 00:41:25.297 Individual strategies which you can

NOTE Confidence: 0.744007444

00:41:25.297 --> 00:41:29.010 do on your own, and some of these.

NOTE Confidence: 0.912516346896552

00:41:31.110 --> 00:41:33.456 Strategies that include some of the

NOTE Confidence: 0.912516346896552

00:41:33.456 --> 00:41:35.820 ones at the level of institutions

NOTE Confidence: 0.912516346896552

00:41:35.820 --> 00:41:38.708 and some of the ones that you can

NOTE Confidence: 0.912516346896552

00:41:38.791 --> 00:41:41.446 that you can do on your on your own.

NOTE Confidence: 0.912516346896552

00:41:41.450 --> 00:41:44.690 But but you know I'll I'll end by

NOTE Confidence: 0.912516346896552

00:41:44.690 --> 00:41:47.790 saying many of us find ourselves

NOTE Confidence: 0.912516346896552

00:41:47.790 --> 00:41:51.084 struggling to talk about these concepts.

NOTE Confidence: 0.912516346896552

00:41:51.090 --> 00:41:55.106 It's it's not easy to to talk about

NOTE Confidence: 0.912516346896552

00:41:55.110 --> 00:41:58.201 the impacts of race, ethnicity, racism.

NOTE Confidence: 0.912516346896552

00:41:58.201 --> 00:42:00.456 But it's important to have.

NOTE Confidence: 0.912516346896552

00:42:00.460 --> 00:42:03.862 These conversations and it's not until we

NOTE Confidence: 0.912516346896552

00:42:03.862 --> 00:42:07.668 start doing that hard work first on our own,

NOTE Confidence: 0.912516346896552

00:42:07.670 --> 00:42:11.070 educating ourselves and having going

NOTE Confidence: 0.912516346896552

00:42:11.070 --> 00:42:14.470 through that period of discomfort

NOTE Confidence: 0.912516346896552

00:42:14.570 --> 00:42:17.480 of talking about our mistakes and

NOTE Confidence: 0.912516346896552

00:42:17.480 --> 00:42:21.858 and how the ways that we can improve

NOTE Confidence: 0.912516346896552

00:42:21.858 --> 00:42:24.190 and improving our knowledge.

NOTE Confidence: 0.82735948

00:42:26.630 --> 00:42:30.662 That that we then get to to to ensue,

NOTE Confidence: 0.82735948

00:42:30.670 --> 00:42:34.402 change, read articles,

NOTE Confidence: 0.82735948

00:42:34.402 --> 00:42:37.150 watch documentaries, or.

NOTE Confidence: 0.82735948

00:42:37.150 --> 00:42:38.872 You know as much as you

NOTE Confidence: 0.82735948

00:42:38.872 --> 00:42:40.759 can and and you know not.

NOTE Confidence: 0.82735948

00:42:40.760 --> 00:42:44.904 Be afraid to sort of say you're wrong.

NOTE Confidence: 0.82735948

00:42:44.910 --> 00:42:48.460 Apologize often.

NOTE Confidence: 0.82735948

00:42:48.460 --> 00:42:53.656 And in the end I think.

NOTE Confidence: 0.82735948

00:42:53.660 --> 00:42:56.580 We've learned a lot about

NOTE Confidence: 0.82735948

00:42:56.580 --> 00:42:58.916 health inequities during COVID.

NOTE Confidence: 0.82735948

00:42:58.920 --> 00:43:01.220 COVID is still with us.

NOTE Confidence: 0.82735948

00:43:01.220 --> 00:43:03.092 There's going to be hopefully not

NOTE Confidence: 0.82735948

00:43:03.092 --> 00:43:05.637 as bad and not in the near future,

NOTE Confidence: 0.82735948

00:43:05.640 --> 00:43:07.650 but there will be other times

NOTE Confidence: 0.82735948

00:43:07.650 --> 00:43:09.890 when we will be challenged.

NOTE Confidence: 0.82735948

00:43:09.890 --> 00:43:12.845 By situations like what we've

NOTE Confidence: 0.82735948

00:43:12.845 --> 00:43:15.968 experienced in the last three years.

NOTE Confidence: 0.82735948

00:43:15.968 --> 00:43:17.863 So these challenges are going

NOTE Confidence: 0.82735948

00:43:17.863 --> 00:43:19.669 to continue to to occur.

NOTE Confidence: 0.82735948

00:43:19.670 --> 00:43:22.491 And I think this has been sort

NOTE Confidence: 0.82735948

00:43:22.491 --> 00:43:26.159 of a wake up call to for all of

NOTE Confidence: 0.82735948

00:43:26.159 --> 00:43:28.798 us to think about how prepared

NOTE Confidence: 0.82735948

00:43:28.798 --> 00:43:32.280 are you and what are you going to

NOTE Confidence: 0.82735948

00:43:32.280 --> 00:43:34.310 do when faced with challenges.

NOTE Confidence: 0.82735948

00:43:34.310 --> 00:43:36.290 Again, thank you very much.

NOTE Confidence: 0.82735948

00:43:36.290 --> 00:43:41.375 I'm going to apologize for my loud dog I.

NOTE Confidence: 0.82735948

00:43:41.380 --> 00:43:42.480 I didn't realize she would

NOTE Confidence: 0.82735948

00:43:42.480 --> 00:43:43.360 be barking so much,

NOTE Confidence: 0.82735948

00:43:43.360 --> 00:43:45.640 but it's been a pleasure and

NOTE Confidence: 0.82735948

00:43:45.640 --> 00:43:48.120 if you have any questions I'd

NOTE Confidence: 0.82735948

00:43:48.120 --> 00:43:50.320 be happy to to answer them.

NOTE Confidence: 0.84842436

00:43:52.760 --> 00:43:54.560 Thank you so much, Dean Vasquez,

NOTE Confidence: 0.84842436

00:43:54.560 --> 00:43:59.920 for that incredible talk. It's just.

NOTE Confidence: 0.84842436

00:43:59.920 --> 00:44:01.964 Incredible to me how much reflection and

NOTE Confidence: 0.84842436

00:44:01.964 --> 00:44:04.213 teamwork and being able to learn from each

NOTE Confidence: 0.84842436

00:44:04.213 --> 00:44:06.128 other and just staying humble can make

NOTE Confidence: 0.84842436

00:44:06.128 --> 00:44:08.053 such a huge difference in people's lives.

NOTE Confidence: 0.84842436

00:44:08.060 --> 00:44:10.844 So thank you so much for sharing that.

NOTE Confidence: 0.84842436

00:44:10.850 --> 00:44:12.880 And about the dog, I think she's

NOTE Confidence: 0.84842436

00:44:12.880 --> 00:44:14.882 adorable and very sweet and never need

NOTE Confidence: 0.84842436

00:44:14.882 --> 00:44:17.009 to apologize for a dog in my book.

NOTE Confidence: 0.84842436

00:44:17.010 --> 00:44:20.030 So. But that being said,

NOTE Confidence: 0.84842436

00:44:20.030 --> 00:44:20.828 disclosure statement,

NOTE Confidence: 0.84842436

00:44:20.828 --> 00:44:24.020 I have my own dog that also decides

NOTE Confidence: 0.84842436

00:44:24.096 --> 00:44:26.544 that she when she wants to bark so.

NOTE Confidence: 0.84842436

00:44:26.550 --> 00:44:28.650 If anybody has any questions,

NOTE Confidence: 0.84842436

00:44:28.650 --> 00:44:30.612 please feel free to put them in the chat.

NOTE Confidence: 0.86476507875

00:44:32.690 --> 00:44:34.906 There is a question and answer option and

NOTE Confidence: 0.86476507875

00:44:34.906 --> 00:44:37.486 we can go through them with Dean Vasquez.

NOTE Confidence: 0.870043951111111

00:44:43.090 --> 00:44:45.943 Or if we'll give it another minute or so,

NOTE Confidence: 0.870043951111111

00:44:45.950 --> 00:44:48.526 but if nobody has any other questions,

NOTE Confidence: 0.870043951111111

00:44:48.530 --> 00:44:50.553 I just want to thank Dean Vasquez

NOTE Confidence: 0.870043951111111

00:44:50.553 --> 00:44:52.594 incredibly much for her time and all

NOTE Confidence: 0.870043951111111

00:44:52.594 --> 00:44:54.262 the incredible work that she does.

NOTE Confidence: 0.870043951111111

00:44:54.270 --> 00:44:56.710 This has been a great way to continue

NOTE Confidence: 0.870043951111111

00:44:56.710 --> 00:44:59.872 our MSN perspectives, which our theme

NOTE Confidence: 0.870043951111111

00:44:59.872 --> 00:45:03.076 is equity and inclusion and access.

NOTE Confidence: 0.870043951111111

00:45:03.080 --> 00:45:05.271 And so this is a just another

NOTE Confidence: 0.870043951111111

00:45:05.271 --> 00:45:07.149 great opportunity to hear from you.

NOTE Confidence: 0.870043951111111

00:45:07.150 --> 00:45:09.028 All right, we do have one.

NOTE Confidence: 0.870043951111111

00:45:09.030 --> 00:45:10.465 What did it take to connect the

NOTE Confidence: 0.870043951111111

00:45:10.465 --> 00:45:11.840 patient to all the specialists?

NOTE Confidence: 0.888228532857143

00:45:14.540 --> 00:45:17.760 Well, that's a that's a good question.

NOTE Confidence: 0.888228532857143

00:45:17.760 --> 00:45:21.365 In the era of electronic medical records,

NOTE Confidence: 0.888228532857143

00:45:21.370 --> 00:45:25.186 you can request new appointments,

NOTE Confidence: 0.888228532857143

00:45:25.186 --> 00:45:29.470 but I'm a little bit old school.

NOTE Confidence: 0.888228532857143

00:45:29.470 --> 00:45:32.450 I. Looking at the patient,

NOTE Confidence: 0.888228532857143

00:45:32.450 --> 00:45:35.033 obviously you're going to you know take

NOTE Confidence: 0.888228532857143

00:45:35.033 --> 00:45:38.429 care of of of the patient then and there.

NOTE Confidence: 0.888228532857143

00:45:38.430 --> 00:45:42.238 I was very concerned about his heart and

NOTE Confidence: 0.888228532857143

00:45:42.238 --> 00:45:46.059 his lungs so I picked up the phone and.

NOTE Confidence: 0.888228532857143

00:45:46.060 --> 00:45:47.575 I looked online to see

NOTE Confidence: 0.888228532857143

00:45:47.575 --> 00:45:49.540 who was who was on call.

NOTE Confidence: 0.888228532857143

00:45:49.540 --> 00:45:51.228 Um, and I directly.

NOTE Confidence: 0.888228532857143

00:45:51.228 --> 00:45:52.916 I used my resources.

NOTE Confidence: 0.888228532857143

00:45:52.920 --> 00:45:56.335 I called directly attendings and

NOTE Confidence: 0.888228532857143

00:45:56.335 --> 00:46:00.220 fellows to try to advocate so.

NOTE Confidence: 0.888228532857143

00:46:00.220 --> 00:46:04.504 So I think youth resources that you

NOTE Confidence: 0.888228532857143

00:46:04.504 --> 00:46:07.656 have in hand, don't be afraid to

NOTE Confidence: 0.888228532857143

00:46:07.656 --> 00:46:10.440 pick up the phone and talk to people.

NOTE Confidence: 0.888228532857143

00:46:10.440 --> 00:46:13.542 This was back at the time

NOTE Confidence: 0.888228532857143

00:46:13.542 --> 00:46:15.124 when the only faculty member,

NOTE Confidence: 0.888228532857143

00:46:15.124 --> 00:46:16.454 so the only physicians in

NOTE Confidence: 0.888228532857143

00:46:16.454 --> 00:46:17.760 the hospital were those.

NOTE Confidence: 0.888228532857143

00:46:17.760 --> 00:46:19.720 Call people will not in their offices.

NOTE Confidence: 0.888228532857143

00:46:19.720 --> 00:46:22.480 Before I could have just walked

NOTE Confidence: 0.888228532857143

00:46:22.480 --> 00:46:26.240 up to somebody's office so.

NOTE Confidence: 0.888228532857143

00:46:26.240 --> 00:46:28.898 So reaching out and and pleading

NOTE Confidence: 0.888228532857143

00:46:28.898 --> 00:46:32.198 the case it wasn't you know a

NOTE Confidence: 0.888228532857143

00:46:32.198 --> 00:46:35.066 lengthy explanation but if you can

NOTE Confidence: 0.888228532857143

00:46:35.066 --> 00:46:37.590 summarize the case in A2 liner

NOTE Confidence: 0.888228532857143

00:46:37.590 --> 00:46:39.923 a child post COVID who's working

NOTE Confidence: 0.888228532857143

00:46:39.923 --> 00:46:42.534 hard to breathe and I think may

NOTE Confidence: 0.888228532857143

00:46:42.534 --> 00:46:44.269 have restrictive lung disease post

NOTE Confidence: 0.888228532857143

00:46:44.269 --> 00:46:46.859 COVID or who I think may may have

NOTE Confidence: 0.888228532857143

00:46:46.859 --> 00:46:49.097 you know congestive heart failure I

NOTE Confidence: 0.888228532857143

00:46:49.097 --> 00:46:51.740 need this child to be to be seen.

NOTE Confidence: 0.888228532857143

00:46:51.740 --> 00:46:54.348 So that was sort of the SOS and

NOTE Confidence: 0.888228532857143

00:46:54.348 --> 00:46:57.199 that was my approach in in sort of.

NOTE Confidence: 0.888228532857143

00:46:57.200 --> 00:46:59.564 Because I have I'm lucky enough

NOTE Confidence: 0.888228532857143

00:46:59.564 --> 00:47:02.219 to have the resources I use them

NOTE Confidence: 0.888228532857143

00:47:02.219 --> 00:47:04.557 to advocate for my for my patients

NOTE Confidence: 0.888228532857143

00:47:04.639 --> 00:47:07.019 and and and then it's follow up.

NOTE Confidence: 0.888228532857143

00:47:07.020 --> 00:47:10.452 So it's not just making those

NOTE Confidence: 0.888228532857143

00:47:10.452 --> 00:47:15.278 appointments it was. Letting the mother know.

NOTE Confidence: 0.888228532857143

00:47:15.280 --> 00:47:16.944 I know every time you come here you

NOTE Confidence: 0.888228532857143

00:47:16.944 --> 00:47:18.860 see a different provider because that

NOTE Confidence: 0.888228532857143

00:47:18.860 --> 00:47:20.960 that's the reality that happens, right.

NOTE Confidence: 0.888228532857143

00:47:20.960 --> 00:47:22.410 We're not in private practice

NOTE Confidence: 0.888228532857143

00:47:22.410 --> 00:47:24.360 and with a solo practitioner,

NOTE Confidence: 0.888228532857143

00:47:24.360 --> 00:47:26.380 but making the connecting,

NOTE Confidence: 0.888228532857143

00:47:26.380 --> 00:47:28.905 making the connection and making

NOTE Confidence: 0.888228532857143

00:47:28.905 --> 00:47:30.380 the commitment.

NOTE Confidence: 0.888228532857143

00:47:30.380 --> 00:47:32.522 So I asked her if it was OK for

NOTE Confidence: 0.888228532857143

00:47:32.522 --> 00:47:33.680 me to have her,

NOTE Confidence: 0.888228532857143

00:47:33.680 --> 00:47:35.906 her Direct Line and I told her

NOTE Confidence: 0.888228532857143

00:47:35.906 --> 00:47:38.179 I'm not in clinic tomorrow,

NOTE Confidence: 0.888228532857143

00:47:38.180 --> 00:47:40.385 but I will call you tomorrow because

NOTE Confidence: 0.888228532857143

00:47:40.385 --> 00:47:43.120 I want to know did they call you

NOTE Confidence: 0.888228532857143

00:47:43.120 --> 00:47:45.180 to give you the appointment and.

NOTE Confidence: 0.888228532857143

00:47:45.180 --> 00:47:47.357 And and and using that and then

NOTE Confidence: 0.888228532857143

00:47:47.357 --> 00:47:50.026 you know you can't be the one

NOTE Confidence: 0.888228532857143

00:47:50.026 --> 00:47:52.106 following up with every appointment,

NOTE Confidence: 0.888228532857143

00:47:52.110 --> 00:47:54.234 but then relaying the message to

NOTE Confidence: 0.888228532857143

00:47:54.234 --> 00:47:56.799 those involved trying to work as a

NOTE Confidence: 0.888228532857143

00:47:56.799 --> 00:47:58.599 team and sending messages through

NOTE Confidence: 0.888228532857143

00:47:58.599 --> 00:48:00.398 the electronic medical record or

NOTE Confidence: 0.888228532857143

00:48:00.398 --> 00:48:02.414 one-on-one to those who I knew

NOTE Confidence: 0.888228532857143

00:48:02.414 --> 00:48:06.250 would see him and say.

NOTE Confidence: 0.888228532857143

00:48:06.250 --> 00:48:07.426 Follow up is important.

NOTE Confidence: 0.888228532857143

00:48:07.426 --> 00:48:09.704 If the patient doesn't show up, I want

NOTE Confidence: 0.888228532857143

00:48:09.704 --> 00:48:12.369 to know and and you and you let me know.

NOTE Confidence: 0.888228532857143

00:48:12.370 --> 00:48:14.160 It's difficult.

NOTE Confidence: 0.924977731

00:48:16.450 --> 00:48:19.570 Because so much more of our

NOTE Confidence: 0.924977731

00:48:19.570 --> 00:48:22.588 communication is electronic and you know,

NOTE Confidence: 0.924977731

00:48:22.588 --> 00:48:25.402 work hours with the work hour

NOTE Confidence: 0.924977731

00:48:25.402 --> 00:48:26.870 limitations especially in in.

NOTE Confidence: 0.924977731

00:48:26.870 --> 00:48:29.350 Training institutions where residents

NOTE Confidence: 0.924977731

00:48:29.350 --> 00:48:33.302 can't be on for long periods of time,

NOTE Confidence: 0.924977731

00:48:33.302 --> 00:48:35.510 then there's a lot of turnover

NOTE Confidence: 0.924977731

00:48:35.587 --> 00:48:37.542 and we need to, I think,

NOTE Confidence: 0.924977731

00:48:37.542 --> 00:48:40.218 work harder to ensure that the

NOTE Confidence: 0.924977731

00:48:40.218 --> 00:48:43.350 sign out contains some of these.

NOTE Confidence: 0.924977731

00:48:43.350 --> 00:48:45.138 You know, the.

NOTE Confidence: 0.924977731

00:48:45.140 --> 00:48:46.631 The message is that we want to

NOTE Confidence: 0.924977731

00:48:46.631 --> 00:48:47.972 relay not only what medication

NOTE Confidence: 0.924977731

00:48:47.972 --> 00:48:49.268 this patient should have,

NOTE Confidence: 0.924977731

00:48:49.270 --> 00:48:50.734 but please make sure that this

NOTE Confidence: 0.924977731

00:48:50.734 --> 00:48:52.400 patient is not lost to follow up.

NOTE Confidence: 0.8919092325

00:48:58.400 --> 00:49:01.968 Thank you so much. Any other last questions?

NOTE Confidence: 0.83292994125

00:49:07.190 --> 00:49:08.084 Alright. Well,

NOTE Confidence: 0.83292994125

00:49:08.084 --> 00:49:10.766 thank you very much Dean Vasquez.

NOTE Confidence: 0.83292994125

00:49:10.770 --> 00:49:12.885 We really appreciate your time

NOTE Confidence: 0.83292994125

00:49:12.885 --> 00:49:15.000 and sharing this incredible story

NOTE Confidence: 0.83292994125

00:49:15.066 --> 00:49:17.145 and I hope everybody has a great

NOTE Confidence: 0.83292994125

00:49:17.145 --> 00:49:19.000 rest of your day. Thank you.