

WEBVTT

NOTE duration:"01:12:13"

NOTE recognizability:0.925

NOTE language:en-us

NOTE Confidence: 0.936899133333333

00:00:00.000 --> 00:00:02.556 Thank you all of the members of panel one.

NOTE Confidence: 0.936899133333333

00:00:02.560 --> 00:00:04.768 That was a terrific introduction to

NOTE Confidence: 0.936899133333333

00:00:04.768 --> 00:00:07.778 the topic and I think raised a lot

NOTE Confidence: 0.936899133333333

00:00:07.778 --> 00:00:10.310 of issues that Panel 2 will now start

NOTE Confidence: 0.936899133333333

00:00:10.310 --> 00:00:12.930 to address in the form of a framework

NOTE Confidence: 0.936899133333333

00:00:12.930 --> 00:00:14.800 for actual virtual care quality.

NOTE Confidence: 0.936899133333333

00:00:14.800 --> 00:00:16.550 So if I can have the next slide, please,

NOTE Confidence: 0.936899133333333

00:00:16.550 --> 00:00:19.610 I'm delighted to introduce panel two

NOTE Confidence: 0.936899133333333

00:00:19.610 --> 00:00:23.239 and my good friend Bart Demarshak,

NOTE Confidence: 0.936899133333333

00:00:23.240 --> 00:00:26.870 who is going to talk to us about this topic

NOTE Confidence: 0.936899133333333

00:00:26.959 --> 00:00:30.340 and and lead his distinguished panel of.

NOTE Confidence: 0.936899133333333

00:00:30.340 --> 00:00:33.136 Of. Of. Of panelists. Excuse me.

NOTE Confidence: 0.936899133333333

00:00:33.140 --> 00:00:35.239 So for those of you who don't know Bart,

NOTE Confidence: 0.936899133333333

00:00:35.239 --> 00:00:37.332 he is professor of Neurology and medical  
NOTE Confidence: 0.9368991333333333

00:00:37.332 --> 00:00:39.259 director of research Quality and outcomes  
NOTE Confidence: 0.9368991333333333

00:00:39.259 --> 00:00:41.872 in the Center for Digital Health at the  
NOTE Confidence: 0.9368991333333333

00:00:41.872 --> 00:00:44.294 Mayo Clinic College of Medicine and Science.  
NOTE Confidence: 0.9368991333333333

00:00:44.300 --> 00:00:47.552 A long time telehealth pioneer and  
NOTE Confidence: 0.9368991333333333

00:00:47.552 --> 00:00:50.190 early telestroke adopter who has  
NOTE Confidence: 0.9368991333333333

00:00:50.190 --> 00:00:53.246 moved kind of up the value chain to.  
NOTE Confidence: 0.9368991333333333

00:00:53.250 --> 00:00:56.850 Lead and develop programs for  
NOTE Confidence: 0.9368991333333333

00:00:56.850 --> 00:00:59.125 telemedicine virtual care across the  
NOTE Confidence: 0.9368991333333333

00:00:59.125 --> 00:01:02.701 care continuum and has had a lot of  
NOTE Confidence: 0.9368991333333333

00:01:02.701 --> 00:01:04.822 experience thinking about the ways  
NOTE Confidence: 0.9368991333333333

00:01:04.822 --> 00:01:06.845 that we measure quality overall.  
NOTE Confidence: 0.9368991333333333

00:01:06.845 --> 00:01:07.550 And in fact,  
NOTE Confidence: 0.9368991333333333

00:01:07.550 --> 00:01:09.373 we worked together on a a quality  
NOTE Confidence: 0.9368991333333333

00:01:09.373 --> 00:01:10.813 measurement statement for the  
NOTE Confidence: 0.9368991333333333

00:01:10.813 --> 00:01:12.613 American Heart Association and the

NOTE Confidence: 0.936899133333333

00:01:12.668 --> 00:01:14.369 American Telemedicine Association.

NOTE Confidence: 0.936899133333333

00:01:14.370 --> 00:01:17.360 So we're delighted to have Bart join us

NOTE Confidence: 0.936899133333333

00:01:17.360 --> 00:01:19.565 and lead his panel through this conversation.

NOTE Confidence: 0.936899133333333

00:01:19.570 --> 00:01:19.980 And Bart,

NOTE Confidence: 0.936899133333333

00:01:19.980 --> 00:01:21.210 I'll turn it over to you.

NOTE Confidence: 0.93824092

00:01:22.760 --> 00:01:24.400 Thank you very much Lee.

NOTE Confidence: 0.93824092

00:01:24.400 --> 00:01:29.000 Are you able to hear me? Perfect.

NOTE Confidence: 0.93824092

00:01:29.000 --> 00:01:32.199 Well, good day to all of you.

NOTE Confidence: 0.93824092

00:01:32.200 --> 00:01:34.830 We're we're we're very excited

NOTE Confidence: 0.93824092

00:01:34.830 --> 00:01:38.046 at the number of participants in

NOTE Confidence: 0.93824092

00:01:38.046 --> 00:01:40.291 this symposium and I'm delighted

NOTE Confidence: 0.93824092

00:01:40.291 --> 00:01:42.692 to be working with a tremendous

NOTE Confidence: 0.93824092

00:01:42.692 --> 00:01:44.156 colleagues on this panel.

NOTE Confidence: 0.89256484

00:01:47.480 --> 00:01:49.520 The stage is being set.

NOTE Confidence: 0.89256484

00:01:49.520 --> 00:01:51.788 With the first panel discussion regarding

NOTE Confidence: 0.89256484

00:01:51.788 --> 00:01:53.772 the general principles of quality  
NOTE Confidence: 0.89256484

00:01:53.772 --> 00:01:56.324 measurement for virtual care and the  
NOTE Confidence: 0.89256484

00:01:56.324 --> 00:01:59.096 responsibility that we have for panel  
NOTE Confidence: 0.89256484

00:01:59.096 --> 00:02:03.878 two is to share with you a number of  
NOTE Confidence: 0.89256484

00:02:03.878 --> 00:02:06.674 examples of frameworks for virtual care,  
NOTE Confidence: 0.89256484

00:02:06.680 --> 00:02:10.172 quality assessments and presentations  
NOTE Confidence: 0.89256484

00:02:10.172 --> 00:02:13.574 that have been developed and adopted by  
NOTE Confidence: 0.89256484

00:02:13.574 --> 00:02:17.040 a number of healthcare organizations,  
NOTE Confidence: 0.89256484

00:02:17.040 --> 00:02:19.056 first and foremost, Secondly.  
NOTE Confidence: 0.89256484

00:02:19.056 --> 00:02:23.398 We're going to have a a panel discussion  
NOTE Confidence: 0.89256484

00:02:23.398 --> 00:02:26.342 regarding what we have observed and  
NOTE Confidence: 0.89256484

00:02:26.342 --> 00:02:28.960 recognized as some of the most common  
NOTE Confidence: 0.89256484

00:02:29.033 --> 00:02:31.617 similarities between these frameworks,  
NOTE Confidence: 0.89256484

00:02:31.620 --> 00:02:34.668 some of the differences between the  
NOTE Confidence: 0.89256484

00:02:34.668 --> 00:02:37.060 frameworks and then what we have  
NOTE Confidence: 0.89256484

00:02:37.060 --> 00:02:40.210 believed is probably the most rich and

NOTE Confidence: 0.89256484

00:02:40.210 --> 00:02:42.500 interesting part of the discussion is,

NOTE Confidence: 0.89256484

00:02:42.500 --> 00:02:45.195 is for each of us to reflect

NOTE Confidence: 0.89256484

00:02:45.195 --> 00:02:47.289 on and share with you.

NOTE Confidence: 0.89256484

00:02:47.290 --> 00:02:50.530 What have been the greatest complexities,

NOTE Confidence: 0.89256484

00:02:50.530 --> 00:02:54.250 the gaps, the missteps?

NOTE Confidence: 0.89256484

00:02:54.250 --> 00:02:55.534 What what? What?

NOTE Confidence: 0.89256484

00:02:55.534 --> 00:02:58.850 What have we observed regarding the

NOTE Confidence: 0.89256484

00:02:58.850 --> 00:03:02.050 vulnerabilities of these frameworks?

NOTE Confidence: 0.89256484

00:03:02.050 --> 00:03:03.674 Which Which of the elements of the

NOTE Confidence: 0.89256484

00:03:03.674 --> 00:03:05.010 frameworks have been most rigorous?

NOTE Confidence: 0.89256484

00:03:05.010 --> 00:03:06.970 Which have been most vulnerable?

NOTE Confidence: 0.89256484

00:03:06.970 --> 00:03:08.650 What have we changed over time?

NOTE Confidence: 0.912514322222222

00:03:11.130 --> 00:03:14.434 I'll make a just a few opening additional

NOTE Confidence: 0.912514322222222

00:03:14.434 --> 00:03:16.734 remarks each of our panelists.

NOTE Confidence: 0.912514322222222

00:03:16.734 --> 00:03:19.089 Will have approximately 10 minutes

NOTE Confidence: 0.912514322222222

00:03:19.090 --> 00:03:22.466 to take and share with you a few  
NOTE Confidence: 0.9125143222222222

00:03:22.466 --> 00:03:25.875 slides that are representative of this  
NOTE Confidence: 0.9125143222222222

00:03:25.875 --> 00:03:28.540 topic And that should leave ample  
NOTE Confidence: 0.9125143222222222

00:03:28.540 --> 00:03:31.137 time for us to address objectives  
NOTE Confidence: 0.9125143222222222

00:03:31.137 --> 00:03:34.364 #2 and three in a discussion mode.  
NOTE Confidence: 0.9125143222222222

00:03:34.370 --> 00:03:36.650 And like in the first panel,  
NOTE Confidence: 0.9125143222222222

00:03:36.650 --> 00:03:39.086 please to all of you participants,  
NOTE Confidence: 0.9125143222222222

00:03:39.090 --> 00:03:42.330 don't hesitate to pose questions  
NOTE Confidence: 0.9125143222222222

00:03:42.330 --> 00:03:45.666 in the Q&A and myself and.  
NOTE Confidence: 0.9125143222222222

00:03:45.666 --> 00:03:48.770 Our our symposium facilitators  
NOTE Confidence: 0.9125143222222222

00:03:48.770 --> 00:03:51.770 will ensure that we've viewed those  
NOTE Confidence: 0.9125143222222222

00:03:51.770 --> 00:03:54.556 and and we take an opportunity  
NOTE Confidence: 0.9125143222222222

00:03:54.556 --> 00:03:57.342 to answer them as as we go.  
NOTE Confidence: 0.9125143222222222

00:03:57.350 --> 00:03:57.950 I'll make,  
NOTE Confidence: 0.9125143222222222

00:03:57.950 --> 00:04:00.442 I'll make introductions of all the  
NOTE Confidence: 0.9125143222222222

00:04:00.442 --> 00:04:02.386 panelists at the start and then

NOTE Confidence: 0.9125143222222222  
00:04:02.386 --> 00:04:04.422 we'll invite one after the other  
NOTE Confidence: 0.9125143222222222  
00:04:04.422 --> 00:04:08.428 to to to share their slide set.  
NOTE Confidence: 0.9125143222222222  
00:04:08.430 --> 00:04:12.036 Jason Goldwater is a senior researcher.  
NOTE Confidence: 0.9125143222222222  
00:04:12.040 --> 00:04:13.708 Scientists at Index Analytics  
NOTE Confidence: 0.9125143222222222  
00:04:13.708 --> 00:04:15.793 and I've had the opportunity,  
NOTE Confidence: 0.9125143222222222  
00:04:15.800 --> 00:04:17.492 along with these panelists to to  
NOTE Confidence: 0.9125143222222222  
00:04:17.492 --> 00:04:19.203 meet and discuss with Jason this  
NOTE Confidence: 0.9125143222222222  
00:04:19.203 --> 00:04:21.030 topic now for a number of weeks  
NOTE Confidence: 0.9125143222222222  
00:04:21.030 --> 00:04:22.400 leading up to the symposium.  
NOTE Confidence: 0.9125143222222222  
00:04:22.400 --> 00:04:24.278 He has a bachelor's and master's  
NOTE Confidence: 0.9125143222222222  
00:04:24.278 --> 00:04:26.425 degree in Emerson and a master's  
NOTE Confidence: 0.9125143222222222  
00:04:26.425 --> 00:04:27.676 in public administration,  
NOTE Confidence: 0.9125143222222222  
00:04:27.680 --> 00:04:31.068 and he has 24 years of health  
NOTE Confidence: 0.9125143222222222  
00:04:31.068 --> 00:04:32.520 information technology experience,  
NOTE Confidence: 0.9125143222222222  
00:04:32.520 --> 00:04:36.965 and he's a master at helping people  
NOTE Confidence: 0.9125143222222222

00:04:36.965 --> 00:04:38.870 understand the intersection.  
NOTE Confidence: 0.9125143222222222

00:04:38.870 --> 00:04:41.430 Of data, technology and healthcare.  
NOTE Confidence: 0.9125143222222222

00:04:41.430 --> 00:04:42.894 So I do.  
NOTE Confidence: 0.9125143222222222

00:04:42.894 --> 00:04:45.822 Ideally suited for a topic on  
NOTE Confidence: 0.9125143222222222

00:04:45.822 --> 00:04:48.230 quality and virtual care.  
NOTE Confidence: 0.9125143222222222

00:04:48.230 --> 00:04:51.990 Jordan Coffey is a close friend,  
NOTE Confidence: 0.9125143222222222

00:04:51.990 --> 00:04:53.030 a colleague,  
NOTE Confidence: 0.9125143222222222

00:04:53.030 --> 00:04:55.006 and a partner of mine at Mayo Clinic  
NOTE Confidence: 0.9125143222222222

00:04:55.006 --> 00:04:56.669 College of Medicine and Science.  
NOTE Confidence: 0.9125143222222222

00:04:56.670 --> 00:04:58.570 He's the director of Digital  
NOTE Confidence: 0.9125143222222222

00:04:58.570 --> 00:05:00.143 Health Practice Enablement Unit  
NOTE Confidence: 0.9125143222222222

00:05:00.143 --> 00:05:02.308 for Research Quality and Outcomes,  
NOTE Confidence: 0.9125143222222222

00:05:02.310 --> 00:05:04.428 and we partner in that endeavor.  
NOTE Confidence: 0.9125143222222222

00:05:04.430 --> 00:05:06.558 He has a bachelor's degree in chemistry  
NOTE Confidence: 0.9125143222222222

00:05:06.558 --> 00:05:08.870 and MB a a master's of health.  
NOTE Confidence: 0.9125143222222222

00:05:08.870 --> 00:05:11.715 Care administration and 15 years



NOTE Confidence: 0.912514322222222

00:05:11.715 --> 00:05:14.560 of research experience the majority

NOTE Confidence: 0.912514322222222

00:05:14.644 --> 00:05:17.060 of those now in in exclusively

NOTE Confidence: 0.912514322222222

00:05:17.060 --> 00:05:19.790 in digital healthcare.

NOTE Confidence: 0.912514322222222

00:05:19.790 --> 00:05:22.892 Zarina Baba Clenova is the executive

NOTE Confidence: 0.912514322222222

00:05:22.892 --> 00:05:24.960 director for Ambulatory Quality

NOTE Confidence: 0.912514322222222

00:05:25.042 --> 00:05:27.627 and Population Health at Stanford,

NOTE Confidence: 0.912514322222222

00:05:27.630 --> 00:05:29.863 and she has a bachelor's degree in

NOTE Confidence: 0.912514322222222

00:05:29.863 --> 00:05:31.487 International Economics of a Masters

NOTE Confidence: 0.912514322222222

00:05:31.487 --> 00:05:33.554 of Arts and Jurisprudence and a

NOTE Confidence: 0.912514322222222

00:05:33.554 --> 00:05:35.664 bachelor's and masters in Nursing.

NOTE Confidence: 0.912514322222222

00:05:35.670 --> 00:05:38.006 She has influenced Stanford's.

NOTE Confidence: 0.912514322222222

00:05:38.006 --> 00:05:40.342 First step in enterprisewide

NOTE Confidence: 0.912514322222222

00:05:40.342 --> 00:05:43.387 adoption and approach to quality

NOTE Confidence: 0.912514322222222

00:05:43.387 --> 00:05:45.779 Improvement for Population Health

NOTE Confidence: 0.912514322222222

00:05:45.779 --> 00:05:47.775 Goals and Kristen Rising.

NOTE Confidence: 0.912514322222222

00:05:47.775 --> 00:05:50.565 Doctor Rising is an associate professor  
NOTE Confidence: 0.9125143222222222

00:05:50.565 --> 00:05:53.539 and Director of Acute Care Transition  
NOTE Confidence: 0.9125143222222222

00:05:53.540 --> 00:05:55.940 in the Department of Emergency Medicine.  
NOTE Confidence: 0.9125143222222222

00:05:55.940 --> 00:05:58.194 She was one of the founding directors  
NOTE Confidence: 0.9125143222222222

00:05:58.194 --> 00:06:00.298 of Jefferson Center for Connected Care,  
NOTE Confidence: 0.9125143222222222

00:06:00.300 --> 00:06:01.752 her medical degree from the University  
NOTE Confidence: 0.9125143222222222

00:06:01.752 --> 00:06:03.180 of California in San Francisco,  
NOTE Confidence: 0.9125143222222222

00:06:03.180 --> 00:06:04.960 and her emergency medicine  
NOTE Confidence: 0.9125143222222222

00:06:04.960 --> 00:06:07.185 training at Boston Medical Center.  
NOTE Confidence: 0.9125143222222222

00:06:07.190 --> 00:06:10.022 And Masters of Science and Health  
NOTE Confidence: 0.9125143222222222

00:06:10.022 --> 00:06:11.910 Policy Research at University  
NOTE Confidence: 0.9125143222222222

00:06:11.986 --> 00:06:14.714 of Pennsylvania like like all of  
NOTE Confidence: 0.9125143222222222

00:06:14.714 --> 00:06:17.120 the panelists in panel one we've  
NOTE Confidence: 0.9125143222222222

00:06:17.206 --> 00:06:19.910 had a lot of fun with this topic.  
NOTE Confidence: 0.9125143222222222

00:06:19.910 --> 00:06:23.235 In fact the the the discussion has  
NOTE Confidence: 0.9125143222222222

00:06:23.235 --> 00:06:26.338 been lively leading up to this

NOTE Confidence: 0.912514322222222

00:06:26.338 --> 00:06:29.303 symposium and and again like like

NOTE Confidence: 0.912514322222222

00:06:29.303 --> 00:06:32.009 you've heard from panel one we

NOTE Confidence: 0.912514322222222

00:06:32.009 --> 00:06:34.448 appreciate input questions and and.

NOTE Confidence: 0.912514322222222

00:06:34.450 --> 00:06:36.670 From the from the participants

NOTE Confidence: 0.912514322222222

00:06:36.670 --> 00:06:38.446 so so let's begin.

NOTE Confidence: 0.912514322222222

00:06:38.450 --> 00:06:40.568 Jason can I invite you to

NOTE Confidence: 0.912514322222222

00:06:40.570 --> 00:06:41.810 to share your slides.

NOTE Confidence: 0.9301902

00:06:43.130 --> 00:06:44.090 Be happy to

NOTE Confidence: 0.943128857142857

00:06:44.130 --> 00:06:45.810 and thank you very much to everybody.

NOTE Confidence: 0.943128857142857

00:06:45.810 --> 00:06:48.770 It's great to be online.

NOTE Confidence: 0.943128857142857

00:06:48.770 --> 00:06:51.005 I apologize for the void

NOTE Confidence: 0.943128857142857

00:06:51.005 --> 00:06:53.930 that is my picture on video.

NOTE Confidence: 0.943128857142857

00:06:53.930 --> 00:06:57.332 I do not look like this normally but for

NOTE Confidence: 0.943128857142857

00:06:57.332 --> 00:07:00.380 some reason Zoom just hates me today so.

NOTE Confidence: 0.943128857142857

00:07:00.380 --> 00:07:02.500 My picture is not going to be on.

NOTE Confidence: 0.943128857142857

00:07:02.500 --> 00:07:03.600 But there are those that  
NOTE Confidence: 0.943128857142857

00:07:03.600 --> 00:07:04.700 know what I look like.  
NOTE Confidence: 0.943128857142857

00:07:04.700 --> 00:07:06.830 So just envisioned in your mind  
NOTE Confidence: 0.943128857142857

00:07:06.830 --> 00:07:09.380 and it's still the same me. Jason.  
NOTE Confidence: 0.96239308

00:07:09.660 --> 00:07:12.420 Sometimes quality is just invisible. Yes.  
NOTE Confidence: 0.927101816666667

00:07:12.420 --> 00:07:13.700 Though you're very sweet.  
NOTE Confidence: 0.927101816666667

00:07:13.700 --> 00:07:16.060 Doctor strong. Thank you.  
NOTE Confidence: 0.927101816666667

00:07:16.060 --> 00:07:18.612 And I really do want to thank doctor  
NOTE Confidence: 0.927101816666667

00:07:18.612 --> 00:07:21.099 Demarchek for that wonderful introduction.  
NOTE Confidence: 0.927101816666667

00:07:21.100 --> 00:07:23.372 I you make me sound 10 times more  
NOTE Confidence: 0.927101816666667

00:07:23.372 --> 00:07:24.819 impressive than I actually am,  
NOTE Confidence: 0.927101816666667

00:07:24.820 --> 00:07:27.886 as Kristen and Judd will attest to.  
NOTE Confidence: 0.927101816666667

00:07:27.890 --> 00:07:30.365 So what I want to do today is really  
NOTE Confidence: 0.927101816666667

00:07:30.365 --> 00:07:32.891 sort of talk about the measurement  
NOTE Confidence: 0.927101816666667

00:07:32.891 --> 00:07:35.531 framework that the National Quality Forum  
NOTE Confidence: 0.927101816666667

00:07:35.531 --> 00:07:38.826 developed to help catalyze the creation

NOTE Confidence: 0.927101816666667  
00:07:38.826 --> 00:07:41.600 of measurement specific to telehealth.  
NOTE Confidence: 0.927101816666667  
00:07:41.600 --> 00:07:43.850 I worked for the National  
NOTE Confidence: 0.927101816666667  
00:07:43.850 --> 00:07:45.943 Quality Forum starting in 2015,  
NOTE Confidence: 0.927101816666667  
00:07:45.943 --> 00:07:49.070 all the way up to the end of 2018,  
NOTE Confidence: 0.927101816666667  
00:07:49.070 --> 00:07:51.370 and while I was there,  
NOTE Confidence: 0.927101816666667  
00:07:51.370 --> 00:07:54.619 one of the projects that I had the great  
NOTE Confidence: 0.927101816666667  
00:07:54.619 --> 00:07:57.418 honor of leading was this framework.  
NOTE Confidence: 0.927101816666667  
00:07:57.420 --> 00:08:00.204 That would provide a platform to  
NOTE Confidence: 0.927101816666667  
00:08:00.204 --> 00:08:02.060 develop measures around telehealth.  
NOTE Confidence: 0.927101816666667  
00:08:02.060 --> 00:08:04.335 The National Quality Forum cannot  
NOTE Confidence: 0.927101816666667  
00:08:04.335 --> 00:08:06.610 develop quality measures because it  
NOTE Confidence: 0.927101816666667  
00:08:06.682 --> 00:08:08.743 is an arbiter that determine what  
NOTE Confidence: 0.927101816666667  
00:08:08.743 --> 00:08:11.149 measures should be endorsed based upon  
NOTE Confidence: 0.927101816666667  
00:08:11.149 --> 00:08:14.095 a very select and very strict criteria.  
NOTE Confidence: 0.927101816666667  
00:08:14.100 --> 00:08:15.792 And then those endorsed measures are  
NOTE Confidence: 0.927101816666667

00:08:15.792 --> 00:08:18.079 usually the ones that you see in value  
NOTE Confidence: 0.927101816666667

00:08:18.079 --> 00:08:19.459 based programs across the country.  
NOTE Confidence: 0.927101816666667

00:08:19.460 --> 00:08:22.925 But what the National Quality Forum can  
NOTE Confidence: 0.927101816666667

00:08:22.925 --> 00:08:27.170 do is create a framework that provides a.  
NOTE Confidence: 0.927101816666667

00:08:27.170 --> 00:08:29.552 Platform that gives domains of area  
NOTE Confidence: 0.927101816666667

00:08:29.552 --> 00:08:32.200 and areas of which measurement is  
NOTE Confidence: 0.927101816666667

00:08:32.200 --> 00:08:35.152 needed and provides guidelines on how  
NOTE Confidence: 0.927101816666667

00:08:35.152 --> 00:08:37.689 those measures should be developed.  
NOTE Confidence: 0.927101816666667

00:08:37.690 --> 00:08:41.434 So we formed a committee of 20 highly  
NOTE Confidence: 0.927101816666667

00:08:41.434 --> 00:08:44.074 sought after highly knowledgeable  
NOTE Confidence: 0.927101816666667

00:08:44.074 --> 00:08:46.489 experts on telehealth,  
NOTE Confidence: 0.927101816666667

00:08:46.490 --> 00:08:48.090 some of which I'm sure on this call,  
NOTE Confidence: 0.927101816666667

00:08:48.090 --> 00:08:50.412 and we have the great joy of Judd Hollander  
NOTE Confidence: 0.927101816666667

00:08:50.412 --> 00:08:52.404 being one of the chairs of that group.  
NOTE Confidence: 0.927101816666667

00:08:52.410 --> 00:08:56.073 And from that then we decided that we would.  
NOTE Confidence: 0.927101816666667

00:08:56.080 --> 00:08:58.822 Work through the process of framework

NOTE Confidence: 0.927101816666667

00:08:58.822 --> 00:09:01.526 development and start with elements and

NOTE Confidence: 0.927101816666667

00:09:01.526 --> 00:09:04.326 then move down into the categories of

NOTE Confidence: 0.927101816666667

00:09:04.326 --> 00:09:07.157 which telemalth measurement was needed.

NOTE Confidence: 0.927101816666667

00:09:07.160 --> 00:09:09.834 So the way a framework works is

NOTE Confidence: 0.927101816666667

00:09:09.834 --> 00:09:12.680 that you have a conceptual model.

NOTE Confidence: 0.927101816666667

00:09:12.680 --> 00:09:15.634 What are the important areas of telehealth?

NOTE Confidence: 0.927101816666667

00:09:15.640 --> 00:09:17.698 If we're going to measure what are

NOTE Confidence: 0.927101816666667

00:09:17.698 --> 00:09:19.758 the things that we want to measure?

NOTE Confidence: 0.927101816666667

00:09:19.760 --> 00:09:23.090 We then move into domains.

NOTE Confidence: 0.927101816666667

00:09:23.090 --> 00:09:25.538 Which are a grouping of high

NOTE Confidence: 0.927101816666667

00:09:25.538 --> 00:09:27.170 level ideas and concepts.

NOTE Confidence: 0.927101816666667

00:09:27.170 --> 00:09:31.769 So like access to care or cost of telehealth,

NOTE Confidence: 0.927101816666667

00:09:31.770 --> 00:09:34.325 That is a idea, it's a concept.

NOTE Confidence: 0.927101816666667

00:09:34.330 --> 00:09:37.214 And then from that then what domain

NOTE Confidence: 0.927101816666667

00:09:37.214 --> 00:09:39.806 subdomains do we need to have under those?

NOTE Confidence: 0.927101816666667

00:09:39.810 --> 00:09:42.786 So you have access to care as a  
NOTE Confidence: 0.927101816666667

00:09:42.786 --> 00:09:45.277 large domain and under that it's  
NOTE Confidence: 0.927101816666667

00:09:45.277 --> 00:09:47.761 access to care for a patient,  
NOTE Confidence: 0.927101816666667

00:09:47.770 --> 00:09:50.290 providers being able to deliver access  
NOTE Confidence: 0.927101816666667

00:09:50.290 --> 00:09:52.879 to care through telehealth and so forth.  
NOTE Confidence: 0.927101816666667

00:09:52.880 --> 00:09:55.449 So it's a more finite set of  
NOTE Confidence: 0.927101816666667

00:09:55.449 --> 00:09:57.880 categories under a specific domain.  
NOTE Confidence: 0.927101816666667

00:09:57.880 --> 00:10:00.022 And then from that then you start  
NOTE Confidence: 0.927101816666667

00:10:00.022 --> 00:10:01.480 developing concepts for measures.  
NOTE Confidence: 0.927101816666667

00:10:01.480 --> 00:10:03.200 And it's important to understand  
NOTE Confidence: 0.927101816666667

00:10:03.200 --> 00:10:04.920 that we're talking about concepts,  
NOTE Confidence: 0.927101816666667

00:10:04.920 --> 00:10:06.201 not measures themselves.  
NOTE Confidence: 0.927101816666667

00:10:06.201 --> 00:10:09.190 We're not talking about a formal measure  
NOTE Confidence: 0.927101816666667

00:10:09.262 --> 00:10:11.957 with the numerator and and a denominator.  
NOTE Confidence: 0.927101816666667

00:10:11.960 --> 00:10:15.257 What we're talking about is a concept  
NOTE Confidence: 0.927101816666667

00:10:15.257 --> 00:10:18.049 around access for patient travel.



NOTE Confidence: 0.927101816666667  
00:10:18.050 --> 00:10:20.367 Or the overall experience of care for  
NOTE Confidence: 0.927101816666667  
00:10:20.367 --> 00:10:23.343 a patient when they are in a telehealth  
NOTE Confidence: 0.927101816666667  
00:10:23.343 --> 00:10:24.871 encounter or the effectiveness  
NOTE Confidence: 0.927101816666667  
00:10:24.871 --> 00:10:27.082 from a technical standpoint of  
NOTE Confidence: 0.927101816666667  
00:10:27.082 --> 00:10:28.138 the telehealth platform.  
NOTE Confidence: 0.927101816666667  
00:10:28.138 --> 00:10:30.250 That's a concept for a measure.  
NOTE Confidence: 0.927101816666667  
00:10:30.250 --> 00:10:32.542 And then from those concepts you  
NOTE Confidence: 0.927101816666667  
00:10:32.542 --> 00:10:35.090 think how could we measure this?  
NOTE Confidence: 0.918624926666667  
00:10:35.090 --> 00:10:37.631 What information do we need to get  
NOTE Confidence: 0.918624926666667  
00:10:37.631 --> 00:10:40.250 that would allow us to build a  
NOTE Confidence: 0.918624926666667  
00:10:40.250 --> 00:10:42.428 measure that aligns with this concept  
NOTE Confidence: 0.918624926666667  
00:10:42.506 --> 00:10:44.942 which subsequently aligns with a sub  
NOTE Confidence: 0.918624926666667  
00:10:44.942 --> 00:10:47.090 domain and a domain. Next slide.  
NOTE Confidence: 0.96440576  
00:10:50.950 --> 00:10:54.070 So the telehealth measurement framework,  
NOTE Confidence: 0.96440576  
00:10:54.070 --> 00:10:56.230 you know, we had a wonderful,  
NOTE Confidence: 0.96440576

00:10:56.230 --> 00:10:57.398 wonderful committee.  
NOTE Confidence: 0.96440576

00:10:57.398 --> 00:10:59.948 I mean, really people that were  
NOTE Confidence: 0.96440576

00:10:59.948 --> 00:11:01.544 leaders in this area that had  
NOTE Confidence: 0.96440576

00:11:01.544 --> 00:11:03.148 obviously been doing this for a very,  
NOTE Confidence: 0.96440576

00:11:03.150 --> 00:11:06.118 very long time and clearly understood some  
NOTE Confidence: 0.96440576

00:11:06.118 --> 00:11:09.590 of the most prevalent issues around LL.  
NOTE Confidence: 0.96440576

00:11:09.590 --> 00:11:12.145 And so when we talked about this,  
NOTE Confidence: 0.96440576

00:11:12.150 --> 00:11:13.442 we're like what domains  
NOTE Confidence: 0.96440576

00:11:13.442 --> 00:11:15.380 do we need to start with?  
NOTE Confidence: 0.96440576

00:11:15.380 --> 00:11:17.498 And it was fairly unanimous that  
NOTE Confidence: 0.96440576

00:11:17.498 --> 00:11:19.902 the four areas that became really  
NOTE Confidence: 0.96440576

00:11:19.902 --> 00:11:22.516 critical were access to care on  
NOTE Confidence: 0.96440576

00:11:22.516 --> 00:11:25.060 the financial impact and the cost,  
NOTE Confidence: 0.96440576

00:11:25.060 --> 00:11:27.260 the overall experience and then  
NOTE Confidence: 0.96440576

00:11:27.260 --> 00:11:29.020 the effectiveness of telehealth.  
NOTE Confidence: 0.96440576

00:11:29.020 --> 00:11:30.188 And then underneath that,

NOTE Confidence: 0.96440576  
00:11:30.188 --> 00:11:32.645 we got a little bit more granular by  
NOTE Confidence: 0.96440576  
00:11:32.645 --> 00:11:35.213 talking about access to care for a patient,  
NOTE Confidence: 0.96440576  
00:11:35.220 --> 00:11:36.075 for a family,  
NOTE Confidence: 0.96440576  
00:11:36.075 --> 00:11:38.618 for a care team or access to the  
NOTE Confidence: 0.96440576  
00:11:38.618 --> 00:11:40.043 appropriate information during  
NOTE Confidence: 0.96440576  
00:11:40.043 --> 00:11:42.418 a telehealth encounter for both  
NOTE Confidence: 0.96440576  
00:11:42.418 --> 00:11:44.670 the patient and the provider.  
NOTE Confidence: 0.96440576  
00:11:44.670 --> 00:11:45.935 We talked about the financial  
NOTE Confidence: 0.96440576  
00:11:45.935 --> 00:11:47.630 impact and cost for the patient,  
NOTE Confidence: 0.96440576  
00:11:47.630 --> 00:11:49.989 for the family, for the care team,  
NOTE Confidence: 0.96440576  
00:11:49.990 --> 00:11:51.466 for the health system,  
NOTE Confidence: 0.96440576  
00:11:51.466 --> 00:11:54.590 for the payer and then overall for society.  
NOTE Confidence: 0.96440576  
00:11:54.590 --> 00:11:56.760 And having just recently completed  
NOTE Confidence: 0.96440576  
00:11:56.760 --> 00:11:59.922 a a large national cost benefit  
NOTE Confidence: 0.96440576  
00:11:59.922 --> 00:12:02.787 study on telehealth during COVID,  
NOTE Confidence: 0.96440576

00:12:02.790 --> 00:12:05.499 I can tell you there are absolutely  
NOTE Confidence: 0.96440576

00:12:05.499 --> 00:12:07.508 societal and costs that have  
NOTE Confidence: 0.96440576

00:12:07.508 --> 00:12:08.669 to be considered.  
NOTE Confidence: 0.96440576

00:12:08.670 --> 00:12:10.110 Then there is the experience,  
NOTE Confidence: 0.96440576

00:12:10.110 --> 00:12:12.567 which is the overall experience of the  
NOTE Confidence: 0.96440576

00:12:12.567 --> 00:12:14.349 telehealth encounter for the patient.  
NOTE Confidence: 0.96440576

00:12:14.350 --> 00:12:15.130 For the family,  
NOTE Confidence: 0.96440576

00:12:15.130 --> 00:12:17.590 for the care team and for the community.  
NOTE Confidence: 0.96440576

00:12:17.590 --> 00:12:19.870 And from an effectiveness standpoint,  
NOTE Confidence: 0.96440576

00:12:19.870 --> 00:12:22.666 looking at 4 very distinct categories,  
NOTE Confidence: 0.96440576

00:12:22.670 --> 00:12:24.662 the system effectiveness,  
NOTE Confidence: 0.96440576

00:12:24.662 --> 00:12:25.990 clinical effectiveness,  
NOTE Confidence: 0.96440576

00:12:25.990 --> 00:12:27.430 operational effectiveness  
NOTE Confidence: 0.96440576

00:12:27.430 --> 00:12:29.590 and technical effectiveness.  
NOTE Confidence: 0.96440576

00:12:29.590 --> 00:12:31.456 Those all were deemed by the  
NOTE Confidence: 0.96440576

00:12:31.456 --> 00:12:33.611 committee to be the most critical

NOTE Confidence: 0.96440576

00:12:33.611 --> 00:12:35.716 and important areas of telehealth

NOTE Confidence: 0.96440576

00:12:35.716 --> 00:12:37.829 in which measures were needed.

NOTE Confidence: 0.96440576

00:12:37.830 --> 00:12:38.310 Next slide.

NOTE Confidence: 0.9352219

00:12:41.840 --> 00:12:44.880 So how do we then take that pathway

NOTE Confidence: 0.9352219

00:12:44.880 --> 00:12:47.211 that we developed with the domains and

NOTE Confidence: 0.9352219

00:12:47.211 --> 00:12:49.803 the subdomains and narrow that down to

NOTE Confidence: 0.9352219

00:12:49.803 --> 00:12:51.718 facilitate the development of measures?

NOTE Confidence: 0.9352219

00:12:51.720 --> 00:12:53.760 So we asked the committee,

NOTE Confidence: 0.9352219

00:12:53.760 --> 00:12:55.800 let's get even more granular,

NOTE Confidence: 0.9352219

00:12:55.800 --> 00:12:57.400 let's get more finite.

NOTE Confidence: 0.9352219

00:12:57.400 --> 00:13:00.500 What are the real critical areas that

NOTE Confidence: 0.9352219

00:13:00.500 --> 00:13:03.500 relate to these domains and subdomains

NOTE Confidence: 0.9352219

00:13:03.500 --> 00:13:06.958 in which measures would be beneficial,

NOTE Confidence: 0.9352219

00:13:06.960 --> 00:13:08.529 would advance telehealth

NOTE Confidence: 0.9352219

00:13:08.529 --> 00:13:11.144 and would show the utility?

NOTE Confidence: 0.9352219

00:13:11.150 --> 00:13:12.402 And the committee said,  
NOTE Confidence: 0.9352219

00:13:12.402 --> 00:13:14.655 these are the six things that we  
NOTE Confidence: 0.9352219

00:13:14.655 --> 00:13:16.230 really should be focusing on.  
NOTE Confidence: 0.9352219

00:13:16.230 --> 00:13:17.886 Telehealth and care coordination,  
NOTE Confidence: 0.9352219

00:13:17.886 --> 00:13:20.851 the empowerment of the patient and the  
NOTE Confidence: 0.9352219

00:13:20.851 --> 00:13:24.150 provider during the telehealth encounter.  
NOTE Confidence: 0.9352219

00:13:24.150 --> 00:13:26.825 What added value does a  
NOTE Confidence: 0.9352219

00:13:26.825 --> 00:13:28.430 telehealth service provide?  
NOTE Confidence: 0.9352219

00:13:28.430 --> 00:13:30.210 Does the telehealth service  
NOTE Confidence: 0.9352219

00:13:30.210 --> 00:13:31.545 provide actionable information?  
NOTE Confidence: 0.9352219

00:13:31.550 --> 00:13:34.070 And this was viewed as very critical and  
NOTE Confidence: 0.9352219

00:13:34.070 --> 00:13:36.999 that is during the course of an encounter.  
NOTE Confidence: 0.9352219

00:13:37.000 --> 00:13:38.965 Does the provider receive enough  
NOTE Confidence: 0.9352219

00:13:38.965 --> 00:13:41.520 information to know what to do next?  
NOTE Confidence: 0.9352219

00:13:41.520 --> 00:13:43.800 Do they have enough that they can be?  
NOTE Confidence: 0.9352219

00:13:43.800 --> 00:13:46.520 They can act on timeliness.

NOTE Confidence: 0.9352219

00:13:46.520 --> 00:13:49.600 Do you provide care in a timely manner?

NOTE Confidence: 0.9352219

00:13:49.600 --> 00:13:52.600 So not care three days after an incident,

NOTE Confidence: 0.9352219

00:13:52.600 --> 00:13:54.140 but care very shortly

NOTE Confidence: 0.9352219

00:13:54.140 --> 00:13:55.680 after an incident occurs?

NOTE Confidence: 0.9352219

00:13:55.680 --> 00:13:57.400 And then finally patient travel?

NOTE Confidence: 0.9352219

00:13:57.400 --> 00:13:59.528 This has always been thought of as one

NOTE Confidence: 0.9352219

00:13:59.528 --> 00:14:02.069 of the advantages of telehealth in that.

NOTE Confidence: 0.9352219

00:14:02.070 --> 00:14:04.022 You don't have to get into a car

NOTE Confidence: 0.9352219

00:14:04.022 --> 00:14:05.368 or take public transportation

NOTE Confidence: 0.9352219

00:14:05.368 --> 00:14:07.750 to get to a provider facility.

NOTE Confidence: 0.9352219

00:14:07.750 --> 00:14:09.325 You can use telehealth to

NOTE Confidence: 0.9352219

00:14:09.325 --> 00:14:10.270 make that connection.

NOTE Confidence: 0.9352219

00:14:10.270 --> 00:14:12.280 And again the cost benefit study

NOTE Confidence: 0.9352219

00:14:12.280 --> 00:14:14.858 that we just I just completed with

NOTE Confidence: 0.9352219

00:14:14.858 --> 00:14:17.422 my wife really shows how critical

NOTE Confidence: 0.9352219

00:14:17.422 --> 00:14:20.992 travel is as a way of as an area  
NOTE Confidence: 0.9352219

00:14:20.992 --> 00:14:22.462 of telehealth that really should  
NOTE Confidence: 0.9352219

00:14:22.462 --> 00:14:24.653 be measured and that a lot of the  
NOTE Confidence: 0.9352219

00:14:24.653 --> 00:14:26.251 individuals that we looked at lived  
NOTE Confidence: 0.9352219

00:14:26.251 --> 00:14:28.050 in areas of which there was no  
NOTE Confidence: 0.9352219

00:14:28.050 --> 00:14:30.470 provider within a close proximity.  
NOTE Confidence: 0.9352219

00:14:30.470 --> 00:14:35.370 Sometimes 75 to 150 miles away one way.  
NOTE Confidence: 0.9352219

00:14:35.370 --> 00:14:37.806 And given the seriousness of their condition,  
NOTE Confidence: 0.9352219

00:14:37.810 --> 00:14:39.282 care was needed immediately,  
NOTE Confidence: 0.9352219

00:14:39.282 --> 00:14:41.490 so it had to be timely.  
NOTE Confidence: 0.9352219

00:14:41.490 --> 00:14:43.910 Otherwise there might have been  
NOTE Confidence: 0.9352219

00:14:43.910 --> 00:14:46.330 exacerbations of that condition itself.  
NOTE Confidence: 0.9352219

00:14:46.330 --> 00:14:48.906 So I really think even though this  
NOTE Confidence: 0.9352219

00:14:48.906 --> 00:14:51.866 was created in 2016 and right 2021,  
NOTE Confidence: 0.9352219

00:14:51.866 --> 00:14:55.342 all of these areas are still incredibly  
NOTE Confidence: 0.9352219

00:14:55.342 --> 00:14:59.486 valid and I think even more meaningful.



NOTE Confidence: 0.9352219

00:14:59.490 --> 00:15:02.583 As we head into in 2021,

NOTE Confidence: 0.9352219

00:15:02.583 --> 00:15:04.769 next slide.

NOTE Confidence: 0.9352219

00:15:04.770 --> 00:15:07.556 So how do we leverage this framework

NOTE Confidence: 0.9352219

00:15:07.556 --> 00:15:09.750 for acceptance Now mind you we

NOTE Confidence: 0.9352219

00:15:09.750 --> 00:15:11.450 created this prior to COVID,

NOTE Confidence: 0.9352219

00:15:11.450 --> 00:15:14.156 so this has changed a little bit in

NOTE Confidence: 0.9352219

00:15:14.156 --> 00:15:16.472 that COVID really showed what the

NOTE Confidence: 0.9352219

00:15:16.472 --> 00:15:19.207 value and utility of telehealth can be.

NOTE Confidence: 0.9352219

00:15:19.210 --> 00:15:21.766 You know the if you incorporate

NOTE Confidence: 0.9352219

00:15:21.766 --> 00:15:24.954 telehealth as we have seen it really

NOTE Confidence: 0.9352219

00:15:24.954 --> 00:15:27.770 does integrate with that triple aim.

NOTE Confidence: 0.9352219

00:15:27.770 --> 00:15:29.180 It's patient focused.

NOTE Confidence: 0.9352219

00:15:29.180 --> 00:15:31.034 Because it allows the patient to

NOTE Confidence: 0.9352219

00:15:31.034 --> 00:15:32.658 have an active conversation or

NOTE Confidence: 0.9352219

00:15:32.658 --> 00:15:33.978 dialogue with their provider,

NOTE Confidence: 0.9352219

00:15:33.980 --> 00:15:35.940 it provides quality and that  
NOTE Confidence: 0.9352219

00:15:35.940 --> 00:15:37.900 it's timely access to care.  
NOTE Confidence: 0.9352219

00:15:37.900 --> 00:15:39.304 There are numerous modalities  
NOTE Confidence: 0.9352219

00:15:39.304 --> 00:15:41.059 as everyone has now seen.  
NOTE Confidence: 0.9352219

00:15:41.060 --> 00:15:42.800 It's not just video,  
NOTE Confidence: 0.9352219

00:15:42.800 --> 00:15:44.975 it is also remote monitoring.  
NOTE Confidence: 0.9352219

00:15:44.980 --> 00:15:46.220 It is store and forward.  
NOTE Confidence: 0.9352219

00:15:46.220 --> 00:15:49.404 There are mobile devices and we saw the  
NOTE Confidence: 0.9352219

00:15:49.404 --> 00:15:52.700 addition of audio only telehealth services.  
NOTE Confidence: 0.9352219

00:15:52.700 --> 00:15:54.038 It's comprehensive care.  
NOTE Confidence: 0.9352219

00:15:54.038 --> 00:15:56.714 In that the patient can continually  
NOTE Confidence: 0.9352219

00:15:56.714 --> 00:15:59.258 engage in a dialogue and through  
NOTE Confidence: 0.9352219

00:15:59.258 --> 00:16:01.288 several encounters with a provider,  
NOTE Confidence: 0.9352219

00:16:01.290 --> 00:16:03.642 and you can also have a  
NOTE Confidence: 0.9352219

00:16:03.642 --> 00:16:05.210 tear team coordinate with  
NOTE Confidence: 0.917033153076923

00:16:05.290 --> 00:16:06.889 a patient virtually.

NOTE Confidence: 0.917033153076923  
00:16:06.890 --> 00:16:09.428 It does lead to quality improvement  
NOTE Confidence: 0.917033153076923  
00:16:09.428 --> 00:16:12.320 and not so much as a comparison  
NOTE Confidence: 0.917033153076923  
00:16:12.320 --> 00:16:15.170 between telehealth and in person care.  
NOTE Confidence: 0.917033153076923  
00:16:15.170 --> 00:16:17.546 I know Judd and I have been talking  
NOTE Confidence: 0.917033153076923  
00:16:17.546 --> 00:16:19.889 about this as long as I can remember,  
NOTE Confidence: 0.917033153076923  
00:16:19.890 --> 00:16:22.466 but and I think COVID made this  
NOTE Confidence: 0.917033153076923  
00:16:22.466 --> 00:16:23.910 abundantly clear, it's not.  
NOTE Confidence: 0.917033153076923  
00:16:23.910 --> 00:16:26.010 Correct. I think to just look  
NOTE Confidence: 0.917033153076923  
00:16:26.010 --> 00:16:27.910 at telehealth versus in person,  
NOTE Confidence: 0.917033153076923  
00:16:27.910 --> 00:16:30.286 it really is important to look at telehealth  
NOTE Confidence: 0.917033153076923  
00:16:30.286 --> 00:16:32.229 versus not getting any care at all.  
NOTE Confidence: 0.917033153076923  
00:16:32.230 --> 00:16:34.480 And had telehealth not been  
NOTE Confidence: 0.917033153076923  
00:16:34.480 --> 00:16:35.830 available during COVID,  
NOTE Confidence: 0.917033153076923  
00:16:35.830 --> 00:16:38.272 you're talking about millions of people  
NOTE Confidence: 0.917033153076923  
00:16:38.272 --> 00:16:40.789 not having access to needed care.  
NOTE Confidence: 0.917033153076923

00:16:40.790 --> 00:16:43.044 And then you can see what the  
NOTE Confidence: 0.917033153076923

00:16:43.044 --> 00:16:44.470 results are because again,  
NOTE Confidence: 0.917033153076923

00:16:44.470 --> 00:16:47.470 engaging and continue with conversation,  
NOTE Confidence: 0.917033153076923

00:16:47.470 --> 00:16:49.760 dialogue and encounters for the  
NOTE Confidence: 0.917033153076923

00:16:49.760 --> 00:16:51.592 provider allows measurable results.  
NOTE Confidence: 0.917033153076923

00:16:51.600 --> 00:16:53.240 So by developing these measures,  
NOTE Confidence: 0.917033153076923

00:16:53.240 --> 00:16:54.724 delineate in the framework,  
NOTE Confidence: 0.917033153076923

00:16:54.724 --> 00:16:56.579 the telehealth focus will turn  
NOTE Confidence: 0.917033153076923

00:16:56.579 --> 00:16:58.719 to what telehealth can provide,  
NOTE Confidence: 0.917033153076923

00:16:58.720 --> 00:17:00.478 what its impact on quality is,  
NOTE Confidence: 0.917033153076923

00:17:00.480 --> 00:17:02.838 how it improves health for populations,  
NOTE Confidence: 0.917033153076923

00:17:02.840 --> 00:17:03.908 how it reduces costs.  
NOTE Confidence: 0.917033153076923

00:17:03.908 --> 00:17:06.348 And we did see in our study that  
NOTE Confidence: 0.917033153076923

00:17:06.348 --> 00:17:08.658 there are significant cost savings for  
NOTE Confidence: 0.917033153076923

00:17:08.658 --> 00:17:11.238 Medicare and Medicaid through telehealth,  
NOTE Confidence: 0.917033153076923

00:17:11.240 --> 00:17:15.308 especially the more you use it or it

NOTE Confidence: 0.917033153076923  
00:17:15.308 --> 00:17:17.366 can keep cost of budget neutral and  
NOTE Confidence: 0.917033153076923  
00:17:17.366 --> 00:17:19.518 what its limitations may also be.  
NOTE Confidence: 0.917033153076923  
00:17:19.520 --> 00:17:20.080 Next slide.  
NOTE Confidence: 0.926835733333333  
00:17:24.440 --> 00:17:26.280 And that is it for me. Thank you so much.  
NOTE Confidence: 0.9402536  
00:17:27.480 --> 00:17:29.760 Great, thank you so much Jason.  
NOTE Confidence: 0.9402536  
00:17:29.760 --> 00:17:32.056 I'm so excited to follow Jason in  
NOTE Confidence: 0.9402536  
00:17:32.056 --> 00:17:34.061 the work that the heated with the  
NOTE Confidence: 0.9402536  
00:17:34.061 --> 00:17:35.543 national quality form as you'll see  
NOTE Confidence: 0.9402536  
00:17:35.543 --> 00:17:37.468 is as we share a little bit about  
NOTE Confidence: 0.9402536  
00:17:37.468 --> 00:17:38.720 Mayo Clinic's recent experience,  
NOTE Confidence: 0.9402536  
00:17:38.720 --> 00:17:40.603 there will be a lot of similarities  
NOTE Confidence: 0.9402536  
00:17:40.603 --> 00:17:42.360 in the concepts that he outlined.  
NOTE Confidence: 0.9402536  
00:17:42.360 --> 00:17:45.034 We we definitely borrowed on the experience,  
NOTE Confidence: 0.9402536  
00:17:45.040 --> 00:17:46.352 the knowledge, the recommendations  
NOTE Confidence: 0.9402536  
00:17:46.352 --> 00:17:48.619 of the national quality form as we  
NOTE Confidence: 0.9402536

00:17:48.619 --> 00:17:50.355 started to think about you know what.

NOTE Confidence: 0.9402536

00:17:50.360 --> 00:17:52.376 What does value and quality look

NOTE Confidence: 0.9402536

00:17:52.376 --> 00:17:54.033 like for telehealth services at

NOTE Confidence: 0.9402536

00:17:54.033 --> 00:17:55.581 at Mayo Clinic for the patients

NOTE Confidence: 0.9402536

00:17:55.581 --> 00:17:57.518 and the care teams that we serve?

NOTE Confidence: 0.9402536

00:17:57.520 --> 00:17:59.683 So really quickly I want to recognize

NOTE Confidence: 0.9402536

00:17:59.683 --> 00:18:01.679 that we we acknowledge today's

NOTE Confidence: 0.9402536

00:18:01.679 --> 00:18:04.673 conversation is is focused around quality,

NOTE Confidence: 0.9402536

00:18:04.680 --> 00:18:06.756 but we also recognize that there's

NOTE Confidence: 0.9402536

00:18:06.756 --> 00:18:09.395 often a continuum and a bit of a

NOTE Confidence: 0.9402536

00:18:09.395 --> 00:18:10.583 conflation between the concepts

NOTE Confidence: 0.9402536

00:18:10.583 --> 00:18:12.599 of of quality and and value.

NOTE Confidence: 0.9402536

00:18:12.600 --> 00:18:14.511 And really part of this stems from

NOTE Confidence: 0.9402536

00:18:14.511 --> 00:18:16.643 you know what we think is a lack

NOTE Confidence: 0.9402536

00:18:16.643 --> 00:18:18.335 of a common and generally accepted

NOTE Confidence: 0.9402536

00:18:18.335 --> 00:18:20.229 definition of value with organization.

NOTE Confidence: 0.9402536

00:18:20.229 --> 00:18:21.396 Patients, you know,

NOTE Confidence: 0.9402536

00:18:21.396 --> 00:18:24.146 having a natural tendency to focus on

NOTE Confidence: 0.9402536

00:18:24.146 --> 00:18:25.566 features rather than understanding

NOTE Confidence: 0.9402536

00:18:25.566 --> 00:18:28.200 that the true reason why they're users,

NOTE Confidence: 0.9402536

00:18:28.200 --> 00:18:32.172 albeit patients care teams turn to

NOTE Confidence: 0.9402536

00:18:32.172 --> 00:18:34.824 telehealth as a enabling approach.

NOTE Confidence: 0.9402536

00:18:34.824 --> 00:18:37.148 So you'll have to indulge us because

NOTE Confidence: 0.9402536

00:18:37.148 --> 00:18:39.139 a lot of today's conversation within

NOTE Confidence: 0.9402536

00:18:39.139 --> 00:18:41.145 our side is going to acknowledge

NOTE Confidence: 0.9402536

00:18:41.145 --> 00:18:43.203 the term value of which quality

NOTE Confidence: 0.9402536

00:18:43.203 --> 00:18:45.870 is an intrinsic part.

NOTE Confidence: 0.9402536

00:18:45.870 --> 00:18:47.990 So really, at its core,

NOTE Confidence: 0.9402536

00:18:47.990 --> 00:18:49.390 we feel in organizations,

NOTE Confidence: 0.9402536

00:18:49.390 --> 00:18:51.140 products or services really have

NOTE Confidence: 0.9402536

00:18:51.140 --> 00:18:53.108 no intrinsic value themselves.

NOTE Confidence: 0.9402536

00:18:53.110 --> 00:18:53.597 Instead,  
NOTE Confidence: 0.9402536

00:18:53.597 --> 00:18:56.519 it's the context that determines how  
NOTE Confidence: 0.9402536

00:18:56.519 --> 00:18:59.710 users form these perceptions of value.  
NOTE Confidence: 0.9402536

00:18:59.710 --> 00:19:00.628 At Mayo Clinic,  
NOTE Confidence: 0.9402536

00:19:00.628 --> 00:19:02.158 we really wanted to ground  
NOTE Confidence: 0.9402536

00:19:02.158 --> 00:19:03.480 our value definition.  
NOTE Confidence: 0.9402536

00:19:03.480 --> 00:19:05.790 Or the understandings of a potential  
NOTE Confidence: 0.9402536

00:19:05.790 --> 00:19:08.756 levers to pull in order to enact impact  
NOTE Confidence: 0.9402536

00:19:08.756 --> 00:19:11.604 for our users to be based on best  
NOTE Confidence: 0.9402536

00:19:11.604 --> 00:19:14.477 practice and to be iterative and and  
NOTE Confidence: 0.9402536

00:19:14.477 --> 00:19:16.760 based on continuous learning as well.  
NOTE Confidence: 0.9402536

00:19:16.760 --> 00:19:17.880 So with that in mind,  
NOTE Confidence: 0.9402536

00:19:17.880 --> 00:19:20.148 you know we we conducted environmental  
NOTE Confidence: 0.9402536

00:19:20.148 --> 00:19:22.163 scan to inform the development  
NOTE Confidence: 0.9402536

00:19:22.163 --> 00:19:24.749 of of our framework to identify  
NOTE Confidence: 0.9402536

00:19:24.749 --> 00:19:26.620 existing measures and measure



NOTE Confidence: 0.9402536

00:19:26.620 --> 00:19:29.005 concepts related to telehealth and

NOTE Confidence: 0.9402536

00:19:29.005 --> 00:19:31.560 really try to inform them based on.

NOTE Confidence: 0.9402536

00:19:31.560 --> 00:19:33.570 Concepts and frameworks like this one

NOTE Confidence: 0.9402536

00:19:33.570 --> 00:19:36.084 that that has been so vitally important

NOTE Confidence: 0.9402536

00:19:36.084 --> 00:19:38.310 that's offered up by the American

NOTE Confidence: 0.9402536

00:19:38.310 --> 00:19:40.394 Medical Association stringing together,

NOTE Confidence: 0.9402536

00:19:40.394 --> 00:19:43.873 you know the the different domains and

NOTE Confidence: 0.9402536

00:19:43.873 --> 00:19:47.077 subdomains of of value with some of

NOTE Confidence: 0.9402536

00:19:47.077 --> 00:19:48.833 the important environmental concepts

NOTE Confidence: 0.9402536

00:19:48.911 --> 00:19:51.380 which also impact those value value

NOTE Confidence: 0.9402536

00:19:51.380 --> 00:19:54.040 dimensions to create an overall value stream.

NOTE Confidence: 0.9402536

00:19:54.040 --> 00:19:55.060 Next slide please.

NOTE Confidence: 0.9402536

00:19:55.060 --> 00:19:55.400 Again,

NOTE Confidence: 0.9402536

00:19:55.400 --> 00:19:57.440 like you heard our our first

NOTE Confidence: 0.9402536

00:19:57.503 --> 00:19:59.548 panelists touch on really telehealth

NOTE Confidence: 0.9402536

00:19:59.548 --> 00:20:02.048 in itself does not represent a  
NOTE Confidence: 0.9402536

00:20:02.048 --> 00:20:03.608 different type of healthcare,  
NOTE Confidence: 0.9402536

00:20:03.610 --> 00:20:05.590 rather a different modality of  
NOTE Confidence: 0.9402536

00:20:05.590 --> 00:20:07.570 healthcare delivery and that was  
NOTE Confidence: 0.9402536

00:20:07.638 --> 00:20:09.750 so well articulated among our our  
NOTE Confidence: 0.9402536

00:20:09.750 --> 00:20:11.837 first panelists and so we'd be  
NOTE Confidence: 0.9402536

00:20:11.837 --> 00:20:13.673 remiss if we didn't reflect on.  
NOTE Confidence: 0.9402536

00:20:13.680 --> 00:20:15.096 You know some of the frameworks  
NOTE Confidence: 0.9402536

00:20:15.096 --> 00:20:16.360 and core concepts of value,  
NOTE Confidence: 0.9402536

00:20:16.360 --> 00:20:18.304 value and quality that have helped  
NOTE Confidence: 0.9402536

00:20:18.304 --> 00:20:20.175 to frame up the conversation  
NOTE Confidence: 0.9402536

00:20:20.175 --> 00:20:22.199 for healthcare in general.  
NOTE Confidence: 0.9402536

00:20:22.200 --> 00:20:24.475 So we tried to ground again our  
NOTE Confidence: 0.9402536

00:20:24.475 --> 00:20:27.128 our frame and our concepts in in  
NOTE Confidence: 0.9402536

00:20:27.128 --> 00:20:29.312 some of the standards like those  
NOTE Confidence: 0.9402536

00:20:29.312 --> 00:20:31.519 from the the quadruple aim.

NOTE Confidence: 0.950317

00:20:31.520 --> 00:20:32.759 Next slide please.

NOTE Confidence: 0.9419308333333333

00:20:35.470 --> 00:20:37.862 So using these concepts we as as kind

NOTE Confidence: 0.9419308333333333

00:20:37.862 --> 00:20:40.795 of a basis we were able to construct

NOTE Confidence: 0.9419308333333333

00:20:40.795 --> 00:20:43.205 a framework with four domains and

NOTE Confidence: 0.9419308333333333

00:20:43.205 --> 00:20:45.683 it was validating when we became

NOTE Confidence: 0.9419308333333333

00:20:45.683 --> 00:20:47.641 familiar with the national quality

NOTE Confidence: 0.9419308333333333

00:20:47.641 --> 00:20:50.902 forums work as we actually had come to

NOTE Confidence: 0.9419308333333333

00:20:50.902 --> 00:20:53.382 these four domains before uncovering

NOTE Confidence: 0.9419308333333333

00:20:53.382 --> 00:20:55.427 their their recommendations and

NOTE Confidence: 0.9419308333333333

00:20:55.427 --> 00:20:58.710 frameworks based on on other works

NOTE Confidence: 0.9419308333333333

00:20:58.710 --> 00:21:01.230 around customer engagement and digital

NOTE Confidence: 0.9419308333333333

00:21:01.230 --> 00:21:03.190 customer engagement in general.

NOTE Confidence: 0.9419308333333333

00:21:03.190 --> 00:21:05.146 And so we we use these.

NOTE Confidence: 0.9419308333333333

00:21:05.150 --> 00:21:07.705 To really organize and conceptualize

NOTE Confidence: 0.9419308333333333

00:21:07.705 --> 00:21:11.480 our value leverages a lot of the same

NOTE Confidence: 0.9419308333333333

00:21:11.480 --> 00:21:13.858 concepts as as Jason talked about  
NOTE Confidence: 0.9419308333333333

00:21:13.858 --> 00:21:16.028 from the National Quality Forum.  
NOTE Confidence: 0.9419308333333333

00:21:16.030 --> 00:21:18.508 Really we we tried to approach first  
NOTE Confidence: 0.9419308333333333

00:21:18.508 --> 00:21:21.266 with the concept of a framework or  
NOTE Confidence: 0.9419308333333333

00:21:21.266 --> 00:21:23.301 conceptional model around which to  
NOTE Confidence: 0.9419308333333333

00:21:23.301 --> 00:21:25.942 organize our idea and really to provide  
NOTE Confidence: 0.9419308333333333

00:21:25.942 --> 00:21:27.788 high level guidance and direction.  
NOTE Confidence: 0.9419308333333333

00:21:27.788 --> 00:21:29.778 On measurement priorities and and  
NOTE Confidence: 0.9419308333333333

00:21:29.778 --> 00:21:32.304 to organize the the potential impact  
NOTE Confidence: 0.9419308333333333

00:21:32.304 --> 00:21:34.479 that they'll have on healthcare  
NOTE Confidence: 0.9419308333333333

00:21:34.479 --> 00:21:36.659 delivery and outcomes within those.  
NOTE Confidence: 0.9419308333333333

00:21:36.660 --> 00:21:38.538 Then we focus down into domains,  
NOTE Confidence: 0.9419308333333333

00:21:38.540 --> 00:21:41.258 in this case, recognizing 4 domains,  
NOTE Confidence: 0.9419308333333333

00:21:41.260 --> 00:21:43.528 which represent the high level ideas  
NOTE Confidence: 0.9419308333333333

00:21:43.528 --> 00:21:45.538 and concepts that describe the  
NOTE Confidence: 0.9419308333333333

00:21:45.538 --> 00:21:47.728 measurement framework and help ensure

NOTE Confidence: 0.9419308333333333  
00:21:47.728 --> 00:21:49.980 that we're tracking performance against  
NOTE Confidence: 0.9419308333333333  
00:21:49.980 --> 00:21:52.332 key priorities as we support the  
NOTE Confidence: 0.9419308333333333  
00:21:52.332 --> 00:21:54.540 organizational goals within each of those.  
NOTE Confidence: 0.9419308333333333  
00:21:54.540 --> 00:21:57.276 And you'll see this a little bit further.  
NOTE Confidence: 0.9419308333333333  
00:21:57.280 --> 00:21:59.422 Is you know organizing this down  
NOTE Confidence: 0.9419308333333333  
00:21:59.422 --> 00:22:01.360 into subdomains so that we can,  
NOTE Confidence: 0.9419308333333333  
00:22:01.360 --> 00:22:03.568 you know better crystallize the categories  
NOTE Confidence: 0.9419308333333333  
00:22:03.568 --> 00:22:05.920 and and groupings around these concepts.  
NOTE Confidence: 0.9419308333333333  
00:22:05.920 --> 00:22:09.400 And then finally as as Jason just described,  
NOTE Confidence: 0.9419308333333333  
00:22:09.400 --> 00:22:11.710 really getting down to those measured  
NOTE Confidence: 0.9419308333333333  
00:22:11.710 --> 00:22:13.668 concepts which you know include that  
NOTE Confidence: 0.9419308333333333  
00:22:13.668 --> 00:22:15.153 that description of the measure,  
NOTE Confidence: 0.9419308333333333  
00:22:15.160 --> 00:22:16.695 not necessarily that numerator and  
NOTE Confidence: 0.9419308333333333  
00:22:16.695 --> 00:22:18.856 denominator as he noted that we work  
NOTE Confidence: 0.9419308333333333  
00:22:18.856 --> 00:22:20.291 through that and the application  
NOTE Confidence: 0.9419308333333333

00:22:20.291 --> 00:22:21.152 of this framework,  
NOTE Confidence: 0.9419308333333333

00:22:21.160 --> 00:22:24.072 but really making sure that we have some  
NOTE Confidence: 0.9419308333333333

00:22:24.072 --> 00:22:25.919 congruence around the concepts themselves.  
NOTE Confidence: 0.9419308333333333

00:22:25.919 --> 00:22:28.530 We really feel that this four domain  
NOTE Confidence: 0.9419308333333333

00:22:28.599 --> 00:22:30.801 model provides the a really great  
NOTE Confidence: 0.9419308333333333

00:22:30.801 --> 00:22:33.010 combination of utility and simplicity,  
NOTE Confidence: 0.9419308333333333

00:22:33.010 --> 00:22:36.430 well you know allowing a degree  
NOTE Confidence: 0.9419308333333333

00:22:36.430 --> 00:22:38.710 of of core accuracy.  
NOTE Confidence: 0.9419308333333333

00:22:38.710 --> 00:22:40.985 Again this builds on the themes that  
NOTE Confidence: 0.9419308333333333

00:22:40.985 --> 00:22:42.526 were established the the existing  
NOTE Confidence: 0.9419308333333333

00:22:42.526 --> 00:22:45.190 framework from the AM A I HI from  
NOTE Confidence: 0.9419308333333333

00:22:45.190 --> 00:22:47.290 National Quality Forum and other  
NOTE Confidence: 0.9419308333333333

00:22:47.290 --> 00:22:49.922 best practices from the the broader  
NOTE Confidence: 0.9419308333333333

00:22:49.922 --> 00:22:50.790 consumer space.  
NOTE Confidence: 0.9419308333333333

00:22:50.790 --> 00:22:53.639 I encourage people to look at works  
NOTE Confidence: 0.9419308333333333

00:22:53.639 --> 00:22:56.865 like that from Forester research around

NOTE Confidence: 0.9419308333333333  
00:22:56.865 --> 00:23:00.070 consumer value and value propositions.  
NOTE Confidence: 0.9419308333333333  
00:23:00.070 --> 00:23:02.150 Really, we identified 4 dimensions.  
NOTE Confidence: 0.9419308333333333  
00:23:02.150 --> 00:23:03.816 I'll go into those in a little  
NOTE Confidence: 0.9419308333333333  
00:23:03.816 --> 00:23:05.588 bit more depth in a further slide.  
NOTE Confidence: 0.9419308333333333  
00:23:05.590 --> 00:23:09.238 The economic dimension really or domain  
NOTE Confidence: 0.9419308333333333  
00:23:09.238 --> 00:23:11.670 really representing financial costs,  
NOTE Confidence: 0.9419308333333333  
00:23:11.670 --> 00:23:14.448 but also moderating those costs by  
NOTE Confidence: 0.9419308333333333  
00:23:14.448 --> 00:23:16.972 effectiveness and safety of of the  
NOTE Confidence: 0.9419308333333333  
00:23:16.972 --> 00:23:20.074 models or the programs that are deployed.  
NOTE Confidence: 0.9419308333333333  
00:23:20.074 --> 00:23:22.278 The experiential domain describing  
NOTE Confidence: 0.9419308333333333  
00:23:22.278 --> 00:23:24.998 the overall experience of either  
NOTE Confidence: 0.9419308333333333  
00:23:24.998 --> 00:23:27.838 receiving or delivering care through  
NOTE Confidence: 0.9419308333333333  
00:23:27.838 --> 00:23:29.542 these telehealth modalities.  
NOTE Confidence: 0.9419308333333333  
00:23:29.550 --> 00:23:31.614 The functional domain describing  
NOTE Confidence: 0.9419308333333333  
00:23:31.614 --> 00:23:34.194 the effectiveness and impacting the  
NOTE Confidence: 0.9419308333333333

00:23:34.194 --> 00:23:37.094 clinical operating environment in which  
NOTE Confidence: 0.9419308333333333

00:23:37.094 --> 00:23:39.354 we deploy our different telehealth  
NOTE Confidence: 0.9419308333333333

00:23:39.354 --> 00:23:42.124 services and then of course equity  
NOTE Confidence: 0.9419308333333333

00:23:42.124 --> 00:23:44.349 or access to clinical services.  
NOTE Confidence: 0.9419308333333333

00:23:44.350 --> 00:23:44.590 Again,  
NOTE Confidence: 0.9419308333333333

00:23:44.590 --> 00:23:46.510 we'll describe in a little bit more detail.  
NOTE Confidence: 0.933963975

00:23:48.590 --> 00:23:51.358 You can go ahead to the next slide.  
NOTE Confidence: 0.933963975

00:23:51.360 --> 00:23:53.200 So digging into these domains a bit more,  
NOTE Confidence: 0.933963975

00:23:53.200 --> 00:23:55.693 and I recognize that this this ends up being  
NOTE Confidence: 0.933963975

00:23:55.693 --> 00:23:58.199 a little bit of an eye chart for some.  
NOTE Confidence: 0.933963975

00:23:58.200 --> 00:24:00.570 Hopefully you'll be able to to  
NOTE Confidence: 0.933963975

00:24:00.570 --> 00:24:03.100 explore these in the recording or  
NOTE Confidence: 0.933963975

00:24:03.100 --> 00:24:04.840 in in subsequent distributions.  
NOTE Confidence: 0.933963975

00:24:04.840 --> 00:24:07.264 But again within the first domain  
NOTE Confidence: 0.933963975

00:24:07.264 --> 00:24:09.788 representing that financial impact or cost,  
NOTE Confidence: 0.933963975

00:24:09.788 --> 00:24:11.532 which again includes clinical



NOTE Confidence: 0.933963975  
00:24:11.532 --> 00:24:12.840 efficacy and outcomes,  
NOTE Confidence: 0.933963975  
00:24:12.840 --> 00:24:14.365 we look at the financial  
NOTE Confidence: 0.933963975  
00:24:14.365 --> 00:24:15.280 and operational reach,  
NOTE Confidence: 0.933963975  
00:24:15.280 --> 00:24:17.196 which among others includes  
NOTE Confidence: 0.933963975  
00:24:17.196 --> 00:24:19.591 things like revenue generated from  
NOTE Confidence: 0.933963975  
00:24:19.591 --> 00:24:21.291 professional technicals fees taking  
NOTE Confidence: 0.933963975  
00:24:21.291 --> 00:24:23.972 into account the overall cost of care  
NOTE Confidence: 0.933963975  
00:24:24.045 --> 00:24:26.217 for the public and private payers.  
NOTE Confidence: 0.933963975  
00:24:26.220 --> 00:24:29.380 Organizational cost savings or neutrality,  
NOTE Confidence: 0.933963975  
00:24:29.380 --> 00:24:32.212 ability to reach patients or provide  
NOTE Confidence: 0.933963975  
00:24:32.212 --> 00:24:34.100 greater patient management capacity  
NOTE Confidence: 0.933963975  
00:24:34.166 --> 00:24:36.680 and things like operational impact that  
NOTE Confidence: 0.933963975  
00:24:36.680 --> 00:24:39.280 results in efficient use of resources.  
NOTE Confidence: 0.933963975  
00:24:39.280 --> 00:24:41.119 Within clinical outcomes,  
NOTE Confidence: 0.933963975  
00:24:41.119 --> 00:24:42.958 quality and safety,  
NOTE Confidence: 0.933963975

00:24:42.960 --> 00:24:45.498 really the ability to impact things  
NOTE Confidence: 0.933963975

00:24:45.498 --> 00:24:47.190 like avoidable readmissions and  
NOTE Confidence: 0.933963975

00:24:47.258 --> 00:24:49.278 and emergency department visits.  
NOTE Confidence: 0.933963975

00:24:49.280 --> 00:24:51.878 The ability to affect difference in  
NOTE Confidence: 0.933963975

00:24:51.878 --> 00:24:54.442 morbidity to your mortality for our  
NOTE Confidence: 0.933963975

00:24:54.442 --> 00:24:56.433 patients there to reduce medical  
NOTE Confidence: 0.933963975

00:24:56.433 --> 00:24:58.946 errors or adverse events within the  
NOTE Confidence: 0.933963975

00:24:58.946 --> 00:25:00.678 second domain representing experience  
NOTE Confidence: 0.933963975

00:25:00.678 --> 00:25:02.840 including that of care teams,  
NOTE Confidence: 0.933963975

00:25:02.840 --> 00:25:05.680 patients and caregivers for patients  
NOTE Confidence: 0.933963975

00:25:05.680 --> 00:25:06.816 and family.  
NOTE Confidence: 0.933963975

00:25:06.820 --> 00:25:08.434 The likelihood to recommend or thinking  
NOTE Confidence: 0.933963975

00:25:08.434 --> 00:25:10.300 of things like Net Promoter scores,  
NOTE Confidence: 0.933963975

00:25:10.300 --> 00:25:12.748 the effect on patient self management  
NOTE Confidence: 0.933963975

00:25:12.748 --> 00:25:14.380 or shared decision making.  
NOTE Confidence: 0.933963975

00:25:14.380 --> 00:25:15.772 In other words,

NOTE Confidence: 0.933963975

00:25:15.772 --> 00:25:18.556 concepts of patient self efficacy and

NOTE Confidence: 0.933963975

00:25:18.556 --> 00:25:20.692 activation from the clinician experience,

NOTE Confidence: 0.933963975

00:25:20.692 --> 00:25:22.782 considering overall satisfaction as well

NOTE Confidence: 0.933963975

00:25:22.782 --> 00:25:25.457 as comfort with telehealth and procedures,

NOTE Confidence: 0.933963975

00:25:25.460 --> 00:25:27.460 quality of communications with patients,

NOTE Confidence: 0.933963975

00:25:27.460 --> 00:25:29.636 and satisfaction with the

NOTE Confidence: 0.933963975

00:25:29.636 --> 00:25:31.268 overall delivery method.

NOTE Confidence: 0.933963975

00:25:31.270 --> 00:25:33.495 Within the third domain representing

NOTE Confidence: 0.933963975

00:25:33.495 --> 00:25:35.478 impact the system, clinical,

NOTE Confidence: 0.933963975

00:25:35.478 --> 00:25:38.070 operational or technical aspects,

NOTE Confidence: 0.933963975

00:25:38.070 --> 00:25:39.150 thinking of complexity,

NOTE Confidence: 0.933963975

00:25:39.150 --> 00:25:40.590 interesting to see this,

NOTE Confidence: 0.933963975

00:25:40.590 --> 00:25:43.550 we we think about this as a critical

NOTE Confidence: 0.933963975

00:25:43.550 --> 00:25:45.005 counterbalance measure considering

NOTE Confidence: 0.933963975

00:25:45.005 --> 00:25:47.430 some of the challenges introduced

NOTE Confidence: 0.933963975

00:25:47.430 --> 00:25:49.652 potentially by the technology itself

NOTE Confidence: 0.933963975

00:25:49.652 --> 00:25:51.637 for the ability of integrating

NOTE Confidence: 0.933963975

00:25:51.637 --> 00:25:53.758 that technology into an effective

NOTE Confidence: 0.933963975

00:25:53.758 --> 00:25:54.600 clinical workflow.

NOTE Confidence: 0.933963975

00:25:54.600 --> 00:25:55.472 The availability,

NOTE Confidence: 0.933963975

00:25:55.472 --> 00:25:57.652 the timeliness of of receipts

NOTE Confidence: 0.933963975

00:25:57.652 --> 00:25:58.960 of healthcare services,

NOTE Confidence: 0.933963975

00:25:58.960 --> 00:26:01.516 the ability to impact things like

NOTE Confidence: 0.933963975

00:26:01.516 --> 00:26:03.220 reduce cancellation or patient

NOTE Confidence: 0.933963975

00:26:03.287 --> 00:26:05.417 family caregiver time and travel

NOTE Confidence: 0.933963975

00:26:05.417 --> 00:26:07.547 And and Jason acknowledged that

NOTE Confidence: 0.933963975

00:26:07.614 --> 00:26:09.355 as well within clinical process.

NOTE Confidence: 0.933963975

00:26:09.355 --> 00:26:12.330 The the ability to impact things like

NOTE Confidence: 0.933963975

00:26:12.400 --> 00:26:14.977 practice patterns and in in order

NOTE Confidence: 0.933963975

00:26:14.977 --> 00:26:17.630 being able to measure and impact the

NOTE Confidence: 0.933963975

00:26:17.712 --> 00:26:20.240 appropriateness of services and.

NOTE Confidence: 0.933963975

00:26:20.240 --> 00:26:23.633 The ability to help patients to gain

NOTE Confidence: 0.933963975

00:26:23.633 --> 00:26:25.398 greater compliance with care regimens,

NOTE Confidence: 0.933963975

00:26:25.400 --> 00:26:27.640 care plans and discharge instructions,

NOTE Confidence: 0.933963975

00:26:27.640 --> 00:26:30.585 and the ability to achieve

NOTE Confidence: 0.933963975

00:26:30.585 --> 00:26:32.941 diagnostic accuracy with these

NOTE Confidence: 0.933963975

00:26:32.941 --> 00:26:35.909 different modalities and approaches.

NOTE Confidence: 0.933963975

00:26:35.910 --> 00:26:37.506 And then finally within the 4th domain,

NOTE Confidence: 0.933963975

00:26:37.510 --> 00:26:40.510 focusing on equity or the access to care,

NOTE Confidence: 0.933963975

00:26:40.510 --> 00:26:42.380 access to healthcare services for

NOTE Confidence: 0.933963975

00:26:42.380 --> 00:26:44.250 those living in in traditionally

NOTE Confidence: 0.933963975

00:26:44.310 --> 00:26:45.576 underserved communities whether

NOTE Confidence: 0.933963975

00:26:45.576 --> 00:26:48.108 that be rural or urban communities,

NOTE Confidence: 0.933963975

00:26:48.110 --> 00:26:51.981 access to those based on the appropriate

NOTE Confidence: 0.933963975

00:26:51.981 --> 00:26:55.670 specialists and and needs of the patient.

NOTE Confidence: 0.933963975

00:26:55.670 --> 00:26:58.214 So really we see this framework as an

NOTE Confidence: 0.933963975

00:26:58.214 --> 00:26:59.791 incredibly important way to understand

NOTE Confidence: 0.933963975

00:26:59.791 --> 00:27:01.549 you know which levers to pull.

NOTE Confidence: 0.933963975

00:27:01.550 --> 00:27:02.711 First of all,

NOTE Confidence: 0.933963975

00:27:02.711 --> 00:27:05.033 what is the intent objectively of

NOTE Confidence: 0.933963975

00:27:05.033 --> 00:27:07.646 the different telehealth services

NOTE Confidence: 0.933963975

00:27:07.646 --> 00:27:10.598 without layering on bias within

NOTE Confidence: 0.933963975

00:27:10.598 --> 00:27:13.670 that and thinking about as as we had

NOTE Confidence: 0.933963975

00:27:13.670 --> 00:27:15.790 consider overall clinical challenges

NOTE Confidence: 0.933963975

00:27:15.790 --> 00:27:17.910 and overall organizational strategy,

NOTE Confidence: 0.933963975

00:27:17.910 --> 00:27:21.319 how we might combine the use of

NOTE Confidence: 0.933963975

00:27:21.319 --> 00:27:22.780 different telehealth services.

NOTE Confidence: 0.9457427272727

00:27:22.780 --> 00:27:24.724 To affect the needs of our

NOTE Confidence: 0.9457427272727

00:27:24.724 --> 00:27:26.660 practice and affect that strategy.

NOTE Confidence: 0.9457427272727

00:27:26.660 --> 00:27:28.142 And you'll hear a little bit

NOTE Confidence: 0.9457427272727

00:27:28.142 --> 00:27:29.585 more from my colleague Laura

NOTE Confidence: 0.9457427272727

00:27:29.585 --> 00:27:31.177 Kristofferson this afternoon about,

NOTE Confidence: 0.945742727272727

00:27:31.180 --> 00:27:33.080 you know, how we've tactically

NOTE Confidence: 0.945742727272727

00:27:33.080 --> 00:27:34.980 applied some of these concepts

NOTE Confidence: 0.945742727272727

00:27:35.046 --> 00:27:36.590 within remote patient monitoring,

NOTE Confidence: 0.945742727272727

00:27:36.590 --> 00:27:38.540 one of our telehealth modalities.

NOTE Confidence: 0.9402536

00:27:43.780 --> 00:27:45.820 Thank you very much.

NOTE Confidence: 0.9402536

00:27:45.820 --> 00:27:47.340 Go ahead. Go ahead, Serena.

NOTE Confidence: 0.917993312

00:27:48.870 --> 00:27:50.776 All right. Thank you, Jordan, for that.

NOTE Confidence: 0.917993312

00:27:50.776 --> 00:27:52.041 I think it's interesting how

NOTE Confidence: 0.917993312

00:27:52.041 --> 00:27:53.070 we're going through this,

NOTE Confidence: 0.917993312

00:27:53.070 --> 00:27:55.933 this session with really starting with the

NOTE Confidence: 0.917993312

00:27:55.933 --> 00:27:58.868 overall framework and QF and what they've

NOTE Confidence: 0.917993312

00:27:58.868 --> 00:28:00.923 provided from a conceptual standpoint.

NOTE Confidence: 0.917993312

00:28:00.930 --> 00:28:02.991 I think my talk today will be a little

NOTE Confidence: 0.917993312

00:28:02.991 --> 00:28:05.269 bit kind of geared towards how do we

NOTE Confidence: 0.917993312

00:28:05.269 --> 00:28:07.197 take that framework and the conceptual

NOTE Confidence: 0.917993312

00:28:07.197 --> 00:28:09.231 design into an operational model that

NOTE Confidence: 0.917993312

00:28:09.231 --> 00:28:10.930 we've tried to implement at Stanford.

NOTE Confidence: 0.917993312

00:28:10.930 --> 00:28:13.610 And I want to share some of our

NOTE Confidence: 0.917993312

00:28:13.610 --> 00:28:15.895 earlier learnings in hopes that

NOTE Confidence: 0.917993312

00:28:15.895 --> 00:28:18.180 other organizations as they continue

NOTE Confidence: 0.917993312

00:28:18.257 --> 00:28:19.638 to deliver telehealth quality,

NOTE Confidence: 0.917993312

00:28:19.638 --> 00:28:22.897 quality in a way that makes sense for the

NOTE Confidence: 0.917993312

00:28:22.897 --> 00:28:24.697 patients and provides the appropriate

NOTE Confidence: 0.917993312

00:28:24.697 --> 00:28:27.139 value for all of our population.

NOTE Confidence: 0.917993312

00:28:27.140 --> 00:28:29.114 So there is no one technology that

NOTE Confidence: 0.917993312

00:28:29.114 --> 00:28:31.239 we've seen in the last 100 years

NOTE Confidence: 0.917993312

00:28:31.239 --> 00:28:33.554 that has been implemented as fast as

NOTE Confidence: 0.917993312

00:28:33.554 --> 00:28:35.659 telehealth visits have been implemented.

NOTE Confidence: 0.917993312

00:28:35.660 --> 00:28:37.580 During the era of COVID,

NOTE Confidence: 0.917993312

00:28:37.580 --> 00:28:40.068 when we all of a sudden looked at

NOTE Confidence: 0.917993312

00:28:40.068 --> 00:28:41.915 our footprint and the visits that



NOTE Confidence: 0.917993312

00:28:41.915 --> 00:28:43.450 were occurring at Stanford Healthcare

NOTE Confidence: 0.917993312

00:28:43.498 --> 00:28:45.100 were realized, Oh my gosh,

NOTE Confidence: 0.917993312

00:28:45.100 --> 00:28:47.560 we have over 70% overnight use

NOTE Confidence: 0.917993312

00:28:47.560 --> 00:28:49.060 of telehealth visits.

NOTE Confidence: 0.917993312

00:28:49.060 --> 00:28:52.372 So how can we really make sure that we're

NOTE Confidence: 0.917993312

00:28:52.372 --> 00:28:54.496 providing safe and appropriate quality

NOTE Confidence: 0.917993312

00:28:54.496 --> 00:28:57.130 care in the modality of telehealth?

NOTE Confidence: 0.917993312

00:28:57.130 --> 00:28:58.674 Without compromising our ability

NOTE Confidence: 0.917993312

00:28:58.674 --> 00:29:00.990 to provide access to the various

NOTE Confidence: 0.917993312

00:29:01.049 --> 00:29:02.889 populations that we're serving.

NOTE Confidence: 0.917993312

00:29:02.890 --> 00:29:04.780 So with that said if we go to the

NOTE Confidence: 0.917993312

00:29:04.780 --> 00:29:06.993 next slide I a group at task force

NOTE Confidence: 0.917993312

00:29:06.993 --> 00:29:08.661 was brought together at Stanford

NOTE Confidence: 0.917993312

00:29:08.661 --> 00:29:09.825 called ambulatory transformation

NOTE Confidence: 0.917993312

00:29:09.825 --> 00:29:12.204 Task Force whose task was we need

NOTE Confidence: 0.917993312

00:29:12.204 --> 00:29:13.723 to look at how do we chat,  
NOTE Confidence: 0.917993312

00:29:13.730 --> 00:29:15.770 how do we manage the challenges of COVID.  
NOTE Confidence: 0.917993312

00:29:15.770 --> 00:29:18.122 And at the same time create subcommittees  
NOTE Confidence: 0.917993312

00:29:18.122 --> 00:29:20.151 that will really work on creating  
NOTE Confidence: 0.917993312

00:29:20.151 --> 00:29:22.065 the framework not just for quality  
NOTE Confidence: 0.917993312

00:29:22.065 --> 00:29:24.007 but for our patient experience,  
NOTE Confidence: 0.917993312

00:29:24.010 --> 00:29:26.929 our access to care and how those.  
NOTE Confidence: 0.917993312

00:29:26.930 --> 00:29:28.942 Specific instances can reflect  
NOTE Confidence: 0.917993312

00:29:28.942 --> 00:29:31.457 into the various modalities that  
NOTE Confidence: 0.917993312

00:29:31.457 --> 00:29:32.849 telehealth can provide.  
NOTE Confidence: 0.917993312

00:29:32.850 --> 00:29:34.014 So with that said,  
NOTE Confidence: 0.917993312

00:29:34.014 --> 00:29:35.760 the charge of the Subcommittee on  
NOTE Confidence: 0.917993312

00:29:35.820 --> 00:29:38.172 Quality was really around creating the  
NOTE Confidence: 0.917993312

00:29:38.172 --> 00:29:40.124 framework and operational model that  
NOTE Confidence: 0.917993312

00:29:40.124 --> 00:29:42.399 can be applied across not just Stanford  
NOTE Confidence: 0.917993312

00:29:42.399 --> 00:29:44.193 Healthcare to the adult footprint,

NOTE Confidence: 0.917993312

00:29:44.193 --> 00:29:46.479 but they could be easily applicable

NOTE Confidence: 0.917993312

00:29:46.479 --> 00:29:48.914 across both of our community clinics as

NOTE Confidence: 0.917993312

00:29:48.914 --> 00:29:50.978 well as our Pediatrics pediatric sites.

NOTE Confidence: 0.917993312

00:29:50.978 --> 00:29:52.070 With that said,

NOTE Confidence: 0.917993312

00:29:52.070 --> 00:29:54.044 we also struggled with the idea of

NOTE Confidence: 0.917993312

00:29:54.044 --> 00:29:56.845 how do we create a framework and at

NOTE Confidence: 0.917993312

00:29:56.845 --> 00:29:58.735 least some cross cutting measures

NOTE Confidence: 0.917993312

00:29:58.802 --> 00:30:00.787 that could be applicable across

NOTE Confidence: 0.917993312

00:30:00.790 --> 00:30:02.935 a 200 subspecialty and specialty

NOTE Confidence: 0.917993312

00:30:02.935 --> 00:30:05.523 clinics across the board And give

NOTE Confidence: 0.917993312

00:30:05.523 --> 00:30:07.737 them at least an opportunity to

NOTE Confidence: 0.917993312

00:30:07.737 --> 00:30:09.538 start asking themselves the question

NOTE Confidence: 0.917993312

00:30:09.538 --> 00:30:12.112 of how do I measure quality in

NOTE Confidence: 0.917993312

00:30:12.112 --> 00:30:13.957 my telehealth visits compared to.

NOTE Confidence: 0.917993312

00:30:13.960 --> 00:30:15.840 In person or phone visits,

NOTE Confidence: 0.917993312

00:30:15.840 --> 00:30:17.598 are we providing the same level  
NOTE Confidence: 0.917993312

00:30:17.598 --> 00:30:19.537 of care that we normally offer  
NOTE Confidence: 0.917993312

00:30:19.537 --> 00:30:21.277 and and we're known for.  
NOTE Confidence: 0.917993312

00:30:21.280 --> 00:30:21.984 So with that said,  
NOTE Confidence: 0.917993312

00:30:21.984 --> 00:30:23.360 as we go to the next slide,  
NOTE Confidence: 0.917993312

00:30:23.360 --> 00:30:26.714 we took the some of the NQF framework  
NOTE Confidence: 0.917993312

00:30:26.714 --> 00:30:29.199 that was already predeveloped and  
NOTE Confidence: 0.917993312

00:30:29.200 --> 00:30:31.648 applied it slightly in a different  
NOTE Confidence: 0.917993312

00:30:31.648 --> 00:30:33.280 way to Stanford specifically.  
NOTE Confidence: 0.917993312

00:30:33.280 --> 00:30:35.048 So I'm not going to spend a whole  
NOTE Confidence: 0.917993312

00:30:35.048 --> 00:30:37.373 lot of time on this slide given that  
NOTE Confidence: 0.917993312

00:30:37.373 --> 00:30:39.250 you've heard already from Jordan and  
NOTE Confidence: 0.917993312

00:30:39.250 --> 00:30:41.357 Jason a little bit around the domains,  
NOTE Confidence: 0.917993312

00:30:41.360 --> 00:30:44.195 the measures and how that framework really.  
NOTE Confidence: 0.95232968

00:30:44.200 --> 00:30:47.314 Allows the flexibility for the various  
NOTE Confidence: 0.95232968

00:30:47.314 --> 00:30:49.890 different organizations to create an

NOTE Confidence: 0.95232968

00:30:49.890 --> 00:30:52.015 operational model that is applicable

NOTE Confidence: 0.95232968

00:30:52.015 --> 00:30:54.360 to your instance of care delivery.

NOTE Confidence: 0.95232968

00:30:54.360 --> 00:30:55.640 So with that said,

NOTE Confidence: 0.95232968

00:30:55.640 --> 00:30:58.070 the next slide that I wanted to go to

NOTE Confidence: 0.95232968

00:30:58.070 --> 00:31:00.527 is really our way of discarding them

NOTE Confidence: 0.95232968

00:31:00.527 --> 00:31:02.936 to take that model and translate it

NOTE Confidence: 0.95232968

00:31:02.936 --> 00:31:05.720 into a domain and the framework itself,

NOTE Confidence: 0.95232968

00:31:05.720 --> 00:31:08.110 we actually took a slightly

NOTE Confidence: 0.95232968

00:31:08.110 --> 00:31:10.022 different approach and did

NOTE Confidence: 0.95232968

00:31:10.022 --> 00:31:12.319 incorporate somewhat like the value.

NOTE Confidence: 0.95232968

00:31:12.320 --> 00:31:14.000 The equation as well as the

NOTE Confidence: 0.95232968

00:31:14.000 --> 00:31:15.120 quality into this framework.

NOTE Confidence: 0.95232968

00:31:15.120 --> 00:31:17.255 So Jordan was pointing out the fact

NOTE Confidence: 0.95232968

00:31:17.255 --> 00:31:19.438 that it's very challenging to separate

NOTE Confidence: 0.95232968

00:31:19.438 --> 00:31:22.252 between quality and value whereas value is

NOTE Confidence: 0.95232968

00:31:22.319 --> 00:31:24.759 encompassing of both patient experience,  
NOTE Confidence: 0.95232968

00:31:24.760 --> 00:31:25.960 provider experience that  
NOTE Confidence: 0.95232968

00:31:25.960 --> 00:31:27.960 the cost and the quality.  
NOTE Confidence: 0.95232968

00:31:27.960 --> 00:31:30.498 So we try to do a similar and I  
NOTE Confidence: 0.95232968

00:31:30.498 --> 00:31:32.687 think design with our domains.  
NOTE Confidence: 0.95232968

00:31:32.690 --> 00:31:33.490 So as you can see,  
NOTE Confidence: 0.95232968

00:31:33.490 --> 00:31:35.575 we really wanted to focus  
NOTE Confidence: 0.95232968

00:31:35.575 --> 00:31:37.243 on six different domains,  
NOTE Confidence: 0.95232968

00:31:37.250 --> 00:31:39.230 but prioritize four of them as  
NOTE Confidence: 0.95232968

00:31:39.230 --> 00:31:41.287 mandatory in year one implementation  
NOTE Confidence: 0.95232968

00:31:41.287 --> 00:31:43.288 within Stanford Healthcare,  
NOTE Confidence: 0.95232968

00:31:43.290 --> 00:31:45.000 the domains one through 4  
NOTE Confidence: 0.95232968

00:31:45.000 --> 00:31:46.368 around the clinical quality,  
NOTE Confidence: 0.95232968

00:31:46.370 --> 00:31:47.630 safety and harm,  
NOTE Confidence: 0.95232968

00:31:47.630 --> 00:31:50.150 resource use and social equity are  
NOTE Confidence: 0.95232968

00:31:50.150 --> 00:31:52.747 things that we really feel strongly.

NOTE Confidence: 0.95232968

00:31:52.750 --> 00:31:55.004 Given the fact that our video visit

NOTE Confidence: 0.95232968

00:31:55.004 --> 00:31:57.008 volume is continuing to stay at a

NOTE Confidence: 0.95232968

00:31:57.008 --> 00:31:58.848 very high rate around 35 to 40%,

NOTE Confidence: 0.95232968

00:31:58.848 --> 00:32:01.573 so those were a must for us but we

NOTE Confidence: 0.95232968

00:32:01.573 --> 00:32:04.157 didn't want to then at the same time

NOTE Confidence: 0.95232968

00:32:04.241 --> 00:32:06.387 inhibit the each individual's entity

NOTE Confidence: 0.95232968

00:32:06.387 --> 00:32:09.460 and the need for innovation and a

NOTE Confidence: 0.95232968

00:32:09.544 --> 00:32:11.969 different type of thinking with.

NOTE Confidence: 0.95232968

00:32:11.970 --> 00:32:14.040 Mandated metrics that may not be

NOTE Confidence: 0.95232968

00:32:14.040 --> 00:32:16.635 as well applicable to the various

NOTE Confidence: 0.95232968

00:32:16.635 --> 00:32:17.210 subspecialties.

NOTE Confidence: 0.95232968

00:32:17.210 --> 00:32:18.178 So with that said,

NOTE Confidence: 0.95232968

00:32:18.178 --> 00:32:20.033 we wanted to allow room for both

NOTE Confidence: 0.95232968

00:32:20.033 --> 00:32:21.405 innovation and market differentiation

NOTE Confidence: 0.95232968

00:32:21.405 --> 00:32:23.490 within each one of the areas.

NOTE Confidence: 0.95232968

00:32:23.490 --> 00:32:24.290 For example,  
NOTE Confidence: 0.95232968

00:32:24.290 --> 00:32:25.890 neurosurgery can start thinking  
NOTE Confidence: 0.95232968

00:32:25.890 --> 00:32:26.690 about Telestroke,  
NOTE Confidence: 0.95232968

00:32:26.690 --> 00:32:28.755 while that may not be applicable to  
NOTE Confidence: 0.95232968

00:32:28.755 --> 00:32:30.860 all other areas of the organization.  
NOTE Confidence: 0.95232968

00:32:30.860 --> 00:32:32.292 So with that said,  
NOTE Confidence: 0.95232968

00:32:32.292 --> 00:32:34.440 the next slide really starts then  
NOTE Confidence: 0.95232968

00:32:34.513 --> 00:32:36.396 getting into the specific measures  
NOTE Confidence: 0.95232968

00:32:36.396 --> 00:32:38.860 as we started to think about each  
NOTE Confidence: 0.95232968

00:32:38.860 --> 00:32:40.475 specific domain and what question  
NOTE Confidence: 0.95232968

00:32:40.475 --> 00:32:42.380 are we trying to solve for.  
NOTE Confidence: 0.95232968

00:32:42.380 --> 00:32:43.997 So the first one is really around  
NOTE Confidence: 0.95232968

00:32:43.997 --> 00:32:45.220 safety and harm avoidance.  
NOTE Confidence: 0.95232968

00:32:45.220 --> 00:32:47.158 So the question we were asking  
NOTE Confidence: 0.95232968

00:32:47.158 --> 00:32:49.418 ourselves is how can we ensure  
NOTE Confidence: 0.95232968

00:32:49.418 --> 00:32:51.668 that telehealth or virtual care



NOTE Confidence: 0.95232968

00:32:51.668 --> 00:32:53.018 facilitates providing highest

NOTE Confidence: 0.95232968

00:32:53.085 --> 00:32:55.009 level of quality for our patients?

NOTE Confidence: 0.95232968

00:32:55.009 --> 00:32:57.130 So the metric and we brought together

NOTE Confidence: 0.95232968

00:32:57.186 --> 00:32:58.950 a group of 30 plus stakeholders,

NOTE Confidence: 0.95232968

00:32:58.950 --> 00:33:00.948 both researchers, academicians,

NOTE Confidence: 0.95232968

00:33:00.948 --> 00:33:04.278 clinicians as well as administrators

NOTE Confidence: 0.95232968

00:33:04.278 --> 00:33:07.245 who've been very well worst in

NOTE Confidence: 0.95232968

00:33:07.245 --> 00:33:08.865 creating measurement design into

NOTE Confidence: 0.95232968

00:33:08.865 --> 00:33:11.149 coming up with these measures.

NOTE Confidence: 0.95232968

00:33:11.150 --> 00:33:13.029 So the measure that we've developed

NOTE Confidence: 0.95232968

00:33:13.029 --> 00:33:14.943 as a crosscutting is really looking

NOTE Confidence: 0.95232968

00:33:14.943 --> 00:33:17.494 at a D visit rate within seven

NOTE Confidence: 0.95232968

00:33:17.494 --> 00:33:19.286 days after three different types

NOTE Confidence: 0.95232968

00:33:19.286 --> 00:33:20.822 of modalities and you will see

NOTE Confidence: 0.95232968

00:33:20.822 --> 00:33:23.364 that as a theme as we go along

NOTE Confidence: 0.95232968

00:33:23.364 --> 00:33:24.390 other crosscutting measures.  
NOTE Confidence: 0.95232968

00:33:24.390 --> 00:33:25.874 So we're looking at.  
NOTE Confidence: 0.95232968

00:33:25.874 --> 00:33:27.358 Comparison of EV visit  
NOTE Confidence: 0.95232968

00:33:27.358 --> 00:33:29.069 rate after phone visits,  
NOTE Confidence: 0.95232968

00:33:29.070 --> 00:33:31.014 after video visits and after in  
NOTE Confidence: 0.95232968

00:33:31.014 --> 00:33:32.681 person visits Truly see it's  
NOTE Confidence: 0.95232968

00:33:32.681 --> 00:33:34.553 very challenging to say what is  
NOTE Confidence: 0.95232968

00:33:34.553 --> 00:33:36.522 the quality when you don't have  
NOTE Confidence: 0.95232968

00:33:36.522 --> 00:33:38.142 a a benchmarking opportunity or  
NOTE Confidence: 0.95232968

00:33:38.142 --> 00:33:41.126 really a comparison for you to  
NOTE Confidence: 0.95232968

00:33:41.126 --> 00:33:42.512 develop your insights.  
NOTE Confidence: 0.95232968

00:33:42.512 --> 00:33:46.050 So this would allow us to then look at.  
NOTE Confidence: 0.95232968

00:33:46.050 --> 00:33:47.255 What has been the quality  
NOTE Confidence: 0.95232968

00:33:47.255 --> 00:33:48.460 to date in these other  
NOTE Confidence: 0.93924726

00:33:48.520 --> 00:33:49.805 modalities and how can we  
NOTE Confidence: 0.93924726

00:33:49.805 --> 00:33:51.090 use that as a comparison?

NOTE Confidence: 0.93924726  
00:33:51.090 --> 00:33:52.666 While National Quality Forum  
NOTE Confidence: 0.93924726  
00:33:52.666 --> 00:33:53.848 and other organizations,  
NOTE Confidence: 0.93924726  
00:33:53.850 --> 00:33:55.460 they continue to develop benchmarking  
NOTE Confidence: 0.93924726  
00:33:55.460 --> 00:33:57.770 capability in some of these measurements.  
NOTE Confidence: 0.93924726  
00:33:57.770 --> 00:33:58.690 So that was our measure,  
NOTE Confidence: 0.93924726  
00:33:58.690 --> 00:34:00.242 one appropriate use criteria.  
NOTE Confidence: 0.93924726  
00:34:00.242 --> 00:34:02.182 We really wanted to focus  
NOTE Confidence: 0.93924726  
00:34:02.182 --> 00:34:03.450 around resource use.  
NOTE Confidence: 0.93924726  
00:34:03.450 --> 00:34:06.156 Are we using the telehealth visits?  
NOTE Confidence: 0.93924726  
00:34:06.160 --> 00:34:07.752 In the appropriate way,  
NOTE Confidence: 0.93924726  
00:34:07.752 --> 00:34:09.344 given that some specialties  
NOTE Confidence: 0.93924726  
00:34:09.344 --> 00:34:11.235 were creating video visits as  
NOTE Confidence: 0.93924726  
00:34:11.235 --> 00:34:12.955 a entry into their specialty,  
NOTE Confidence: 0.93924726  
00:34:12.960 --> 00:34:15.256 while others may consider that as a  
NOTE Confidence: 0.93924726  
00:34:15.256 --> 00:34:17.684 as the only point at for deciding  
NOTE Confidence: 0.93924726

00:34:17.684 --> 00:34:20.719 between a video visit or in person visit.

NOTE Confidence: 0.93924726

00:34:20.720 --> 00:34:23.156 So in primary care we looked at,

NOTE Confidence: 0.93924726

00:34:23.160 --> 00:34:26.340 do we generate a repeat visit

NOTE Confidence: 0.93924726

00:34:26.340 --> 00:34:27.930 after the first?

NOTE Confidence: 0.93924726

00:34:27.930 --> 00:34:29.897 And visit may be in person or

NOTE Confidence: 0.93924726

00:34:29.897 --> 00:34:31.858 telehealth or phone visit as a way

NOTE Confidence: 0.93924726

00:34:31.858 --> 00:34:33.442 of looking are we then creating

NOTE Confidence: 0.93924726

00:34:33.501 --> 00:34:35.529 double number of visits for these

NOTE Confidence: 0.93924726

00:34:35.529 --> 00:34:37.375 patients or not utilizing the

NOTE Confidence: 0.93924726

00:34:37.375 --> 00:34:38.830 different modalities appropriately

NOTE Confidence: 0.93924726

00:34:38.830 --> 00:34:40.285 for specialty offices,

NOTE Confidence: 0.93924726

00:34:40.290 --> 00:34:41.994 we kind of extended that time

NOTE Confidence: 0.93924726

00:34:41.994 --> 00:34:43.542 frame given that access to

NOTE Confidence: 0.93924726

00:34:43.542 --> 00:34:45.287 specialists can be very challenging.

NOTE Confidence: 0.93924726

00:34:45.290 --> 00:34:46.778 So we want the signals from

NOTE Confidence: 0.93924726

00:34:46.778 --> 00:34:48.490 our data to be meaningful.

NOTE Confidence: 0.93924726

00:34:48.490 --> 00:34:50.819 So in specialty arena we broaden

NOTE Confidence: 0.93924726

00:34:50.819 --> 00:34:53.131 that scope into up to 14 days to

NOTE Confidence: 0.93924726

00:34:53.131 --> 00:34:54.769 really allow the subspecialties to

NOTE Confidence: 0.93924726

00:34:54.769 --> 00:34:57.309 be able to look at their own data.

NOTE Confidence: 0.93924726

00:34:57.310 --> 00:34:59.750 The next two are domains,

NOTE Confidence: 0.93924726

00:34:59.750 --> 00:35:02.258 if we can go to the next slide is

NOTE Confidence: 0.93924726

00:35:02.258 --> 00:35:04.346 really now focusing around clinical quality.

NOTE Confidence: 0.93924726

00:35:04.350 --> 00:35:06.465 This is the one where we spent a lot

NOTE Confidence: 0.93924726

00:35:06.465 --> 00:35:08.508 of time in trying to figure out.

NOTE Confidence: 0.93924726

00:35:08.510 --> 00:35:10.420 So how do we then?

NOTE Confidence: 0.93924726

00:35:10.420 --> 00:35:12.120 Make sure that the clinical

NOTE Confidence: 0.93924726

00:35:12.120 --> 00:35:13.820 quality that's delivered in a

NOTE Confidence: 0.93924726

00:35:13.881 --> 00:35:16.066 telehealth visit in comparison to

NOTE Confidence: 0.93924726

00:35:16.066 --> 00:35:17.814 other modalities is appropriate.

NOTE Confidence: 0.93924726

00:35:17.820 --> 00:35:19.400 We've heard feedback from our

NOTE Confidence: 0.93924726

00:35:19.400 --> 00:35:20.664 orthopath saying I scheduled  
NOTE Confidence: 0.93924726

00:35:20.664 --> 00:35:22.457 the video visit with my patient,  
NOTE Confidence: 0.93924726

00:35:22.460 --> 00:35:24.392 but they're trying to hold the phone  
NOTE Confidence: 0.93924726

00:35:24.392 --> 00:35:26.612 in one hand and show them the the  
NOTE Confidence: 0.93924726

00:35:26.612 --> 00:35:28.460 wrist or the knee that's hurting.  
NOTE Confidence: 0.93924726

00:35:28.460 --> 00:35:31.333 And can I really assess that knee and  
NOTE Confidence: 0.93924726

00:35:31.333 --> 00:35:33.804 and make sure that I'm providing the  
NOTE Confidence: 0.93924726

00:35:33.804 --> 00:35:35.540 appropriate diagnosis for this patient.  
NOTE Confidence: 0.93924726

00:35:35.540 --> 00:35:37.696 Are we then ordering a lot more  
NOTE Confidence: 0.93924726

00:35:37.696 --> 00:35:38.970 imaging studies because we  
NOTE Confidence: 0.93924726

00:35:38.970 --> 00:35:40.415 don't feel confident in the.  
NOTE Confidence: 0.93924726

00:35:40.420 --> 00:35:42.457 In the our ability to diagnose our  
NOTE Confidence: 0.93924726

00:35:42.457 --> 00:35:44.472 patients in a telehealth visit in  
NOTE Confidence: 0.93924726

00:35:44.472 --> 00:35:46.620 comparison to an in person visit.  
NOTE Confidence: 0.93924726

00:35:46.620 --> 00:35:49.526 So this one is actually a both  
NOTE Confidence: 0.93924726

00:35:49.526 --> 00:35:52.256 patient and provider level embedded

NOTE Confidence: 0.93924726

00:35:52.260 --> 00:35:54.780 survey that asks the patients in a

NOTE Confidence: 0.93924726

00:35:54.780 --> 00:35:57.407 video visit or and in person visit.

NOTE Confidence: 0.93924726

00:35:57.410 --> 00:35:59.726 Around could this visit been done

NOTE Confidence: 0.93924726

00:35:59.726 --> 00:36:01.652 in the telehealth modality instead

NOTE Confidence: 0.93924726

00:36:01.652 --> 00:36:02.888 of an in person?

NOTE Confidence: 0.93924726

00:36:02.890 --> 00:36:04.552 Do you feel like you're connecting

NOTE Confidence: 0.93924726

00:36:04.552 --> 00:36:06.264 with your provider and getting the

NOTE Confidence: 0.93924726

00:36:06.264 --> 00:36:07.902 quality of care you would have

NOTE Confidence: 0.93924726

00:36:07.902 --> 00:36:09.286 expected from your provider While

NOTE Confidence: 0.93924726

00:36:09.286 --> 00:36:10.864 the same question is then asked

NOTE Confidence: 0.93924726

00:36:10.864 --> 00:36:11.852 to the clinician?

NOTE Confidence: 0.93924726

00:36:11.852 --> 00:36:13.657 Are you getting the level

NOTE Confidence: 0.93924726

00:36:13.657 --> 00:36:15.329 of quality that you are?

NOTE Confidence: 0.93924726

00:36:15.330 --> 00:36:17.304 Are you providing the level of quality

NOTE Confidence: 0.93924726

00:36:17.304 --> 00:36:19.212 that you normally provide in an in

NOTE Confidence: 0.93924726

00:36:19.212 --> 00:36:20.724 person visit and could this visit  
NOTE Confidence: 0.93924726

00:36:20.776 --> 00:36:22.486 been done in the telehealth visit?  
NOTE Confidence: 0.93924726

00:36:22.490 --> 00:36:24.520 This data will really be powerful for  
NOTE Confidence: 0.93924726

00:36:24.520 --> 00:36:27.405 us as we continue to think about how do.  
NOTE Confidence: 0.93924726

00:36:27.410 --> 00:36:28.667 Segmentations into different  
NOTE Confidence: 0.93924726

00:36:28.667 --> 00:36:31.181 modalities of of visits and then  
NOTE Confidence: 0.93924726

00:36:31.181 --> 00:36:33.755 how does that then reflect on both  
NOTE Confidence: 0.93924726

00:36:33.755 --> 00:36:35.730 the clinical quality we provide.  
NOTE Confidence: 0.93924726

00:36:35.730 --> 00:36:37.120 But then downstream around how  
NOTE Confidence: 0.93924726

00:36:37.120 --> 00:36:38.510 are we able to create  
NOTE Confidence: 0.937648293636364

00:36:38.567 --> 00:36:41.038 stickiness with our patients and ensure that  
NOTE Confidence: 0.937648293636364

00:36:41.038 --> 00:36:43.169 we're providing great patient experience,  
NOTE Confidence: 0.937648293636364

00:36:43.170 --> 00:36:45.954 but also can create the opportunity  
NOTE Confidence: 0.937648293636364

00:36:45.954 --> 00:36:49.160 to engage with them at A at a more.  
NOTE Confidence: 0.937648293636364

00:36:49.160 --> 00:36:50.024 Relationship based level,  
NOTE Confidence: 0.937648293636364

00:36:50.024 --> 00:36:52.737 the last but not the least is really our



NOTE Confidence: 0.937648293636364

00:36:52.737 --> 00:36:54.657 mandatory domain has been around social

NOTE Confidence: 0.937648293636364

00:36:54.657 --> 00:36:56.892 equity all of the three measures that I

NOTE Confidence: 0.937648293636364

00:36:56.892 --> 00:36:59.420 kind of described in the previous slides.

NOTE Confidence: 0.937648293636364

00:36:59.420 --> 00:37:01.721 We've actually built social equity filters

NOTE Confidence: 0.937648293636364

00:37:01.721 --> 00:37:03.985 for every single one of them to really

NOTE Confidence: 0.937648293636364

00:37:03.985 --> 00:37:06.037 start measuring in the various different

NOTE Confidence: 0.937648293636364

00:37:06.037 --> 00:37:08.079 clinics both Pioneer Care and specialty.

NOTE Confidence: 0.937648293636364

00:37:08.080 --> 00:37:10.426 Are we seeing a difference between?

NOTE Confidence: 0.937648293636364

00:37:10.430 --> 00:37:12.698 The equity that we're providing to our

NOTE Confidence: 0.937648293636364

00:37:12.698 --> 00:37:15.085 patients in comparison to phone or or video

NOTE Confidence: 0.937648293636364

00:37:15.085 --> 00:37:17.190 visits because it's all really a comparison,

NOTE Confidence: 0.937648293636364

00:37:17.190 --> 00:37:19.870 right for our patients were 65 and over.

NOTE Confidence: 0.937648293636364

00:37:19.870 --> 00:37:22.733 You could imagine that ability to use

NOTE Confidence: 0.937648293636364

00:37:22.733 --> 00:37:25.134 telehealth or various technology as a

NOTE Confidence: 0.937648293636364

00:37:25.134 --> 00:37:28.150 modality can be very different by zip code

NOTE Confidence: 0.937648293636364

00:37:28.150 --> 00:37:31.110 or where the patients live given that some.

NOTE Confidence: 0.937648293636364

00:37:31.110 --> 00:37:34.092 That are around Palo Alto region where

NOTE Confidence: 0.937648293636364

00:37:34.092 --> 00:37:37.230 there's a very high level of educated

NOTE Confidence: 0.937648293636364

00:37:37.230 --> 00:37:39.064 elderly that may not be a problem,

NOTE Confidence: 0.937648293636364

00:37:39.070 --> 00:37:41.135 but as we start getting into more

NOTE Confidence: 0.937648293636364

00:37:41.135 --> 00:37:42.789 of the community based areas,

NOTE Confidence: 0.937648293636364

00:37:42.790 --> 00:37:44.640 do we start seeing a.

NOTE Confidence: 0.937648293636364

00:37:44.640 --> 00:37:47.194 And equity and and how we see and

NOTE Confidence: 0.937648293636364

00:37:47.194 --> 00:37:48.679 provide care for these patients.

NOTE Confidence: 0.937648293636364

00:37:48.680 --> 00:37:51.218 So I think the last but not the least

NOTE Confidence: 0.937648293636364

00:37:51.218 --> 00:37:53.580 slide is we've actually gone all the

NOTE Confidence: 0.937648293636364

00:37:53.580 --> 00:37:55.890 way down to creating the framework,

NOTE Confidence: 0.937648293636364

00:37:55.890 --> 00:37:58.800 operationalizing and building in a dashboard.

NOTE Confidence: 0.937648293636364

00:37:58.800 --> 00:38:00.669 So our dashboard now looks at the

NOTE Confidence: 0.937648293636364

00:38:00.669 --> 00:38:02.239 three domains that I highlighted.

NOTE Confidence: 0.937648293636364

00:38:02.240 --> 00:38:04.656 The 4th domain is coming given that we

NOTE Confidence: 0.937648293636364  
00:38:04.656 --> 00:38:07.318 are just starting to collect our patient,  
NOTE Confidence: 0.937648293636364  
00:38:07.320 --> 00:38:08.744 our provider and patient.  
NOTE Confidence: 0.937648293636364  
00:38:08.744 --> 00:38:11.340 Survey data for the clinical quality domain,  
NOTE Confidence: 0.937648293636364  
00:38:11.340 --> 00:38:13.416 but the three domains are already  
NOTE Confidence: 0.937648293636364  
00:38:13.416 --> 00:38:15.427 available and we've deployed a model  
NOTE Confidence: 0.937648293636364  
00:38:15.427 --> 00:38:17.415 where we require all of the entities  
NOTE Confidence: 0.937648293636364  
00:38:17.415 --> 00:38:19.570 within Stanford to adopt at least one  
NOTE Confidence: 0.937648293636364  
00:38:19.570 --> 00:38:21.740 metric that aligns with their current  
NOTE Confidence: 0.937648293636364  
00:38:21.740 --> 00:38:24.140 processes to really start measuring.  
NOTE Confidence: 0.937648293636364  
00:38:24.140 --> 00:38:26.625 Is there a signal that we can  
NOTE Confidence: 0.937648293636364  
00:38:26.625 --> 00:38:29.050 see and then I think from.  
NOTE Confidence: 0.937648293636364  
00:38:29.050 --> 00:38:30.230 Just an example perspective,  
NOTE Confidence: 0.937648293636364  
00:38:30.230 --> 00:38:31.705 the first learning that we  
NOTE Confidence: 0.937648293636364  
00:38:31.705 --> 00:38:33.250 saw after the data was live,  
NOTE Confidence: 0.937648293636364  
00:38:33.250 --> 00:38:35.266 we noticed one of our primary care  
NOTE Confidence: 0.937648293636364

00:38:35.266 --> 00:38:37.990 clinics had a three times higher rate of

NOTE Confidence: 0.937648293636364

00:38:37.990 --> 00:38:40.210 Ed utilization after a telehealth visit.

NOTE Confidence: 0.937648293636364

00:38:40.210 --> 00:38:40.975 What is that?

NOTE Confidence: 0.937648293636364

00:38:40.975 --> 00:38:42.250 What does that really mean?

NOTE Confidence: 0.937648293636364

00:38:42.250 --> 00:38:45.650 Are we starting to see that we are

NOTE Confidence: 0.937648293636364

00:38:45.650 --> 00:38:47.303 inappropriately triaging patients

NOTE Confidence: 0.937648293636364

00:38:47.303 --> 00:38:50.609 between video visit and telehealth visit?

NOTE Confidence: 0.937648293636364

00:38:50.610 --> 00:38:52.220 How do we see those signals and

NOTE Confidence: 0.937648293636364

00:38:52.220 --> 00:38:54.426 how do we start then creating the

NOTE Confidence: 0.937648293636364

00:38:54.426 --> 00:38:57.114 the measurement system as well as?

NOTE Confidence: 0.937648293636364

00:38:57.120 --> 00:38:58.860 The improvement methodology needed

NOTE Confidence: 0.937648293636364

00:38:58.860 --> 00:39:01.451 to start creating a better patient

NOTE Confidence: 0.937648293636364

00:39:01.451 --> 00:39:03.917 experience for our populations at large.

NOTE Confidence: 0.937648293636364

00:39:03.920 --> 00:39:04.996 So with that said,

NOTE Confidence: 0.937648293636364

00:39:04.996 --> 00:39:06.844 I'll stop here and then hand it

NOTE Confidence: 0.937648293636364

00:39:06.844 --> 00:39:08.120 off to my next colleague.

NOTE Confidence: 0.9553487

00:39:11.400 --> 00:39:14.439 Thanks, Arena. Go ahead, Kristen.

NOTE Confidence: 0.892123079230769

00:39:15.000 --> 00:39:16.596 Great. Thanks. And I also see there's

NOTE Confidence: 0.892123079230769

00:39:16.596 --> 00:39:17.880 some weird animation in this slide.

NOTE Confidence: 0.892123079230769

00:39:17.880 --> 00:39:19.744 So I think you could click Karen until

NOTE Confidence: 0.892123079230769

00:39:19.744 --> 00:39:22.284 we see the rest of it. Yeah, great.

NOTE Confidence: 0.892123079230769

00:39:22.284 --> 00:39:25.670 So I think this connects in very nicely

NOTE Confidence: 0.892123079230769

00:39:25.670 --> 00:39:28.366 to where is Arena left off talking about

NOTE Confidence: 0.892123079230769

00:39:28.366 --> 00:39:30.846 social equity and thinking about a really

NOTE Confidence: 0.892123079230769

00:39:30.846 --> 00:39:32.860 important piece that I think kind of

NOTE Confidence: 0.892123079230769

00:39:32.860 --> 00:39:34.505 to date when most people think about

NOTE Confidence: 0.892123079230769

00:39:34.505 --> 00:39:36.099 telehealth quality or how do we measure

NOTE Confidence: 0.892123079230769

00:39:36.099 --> 00:39:37.749 telehealth or where is it incorporating,

NOTE Confidence: 0.892123079230769

00:39:37.750 --> 00:39:40.504 it really kind of is getting left out right.

NOTE Confidence: 0.892123079230769

00:39:40.510 --> 00:39:41.620 We talked about how does the

NOTE Confidence: 0.892123079230769

00:39:41.620 --> 00:39:43.223 visit go when it happens and what

NOTE Confidence: 0.892123079230769

00:39:43.223 --> 00:39:44.307 happens after and everything,  
NOTE Confidence: 0.892123079230769

00:39:44.310 --> 00:39:45.950 but all of those frameworks  
NOTE Confidence: 0.892123079230769

00:39:45.950 --> 00:39:47.590 are rather irrelevant if we.  
NOTE Confidence: 0.892123079230769

00:39:47.590 --> 00:39:49.534 Can't really get patients on equitably  
NOTE Confidence: 0.892123079230769

00:39:49.534 --> 00:39:51.279 and really be thinking across  
NOTE Confidence: 0.892123079230769

00:39:51.279 --> 00:39:53.229 different patient groups because also  
NOTE Confidence: 0.892123079230769

00:39:53.230 --> 00:39:54.472 we might think that older patients  
NOTE Confidence: 0.892123079230769

00:39:54.472 --> 00:39:56.043 have some of the challenges, right.  
NOTE Confidence: 0.892123079230769

00:39:56.043 --> 00:39:57.734 But I think there are other populations  
NOTE Confidence: 0.892123079230769

00:39:57.734 --> 00:39:59.430 that are going to be defined by some  
NOTE Confidence: 0.892123079230769

00:39:59.478 --> 00:40:00.962 things that maybe we capture and measure  
NOTE Confidence: 0.892123079230769

00:40:00.962 --> 00:40:02.670 in our health systems and some we don't,  
NOTE Confidence: 0.892123079230769

00:40:02.670 --> 00:40:05.217 but that are going to limit the ability for  
NOTE Confidence: 0.892123079230769

00:40:05.217 --> 00:40:07.890 us to truly have equitable access or an  
NOTE Confidence: 0.892123079230769

00:40:07.890 --> 00:40:10.310 actual use really I'll say the use part.  
NOTE Confidence: 0.892123079230769

00:40:10.310 --> 00:40:11.867 And so I and my team have spent a

NOTE Confidence: 0.892123079230769  
00:40:11.867 --> 00:40:13.674 lot of time in our doing increasing  
NOTE Confidence: 0.892123079230769  
00:40:13.674 --> 00:40:15.224 work thinking about this concept that  
NOTE Confidence: 0.892123079230769  
00:40:15.224 --> 00:40:16.799 really is the broader 1 here that  
NOTE Confidence: 0.892123079230769  
00:40:16.799 --> 00:40:18.630 I talk about of digital readiness,  
NOTE Confidence: 0.892123079230769  
00:40:18.630 --> 00:40:20.548 thinking about kind of what is the,  
NOTE Confidence: 0.892123079230769  
00:40:20.550 --> 00:40:22.230 what feeds the kind of existing  
NOTE Confidence: 0.892123079230769  
00:40:22.230 --> 00:40:23.736 and potentially growing if we're  
NOTE Confidence: 0.892123079230769  
00:40:23.736 --> 00:40:25.386 not thoughtful about addressing it,  
NOTE Confidence: 0.892123079230769  
00:40:25.390 --> 00:40:26.254 digital divide.  
NOTE Confidence: 0.892123079230769  
00:40:26.254 --> 00:40:27.550 And you know,  
NOTE Confidence: 0.892123079230769  
00:40:27.550 --> 00:40:29.188 most of what's been talked about or  
NOTE Confidence: 0.892123079230769  
00:40:29.188 --> 00:40:31.035 looked at to date really sits within  
NOTE Confidence: 0.892123079230769  
00:40:31.035 --> 00:40:32.418 that digital literacy piece that  
NOTE Confidence: 0.892123079230769  
00:40:32.418 --> 00:40:34.343 I've laid out the thinking about do  
NOTE Confidence: 0.892123079230769  
00:40:34.343 --> 00:40:35.827 people have the access to a device  
NOTE Confidence: 0.892123079230769

00:40:35.827 --> 00:40:37.265 and just do people know generally  
NOTE Confidence: 0.892123079230769

00:40:37.265 --> 00:40:38.986 how to use their device and yet.  
NOTE Confidence: 0.892123079230769

00:40:38.986 --> 00:40:40.918 As I think is probably logical to  
NOTE Confidence: 0.892123079230769

00:40:40.918 --> 00:40:42.839 most people on here and certainly  
NOTE Confidence: 0.892123079230769

00:40:42.839 --> 00:40:44.469 as we experienced at Jefferson,  
NOTE Confidence: 0.892123079230769

00:40:44.470 --> 00:40:46.966 very clearly kind of you know a few  
NOTE Confidence: 0.892123079230769

00:40:46.966 --> 00:40:49.282 months into the pandemic when we when  
NOTE Confidence: 0.892123079230769

00:40:49.282 --> 00:40:51.247 I had gotten just under \$1,000,000  
NOTE Confidence: 0.892123079230769

00:40:51.247 --> 00:40:52.595 from the Federal Communications  
NOTE Confidence: 0.892123079230769

00:40:52.595 --> 00:40:54.542 Commission to get devices for a  
NOTE Confidence: 0.892123079230769

00:40:54.542 --> 00:40:55.784 bunch of the patients to use.  
NOTE Confidence: 0.892123079230769

00:40:55.790 --> 00:40:57.800 There are many steps between handing  
NOTE Confidence: 0.892123079230769

00:40:57.800 --> 00:40:59.910 someone a device and getting them  
NOTE Confidence: 0.892123079230769

00:40:59.910 --> 00:41:01.566 miraculously on to telehealth and some  
NOTE Confidence: 0.892123079230769

00:41:01.566 --> 00:41:04.104 of it is that knowledge piece in the  
NOTE Confidence: 0.892123079230769

00:41:04.104 --> 00:41:05.819 digital literacy kind of component.



NOTE Confidence: 0.892123079230769

00:41:05.820 --> 00:41:07.555 But it's increasingly clear that

NOTE Confidence: 0.892123079230769

00:41:07.555 --> 00:41:10.064 there are much more important kind of

NOTE Confidence: 0.892123079230769

00:41:10.064 --> 00:41:11.556 fundamental challenges that some people

NOTE Confidence: 0.892123079230769

00:41:11.556 --> 00:41:13.260 face that limit their digital readiness.

NOTE Confidence: 0.892123079230769

00:41:13.260 --> 00:41:15.044 And so I'm kind of, you know,

NOTE Confidence: 0.892123079230769

00:41:15.044 --> 00:41:16.204 proposing and focusing that we

NOTE Confidence: 0.892123079230769

00:41:16.204 --> 00:41:17.613 really need to think about and

NOTE Confidence: 0.892123079230769

00:41:17.613 --> 00:41:18.939 think about then down the line,

NOTE Confidence: 0.892123079230769

00:41:18.940 --> 00:41:20.326 how do we measure these other

NOTE Confidence: 0.892123079230769

00:41:20.326 --> 00:41:21.858 bits And some of it we know.

NOTE Confidence: 0.892123079230769

00:41:21.860 --> 00:41:23.340 So one of the things is trust.

NOTE Confidence: 0.892123079230769

00:41:23.340 --> 00:41:24.960 And trust is there are different

NOTE Confidence: 0.892123079230769

00:41:24.960 --> 00:41:26.819 parts of even that to break apart,

NOTE Confidence: 0.892123079230769

00:41:26.820 --> 00:41:27.122 right.

NOTE Confidence: 0.892123079230769

00:41:27.122 --> 00:41:28.934 Some people may have challenges with

NOTE Confidence: 0.892123079230769

00:41:28.934 --> 00:41:30.886 trusting that it's safe to put their  
NOTE Confidence: 0.892123079230769

00:41:30.886 --> 00:41:32.374 information in and to trust using  
NOTE Confidence: 0.892123079230769

00:41:32.432 --> 00:41:34.136 their device for a telephone visit.  
NOTE Confidence: 0.892123079230769

00:41:34.140 --> 00:41:35.820 We spend so much time telling people.  
NOTE Confidence: 0.94830432

00:41:35.820 --> 00:41:37.493 Who don't use technology much, right?  
NOTE Confidence: 0.94830432

00:41:37.493 --> 00:41:39.258 Like, watch out for scams,  
NOTE Confidence: 0.94830432

00:41:39.260 --> 00:41:41.456 don't put your personal information anywhere.  
NOTE Confidence: 0.94830432

00:41:41.460 --> 00:41:43.338 And then suddenly we, you know,  
NOTE Confidence: 0.94830432

00:41:43.340 --> 00:41:44.365 the health system gives them  
NOTE Confidence: 0.94830432

00:41:44.365 --> 00:41:45.390 a device that probably seems  
NOTE Confidence: 0.94830432

00:41:45.428 --> 00:41:46.392 even weird in general, right?  
NOTE Confidence: 0.94830432

00:41:46.392 --> 00:41:47.596 That like, why are you giving me  
NOTE Confidence: 0.94830432

00:41:47.596 --> 00:41:49.077 an iPad and suddenly we say put all  
NOTE Confidence: 0.94830432

00:41:49.077 --> 00:41:50.206 of your information in here and  
NOTE Confidence: 0.94830432

00:41:50.206 --> 00:41:51.459 like have a visit with your doctor.  
NOTE Confidence: 0.94830432

00:41:51.460 --> 00:41:53.134 So there may be trust issues

NOTE Confidence: 0.94830432

00:41:53.134 --> 00:41:55.180 around that kind of security piece.

NOTE Confidence: 0.94830432

00:41:55.180 --> 00:41:57.148 And then there are certainly trust

NOTE Confidence: 0.94830432

00:41:57.148 --> 00:41:58.460 issues with certain populations

NOTE Confidence: 0.94830432

00:41:58.515 --> 00:42:00.423 about can my doctor really provide

NOTE Confidence: 0.94830432

00:42:00.423 --> 00:42:01.695 adequate care via telehealth?

NOTE Confidence: 0.94830432

00:42:01.700 --> 00:42:03.704 And this certainly links into earlier

NOTE Confidence: 0.94830432

00:42:03.704 --> 00:42:05.400 conversations we were having about.

NOTE Confidence: 0.94830432

00:42:05.400 --> 00:42:06.952 Physical exam and how much can be done

NOTE Confidence: 0.94830432

00:42:06.952 --> 00:42:08.396 there and can enough be done right?

NOTE Confidence: 0.94830432

00:42:08.400 --> 00:42:10.284 But the patients question this as

NOTE Confidence: 0.94830432

00:42:10.284 --> 00:42:12.135 well and probably some get more

NOTE Confidence: 0.94830432

00:42:12.135 --> 00:42:14.126 reassurance and some get less depending

NOTE Confidence: 0.94830432

00:42:14.126 --> 00:42:15.890 how experienced the providers are.

NOTE Confidence: 0.94830432

00:42:15.890 --> 00:42:17.600 On the other end of things,

NOTE Confidence: 0.94830432

00:42:17.600 --> 00:42:19.294 there are also issues that we've been

NOTE Confidence: 0.94830432

00:42:19.294 --> 00:42:20.911 hearing about though and talking with  
NOTE Confidence: 0.94830432

00:42:20.911 --> 00:42:22.479 populations about kind of acceptability  
NOTE Confidence: 0.94830432

00:42:22.479 --> 00:42:24.477 and relevance to life as well.  
NOTE Confidence: 0.94830432

00:42:24.480 --> 00:42:25.536 People saying I've gotten  
NOTE Confidence: 0.94830432

00:42:25.536 --> 00:42:27.120 healthcare my whole life in person.  
NOTE Confidence: 0.94830432

00:42:27.120 --> 00:42:28.716 We've been doing this for generations,  
NOTE Confidence: 0.94830432

00:42:28.720 --> 00:42:30.658 like why would I start getting  
NOTE Confidence: 0.94830432

00:42:30.658 --> 00:42:31.627 it via telehealth?  
NOTE Confidence: 0.94830432

00:42:31.630 --> 00:42:32.920 And not understanding that those  
NOTE Confidence: 0.94830432

00:42:32.920 --> 00:42:34.488 very groups that might be hesitant  
NOTE Confidence: 0.94830432

00:42:34.488 --> 00:42:36.105 to use this and everything you know  
NOTE Confidence: 0.94830432

00:42:36.105 --> 00:42:37.613 are the ones where actually maybe  
NOTE Confidence: 0.94830432

00:42:37.613 --> 00:42:39.305 there is the most relevance in life.  
NOTE Confidence: 0.94830432

00:42:39.305 --> 00:42:40.670 Because we go back to Lee's comment,  
NOTE Confidence: 0.94830432

00:42:40.670 --> 00:42:40.958 right,  
NOTE Confidence: 0.94830432

00:42:40.958 --> 00:42:42.746 I'm kind of the everything the

NOTE Confidence: 0.94830432

00:42:42.746 --> 00:42:44.972 patients go through to see us that

NOTE Confidence: 0.94830432

00:42:44.972 --> 00:42:46.894 really undocumented and lost patient

NOTE Confidence: 0.94830432

00:42:46.894 --> 00:42:48.438 opportunity costs into seeking

NOTE Confidence: 0.94830432

00:42:48.438 --> 00:42:49.670 care in person.

NOTE Confidence: 0.94830432

00:42:49.670 --> 00:42:52.064 You think of a single parent with

NOTE Confidence: 0.94830432

00:42:52.064 --> 00:42:54.212 kids working a couple jobs trying

NOTE Confidence: 0.94830432

00:42:54.212 --> 00:42:56.655 to get in person and you know.

NOTE Confidence: 0.94830432

00:42:56.660 --> 00:42:58.070 Helping them to see the relevance

NOTE Confidence: 0.94830432

00:42:58.070 --> 00:42:59.660 where they can kind of fit in

NOTE Confidence: 0.94830432

00:42:59.660 --> 00:43:00.660 a visit in between things,

NOTE Confidence: 0.94830432

00:43:00.660 --> 00:43:01.620 you know has immense value.

NOTE Confidence: 0.94830432

00:43:01.620 --> 00:43:02.856 And so this digital readiness I

NOTE Confidence: 0.94830432

00:43:02.856 --> 00:43:04.333 lay out is something that I think

NOTE Confidence: 0.94830432

00:43:04.333 --> 00:43:05.545 is really important to think about

NOTE Confidence: 0.94830432

00:43:05.545 --> 00:43:06.924 and that we need a measurement

NOTE Confidence: 0.94830432

00:43:06.924 --> 00:43:08.471 framework to be thinking about this.  
NOTE Confidence: 0.94830432

00:43:08.471 --> 00:43:11.759 Karen, you can go to the next slide.  
NOTE Confidence: 0.94830432

00:43:11.760 --> 00:43:13.720 And so I, you know, in looking a little bit,  
NOTE Confidence: 0.94830432

00:43:13.720 --> 00:43:14.536 again, as I said,  
NOTE Confidence: 0.94830432

00:43:14.536 --> 00:43:16.387 most of what's been looked at today is  
NOTE Confidence: 0.94830432

00:43:16.387 --> 00:43:18.115 really looking more around digital literacy.  
NOTE Confidence: 0.94830432

00:43:18.120 --> 00:43:20.080 So there are some measures that people use.  
NOTE Confidence: 0.94830432

00:43:20.080 --> 00:43:22.020 There's a digital literacy,  
NOTE Confidence: 0.94830432

00:43:22.020 --> 00:43:23.960 digital health literacy instrument,  
NOTE Confidence: 0.94830432

00:43:23.960 --> 00:43:26.025 which again is looking much more at  
NOTE Confidence: 0.94830432

00:43:26.025 --> 00:43:28.292 the functional operational skills of,  
NOTE Confidence: 0.94830432

00:43:28.292 --> 00:43:30.958 you know, can you use a device and  
NOTE Confidence: 0.94830432

00:43:30.960 --> 00:43:32.676 can you get information on it.  
NOTE Confidence: 0.94830432

00:43:32.680 --> 00:43:34.997 But not quite to that point of  
NOTE Confidence: 0.94830432

00:43:34.997 --> 00:43:36.240 understanding and kind of,  
NOTE Confidence: 0.94830432

00:43:36.240 --> 00:43:36.916 you know,

NOTE Confidence: 0.94830432

00:43:36.916 --> 00:43:38.944 being able to really kind of

NOTE Confidence: 0.94830432

00:43:38.944 --> 00:43:40.708 fit telehealth into one's life.

NOTE Confidence: 0.94830432

00:43:40.710 --> 00:43:42.910 Next slide,

NOTE Confidence: 0.94830432

00:43:42.910 --> 00:43:44.536 another one that probably is one

NOTE Confidence: 0.94830432

00:43:44.536 --> 00:43:46.192 of the more commonly ones talked

NOTE Confidence: 0.94830432

00:43:46.192 --> 00:43:47.984 about and used as an E health

NOTE Confidence: 0.94830432

00:43:47.984 --> 00:43:49.269 literacy assessment toolkit.

NOTE Confidence: 0.94830432

00:43:49.270 --> 00:43:49.890 Again though,

NOTE Confidence: 0.94830432

00:43:49.890 --> 00:43:51.440 just these are examples of

NOTE Confidence: 0.94830432

00:43:51.440 --> 00:43:52.750 the measures that exist.

NOTE Confidence: 0.94830432

00:43:52.750 --> 00:43:54.710 They measure some of maybe what's important,

NOTE Confidence: 0.94830432

00:43:54.710 --> 00:43:58.790 but are missing some key domains as well.

NOTE Confidence: 0.94830432

00:43:58.790 --> 00:44:01.130 Next slide.

NOTE Confidence: 0.94830432

00:44:01.130 --> 00:44:03.180 And so I kind of I put this more out

NOTE Confidence: 0.8888706225

00:44:03.241 --> 00:44:05.005 not as a framework we're using,

NOTE Confidence: 0.8888706225

00:44:05.010 --> 00:44:06.626 but as a measure that we've been kind  
NOTE Confidence: 0.8888706225

00:44:06.626 --> 00:44:08.089 of thinking about and doing some early  
NOTE Confidence: 0.8888706225

00:44:08.089 --> 00:44:09.810 work into and our work and development.  
NOTE Confidence: 0.8888706225

00:44:09.810 --> 00:44:12.090 But it's kind of a digital readiness measure,  
NOTE Confidence: 0.8888706225

00:44:12.090 --> 00:44:14.337 something that we could be using and  
NOTE Confidence: 0.8888706225

00:44:14.337 --> 00:44:17.208 that I think should be using to be  
NOTE Confidence: 0.8888706225

00:44:17.208 --> 00:44:19.211 measuring across the domains which some  
NOTE Confidence: 0.8888706225

00:44:19.211 --> 00:44:20.499 of which I lay out here and others  
NOTE Confidence: 0.8888706225

00:44:20.499 --> 00:44:21.890 of which I haven't identified yet.  
NOTE Confidence: 0.8888706225

00:44:21.890 --> 00:44:24.690 But to really be able to understand what  
NOTE Confidence: 0.8888706225

00:44:24.690 --> 00:44:26.696 are all of those elements that feed  
NOTE Confidence: 0.8888706225

00:44:26.696 --> 00:44:28.950 into digital readiness and then how can  
NOTE Confidence: 0.8888706225

00:44:29.015 --> 00:44:31.127 we develop interventions to really be.  
NOTE Confidence: 0.8888706225

00:44:31.130 --> 00:44:33.498 Addressing them so that we can get people  
NOTE Confidence: 0.8888706225

00:44:33.498 --> 00:44:35.849 on equitably and while we acknowledge right,  
NOTE Confidence: 0.8888706225

00:44:35.850 --> 00:44:38.090 telehealth is never going to be the



NOTE Confidence: 0.8888706225

00:44:38.090 --> 00:44:40.368 right thing for everyone every time.

NOTE Confidence: 0.8888706225

00:44:40.370 --> 00:44:42.722 I think with this work we can at

NOTE Confidence: 0.8888706225

00:44:42.722 --> 00:44:44.912 least work to ensure that everybody

NOTE Confidence: 0.8888706225

00:44:44.912 --> 00:44:47.210 has a legitimate choice to say,

NOTE Confidence: 0.8888706225

00:44:47.210 --> 00:44:48.430 is telehealth the right thing

NOTE Confidence: 0.8888706225

00:44:48.430 --> 00:44:49.650 for me today or not,

NOTE Confidence: 0.8888706225

00:44:49.650 --> 00:44:51.260 Can understand how to use it and

NOTE Confidence: 0.8888706225

00:44:51.260 --> 00:44:52.737 can understand what it could do for

NOTE Confidence: 0.8888706225

00:44:52.737 --> 00:44:54.210 them so that people can be making

NOTE Confidence: 0.8888706225

00:44:54.210 --> 00:44:55.450 some better decisions about,

NOTE Confidence: 0.8888706225

00:44:55.450 --> 00:44:56.312 you know,

NOTE Confidence: 0.8888706225

00:44:56.312 --> 00:45:01.620 when and how they fit telehealth into life.

NOTE Confidence: 0.8888706225

00:45:01.620 --> 00:45:02.964 And I think that's the end of my

NOTE Confidence: 0.8888706225

00:45:02.964 --> 00:45:03.978 slides there in the end of us,

NOTE Confidence: 0.8888706225

00:45:03.980 --> 00:45:05.966 so happy to turn over to

NOTE Confidence: 0.8888706225

00:45:05.966 --> 00:45:10.220 questions fantastic Kristen  
NOTE Confidence: 0.9070133444444444

00:45:10.220 --> 00:45:12.884 to the participants that continue to  
NOTE Confidence: 0.9070133444444444

00:45:12.884 --> 00:45:16.060 send us your questions in the chat  
NOTE Confidence: 0.9070133444444444

00:45:16.060 --> 00:45:18.484 function and myself and the members  
NOTE Confidence: 0.9070133444444444

00:45:18.484 --> 00:45:21.018 will will answer them either live in  
NOTE Confidence: 0.9070133444444444

00:45:21.018 --> 00:45:23.524 our in our in our panel discussion  
NOTE Confidence: 0.9070133444444444

00:45:23.524 --> 00:45:26.260 or or through the chat function.  
NOTE Confidence: 0.9070133444444444

00:45:26.260 --> 00:45:30.200 But to start us off we've you know,  
NOTE Confidence: 0.9070133444444444

00:45:30.200 --> 00:45:31.120 we've heard.  
NOTE Confidence: 0.9070133444444444

00:45:31.120 --> 00:45:36.055 We've heard now a number of frameworks  
NOTE Confidence: 0.9070133444444444

00:45:36.055 --> 00:45:40.720 presented regarding the the multi domain  
NOTE Confidence: 0.9070133444444444

00:45:40.720 --> 00:45:44.116 assessments of quality and virtual care.  
NOTE Confidence: 0.9070133444444444

00:45:44.120 --> 00:45:46.433 I I I have found and and and the.  
NOTE Confidence: 0.9070133444444444

00:45:46.440 --> 00:45:50.184 The panelists in this group have found it  
NOTE Confidence: 0.9070133444444444

00:45:50.184 --> 00:45:53.288 quite reassuring that there are although  
NOTE Confidence: 0.9070133444444444

00:45:53.288 --> 00:45:55.998 these were in largely independently

NOTE Confidence: 0.907013344444444

00:45:55.998 --> 00:45:58.288 developed that there are tremendous.

NOTE Confidence: 0.907013344444444

00:45:58.288 --> 00:46:01.128 Overlap and similarities but they're

NOTE Confidence: 0.907013344444444

00:46:01.128 --> 00:46:03.340 definitely some differences Let let's

NOTE Confidence: 0.907013344444444

00:46:03.340 --> 00:46:05.549 start with that if I could just open it

NOTE Confidence: 0.907013344444444

00:46:05.549 --> 00:46:08.000 up to to the paddle members who would

NOTE Confidence: 0.907013344444444

00:46:08.000 --> 00:46:11.410 like to who would like to discuss what

NOTE Confidence: 0.907013344444444

00:46:11.410 --> 00:46:13.390 what what you've observed with regard

NOTE Confidence: 0.907013344444444

00:46:13.390 --> 00:46:15.923 to perhaps let's start with with the

NOTE Confidence: 0.907013344444444

00:46:15.923 --> 00:46:17.403 most striking similarities between

NOTE Confidence: 0.907013344444444

00:46:17.403 --> 00:46:19.600 the between the frameworks presented.

NOTE Confidence: 0.931627755714286

00:46:24.480 --> 00:46:26.559 I can start this is Jason so

NOTE Confidence: 0.784222804

00:46:26.560 --> 00:46:27.480 I I mean I think.

NOTE Confidence: 0.88014006

00:46:29.610 --> 00:46:30.810 There, there are two things

NOTE Confidence: 0.88014006

00:46:30.810 --> 00:46:32.010 that immediately come to mind.

NOTE Confidence: 0.88014006

00:46:32.010 --> 00:46:35.524 I think conceptually we were all really

NOTE Confidence: 0.88014006

00:46:35.524 --> 00:46:38.999 thinking along the same lines as rather  
NOTE Confidence: 0.88014006

00:46:38.999 --> 00:46:42.522 than getting into high degrees of  
NOTE Confidence: 0.88014006

00:46:42.522 --> 00:46:44.610 specificity with being prescriptive  
NOTE Confidence: 0.88014006

00:46:44.610 --> 00:46:46.650 in what needed to be measured,  
NOTE Confidence: 0.88014006

00:46:46.650 --> 00:46:49.248 we were thinking much more conceptually.  
NOTE Confidence: 0.88014006

00:46:49.250 --> 00:46:52.125 And I think that's really  
NOTE Confidence: 0.88014006

00:46:52.125 --> 00:46:54.425 important to understand because.  
NOTE Confidence: 0.88014006

00:46:54.430 --> 00:46:55.550 I've been around quality  
NOTE Confidence: 0.88014006

00:46:55.550 --> 00:46:56.390 measurement long enough,  
NOTE Confidence: 0.88014006

00:46:56.390 --> 00:46:58.343 as I'm sure everybody on this call has been,  
NOTE Confidence: 0.88014006

00:46:58.350 --> 00:47:00.025 that when you get overly  
NOTE Confidence: 0.88014006

00:47:00.025 --> 00:47:01.030 prescriptive about it,  
NOTE Confidence: 0.88014006

00:47:01.030 --> 00:47:03.914 it measures tend to not work because  
NOTE Confidence: 0.88014006

00:47:03.914 --> 00:47:06.162 they're they're not taking into  
NOTE Confidence: 0.88014006

00:47:06.162 --> 00:47:09.132 account I think some of the nuances  
NOTE Confidence: 0.88014006

00:47:09.132 --> 00:47:11.670 or the variations in practice.

NOTE Confidence: 0.88014006

00:47:11.670 --> 00:47:14.022 And they're really just sort of focused

NOTE Confidence: 0.88014006

00:47:14.022 --> 00:47:16.842 on a very singular event and measuring

NOTE Confidence: 0.88014006

00:47:16.842 --> 00:47:19.930 that event at that time and I think.

NOTE Confidence: 0.88014006

00:47:19.930 --> 00:47:22.010 Telehealth provides a whole new,

NOTE Confidence: 0.88014006

00:47:22.010 --> 00:47:23.930 different output outlook,

NOTE Confidence: 0.88014006

00:47:23.930 --> 00:47:25.766 which is you know,

NOTE Confidence: 0.88014006

00:47:25.766 --> 00:47:27.434 the various patients are going to

NOTE Confidence: 0.88014006

00:47:27.434 --> 00:47:28.999 be using telehealth for various

NOTE Confidence: 0.88014006

00:47:28.999 --> 00:47:31.211 reasons and they're not all going to

NOTE Confidence: 0.88014006

00:47:31.267 --> 00:47:33.085 be just around a single encounter.

NOTE Confidence: 0.88014006

00:47:33.090 --> 00:47:35.410 It may be far more comprehensive than that.

NOTE Confidence: 0.88014006

00:47:35.410 --> 00:47:37.664 And the reason why they are using

NOTE Confidence: 0.88014006

00:47:37.664 --> 00:47:40.032 telehealth is also going to be very

NOTE Confidence: 0.88014006

00:47:40.032 --> 00:47:42.890 different. It may not just simply be.

NOTE Confidence: 0.88014006

00:47:42.890 --> 00:47:46.838 They can't travel to a provider.

NOTE Confidence: 0.88014006

00:47:46.840 --> 00:47:49.332 It may be because they can't take  
NOTE Confidence: 0.88014006

00:47:49.332 --> 00:47:51.592 work off because they don't get  
NOTE Confidence: 0.88014006

00:47:51.592 --> 00:47:53.818 any sort of compensated paid time  
NOTE Confidence: 0.88014006

00:47:53.818 --> 00:47:55.756 off to go see a provider.  
NOTE Confidence: 0.88014006

00:47:55.760 --> 00:47:58.140 It may be that they are uncomfortable  
NOTE Confidence: 0.88014006

00:47:58.140 --> 00:48:00.591 being in front of a provider and  
NOTE Confidence: 0.88014006

00:48:00.591 --> 00:48:02.291 more comfortable being in front  
NOTE Confidence: 0.88014006

00:48:02.291 --> 00:48:03.880 of a computer screen.  
NOTE Confidence: 0.88014006

00:48:03.880 --> 00:48:06.344 And I would somewhat jokingly say that  
NOTE Confidence: 0.88014006

00:48:06.344 --> 00:48:08.456 probably applies to 98% of teenagers  
NOTE Confidence: 0.88014006

00:48:08.456 --> 00:48:10.686 and adolescents everywhere because  
NOTE Confidence: 0.88014006

00:48:10.686 --> 00:48:13.116 they communicate via their devices,  
NOTE Confidence: 0.88014006

00:48:13.120 --> 00:48:14.744 not necessarily in person.  
NOTE Confidence: 0.88014006

00:48:14.744 --> 00:48:16.774 So I think that conceptually  
NOTE Confidence: 0.88014006

00:48:16.774 --> 00:48:19.354 when we start looking at what  
NOTE Confidence: 0.88014006

00:48:19.354 --> 00:48:21.038 these overarching concepts are,

NOTE Confidence: 0.88014006

00:48:21.040 --> 00:48:22.530 that's really the best foundation

NOTE Confidence: 0.88014006

00:48:22.530 --> 00:48:24.320 of which to build measures from.

NOTE Confidence: 0.88014006

00:48:24.320 --> 00:48:26.534 Because you're taking like an overall

NOTE Confidence: 0.88014006

00:48:26.534 --> 00:48:28.814 concept of access and you're really

NOTE Confidence: 0.88014006

00:48:28.814 --> 00:48:31.028 trying to understand what access means

NOTE Confidence: 0.88014006

00:48:31.028 --> 00:48:33.957 in the concept of a telehealth encounter.

NOTE Confidence: 0.88014006

00:48:33.960 --> 00:48:35.976 And that I think provides a measure

NOTE Confidence: 0.88014006

00:48:35.976 --> 00:48:37.692 that is much more comprehensive

NOTE Confidence: 0.88014006

00:48:37.692 --> 00:48:40.068 and much more accurate and really

NOTE Confidence: 0.88014006

00:48:40.068 --> 00:48:42.075 assessing the impact and overall

NOTE Confidence: 0.88014006

00:48:42.075 --> 00:48:43.615 quality of that encounter.

NOTE Confidence: 0.88014006

00:48:43.620 --> 00:48:45.612 Because it's really building

NOTE Confidence: 0.88014006

00:48:45.612 --> 00:48:48.600 from this high level concept into

NOTE Confidence: 0.88014006

00:48:48.687 --> 00:48:51.017 a very specific detailed one,

NOTE Confidence: 0.88014006

00:48:51.020 --> 00:48:52.700 and I'm talking a lot with my hands,

NOTE Confidence: 0.88014006

00:48:52.700 --> 00:48:54.355 which is unfortunate that none  
NOTE Confidence: 0.88014006

00:48:54.355 --> 00:48:56.260 of you can actually see me.  
NOTE Confidence: 0.88014006

00:48:56.260 --> 00:49:00.390 The second part is that I really  
NOTE Confidence: 0.88014006

00:49:00.390 --> 00:49:03.915 appreciate my fellow colleagues and  
NOTE Confidence: 0.88014006

00:49:03.915 --> 00:49:06.320 panelists for aligning I think these  
NOTE Confidence: 0.88014006

00:49:06.320 --> 00:49:08.020 frameworks into the overall AAA,  
NOTE Confidence: 0.88014006

00:49:08.020 --> 00:49:09.455 which I think we were all doing.  
NOTE Confidence: 0.88014006

00:49:09.460 --> 00:49:10.675 You know, it's.  
NOTE Confidence: 0.88014006

00:49:10.675 --> 00:49:14.319 And what thoughts on the triple AM can vary,  
NOTE Confidence: 0.88014006

00:49:14.320 --> 00:49:15.706 but what it really does get to  
NOTE Confidence: 0.88014006

00:49:15.706 --> 00:49:17.159 is you know what's the value,  
NOTE Confidence: 0.88014006

00:49:17.160 --> 00:49:18.987 what's the impact and what's the what  
NOTE Confidence: 0.88014006

00:49:18.987 --> 00:49:21.316 the where the quality outcomes going to be.  
NOTE Confidence: 0.88014006

00:49:21.320 --> 00:49:23.932 And and that's really what that's supposed  
NOTE Confidence: 0.88014006

00:49:23.932 --> 00:49:26.354 to be focused on value impact cost.  
NOTE Confidence: 0.88014006

00:49:26.360 --> 00:49:29.450 And and I think that because



NOTE Confidence: 0.88014006

00:49:29.450 --> 00:49:31.458 of that it really shows,

NOTE Confidence: 0.88014006

00:49:31.458 --> 00:49:33.740 I think that when we start really

NOTE Confidence: 0.88014006

00:49:33.814 --> 00:49:35.354 getting into these measures

NOTE Confidence: 0.88014006

00:49:35.354 --> 00:49:37.664 that we're really going to show

NOTE Confidence: 0.88014006

00:49:37.736 --> 00:49:39.368 how telehealth can align.

NOTE Confidence: 0.88014006

00:49:39.370 --> 00:49:40.845 With normal with care delivery

NOTE Confidence: 0.88014006

00:49:40.845 --> 00:49:42.320 and and I think that's

NOTE Confidence: 0.934933038

00:49:42.379 --> 00:49:44.367 another thing I heard people on the

NOTE Confidence: 0.934933038

00:49:44.367 --> 00:49:46.362 first panel say and I heard all of

NOTE Confidence: 0.934933038

00:49:46.362 --> 00:49:48.275 us echo which is and and Jordan said

NOTE Confidence: 0.934933038

00:49:48.275 --> 00:49:50.200 this as well as anybody could say

NOTE Confidence: 0.934933038

00:49:50.265 --> 00:49:52.232 I usually always make this joke as

NOTE Confidence: 0.934933038

00:49:52.232 --> 00:49:54.165 Judd knows that that people think

NOTE Confidence: 0.934933038

00:49:54.165 --> 00:49:55.880 telehealth is this magical mystical

NOTE Confidence: 0.934933038

00:49:55.880 --> 00:49:58.174 form of healthcare like a Unicorn

NOTE Confidence: 0.934933038

00:49:58.174 --> 00:50:00.580 which it's not there's no such  
NOTE Confidence: 0.934933038

00:50:00.654 --> 00:50:03.086 thing as a Unicorn so this is just  
NOTE Confidence: 0.934933038

00:50:03.090 --> 00:50:04.494 regular healthcare delivery and.  
NOTE Confidence: 0.934933038

00:50:04.494 --> 00:50:07.039 I think when we show how measures  
NOTE Confidence: 0.934933038

00:50:07.039 --> 00:50:08.889 align with the triple lane,  
NOTE Confidence: 0.934933038

00:50:08.890 --> 00:50:11.977 we're really making that case a lot  
NOTE Confidence: 0.934933038

00:50:11.977 --> 00:50:14.674 stronger that it's it's just a it's  
NOTE Confidence: 0.934933038

00:50:14.674 --> 00:50:16.210 just healthcare delivered through  
NOTE Confidence: 0.934933038

00:50:16.210 --> 00:50:18.850 another media and and the sooner we  
NOTE Confidence: 0.934933038

00:50:18.850 --> 00:50:20.830 get people to understand that the  
NOTE Confidence: 0.934933038

00:50:20.830 --> 00:50:23.080 longer it's going to be around and  
NOTE Confidence: 0.934933038

00:50:23.080 --> 00:50:25.160 the more accepted it's going to be.  
NOTE Confidence: 0.934933038

00:50:25.160 --> 00:50:27.360 I think a lot of people have started  
NOTE Confidence: 0.934933038

00:50:27.426 --> 00:50:29.282 to see that because of COVID,  
NOTE Confidence: 0.934933038

00:50:29.282 --> 00:50:31.970 but I think that it's sustainability over  
NOTE Confidence: 0.934933038

00:50:32.036 --> 00:50:34.508 time is really going to be aligned to.

NOTE Confidence: 0.934933038

00:50:34.510 --> 00:50:36.890 People accepting it as a form of

NOTE Confidence: 0.934933038

00:50:36.890 --> 00:50:40.768 care and not as some form of of

NOTE Confidence: 0.934933038

00:50:40.768 --> 00:50:42.770 care that is beyond their level of

NOTE Confidence: 0.934933038

00:50:42.843 --> 00:50:45.293 comprehension and the way to do that

NOTE Confidence: 0.934933038

00:50:45.293 --> 00:50:47.215 is really evidence based practice

NOTE Confidence: 0.934933038

00:50:47.215 --> 00:50:49.621 and measures that align with the

NOTE Confidence: 0.934933038

00:50:49.621 --> 00:50:51.030 triple-A really goes a long way.

NOTE Confidence: 0.94226628

00:50:53.430 --> 00:50:54.750 Thank you very much, Jason.

NOTE Confidence: 0.95635504

00:50:58.590 --> 00:51:01.230 In the frameworks presented there,

NOTE Confidence: 0.95635504

00:51:01.230 --> 00:51:03.370 there were there were certainly

NOTE Confidence: 0.95635504

00:51:03.370 --> 00:51:05.510 some differences that came out.

NOTE Confidence: 0.95635504

00:51:05.510 --> 00:51:07.498 Some of the differences that we noticed

NOTE Confidence: 0.95635504

00:51:07.498 --> 00:51:10.100 not not all the frameworks have have

NOTE Confidence: 0.95635504

00:51:10.100 --> 00:51:13.375 had a domain or included domain focused

NOTE Confidence: 0.95635504

00:51:13.375 --> 00:51:17.190 on social equity and not all the

NOTE Confidence: 0.95635504

00:51:17.190 --> 00:51:20.670 frameworks have had a domain that is  
NOTE Confidence: 0.95635504

00:51:20.670 --> 00:51:23.470 focused on innovation and marketing.  
NOTE Confidence: 0.95635504

00:51:23.470 --> 00:51:25.325 Do any of the panelists want to  
NOTE Confidence: 0.95635504

00:51:25.325 --> 00:51:27.387 speak a little bit more detail about  
NOTE Confidence: 0.95635504

00:51:27.390 --> 00:51:30.318 maybe some of these these concepts  
NOTE Confidence: 0.95635504

00:51:30.318 --> 00:51:32.299 and and implications of?  
NOTE Confidence: 0.95635504

00:51:32.299 --> 00:51:35.353 Of their presence or absence for  
NOTE Confidence: 0.95635504

00:51:35.353 --> 00:51:36.880 that healthcare organization.  
NOTE Confidence: 0.9402536

00:51:43.040 --> 00:51:44.210 This is Jordan. I can definitely  
NOTE Confidence: 0.9402536

00:51:44.210 --> 00:51:45.220 start and I'll look to  
NOTE Confidence: 0.880699227

00:51:45.261 --> 00:51:46.186 some of my other panelists  
NOTE Confidence: 0.880699227

00:51:46.186 --> 00:51:48.308 to jump in as well. And Dr.  
NOTE Confidence: 0.880699227

00:51:48.308 --> 00:51:50.684 Schwam had shared some  
NOTE Confidence: 0.880699227

00:51:50.684 --> 00:51:53.720 insights as well noting that.  
NOTE Confidence: 0.880699227

00:51:53.720 --> 00:51:55.785 You know, value is often a little  
NOTE Confidence: 0.880699227

00:51:55.785 --> 00:51:57.213 bit different than quality in

NOTE Confidence: 0.880699227

00:51:57.213 --> 00:51:59.125 in terms of the fact that it it

NOTE Confidence: 0.880699227

00:51:59.182 --> 00:52:01.027 often doesn't take into account

NOTE Confidence: 0.880699227

00:52:01.027 --> 00:52:02.872 some of the financial components.

NOTE Confidence: 0.880699227

00:52:02.880 --> 00:52:04.280 And I think that's that's

NOTE Confidence: 0.880699227

00:52:04.280 --> 00:52:05.400 a really great point.

NOTE Confidence: 0.880699227

00:52:05.400 --> 00:52:08.004 And and was one of the things

NOTE Confidence: 0.880699227

00:52:08.004 --> 00:52:09.992 that we wrestled with as we were

NOTE Confidence: 0.880699227

00:52:09.992 --> 00:52:11.915 starting to think about how do

NOTE Confidence: 0.880699227

00:52:11.915 --> 00:52:13.530 we create an objective framework

NOTE Confidence: 0.880699227

00:52:13.530 --> 00:52:15.756 around which to think about our

NOTE Confidence: 0.880699227

00:52:15.756 --> 00:52:17.228 approach to different telehealth

NOTE Confidence: 0.880699227

00:52:17.228 --> 00:52:20.380 services and modalities really

NOTE Confidence: 0.880699227

00:52:20.380 --> 00:52:23.880 recognizing that value or quality.

NOTE Confidence: 0.880699227

00:52:23.880 --> 00:52:27.765 Is largely subjective.

NOTE Confidence: 0.880699227

00:52:27.765 --> 00:52:32.355 It's relative to a individual's perspectives,

NOTE Confidence: 0.880699227

00:52:32.360 --> 00:52:32.681 right?

NOTE Confidence: 0.880699227

00:52:32.681 --> 00:52:35.249 And so we really wanted to try to

NOTE Confidence: 0.880699227

00:52:35.249 --> 00:52:38.031 create a framework that depicted A

NOTE Confidence: 0.880699227

00:52:38.031 --> 00:52:39.943 telehealth service independent of

NOTE Confidence: 0.880699227

00:52:39.943 --> 00:52:42.677 anyone's individual preferences on those,

NOTE Confidence: 0.880699227

00:52:42.680 --> 00:52:43.808 those individual dimensions.

NOTE Confidence: 0.880699227

00:52:43.808 --> 00:52:46.440 And we really felt remiss if we

NOTE Confidence: 0.880699227

00:52:46.511 --> 00:52:48.731 didn't include some of those those

NOTE Confidence: 0.880699227

00:52:48.731 --> 00:52:50.664 cost factors within that because

NOTE Confidence: 0.880699227

00:52:50.664 --> 00:52:52.974 we often recognizes that that's it.

NOTE Confidence: 0.880699227

00:52:52.980 --> 00:52:55.178 A big driver of a lot of,

NOTE Confidence: 0.880699227

00:52:55.180 --> 00:52:56.632 a lot of conversations,

NOTE Confidence: 0.880699227

00:52:56.632 --> 00:52:58.084 especially if we're thinking

NOTE Confidence: 0.880699227

00:52:58.084 --> 00:53:00.796 of a value or quality from the

NOTE Confidence: 0.880699227

00:53:00.796 --> 00:53:03.484 perspective of our payers or our

NOTE Confidence: 0.880699227

00:53:03.484 --> 00:53:05.738 employers that we partner with,

NOTE Confidence: 0.880699227

00:53:05.740 --> 00:53:08.862 but also very much from the perspective

NOTE Confidence: 0.880699227

00:53:08.862 --> 00:53:11.665 of our patients for which cost,

NOTE Confidence: 0.880699227

00:53:11.665 --> 00:53:15.535 healthcare costs overall are a big,

NOTE Confidence: 0.880699227

00:53:15.540 --> 00:53:17.010 a big factor.

NOTE Confidence: 0.880699227

00:53:17.010 --> 00:53:19.474 And a big consideration as they

NOTE Confidence: 0.880699227

00:53:19.474 --> 00:53:20.734 think about not only different

NOTE Confidence: 0.880699227

00:53:20.734 --> 00:53:22.222 types of services but different

NOTE Confidence: 0.880699227

00:53:22.222 --> 00:53:23.582 modalities through which those

NOTE Confidence: 0.880699227

00:53:23.582 --> 00:53:24.602 services are delivered.

NOTE Confidence: 0.936899068333334

00:53:25.890 --> 00:53:28.978 You know Bart, let me just make a

NOTE Confidence: 0.936899068333334

00:53:28.978 --> 00:53:30.932 quick comment which is you know,

NOTE Confidence: 0.936899068333334

00:53:30.932 --> 00:53:32.479 I find again it's another one of

NOTE Confidence: 0.936899068333334

00:53:32.479 --> 00:53:34.088 those apples to apples comparisons.

NOTE Confidence: 0.936899068333334

00:53:34.090 --> 00:53:36.184 Nobody questions me about the value

NOTE Confidence: 0.936899068333334

00:53:36.184 --> 00:53:39.120 of a follow up visit in my clinic for

NOTE Confidence: 0.936899068333334

00:53:39.120 --> 00:53:41.780 a patient who I saw in the hospital.  
NOTE Confidence: 0.936899068333334

00:53:41.780 --> 00:53:43.499 No one says what is the value of a  
NOTE Confidence: 0.936899068333334

00:53:43.499 --> 00:53:45.177 neurology visit is should that be paid for,  
NOTE Confidence: 0.936899068333334

00:53:45.180 --> 00:53:46.896 does that need a prior authorization?  
NOTE Confidence: 0.936899068333334

00:53:46.900 --> 00:53:47.980 Should I, you know,  
NOTE Confidence: 0.936899068333334

00:53:47.980 --> 00:53:50.058 should I limit that to a specific  
NOTE Confidence: 0.936899068333334

00:53:50.058 --> 00:53:52.023 network different than the network  
NOTE Confidence: 0.936899068333334

00:53:52.023 --> 00:53:54.580 of providers I would normally issue.  
NOTE Confidence: 0.936899068333334

00:53:54.580 --> 00:53:57.016 But with virtual care we're often asked  
NOTE Confidence: 0.936899068333334

00:53:57.016 --> 00:53:59.937 to just what is the value of that visit.  
NOTE Confidence: 0.936899068333334

00:53:59.940 --> 00:54:02.244 And I think it's a it's a very difficult  
NOTE Confidence: 0.936899068333334

00:54:02.244 --> 00:54:03.939 question to answer really along the  
NOTE Confidence: 0.936899068333334

00:54:03.939 --> 00:54:05.900 lines that that Jordan has mentioned,  
NOTE Confidence: 0.936899068333334

00:54:05.900 --> 00:54:09.198 but I can say for certain that.  
NOTE Confidence: 0.936899068333334

00:54:09.198 --> 00:54:10.194 Telehealth activities,  
NOTE Confidence: 0.936899068333334

00:54:10.194 --> 00:54:12.684 virtual care activities are always



NOTE Confidence: 0.936899068333334  
00:54:12.684 --> 00:54:15.255 viewed through the lens at at my  
NOTE Confidence: 0.936899068333334  
00:54:15.255 --> 00:54:17.381 organization of how will this?  
NOTE Confidence: 0.936899068333334  
00:54:17.381 --> 00:54:20.423 What is the financial impact of  
NOTE Confidence: 0.936899068333334  
00:54:20.423 --> 00:54:23.057 shifting care to this modality?  
NOTE Confidence: 0.936899068333334  
00:54:23.060 --> 00:54:26.068 I need to see that along with the  
NOTE Confidence: 0.936899068333334  
00:54:26.068 --> 00:54:28.258 quality implications so that I can  
NOTE Confidence: 0.936899068333334  
00:54:28.258 --> 00:54:30.750 understand whether or not I can  
NOTE Confidence: 0.936899068333334  
00:54:30.750 --> 00:54:34.140 continue to afford this massive shift.  
NOTE Confidence: 0.936899068333334  
00:54:34.140 --> 00:54:36.198 Because if you think about it.  
NOTE Confidence: 0.936899068333334  
00:54:36.200 --> 00:54:37.400 Any one of our health systems,  
NOTE Confidence: 0.936899068333334  
00:54:37.400 --> 00:54:39.032 if you told them you were going to  
NOTE Confidence: 0.936899068333334  
00:54:39.032 --> 00:54:41.280 take 20% of their volume and drop  
NOTE Confidence: 0.936899068333334  
00:54:41.280 --> 00:54:43.815 its revenue by a fixed portion  
NOTE Confidence: 0.936899068333334  
00:54:43.815 --> 00:54:45.639 or eliminated entirely,  
NOTE Confidence: 0.936899068333334  
00:54:45.640 --> 00:54:46.960 that would be a nonstarter,  
NOTE Confidence: 0.936899068333334

00:54:46.960 --> 00:54:47.731 right, that you,  
NOTE Confidence: 0.936899068333334

00:54:47.731 --> 00:54:49.819 you'd have to have a very compelling business  
NOTE Confidence: 0.936899068333334

00:54:49.819 --> 00:54:51.916 plan for why you were going to do that.  
NOTE Confidence: 0.936899068333334

00:54:51.920 --> 00:54:54.854 And so I I think that it's unfortunate that  
NOTE Confidence: 0.936899068333334

00:54:54.854 --> 00:54:57.757 it's inextricably woven into the finances.  
NOTE Confidence: 0.936899068333334

00:54:57.760 --> 00:54:59.320 But on the other hand,  
NOTE Confidence: 0.936899068333334

00:54:59.320 --> 00:55:02.533 maybe again the false dichotomy of quality  
NOTE Confidence: 0.936899068333334

00:55:02.533 --> 00:55:05.630 versus cost here is something that we.  
NOTE Confidence: 0.936899068333334

00:55:05.630 --> 00:55:06.974 Are always thinking about on the  
NOTE Confidence: 0.936899068333334

00:55:06.974 --> 00:55:08.429 in person brick and mortar side.  
NOTE Confidence: 0.936899068333334

00:55:08.430 --> 00:55:10.306 We just don't talk about it in  
NOTE Confidence: 0.936899068333334

00:55:10.306 --> 00:55:11.110 the same sentence.  
NOTE Confidence: 0.936899068333334

00:55:11.110 --> 00:55:12.950 So maybe it's in fact a step forward.  
NOTE Confidence: 0.930702233

00:55:13.470 --> 00:55:16.222 Yeah I I think you're rightly I think  
NOTE Confidence: 0.930702233

00:55:16.222 --> 00:55:19.070 you're right it it's not it's not so  
NOTE Confidence: 0.930702233

00:55:19.070 --> 00:55:22.190 much that it's not so much that our

NOTE Confidence: 0.930702233

00:55:22.190 --> 00:55:24.430 leadership across healthcare organizations

NOTE Confidence: 0.930702233

00:55:24.430 --> 00:55:28.525 have dismissed or or or let go of

NOTE Confidence: 0.930702233

00:55:28.525 --> 00:55:31.865 the of the cost aspect of a of a more

NOTE Confidence: 0.930702233

00:55:31.865 --> 00:55:34.008 traditional healthcare model but but.

NOTE Confidence: 0.930702233

00:55:34.010 --> 00:55:38.706 But when, but when cost is relatively stable

NOTE Confidence: 0.930702233

00:55:38.706 --> 00:55:43.194 or understood or fluctuates only by a little

NOTE Confidence: 0.930702233

00:55:43.194 --> 00:55:46.328 degree in any incremental period of time,

NOTE Confidence: 0.930702233

00:55:46.330 --> 00:55:48.690 it's as though there's an

NOTE Confidence: 0.930702233

00:55:48.690 --> 00:55:51.050 enhanced focus on the quality.

NOTE Confidence: 0.930702233

00:55:51.050 --> 00:55:52.205 In this instance,

NOTE Confidence: 0.930702233

00:55:52.205 --> 00:55:54.130 as you've as you've highlighted,

NOTE Confidence: 0.930702233

00:55:54.130 --> 00:55:57.950 we are in an era with a dynamic shift

NOTE Confidence: 0.930702233

00:55:57.950 --> 00:56:01.500 in incremental cost associated with.

NOTE Confidence: 0.930702233

00:56:01.500 --> 00:56:03.708 With reengineering, retooling,

NOTE Confidence: 0.930702233

00:56:03.708 --> 00:56:06.652 redeveloping our operations and

NOTE Confidence: 0.930702233

00:56:06.652 --> 00:56:10.285 systems to accommodate all of our  
NOTE Confidence: 0.930702233

00:56:10.285 --> 00:56:12.185 digital healthcare modalities and  
NOTE Confidence: 0.930702233

00:56:12.185 --> 00:56:14.524 transactions for our providers and  
NOTE Confidence: 0.930702233

00:56:14.524 --> 00:56:17.876 patients and and and hence therefore  
NOTE Confidence: 0.930702233

00:56:17.876 --> 00:56:20.896 an an intense scrutiny today.  
NOTE Confidence: 0.930702233

00:56:20.900 --> 00:56:23.348 And on on on quality which is the  
NOTE Confidence: 0.930702233

00:56:23.348 --> 00:56:25.964 focus of this forum but but in in  
NOTE Confidence: 0.930702233

00:56:25.964 --> 00:56:28.270 addition to that to that incremental  
NOTE Confidence: 0.930702233

00:56:28.270 --> 00:56:31.244 cost with and the health economics  
NOTE Confidence: 0.930702233

00:56:31.244 --> 00:56:33.804 of course viewed through a number  
NOTE Confidence: 0.930702233

00:56:33.804 --> 00:56:35.026 of different perspectives.  
NOTE Confidence: 0.930702233

00:56:35.026 --> 00:56:37.256 But in our healthcare organizations  
NOTE Confidence: 0.930702233

00:56:37.256 --> 00:56:39.260 the the fundamental perspective is,  
NOTE Confidence: 0.930702233

00:56:39.260 --> 00:56:41.576 is that of that healthcare organization.  
NOTE Confidence: 0.930702233

00:56:41.580 --> 00:56:42.300 I totally,  
NOTE Confidence: 0.930702233

00:56:42.300 --> 00:56:43.020 totally agree.

NOTE Confidence: 0.931627828571429

00:56:49.970 --> 00:56:51.286 I wanted to add a little bit.

NOTE Confidence: 0.931627828571429

00:56:51.290 --> 00:56:54.132 I think that health insurance is right

NOTE Confidence: 0.931627828571429

00:56:54.132 --> 00:56:57.332 and and really that the national trends

NOTE Confidence: 0.931627828571429

00:56:57.332 --> 00:56:59.568 around is telehealth visits here to stay.

NOTE Confidence: 0.931627828571429

00:56:59.570 --> 00:57:02.648 I think we all agree yes.

NOTE Confidence: 0.931627828571429

00:57:02.650 --> 00:57:05.100 But to your point the amount of

NOTE Confidence: 0.931627828571429

00:57:05.100 --> 00:57:07.235 how much that reimbursement will

NOTE Confidence: 0.931627828571429

00:57:07.235 --> 00:57:10.728 really drive the the success of of

NOTE Confidence: 0.931627828571429

00:57:10.728 --> 00:57:13.405 telehealth visits in in the long term.

NOTE Confidence: 0.931627828571429

00:57:13.410 --> 00:57:15.398 I think some of the the challenges

NOTE Confidence: 0.931627828571429

00:57:15.398 --> 00:57:17.714 we face in in probably in all

NOTE Confidence: 0.931627828571429

00:57:17.714 --> 00:57:19.464 of our organizations is around.

NOTE Confidence: 0.931627828571429

00:57:19.470 --> 00:57:22.592 How do we actually even understand

NOTE Confidence: 0.931627828571429

00:57:22.592 --> 00:57:25.004 the value that is provided both

NOTE Confidence: 0.931627828571429

00:57:25.004 --> 00:57:27.110 from the operational efficiencies?

NOTE Confidence: 0.931627828571429

00:57:27.110 --> 00:57:28.676 Are we using the same number  
NOTE Confidence: 0.931627828571429

00:57:28.676 --> 00:57:30.590 of MA's in in video visits?  
NOTE Confidence: 0.931627828571429

00:57:30.590 --> 00:57:32.501 Because at least at the beginning the  
NOTE Confidence: 0.931627828571429

00:57:32.501 --> 00:57:34.268 assumptions were you don't need anybody,  
NOTE Confidence: 0.931627828571429

00:57:34.270 --> 00:57:35.174 you don't need space,  
NOTE Confidence: 0.931627828571429

00:57:35.174 --> 00:57:37.102 you just need to be in a room  
NOTE Confidence: 0.931627828571429

00:57:37.102 --> 00:57:38.387 and just provide this visit.  
NOTE Confidence: 0.931627828571429

00:57:38.390 --> 00:57:40.203 But we quickly saw a huge decrease  
NOTE Confidence: 0.931627828571429

00:57:40.203 --> 00:57:42.288 in the way we were providing care  
NOTE Confidence: 0.931627828571429

00:57:42.288 --> 00:57:44.586 to our populations where all of the  
NOTE Confidence: 0.931627828571429

00:57:44.586 --> 00:57:46.431 preventative screening rates across the  
NOTE Confidence: 0.931627828571429

00:57:46.431 --> 00:57:48.728 board and the nation dropped significantly.  
NOTE Confidence: 0.931627828571429

00:57:48.728 --> 00:57:49.137 Why?  
NOTE Confidence: 0.931627828571429

00:57:49.137 --> 00:57:51.591 Because we didn't know how to  
NOTE Confidence: 0.931627828571429

00:57:51.591 --> 00:57:53.474 collect that information or how  
NOTE Confidence: 0.931627828571429

00:57:53.474 --> 00:57:55.586 to continue to drive patients to

NOTE Confidence: 0.931627828571429  
00:57:55.656 --> 00:57:57.608 engage with preventative screening  
NOTE Confidence: 0.931627828571429  
00:57:57.608 --> 00:57:59.560 and cancer screening rates.  
NOTE Confidence: 0.931627828571429  
00:57:59.560 --> 00:58:01.800 I don't know if many of you looked  
NOTE Confidence: 0.931627828571429  
00:58:01.800 --> 00:58:04.115 at the heaters rates that were  
NOTE Confidence: 0.931627828571429  
00:58:04.115 --> 00:58:06.244 reported this 2-3 months ago.  
NOTE Confidence: 0.931627828571429  
00:58:06.244 --> 00:58:08.812 The benchmarks got released and every  
NOTE Confidence: 0.931627828571429  
00:58:08.812 --> 00:58:12.028 single benchmark on he just measures dropped.  
NOTE Confidence: 0.931627828571429  
00:58:12.030 --> 00:58:14.991 To the level above before 2017,  
NOTE Confidence: 0.931627828571429  
00:58:14.991 --> 00:58:16.917 which tells me that it wasn't  
NOTE Confidence: 0.931627828571429  
00:58:16.917 --> 00:58:18.509 just the impact of COVID,  
NOTE Confidence: 0.931627828571429  
00:58:18.510 --> 00:58:20.654 but it was also the impact of COVID  
NOTE Confidence: 0.931627828571429  
00:58:20.654 --> 00:58:22.926 plus the fact that we aren't able  
NOTE Confidence: 0.931627828571429  
00:58:22.926 --> 00:58:24.601 to see our patients Facetoface  
NOTE Confidence: 0.931627828571429  
00:58:24.662 --> 00:58:26.546 visits where we can order labs,  
NOTE Confidence: 0.931627828571429  
00:58:26.550 --> 00:58:28.750 make sure that they go and get their  
NOTE Confidence: 0.931627828571429

00:58:28.750 --> 00:58:30.638 A1C checked at the same time and and

NOTE Confidence: 0.931627828571429

00:58:30.638 --> 00:58:32.148 their blood pressure is checked.

NOTE Confidence: 0.931627828571429

00:58:32.150 --> 00:58:34.985 So how do we start creating the

NOTE Confidence: 0.931627828571429

00:58:34.990 --> 00:58:38.462 the processes to be able to collect

NOTE Confidence: 0.931627828571429

00:58:38.462 --> 00:58:39.454 this information?

NOTE Confidence: 0.931627828571429

00:58:39.460 --> 00:58:41.796 Asynchronously outside of the

NOTE Confidence: 0.931627828571429

00:58:41.796 --> 00:58:44.330 visits we saw a huge dropping off

NOTE Confidence: 0.931627828571429

00:58:44.330 --> 00:58:45.305 hypertension controlling rates

NOTE Confidence: 0.931627828571429

00:58:45.305 --> 00:58:47.174 right and and we're like Oh my God,

NOTE Confidence: 0.931627828571429

00:58:47.180 --> 00:58:49.360 we're not collecting information

NOTE Confidence: 0.931627828571429

00:58:49.360 --> 00:58:51.540 on patients blood pressure.

NOTE Confidence: 0.931627828571429

00:58:51.540 --> 00:58:54.592 So we need to start thinking about

NOTE Confidence: 0.931627828571429

00:58:54.592 --> 00:58:56.923 what other modalities do we develop

NOTE Confidence: 0.931627828571429

00:58:56.923 --> 00:58:59.093 as well as patient reported vitals

NOTE Confidence: 0.931627828571429

00:58:59.093 --> 00:59:01.970 and our use of technology in patients

NOTE Confidence: 0.931627828571429

00:59:02.042 --> 00:59:04.196 home that will continue to give



NOTE Confidence: 0.931627828571429  
00:59:04.196 --> 00:59:05.273 us the insights.  
NOTE Confidence: 0.931627828571429  
00:59:05.280 --> 00:59:06.725 Necessary to provide the level  
NOTE Confidence: 0.931627828571429  
00:59:06.725 --> 00:59:08.755 of quality that we are used to  
NOTE Confidence: 0.931627828571429  
00:59:08.755 --> 00:59:10.080 giving an in person visit.  
NOTE Confidence: 0.931627828571429  
00:59:10.080 --> 00:59:13.520 So I think we have a lot more room to grow,  
NOTE Confidence: 0.931627828571429  
00:59:13.520 --> 00:59:14.678 but at least it's a start.  
NOTE Confidence: 0.936245676190476  
00:59:16.840 --> 00:59:18.632 I just want to make one quick comment  
NOTE Confidence: 0.936245676190476  
00:59:18.632 --> 00:59:20.555 about what Serena just said about the  
NOTE Confidence: 0.936245676190476  
00:59:20.555 --> 00:59:21.980 heatest measures because this came  
NOTE Confidence: 0.936245676190476  
00:59:22.027 --> 00:59:24.520 up as well in our own organization  
NOTE Confidence: 0.936245676190476  
00:59:24.520 --> 00:59:26.840 and and and across the United States.  
NOTE Confidence: 0.936245676190476  
00:59:26.840 --> 00:59:28.696 You know this issue is a big one  
NOTE Confidence: 0.936245676190476  
00:59:28.696 --> 00:59:30.090 and and hypertension control.  
NOTE Confidence: 0.936245676190476  
00:59:30.090 --> 00:59:32.880 In particular, I'm what I don't  
NOTE Confidence: 0.936245676190476  
00:59:32.880 --> 00:59:35.837 know yet is whether the denominator  
NOTE Confidence: 0.936245676190476

00:59:35.840 --> 00:59:38.036 shifted and not just the numerator.  
NOTE Confidence: 0.936245676190476

00:59:38.040 --> 00:59:40.908 Because if the measures are calculated  
NOTE Confidence: 0.936245676190476

00:59:40.908 --> 00:59:43.761 based on the proportion of reported  
NOTE Confidence: 0.936245676190476

00:59:43.761 --> 00:59:46.347 blood pressures and which of those  
NOTE Confidence: 0.936245676190476

00:59:46.347 --> 00:59:48.759 are under or over the target,  
NOTE Confidence: 0.936245676190476

00:59:48.760 --> 00:59:51.034 then patients checking their own blood  
NOTE Confidence: 0.936245676190476

00:59:51.034 --> 00:59:53.199 pressures at home that are recorded  
NOTE Confidence: 0.936245676190476

00:59:53.199 --> 00:59:55.535 in the text of our notes that meet  
NOTE Confidence: 0.936245676190476

00:59:55.599 --> 00:59:57.897 the criteria are not getting counted.  
NOTE Confidence: 0.936245676190476

00:59:57.900 --> 01:00:00.708 And so it may be that the loss  
NOTE Confidence: 0.936245676190476

01:00:00.708 --> 01:00:03.300 of control is less than we fear,  
NOTE Confidence: 0.936245676190476

01:00:03.300 --> 01:00:04.998 but it's certainly going to be  
NOTE Confidence: 0.936245676190476

01:00:04.998 --> 01:00:06.460 greater than we would hope,  
NOTE Confidence: 0.936245676190476

01:00:06.460 --> 01:00:08.032 You know that that the, the,  
NOTE Confidence: 0.936245676190476

01:00:08.032 --> 01:00:09.304 the losses of control is going  
NOTE Confidence: 0.936245676190476

01:00:09.304 --> 01:00:10.580 to be worse than we hope,

NOTE Confidence: 0.936245676190476  
01:00:10.580 --> 01:00:12.317 but maybe not as bad as it looks in  
NOTE Confidence: 0.936245676190476  
01:00:12.317 --> 01:00:13.600 those denominators and numerators  
NOTE Confidence: 0.936245676190476  
01:00:13.600 --> 01:00:15.335 that we're seeing from heaters.  
NOTE Confidence: 0.936245676190476  
01:00:15.340 --> 01:00:17.866 I don't know yet how those measures  
NOTE Confidence: 0.936245676190476  
01:00:17.866 --> 01:00:19.444 are being calculated and if they  
NOTE Confidence: 0.936245676190476  
01:00:19.444 --> 01:00:20.619 take this into account,  
NOTE Confidence: 0.936245676190476  
01:00:20.620 --> 01:00:24.420 but it is a terrific driver for why we  
NOTE Confidence: 0.936245676190476  
01:00:24.420 --> 01:00:27.310 need to get even just very primitive.  
NOTE Confidence: 0.936245676190476  
01:00:27.310 --> 01:00:28.940 Remote monitoring capability to write  
NOTE Confidence: 0.936245676190476  
01:00:28.940 --> 01:00:30.928 back those values to our electronic  
NOTE Confidence: 0.936245676190476  
01:00:30.928 --> 01:00:32.728 health records so they can be  
NOTE Confidence: 0.936245676190476  
01:00:32.728 --> 01:00:34.630 counted in these national measures.  
NOTE Confidence: 0.936899133333333  
01:00:37.310 --> 01:00:38.069 Thank you Lee.  
NOTE Confidence: 0.899291208  
01:00:40.510 --> 01:00:42.190 If I if I could ask the  
NOTE Confidence: 0.899291208  
01:00:42.190 --> 01:00:42.910 panelists the following.  
NOTE Confidence: 0.901801366666667

01:00:45.870 --> 01:00:49.470 Clearly in these multi domain  
NOTE Confidence: 0.901801366666667

01:00:49.470 --> 01:00:52.943 models there are components of  
NOTE Confidence: 0.901801366666667

01:00:52.943 --> 01:00:56.187 the quality framework where?  
NOTE Confidence: 0.901801366666667

01:00:56.190 --> 01:01:00.849 Data is accessible, it's being collected,  
NOTE Confidence: 0.901801366666667

01:01:00.849 --> 01:01:02.748 it's easily extractable,  
NOTE Confidence: 0.901801366666667

01:01:02.750 --> 01:01:03.714 measured, presented.  
NOTE Confidence: 0.901801366666667

01:01:03.714 --> 01:01:07.088 But for other parts of the multi  
NOTE Confidence: 0.901801366666667

01:01:07.088 --> 01:01:09.828 domain models that's not the case.  
NOTE Confidence: 0.901801366666667

01:01:09.830 --> 01:01:12.350 The data may either be a non existent  
NOTE Confidence: 0.901801366666667

01:01:12.350 --> 01:01:16.130 or only recently tracked or hard  
NOTE Confidence: 0.901801366666667

01:01:16.130 --> 01:01:19.262 to extract what what what have,  
NOTE Confidence: 0.901801366666667

01:01:19.262 --> 01:01:20.666 what have you  
NOTE Confidence: 0.931660188666666

01:01:22.830 --> 01:01:24.878 in these instances? What?  
NOTE Confidence: 0.931660188666666

01:01:24.878 --> 01:01:26.926 What's our recommendations you  
NOTE Confidence: 0.931660188666666

01:01:26.926 --> 01:01:29.767 might make with regard to the  
NOTE Confidence: 0.931660188666666

01:01:29.767 --> 01:01:31.942 differences between the easily the

NOTE Confidence: 0.9316601886666666  
01:01:31.942 --> 01:01:34.484 the the components of the framework  
NOTE Confidence: 0.9316601886666666  
01:01:34.484 --> 01:01:37.390 where data is easy to identify and  
NOTE Confidence: 0.9316601886666666  
01:01:37.390 --> 01:01:39.590 components of the framework where  
NOTE Confidence: 0.9316601886666666  
01:01:39.590 --> 01:01:42.590 the data is not easy to identify?  
NOTE Confidence: 0.9316601886666666  
01:01:42.590 --> 01:01:44.669 Tips, suggestions, recommendations.  
NOTE Confidence: 0.9245994222222222  
01:01:51.950 --> 01:01:54.065 I can try to take a stab at it  
NOTE Confidence: 0.9245994222222222  
01:01:54.070 --> 01:01:57.398 but I think as we develop the the  
NOTE Confidence: 0.9245994222222222  
01:01:57.398 --> 01:01:59.841 framework but then more along the  
NOTE Confidence: 0.9245994222222222  
01:01:59.841 --> 01:02:02.750 lines of how do we then create  
NOTE Confidence: 0.9245994222222222  
01:02:02.750 --> 01:02:05.038 operationalization of those frameworks  
NOTE Confidence: 0.9245994222222222  
01:02:05.038 --> 01:02:08.470 and insights into the various areas.  
NOTE Confidence: 0.9245994222222222  
01:02:08.470 --> 01:02:12.662 The we have to be very careful around  
NOTE Confidence: 0.9245994222222222  
01:02:12.662 --> 01:02:15.188 balancing the the need for a lot  
NOTE Confidence: 0.9245994222222222  
01:02:15.188 --> 01:02:18.320 of of data and and measurement as.  
NOTE Confidence: 0.9245994222222222  
01:02:18.320 --> 01:02:20.650 And well as providing the  
NOTE Confidence: 0.9245994222222222

01:02:20.650 --> 01:02:22.514 flexibility for individual units,  
NOTE Confidence: 0.9245994222222222

01:02:22.520 --> 01:02:24.560 may it be a specific specialty  
NOTE Confidence: 0.9245994222222222

01:02:24.560 --> 01:02:26.388 or specialty in being creative  
NOTE Confidence: 0.9245994222222222

01:02:26.388 --> 01:02:28.782 and how they consider the various  
NOTE Confidence: 0.9245994222222222

01:02:28.782 --> 01:02:31.683 modalities and and the type of quality  
NOTE Confidence: 0.9245994222222222

01:02:31.683 --> 01:02:33.319 that those modalities provide.  
NOTE Confidence: 0.9245994222222222

01:02:33.320 --> 01:02:36.176 I think that at least in our  
NOTE Confidence: 0.9245994222222222

01:02:36.176 --> 01:02:37.400 instance at Stanford,  
NOTE Confidence: 0.9245994222222222

01:02:37.400 --> 01:02:40.464 we've tried to give a lot of flexibility  
NOTE Confidence: 0.9245994222222222

01:02:40.464 --> 01:02:43.229 to that even though that wasn't.  
NOTE Confidence: 0.9245994222222222

01:02:43.230 --> 01:02:44.616 May be shown in some of the  
NOTE Confidence: 0.9245994222222222

01:02:44.616 --> 01:02:45.590 slides that we shared.  
NOTE Confidence: 0.9245994222222222

01:02:45.590 --> 01:02:47.900 Our year two goals have already  
NOTE Confidence: 0.9245994222222222

01:02:47.900 --> 01:02:50.945 been kind of in at play where we're  
NOTE Confidence: 0.9245994222222222

01:02:50.945 --> 01:02:53.075 going to look then at individual  
NOTE Confidence: 0.9245994222222222

01:02:53.075 --> 01:02:55.275 units both quality as well as

NOTE Confidence: 0.9245994222222222  
01:02:55.275 --> 01:02:57.050 operational units to start thinking  
NOTE Confidence: 0.9245994222222222  
01:02:57.050 --> 01:02:59.390 about what quality means in their  
NOTE Confidence: 0.9245994222222222  
01:02:59.390 --> 01:03:00.950 specific area of expertise.  
NOTE Confidence: 0.9245994222222222  
01:03:00.950 --> 01:03:03.047 And and for an ortho pod and may be  
NOTE Confidence: 0.9245994222222222  
01:03:03.047 --> 01:03:04.702 very different than a neurologist  
NOTE Confidence: 0.9245994222222222  
01:03:04.702 --> 01:03:07.185 or a primary care provider to start  
NOTE Confidence: 0.9245994222222222  
01:03:07.185 --> 01:03:08.749 thinking about creating measurement  
NOTE Confidence: 0.9245994222222222  
01:03:08.749 --> 01:03:11.330 system that allow them to be able.  
NOTE Confidence: 0.9245994222222222  
01:03:11.330 --> 01:03:13.190 To stack up the the different  
NOTE Confidence: 0.9245994222222222  
01:03:13.190 --> 01:03:15.014 modalities of care that they're  
NOTE Confidence: 0.9245994222222222  
01:03:15.014 --> 01:03:16.919 providing and measure quality in  
NOTE Confidence: 0.9245994222222222  
01:03:16.919 --> 01:03:19.000 those various different modalities.  
NOTE Confidence: 0.9245994222222222  
01:03:19.000 --> 01:03:22.195 And I think that will give us that the  
NOTE Confidence: 0.9245994222222222  
01:03:22.200 --> 01:03:25.236 the necessary endpoints to to start  
NOTE Confidence: 0.9245994222222222  
01:03:25.240 --> 01:03:26.640 thinking outside of the framework  
NOTE Confidence: 0.9245994222222222

01:03:26.640 --> 01:03:28.720 that has been so far established.

NOTE Confidence: 0.9245994222222222

01:03:28.720 --> 01:03:31.857 And I and I hope that as the NQF

NOTE Confidence: 0.9245994222222222

01:03:31.857 --> 01:03:34.119 and other national bodies to start

NOTE Confidence: 0.9245994222222222

01:03:34.119 --> 01:03:36.019 thinking about those as well as.

NOTE Confidence: 0.9245994222222222

01:03:36.020 --> 01:03:38.672 Specialty societies that can be woven

NOTE Confidence: 0.9245994222222222

01:03:38.672 --> 01:03:40.871 into the measurement systems that

NOTE Confidence: 0.9245994222222222

01:03:40.871 --> 01:03:42.943 they have developed as well too.

NOTE Confidence: 0.9245994222222222

01:03:42.943 --> 01:03:44.924 And I think from some of the

NOTE Confidence: 0.9245994222222222

01:03:44.924 --> 01:03:46.740 ones that I've seen already,

NOTE Confidence: 0.9245994222222222

01:03:46.740 --> 01:03:50.052 we are seeing CMS and others

NOTE Confidence: 0.9245994222222222

01:03:50.052 --> 01:03:51.156 are incorporating.

NOTE Confidence: 0.9245994222222222

01:03:51.160 --> 01:03:52.730 That helps visits into the

NOTE Confidence: 0.9245994222222222

01:03:52.730 --> 01:03:54.300 denominator of many metrics that

NOTE Confidence: 0.9245994222222222

01:03:54.360 --> 01:03:56.280 they're starting the measurement on.

NOTE Confidence: 0.9245994222222222

01:03:56.280 --> 01:03:58.216 It's just a matter of how do we

NOTE Confidence: 0.9245994222222222

01:03:58.216 --> 01:03:59.582 start dissecting that information to



NOTE Confidence: 0.924599422222222

01:03:59.582 --> 01:04:01.521 give us more insights into where do

NOTE Confidence: 0.924599422222222

01:04:01.576 --> 01:04:03.235 we need to then focus our energy.

NOTE Confidence: 0.924599422222222

01:04:03.240 --> 01:04:04.598 Because at the end of the day,

NOTE Confidence: 0.924599422222222

01:04:04.600 --> 01:04:06.748 the goal of quality measurement is

NOTE Confidence: 0.924599422222222

01:04:06.748 --> 01:04:08.799 really then identify where we may

NOTE Confidence: 0.924599422222222

01:04:08.799 --> 01:04:10.455 have potential issues and then how

NOTE Confidence: 0.924599422222222

01:04:10.455 --> 01:04:12.427 do we start creating performance

NOTE Confidence: 0.924599422222222

01:04:12.427 --> 01:04:14.235 improvement projects around those

NOTE Confidence: 0.924599422222222

01:04:14.235 --> 01:04:16.599 to address those issues on hand.

NOTE Confidence: 0.769571053333333

01:04:19.030 --> 01:04:19.828 I'll, I'll build

NOTE Confidence: 0.92817752

01:04:19.830 --> 01:04:23.430 on that a tiny bit. I don't have his his

NOTE Confidence: 0.92817752

01:04:23.430 --> 01:04:26.790 comprehensive of responses as Arena does.

NOTE Confidence: 0.92817752

01:04:26.790 --> 01:04:28.394 But you know it's the old challenge, right.

NOTE Confidence: 0.92817752

01:04:28.394 --> 01:04:30.942 What gets measured gets changed and the

NOTE Confidence: 0.92817752

01:04:30.942 --> 01:04:33.427 extension of that is what gets measured

NOTE Confidence: 0.92817752

01:04:33.427 --> 01:04:35.558 is oftentimes what are those things  
NOTE Confidence: 0.92817752

01:04:35.558 --> 01:04:38.148 where the data are are easily accessible.  
NOTE Confidence: 0.92817752

01:04:38.150 --> 01:04:41.438 So that that creates potential gaps  
NOTE Confidence: 0.92817752

01:04:41.438 --> 01:04:44.800 and a potential overemphasis. On, on.  
NOTE Confidence: 0.92817752

01:04:44.800 --> 01:04:48.310 Those factors that are easily quantifiable.  
NOTE Confidence: 0.92817752

01:04:48.310 --> 01:04:50.518 So one of the things that I appreciate  
NOTE Confidence: 0.92817752

01:04:50.518 --> 01:04:52.792 about and QF and other frameworks and  
NOTE Confidence: 0.92817752

01:04:52.792 --> 01:04:54.819 and the frameworks you've seen today  
NOTE Confidence: 0.92817752

01:04:54.819 --> 01:04:57.211 is I do think they they acknowledge A  
NOTE Confidence: 0.92817752

01:04:57.211 --> 01:04:59.850 balanced approach which includes both  
NOTE Confidence: 0.92817752

01:04:59.850 --> 01:05:02.190 quantitative and qualitative factors.  
NOTE Confidence: 0.92817752

01:05:02.190 --> 01:05:04.470 So the the approach we've taken,  
NOTE Confidence: 0.92817752

01:05:04.470 --> 01:05:06.486 we've chosen to take in the interim is  
NOTE Confidence: 0.92817752

01:05:06.486 --> 01:05:08.595 to at least acknowledge that one thing  
NOTE Confidence: 0.92817752

01:05:08.595 --> 01:05:11.434 I didn't get a chance to touch on in our  
NOTE Confidence: 0.92817752

01:05:11.434 --> 01:05:15.506 framework is we tried to label the term is.

NOTE Confidence: 0.92817752  
01:05:15.506 --> 01:05:15.878 Eloquent,  
NOTE Confidence: 0.92817752  
01:05:15.878 --> 01:05:18.110 but hard benefits versus soft benefits.  
NOTE Confidence: 0.92817752  
01:05:18.110 --> 01:05:19.438 Acknowledging the fact right  
NOTE Confidence: 0.92817752  
01:05:19.438 --> 01:05:21.430 at the face of that framework,  
NOTE Confidence: 0.92817752  
01:05:21.430 --> 01:05:23.334 what are things that tend to lend  
NOTE Confidence: 0.92817752  
01:05:23.334 --> 01:05:25.389 themselves to being more easily quantified?  
NOTE Confidence: 0.92817752  
01:05:25.390 --> 01:05:28.008 And what are things that are likely  
NOTE Confidence: 0.92817752  
01:05:28.008 --> 01:05:29.896 more qualitative or need proxy  
NOTE Confidence: 0.92817752  
01:05:29.896 --> 01:05:31.984 measures in order to speak to?  
NOTE Confidence: 0.92817752  
01:05:31.990 --> 01:05:33.698 So at least we can try to  
NOTE Confidence: 0.92817752  
01:05:33.698 --> 01:05:34.990 provide a full picture.  
NOTE Confidence: 0.92817752  
01:05:34.990 --> 01:05:36.235 So we give.  
NOTE Confidence: 0.92817752  
01:05:36.235 --> 01:05:38.310 Different telehealth products and programs,  
NOTE Confidence: 0.92817752  
01:05:38.310 --> 01:05:40.710 the opportunity to acknowledge for themselves  
NOTE Confidence: 0.92817752  
01:05:40.710 --> 01:05:43.308 what value dimensions they intend to impact.  
NOTE Confidence: 0.92817752

01:05:43.310 --> 01:05:44.710 We can share that up,  
NOTE Confidence: 0.92817752

01:05:44.710 --> 01:05:45.670 make that visible,  
NOTE Confidence: 0.92817752

01:05:45.670 --> 01:05:47.590 but then fully acknowledge that there's  
NOTE Confidence: 0.92817752

01:05:47.590 --> 01:05:49.210 only certain ones of these that  
NOTE Confidence: 0.92817752

01:05:49.210 --> 01:05:51.051 we're going to be able to directly  
NOTE Confidence: 0.92817752

01:05:51.051 --> 01:05:52.948 quantify at least in the time being.  
NOTE Confidence: 0.907947346

01:05:55.350 --> 01:05:56.710 That's it's an excellent discussion,  
NOTE Confidence: 0.907947346

01:05:56.710 --> 01:05:59.470 isn't it? That's, that's another,  
NOTE Confidence: 0.907947346

01:05:59.470 --> 01:06:01.350 that's another topic in question,  
NOTE Confidence: 0.907947346

01:06:01.350 --> 01:06:04.416 which is the the distinction between.  
NOTE Confidence: 0.907947346

01:06:04.420 --> 01:06:05.812 Quantitative measures  
NOTE Confidence: 0.907947346

01:06:05.812 --> 01:06:07.900 and qualitative measures,  
NOTE Confidence: 0.907947346

01:06:07.900 --> 01:06:12.112 how any framework intends to balance  
NOTE Confidence: 0.907947346

01:06:12.112 --> 01:06:15.785 those and is there an opportunity  
NOTE Confidence: 0.907947346

01:06:15.785 --> 01:06:19.308 for waiting of of of various quality  
NOTE Confidence: 0.907947346

01:06:19.308 --> 01:06:22.415 measures and and if and if waiting

NOTE Confidence: 0.907947346

01:06:22.415 --> 01:06:24.340 is incorporated into the framework,

NOTE Confidence: 0.907947346

01:06:24.340 --> 01:06:26.540 how, how, how do you,

NOTE Confidence: 0.907947346

01:06:26.540 --> 01:06:28.430 how do you introduce fairly or

NOTE Confidence: 0.907947346

01:06:28.430 --> 01:06:30.484 equitably a a waiting scheme?

NOTE Confidence: 0.907947346

01:06:30.484 --> 01:06:33.796 And then ultimately is there an

NOTE Confidence: 0.907947346

01:06:33.796 --> 01:06:36.750 opportunity for a composite quality,

NOTE Confidence: 0.907947346

01:06:36.750 --> 01:06:38.510 composite quality measure that

NOTE Confidence: 0.907947346

01:06:38.510 --> 01:06:42.190 that is that that depicts the,

NOTE Confidence: 0.907947346

01:06:42.190 --> 01:06:45.414 the overall assessment of of of

NOTE Confidence: 0.907947346

01:06:45.414 --> 01:06:47.694 quality for any particular digital

NOTE Confidence: 0.907947346

01:06:47.694 --> 01:06:51.788 healthcare modality thoughts on any

NOTE Confidence: 0.907947346

01:06:51.788 --> 01:06:53.624 of those concepts Jordan and others.

NOTE Confidence: 0.885920375

01:06:55.750 --> 01:06:57.040 I mean I completely agree with

NOTE Confidence: 0.885920375

01:06:57.040 --> 01:06:59.132 you Jordan, I think that.

NOTE Confidence: 0.885920375

01:06:59.132 --> 01:07:01.200 The recognition of we measure things

NOTE Confidence: 0.885920375

01:07:01.200 --> 01:07:02.400 that we measure often because  
NOTE Confidence: 0.885920375

01:07:02.400 --> 01:07:03.758 they're the things we can measure.  
NOTE Confidence: 0.885920375

01:07:03.760 --> 01:07:06.520 And you know resisting doing that  
NOTE Confidence: 0.885920375

01:07:06.520 --> 01:07:09.600 and continuing to have really kind of  
NOTE Confidence: 0.885920375

01:07:09.600 --> 01:07:11.880 thoughtful you know dialogue as larger  
NOTE Confidence: 0.885920375

01:07:11.880 --> 01:07:14.079 groups to think about really what  
NOTE Confidence: 0.885920375

01:07:14.079 --> 01:07:16.511 are the core things that in our deal  
NOTE Confidence: 0.885920375

01:07:16.581 --> 01:07:19.115 world we would measure or could measure.  
NOTE Confidence: 0.885920375

01:07:19.120 --> 01:07:21.232 And you know figuring out building in the  
NOTE Confidence: 0.885920375

01:07:21.232 --> 01:07:23.240 systems when possible to do that we don't,  
NOTE Confidence: 0.885920375

01:07:23.240 --> 01:07:25.112 you know the last thing we want is  
NOTE Confidence: 0.885920375

01:07:25.112 --> 01:07:27.128 more and more and more surveys for  
NOTE Confidence: 0.885920375

01:07:27.128 --> 01:07:28.798 patients and others but figuring out.  
NOTE Confidence: 0.885920375

01:07:28.798 --> 01:07:31.164 How that can be built in the system to get  
NOTE Confidence: 0.885920375

01:07:31.164 --> 01:07:33.160 to as close to that ideal point as we can.  
NOTE Confidence: 0.885920375

01:07:33.160 --> 01:07:34.392 And I think it is some of the

NOTE Confidence: 0.885920375

01:07:34.392 --> 01:07:35.440 things we've talked about right.

NOTE Confidence: 0.885920375

01:07:35.440 --> 01:07:37.400 But and this is the world has shifted

NOTE Confidence: 0.885920375

01:07:37.400 --> 01:07:39.124 much more towards certainly patients

NOTE Confidence: 0.885920375

01:07:39.124 --> 01:07:40.544 and stakeholders being involved much

NOTE Confidence: 0.885920375

01:07:40.544 --> 01:07:42.080 more in identifying those concepts,

NOTE Confidence: 0.885920375

01:07:42.080 --> 01:07:42.332 right.

NOTE Confidence: 0.885920375

01:07:42.332 --> 01:07:44.348 And I think here as much as anywhere

NOTE Confidence: 0.885920375

01:07:44.348 --> 01:07:45.975 it's important to have that engagement

NOTE Confidence: 0.885920375

01:07:45.975 --> 01:07:48.003 and sometimes at least we can get

NOTE Confidence: 0.885920375

01:07:48.003 --> 01:07:49.215 the qualitative engagement from

NOTE Confidence: 0.885920375

01:07:49.215 --> 01:07:50.695 them to ultimately inform hopefully

NOTE Confidence: 0.885920375

01:07:50.695 --> 01:07:52.520 more of a quantitative end.

NOTE Confidence: 0.938017288888889

01:07:54.560 --> 01:07:56.480 But I think being open

NOTE Confidence: 0.938017288888889

01:07:56.480 --> 01:07:58.016 to the incorporation of.

NOTE Confidence: 0.938017288888889

01:07:58.020 --> 01:08:00.386 Things, you know and consideration of what

NOTE Confidence: 0.938017288888889

01:08:00.386 --> 01:08:02.378 are patient opportunity costs around care.  
NOTE Confidence: 0.938017288888889

01:08:02.380 --> 01:08:03.856 When we talk around cost and we always say,  
NOTE Confidence: 0.938017288888889

01:08:03.860 --> 01:08:05.435 right, like the cost dialogue is always  
NOTE Confidence: 0.938017288888889

01:08:05.435 --> 01:08:06.897 like here's all the cost and like,  
NOTE Confidence: 0.938017288888889

01:08:06.900 --> 01:08:08.020 oh, and there's a bunch of stuff for  
NOTE Confidence: 0.938017288888889

01:08:08.020 --> 01:08:08.979 patients we don't really know too.  
NOTE Confidence: 0.938017288888889

01:08:08.980 --> 01:08:10.540 But like we could quantify some of that  
NOTE Confidence: 0.938017288888889

01:08:10.540 --> 01:08:12.220 stuff, maybe it's valuable, maybe not.  
NOTE Confidence: 0.938017288888889

01:08:12.220 --> 01:08:14.586 We should at least have dialogues around  
NOTE Confidence: 0.938017288888889

01:08:14.586 --> 01:08:16.938 the other aspects of care that you know,  
NOTE Confidence: 0.938017288888889

01:08:16.940 --> 01:08:18.444 we haven't typically thought  
NOTE Confidence: 0.938017288888889

01:08:18.444 --> 01:08:20.324 to measure to date and.  
NOTE Confidence: 0.938017288888889

01:08:20.330 --> 01:08:21.970 Think about a different system and you know,  
NOTE Confidence: 0.938017288888889

01:08:21.970 --> 01:08:24.004 I'm will in the end of the day hopefully,  
NOTE Confidence: 0.938017288888889

01:08:24.010 --> 01:08:26.212 you know, build digital rights assessment  
NOTE Confidence: 0.938017288888889

01:08:26.212 --> 01:08:28.050 into Jefferson's landscape at least.



NOTE Confidence: 0.938017288888889  
01:08:28.050 --> 01:08:28.755 And you know,  
NOTE Confidence: 0.938017288888889  
01:08:28.755 --> 01:08:30.400 but those concepts of where and how  
NOTE Confidence: 0.938017288888889  
01:08:30.454 --> 01:08:32.102 could we build some stuff in and what  
NOTE Confidence: 0.938017288888889  
01:08:32.102 --> 01:08:33.746 do we ultimately want to measure,  
NOTE Confidence: 0.938017288888889  
01:08:33.746 --> 01:08:35.370 I think is an important place to,  
NOTE Confidence: 0.938017288888889  
01:08:35.370 --> 01:08:35.826 you know,  
NOTE Confidence: 0.938017288888889  
01:08:35.826 --> 01:08:37.650 sit in these next years for some time.  
NOTE Confidence: 0.9044790488  
01:08:40.860 --> 01:08:42.849 I also like, I do like the fact across  
NOTE Confidence: 0.9044790488  
01:08:42.849 --> 01:08:44.888 our panels and like the frames that like  
NOTE Confidence: 0.9044790488  
01:08:44.888 --> 01:08:47.019 and I think this point has been made,  
NOTE Confidence: 0.9044790488  
01:08:47.020 --> 01:08:49.572 but that as much as we can think  
NOTE Confidence: 0.9044790488  
01:08:49.572 --> 01:08:51.890 about these assessments not being.  
NOTE Confidence: 0.9044790488  
01:08:51.890 --> 01:08:53.610 In person or telehealth, right.  
NOTE Confidence: 0.9044790488  
01:08:53.610 --> 01:08:54.290 And a lot of these,  
NOTE Confidence: 0.9044790488  
01:08:54.290 --> 01:08:55.802 the measures and the approaches we're  
NOTE Confidence: 0.9044790488

01:08:55.802 --> 01:08:57.363 taking is just for care, right.  
NOTE Confidence: 0.9044790488

01:08:57.363 --> 01:08:58.728 And looking at that visit,  
NOTE Confidence: 0.9044790488

01:08:58.730 --> 01:09:00.266 regardless of whether the visit happened  
NOTE Confidence: 0.9044790488

01:09:00.266 --> 01:09:01.610 telehealth or in person or not.  
NOTE Confidence: 0.9044790488

01:09:01.610 --> 01:09:03.114 And starting to think of it as a  
NOTE Confidence: 0.9044790488

01:09:03.114 --> 01:09:04.472 kind of wraparound system instead  
NOTE Confidence: 0.9044790488

01:09:04.472 --> 01:09:06.326 of kind of always separating out.  
NOTE Confidence: 0.9044790488

01:09:06.330 --> 01:09:07.870 Because I think dichotomizing that  
NOTE Confidence: 0.9044790488

01:09:07.870 --> 01:09:09.701 doesn't help with patients or reluctant  
NOTE Confidence: 0.9044790488

01:09:09.701 --> 01:09:11.381 providers or whoever it is to pick  
NOTE Confidence: 0.9044790488

01:09:11.381 --> 01:09:13.146 it up to sometimes realize, right.  
NOTE Confidence: 0.9044790488

01:09:13.146 --> 01:09:14.010 Sometimes you need telehealth,  
NOTE Confidence: 0.9044790488

01:09:14.010 --> 01:09:15.178 sometimes you in person,  
NOTE Confidence: 0.9044790488

01:09:15.178 --> 01:09:17.461 we kind of fluidly move and it's all  
NOTE Confidence: 0.9044790488

01:09:17.461 --> 01:09:19.745 part of care and as much as we can look  
NOTE Confidence: 0.9044790488

01:09:19.745 --> 01:09:22.166 at the impact of every single care visit on.

NOTE Confidence: 0.9044790488

01:09:22.170 --> 01:09:23.600 Patients and outcomes and such

NOTE Confidence: 0.9044790488

01:09:23.600 --> 01:09:25.030 and have measures and approaches

NOTE Confidence: 0.9044790488

01:09:25.080 --> 01:09:26.490 that kind of apply across that.

NOTE Confidence: 0.9044790488

01:09:26.490 --> 01:09:28.770 I think it doesn't benefit to,

NOTE Confidence: 0.9044790488

01:09:28.770 --> 01:09:29.318 you know,

NOTE Confidence: 0.9044790488

01:09:29.318 --> 01:09:30.688 to everyone in the end.

NOTE Confidence: 0.954090775

01:09:32.170 --> 01:09:32.910 Thanks, Kristen.

NOTE Confidence: 0.954090775

01:09:32.910 --> 01:09:35.130 One last question for the panelists.

NOTE Confidence: 0.954090775

01:09:35.130 --> 01:09:38.085 And and that's around maintaining

NOTE Confidence: 0.954090775

01:09:38.085 --> 01:09:40.449 objectivity and reducing bias.

NOTE Confidence: 0.954090775

01:09:40.450 --> 01:09:42.982 If you're like myself,

NOTE Confidence: 0.954090775

01:09:42.982 --> 01:09:45.741 I've observed that the advocates

NOTE Confidence: 0.954090775

01:09:45.741 --> 01:09:48.226 and proponents of virtual care

NOTE Confidence: 0.954090775

01:09:48.226 --> 01:09:50.990 modalities often presents.

NOTE Confidence: 0.954090775

01:09:50.990 --> 01:09:55.086 An outstanding quality of their of

NOTE Confidence: 0.954090775

01:09:55.086 --> 01:09:57.870 their digital health transaction.  
NOTE Confidence: 0.954090775

01:09:57.870 --> 01:10:02.590 Rarely, rarely is rarely is the quality poor.  
NOTE Confidence: 0.954090775

01:10:02.590 --> 01:10:04.734 But as we stand back from this as  
NOTE Confidence: 0.954090775

01:10:04.734 --> 01:10:06.075 panelists and and participants  
NOTE Confidence: 0.954090775

01:10:06.075 --> 01:10:07.945 and members of the symposium,  
NOTE Confidence: 0.954090775

01:10:07.950 --> 01:10:11.180 obviously we want to build frameworks that  
NOTE Confidence: 0.954090775

01:10:11.180 --> 01:10:14.750 allow for the most objective and unbiased.  
NOTE Confidence: 0.954090775

01:10:14.750 --> 01:10:17.030 Assessment of quality as possible.  
NOTE Confidence: 0.954090775

01:10:17.030 --> 01:10:19.058 What of each of you encountered  
NOTE Confidence: 0.954090775

01:10:19.058 --> 01:10:21.208 in your own organization and and  
NOTE Confidence: 0.954090775

01:10:21.208 --> 01:10:22.680 thoughts around ensuring that  
NOTE Confidence: 0.954090775

01:10:22.680 --> 01:10:24.627 we maintain the highest degree  
NOTE Confidence: 0.954090775

01:10:24.627 --> 01:10:26.267 of objectivity as possible.  
NOTE Confidence: 0.89313969

01:10:29.230 --> 01:10:30.350 You know, I'm Bart,  
NOTE Confidence: 0.89313969

01:10:30.350 --> 01:10:32.110 I will just say I think we only  
NOTE Confidence: 0.89313969

01:10:32.110 --> 01:10:33.950 have a minute or two left on this.

NOTE Confidence: 0.89313969

01:10:33.950 --> 01:10:37.473 I do want to try to balance some

NOTE Confidence: 0.89313969

01:10:37.473 --> 01:10:39.411 of the comments that Kristen and

NOTE Confidence: 0.89313969

01:10:39.411 --> 01:10:41.450 others made about wanting to keep

NOTE Confidence: 0.89313969

01:10:41.450 --> 01:10:43.135 these flexible enough so that.

NOTE Confidence: 0.89313969

01:10:43.140 --> 01:10:44.520 You know, each institution can measure

NOTE Confidence: 0.89313969

01:10:44.520 --> 01:10:46.577 quality in a way that's meaningful to them.

NOTE Confidence: 0.89313969

01:10:46.580 --> 01:10:48.680 But I do think we need to figure out how

NOTE Confidence: 0.89313969

01:10:48.732 --> 01:10:50.776 to come up with some consensus measures

NOTE Confidence: 0.89313969

01:10:50.780 --> 01:10:52.978 that we would all agree to capture,

NOTE Confidence: 0.89313969

01:10:52.980 --> 01:10:54.400 some of which are readily

NOTE Confidence: 0.89313969

01:10:54.400 --> 01:10:55.536 comparable to in person,

NOTE Confidence: 0.89313969

01:10:55.540 --> 01:10:57.940 some of which are unique to virtual.

NOTE Confidence: 0.89313969

01:10:57.940 --> 01:10:59.640 So I imagine a three-part

NOTE Confidence: 0.89313969

01:10:59.640 --> 01:11:01.460 agenda for quality measurement.

NOTE Confidence: 0.89313969

01:11:01.460 --> 01:11:03.996 One is a core set that is true

NOTE Confidence: 0.89313969

01:11:03.996 --> 01:11:05.892 across all care modalities and  
NOTE Confidence: 0.89313969

01:11:05.892 --> 01:11:08.650 that we can use the exposure of  
NOTE Confidence: 0.89313969

01:11:08.733 --> 01:11:10.897 interest being the modality.  
NOTE Confidence: 0.89313969

01:11:10.900 --> 01:11:12.100 And see if there's variation.  
NOTE Confidence: 0.89313969

01:11:12.100 --> 01:11:15.404 A second would be those that are common  
NOTE Confidence: 0.89313969

01:11:15.404 --> 01:11:18.740 for virtual care and that we all agree to,  
NOTE Confidence: 0.89313969

01:11:18.740 --> 01:11:20.924 to assess much like we when we  
NOTE Confidence: 0.89313969

01:11:20.924 --> 01:11:21.860 do clinical registries,  
NOTE Confidence: 0.89313969

01:11:21.860 --> 01:11:23.726 we come to agreement on certain  
NOTE Confidence: 0.89313969

01:11:23.726 --> 01:11:24.659 standard quality measures.  
NOTE Confidence: 0.89313969

01:11:24.660 --> 01:11:27.212 And then the third set that are kind  
NOTE Confidence: 0.89313969

01:11:27.212 --> 01:11:29.451 of homegrown best practice what works  
NOTE Confidence: 0.89313969

01:11:29.451 --> 01:11:31.755 for me and those become candidates  
NOTE Confidence: 0.89313969

01:11:31.821 --> 01:11:34.096 for consensus adoption through the,  
NOTE Confidence: 0.89313969

01:11:34.100 --> 01:11:34.890 you know,  
NOTE Confidence: 0.89313969

01:11:34.890 --> 01:11:37.260 a network of of participating facilities

NOTE Confidence: 0.89313969

01:11:37.260 --> 01:11:39.020 as experience with them accumulates.

NOTE Confidence: 0.94332903

01:11:40.920 --> 01:11:42.324 Well, well, well, sadly,

NOTE Confidence: 0.94332903

01:11:42.324 --> 01:11:45.606 I want to thank each of the panelists

NOTE Confidence: 0.94332903

01:11:45.606 --> 01:11:48.351 for excellent presentations and a

NOTE Confidence: 0.94332903

01:11:48.351 --> 01:11:50.400 robust discussion regarding the

NOTE Confidence: 0.94332903

01:11:50.400 --> 01:11:52.756 Q&A and and and the similarities,

NOTE Confidence: 0.94332903

01:11:52.756 --> 01:11:54.268 differences and complexities of

NOTE Confidence: 0.94332903

01:11:54.268 --> 01:11:56.360 the development of the framework.

NOTE Confidence: 0.94332903

01:11:56.360 --> 01:11:59.930 And on behalf of all of our panelists,

NOTE Confidence: 0.94332903

01:11:59.930 --> 01:12:02.485 we hope that we've put our colleagues

NOTE Confidence: 0.94332903

01:12:02.485 --> 01:12:04.827 in panel three and four in a

NOTE Confidence: 0.94332903

01:12:04.827 --> 01:12:07.057 good position to begin to apply

NOTE Confidence: 0.94332903

01:12:07.057 --> 01:12:08.825 those frameworks to individual.

NOTE Confidence: 0.94332903

01:12:08.830 --> 01:12:10.914 Virtual care use cases.

NOTE Confidence: 0.94332903

01:12:10.914 --> 01:12:12.998 Thank you very much.