

WEBVTT

NOTE duration:"01:01:05"

NOTE recognizability:0.931

NOTE language:en-us

NOTE Confidence: 0.9402536

00:00:00.000 --> 00:00:02.366 So we're going to resume now with

NOTE Confidence: 0.9402536

00:00:02.366 --> 00:00:04.359 the second-half of our symposium.

NOTE Confidence: 0.9402536

00:00:04.360 --> 00:00:06.770 This panel entitled Applying Quality

NOTE Confidence: 0.9402536

00:00:06.770 --> 00:00:08.698 Frameworks to Ambulatory Virtual

NOTE Confidence: 0.9402536

00:00:08.698 --> 00:00:11.273 Visit Use will be the first of two

NOTE Confidence: 0.9402536

00:00:11.273 --> 00:00:13.559 panels that will conclude the session.

NOTE Confidence: 0.9402536

00:00:13.560 --> 00:00:16.689 And we chose to divide this work

NOTE Confidence: 0.9402536

00:00:16.689 --> 00:00:18.999 into two different use cases.

NOTE Confidence: 0.9402536

00:00:19.000 --> 00:00:20.152 The first, which I think is

NOTE Confidence: 0.9402536

00:00:20.152 --> 00:00:21.279 the one that got the MO,

NOTE Confidence: 0.9402536

00:00:21.280 --> 00:00:23.550 has garnered the most popularity.

NOTE Confidence: 0.9402536

00:00:23.550 --> 00:00:25.426 And the most visibility during the pandemic,

NOTE Confidence: 0.9402536

00:00:25.430 --> 00:00:28.046 which is the use of virtual video visits

NOTE Confidence: 0.9402536

00:00:28.046 --> 00:00:31.502 or I I assume the panel may also touch on  
NOTE Confidence: 0.9402536

00:00:31.502 --> 00:00:33.459 audio only interactive virtual visits.  
NOTE Confidence: 0.9402536

00:00:33.459 --> 00:00:35.997 That's really the entity that exploded  
NOTE Confidence: 0.9402536

00:00:35.997 --> 00:00:38.089 during COVID and that was new to  
NOTE Confidence: 0.9402536

00:00:38.089 --> 00:00:40.030 so many patients and practitioners.  
NOTE Confidence: 0.9402536

00:00:40.030 --> 00:00:43.670 But we also have asynchronous use cases.  
NOTE Confidence: 0.9402536

00:00:43.670 --> 00:00:45.386 They've been around a lot longer.  
NOTE Confidence: 0.9402536

00:00:45.390 --> 00:00:48.038 They've gotten a lot less I think publicity,  
NOTE Confidence: 0.9402536

00:00:48.038 --> 00:00:50.526 but we need to think about the quality  
NOTE Confidence: 0.9402536

00:00:50.526 --> 00:00:52.650 framework as it applies to those.  
NOTE Confidence: 0.9402536

00:00:52.650 --> 00:00:53.925 Interactive digital exchanges,  
NOTE Confidence: 0.9402536

00:00:53.925 --> 00:00:56.537 which might be quite different and  
NOTE Confidence: 0.9402536

00:00:56.537 --> 00:00:58.972 might really challenge our notion  
NOTE Confidence: 0.9402536

00:00:58.972 --> 00:01:01.290 of what a visit is.  
NOTE Confidence: 0.9402536

00:01:01.290 --> 00:01:02.578 And so I think it's it's going to  
NOTE Confidence: 0.9402536

00:01:02.578 --> 00:01:03.874 be really exciting to split those

NOTE Confidence: 0.9402536

00:01:03.874 --> 00:01:04.810 into two different groups.

NOTE Confidence: 0.9402536

00:01:04.810 --> 00:01:06.618 So next slide please.

NOTE Confidence: 0.9402536

00:01:06.618 --> 00:01:08.878 I'm delighted to introduce the

NOTE Confidence: 0.9402536

00:01:08.878 --> 00:01:10.648 moderator for this session,

NOTE Confidence: 0.9402536

00:01:10.650 --> 00:01:11.586 Doctor John Scott,

NOTE Confidence: 0.9402536

00:01:11.586 --> 00:01:13.770 a medical director at the University of

NOTE Confidence: 0.9402536

00:01:13.829 --> 00:01:16.146 Washington's, a digital health program,

NOTE Confidence: 0.9402536

00:01:16.146 --> 00:01:18.570 professor of allergy and infectious diseases,

NOTE Confidence: 0.9402536

00:01:18.570 --> 00:01:20.516 a very good friend and colleague who

NOTE Confidence: 0.9402536

00:01:20.516 --> 00:01:22.768 has been a really wonderful sound.

NOTE Confidence: 0.9402536

00:01:22.770 --> 00:01:25.242 Board for me as we've struggled with and

NOTE Confidence: 0.9402536

00:01:25.242 --> 00:01:27.207 grappled with issues like the digital

NOTE Confidence: 0.9402536

00:01:27.207 --> 00:01:29.650 divide and how we should measure quality,

NOTE Confidence: 0.9402536

00:01:29.650 --> 00:01:31.330 how we work together collaboratively.

NOTE Confidence: 0.9402536

00:01:31.330 --> 00:01:33.666 And he's just been such a wonderful partner

NOTE Confidence: 0.9402536

00:01:33.666 --> 00:01:36.028 in all this and so generous in sharing  
NOTE Confidence: 0.9402536

00:01:36.028 --> 00:01:38.519 the the work that that they have done  
NOTE Confidence: 0.9402536

00:01:38.519 --> 00:01:40.978 and the solutions that they've come up with.  
NOTE Confidence: 0.9402536

00:01:40.978 --> 00:01:41.506 So John,  
NOTE Confidence: 0.9402536

00:01:41.506 --> 00:01:43.090 I'll turn it over to you.  
NOTE Confidence: 0.9402536

00:01:43.090 --> 00:01:43.370 Great.  
NOTE Confidence: 0.9519942333333333

00:01:43.490 --> 00:01:45.206 Thanks Lee and and welcome everybody.  
NOTE Confidence: 0.9519942333333333

00:01:45.210 --> 00:01:47.010 I'm glad you all can join.  
NOTE Confidence: 0.9519942333333333

00:01:47.010 --> 00:01:48.990 I think what I would like to do is  
NOTE Confidence: 0.9519942333333333

00:01:48.990 --> 00:01:50.490 start off with the introductions  
NOTE Confidence: 0.9519942333333333

00:01:50.490 --> 00:01:52.730 of my fellow panelists.  
NOTE Confidence: 0.9519942333333333

00:01:52.730 --> 00:01:54.613 And then we'll go into objectives and  
NOTE Confidence: 0.9519942333333333

00:01:54.613 --> 00:01:56.769 we have each some slides we prepared.  
NOTE Confidence: 0.9519942333333333

00:01:56.770 --> 00:01:58.744 But we really wanted to spend  
NOTE Confidence: 0.9519942333333333

00:01:58.744 --> 00:02:01.250 at least half the time of this  
NOTE Confidence: 0.9519942333333333

00:02:01.250 --> 00:02:02.930 hour just taking questions.

NOTE Confidence: 0.951994233333333  
00:02:02.930 --> 00:02:04.736 So feel free to put those  
NOTE Confidence: 0.951994233333333  
00:02:04.736 --> 00:02:06.210 questions in the Q&A and  
NOTE Confidence: 0.92616484  
00:02:08.410 --> 00:02:09.722 if we get a bunch, we'll we'll answer  
NOTE Confidence: 0.92616484  
00:02:09.722 --> 00:02:11.770 some of them just in the Q&A function.  
NOTE Confidence: 0.92616484  
00:02:11.770 --> 00:02:14.842 Otherwise we'll let's announce  
NOTE Confidence: 0.92616484  
00:02:14.842 --> 00:02:17.066 those through the Q&A session  
NOTE Confidence: 0.92616484  
00:02:17.066 --> 00:02:18.886 and and talk about those.  
NOTE Confidence: 0.92616484  
00:02:18.890 --> 00:02:20.840 So what I want to do is turn it over  
NOTE Confidence: 0.92616484  
00:02:20.902 --> 00:02:22.953 to Albert for a brief introduction of  
NOTE Confidence: 0.92616484  
00:02:22.953 --> 00:02:25.090 himself and then we'll go to Christine.  
NOTE Confidence: 0.92616484  
00:02:25.090 --> 00:02:26.146 Albert, do you just want to  
NOTE Confidence: 0.92616484  
00:02:26.146 --> 00:02:26.850 do a brief introduction?  
NOTE Confidence: 0.950317  
00:02:29.570 --> 00:02:33.390 Thanks, John. Good afternoon, everyone.  
NOTE Confidence: 0.950317  
00:02:33.390 --> 00:02:34.410 I'm Albert Chan.  
NOTE Confidence: 0.950317  
00:02:34.410 --> 00:02:36.060 I'm a family physician and Chief  
NOTE Confidence: 0.950317

00:02:36.060 --> 00:02:37.808 of Digital health, Etcetera Health,  
NOTE Confidence: 0.950317

00:02:37.808 --> 00:02:40.562 also adjunct clinical professor at the  
NOTE Confidence: 0.950317

00:02:40.562 --> 00:02:43.288 Stanford Center for Biomedical Informatics.  
NOTE Confidence: 0.950317

00:02:43.290 --> 00:02:46.032 And my pathway to virtual care  
NOTE Confidence: 0.950317

00:02:46.032 --> 00:02:47.860 actually came quite securely.  
NOTE Confidence: 0.950317

00:02:47.860 --> 00:02:50.704 Let's say it's the power and benefit of a  
NOTE Confidence: 0.950317

00:02:50.704 --> 00:02:53.298 negative randomized clinical trial actually.  
NOTE Confidence: 0.950317

00:02:53.300 --> 00:02:55.700 So during my fellowship at Stanford,  
NOTE Confidence: 0.950317

00:02:55.700 --> 00:02:58.052 I was working on a really great  
NOTE Confidence: 0.950317

00:02:58.052 --> 00:03:00.134 system for hypertension directed at  
NOTE Confidence: 0.950317

00:03:00.134 --> 00:03:02.819 physicians and multi center trial,  
NOTE Confidence: 0.950317

00:03:02.820 --> 00:03:07.613 great product, great use case and  
NOTE Confidence: 0.950317

00:03:07.613 --> 00:03:09.417 essentially a negative trial.  
NOTE Confidence: 0.950317

00:03:09.420 --> 00:03:12.400 And it was at that point in my life I  
NOTE Confidence: 0.950317

00:03:12.490 --> 00:03:15.118 realized that it had to be something better  
NOTE Confidence: 0.950317

00:03:15.118 --> 00:03:17.667 at least in my mind and so I turned to.

NOTE Confidence: 0.950317

00:03:17.670 --> 00:03:19.370 To essentially patient centered decision

NOTE Confidence: 0.950317

00:03:19.370 --> 00:03:21.776 support the idea that we can empower

NOTE Confidence: 0.950317

00:03:21.776 --> 00:03:23.886 patients with these tools and and the

NOTE Confidence: 0.950317

00:03:23.886 --> 00:03:25.790 power of virtual care to empower them.

NOTE Confidence: 0.950317

00:03:25.790 --> 00:03:28.878 And so that's that's why I actually was

NOTE Confidence: 0.950317

00:03:28.878 --> 00:03:31.926 then and got involved with a the early

NOTE Confidence: 0.950317

00:03:31.926 --> 00:03:34.605 at work at Center Health to launch Epic's

NOTE Confidence: 0.950317

00:03:34.605 --> 00:03:37.230 first my chart instance in the country.

NOTE Confidence: 0.950317

00:03:37.230 --> 00:03:40.150 And what we saw there,

NOTE Confidence: 0.950317

00:03:40.150 --> 00:03:41.921 we continue to see there is actually

NOTE Confidence: 0.950317

00:03:41.921 --> 00:03:44.380 over 50% of the interactions are in

NOTE Confidence: 0.950317

00:03:44.380 --> 00:03:47.079 need virtual maybe not be a camera.

NOTE Confidence: 0.950317

00:03:47.080 --> 00:03:47.997 And so you're here for Panel 4,

NOTE Confidence: 0.950317

00:03:48.000 --> 00:03:49.680 but really these virtual interactions,

NOTE Confidence: 0.950317

00:03:49.680 --> 00:03:50.940 including asynchronous communication.

NOTE Confidence: 0.950317

00:03:50.940 --> 00:03:54.140 So I'm happy to share our experiences, etc.  
NOTE Confidence: 0.950317

00:03:54.140 --> 00:03:54.920 And thanks, John,  
NOTE Confidence: 0.950317

00:03:54.920 --> 00:03:56.480 for having me on the panel.  
NOTE Confidence: 0.948304204

00:03:57.120 --> 00:03:59.040 Yeah, thanks very much, Albert.  
NOTE Confidence: 0.948304204

00:03:59.040 --> 00:04:00.517 And next, I want to introduce Dr.  
NOTE Confidence: 0.948304204

00:04:00.520 --> 00:04:02.256 Christine Peoples. Dr. Peoples,  
NOTE Confidence: 0.948304204

00:04:02.256 --> 00:04:05.360 you want to give a brief background? Sure,  
NOTE Confidence: 0.9603803

00:04:05.360 --> 00:04:07.400 sure, sure. Good afternoon, everybody.  
NOTE Confidence: 0.9603803

00:04:07.400 --> 00:04:09.340 My name is Christine Peoples.  
NOTE Confidence: 0.9603803

00:04:09.340 --> 00:04:11.260 I'm a rheumatologist at the University  
NOTE Confidence: 0.9603803

00:04:11.260 --> 00:04:12.540 of Pittsburgh Medical Center.  
NOTE Confidence: 0.9603803

00:04:12.540 --> 00:04:14.416 So I'm coming to you today from  
NOTE Confidence: 0.9603803

00:04:14.416 --> 00:04:16.099 the great city of Pittsburgh.  
NOTE Confidence: 0.9603803

00:04:16.100 --> 00:04:19.460 I've been providing care in rural and  
NOTE Confidence: 0.9603803

00:04:19.460 --> 00:04:21.560 underserved areas of Pennsylvania going  
NOTE Confidence: 0.9603803

00:04:21.560 --> 00:04:24.204 on the past eight years in rheumatology.

NOTE Confidence: 0.9603803

00:04:24.204 --> 00:04:26.808 And I'm the director of the Tele

NOTE Confidence: 0.9603803

00:04:26.808 --> 00:04:28.429 rheumatology program here at UPMC.

NOTE Confidence: 0.9603803

00:04:28.429 --> 00:04:30.163 And so I will be chatting

NOTE Confidence: 0.9603803

00:04:30.163 --> 00:04:31.460 more about that today,

NOTE Confidence: 0.9603803

00:04:31.460 --> 00:04:33.658 obviously in a setting of quality framework.

NOTE Confidence: 0.904961098461538

00:04:34.980 --> 00:04:36.000 Great. Thanks Doctor Peoples,

NOTE Confidence: 0.904961098461538

00:04:36.000 --> 00:04:38.519 if we can go to the next slide please.

NOTE Confidence: 0.904961098461538

00:04:38.520 --> 00:04:40.878 So we have 3 objectives for the next hour.

NOTE Confidence: 0.904961098461538

00:04:40.880 --> 00:04:43.085 The 1st is we're going to talk

NOTE Confidence: 0.904961098461538

00:04:43.085 --> 00:04:45.016 about metrics and share what we're

NOTE Confidence: 0.904961098461538

00:04:45.016 --> 00:04:46.960 using at each of our institutions.

NOTE Confidence: 0.904961098461538

00:04:46.960 --> 00:04:48.652 And hopefully you can.

NOTE Confidence: 0.904961098461538

00:04:48.652 --> 00:04:50.767 We're going to see some

NOTE Confidence: 0.904961098461538

00:04:50.767 --> 00:04:52.398 consensus around what is,

NOTE Confidence: 0.904961098461538

00:04:52.400 --> 00:04:55.460 what are some of the good metrics to define

NOTE Confidence: 0.904961098461538

00:04:55.460 --> 00:04:57.879 quality in synchronous virtual visits.  
NOTE Confidence: 0.904961098461538

00:04:57.880 --> 00:04:59.600 The next we'll talk about  
NOTE Confidence: 0.904961098461538

00:04:59.600 --> 00:05:02.120 logistics of how do you get going,  
NOTE Confidence: 0.904961098461538

00:05:02.120 --> 00:05:04.185 because I know a lot of you are  
NOTE Confidence: 0.904961098461538

00:05:04.185 --> 00:05:07.585 joining today and you don't have a Qi.  
NOTE Confidence: 0.904961098461538

00:05:07.590 --> 00:05:10.607 Framework yet or Qi program for telehealth  
NOTE Confidence: 0.904961098461538

00:05:10.607 --> 00:05:13.144 and and we're hoping to share Okay.  
NOTE Confidence: 0.904961098461538

00:05:13.144 --> 00:05:14.329 Well this is where you  
NOTE Confidence: 0.904961098461538

00:05:14.329 --> 00:05:15.470 start and these are the,  
NOTE Confidence: 0.904961098461538

00:05:15.470 --> 00:05:17.185 the things you need to have in  
NOTE Confidence: 0.904961098461538

00:05:17.185 --> 00:05:18.830 place to get a program going.  
NOTE Confidence: 0.904961098461538

00:05:18.830 --> 00:05:21.130 And very important along with  
NOTE Confidence: 0.904961098461538

00:05:21.130 --> 00:05:23.290 getting started is hopefully we can  
NOTE Confidence: 0.904961098461538

00:05:23.290 --> 00:05:25.110 share some of the mistakes we made,  
NOTE Confidence: 0.904961098461538

00:05:25.110 --> 00:05:26.886 some of the barriers that we've  
NOTE Confidence: 0.904961098461538

00:05:26.886 --> 00:05:28.535 encountered and you can avoid

NOTE Confidence: 0.904961098461538  
00:05:28.535 --> 00:05:30.474 repeating those mistakes so that  
NOTE Confidence: 0.904961098461538  
00:05:30.474 --> 00:05:32.646 you can really hit the ground  
NOTE Confidence: 0.904961098461538  
00:05:32.646 --> 00:05:34.890 running with your own Qi program.  
NOTE Confidence: 0.904961098461538  
00:05:34.890 --> 00:05:35.925 So if we can go to the next slide,  
NOTE Confidence: 0.904961098461538  
00:05:35.930 --> 00:05:37.746 I'm going to share a little bit about  
NOTE Confidence: 0.904961098461538  
00:05:37.746 --> 00:05:39.289 what we're doing here in Seattle.  
NOTE Confidence: 0.904961098461538  
00:05:39.290 --> 00:05:42.266 And just to kind of rewind  
NOTE Confidence: 0.904961098461538  
00:05:42.266 --> 00:05:44.250 to February of 2020.  
NOTE Confidence: 0.904961098461538  
00:05:44.250 --> 00:05:47.127 We had the very first identified case  
NOTE Confidence: 0.904961098461538  
00:05:47.127 --> 00:05:50.029 of COVID just about 10 miles north  
NOTE Confidence: 0.904961098461538  
00:05:50.029 --> 00:05:52.890 of Seattle in mid January of 2020,  
NOTE Confidence: 0.904961098461538  
00:05:52.890 --> 00:05:54.450 seems like a long time ago.  
NOTE Confidence: 0.904961098461538  
00:05:54.450 --> 00:05:56.322 And then towards the end of  
NOTE Confidence: 0.904961098461538  
00:05:56.322 --> 00:05:58.283 February we had the first death  
NOTE Confidence: 0.904961098461538  
00:05:58.283 --> 00:06:00.516 that just across the lake from us  
NOTE Confidence: 0.904961098461538

00:06:00.516 --> 00:06:02.965 at a nursing home and we are very.  
NOTE Confidence: 0.904961098461538

00:06:02.970 --> 00:06:05.175 Quickly overwhelmed with with the  
NOTE Confidence: 0.904961098461538

00:06:05.175 --> 00:06:07.817 highest numbers we've had in the  
NOTE Confidence: 0.904961098461538

00:06:07.817 --> 00:06:10.365 whole pandemic were in March of 2020.  
NOTE Confidence: 0.904961098461538

00:06:10.370 --> 00:06:14.064 So we had to very quickly pivot to  
NOTE Confidence: 0.904961098461538

00:06:14.064 --> 00:06:16.134 telehealth and and fortunately had  
NOTE Confidence: 0.904961098461538

00:06:16.134 --> 00:06:18.650 a good foundation to build upon.  
NOTE Confidence: 0.904961098461538

00:06:18.650 --> 00:06:21.845 We had we did already have a Qi program.  
NOTE Confidence: 0.904961098461538

00:06:21.850 --> 00:06:24.195 It was very much in its knees  
NOTE Confidence: 0.904961098461538

00:06:24.195 --> 00:06:26.855 and beginnings but we at least  
NOTE Confidence: 0.904961098461538

00:06:26.855 --> 00:06:28.992 had some some foundations begin.  
NOTE Confidence: 0.904961098461538

00:06:28.992 --> 00:06:30.847 We went from around 200.  
NOTE Confidence: 0.904961098461538

00:06:30.850 --> 00:06:32.190 Telemedicine visits in February  
NOTE Confidence: 0.904961098461538

00:06:32.190 --> 00:06:34.994 to a peak of 33,000 in May and  
NOTE Confidence: 0.904961098461538

00:06:34.994 --> 00:06:37.690 like many of others on the call,  
NOTE Confidence: 0.904961098461538

00:06:37.690 --> 00:06:39.746 we've kind of sold out around 15 to

NOTE Confidence: 0.904961098461538  
00:06:39.746 --> 00:06:41.210 20% of our total inventory visits.  
NOTE Confidence: 0.904961098461538  
00:06:41.210 --> 00:06:45.130 So right around 20,000 visits a month  
NOTE Confidence: 0.904961098461538  
00:06:45.130 --> 00:06:48.970 still and now 18 months into the pandemic.  
NOTE Confidence: 0.904961098461538  
00:06:48.970 --> 00:06:51.935 So what I want to talk about is the  
NOTE Confidence: 0.904961098461538  
00:06:51.935 --> 00:06:55.805 four pillars that we have instituted  
NOTE Confidence: 0.904961098461538  
00:06:55.810 --> 00:06:59.548 for our Qi program at UW Medicine.  
NOTE Confidence: 0.904961098461538  
00:06:59.550 --> 00:07:02.035 And this is something that we started  
NOTE Confidence: 0.904961098461538  
00:07:02.035 --> 00:07:04.468 pivoting to in the summer of 2020.  
NOTE Confidence: 0.904961098461538  
00:07:04.470 --> 00:07:06.780 We knew that we kind of built  
NOTE Confidence: 0.904961098461538  
00:07:06.780 --> 00:07:09.486 this plane as it was you know in  
NOTE Confidence: 0.904961098461538  
00:07:09.486 --> 00:07:11.854 the air and we we knew that there  
NOTE Confidence: 0.904961098461538  
00:07:11.854 --> 00:07:12.910 were probably some holes.  
NOTE Confidence: 0.904961098461538  
00:07:12.910 --> 00:07:16.270 So we so we were very fortunate to  
NOTE Confidence: 0.904961098461538  
00:07:16.270 --> 00:07:18.587 have a leader and our Chief Medical  
NOTE Confidence: 0.904961098461538  
00:07:18.587 --> 00:07:20.895 Officer who comes from a Qi background  
NOTE Confidence: 0.904961098461538

00:07:20.895 --> 00:07:23.150 and he was very supportive of this.  
NOTE Confidence: 0.904961098461538

00:07:23.150 --> 00:07:25.544 But the first pillar of that  
NOTE Confidence: 0.904961098461538

00:07:25.544 --> 00:07:27.140 program was event reporting.  
NOTE Confidence: 0.904961098461538

00:07:27.140 --> 00:07:29.583 So like a many places we have  
NOTE Confidence: 0.904961098461538

00:07:29.583 --> 00:07:31.440 an anonymous reporting tool at  
NOTE Confidence: 0.904961098461538

00:07:31.440 --> 00:07:33.448 every computer at U dot Medicine.  
NOTE Confidence: 0.904961098461538

00:07:33.448 --> 00:07:35.350 So anyone who has a log  
NOTE Confidence: 0.85470849875

00:07:35.426 --> 00:07:37.883 in can report a safety event and  
NOTE Confidence: 0.85470849875

00:07:37.883 --> 00:07:39.598 this was initially started for  
NOTE Confidence: 0.85470849875

00:07:39.598 --> 00:07:41.699 like things like Ron's wrong site,  
NOTE Confidence: 0.85470849875

00:07:41.700 --> 00:07:43.328 surgery or pharmacy air.  
NOTE Confidence: 0.85470849875

00:07:43.328 --> 00:07:45.770 But we pivoted to digital health  
NOTE Confidence: 0.85470849875

00:07:45.848 --> 00:07:48.422 because it could really happen anywhere  
NOTE Confidence: 0.85470849875

00:07:48.422 --> 00:07:51.780 in the health system and so we see  
NOTE Confidence: 0.85470849875

00:07:51.780 --> 00:07:54.094 these events on a weekly basis.  
NOTE Confidence: 0.85470849875

00:07:54.094 --> 00:07:57.215 And can flag them and then we do a

NOTE Confidence: 0.85470849875

00:07:57.215 --> 00:07:59.285 root cause analysis but it really

NOTE Confidence: 0.85470849875

00:07:59.285 --> 00:08:01.450 helps us to identify problems

NOTE Confidence: 0.85470849875

00:08:01.450 --> 00:08:04.275 before they they really explode.

NOTE Confidence: 0.85470849875

00:08:04.280 --> 00:08:06.758 The second thing we have are

NOTE Confidence: 0.85470849875

00:08:06.758 --> 00:08:07.997 surveys and complaints.

NOTE Confidence: 0.85470849875

00:08:08.000 --> 00:08:10.079 So you know it's good to hear

NOTE Confidence: 0.85470849875

00:08:10.080 --> 00:08:11.760 what the patient experience is.

NOTE Confidence: 0.85470849875

00:08:11.760 --> 00:08:15.800 We use the press gaining survey and one

NOTE Confidence: 0.85470849875

00:08:15.800 --> 00:08:19.720 of the the key questions there is would you.

NOTE Confidence: 0.85470849875

00:08:19.720 --> 00:08:20.580 Recommends telemedicine,

NOTE Confidence: 0.85470849875

00:08:20.580 --> 00:08:22.730 so the willingness to recommend

NOTE Confidence: 0.85470849875

00:08:22.730 --> 00:08:25.165 and we actually compare that to

NOTE Confidence: 0.85470849875

00:08:25.165 --> 00:08:26.960 other parts of our organization.

NOTE Confidence: 0.85470849875

00:08:26.960 --> 00:08:31.790 This is a top line bit of data

NOTE Confidence: 0.85470849875

00:08:31.790 --> 00:08:33.923 that is reported to leadership and

NOTE Confidence: 0.85470849875

00:08:33.923 --> 00:08:35.621 you know we're being graded on  
NOTE Confidence: 0.85470849875

00:08:35.621 --> 00:08:37.678 on how we're doing in that area.  
NOTE Confidence: 0.85470849875

00:08:37.680 --> 00:08:41.652 So very motivated to respond to  
NOTE Confidence: 0.85470849875

00:08:41.652 --> 00:08:43.930 patients feedback on that and one  
NOTE Confidence: 0.85470849875

00:08:43.930 --> 00:08:46.906 thing I will say is that the the kinds  
NOTE Confidence: 0.85470849875

00:08:46.906 --> 00:08:49.112 of things that patients are saying.  
NOTE Confidence: 0.85470849875

00:08:49.112 --> 00:08:49.904 Has changed.  
NOTE Confidence: 0.85470849875

00:08:49.904 --> 00:08:52.963 So initially there was a lot of  
NOTE Confidence: 0.85470849875

00:08:52.963 --> 00:08:54.760 complaints around technology,  
NOTE Confidence: 0.85470849875

00:08:54.760 --> 00:08:56.320 like I don't know how to use Zoom,  
NOTE Confidence: 0.85470849875

00:08:56.320 --> 00:08:58.035 you know, I don't know how to,  
NOTE Confidence: 0.85470849875

00:08:58.040 --> 00:09:00.216 you know, unmute myself,  
NOTE Confidence: 0.85470849875

00:09:00.216 --> 00:09:02.364 all those kind of things that's become  
NOTE Confidence: 0.85470849875

00:09:02.364 --> 00:09:04.964 a less and less of an issue and now  
NOTE Confidence: 0.85470849875

00:09:04.964 --> 00:09:06.658 they're more of kind of the same  
NOTE Confidence: 0.85470849875

00:09:06.658 --> 00:09:07.999 complaints that we get in person.

NOTE Confidence: 0.85470849875

00:09:08.000 --> 00:09:09.900 So the most common complaint

NOTE Confidence: 0.85470849875

00:09:09.900 --> 00:09:12.240 today is the doctor was late.

NOTE Confidence: 0.85470849875

00:09:12.240 --> 00:09:15.982 So we're working with our our colleagues.

NOTE Confidence: 0.85470849875

00:09:15.982 --> 00:09:18.732 To just tell them, hey, you know,

NOTE Confidence: 0.85470849875

00:09:18.732 --> 00:09:20.720 Doctor Scott's running a little bit late,

NOTE Confidence: 0.85470849875

00:09:20.720 --> 00:09:21.680 might be 1015 minutes.

NOTE Confidence: 0.85470849875

00:09:21.680 --> 00:09:23.214 If you want to, you know,

NOTE Confidence: 0.85470849875

00:09:23.214 --> 00:09:25.223 go get that flashlight or that thermometer

NOTE Confidence: 0.85470849875

00:09:25.223 --> 00:09:27.077 to make sure it's a great visit,

NOTE Confidence: 0.85470849875

00:09:27.080 --> 00:09:28.076 then please go do that now.

NOTE Confidence: 0.85470849875

00:09:28.080 --> 00:09:29.244 But you know,

NOTE Confidence: 0.85470849875

00:09:29.244 --> 00:09:31.184 don't don't feel like you're

NOTE Confidence: 0.85470849875

00:09:31.184 --> 00:09:33.000 in the wrong place.

NOTE Confidence: 0.85470849875

00:09:33.000 --> 00:09:35.555 And then the the third pillar in

NOTE Confidence: 0.85470849875

00:09:35.555 --> 00:09:38.240 our Qi framework is peer review.

NOTE Confidence: 0.85470849875

00:09:38.240 --> 00:09:41.885 So this is just random peer review that

NOTE Confidence: 0.85470849875

00:09:41.885 --> 00:09:44.720 my colleague and I do every month.

NOTE Confidence: 0.85470849875

00:09:44.720 --> 00:09:46.890 So we do 30 each.

NOTE Confidence: 0.85470849875

00:09:46.890 --> 00:09:48.810 So we're in around 500.

NOTE Confidence: 0.85470849875

00:09:48.810 --> 00:09:53.094 We've done so far and we are

NOTE Confidence: 0.85470849875

00:09:53.094 --> 00:09:54.930 taking prespecified questions.

NOTE Confidence: 0.85470849875

00:09:54.930 --> 00:09:57.594 So about a three or four page survey

NOTE Confidence: 0.85470849875

00:09:57.594 --> 00:10:00.206 and we just evaluate it and we,

NOTE Confidence: 0.85470849875

00:10:00.210 --> 00:10:02.785 we started with the National

NOTE Confidence: 0.85470849875

00:10:02.785 --> 00:10:04.845 Quality Forum guidelines here.

NOTE Confidence: 0.85470849875

00:10:04.850 --> 00:10:07.622 And so if there's like 1 document I would

NOTE Confidence: 0.85470849875

00:10:07.622 --> 00:10:09.730 steer folks to it would be this 20.

NOTE Confidence: 0.85470849875

00:10:09.730 --> 00:10:12.484 I think it was 2017 when this came out

NOTE Confidence: 0.85470849875

00:10:12.490 --> 00:10:15.106 and that's a great place to start we.

NOTE Confidence: 0.85470849875

00:10:15.110 --> 00:10:17.162 We found that the the principles

NOTE Confidence: 0.85470849875

00:10:17.162 --> 00:10:18.188 were pretty general,

NOTE Confidence: 0.85470849875

00:10:18.190 --> 00:10:19.919 but then you can kind of build

NOTE Confidence: 0.85470849875

00:10:19.919 --> 00:10:21.515 from those generals to to more

NOTE Confidence: 0.85470849875

00:10:21.515 --> 00:10:22.587 specific kind of questions.

NOTE Confidence: 0.85470849875

00:10:22.590 --> 00:10:24.786 And in in particular there's a,

NOTE Confidence: 0.85470849875

00:10:24.790 --> 00:10:26.284 there are a couple of questions

NOTE Confidence: 0.85470849875

00:10:26.284 --> 00:10:28.081 I I found really valuable and

NOTE Confidence: 0.85470849875

00:10:28.081 --> 00:10:30.067 that one of those questions is,

NOTE Confidence: 0.85470849875

00:10:30.070 --> 00:10:32.670 was this appropriate for telemedicine

NOTE Confidence: 0.85470849875

00:10:32.670 --> 00:10:35.706 And #2 was this visit safe?

NOTE Confidence: 0.85470849875

00:10:35.710 --> 00:10:37.309 And so we, you know, we say yes,

NOTE Confidence: 0.85470849875

00:10:37.309 --> 00:10:39.397 no and if there's a yes, we say why.

NOTE Confidence: 0.85470849875

00:10:39.397 --> 00:10:41.280 And so we report out to our

NOTE Confidence: 0.934764472727273

00:10:41.351 --> 00:10:42.110 leadership.

NOTE Confidence: 0.934764472727273

00:10:42.110 --> 00:10:43.988 When when I meet with legislators,

NOTE Confidence: 0.934764472727273

00:10:43.990 --> 00:10:46.390 I I'm very proud to say that no,

NOTE Confidence: 0.934764472727273

00:10:46.390 --> 00:10:48.486 over 99% of the time we can say  
NOTE Confidence: 0.934764472727273

00:10:48.486 --> 00:10:49.950 it's appropriate and it was safe.  
NOTE Confidence: 0.934764472727273

00:10:49.950 --> 00:10:51.510 And if people want specifics,  
NOTE Confidence: 0.934764472727273

00:10:51.510 --> 00:10:55.150 we can kind of illustrate the the few  
NOTE Confidence: 0.934764472727273

00:10:55.150 --> 00:10:57.550 examples where it wasn't appropriate  
NOTE Confidence: 0.934764472727273

00:10:57.550 --> 00:10:59.622 and other things that we do or  
NOTE Confidence: 0.934764472727273

00:10:59.622 --> 00:11:02.108 we look at was consent obtained.  
NOTE Confidence: 0.934764472727273

00:11:02.110 --> 00:11:04.198 So in our state there's not  
NOTE Confidence: 0.934764472727273

00:11:04.198 --> 00:11:05.590 a mandatory written consent,  
NOTE Confidence: 0.934764472727273

00:11:05.590 --> 00:11:09.038 but it is strongly advised in our training.  
NOTE Confidence: 0.934764472727273

00:11:09.040 --> 00:11:11.119 Which is which is mandatory in our  
NOTE Confidence: 0.934764472727273

00:11:11.119 --> 00:11:13.337 state that it is obtained and we  
NOTE Confidence: 0.934764472727273

00:11:13.337 --> 00:11:15.250 usually just do it verbally and  
NOTE Confidence: 0.934764472727273

00:11:15.250 --> 00:11:17.890 so there is a a dot phrase that  
NOTE Confidence: 0.934764472727273

00:11:17.890 --> 00:11:20.044 we've created in Epic you know  
NOTE Confidence: 0.934764472727273

00:11:20.044 --> 00:11:21.616 that the documents that you got

NOTE Confidence: 0.934764472727273  
00:11:21.616 --> 00:11:23.331 consent and where you are and where  
NOTE Confidence: 0.934764472727273  
00:11:23.331 --> 00:11:24.822 the patient is and if there's  
NOTE Confidence: 0.934764472727273  
00:11:24.822 --> 00:11:26.640 anyone else assisting in the exam.  
NOTE Confidence: 0.934764472727273  
00:11:26.640 --> 00:11:29.830 So we we do our survey and and ask did  
NOTE Confidence: 0.934764472727273  
00:11:29.914 --> 00:11:33.434 they did they get consent and document it.  
NOTE Confidence: 0.934764472727273  
00:11:33.440 --> 00:11:35.428 There are other things about billing like  
NOTE Confidence: 0.934764472727273  
00:11:35.428 --> 00:11:39.300 using the right GT or are no modifier.  
NOTE Confidence: 0.934764472727273  
00:11:39.300 --> 00:11:41.868 And then a couple other things  
NOTE Confidence: 0.934764472727273  
00:11:41.868 --> 00:11:43.580 around prescribing of medications.  
NOTE Confidence: 0.934764472727273  
00:11:43.580 --> 00:11:45.673 So we knew that there are a  
NOTE Confidence: 0.934764472727273  
00:11:45.673 --> 00:11:47.796 couple of highrisk categories like  
NOTE Confidence: 0.934764472727273  
00:11:47.796 --> 00:11:50.100 prescribing of controlled substances.  
NOTE Confidence: 0.934764472727273  
00:11:50.100 --> 00:11:51.378 So we, we look into that.  
NOTE Confidence: 0.934764472727273  
00:11:51.380 --> 00:11:53.095 And then as an infectious disease doc,  
NOTE Confidence: 0.934764472727273  
00:11:53.100 --> 00:11:55.200 I'm always concerned about  
NOTE Confidence: 0.934764472727273

00:11:55.200 --> 00:11:56.775 overprescribing of antimicrobial.  
NOTE Confidence: 0.934764472727273

00:11:56.780 --> 00:11:59.756 So we have a particular question about that  
NOTE Confidence: 0.934764472727273

00:11:59.756 --> 00:12:02.337 and whether it was appropriate or not.  
NOTE Confidence: 0.934764472727273

00:12:02.340 --> 00:12:04.785 And then finally we have  
NOTE Confidence: 0.934764472727273

00:12:04.785 --> 00:12:07.230 specialized Qi projects and so.  
NOTE Confidence: 0.934764472727273

00:12:07.230 --> 00:12:09.402 The two projects we're looking at  
NOTE Confidence: 0.934764472727273

00:12:09.402 --> 00:12:12.208 this year are trying to improve access  
NOTE Confidence: 0.934764472727273

00:12:12.208 --> 00:12:14.348 to our Spanish speaking patients.  
NOTE Confidence: 0.934764472727273

00:12:14.350 --> 00:12:17.174 We found that that even with the making  
NOTE Confidence: 0.934764472727273

00:12:17.174 --> 00:12:19.880 our technology a little bit easier that  
NOTE Confidence: 0.934764472727273

00:12:19.880 --> 00:12:21.810 our Spanish speaking patients have  
NOTE Confidence: 0.934764472727273

00:12:21.877 --> 00:12:24.427 really lagged behind other populations.  
NOTE Confidence: 0.934764472727273

00:12:24.430 --> 00:12:27.160 And So what with some things we've  
NOTE Confidence: 0.934764472727273

00:12:27.160 --> 00:12:29.967 done is we've created videos and  
NOTE Confidence: 0.934764472727273

00:12:29.967 --> 00:12:32.052 they have have translated them  
NOTE Confidence: 0.934764472727273

00:12:32.052 --> 00:12:34.660 into our top 6 languages.

NOTE Confidence: 0.934764472727273  
00:12:34.660 --> 00:12:35.620 So we're hoping that's going  
NOTE Confidence: 0.934764472727273  
00:12:35.620 --> 00:12:36.900 to kind of move the needle.  
NOTE Confidence: 0.934764472727273  
00:12:36.900 --> 00:12:40.148 And then the other one is looking at  
NOTE Confidence: 0.934764472727273  
00:12:40.148 --> 00:12:42.538 responsible scribing of of antimicrobials.  
NOTE Confidence: 0.934764472727273  
00:12:42.540 --> 00:12:45.244 So I wanted to also talk about some  
NOTE Confidence: 0.934764472727273  
00:12:45.244 --> 00:12:48.382 of the the infrastructure that was  
NOTE Confidence: 0.934764472727273  
00:12:48.382 --> 00:12:50.750 necessary to launch our program and  
NOTE Confidence: 0.934764472727273  
00:12:50.750 --> 00:12:53.224 the first thing I want to talk about  
NOTE Confidence: 0.934764472727273  
00:12:53.224 --> 00:12:55.060 is this governance and reporting.  
NOTE Confidence: 0.934764472727273  
00:12:55.060 --> 00:12:57.776 So as I mentioned we've had a  
NOTE Confidence: 0.93270617  
00:13:00.340 --> 00:13:02.880 a group of other.  
NOTE Confidence: 0.93270617  
00:13:02.880 --> 00:13:05.960 Folks in in the University of Washington  
NOTE Confidence: 0.93270617  
00:13:05.960 --> 00:13:08.125 who report Qi metrics and it's  
NOTE Confidence: 0.93270617  
00:13:08.125 --> 00:13:11.078 kind of a grab bag of other folks.  
NOTE Confidence: 0.93270617  
00:13:11.080 --> 00:13:14.480 So it's like our GME office and research  
NOTE Confidence: 0.93270617

00:13:14.480 --> 00:13:16.464 because most of our Qi is done in  
NOTE Confidence: 0.93270617

00:13:16.464 --> 00:13:18.000 the department or the institution,  
NOTE Confidence: 0.93270617

00:13:18.000 --> 00:13:19.326 the hospital level.  
NOTE Confidence: 0.93270617

00:13:19.326 --> 00:13:23.532 And so I already I had built in a way  
NOTE Confidence: 0.93270617

00:13:23.532 --> 00:13:26.888 to report any kind of Qi concerns and  
NOTE Confidence: 0.93270617

00:13:26.888 --> 00:13:30.086 that meets quarterly then that that  
NOTE Confidence: 0.93270617

00:13:30.086 --> 00:13:32.498 group is consist of risk management.  
NOTE Confidence: 0.93270617

00:13:32.500 --> 00:13:36.444 Administration and as I said,  
NOTE Confidence: 0.93270617

00:13:36.444 --> 00:13:38.940 the folks in research and GME,  
NOTE Confidence: 0.93270617

00:13:38.940 --> 00:13:41.940 well, we are also able to hire an  
NOTE Confidence: 0.93270617

00:13:41.940 --> 00:13:45.326 associate medical director at 50% FTE  
NOTE Confidence: 0.93270617

00:13:45.326 --> 00:13:48.777 and her major charge is around QY.  
NOTE Confidence: 0.93270617

00:13:48.780 --> 00:13:50.496 So she's been leading that work.  
NOTE Confidence: 0.93270617

00:13:50.500 --> 00:13:51.340 And in addition,  
NOTE Confidence: 0.93270617

00:13:51.340 --> 00:13:53.092 we have a 50% FTE who's doing  
NOTE Confidence: 0.93270617

00:13:53.092 --> 00:13:53.776 the program manager.

NOTE Confidence: 0.93270617

00:13:53.780 --> 00:13:56.420 So kind of collecting the data

NOTE Confidence: 0.93270617

00:13:56.420 --> 00:13:58.742 and you know sending all those

NOTE Confidence: 0.93270617

00:13:58.742 --> 00:14:00.580 those patient charts to us.

NOTE Confidence: 0.93306539

00:14:02.650 --> 00:14:04.967 So let's go to the next slide.

NOTE Confidence: 0.93306539

00:14:04.970 --> 00:14:06.762 I want to, I want to share

NOTE Confidence: 0.93306539

00:14:06.762 --> 00:14:08.613 some of our from our outcomes.

NOTE Confidence: 0.93306539

00:14:08.613 --> 00:14:11.988 So one of our high level metrics is that

NOTE Confidence: 0.93306539

00:14:11.988 --> 00:14:14.690 what we call a failed telemedicine visit.

NOTE Confidence: 0.93306539

00:14:14.690 --> 00:14:17.750 And what you can see is on the far right

NOTE Confidence: 0.93306539

00:14:17.830 --> 00:14:20.962 there is that when we started in in 2020,

NOTE Confidence: 0.93306539

00:14:20.970 --> 00:14:23.119 it was almost one out of 10

NOTE Confidence: 0.93306539

00:14:23.119 --> 00:14:24.650 visits we couldn't connect.

NOTE Confidence: 0.93306539

00:14:24.650 --> 00:14:26.771 You know the the video didn't work

NOTE Confidence: 0.93306539

00:14:26.771 --> 00:14:29.339 or you know the link wasn't working.

NOTE Confidence: 0.93306539

00:14:29.340 --> 00:14:32.130 And that has declined down to right

NOTE Confidence: 0.93306539

00:14:32.130 --> 00:14:34.300 around 3 1/2% which was actually our

NOTE Confidence: 0.93306539

00:14:34.300 --> 00:14:36.416 goal when we started back in 2020.

NOTE Confidence: 0.93306539

00:14:36.420 --> 00:14:39.640 And it kind of varies across our

NOTE Confidence: 0.93306539

00:14:39.640 --> 00:14:41.468 our institutions within UW Medicine.

NOTE Confidence: 0.93306539

00:14:41.468 --> 00:14:43.870 So Hall Health is our student Health

NOTE Confidence: 0.93306539

00:14:43.870 --> 00:14:46.174 Center with a lot more tech savvy folks.

NOTE Confidence: 0.93306539

00:14:46.180 --> 00:14:48.310 So it started out pretty low

NOTE Confidence: 0.93306539

00:14:48.310 --> 00:14:50.475 and it's almost almost 0% now.

NOTE Confidence: 0.93306539

00:14:50.475 --> 00:14:52.300 Harborview where I work is

NOTE Confidence: 0.93306539

00:14:52.300 --> 00:14:53.740 our public hospital,

NOTE Confidence: 0.93306539

00:14:53.740 --> 00:14:55.987 about half of my patients don't don't

NOTE Confidence: 0.93306539

00:14:55.987 --> 00:14:58.316 speak English as a as a first language.

NOTE Confidence: 0.93306539

00:14:58.320 --> 00:14:59.902 And so that was a particular challenge

NOTE Confidence: 0.93306539

00:14:59.902 --> 00:15:01.994 in it and not surprisingly had some of

NOTE Confidence: 0.93306539

00:15:01.994 --> 00:15:03.880 the highest failure rates the beginning.

NOTE Confidence: 0.93306539

00:15:03.880 --> 00:15:05.968 But even at Harborview we've made

NOTE Confidence: 0.93306539

00:15:05.968 --> 00:15:08.520 a great progress and we're sitting

NOTE Confidence: 0.93306539

00:15:08.520 --> 00:15:11.056 around 5% in our more of our community

NOTE Confidence: 0.93306539

00:15:11.056 --> 00:15:12.720 hospitals have had a a similar

NOTE Confidence: 0.93306539

00:15:12.720 --> 00:15:14.920 trend in our University Hospital

NOTE Confidence: 0.93306539

00:15:14.920 --> 00:15:17.680 also has made progress.

NOTE Confidence: 0.93306539

00:15:17.680 --> 00:15:19.736 So then the other thing we look at

NOTE Confidence: 0.93306539

00:15:19.736 --> 00:15:21.896 is some of the DEI metrics we looked

NOTE Confidence: 0.93306539

00:15:21.896 --> 00:15:23.720 at use of telemedicine by race,

NOTE Confidence: 0.93306539

00:15:23.720 --> 00:15:24.992 ethnicity and language.

NOTE Confidence: 0.93306539

00:15:24.992 --> 00:15:27.536 And I think very similar to

NOTE Confidence: 0.93306539

00:15:27.536 --> 00:15:30.008 what other folks have reported,

NOTE Confidence: 0.93306539

00:15:30.010 --> 00:15:30.922 you know,

NOTE Confidence: 0.93306539

00:15:30.922 --> 00:15:32.746 proportionally speaking in 2020

NOTE Confidence: 0.93306539

00:15:32.746 --> 00:15:36.205 there were more people who are white

NOTE Confidence: 0.93306539

00:15:36.205 --> 00:15:38.930 race who had commercial insurance.

NOTE Confidence: 0.93306539

00:15:38.930 --> 00:15:40.202 We're college educated,  
NOTE Confidence: 0.93306539

00:15:40.202 --> 00:15:41.050 we're urban,  
NOTE Confidence: 0.93306539

00:15:41.050 --> 00:15:43.163 you know looking in urban areas and  
NOTE Confidence: 0.93306539

00:15:43.163 --> 00:15:45.667 we've started to see that start to level  
NOTE Confidence: 0.93306539

00:15:45.667 --> 00:15:48.367 up now so that our African American  
NOTE Confidence: 0.93306539

00:15:48.367 --> 00:15:50.920 patients are patients who have Medicaid.  
NOTE Confidence: 0.93306539

00:15:50.920 --> 00:15:53.608 And folks who don't live immediately  
NOTE Confidence: 0.93306539

00:15:53.608 --> 00:15:56.429 in Seattle are now able to join  
NOTE Confidence: 0.93306539

00:15:56.429 --> 00:15:57.801 telemedicine approximately the same  
NOTE Confidence: 0.93306539

00:15:57.801 --> 00:15:59.958 rate as they would as in person.  
NOTE Confidence: 0.93306539

00:15:59.960 --> 00:16:01.458 The big difference was I said earlier  
NOTE Confidence: 0.93306539

00:16:01.458 --> 00:16:02.880 was our Spanish speaking patients.  
NOTE Confidence: 0.93306539

00:16:02.880 --> 00:16:05.082 So we're that's why we're identifying  
NOTE Confidence: 0.93306539

00:16:05.082 --> 00:16:08.118 them as a target area in the next year.  
NOTE Confidence: 0.93306539

00:16:08.120 --> 00:16:10.514 So we also have some metrics around  
NOTE Confidence: 0.93306539

00:16:10.520 --> 00:16:11.950 willingness to recommend and this

NOTE Confidence: 0.93306539

00:16:11.950 --> 00:16:13.748 is where like a Net Promoter

NOTE Confidence: 0.93306539

00:16:13.748 --> 00:16:15.000 score can be useful.

NOTE Confidence: 0.93306539

00:16:15.000 --> 00:16:18.208 I think it's kind of an industry standard.

NOTE Confidence: 0.93306539

00:16:18.210 --> 00:16:20.070 And I know other folks

NOTE Confidence: 0.93306539

00:16:20.070 --> 00:16:21.930 are using that as well.

NOTE Confidence: 0.93306539

00:16:21.930 --> 00:16:23.030 As I mentioned before,

NOTE Confidence: 0.93306539

00:16:23.030 --> 00:16:25.138 I want to make sure that consent

NOTE Confidence: 0.93306539

00:16:25.138 --> 00:16:27.598 is obtained and documented and then

NOTE Confidence: 0.93306539

00:16:27.598 --> 00:16:29.768 that the physical exams performed.

NOTE Confidence: 0.93306539

00:16:29.770 --> 00:16:31.882 This is one of my pet peeves and

NOTE Confidence: 0.93306539

00:16:31.882 --> 00:16:34.169 when I do chart reviews that I'd

NOTE Confidence: 0.93306539

00:16:34.169 --> 00:16:36.290 say about you can see in the little

NOTE Confidence: 0.93306539

00:16:36.290 --> 00:16:38.431 graph here is about 1/3 of the time

NOTE Confidence: 0.93306539

00:16:38.431 --> 00:16:40.123 there is absolutely no physical exam,

NOTE Confidence: 0.93306539

00:16:40.130 --> 00:16:42.244 so they say there's a telemedicine visit.

NOTE Confidence: 0.93306539

00:16:42.250 --> 00:16:45.165 Therefore I did not do a physical exam.

NOTE Confidence: 0.93306539

00:16:45.165 --> 00:16:48.140 And there's quite a bit of information

NOTE Confidence: 0.93306539

00:16:48.220 --> 00:16:50.660 that you can do that you can gain

NOTE Confidence: 0.93306539

00:16:50.660 --> 00:16:52.580 from from just a video visit.

NOTE Confidence: 0.93306539

00:16:52.580 --> 00:16:53.660 You know, first of all,

NOTE Confidence: 0.93306539

00:16:53.660 --> 00:16:55.682 the mental health exam was just

NOTE Confidence: 0.93306539

00:16:55.682 --> 00:16:56.693 basically the observation,

NOTE Confidence: 0.94427896

00:16:56.700 --> 00:16:58.260 you know, that their speech,

NOTE Confidence: 0.94427896

00:16:58.260 --> 00:17:01.698 their their mood, things like that.

NOTE Confidence: 0.94427896

00:17:01.700 --> 00:17:03.940 I I work in the liver clinic so I can,

NOTE Confidence: 0.94427896

00:17:03.940 --> 00:17:05.860 you know, have them pull their eyes down,

NOTE Confidence: 0.94427896

00:17:05.860 --> 00:17:07.220 you know, are they jaundiced?

NOTE Confidence: 0.94427896

00:17:07.220 --> 00:17:09.500 Do they have a flap,

NOTE Confidence: 0.94427896

00:17:09.500 --> 00:17:12.230 Have them stand up and.

NOTE Confidence: 0.94427896

00:17:12.230 --> 00:17:13.336 Pull up their shirts so I can

NOTE Confidence: 0.94427896

00:17:13.336 --> 00:17:14.349 see if they have ascites,

NOTE Confidence: 0.94427896

00:17:14.350 --> 00:17:15.738 have them self selfexam.

NOTE Confidence: 0.94427896

00:17:15.738 --> 00:17:18.524 So I actually can get quite a bit

NOTE Confidence: 0.94427896

00:17:18.524 --> 00:17:20.722 of information and a lot of the

NOTE Confidence: 0.94427896

00:17:20.722 --> 00:17:22.636 specialty societies have guidelines

NOTE Confidence: 0.94427896

00:17:22.636 --> 00:17:26.630 now on how to do an exam specific to

NOTE Confidence: 0.94427896

00:17:26.630 --> 00:17:28.576 that area and I think doctor peoples

NOTE Confidence: 0.94427896

00:17:28.576 --> 00:17:30.749 will get into that a little bit more.

NOTE Confidence: 0.94427896

00:17:30.750 --> 00:17:33.182 And then the last one is I mentioned

NOTE Confidence: 0.94427896

00:17:33.182 --> 00:17:34.852 safety and appropriateness of

NOTE Confidence: 0.94427896

00:17:34.852 --> 00:17:36.836 the visit for telemedicine.

NOTE Confidence: 0.94427896

00:17:36.840 --> 00:17:39.880 So just to end with a little bit of advice,

NOTE Confidence: 0.94427896

00:17:39.880 --> 00:17:41.705 if you're launching AQI program

NOTE Confidence: 0.94427896

00:17:41.705 --> 00:17:42.435 for telemedicine,

NOTE Confidence: 0.94427896

00:17:42.440 --> 00:17:44.066 first of all make sure you

NOTE Confidence: 0.94427896

00:17:44.066 --> 00:17:44.879 have proper resources.

NOTE Confidence: 0.94427896

00:17:44.880 --> 00:17:49.623 That means time and and so time of faculty

NOTE Confidence: 0.94427896

00:17:49.623 --> 00:17:53.360 and support stuff and and also money.

NOTE Confidence: 0.94427896

00:17:53.360 --> 00:17:55.488 You might need you know a little

NOTE Confidence: 0.94427896

00:17:55.488 --> 00:17:56.880 bit of money for special projects,

NOTE Confidence: 0.94427896

00:17:56.880 --> 00:17:57.930 getting data,

NOTE Confidence: 0.94427896

00:17:57.930 --> 00:18:00.555 upgrading your your equipment whatnot

NOTE Confidence: 0.94427896

00:18:00.560 --> 00:18:02.792 and and this kind of is obvious but

NOTE Confidence: 0.94427896

00:18:02.792 --> 00:18:04.967 make sure you focus on the patient.

NOTE Confidence: 0.94427896

00:18:04.970 --> 00:18:07.250 And also the provider for education,

NOTE Confidence: 0.94427896

00:18:07.250 --> 00:18:09.399 I think there's a question in our

NOTE Confidence: 0.94427896

00:18:09.399 --> 00:18:11.794 in our first session around maybe

NOTE Confidence: 0.94427896

00:18:11.794 --> 00:18:13.997 our less tech savvy providers.

NOTE Confidence: 0.94427896

00:18:13.997 --> 00:18:17.120 And so it's a real push to make our

NOTE Confidence: 0.94427896

00:18:17.196 --> 00:18:19.606 technology as simple as possible

NOTE Confidence: 0.94427896

00:18:19.610 --> 00:18:21.434 and make sure that they have

NOTE Confidence: 0.94427896

00:18:21.434 --> 00:18:22.650 support when you launch,

NOTE Confidence: 0.94427896

00:18:22.650 --> 00:18:25.968 but also ongoing support if there's,

NOTE Confidence: 0.94427896

00:18:25.970 --> 00:18:27.482 you know maybe something

NOTE Confidence: 0.94427896

00:18:27.482 --> 00:18:29.372 new that's happened with an

NOTE Confidence: 0.94427896

00:18:29.372 --> 00:18:31.269 upgrade update to Epic or Zoom.

NOTE Confidence: 0.94427896

00:18:31.270 --> 00:18:33.510 And then my last point is to make

NOTE Confidence: 0.94427896

00:18:33.510 --> 00:18:36.211 friends in IT finance and your patient

NOTE Confidence: 0.94427896

00:18:36.211 --> 00:18:38.281 scheduling center because they're all

NOTE Confidence: 0.94427896

00:18:38.351 --> 00:18:41.023 going to be part of that whole experience.

NOTE Confidence: 0.94427896

00:18:41.030 --> 00:18:42.038 And so with that,

NOTE Confidence: 0.94427896

00:18:42.038 --> 00:18:44.884 I think I'm going to move it on to our

NOTE Confidence: 0.94427896

00:18:44.884 --> 00:18:46.786 next presenter and that's Doctor Peoples.

NOTE Confidence: 0.94427896

00:18:46.790 --> 00:18:46.942 Christine,

NOTE Confidence: 0.94427896

00:18:46.942 --> 00:18:47.550 you want to take

NOTE Confidence: 0.94427896

00:18:47.550 --> 00:18:49.492 it away? Yeah, thanks. Thanks, John.

NOTE Confidence: 0.94427896

00:18:49.492 --> 00:18:51.908 I just want to say before I start,

NOTE Confidence: 0.94427896

00:18:51.910 --> 00:18:54.045 I really enjoyed all the discussions and  
NOTE Confidence: 0.94427896

00:18:54.045 --> 00:18:56.612 I hope that what I'm going to talk about  
NOTE Confidence: 0.94427896

00:18:56.612 --> 00:18:58.910 kind of with the care I provide that.  
NOTE Confidence: 0.94427896

00:18:58.910 --> 00:19:01.110 I kind of give kind of an added and a  
NOTE Confidence: 0.94427896

00:19:01.171 --> 00:19:03.547 different angle than what I do every day  
NOTE Confidence: 0.94427896

00:19:03.550 --> 00:19:06.590 and kind of in the guise of quality.  
NOTE Confidence: 0.94427896

00:19:06.590 --> 00:19:08.966 So I wanna kind of start a little bit  
NOTE Confidence: 0.94427896

00:19:08.966 --> 00:19:11.148 with kind of the framework and kind  
NOTE Confidence: 0.94427896

00:19:11.148 --> 00:19:13.620 of how our program is structured in  
NOTE Confidence: 0.94427896

00:19:13.620 --> 00:19:16.070 order to set the groundwork for for  
NOTE Confidence: 0.94427896

00:19:16.070 --> 00:19:18.189 talking about some quality issues.  
NOTE Confidence: 0.94427896

00:19:18.190 --> 00:19:20.830 So rheumatology, care to telehealth center,  
NOTE Confidence: 0.94427896

00:19:20.830 --> 00:19:23.546 why? So there's been an increasing demand  
NOTE Confidence: 0.94427896

00:19:23.546 --> 00:19:25.814 for patients and healthcare systems  
NOTE Confidence: 0.94427896

00:19:25.814 --> 00:19:28.394 for access to academic specialists,  
NOTE Confidence: 0.94427896

00:19:28.400 --> 00:19:30.368 including rheumatologists through

NOTE Confidence: 0.94427896

00:19:30.368 --> 00:19:31.680 telemedicine modalities.

NOTE Confidence: 0.94427896

00:19:31.680 --> 00:19:33.720 And I think we all know that agree with that.

NOTE Confidence: 0.94427896

00:19:33.720 --> 00:19:35.880 That's been the mantra for years,

NOTE Confidence: 0.94427896

00:19:35.880 --> 00:19:38.105 even before COVID and workforce

NOTE Confidence: 0.94427896

00:19:38.105 --> 00:19:40.760 estimates predict a shortage of about

NOTE Confidence: 0.94427896

00:19:40.760 --> 00:19:43.311 2500 rheumatologists by the year 2025,

NOTE Confidence: 0.94427896

00:19:43.311 --> 00:19:46.048 which is actually not that far off.

NOTE Confidence: 0.94427896

00:19:46.050 --> 00:19:47.960 And in recent American College

NOTE Confidence: 0.94427896

00:19:47.960 --> 00:19:48.724 of Rheumatology,

NOTE Confidence: 0.94427896

00:19:48.730 --> 00:19:51.040 workforce analysis really highlighted the

NOTE Confidence: 0.94427896

00:19:51.040 --> 00:19:54.210 lack of rheumatology care in rural areas.

NOTE Confidence: 0.94427896

00:19:54.210 --> 00:19:56.898 And so the need for access through

NOTE Confidence: 0.94427896

00:19:56.898 --> 00:19:59.329 telemedicine is really greater than ever.

NOTE Confidence: 0.94427896

00:19:59.330 --> 00:20:01.784 And it really accelerated into the

NOTE Confidence: 0.94427896

00:20:01.784 --> 00:20:04.090 spotlight with the COVID-19 pandemic,

NOTE Confidence: 0.94427896

00:20:04.090 --> 00:20:06.406 which continues as we all know.

NOTE Confidence: 0.94427896

00:20:06.410 --> 00:20:10.986 So our program at UPMC was started back in

NOTE Confidence: 0.94427896

00:20:10.986 --> 00:20:13.890 2012 and has continued to grow each year.

NOTE Confidence: 0.94427896

00:20:13.890 --> 00:20:16.080 And currently I provide rheumatology

NOTE Confidence: 0.94427896

00:20:16.080 --> 00:20:18.898 care to three different rural and

NOTE Confidence: 0.94427896

00:20:18.898 --> 00:20:21.130 underserved locations in Pennsylvania.

NOTE Confidence: 0.94427896

00:20:21.130 --> 00:20:24.850 We estimate that about 40 to 50% of all

NOTE Confidence: 0.94427896

00:20:24.850 --> 00:20:27.474 new patient referrals that I see would

NOTE Confidence: 0.94427896

00:20:27.474 --> 00:20:29.882 simply just not see a rheumatologist if

NOTE Confidence: 0.94427896

00:20:29.882 --> 00:20:32.362 they had to travel three to four hours.

NOTE Confidence: 0.94427896

00:20:32.362 --> 00:20:34.090 Sometimes to Pittsburgh is just not

NOTE Confidence: 0.94427896

00:20:34.142 --> 00:20:36.200 something that patients are going to do.

NOTE Confidence: 0.94427896

00:20:36.200 --> 00:20:38.769 And I provide care for both new

NOTE Confidence: 0.94427896

00:20:38.769 --> 00:20:40.879 patients and follow up visits and

NOTE Confidence: 0.94427896

00:20:40.879 --> 00:20:43.111 I'm fortunate to be able to work with

NOTE Confidence: 0.94427896

00:20:43.111 --> 00:20:45.356 at all three locations a trained,

NOTE Confidence: 0.94427896

00:20:45.360 --> 00:20:48.690 experienced RN that serves as the

NOTE Confidence: 0.94427896

00:20:48.690 --> 00:20:51.226 telepresenter my hands since I

NOTE Confidence: 0.94427896

00:20:51.226 --> 00:20:52.958 can't be physically there.

NOTE Confidence: 0.94427896

00:20:52.960 --> 00:20:53.839 Next slide please.

NOTE Confidence: 0.92797514

00:20:57.160 --> 00:20:58.600 So kind of going through

NOTE Confidence: 0.92797514

00:20:58.600 --> 00:21:00.040 the how in the workflow,

NOTE Confidence: 0.92797514

00:21:00.040 --> 00:21:03.126 I think really leads itself to talking

NOTE Confidence: 0.92797514

00:21:03.126 --> 00:21:05.064 about different ways that we can

NOTE Confidence: 0.92797514

00:21:05.064 --> 00:21:06.760 improve quality care at each step.

NOTE Confidence: 0.92797514

00:21:06.760 --> 00:21:09.088 So patients or referring providers are

NOTE Confidence: 0.92797514

00:21:09.088 --> 00:21:12.519 able to contact a central scheduling office,

NOTE Confidence: 0.92797514

00:21:12.520 --> 00:21:14.596 but I highlight the local telehealth

NOTE Confidence: 0.92797514

00:21:14.596 --> 00:21:17.142 center because they really are the best

NOTE Confidence: 0.92797514

00:21:17.142 --> 00:21:19.350 at really getting the patients scheduled

NOTE Confidence: 0.92797514

00:21:19.350 --> 00:21:21.385 appropriately and they can also be

NOTE Confidence: 0.92797514

00:21:21.385 --> 00:21:23.830 scheduled through our office in Pittsburgh.

NOTE Confidence: 0.92797514

00:21:23.830 --> 00:21:26.224 Patients are told that it is a

NOTE Confidence: 0.92797514

00:21:26.224 --> 00:21:27.975 telemedicine visit and this really

NOTE Confidence: 0.92797514

00:21:27.975 --> 00:21:29.750 applies obviously to new patients.

NOTE Confidence: 0.92797514

00:21:29.750 --> 00:21:31.773 We try very hard and we have

NOTE Confidence: 0.92797514

00:21:31.773 --> 00:21:33.530 from the beginning to let them

NOTE Confidence: 0.92797514

00:21:33.530 --> 00:21:35.462 know what to expect at the visit.

NOTE Confidence: 0.92797514

00:21:35.470 --> 00:21:36.590 We let them know this.

NOTE Confidence: 0.92797514

00:21:36.590 --> 00:21:39.187 We have this information on our website

NOTE Confidence: 0.92797514

00:21:39.190 --> 00:21:41.206 and we also encourage them to check

NOTE Confidence: 0.92797514

00:21:41.206 --> 00:21:42.935 with their insurance plan to see

NOTE Confidence: 0.92797514

00:21:42.935 --> 00:21:44.549 if there's coverage for this visit.

NOTE Confidence: 0.92797514

00:21:44.550 --> 00:21:46.798 This was much more of an issue with

NOTE Confidence: 0.92797514

00:21:46.798 --> 00:21:48.638 the beginnings of our program and

NOTE Confidence: 0.92797514

00:21:48.638 --> 00:21:50.462 this has improved with the COVID-19

NOTE Confidence: 0.92797514

00:21:50.519 --> 00:21:52.486 pandemic and I think some of these.

NOTE Confidence: 0.92797514

00:21:52.490 --> 00:21:55.290 Lessening of restrictions will continue.

NOTE Confidence: 0.92797514

00:21:55.290 --> 00:21:56.895 The local telehealth center plays

NOTE Confidence: 0.92797514

00:21:56.895 --> 00:21:59.250 a very big role in confirming,

NOTE Confidence: 0.92797514

00:21:59.250 --> 00:22:00.366 confirming the visits,

NOTE Confidence: 0.92797514

00:22:00.366 --> 00:22:02.970 explaining what's going to go on during

NOTE Confidence: 0.92797514

00:22:03.030 --> 00:22:05.745 the visit and really to confirm the

NOTE Confidence: 0.92797514

00:22:05.745 --> 00:22:07.832 previsit new patient paperwork for

NOTE Confidence: 0.92797514

00:22:07.832 --> 00:22:09.884 those patients that are new referrals.

NOTE Confidence: 0.92797514

00:22:09.890 --> 00:22:12.277 And I put in there in parentheses

NOTE Confidence: 0.92797514

00:22:12.277 --> 00:22:13.850 gown versus exam outfit.

NOTE Confidence: 0.92797514

00:22:13.850 --> 00:22:15.794 So when I first started providing

NOTE Confidence: 0.92797514

00:22:15.794 --> 00:22:16.766 care like this,

NOTE Confidence: 0.92797514

00:22:16.770 --> 00:22:19.098 we started to notice that several

NOTE Confidence: 0.92797514

00:22:19.098 --> 00:22:20.262 patients would communicate

NOTE Confidence: 0.92797514

00:22:20.262 --> 00:22:21.908 through feedback and surveys.

NOTE Confidence: 0.92797514

00:22:21.910 --> 00:22:24.486 That they really did not want to  
NOTE Confidence: 0.92797514

00:22:24.486 --> 00:22:27.388 wear an exam for new appointments.  
NOTE Confidence: 0.92797514

00:22:27.390 --> 00:22:29.016 And I think nobody really likes  
NOTE Confidence: 0.92797514

00:22:29.016 --> 00:22:30.630 to period as a patient,  
NOTE Confidence: 0.92797514

00:22:30.630 --> 00:22:32.862 whether it's a traditional in person  
NOTE Confidence: 0.92797514

00:22:32.862 --> 00:22:34.790 visit or a telemedicine visit.  
NOTE Confidence: 0.92797514

00:22:34.790 --> 00:22:36.356 But they really mention this especially  
NOTE Confidence: 0.92797514

00:22:36.356 --> 00:22:37.950 because the camera was right there.  
NOTE Confidence: 0.92797514

00:22:37.950 --> 00:22:40.429 And so we kind of came up with the,  
NOTE Confidence: 0.92797514

00:22:40.429 --> 00:22:42.103 the nursing staff that I work  
NOTE Confidence: 0.92797514

00:22:42.103 --> 00:22:44.326 with kind of an exam outfit that  
NOTE Confidence: 0.92797514

00:22:44.326 --> 00:22:45.976 we recommend patients to wear.  
NOTE Confidence: 0.92797514

00:22:45.980 --> 00:22:48.388 And we find that patients are much  
NOTE Confidence: 0.92797514

00:22:48.388 --> 00:22:49.855 more comfortable wearing appropriate  
NOTE Confidence: 0.92797514

00:22:49.855 --> 00:22:51.715 clothes where we can examine  
NOTE Confidence: 0.92797514

00:22:51.715 --> 00:22:53.900 the joints with minimal kind of

NOTE Confidence: 0.92797514

00:22:53.900 --> 00:22:55.700 shuffling around then the gown.

NOTE Confidence: 0.92797514

00:22:55.700 --> 00:22:57.932 And so these are kind of pearls that

NOTE Confidence: 0.92797514

00:22:57.932 --> 00:23:00.157 we've kind of looked at over time to

NOTE Confidence: 0.92797514

00:23:00.157 --> 00:23:02.420 kind of improve the patient experience.

NOTE Confidence: 0.92797514

00:23:02.420 --> 00:23:04.276 Follow up visits are able to be scheduled

NOTE Confidence: 0.92797514

00:23:04.276 --> 00:23:06.138 right there at the local telehealth center,

NOTE Confidence: 0.92797514

00:23:06.140 --> 00:23:09.185 but can also be scheduled through our

NOTE Confidence: 0.92797514

00:23:09.185 --> 00:23:11.498 central scheduling modality in our office.

NOTE Confidence: 0.92797514

00:23:11.500 --> 00:23:13.720 And we've really developed a large

NOTE Confidence: 0.92797514

00:23:13.720 --> 00:23:15.950 referral base in the community.

NOTE Confidence: 0.92797514

00:23:15.950 --> 00:23:18.390 And I often talk with on the phone,

NOTE Confidence: 0.92797514

00:23:18.390 --> 00:23:19.190 you know,

NOTE Confidence: 0.92797514

00:23:19.190 --> 00:23:21.190 local providers about different things,

NOTE Confidence: 0.92797514

00:23:21.190 --> 00:23:23.434 certainly with the start of the

NOTE Confidence: 0.92797514

00:23:23.434 --> 00:23:24.930 COVID-19 pandemic and watching

NOTE Confidence: 0.92797514

00:23:24.998 --> 00:23:26.628 cases in those rural areas,  
NOTE Confidence: 0.92797514

00:23:26.630 --> 00:23:28.954 which are obviously less than here in  
NOTE Confidence: 0.92797514

00:23:28.954 --> 00:23:30.789 Allegheny County where Pittsburgh is.  
NOTE Confidence: 0.92797514

00:23:30.790 --> 00:23:31.582 But I've certainly,  
NOTE Confidence: 0.92797514

00:23:31.582 --> 00:23:32.110 you know,  
NOTE Confidence: 0.92797514

00:23:32.110 --> 00:23:35.656 started to do more visits that were audio  
NOTE Confidence: 0.92797514

00:23:35.656 --> 00:23:38.428 only and certainly home video visits.  
NOTE Confidence: 0.92797514

00:23:38.430 --> 00:23:39.622 And so with those,  
NOTE Confidence: 0.92797514

00:23:39.622 --> 00:23:41.670 it's a little bit easier for me,  
NOTE Confidence: 0.92797514

00:23:41.670 --> 00:23:44.718 especially the home video visits to kind of.  
NOTE Confidence: 0.92797514

00:23:44.720 --> 00:23:46.598 Tell patients to remember what they,  
NOTE Confidence: 0.92797514

00:23:46.600 --> 00:23:47.452 what went on,  
NOTE Confidence: 0.92797514

00:23:47.452 --> 00:23:49.440 when they saw me at the telehealth  
NOTE Confidence: 0.92763701

00:23:49.505 --> 00:23:51.236 center. And so during visits,  
NOTE Confidence: 0.92763701

00:23:51.236 --> 00:23:52.881 especially new patients and I'll  
NOTE Confidence: 0.92763701

00:23:52.881 --> 00:23:55.306 use the example of patients with

NOTE Confidence: 0.92763701

00:23:55.306 --> 00:23:56.560 rheumatoid arthritis, You know,

NOTE Confidence: 0.92763701

00:23:56.560 --> 00:23:58.320 I explain what goes into the joint exam,

NOTE Confidence: 0.92763701

00:23:58.320 --> 00:23:59.484 what we're looking for,

NOTE Confidence: 0.92763701

00:23:59.484 --> 00:24:01.608 what we're doing and constantly educating

NOTE Confidence: 0.92763701

00:24:01.608 --> 00:24:04.520 the patient and also the telepresenting RN.

NOTE Confidence: 0.92763701

00:24:04.520 --> 00:24:06.389 And so when they're at home and

NOTE Confidence: 0.92763701

00:24:06.389 --> 00:24:08.477 having a visit or even on the phone,

NOTE Confidence: 0.92763701

00:24:08.480 --> 00:24:10.310 they have knowledge of kind of

NOTE Confidence: 0.92763701

00:24:10.310 --> 00:24:12.600 the things I want to know in

NOTE Confidence: 0.92763701

00:24:12.600 --> 00:24:14.270 terms of physical exam markers.

NOTE Confidence: 0.92763701

00:24:14.270 --> 00:24:14.858 Of things.

NOTE Confidence: 0.92763701

00:24:14.858 --> 00:24:17.210 And so I think that's also been mentioned

NOTE Confidence: 0.92763701

00:24:17.275 --> 00:24:19.333 you know earlier today about some of

NOTE Confidence: 0.92763701

00:24:19.333 --> 00:24:21.467 that and that's very important to do.

NOTE Confidence: 0.92763701

00:24:21.470 --> 00:24:23.626 We again kind of go through the

NOTE Confidence: 0.92763701

00:24:23.626 --> 00:24:25.432 workflow and kind of what's going  
NOTE Confidence: 0.92763701

00:24:25.432 --> 00:24:27.985 to go on on our website in terms of  
NOTE Confidence: 0.92763701

00:24:27.985 --> 00:24:29.510 physical exam training and experience.  
NOTE Confidence: 0.92763701

00:24:29.510 --> 00:24:31.686 This is probably one of the most often  
NOTE Confidence: 0.92763701

00:24:31.686 --> 00:24:34.305 kind of comments and questions that I get.  
NOTE Confidence: 0.92763701

00:24:34.310 --> 00:24:36.060 So all of the telepresenting  
NOTE Confidence: 0.92763701

00:24:36.060 --> 00:24:38.270 R N's that I work with,  
NOTE Confidence: 0.92763701

00:24:38.270 --> 00:24:40.470 I personally trained in the  
NOTE Confidence: 0.92763701

00:24:40.470 --> 00:24:44.020 exam in person and they also.  
NOTE Confidence: 0.92763701

00:24:44.020 --> 00:24:46.716 When we kind of kind of on board  
NOTE Confidence: 0.92763701

00:24:46.716 --> 00:24:48.204 new staff members and new R  
NOTE Confidence: 0.92763701

00:24:48.204 --> 00:24:49.980 N's as well as time goes on,  
NOTE Confidence: 0.92763701

00:24:49.980 --> 00:24:52.724 we also have a video on the Muscosalt  
NOTE Confidence: 0.92763701

00:24:52.724 --> 00:24:54.986 exam that they view and we're going  
NOTE Confidence: 0.92763701

00:24:54.986 --> 00:24:57.572 to kind of start to develop our own  
NOTE Confidence: 0.92763701

00:24:57.572 --> 00:24:59.780 standardized telepresenter training video.

NOTE Confidence: 0.92763701

00:24:59.780 --> 00:25:02.975 And I also want to point out that as

NOTE Confidence: 0.92763701

00:25:02.975 --> 00:25:05.936 time goes on and as I provide care,

NOTE Confidence: 0.92763701

00:25:05.936 --> 00:25:08.731 I certainly point out pathology to the

NOTE Confidence: 0.92763701

00:25:08.731 --> 00:25:11.426 telepresenting R N's that I work with.

NOTE Confidence: 0.92763701

00:25:11.430 --> 00:25:12.614 And experience that they've

NOTE Confidence: 0.92763701

00:25:12.614 --> 00:25:14.390 had so far over the years,

NOTE Confidence: 0.92763701

00:25:14.390 --> 00:25:16.546 it's very helpful and I find that

NOTE Confidence: 0.92763701

00:25:16.550 --> 00:25:18.419 patients don't mind that and and it

NOTE Confidence: 0.92763701

00:25:18.419 --> 00:25:20.334 really makes for a good visit to kind

NOTE Confidence: 0.92763701

00:25:20.334 --> 00:25:22.109 of point out some of these things.

NOTE Confidence: 0.92763701

00:25:22.110 --> 00:25:24.395 Certainly I can't do procedures

NOTE Confidence: 0.92763701

00:25:24.395 --> 00:25:26.223 and we've addressed that.

NOTE Confidence: 0.92763701

00:25:26.230 --> 00:25:28.640 Fortunately my colleagues and orthopedics

NOTE Confidence: 0.92763701

00:25:28.640 --> 00:25:31.811 at all three locations where I see

NOTE Confidence: 0.92763701

00:25:31.811 --> 00:25:34.219 patients are able to efficiently and in

NOTE Confidence: 0.92763701

00:25:34.219 --> 00:25:36.772 with pretty good urgency can perform

NOTE Confidence: 0.92763701

00:25:36.772 --> 00:25:39.244 a joint arthrocentesis if need be.

NOTE Confidence: 0.92763701

00:25:39.244 --> 00:25:40.246 For those patients,

NOTE Confidence: 0.92763701

00:25:40.246 --> 00:25:42.611 because that is one thing that I

NOTE Confidence: 0.92763701

00:25:42.611 --> 00:25:44.393 obviously cannot do and we haven't

NOTE Confidence: 0.92763701

00:25:44.393 --> 00:25:47.066 gone to the point of training to tell

NOTE Confidence: 0.92763701

00:25:47.066 --> 00:25:48.808 the presenter to do these procedures.

NOTE Confidence: 0.92763701

00:25:48.808 --> 00:25:50.847 So I do rely on my colleagues

NOTE Confidence: 0.92763701

00:25:50.847 --> 00:25:52.160 for that next slide.

NOTE Confidence: 0.94528523375

00:25:55.360 --> 00:25:58.560 So since I started providing care like this,

NOTE Confidence: 0.94528523375

00:25:58.560 --> 00:26:01.398 I've always kind of thought about

NOTE Confidence: 0.94528523375

00:26:01.398 --> 00:26:02.817 quality improvement concepts

NOTE Confidence: 0.94528523375

00:26:02.817 --> 00:26:05.330 as I think about our workflow.

NOTE Confidence: 0.94528523375

00:26:05.330 --> 00:26:07.290 And so patients that that have visits

NOTE Confidence: 0.94528523375

00:26:07.290 --> 00:26:09.529 with me at the telehealth centers,

NOTE Confidence: 0.94528523375

00:26:09.530 --> 00:26:11.540 we always get consent for this

NOTE Confidence: 0.94528523375

00:26:11.540 --> 00:26:14.008 type of care that's built in to

NOTE Confidence: 0.94528523375

00:26:14.008 --> 00:26:15.768 the framework for every visit.

NOTE Confidence: 0.94528523375

00:26:15.770 --> 00:26:18.650 We discussed the HIPAA compliant platform.

NOTE Confidence: 0.94528523375

00:26:18.650 --> 00:26:20.820 We talked about the technology

NOTE Confidence: 0.94528523375

00:26:20.820 --> 00:26:23.358 that's secure and I can't emphasize

NOTE Confidence: 0.94528523375

00:26:23.358 --> 00:26:24.609 the previsit preparation,

NOTE Confidence: 0.94528523375

00:26:24.610 --> 00:26:26.234 how important that is,

NOTE Confidence: 0.94528523375

00:26:26.234 --> 00:26:28.670 letting the patients know what type

NOTE Confidence: 0.94528523375

00:26:28.740 --> 00:26:30.959 of visit this is, what to expect.

NOTE Confidence: 0.94528523375

00:26:30.959 --> 00:26:33.874 What will go on each piece we really

NOTE Confidence: 0.94528523375

00:26:33.874 --> 00:26:36.484 let patients know what to expect.

NOTE Confidence: 0.94528523375

00:26:36.490 --> 00:26:38.080 And then for certain diseases

NOTE Confidence: 0.94528523375

00:26:38.080 --> 00:26:40.370 that I see in manage over time,

NOTE Confidence: 0.94528523375

00:26:40.370 --> 00:26:43.112 we talk about various disease activity

NOTE Confidence: 0.94528523375

00:26:43.112 --> 00:26:44.798 measures and they're starting to

NOTE Confidence: 0.94528523375

00:26:44.798 --> 00:26:47.198 be a shift towards more of those

NOTE Confidence: 0.94528523375

00:26:47.198 --> 00:26:49.315 components that are relatable and and

NOTE Confidence: 0.94528523375

00:26:49.315 --> 00:26:51.405 and received from the patient versus

NOTE Confidence: 0.94528523375

00:26:51.405 --> 00:26:53.410 relying on those disease activity

NOTE Confidence: 0.94528523375

00:26:53.410 --> 00:26:55.731 measures that the laboratory test is

NOTE Confidence: 0.94528523375

00:26:55.731 --> 00:26:58.043 required or something else and I use

NOTE Confidence: 0.94528523375

00:26:58.043 --> 00:26:59.698 the example of rheumatoid arthritis.

NOTE Confidence: 0.94528523375

00:26:59.700 --> 00:27:01.600 So patients that I follow

NOTE Confidence: 0.94528523375

00:27:01.600 --> 00:27:02.740 for rheumatoid arthritis,

NOTE Confidence: 0.94528523375

00:27:02.740 --> 00:27:05.176 they fill out a rapid 3,

NOTE Confidence: 0.94528523375

00:27:05.180 --> 00:27:07.184 which is one of the disease

NOTE Confidence: 0.94528523375

00:27:07.184 --> 00:27:08.998 activity measures available in the

NOTE Confidence: 0.94528523375

00:27:08.998 --> 00:27:10.658 setting of rheumatoid arthritis.

NOTE Confidence: 0.94528523375

00:27:10.660 --> 00:27:11.860 After they fill that out,

NOTE Confidence: 0.94528523375

00:27:11.860 --> 00:27:14.602 that scan into our electronic medical

NOTE Confidence: 0.94528523375

00:27:14.602 --> 00:27:17.298 record and I review that with patient

NOTE Confidence: 0.94528523375

00:27:17.298 --> 00:27:19.780 during the visit and we talk about that.

NOTE Confidence: 0.94528523375

00:27:19.780 --> 00:27:21.418 We talk about what that means,

NOTE Confidence: 0.94528523375

00:27:21.420 --> 00:27:22.974 what are the things could influence it.

NOTE Confidence: 0.94528523375

00:27:22.980 --> 00:27:25.536 And so you can do some of these things,

NOTE Confidence: 0.94528523375

00:27:25.540 --> 00:27:27.408 you know again previsit

NOTE Confidence: 0.94528523375

00:27:27.408 --> 00:27:28.809 preparation very important.

NOTE Confidence: 0.94528523375

00:27:28.810 --> 00:27:31.570 And we constantly solicit patient feedback,

NOTE Confidence: 0.94528523375

00:27:31.570 --> 00:27:34.102 look at surveys to see what

NOTE Confidence: 0.94528523375

00:27:34.102 --> 00:27:35.368 patients comment upon.

NOTE Confidence: 0.94528523375

00:27:35.370 --> 00:27:37.561 We also really want to broaden some

NOTE Confidence: 0.94528523375

00:27:37.561 --> 00:27:40.209 of this to really include learners.

NOTE Confidence: 0.94528523375

00:27:40.210 --> 00:27:43.018 And so we have developed to tell a

NOTE Confidence: 0.94528523375

00:27:43.018 --> 00:27:45.013 rheumatology elective for our second

NOTE Confidence: 0.94528523375

00:27:45.013 --> 00:27:47.053 year rheumatology fellows to have

NOTE Confidence: 0.94528523375

00:27:47.053 --> 00:27:49.161 exposure because the care I provide

NOTE Confidence: 0.94528523375

00:27:49.161 --> 00:27:51.598 in rural settings is not going away  
NOTE Confidence: 0.94528523375

00:27:51.598 --> 00:27:54.538 what regardless of what happens.  
NOTE Confidence: 0.94528523375

00:27:54.540 --> 00:27:56.318 With the pandemic or you know other  
NOTE Confidence: 0.94528523375

00:27:56.318 --> 00:27:58.192 things that they could go on in  
NOTE Confidence: 0.94528523375

00:27:58.192 --> 00:27:59.776 infectious disease world in the future.  
NOTE Confidence: 0.94528523375

00:27:59.780 --> 00:28:01.768 And so really kind of getting learners  
NOTE Confidence: 0.94528523375

00:28:01.768 --> 00:28:03.487 involved is very important and I  
NOTE Confidence: 0.94528523375

00:28:03.487 --> 00:28:05.370 think that that also lends itself to  
NOTE Confidence: 0.94528523375

00:28:05.424 --> 00:28:07.656 developing a lot of metrics to kind of  
NOTE Confidence: 0.94528523375

00:28:07.656 --> 00:28:10.419 standardize and prove physical exams.  
NOTE Confidence: 0.94528523375

00:28:10.420 --> 00:28:12.580 We also kind of you know offer patients  
NOTE Confidence: 0.94528523375

00:28:12.580 --> 00:28:14.050 a traditional in person visit and  
NOTE Confidence: 0.94528523375

00:28:14.050 --> 00:28:15.939 this comes up a lot for those patients  
NOTE Confidence: 0.94528523375

00:28:15.939 --> 00:28:18.019 that are going to be involved in our  
NOTE Confidence: 0.94528523375

00:28:18.020 --> 00:28:20.636 various research studies and clinical trials.  
NOTE Confidence: 0.94528523375

00:28:20.640 --> 00:28:21.760 At the University of

NOTE Confidence: 0.94528523375

00:28:21.760 --> 00:28:22.600 Pittsburgh Medical Center,

NOTE Confidence: 0.94528523375

00:28:22.600 --> 00:28:24.095 we're fortunate to have specialized

NOTE Confidence: 0.94528523375

00:28:24.095 --> 00:28:27.012 centers like a lot of us are in terms of

NOTE Confidence: 0.94528523375

00:28:27.012 --> 00:28:28.800 myositis and Scleroderma and some things.

NOTE Confidence: 0.94528523375

00:28:28.800 --> 00:28:31.110 So we're able to get those patients

NOTE Confidence: 0.94528523375

00:28:31.110 --> 00:28:32.784 there and there's certain diagnostic

NOTE Confidence: 0.94528523375

00:28:32.784 --> 00:28:35.110 testing that can't be done that's a

NOTE Confidence: 0.94528523375

00:28:35.110 --> 00:28:37.118 little bit too specified that I can't do,

NOTE Confidence: 0.94528523375

00:28:37.120 --> 00:28:38.560 you know, locally for them.

NOTE Confidence: 0.94528523375

00:28:38.560 --> 00:28:40.100 And so it's much easier for me

NOTE Confidence: 0.94528523375

00:28:40.100 --> 00:28:41.638 to talk with them about that,

NOTE Confidence: 0.94528523375

00:28:41.640 --> 00:28:42.640 make a plan for that,

NOTE Confidence: 0.94528523375

00:28:42.640 --> 00:28:45.586 help them with scheduling in this

NOTE Confidence: 0.94528523375

00:28:45.586 --> 00:28:48.000 instance and then really thinking about.

NOTE Confidence: 0.94528523375

00:28:48.000 --> 00:28:49.470 Pushing this model out to

NOTE Confidence: 0.94528523375

00:28:49.470 --> 00:28:50.940 multispecialty care and I think  
NOTE Confidence: 0.944726150555556

00:28:50.996 --> 00:28:53.316 that's been touched on earlier today as well.  
NOTE Confidence: 0.944726150555556

00:28:53.320 --> 00:28:54.732 You know, the rheumatologist,  
NOTE Confidence: 0.944726150555556

00:28:54.732 --> 00:28:56.044 the pulmonologist, the dermatologist,  
NOTE Confidence: 0.944726150555556

00:28:56.044 --> 00:28:58.158 Can we all kind of have these  
NOTE Confidence: 0.944726150555556

00:28:58.158 --> 00:28:59.960 virtual care clinics at telehealth  
NOTE Confidence: 0.944726150555556

00:28:59.960 --> 00:29:01.765 centers or even potentially visits  
NOTE Confidence: 0.944726150555556

00:29:01.765 --> 00:29:03.319 while the patients at home?  
NOTE Confidence: 0.944726150555556

00:29:03.320 --> 00:29:05.090 And then constantly looking at  
NOTE Confidence: 0.944726150555556

00:29:05.090 --> 00:29:06.282 outcomes research, you know,  
NOTE Confidence: 0.944726150555556

00:29:06.282 --> 00:29:07.728 looking at what happens with these  
NOTE Confidence: 0.944726150555556

00:29:07.728 --> 00:29:09.000 patients when they're diagnosed,  
NOTE Confidence: 0.944726150555556

00:29:09.000 --> 00:29:11.232 How do they do on a chronic longterm basis,  
NOTE Confidence: 0.944726150555556

00:29:11.240 --> 00:29:13.886 kind of what happens with time?  
NOTE Confidence: 0.944726150555556

00:29:13.890 --> 00:29:15.409 And then now that we have a  
NOTE Confidence: 0.944726150555556

00:29:15.409 --> 00:29:17.164 lot of these choices and a lot

NOTE Confidence: 0.944726150555556  
00:29:17.164 --> 00:29:18.730 of us have mentioned this too,  
NOTE Confidence: 0.944726150555556  
00:29:18.730 --> 00:29:20.090 all these different visit types,  
NOTE Confidence: 0.944726150555556  
00:29:20.090 --> 00:29:21.820 all these different ways to  
NOTE Confidence: 0.944726150555556  
00:29:21.820 --> 00:29:23.204 provide care and monitoring.  
NOTE Confidence: 0.944726150555556  
00:29:23.210 --> 00:29:25.010 How do we triage those?  
NOTE Confidence: 0.944726150555556  
00:29:25.010 --> 00:29:26.613 How do we do those things for  
NOTE Confidence: 0.944726150555556  
00:29:26.613 --> 00:29:27.824 new patients and decide what  
NOTE Confidence: 0.944726150555556  
00:29:27.824 --> 00:29:29.483 type of visit is best for them?  
NOTE Confidence: 0.944726150555556  
00:29:29.490 --> 00:29:31.722 How do we do that for follow up patients?  
NOTE Confidence: 0.944726150555556  
00:29:31.730 --> 00:29:33.260 And kind of thinking about  
NOTE Confidence: 0.944726150555556  
00:29:33.260 --> 00:29:34.484 the staff that's required,  
NOTE Confidence: 0.944726150555556  
00:29:34.490 --> 00:29:36.440 kind of the time commitment that's  
NOTE Confidence: 0.944726150555556  
00:29:36.440 --> 00:29:38.689 required to really sort out what what's  
NOTE Confidence: 0.944726150555556  
00:29:38.689 --> 00:29:40.768 the best visit type for each patient.  
NOTE Confidence: 0.944726150555556  
00:29:40.770 --> 00:29:41.889 So next slide.  
NOTE Confidence: 0.937378342857143

00:29:44.370 --> 00:29:46.470 So kind of the future and it's  
NOTE Confidence: 0.937378342857143

00:29:46.470 --> 00:29:48.769 really kind of now we have options,  
NOTE Confidence: 0.937378342857143

00:29:48.770 --> 00:29:50.650 you know, but how do we navigate them?  
NOTE Confidence: 0.937378342857143

00:29:50.650 --> 00:29:51.766 How do we do what's best?  
NOTE Confidence: 0.937378342857143

00:29:51.770 --> 00:29:53.792 Yes, we can provide virtual care  
NOTE Confidence: 0.937378342857143

00:29:53.792 --> 00:29:55.450 in many different ways now,  
NOTE Confidence: 0.937378342857143

00:29:55.450 --> 00:29:56.927 but how do you make sure that  
NOTE Confidence: 0.937378342857143

00:29:56.927 --> 00:29:58.368 that's really the the correct care?  
NOTE Confidence: 0.937378342857143

00:29:58.370 --> 00:30:00.809 And I kind of gets back to the mantra,  
NOTE Confidence: 0.937378342857143

00:30:00.810 --> 00:30:02.847 the right care for the right patient,  
NOTE Confidence: 0.937378342857143

00:30:02.850 --> 00:30:04.810 the right time and the best way.  
NOTE Confidence: 0.937378342857143

00:30:04.810 --> 00:30:07.058 And I think that really underlies all of  
NOTE Confidence: 0.937378342857143

00:30:07.058 --> 00:30:09.611 what we do and everyone around the world  
NOTE Confidence: 0.937378342857143

00:30:09.611 --> 00:30:11.719 really when we provide virtual care.  
NOTE Confidence: 0.937378342857143

00:30:11.720 --> 00:30:13.958 Again, really kind of integrating learners,  
NOTE Confidence: 0.937378342857143

00:30:13.960 --> 00:30:16.060 developing fellowship training for

NOTE Confidence: 0.937378342857143  
00:30:16.060 --> 00:30:18.222 whether medical students, residents,  
NOTE Confidence: 0.937378342857143  
00:30:18.222 --> 00:30:22.034 fellows about providing care this way can  
NOTE Confidence: 0.937378342857143  
00:30:22.034 --> 00:30:23.918 we have visits with two rheumatologists,  
NOTE Confidence: 0.937378342857143  
00:30:23.920 --> 00:30:25.648 one more generalized like I practice  
NOTE Confidence: 0.937378342857143  
00:30:25.648 --> 00:30:27.639 and then one of my colleagues,  
NOTE Confidence: 0.937378342857143  
00:30:27.640 --> 00:30:30.024 you know at our myositis center and the  
NOTE Confidence: 0.937378342857143  
00:30:30.024 --> 00:30:33.200 patient and a common goal and again as I  
NOTE Confidence: 0.937378342857143  
00:30:33.200 --> 00:30:34.960 mentioned multispecialty telemedicine visits,  
NOTE Confidence: 0.937378342857143  
00:30:34.960 --> 00:30:37.872 so virtual care clinics with a rheumatologist  
NOTE Confidence: 0.937378342857143  
00:30:37.872 --> 00:30:39.959 and a dermatologist for example.  
NOTE Confidence: 0.937378342857143  
00:30:39.960 --> 00:30:42.129 And then can we get to the point where  
NOTE Confidence: 0.937378342857143  
00:30:42.129 --> 00:30:44.808 we may need to do standardized procedure  
NOTE Confidence: 0.937378342857143  
00:30:44.808 --> 00:30:47.040 training for the telemedicine presenter,  
NOTE Confidence: 0.937378342857143  
00:30:47.040 --> 00:30:49.084 Would that help with that kind of  
NOTE Confidence: 0.937378342857143  
00:30:49.084 --> 00:30:51.396 looking at kind of the the number  
NOTE Confidence: 0.937378342857143

00:30:51.396 --> 00:30:53.116 of arthrocentesis that needs done,  
NOTE Confidence: 0.937378342857143

00:30:53.120 --> 00:30:53.892 you know,  
NOTE Confidence: 0.937378342857143

00:30:53.892 --> 00:30:56.594 is that something that we should integrate  
NOTE Confidence: 0.937378342857143

00:30:56.594 --> 00:30:59.557 with the telemedicine presenter skill set?  
NOTE Confidence: 0.937378342857143

00:30:59.560 --> 00:31:01.436 Can be used different ways of innovation.  
NOTE Confidence: 0.937378342857143

00:31:01.440 --> 00:31:03.678 So I put down glove examples.  
NOTE Confidence: 0.937378342857143

00:31:03.680 --> 00:31:05.480 So there are different kind  
NOTE Confidence: 0.937378342857143

00:31:05.480 --> 00:31:07.280 of technologies where you can  
NOTE Confidence: 0.937378342857143

00:31:07.351 --> 00:31:09.439 actually palpate joints remotely.  
NOTE Confidence: 0.937378342857143

00:31:09.440 --> 00:31:09.812 You know,  
NOTE Confidence: 0.937378342857143

00:31:09.812 --> 00:31:11.114 is this something that should be used?  
NOTE Confidence: 0.937378342857143

00:31:11.120 --> 00:31:12.920 Would this improve the exam?  
NOTE Confidence: 0.937378342857143

00:31:12.920 --> 00:31:14.636 Would this improve the patient experience?  
NOTE Confidence: 0.937378342857143

00:31:14.640 --> 00:31:15.525 We don't know.  
NOTE Confidence: 0.937378342857143

00:31:15.525 --> 00:31:17.000 We have to consider it.  
NOTE Confidence: 0.937378342857143

00:31:17.000 --> 00:31:19.144 And then linking a lot of this with

NOTE Confidence: 0.937378342857143  
00:31:19.144 --> 00:31:20.240 artificial intelligence, you know,  
NOTE Confidence: 0.937378342857143  
00:31:20.240 --> 00:31:22.200 a lot of the care we deliver,  
NOTE Confidence: 0.937378342857143  
00:31:22.200 --> 00:31:24.072 can it be linked? Is it just as good?  
NOTE Confidence: 0.937378342857143  
00:31:24.080 --> 00:31:25.480 Do patients still appreciate it,  
NOTE Confidence: 0.937378342857143  
00:31:25.480 --> 00:31:26.992 things like that?  
NOTE Confidence: 0.937378342857143  
00:31:26.992 --> 00:31:29.008 And then really broadening  
NOTE Confidence: 0.937378342857143  
00:31:29.008 --> 00:31:30.520 to pediatric rheumatology,  
NOTE Confidence: 0.937378342857143  
00:31:30.520 --> 00:31:32.572 really kind of thinking about quality  
NOTE Confidence: 0.937378342857143  
00:31:32.572 --> 00:31:34.349 metrics for rheumatology care there  
NOTE Confidence: 0.937378342857143  
00:31:34.349 --> 00:31:36.134 since there's even less pediatric  
NOTE Confidence: 0.937378342857143  
00:31:36.134 --> 00:31:38.280 rheumatologists than adults in this country.  
NOTE Confidence: 0.937378342857143  
00:31:38.280 --> 00:31:40.120 And then always the underlying  
NOTE Confidence: 0.937378342857143  
00:31:40.120 --> 00:31:41.960 theme is additional study is  
NOTE Confidence: 0.937378342857143  
00:31:42.025 --> 00:31:43.930 needed especially in the field of  
NOTE Confidence: 0.937378342857143  
00:31:43.930 --> 00:31:45.154 of telemedicine and rheumatology,  
NOTE Confidence: 0.937378342857143

00:31:45.160 --> 00:31:46.904 you know outcomes research,  
NOTE Confidence: 0.937378342857143

00:31:46.904 --> 00:31:48.648 randomized control trials reviews  
NOTE Confidence: 0.937378342857143

00:31:48.648 --> 00:31:50.996 to really make sure that we know,  
NOTE Confidence: 0.937378342857143

00:31:51.000 --> 00:31:52.960 we know we can provide care this way.  
NOTE Confidence: 0.937378342857143

00:31:52.960 --> 00:31:54.395 Does it work, do patients like it,  
NOTE Confidence: 0.937378342857143

00:31:54.400 --> 00:31:55.340 what we do better,  
NOTE Confidence: 0.937378342857143

00:31:55.340 --> 00:31:56.515 how can we improve things.  
NOTE Confidence: 0.937378342857143

00:31:56.520 --> 00:31:58.488 And again that's through the whole  
NOTE Confidence: 0.937378342857143

00:31:58.488 --> 00:31:59.800 framework today for quality,  
NOTE Confidence: 0.937378342857143

00:31:59.800 --> 00:32:01.564 you know kind of you know we this is  
NOTE Confidence: 0.937378342857143

00:32:01.564 --> 00:32:03.197 here to say this isn't going away.  
NOTE Confidence: 0.937378342857143

00:32:03.200 --> 00:32:05.069 There was a need for this before  
NOTE Confidence: 0.937378342857143

00:32:05.069 --> 00:32:05.603 the pandemic.  
NOTE Confidence: 0.937378342857143

00:32:05.610 --> 00:32:07.530 But how can we kind of juggle all  
NOTE Confidence: 0.937378342857143

00:32:07.530 --> 00:32:09.049 of these different issues.  
NOTE Confidence: 0.937378342857143

00:32:09.050 --> 00:32:10.760 So at the end of the day we get the

NOTE Confidence: 0.937378342857143  
00:32:10.811 --> 00:32:12.539 patients that care that they need  
NOTE Confidence: 0.937378342857143  
00:32:12.539 --> 00:32:14.346 and they're satisfied and they feel  
NOTE Confidence: 0.937378342857143  
00:32:14.346 --> 00:32:15.846 comfortable with what's going on.  
NOTE Confidence: 0.937378342857143  
00:32:15.850 --> 00:32:17.845 So I will kind of end there.  
NOTE Confidence: 0.937378342857143  
00:32:17.850 --> 00:32:20.083 I think it's my last slide and  
NOTE Confidence: 0.937378342857143  
00:32:20.083 --> 00:32:21.961 kind of leave time for additional  
NOTE Confidence: 0.937378342857143  
00:32:21.961 --> 00:32:22.900 discussion and hopefully  
NOTE Confidence: 0.94629164  
00:32:22.957 --> 00:32:24.721 like I said this was helpful framework  
NOTE Confidence: 0.94629164  
00:32:24.721 --> 00:32:26.669 in a little bit different way of  
NOTE Confidence: 0.94629164  
00:32:26.669 --> 00:32:28.690 conducting visits and how I provide care.  
NOTE Confidence: 0.947220569230769  
00:32:29.650 --> 00:32:31.918 Great. Thanks Doctor Peoples and just  
NOTE Confidence: 0.947220569230769  
00:32:31.918 --> 00:32:34.808 a reminder if you have questions for.  
NOTE Confidence: 0.947220569230769  
00:32:34.810 --> 00:32:36.690 For Doctor Peoples or myself,  
NOTE Confidence: 0.947220569230769  
00:32:36.690 --> 00:32:38.166 please put them in the Q&A.  
NOTE Confidence: 0.947220569230769  
00:32:38.170 --> 00:32:40.570 And with that, we're going to  
NOTE Confidence: 0.947220569230769

00:32:40.570 --> 00:32:41.570 go to our last presentation.  
NOTE Confidence: 0.947220569230769

00:32:41.570 --> 00:32:43.890 That's Doctor Chan from Sutter.  
NOTE Confidence: 0.947220569230769

00:32:43.890 --> 00:32:44.968 Doctor Chan, you would take it away.  
NOTE Confidence: 0.9352219

00:32:45.690 --> 00:32:49.575 Thanks, John. So kind of giving you  
NOTE Confidence: 0.9352219

00:32:49.575 --> 00:32:51.040 a foreshadowing of what I'm going  
NOTE Confidence: 0.9352219

00:32:51.040 --> 00:32:52.330 to talk about a little bit today,  
NOTE Confidence: 0.9352219

00:32:52.330 --> 00:32:54.652 which is I wanted to take a very different  
NOTE Confidence: 0.9352219

00:32:54.652 --> 00:32:57.050 look at quality and partly because I can't,  
NOTE Confidence: 0.9352219

00:32:57.050 --> 00:32:59.126 cannot steal John Scott's medical director.  
NOTE Confidence: 0.9352219

00:32:59.130 --> 00:33:01.434 So that's, that's one reason or  
NOTE Confidence: 0.9352219

00:33:01.434 --> 00:33:03.305 Christine for that matter, but.  
NOTE Confidence: 0.9352219

00:33:03.305 --> 00:33:05.650 It's actually harkening back to what I  
NOTE Confidence: 0.9352219

00:33:05.650 --> 00:33:07.864 said earlier about that that faithful  
NOTE Confidence: 0.9352219

00:33:07.864 --> 00:33:10.090 randomized trial that didn't work and  
NOTE Confidence: 0.9352219

00:33:10.090 --> 00:33:11.490 really trying to think of the patients.  
NOTE Confidence: 0.9352219

00:33:11.490 --> 00:33:13.890 And so I want to talk about some of the

NOTE Confidence: 0.9352219

00:33:13.955 --> 00:33:16.396 ways we're actually looking at the signals

NOTE Confidence: 0.9352219

00:33:16.396 --> 00:33:18.756 from patients to try to assess quality.

NOTE Confidence: 0.9352219

00:33:18.756 --> 00:33:20.947 Just to give you a little more

NOTE Confidence: 0.9352219

00:33:20.947 --> 00:33:22.650 background about that, our health,

NOTE Confidence: 0.9352219

00:33:22.650 --> 00:33:25.170 we are 24 hospital system in Northern

NOTE Confidence: 0.9352219

00:33:25.170 --> 00:33:27.265 California and we had the opportunity

NOTE Confidence: 0.9352219

00:33:27.265 --> 00:33:29.945 like others to see a really rapid

NOTE Confidence: 0.9352219

00:33:29.945 --> 00:33:32.110 increase in in virtual care.

NOTE Confidence: 0.9352219

00:33:32.110 --> 00:33:33.946 Let me give you some sense of the numbers.

NOTE Confidence: 0.9352219

00:33:33.950 --> 00:33:36.758 In 2019 we were doing very

NOTE Confidence: 0.9352219

00:33:36.758 --> 00:33:38.256 little telemedicine visits.

NOTE Confidence: 0.9352219

00:33:38.256 --> 00:33:41.394 We were doing about a total

NOTE Confidence: 0.9352219

00:33:41.394 --> 00:33:44.104 7400 for the entire year.

NOTE Confidence: 0.9352219

00:33:44.110 --> 00:33:47.997 In 2020 we did 1.1 million and

NOTE Confidence: 0.9352219

00:33:47.997 --> 00:33:49.959 that that big change happened of

NOTE Confidence: 0.9352219

00:33:49.959 --> 00:33:51.936 course because of COVID we had,  
NOTE Confidence: 0.9352219

00:33:51.936 --> 00:33:54.550 we had prior to and I'll say there's  
NOTE Confidence: 0.9352219

00:33:54.550 --> 00:33:56.806 two periods BC before coronavirus and  
NOTE Confidence: 0.9352219

00:33:56.806 --> 00:33:59.400 A/C after coronavirus, right, so BC.  
NOTE Confidence: 0.9352219

00:33:59.400 --> 00:34:01.280 We had this plan,  
NOTE Confidence: 0.9352219

00:34:01.280 --> 00:34:02.477 we had this plan to say okay,  
NOTE Confidence: 0.9352219

00:34:02.480 --> 00:34:05.160 let's get our 5000 doctors,  
NOTE Confidence: 0.9352219

00:34:05.160 --> 00:34:07.400 just clinicians up and running,  
NOTE Confidence: 0.9352219

00:34:07.400 --> 00:34:09.080 let's take two years to do it,  
NOTE Confidence: 0.9352219

00:34:09.080 --> 00:34:11.075 let's and that's a really aggressive plan.  
NOTE Confidence: 0.9352219

00:34:11.080 --> 00:34:12.616 That's really aggressive, right.  
NOTE Confidence: 0.9352219

00:34:12.616 --> 00:34:15.992 That's that's our hope. COVID happens.  
NOTE Confidence: 0.9352219

00:34:15.992 --> 00:34:17.364 And actually I had my own visit  
NOTE Confidence: 0.9352219

00:34:17.364 --> 00:34:18.239 to touch with this.  
NOTE Confidence: 0.9352219

00:34:18.240 --> 00:34:20.720 I had a patient come in in February,  
NOTE Confidence: 0.9352219

00:34:20.720 --> 00:34:22.118 kind of like John in February.

NOTE Confidence: 0.9352219

00:34:22.120 --> 00:34:24.000 This patient come in directly

NOTE Confidence: 0.9352219

00:34:24.000 --> 00:34:25.880 from the San Francisco airport,

NOTE Confidence: 0.9352219

00:34:25.880 --> 00:34:27.870 literally directly from the airport.

NOTE Confidence: 0.9352219

00:34:27.870 --> 00:34:30.390 With a couple who had traveled from

NOTE Confidence: 0.9352219

00:34:30.390 --> 00:34:34.098 you guys to Asia and they came to my

NOTE Confidence: 0.9352219

00:34:34.098 --> 00:34:35.710 clinic and the nursing staff said,

NOTE Confidence: 0.9352219

00:34:35.710 --> 00:34:37.187 hey, you're going to gown up now.

NOTE Confidence: 0.9352219

00:34:37.190 --> 00:34:38.266 And I'm like, what?

NOTE Confidence: 0.9352219

00:34:38.266 --> 00:34:41.190 And then so I walked in with the, you know,

NOTE Confidence: 0.9352219

00:34:41.190 --> 00:34:44.230 the, the face shield, the goggles,

NOTE Confidence: 0.9352219

00:34:44.230 --> 00:34:47.548 the the, the gown and so forth.

NOTE Confidence: 0.9352219

00:34:47.550 --> 00:34:48.354 And I thought,

NOTE Confidence: 0.9352219

00:34:48.354 --> 00:34:50.230 this is going to be completely nuts,

NOTE Confidence: 0.9352219

00:34:50.230 --> 00:34:50.850 Completely nuts.

NOTE Confidence: 0.9352219

00:34:50.850 --> 00:34:52.710 We have to do something different.

NOTE Confidence: 0.9352219

00:34:52.710 --> 00:34:54.630 So.

NOTE Confidence: 0.9352219

00:34:54.630 --> 00:34:56.350 As a result of that experience and others,

NOTE Confidence: 0.9352219

00:34:56.350 --> 00:34:58.558 we essentially put together a a

NOTE Confidence: 0.9352219

00:34:58.558 --> 00:35:00.760 new telemedicine plan, 4 weeks,

NOTE Confidence: 0.9352219

00:35:00.760 --> 00:35:04.030 5000 clinicians and a scale up.

NOTE Confidence: 0.9352219

00:35:04.030 --> 00:35:05.626 What was interesting as as I mentioned,

NOTE Confidence: 0.9352219

00:35:05.630 --> 00:35:07.366 we're really large organization,

NOTE Confidence: 0.9352219

00:35:07.366 --> 00:35:10.155 so we had and this and the governor

NOTE Confidence: 0.9352219

00:35:10.155 --> 00:35:11.343 actually ordered the lockdown.

NOTE Confidence: 0.9352219

00:35:11.350 --> 00:35:13.708 So we had lots of constraints,

NOTE Confidence: 0.9352219

00:35:13.710 --> 00:35:16.110 constraints like how do we get

NOTE Confidence: 0.9352219

00:35:16.110 --> 00:35:16.594 video capability.

NOTE Confidence: 0.9352219

00:35:16.594 --> 00:35:18.530 All these doctors in fact we thought we

NOTE Confidence: 0.9352219

00:35:18.575 --> 00:35:20.186 were going to have two years to do it.

NOTE Confidence: 0.9352219

00:35:20.190 --> 00:35:22.296 So we didn't have cameras installed

NOTE Confidence: 0.9352219

00:35:22.296 --> 00:35:24.230 at every workstation for example.

NOTE Confidence: 0.9352219

00:35:24.230 --> 00:35:25.085 We just didn't.

NOTE Confidence: 0.9352219

00:35:25.085 --> 00:35:27.104 And then we had these workers who

NOTE Confidence: 0.9352219

00:35:27.104 --> 00:35:28.589 were actually signed to home.

NOTE Confidence: 0.9352219

00:35:28.590 --> 00:35:30.230 So how are we going to do this?

NOTE Confidence: 0.9352219

00:35:30.230 --> 00:35:32.950 So we took a strategy of using tablets

NOTE Confidence: 0.9352219

00:35:32.950 --> 00:35:36.363 and since we provisioned 5000 tablets

NOTE Confidence: 0.9352219

00:35:36.363 --> 00:35:39.660 centrally in a in a big garage

NOTE Confidence: 0.951155616666667

00:35:39.745 --> 00:35:42.395 type structure, I've been it was rather

NOTE Confidence: 0.951155616666667

00:35:42.395 --> 00:35:44.818 fortunate we had over 200 team members, most

NOTE Confidence: 0.951155616666667

00:35:44.818 --> 00:35:47.230 of whom I've never met before in my life.

NOTE Confidence: 0.951155616666667

00:35:47.230 --> 00:35:49.318 Actually come together and work through

NOTE Confidence: 0.951155616666667

00:35:49.318 --> 00:35:51.269 this really aggressive plan and it

NOTE Confidence: 0.951155616666667

00:35:51.269 --> 00:35:52.787 was amazing thing to see people.

NOTE Confidence: 0.951155616666667

00:35:52.790 --> 00:35:54.404 We had these huddle calls every

NOTE Confidence: 0.951155616666667

00:35:54.404 --> 00:35:56.270 morning at 7:00 o'clock in the morning.

NOTE Confidence: 0.951155616666667

00:35:56.270 --> 00:35:58.566 We'd get together, we'd work through our

NOTE Confidence: 0.951155616666667

00:35:58.566 --> 00:36:00.590 task list and you know, very quickly.

NOTE Confidence: 0.951155616666667

00:36:00.590 --> 00:36:02.665 So run through these things each

NOTE Confidence: 0.951155616666667

00:36:02.665 --> 00:36:04.870 and every day and slowly but surely

NOTE Confidence: 0.951155616666667

00:36:04.870 --> 00:36:07.310 we got throughout 5000 clinicians

NOTE Confidence: 0.951155616666667

00:36:07.310 --> 00:36:09.551 and then we and as you can see here

NOTE Confidence: 0.951155616666667

00:36:09.551 --> 00:36:11.978 on the right was what happened.

NOTE Confidence: 0.951155616666667

00:36:11.978 --> 00:36:14.363 Here's here's one of these

NOTE Confidence: 0.951155616666667

00:36:14.363 --> 00:36:15.600 interesting outcomes.

NOTE Confidence: 0.951155616666667

00:36:15.600 --> 00:36:18.498 In dark green is essentially the highest

NOTE Confidence: 0.951155616666667

00:36:18.498 --> 00:36:20.924 volumes and light greener some activity

NOTE Confidence: 0.951155616666667

00:36:20.924 --> 00:36:22.434 throughout the state of California.

NOTE Confidence: 0.951155616666667

00:36:22.440 --> 00:36:24.456 I'll point out we are only

NOTE Confidence: 0.951155616666667

00:36:24.456 --> 00:36:25.800 based in Northern California.

NOTE Confidence: 0.951155616666667

00:36:25.800 --> 00:36:28.152 So it makes sense to the dark green

NOTE Confidence: 0.951155616666667

00:36:28.152 --> 00:36:30.443 episodes where in cases where we

NOTE Confidence: 0.951155616666667  
00:36:30.443 --> 00:36:31.676 were geographically collocated,  
NOTE Confidence: 0.951155616666667  
00:36:31.680 --> 00:36:33.504 but we saw patients all around  
NOTE Confidence: 0.951155616666667  
00:36:33.504 --> 00:36:34.720 the state of California.  
NOTE Confidence: 0.951155616666667  
00:36:34.720 --> 00:36:36.883 I presume it's because many of our  
NOTE Confidence: 0.951155616666667  
00:36:36.883 --> 00:36:38.486 patients sought to move elsewhere  
NOTE Confidence: 0.951155616666667  
00:36:38.486 --> 00:36:40.649 in the face of the pandemic and  
NOTE Confidence: 0.951155616666667  
00:36:40.649 --> 00:36:42.240 spread all across the state,  
NOTE Confidence: 0.951155616666667  
00:36:42.240 --> 00:36:44.976 but we we saw this pretty  
NOTE Confidence: 0.951155616666667  
00:36:44.976 --> 00:36:45.888 interesting phenomena.  
NOTE Confidence: 0.951155616666667  
00:36:45.890 --> 00:36:47.658 The other thing I would in terms of  
NOTE Confidence: 0.951155616666667  
00:36:47.658 --> 00:36:49.378 quality is to say what what environmental  
NOTE Confidence: 0.951155616666667  
00:36:49.378 --> 00:36:51.330 impact do we have on our community.  
NOTE Confidence: 0.951155616666667  
00:36:51.330 --> 00:36:53.442 And we actually did some calculations  
NOTE Confidence: 0.951155616666667  
00:36:53.442 --> 00:36:56.227 and said we think we saved about 11.5  
NOTE Confidence: 0.951155616666667  
00:36:56.227 --> 00:36:58.312 million miles of patients commuting  
NOTE Confidence: 0.951155616666667

00:36:58.312 --> 00:37:00.450 from their homes to the clinics,  
NOTE Confidence: 0.951155616666667

00:37:00.450 --> 00:37:03.131 saved about \$1.5 million in gas expenses  
NOTE Confidence: 0.951155616666667

00:37:03.131 --> 00:37:05.930 and 4000 metric tons and CO2 emissions.  
NOTE Confidence: 0.951155616666667

00:37:05.930 --> 00:37:08.288 So really trying to quantify this,  
NOTE Confidence: 0.951155616666667

00:37:08.290 --> 00:37:08.970 you know if you will,  
NOTE Confidence: 0.951155616666667

00:37:08.970 --> 00:37:10.968 the quality change we saw here.  
NOTE Confidence: 0.951155616666667

00:37:10.970 --> 00:37:11.530 Next slide.  
NOTE Confidence: 0.87381691625

00:37:16.170 --> 00:37:18.550 Next order businesses to say is this  
NOTE Confidence: 0.87381691625

00:37:18.550 --> 00:37:22.280 relevant, is this comparable to in person  
NOTE Confidence: 0.87381691625

00:37:22.280 --> 00:37:24.327 care and I I really didn't know right,  
NOTE Confidence: 0.87381691625

00:37:24.330 --> 00:37:25.525 I didn't really, really didn't  
NOTE Confidence: 0.87381691625

00:37:25.525 --> 00:37:27.169 know what this is going to yield.  
NOTE Confidence: 0.87381691625

00:37:27.170 --> 00:37:29.466 So we've been tracking this is a dashboard  
NOTE Confidence: 0.87381691625

00:37:29.466 --> 00:37:31.447 and this is very dynamic and so we  
NOTE Confidence: 0.87381691625

00:37:31.447 --> 00:37:33.528 will we try to look for our common,  
NOTE Confidence: 0.87381691625

00:37:33.530 --> 00:37:35.168 you know is this a real trend or is

NOTE Confidence: 0.87381691625

00:37:35.168 --> 00:37:36.728 this common cause variation right.

NOTE Confidence: 0.87381691625

00:37:36.730 --> 00:37:40.190 So but we are tracking this quarterly and.

NOTE Confidence: 0.87381691625

00:37:40.190 --> 00:37:42.410 Essentially we look at as John

NOTE Confidence: 0.87381691625

00:37:42.410 --> 00:37:43.700 Starr indicated earlier,

NOTE Confidence: 0.87381691625

00:37:43.700 --> 00:37:44.774 Net Promoter score.

NOTE Confidence: 0.87381691625

00:37:44.774 --> 00:37:47.280 So we're looking at how do patients

NOTE Confidence: 0.87381691625

00:37:47.345 --> 00:37:49.295 rate these interactions as compared

NOTE Confidence: 0.87381691625

00:37:49.295 --> 00:37:50.855 to in office care.

NOTE Confidence: 0.87381691625

00:37:50.860 --> 00:37:51.898 Another alternative is

NOTE Confidence: 0.87381691625

00:37:51.898 --> 00:37:52.936 so-called walking care,

NOTE Confidence: 0.87381691625

00:37:52.940 --> 00:37:55.790 which is our retail nurse APC

NOTE Confidence: 0.87381691625

00:37:55.790 --> 00:37:58.010 clinic and then real time urgent

NOTE Confidence: 0.87381691625

00:37:58.010 --> 00:38:00.270 care and you can see here that this

NOTE Confidence: 0.87381691625

00:38:00.270 --> 00:38:02.484 various or so it doesn't seem to

NOTE Confidence: 0.87381691625

00:38:02.484 --> 00:38:04.193 be related necessarily to modality

NOTE Confidence: 0.87381691625

00:38:04.193 --> 00:38:06.580 whether it be video or in person.

NOTE Confidence: 0.87381691625

00:38:06.580 --> 00:38:08.158 It really relates to the overall

NOTE Confidence: 0.87381691625

00:38:08.158 --> 00:38:09.789 experience and I'm proud to say

NOTE Confidence: 0.87381691625

00:38:09.789 --> 00:38:11.367 we've had a very good experience

NOTE Confidence: 0.87381691625

00:38:11.367 --> 00:38:12.636 where essentially our video

NOTE Confidence: 0.87381691625

00:38:12.636 --> 00:38:14.844 visit experience has been on par

NOTE Confidence: 0.87381691625

00:38:14.844 --> 00:38:17.099 with our in person experience

NOTE Confidence: 0.946291748

00:38:19.140 --> 00:38:20.460 on the rights. Another graph,

NOTE Confidence: 0.946291748

00:38:20.460 --> 00:38:22.776 one of the things we've actually

NOTE Confidence: 0.946291748

00:38:22.776 --> 00:38:25.128 very been very attentive to is

NOTE Confidence: 0.946291748

00:38:25.128 --> 00:38:27.324 building a building out a patient

NOTE Confidence: 0.946291748

00:38:27.324 --> 00:38:29.245 service center that services the

NOTE Confidence: 0.946291748

00:38:29.245 --> 00:38:31.615 digital health needs of our patients.

NOTE Confidence: 0.946291748

00:38:31.620 --> 00:38:33.690 So this is, this is a.

NOTE Confidence: 0.946291748

00:38:33.690 --> 00:38:34.752 Service offering,

NOTE Confidence: 0.946291748

00:38:34.752 --> 00:38:38.352 that's a one 800 number and and it's

NOTE Confidence: 0.946291748

00:38:38.352 --> 00:38:39.922 purely dedicated to engaging our

NOTE Confidence: 0.946291748

00:38:39.922 --> 00:38:41.835 patients with all the help that they

NOTE Confidence: 0.946291748

00:38:41.835 --> 00:38:43.969 need to engage with the digital service.

NOTE Confidence: 0.946291748

00:38:43.970 --> 00:38:44.966 So for example,

NOTE Confidence: 0.946291748

00:38:44.966 --> 00:38:47.290 if they need access to password resets,

NOTE Confidence: 0.946291748

00:38:47.290 --> 00:38:48.550 we have a service that

NOTE Confidence: 0.946291748

00:38:48.550 --> 00:38:49.810 essentially 12 hours a day,

NOTE Confidence: 0.946291748

00:38:49.810 --> 00:38:51.210 five days a week offers

NOTE Confidence: 0.946291748

00:38:51.210 --> 00:38:52.832 that service the same desk.

NOTE Confidence: 0.946291748

00:38:52.832 --> 00:38:54.956 It was interesting because as we

NOTE Confidence: 0.946291748

00:38:54.956 --> 00:38:56.728 launched these these video visits,

NOTE Confidence: 0.946291748

00:38:56.728 --> 00:38:58.804 we noticed a very interesting phenomenon.

NOTE Confidence: 0.946291748

00:38:58.810 --> 00:39:00.070 We said, hey.

NOTE Confidence: 0.946291748

00:39:00.070 --> 00:39:02.170 It turns out this is one of the,

NOTE Confidence: 0.946291748

00:39:02.170 --> 00:39:06.038 this is the only digital dedicated patient

NOTE Confidence: 0.946291748

00:39:06.038 --> 00:39:08.808 facing service available etcetera health.  
NOTE Confidence: 0.946291748

00:39:08.810 --> 00:39:10.370 So they can call their doctor,  
NOTE Confidence: 0.946291748

00:39:10.370 --> 00:39:10.578 right,  
NOTE Confidence: 0.946291748

00:39:10.578 --> 00:39:12.034 They call their doctor and try to  
NOTE Confidence: 0.946291748

00:39:12.034 --> 00:39:13.880 get help or they call this dedicated  
NOTE Confidence: 0.946291748

00:39:13.880 --> 00:39:15.310 professionals and they figure this  
NOTE Confidence: 0.946291748

00:39:15.359 --> 00:39:17.046 out very quickly that they can call  
NOTE Confidence: 0.946291748

00:39:17.046 --> 00:39:18.515 these folks and we figured out very  
NOTE Confidence: 0.946291748

00:39:18.515 --> 00:39:20.006 quickly we need to train these folks  
NOTE Confidence: 0.946291748

00:39:20.006 --> 00:39:21.846 to better service the needs of our patients,  
NOTE Confidence: 0.946291748

00:39:21.850 --> 00:39:23.502 how do they get into the mobile  
NOTE Confidence: 0.946291748

00:39:23.502 --> 00:39:25.190 app to be able to connect.  
NOTE Confidence: 0.946291748

00:39:25.190 --> 00:39:25.519 Video,  
NOTE Confidence: 0.946291748

00:39:25.519 --> 00:39:27.822 how do they handle when the video  
NOTE Confidence: 0.946291748

00:39:27.822 --> 00:39:30.026 cuts out or the audio cuts out,  
NOTE Confidence: 0.946291748

00:39:30.030 --> 00:39:31.182 these sorts of things.

NOTE Confidence: 0.946291748

00:39:31.182 --> 00:39:33.350 So we actually did really very quickly

NOTE Confidence: 0.946291748

00:39:33.350 --> 00:39:35.510 in addition to training the clinicians

NOTE Confidence: 0.946291748

00:39:35.510 --> 00:39:38.190 to to deliver video of virtual care,

NOTE Confidence: 0.946291748

00:39:38.190 --> 00:39:39.625 we actually had to train these this,

NOTE Confidence: 0.946291748

00:39:39.630 --> 00:39:42.150 this team and one of our quality measures

NOTE Confidence: 0.946291748

00:39:42.150 --> 00:39:44.718 is to look at the the various traffic

NOTE Confidence: 0.946291748

00:39:44.718 --> 00:39:47.342 if you will that comes into the center.

NOTE Confidence: 0.946291748

00:39:47.350 --> 00:39:49.009 So you can see here in this

NOTE Confidence: 0.946291748

00:39:49.009 --> 00:39:50.450 graph there's sort of four bars.

NOTE Confidence: 0.946291748

00:39:50.450 --> 00:39:53.458 That shows essentially calls.

NOTE Confidence: 0.946291748

00:39:53.458 --> 00:39:55.638 So I should step back and say one

NOTE Confidence: 0.946291748

00:39:55.638 --> 00:39:57.910 other thing we we wanted to sort

NOTE Confidence: 0.946291748

00:39:57.910 --> 00:40:01.422 of to to match or to model our our,

NOTE Confidence: 0.946291748

00:40:01.422 --> 00:40:02.248 our idea.

NOTE Confidence: 0.946291748

00:40:02.250 --> 00:40:04.186 We're an Omni channel organization, right.

NOTE Confidence: 0.946291748

00:40:04.186 --> 00:40:05.370 So we offer calls,  
NOTE Confidence: 0.946291748

00:40:05.370 --> 00:40:07.130 we offer in person,  
NOTE Confidence: 0.946291748

00:40:07.130 --> 00:40:08.874 we offer asynchronous messaging,  
NOTE Confidence: 0.946291748

00:40:08.874 --> 00:40:10.170 we offer video,  
NOTE Confidence: 0.946291748

00:40:10.170 --> 00:40:12.389 We thought we ought to offer support  
NOTE Confidence: 0.946291748

00:40:12.389 --> 00:40:14.965 and those veins as well so patients can  
NOTE Confidence: 0.946291748

00:40:14.965 --> 00:40:17.140 either call the number send messages.  
NOTE Confidence: 0.946291748

00:40:17.140 --> 00:40:19.040 And we've actually instituted an  
NOTE Confidence: 0.946291748

00:40:19.040 --> 00:40:21.472 online chat a la Amazon to borrow  
NOTE Confidence: 0.946291748

00:40:21.472 --> 00:40:23.068 something from John's neck of the  
NOTE Confidence: 0.946291748

00:40:23.068 --> 00:40:24.820 woods where patients could actually.  
NOTE Confidence: 0.946291748

00:40:24.820 --> 00:40:25.700 And we had, we had,  
NOTE Confidence: 0.946291748

00:40:25.700 --> 00:40:27.032 we had envisioned this in the  
NOTE Confidence: 0.946291748

00:40:27.032 --> 00:40:28.060 concept of you're in a,  
NOTE Confidence: 0.946291748

00:40:28.060 --> 00:40:30.748 you're in a in a like let's say a  
NOTE Confidence: 0.946291748

00:40:30.748 --> 00:40:32.297 tech workspace and you have cubes and

NOTE Confidence: 0.946291748

00:40:32.297 --> 00:40:34.300 you don't want to say I have a rash out loud,

NOTE Confidence: 0.946291748

00:40:34.300 --> 00:40:36.525 but that's how we envisioned

NOTE Confidence: 0.946291748

00:40:36.525 --> 00:40:38.305 the service being deployed.

NOTE Confidence: 0.946291748

00:40:38.310 --> 00:40:39.774 And but obviously people are working

NOTE Confidence: 0.946291748

00:40:39.774 --> 00:40:41.788 from home now but that's how this works.

NOTE Confidence: 0.946291748

00:40:41.790 --> 00:40:43.950 It's an online chat featured

NOTE Confidence: 0.946291748

00:40:43.950 --> 00:40:45.714 like they're in like into Amazon

NOTE Confidence: 0.946291748

00:40:45.714 --> 00:40:47.790 and you can chat with somebody.

NOTE Confidence: 0.946291748

00:40:47.790 --> 00:40:49.014 And by the way one of the things

NOTE Confidence: 0.946291748

00:40:49.014 --> 00:40:50.254 we found is people start using

NOTE Confidence: 0.946291748

00:40:50.254 --> 00:40:51.150 other languages with this.

NOTE Confidence: 0.946291748

00:40:51.150 --> 00:40:55.150 So it turns out our our well you

NOTE Confidence: 0.946291748

00:40:55.150 --> 00:40:57.688 know go figure and turns out we're

NOTE Confidence: 0.946291748

00:40:57.688 --> 00:40:59.130 in based in Utah where we happen

NOTE Confidence: 0.93977439047619

00:40:59.181 --> 00:41:00.393 to have lots of folks who

NOTE Confidence: 0.93977439047619

00:41:00.393 --> 00:41:01.550 have lots of language skills.  
NOTE Confidence: 0.93977439047619

00:41:01.550 --> 00:41:04.206 So our our I should explain our clinical  
NOTE Confidence: 0.93977439047619

00:41:04.206 --> 00:41:06.319 services are in California but our.  
NOTE Confidence: 0.93977439047619

00:41:06.320 --> 00:41:07.460 Patient service center is  
NOTE Confidence: 0.93977439047619

00:41:07.460 --> 00:41:08.600 actually based in Utah.  
NOTE Confidence: 0.93977439047619

00:41:08.600 --> 00:41:12.880 So and and you can see one of these  
NOTE Confidence: 0.93977439047619

00:41:12.880 --> 00:41:14.916 we've been tracking is what percentage  
NOTE Confidence: 0.93977439047619

00:41:14.916 --> 00:41:17.425 of our total contacts are due to  
NOTE Confidence: 0.93977439047619

00:41:17.425 --> 00:41:19.133 virtual care and to video visits,  
NOTE Confidence: 0.93977439047619

00:41:19.133 --> 00:41:22.039 excuse me and did we see a change in that.  
NOTE Confidence: 0.93977439047619

00:41:22.040 --> 00:41:24.380 So as we sort of you can sort of see  
NOTE Confidence: 0.93977439047619

00:41:24.445 --> 00:41:26.720 the curve that's the the green line  
NOTE Confidence: 0.93977439047619

00:41:26.720 --> 00:41:28.418 once you started figuring out some  
NOTE Confidence: 0.93977439047619

00:41:28.418 --> 00:41:30.806 of the Q core challenges that left  
NOTE Confidence: 0.93977439047619

00:41:30.806 --> 00:41:32.796 that equated to some opportunity.  
NOTE Confidence: 0.93977439047619

00:41:32.800 --> 00:41:35.096 So for example if we saw lots

NOTE Confidence: 0.93977439047619

00:41:35.096 --> 00:41:36.350 of hardware troubles we.

NOTE Confidence: 0.93977439047619

00:41:36.350 --> 00:41:38.528 I use that to identify where the the key

NOTE Confidence: 0.93977439047619

00:41:38.528 --> 00:41:40.865 bugs are and fix them and see what happens.

NOTE Confidence: 0.93977439047619

00:41:40.870 --> 00:41:42.767 And so that's how we've been tracking

NOTE Confidence: 0.93977439047619

00:41:42.767 --> 00:41:44.902 this data because because the other

NOTE Confidence: 0.93977439047619

00:41:44.902 --> 00:41:47.597 thing we noticed with with doctors and

NOTE Confidence: 0.93977439047619

00:41:47.597 --> 00:41:49.671 and I'll pick up my my colleagues as

NOTE Confidence: 0.93977439047619

00:41:49.671 --> 00:41:51.829 doctors not our other clinic clinicians,

NOTE Confidence: 0.93977439047619

00:41:51.830 --> 00:41:53.678 they very often say you know we

NOTE Confidence: 0.93977439047619

00:41:53.678 --> 00:41:54.910 have this catastrophic problem.

NOTE Confidence: 0.93977439047619

00:41:54.910 --> 00:41:56.849 It always breaks that's what they always

NOTE Confidence: 0.93977439047619

00:41:56.849 --> 00:41:58.860 say it always breaks and every single

NOTE Confidence: 0.93977439047619

00:41:58.860 --> 00:42:01.094 my video visits fail and then you look

NOTE Confidence: 0.93977439047619

00:42:01.094 --> 00:42:03.700 at the data it doesn't and John's smiley.

NOTE Confidence: 0.93977439047619

00:42:03.700 --> 00:42:04.820 And it turns out that's not true,

NOTE Confidence: 0.93977439047619

00:42:04.820 --> 00:42:05.196 right.  
NOTE Confidence: 0.93977439047619

00:42:05.196 --> 00:42:08.204 I mean so they tend to be unreliable  
NOTE Confidence: 0.93977439047619

00:42:08.204 --> 00:42:10.817 historians for our clinicians on the call,  
NOTE Confidence: 0.93977439047619

00:42:10.820 --> 00:42:11.085 right.  
NOTE Confidence: 0.93977439047619

00:42:11.085 --> 00:42:12.675 So we actually turn to the  
NOTE Confidence: 0.93977439047619

00:42:12.675 --> 00:42:14.219 patients and say hey how many,  
NOTE Confidence: 0.93977439047619

00:42:14.220 --> 00:42:14.786 you know,  
NOTE Confidence: 0.93977439047619

00:42:14.786 --> 00:42:16.484 how many virtual you know video  
NOTE Confidence: 0.93977439047619

00:42:16.484 --> 00:42:18.533 visit calls are we getting from our  
NOTE Confidence: 0.93977439047619

00:42:18.533 --> 00:42:20.220 patients And we use that as a as  
NOTE Confidence: 0.93977439047619

00:42:20.220 --> 00:42:22.011 a marker of saying as it getting  
NOTE Confidence: 0.93977439047619

00:42:22.011 --> 00:42:23.697 better or worse or the same.  
NOTE Confidence: 0.93977439047619

00:42:23.700 --> 00:42:25.644 And you can see here as we've tweaked  
NOTE Confidence: 0.93977439047619

00:42:25.644 --> 00:42:27.419 things it's definitely gotten better.  
NOTE Confidence: 0.93977439047619

00:42:27.420 --> 00:42:27.940 Next slide.  
NOTE Confidence: 0.9503168975

00:42:31.480 --> 00:42:33.796 Some other surrogate measures of what

NOTE Confidence: 0.9503168975

00:42:33.796 --> 00:42:36.279 I'll call quality or or experience

NOTE Confidence: 0.9503168975

00:42:36.280 --> 00:42:39.234 on the left is percent of the

NOTE Confidence: 0.9503168975

00:42:39.234 --> 00:42:41.292 video visits of of overall visits,

NOTE Confidence: 0.9503168975

00:42:41.292 --> 00:42:43.492 So percent of visits that were done

NOTE Confidence: 0.9503168975

00:42:43.492 --> 00:42:45.436 by video versus the total overall.

NOTE Confidence: 0.9503168975

00:42:45.440 --> 00:42:47.564 And what you'll see here as you've seen the

NOTE Confidence: 0.9503168975

00:42:47.564 --> 00:42:49.515 sort of the pattern of the slopes here,

NOTE Confidence: 0.9503168975

00:42:49.520 --> 00:42:50.267 like many organizations,

NOTE Confidence: 0.9503168975

00:42:50.267 --> 00:42:52.640 we saw a very High Peak at the beginning

NOTE Confidence: 0.9503168975

00:42:52.640 --> 00:42:54.656 of the pandemic and then a gradual

NOTE Confidence: 0.9503168975

00:42:54.656 --> 00:42:56.700 plateauing or dropping of the overall number.

NOTE Confidence: 0.9503168975

00:42:56.700 --> 00:43:00.759 One of the things I point out to my team.

NOTE Confidence: 0.9503168975

00:43:00.760 --> 00:43:01.558 Thank. Thanks Lee.

NOTE Confidence: 0.9503168975

00:43:01.558 --> 00:43:03.960 For sure one of the things I'll point out

NOTE Confidence: 0.9503168975

00:43:03.960 --> 00:43:06.116 for my team is the following observation.

NOTE Confidence: 0.9503168975

00:43:06.120 --> 00:43:08.361 You know we had up to four upwards of  
NOTE Confidence: 0.9503168975

00:43:08.361 --> 00:43:10.924 40 or 50% actually I think Max was  
NOTE Confidence: 0.9503168975

00:43:10.924 --> 00:43:13.650 40% overall of our care being done  
NOTE Confidence: 0.9503168975

00:43:13.650 --> 00:43:16.022 via video visit and some especially  
NOTE Confidence: 0.9503168975

00:43:16.022 --> 00:43:17.598 is like behavioral health.  
NOTE Confidence: 0.9503168975

00:43:17.600 --> 00:43:19.399 We we continue to see it like  
NOTE Confidence: 0.9503168975

00:43:19.400 --> 00:43:21.000 over upwards or over 90%.  
NOTE Confidence: 0.9503168975

00:43:21.000 --> 00:43:23.100 So we were seeing these sort of  
NOTE Confidence: 0.9503168975

00:43:23.100 --> 00:43:24.860 patterns and then but overall we  
NOTE Confidence: 0.9503168975

00:43:24.860 --> 00:43:26.800 have seen this this shift towards  
NOTE Confidence: 0.9503168975

00:43:26.800 --> 00:43:28.720 coming back more in person.  
NOTE Confidence: 0.9503168975

00:43:28.720 --> 00:43:30.528 And we've we've flat out about 10 to  
NOTE Confidence: 0.9503168975

00:43:30.528 --> 00:43:32.783 15% that's what we're looking at today.  
NOTE Confidence: 0.9503168975

00:43:32.783 --> 00:43:34.887 And so my team was kind of lamenting  
NOTE Confidence: 0.9503168975

00:43:34.887 --> 00:43:35.480 this fact.  
NOTE Confidence: 0.9503168975

00:43:35.480 --> 00:43:37.130 I said wait guys remember what

NOTE Confidence: 0.9503168975

00:43:37.130 --> 00:43:39.480 I told you 2019, we did 7400,

NOTE Confidence: 0.9503168975

00:43:39.480 --> 00:43:42.320 we're now doing 10 to 15% of our

NOTE Confidence: 0.9503168975

00:43:42.320 --> 00:43:43.720 overall visit volume this way.

NOTE Confidence: 0.9503168975

00:43:43.720 --> 00:43:45.640 It's we've really changed the landscape,

NOTE Confidence: 0.9503168975

00:43:45.640 --> 00:43:48.598 we've really changed the the the

NOTE Confidence: 0.9503168975

00:43:48.600 --> 00:43:51.000 experience of what patients can expect

NOTE Confidence: 0.9503168975

00:43:51.000 --> 00:43:54.698 and see. So, so we're looking at this.

NOTE Confidence: 0.9503168975

00:43:54.700 --> 00:43:56.282 And one of the things we wanted

NOTE Confidence: 0.9503168975

00:43:56.282 --> 00:43:57.700 to use this metric to to,

NOTE Confidence: 0.9503168975

00:43:57.700 --> 00:44:01.820 to check is if we start seeing dips,

NOTE Confidence: 0.9503168975

00:44:01.820 --> 00:44:03.020 because we did see some dips,

NOTE Confidence: 0.9503168975

00:44:03.020 --> 00:44:07.060 it's not clear this part of the graph.

NOTE Confidence: 0.9503168975

00:44:07.060 --> 00:44:07.308 Yeah,

NOTE Confidence: 0.9503168975

00:44:07.308 --> 00:44:09.044 some of the darkest green in the

NOTE Confidence: 0.9503168975

00:44:09.044 --> 00:44:12.316 map in San Diego maybe, Yeah.

NOTE Confidence: 0.9503168975

00:44:12.316 --> 00:44:14.044 But one of the things we we wanted  
NOTE Confidence: 0.9503168975

00:44:14.044 --> 00:44:15.879 to track as sort of a surrogate  
NOTE Confidence: 0.9503168975

00:44:15.879 --> 00:44:17.272 measure was are doctors starting  
NOTE Confidence: 0.9503168975

00:44:17.272 --> 00:44:19.126 to pull away from virtual, right.  
NOTE Confidence: 0.9503168975

00:44:19.126 --> 00:44:21.056 If there were more technical  
NOTE Confidence: 0.9503168975

00:44:21.056 --> 00:44:22.600 barriers with the will,  
NOTE Confidence: 0.9503168975

00:44:22.600 --> 00:44:23.867 we see the volume drop and you  
NOTE Confidence: 0.9503168975

00:44:23.867 --> 00:44:25.198 can see every foot of plateaued,  
NOTE Confidence: 0.9503168975

00:44:25.200 --> 00:44:27.639 which is interesting.  
NOTE Confidence: 0.9503168975

00:44:27.640 --> 00:44:29.680 On the right hand side is another thing.  
NOTE Confidence: 0.9503168975

00:44:29.680 --> 00:44:30.954 As we all know, we have all,  
NOTE Confidence: 0.9503168975

00:44:30.960 --> 00:44:33.277 we all have life things besides medicine.  
NOTE Confidence: 0.9503168975

00:44:33.280 --> 00:44:34.124 At least, you know,  
NOTE Confidence: 0.9503168975

00:44:34.124 --> 00:44:36.160 I like to say we we hopefully do.  
NOTE Confidence: 0.9503168975

00:44:36.160 --> 00:44:38.408 And so one of the things we tried  
NOTE Confidence: 0.9503168975

00:44:38.408 --> 00:44:40.711 to empower is remember when I said

NOTE Confidence: 0.9503168975

00:44:40.711 --> 00:44:42.548 we actually didn't we we we didn't

NOTE Confidence: 0.9503168975

00:44:42.548 --> 00:44:44.080 put in cameras in every exam room.

NOTE Confidence: 0.9503168975

00:44:44.080 --> 00:44:44.742 We actually,

NOTE Confidence: 0.9503168975

00:44:44.742 --> 00:44:46.728 we gave every doctor to every

NOTE Confidence: 0.9503168975

00:44:46.728 --> 00:44:47.880 clinician a tablet.

NOTE Confidence: 0.9503168975

00:44:47.880 --> 00:44:48.960 And then we,

NOTE Confidence: 0.9503168975

00:44:48.960 --> 00:44:50.400 we started noticing this

NOTE Confidence: 0.9503168975

00:44:50.400 --> 00:44:51.120 interesting experiment.

NOTE Confidence: 0.9503168975

00:44:51.120 --> 00:44:52.506 One of the things we asked for

NOTE Confidence: 0.9503168975

00:44:52.506 --> 00:44:54.147 them to do is if they were going

NOTE Confidence: 0.9503168975

00:44:54.147 --> 00:44:55.679 to do a video visit from home,

NOTE Confidence: 0.9503168975

00:44:55.680 --> 00:44:56.916 please put in this little marker,

NOTE Confidence: 0.9503168975

00:44:56.920 --> 00:44:58.516 this little code so we can track

NOTE Confidence: 0.9503168975

00:44:58.516 --> 00:45:00.238 you and track that to see what

NOTE Confidence: 0.9503168975

00:45:00.238 --> 00:45:01.473 what volumes we were seeing.

NOTE Confidence: 0.9503168975

00:45:01.480 --> 00:45:02.600 And this is how we were asked.  
NOTE Confidence: 0.9503168975

00:45:02.600 --> 00:45:05.160 We were able to ascertain that upwards of  
NOTE Confidence: 0.881555399473684

00:45:05.160 --> 00:45:07.014 25% of our video business rush  
NOTE Confidence: 0.881555399473684

00:45:07.014 --> 00:45:09.724 should be done in in the homes of  
NOTE Confidence: 0.881555399473684

00:45:09.724 --> 00:45:11.479 our clinicians by the clinicians,  
NOTE Confidence: 0.881555399473684

00:45:11.480 --> 00:45:12.708 so which is fascinating.  
NOTE Confidence: 0.881555399473684

00:45:12.708 --> 00:45:14.550 And I started asking them why  
NOTE Confidence: 0.881555399473684

00:45:14.613 --> 00:45:15.826 and they said, well look,  
NOTE Confidence: 0.881555399473684

00:45:15.826 --> 00:45:17.570 I have to pick up my kids, right?  
NOTE Confidence: 0.881555399473684

00:45:17.570 --> 00:45:19.250 You know, I still got to  
NOTE Confidence: 0.881555399473684

00:45:19.250 --> 00:45:20.889 do my Epic in Baskets.  
NOTE Confidence: 0.881555399473684

00:45:20.890 --> 00:45:23.167 Sorry all due respect to my friends at Epic,  
NOTE Confidence: 0.953671466666667

00:45:25.810 --> 00:45:29.728 this has given me tremendous flexibility.  
NOTE Confidence: 0.953671466666667

00:45:29.730 --> 00:45:31.585 And so the and so we're and  
NOTE Confidence: 0.953671466666667

00:45:31.585 --> 00:45:33.329 these volumes are are persisting.  
NOTE Confidence: 0.953671466666667

00:45:33.330 --> 00:45:35.087 We have seen that people are some

NOTE Confidence: 0.953671466666667  
00:45:35.087 --> 00:45:36.489 of our colleagues are really  
NOTE Confidence: 0.953671466666667  
00:45:36.489 --> 00:45:37.969 changing the way they practice.  
NOTE Confidence: 0.953671466666667  
00:45:37.970 --> 00:45:40.650 They can imagine having a day or half a day  
NOTE Confidence: 0.953671466666667  
00:45:40.714 --> 00:45:43.269 a week that's truly dedicated to virtual.  
NOTE Confidence: 0.953671466666667  
00:45:43.270 --> 00:45:45.102 And they can figure out how to schedule  
NOTE Confidence: 0.953671466666667  
00:45:45.102 --> 00:45:47.243 that out and how to segment that out again,  
NOTE Confidence: 0.953671466666667  
00:45:47.243 --> 00:45:49.574 to be to be more accommodative with  
NOTE Confidence: 0.953671466666667  
00:45:49.574 --> 00:45:51.219 their personal leads in addition  
NOTE Confidence: 0.953671466666667  
00:45:51.219 --> 00:45:52.502 to their professional leads.  
NOTE Confidence: 0.953671466666667  
00:45:52.502 --> 00:45:55.456 And in fact, I think what I found it too  
NOTE Confidence: 0.953671466666667  
00:45:55.456 --> 00:45:58.347 is this allows me some flexibility in my day.  
NOTE Confidence: 0.953671466666667  
00:45:58.350 --> 00:46:00.502 So if there's a patient who wants to  
NOTE Confidence: 0.953671466666667  
00:46:00.502 --> 00:46:02.590 be seen at night and it happens to fit  
NOTE Confidence: 0.953671466666667  
00:46:02.590 --> 00:46:04.616 after put the kids to bed, why not, right?  
NOTE Confidence: 0.953671466666667  
00:46:04.616 --> 00:46:05.664 Why not do that?  
NOTE Confidence: 0.953671466666667

00:46:05.670 --> 00:46:06.978 I'm not saying it's an expectation  
NOTE Confidence: 0.953671466666667

00:46:06.978 --> 00:46:08.470 that we all should have or share,  
NOTE Confidence: 0.953671466666667

00:46:08.470 --> 00:46:09.988 but it gives you that flexibility,  
NOTE Confidence: 0.953671466666667

00:46:09.990 --> 00:46:10.654 that option.  
NOTE Confidence: 0.953671466666667

00:46:10.654 --> 00:46:12.646 And that's something we we we  
NOTE Confidence: 0.953671466666667

00:46:12.646 --> 00:46:14.732 couldn't have had if we had actually  
NOTE Confidence: 0.953671466666667

00:46:14.732 --> 00:46:16.895 put in cameras in every exam row  
NOTE Confidence: 0.953671466666667

00:46:16.895 --> 00:46:17.996 throughout the system.  
NOTE Confidence: 0.953671466666667

00:46:18.000 --> 00:46:18.400 Next slide  
NOTE Confidence: 0.941259874

00:46:21.880 --> 00:46:23.632 and this is again back to  
NOTE Confidence: 0.941259874

00:46:23.632 --> 00:46:24.800 the point about patients,  
NOTE Confidence: 0.941259874

00:46:24.800 --> 00:46:28.120 my final slide as we lead into discussion,  
NOTE Confidence: 0.941259874

00:46:28.120 --> 00:46:30.080 one of the things we wanted to  
NOTE Confidence: 0.941259874

00:46:30.080 --> 00:46:32.360 do is have a very robust sort  
NOTE Confidence: 0.941259874

00:46:32.360 --> 00:46:34.760 overseer of this patient experience  
NOTE Confidence: 0.941259874

00:46:34.760 --> 00:46:38.690 instead of these episodic data, so.

NOTE Confidence: 0.941259874

00:46:38.690 --> 00:46:41.474 This coincided with an effort by our system

NOTE Confidence: 0.941259874

00:46:41.474 --> 00:46:44.808 to to develop patient and family advisors.

NOTE Confidence: 0.941259874

00:46:44.810 --> 00:46:46.227 And so I thought to myself, okay,

NOTE Confidence: 0.941259874

00:46:46.227 --> 00:46:49.825 why don't we try to recruit E patient family

NOTE Confidence: 0.941259874

00:46:49.825 --> 00:46:52.450 advisors specifically for digital health.

NOTE Confidence: 0.941259874

00:46:52.450 --> 00:46:54.410 These guys can these patients,

NOTE Confidence: 0.941259874

00:46:54.410 --> 00:46:55.565 these patient volunteers

NOTE Confidence: 0.941259874

00:46:55.565 --> 00:46:57.490 can help us track issues,

NOTE Confidence: 0.941259874

00:46:57.490 --> 00:46:59.950 they can help us walk through

NOTE Confidence: 0.941259874

00:46:59.950 --> 00:47:01.180 upcoming new features.

NOTE Confidence: 0.941259874

00:47:01.180 --> 00:47:03.100 They can be our our golden testers when

NOTE Confidence: 0.941259874

00:47:03.100 --> 00:47:05.138 we go live with new functionality.

NOTE Confidence: 0.941259874

00:47:05.140 --> 00:47:08.149 So as we we I don't know I think

NOTE Confidence: 0.941259874

00:47:08.149 --> 00:47:09.643 many of us have experienced this

NOTE Confidence: 0.941259874

00:47:09.643 --> 00:47:11.539 where we go live with the feature.

NOTE Confidence: 0.941259874

00:47:11.540 --> 00:47:13.097 It works pretty well on on the Sunday that  
NOTE Confidence: 0.941259874

00:47:13.097 --> 00:47:14.616 we first launched cuz Saturday night.  
NOTE Confidence: 0.941259874

00:47:14.620 --> 00:47:16.090 When it gets implemented Sunday  
NOTE Confidence: 0.941259874

00:47:16.090 --> 00:47:18.059 night works OK Monday night works OK.  
NOTE Confidence: 0.941259874

00:47:18.060 --> 00:47:20.064 Tuesday the blankets the fan because  
NOTE Confidence: 0.941259874

00:47:20.064 --> 00:47:22.246 we actually we ramped up the number  
NOTE Confidence: 0.941259874

00:47:22.246 --> 00:47:24.224 of people using it and we saw  
NOTE Confidence: 0.941259874

00:47:24.224 --> 00:47:25.456 this this thing happen.  
NOTE Confidence: 0.941259874

00:47:25.460 --> 00:47:27.098 So one of the things these the  
NOTE Confidence: 0.941259874

00:47:27.100 --> 00:47:28.829 EPF A's for digital health do is  
NOTE Confidence: 0.941259874

00:47:28.829 --> 00:47:30.642 they give us early signal, right.  
NOTE Confidence: 0.941259874

00:47:30.642 --> 00:47:32.454 It's sort of like early post  
NOTE Confidence: 0.941259874

00:47:32.454 --> 00:47:33.058 marketing surveillance.  
NOTE Confidence: 0.941259874

00:47:33.060 --> 00:47:35.164 They actually we asked them to go ahead  
NOTE Confidence: 0.941259874

00:47:35.164 --> 00:47:36.963 and start testing as patients with  
NOTE Confidence: 0.941259874

00:47:36.963 --> 00:47:39.498 their own workflows not the ones we dream of.

NOTE Confidence: 0.941259874

00:47:39.500 --> 00:47:41.100 And they actually help us you know with

NOTE Confidence: 0.941259874

00:47:41.100 --> 00:47:42.780 their own workflows and their own needs.

NOTE Confidence: 0.941259874

00:47:42.780 --> 00:47:45.356 They punch holes in our build and

NOTE Confidence: 0.941259874

00:47:45.356 --> 00:47:47.336 help us capture things we didn't

NOTE Confidence: 0.941259874

00:47:47.336 --> 00:47:49.460 capture pretesting or you know in our,

NOTE Confidence: 0.941259874

00:47:49.460 --> 00:47:51.900 in our, in our purchase.

NOTE Confidence: 0.941259874

00:47:51.900 --> 00:47:52.185 Anyway,

NOTE Confidence: 0.941259874

00:47:52.185 --> 00:47:54.180 I hope that was useful and adjunctive.

NOTE Confidence: 0.941259874

00:47:54.180 --> 00:47:55.860 And so I'm headed back over to John.

NOTE Confidence: 0.941691228571429

00:47:56.860 --> 00:47:58.402 Great. Thanks, Albert.

NOTE Confidence: 0.941691228571429

00:47:58.402 --> 00:48:00.928 So I'm going to kick things

NOTE Confidence: 0.941691228571429

00:48:00.928 --> 00:48:02.098 off with the first question.

NOTE Confidence: 0.941691228571429

00:48:02.100 --> 00:48:03.498 And just reminder for our attendees,

NOTE Confidence: 0.941691228571429

00:48:03.500 --> 00:48:05.282 if you want to type any

NOTE Confidence: 0.941691228571429

00:48:05.282 --> 00:48:06.664 question in the Q&A box,

NOTE Confidence: 0.941691228571429

00:48:06.664 --> 00:48:08.019 so we'll pick it up.  
NOTE Confidence: 0.941691228571429

00:48:08.020 --> 00:48:10.060 And so I want to kick us off with the,  
NOTE Confidence: 0.941691228571429

00:48:10.060 --> 00:48:11.659 the last objective,  
NOTE Confidence: 0.941691228571429

00:48:11.659 --> 00:48:14.985 which was to to name a barrier that  
NOTE Confidence: 0.941691228571429

00:48:14.985 --> 00:48:17.447 you encountered in setting up your Qi  
NOTE Confidence: 0.941691228571429

00:48:17.447 --> 00:48:20.690 program and how you overcame that.  
NOTE Confidence: 0.941691228571429

00:48:20.690 --> 00:48:22.746 So maybe if I can start with Doctor  
NOTE Confidence: 0.941691228571429

00:48:22.746 --> 00:48:24.607 Peoples or Doctor Chan and then I'll  
NOTE Confidence: 0.941691228571429

00:48:24.607 --> 00:48:26.570 chime in with my own experience.  
NOTE Confidence: 0.92393092

00:48:27.770 --> 00:48:30.290 Sure, sure. Great question John.  
NOTE Confidence: 0.92393092

00:48:30.290 --> 00:48:32.370 And I think you know in the field  
NOTE Confidence: 0.92393092

00:48:32.370 --> 00:48:34.170 of rheumatology, I'll kind of use  
NOTE Confidence: 0.92393092

00:48:34.170 --> 00:48:35.770 rheumatoid arthritis as an example.  
NOTE Confidence: 0.92393092

00:48:35.770 --> 00:48:38.031 When we start looking at some quality  
NOTE Confidence: 0.92393092

00:48:38.031 --> 00:48:39.803 improvement measures in the care  
NOTE Confidence: 0.92393092

00:48:39.803 --> 00:48:41.287 of rheumatoid arthritis patients,

NOTE Confidence: 0.92393092

00:48:41.290 --> 00:48:43.712 a lot of focus is on measuring

NOTE Confidence: 0.92393092

00:48:43.712 --> 00:48:44.404 disease activity.

NOTE Confidence: 0.92393092

00:48:44.410 --> 00:48:46.769 You know we know we need to

NOTE Confidence: 0.92393092

00:48:46.769 --> 00:48:48.200 diagnose rheumatoid arthritis early.

NOTE Confidence: 0.92393092

00:48:48.200 --> 00:48:50.636 We need to get patients on appropriate

NOTE Confidence: 0.92393092

00:48:50.636 --> 00:48:51.680 disease modifying treatments.

NOTE Confidence: 0.92393092

00:48:51.680 --> 00:48:53.876 We need to treat the target

NOTE Confidence: 0.92393092

00:48:53.880 --> 00:48:55.600 which is low disease activity.

NOTE Confidence: 0.92393092

00:48:55.600 --> 00:49:00.656 And so while we have choices six 7-8

NOTE Confidence: 0.92393092

00:49:00.656 --> 00:49:03.120 different disease activity metrics,

NOTE Confidence: 0.92393092

00:49:03.120 --> 00:49:05.626 when we look at the disease activity

NOTE Confidence: 0.92393092

00:49:05.626 --> 00:49:07.531 measures that involve components of

NOTE Confidence: 0.92393092

00:49:07.531 --> 00:49:09.553 the physical exam at the beginning

NOTE Confidence: 0.92393092

00:49:09.553 --> 00:49:11.590 we start to get tripped up because

NOTE Confidence: 0.92393092

00:49:11.655 --> 00:49:13.902 you know that really has relied on in

NOTE Confidence: 0.92393092

00:49:13.902 --> 00:49:16.915 studies and and and and things like that on.

NOTE Confidence: 0.92393092

00:49:16.915 --> 00:49:19.890 The physician or medical provider

NOTE Confidence: 0.92393092

00:49:19.890 --> 00:49:21.570 laying the hands of the patient

NOTE Confidence: 0.92393092

00:49:21.570 --> 00:49:23.649 and feeling if the joint is swollen

NOTE Confidence: 0.92393092

00:49:23.650 --> 00:49:25.114 and then assessing tenderness.

NOTE Confidence: 0.92393092

00:49:25.114 --> 00:49:27.690 And so when we thought about that,

NOTE Confidence: 0.92393092

00:49:27.690 --> 00:49:30.198 well, I'm not obviously putting my

NOTE Confidence: 0.92393092

00:49:30.198 --> 00:49:32.450 hands on that patient's joints.

NOTE Confidence: 0.92393092

00:49:32.450 --> 00:49:35.684 You know, telepresenting RN is doing that.

NOTE Confidence: 0.92393092

00:49:35.690 --> 00:49:38.090 And so can we use that?

NOTE Confidence: 0.92393092

00:49:38.090 --> 00:49:38.870 Is that the same?

NOTE Confidence: 0.92393092

00:49:38.870 --> 00:49:40.370 Is that the same type of thing?

NOTE Confidence: 0.92393092

00:49:40.370 --> 00:49:42.954 Do we need to look at that differently?

NOTE Confidence: 0.92393092

00:49:42.960 --> 00:49:44.235 And then kind of extrapolating

NOTE Confidence: 0.92393092

00:49:44.235 --> 00:49:45.828 that to home video visits with

NOTE Confidence: 0.92393092

00:49:45.828 --> 00:49:47.158 patients doing their own exam,

NOTE Confidence: 0.92393092

00:49:47.160 --> 00:49:49.190 I think this came up earlier today

NOTE Confidence: 0.92393092

00:49:49.190 --> 00:49:50.388 with rheumatoid arthritis and

NOTE Confidence: 0.92393092

00:49:50.388 --> 00:49:51.758 patients doing their own exam,

NOTE Confidence: 0.92393092

00:49:51.760 --> 00:49:53.490 especially those that are in

NOTE Confidence: 0.92393092

00:49:53.490 --> 00:49:54.874 registries and research studies.

NOTE Confidence: 0.92393092

00:49:54.880 --> 00:49:56.840 So when we look at studies of patients

NOTE Confidence: 0.92393092

00:49:56.840 --> 00:49:59.262 kind of doing their own exam for

NOTE Confidence: 0.92393092

00:49:59.262 --> 00:50:00.758 rheumatoid arthritis disease activity,

NOTE Confidence: 0.92393092

00:50:00.760 --> 00:50:01.178 you know,

NOTE Confidence: 0.92393092

00:50:01.178 --> 00:50:02.641 they can certainly tell us a lot

NOTE Confidence: 0.92393092

00:50:02.641 --> 00:50:04.054 about what they can do at home

NOTE Confidence: 0.92393092

00:50:04.054 --> 00:50:05.000 and what they can't do.

NOTE Confidence: 0.92393092

00:50:05.000 --> 00:50:07.002 But looking at kind of tender and

NOTE Confidence: 0.92393092

00:50:07.002 --> 00:50:08.700 swollen joints ends up, you know,

NOTE Confidence: 0.92393092

00:50:08.700 --> 00:50:09.630 being an issue.

NOTE Confidence: 0.92393092

00:50:09.630 --> 00:50:11.694 And so you know patients and  
NOTE Confidence: 0.92393092

00:50:11.694 --> 00:50:13.070 and physicians and providers,  
NOTE Confidence: 0.92393092

00:50:13.070 --> 00:50:14.870 the assessment of joint tenderness is,  
NOTE Confidence: 0.92393092

00:50:14.870 --> 00:50:16.334 is is pretty consistent,  
NOTE Confidence: 0.92393092

00:50:16.334 --> 00:50:18.530 it's the joint swelling that tends  
NOTE Confidence: 0.92393092

00:50:18.600 --> 00:50:20.915 to be a little bit less you know you  
NOTE Confidence: 0.92393092

00:50:20.915 --> 00:50:22.685 know congruent with with both the  
NOTE Confidence: 0.92393092

00:50:22.685 --> 00:50:24.427 provider physician and the patient.  
NOTE Confidence: 0.92393092

00:50:24.430 --> 00:50:26.510 And so when we look at the quality,  
NOTE Confidence: 0.92393092

00:50:26.510 --> 00:50:28.680 when you look at how patients with  
NOTE Confidence: 0.92393092

00:50:28.680 --> 00:50:30.562 rheumatoid arthritis do when they get  
NOTE Confidence: 0.92393092

00:50:30.562 --> 00:50:32.344 their care at our telehealth center,  
NOTE Confidence: 0.92393092

00:50:32.350 --> 00:50:33.826 I mean look at those metrics,  
NOTE Confidence: 0.92393092

00:50:33.830 --> 00:50:35.350 which metrics should you use,  
NOTE Confidence: 0.92393092

00:50:35.350 --> 00:50:37.366 what's the best one and can we  
NOTE Confidence: 0.92393092

00:50:37.366 --> 00:50:38.970 kind of take the step?

NOTE Confidence: 0.92393092

00:50:38.970 --> 00:50:41.350 With some of the physical exam components,

NOTE Confidence: 0.92393092

00:50:41.350 --> 00:50:43.118 you know can we still use those and

NOTE Confidence: 0.92393092

00:50:43.118 --> 00:50:44.857 look at those similarly or should

NOTE Confidence: 0.92393092

00:50:44.857 --> 00:50:46.402 they be looked at differently

NOTE Confidence: 0.92393092

00:50:46.402 --> 00:50:48.108 when we look at those outcomes.

NOTE Confidence: 0.92393092

00:50:48.110 --> 00:50:50.007 And so I think that's you know

NOTE Confidence: 0.92393092

00:50:50.007 --> 00:50:51.622 for chronic disease management in

NOTE Confidence: 0.92393092

00:50:51.622 --> 00:50:53.836 patients that I see with underlying

NOTE Confidence: 0.92393092

00:50:53.836 --> 00:50:55.252 systemic rheumatic diseases over

NOTE Confidence: 0.92393092

00:50:55.252 --> 00:50:57.408 time this keeps this always comes up.

NOTE Confidence: 0.92393092

00:50:57.410 --> 00:50:59.566 Because we don't really have you know,

NOTE Confidence: 0.92393092

00:50:59.570 --> 00:51:00.830 you know a blood test and patients

NOTE Confidence: 0.92393092

00:51:00.830 --> 00:51:02.442 go and get it and then that's the end

NOTE Confidence: 0.92393092

00:51:02.442 --> 00:51:03.850 of the story for disease activity.

NOTE Confidence: 0.92393092

00:51:03.850 --> 00:51:06.125 We just don't operate in that framework.

NOTE Confidence: 0.92393092

00:51:06.130 --> 00:51:07.912 And so with rheumatology it's hard  
NOTE Confidence: 0.92393092

00:51:07.912 --> 00:51:09.100 to tease out some  
NOTE Confidence: 0.948304319999999

00:51:09.161 --> 00:51:11.489 of these issues especially when you're  
NOTE Confidence: 0.948304319999999

00:51:11.489 --> 00:51:13.722 providing virtual care versus kind of  
NOTE Confidence: 0.948304319999999

00:51:13.722 --> 00:51:15.517 patient joint exam, RN joint exam,  
NOTE Confidence: 0.948304319999999

00:51:15.517 --> 00:51:17.890 you know PCP or other provider joint exam,  
NOTE Confidence: 0.948304319999999

00:51:17.890 --> 00:51:18.650 you know things like that.  
NOTE Confidence: 0.948304319999999

00:51:18.650 --> 00:51:20.801 What can we take into account to kind of  
NOTE Confidence: 0.948304319999999

00:51:20.801 --> 00:51:22.965 drive what metrics we look at for quality.  
NOTE Confidence: 0.96440576

00:51:24.330 --> 00:51:27.178 Right. Thanks. Thanks Christine.  
NOTE Confidence: 0.96440576

00:51:27.178 --> 00:51:28.870 Albert, one barrier that you you  
NOTE Confidence: 0.96440576

00:51:28.870 --> 00:51:30.250 had how'd you go for comment?  
NOTE Confidence: 0.915848978

00:51:30.730 --> 00:51:31.480 Sure. Thanks John.  
NOTE Confidence: 0.915848978

00:51:31.480 --> 00:51:34.324 I I think I have a pet peeve to share  
NOTE Confidence: 0.915848978

00:51:34.324 --> 00:51:37.488 with everyone which is why is it that we,  
NOTE Confidence: 0.915848978

00:51:37.490 --> 00:51:39.002 I think all of us clinicians can figure

NOTE Confidence: 0.915848978

00:51:39.002 --> 00:51:40.770 out what are the things we want to measure,

NOTE Confidence: 0.915848978

00:51:40.770 --> 00:51:43.066 but each institution and we're we use

NOTE Confidence: 0.915848978

00:51:43.066 --> 00:51:45.126 many of us use the same EMR, right.

NOTE Confidence: 0.915848978

00:51:45.126 --> 00:51:47.022 EHR, why are we always having

NOTE Confidence: 0.915848978

00:51:47.022 --> 00:51:48.425 to individually as individual

NOTE Confidence: 0.915848978

00:51:48.425 --> 00:51:50.380 organizations have to figure out

NOTE Confidence: 0.915848978

00:51:50.380 --> 00:51:52.639 how to actually quantify these data?

NOTE Confidence: 0.915848978

00:51:52.640 --> 00:51:53.904 Like why do we have to go figure

NOTE Confidence: 0.915848978

00:51:53.904 --> 00:51:55.059 out our own queries and figure

NOTE Confidence: 0.915848978

00:51:55.059 --> 00:51:56.488 and do the mappings and all that

NOTE Confidence: 0.915848978

00:51:56.488 --> 00:51:57.478 stuff to figure this out?

NOTE Confidence: 0.915848978

00:51:57.480 --> 00:51:59.360 This seems to me be to be crazy.

NOTE Confidence: 0.915848978

00:51:59.360 --> 00:52:00.998 And one of the things I've been

NOTE Confidence: 0.915848978

00:52:00.998 --> 00:52:02.635 saying to our partners is can we

NOTE Confidence: 0.915848978

00:52:02.635 --> 00:52:04.599 as we launch a new tool can we

NOTE Confidence: 0.915848978

00:52:04.599 --> 00:52:06.393 anticipate the measures we should have.

NOTE Confidence: 0.915848978

00:52:06.400 --> 00:52:07.792 And you guys you deliver those

NOTE Confidence: 0.915848978

00:52:07.792 --> 00:52:09.476 reports to us in anticipation like

NOTE Confidence: 0.915848978

00:52:09.476 --> 00:52:11.231 upfront please because that would

NOTE Confidence: 0.915848978

00:52:11.231 --> 00:52:13.143 that would actually help us measure

NOTE Confidence: 0.915848978

00:52:13.143 --> 00:52:14.757 from and then had the experience.

NOTE Confidence: 0.94729798

00:52:15.720 --> 00:52:17.820 That's a great point Albert

NOTE Confidence: 0.94729798

00:52:17.820 --> 00:52:20.217 about just just getting data and.

NOTE Confidence: 0.94729798

00:52:20.217 --> 00:52:22.593 To the extent that you can make the

NOTE Confidence: 0.94729798

00:52:22.593 --> 00:52:24.711 data like automatic you know doing

NOTE Confidence: 0.94729798

00:52:24.711 --> 00:52:26.096 hand extractions and hand counts

NOTE Confidence: 0.94729798

00:52:26.096 --> 00:52:27.837 that can can really get tedious.

NOTE Confidence: 0.94729798

00:52:27.840 --> 00:52:30.680 So I think that's a really great point.

NOTE Confidence: 0.94729798

00:52:30.680 --> 00:52:34.040 I'll share something from from Seattle

NOTE Confidence: 0.94729798

00:52:34.040 --> 00:52:35.762 and that's around reporting so and

NOTE Confidence: 0.94729798

00:52:35.762 --> 00:52:38.134 kind of being very clear what kind of

NOTE Confidence: 0.94729798

00:52:38.134 --> 00:52:39.886 events come to telehealth and which

NOTE Confidence: 0.94729798

00:52:39.946 --> 00:52:41.676 come to the clinical department.

NOTE Confidence: 0.94729798

00:52:41.680 --> 00:52:45.034 So I'll share what we've done

NOTE Confidence: 0.94729798

00:52:45.034 --> 00:52:46.348 around Telestroke so.

NOTE Confidence: 0.94729798

00:52:46.350 --> 00:52:48.219 You know if there's a safety

NOTE Confidence: 0.94729798

00:52:48.219 --> 00:52:49.962 event where someone got TPA when

NOTE Confidence: 0.94729798

00:52:49.962 --> 00:52:51.426 and they shouldn't have.

NOTE Confidence: 0.94729798

00:52:51.430 --> 00:52:54.182 I I'm not a neurologist I can't say

NOTE Confidence: 0.94729798

00:52:54.182 --> 00:52:56.820 that that was a bad event or not and

NOTE Confidence: 0.94729798

00:52:56.820 --> 00:52:58.150 it has nothing to do with telehealth.

NOTE Confidence: 0.94729798

00:52:58.150 --> 00:53:00.262 So that you know that's a very obvious

NOTE Confidence: 0.94729798

00:53:00.262 --> 00:53:01.802 example but sometimes teasing out

NOTE Confidence: 0.94729798

00:53:01.802 --> 00:53:03.704 how much of this was telehealth,

NOTE Confidence: 0.94729798

00:53:03.710 --> 00:53:06.132 how much of this was actually the

NOTE Confidence: 0.94729798

00:53:06.132 --> 00:53:08.300 clinical care you you need to be

NOTE Confidence: 0.94729798

00:53:08.300 --> 00:53:10.169 very specific and make sure that  
NOTE Confidence: 0.94729798

00:53:10.169 --> 00:53:12.493 you know the that the issue doesn't  
NOTE Confidence: 0.94729798

00:53:12.493 --> 00:53:14.593 get dropped it doesn't fall between  
NOTE Confidence: 0.94729798

00:53:14.593 --> 00:53:16.298 the the cracks there so.  
NOTE Confidence: 0.94729798

00:53:16.300 --> 00:53:17.740 So that that's really helpful.  
NOTE Confidence: 0.94729798

00:53:17.740 --> 00:53:19.098 I wanted to come back to Dr.  
NOTE Confidence: 0.94729798

00:53:19.100 --> 00:53:21.392 Peoples and and one thing that  
NOTE Confidence: 0.94729798

00:53:21.392 --> 00:53:22.538 struck me John,  
NOTE Confidence: 0.9246608

00:53:22.620 --> 00:53:24.216 just sorry before you leave that topic,  
NOTE Confidence: 0.9246608

00:53:24.220 --> 00:53:26.434 I just wanted to, I just wanted to answer  
NOTE Confidence: 0.9246608

00:53:26.434 --> 00:53:28.625 that question you posed and flag another  
NOTE Confidence: 0.9246608

00:53:28.625 --> 00:53:32.644 issue which is the challenge of aggregating.  
NOTE Confidence: 0.9246608

00:53:32.644 --> 00:53:35.896 So our solutions reporting system that  
NOTE Confidence: 0.9246608

00:53:35.896 --> 00:53:39.467 we use for reporting any adverse events  
NOTE Confidence: 0.9246608

00:53:39.467 --> 00:53:42.704 or quality gaps doesn't allow us to.  
NOTE Confidence: 0.9246608

00:53:42.704 --> 00:53:45.395 You know, say oh this happened in

NOTE Confidence: 0.9246608

00:53:45.395 --> 00:53:47.120 a telehealth context if that's

NOTE Confidence: 0.9246608

00:53:47.185 --> 00:53:49.225 not the substance of the report,

NOTE Confidence: 0.9246608

00:53:49.230 --> 00:53:51.070 so let's just say that there was a,

NOTE Confidence: 0.9246608

00:53:51.070 --> 00:53:53.630 you know, adverse prescribing behavior.

NOTE Confidence: 0.9246608

00:53:53.630 --> 00:53:56.510 I I prescribed the wrong antibiotic.

NOTE Confidence: 0.9246608

00:53:56.510 --> 00:53:58.309 We would see that as an antibiotic

NOTE Confidence: 0.9246608

00:53:58.309 --> 00:53:59.967 problem unless they said this happened

NOTE Confidence: 0.9246608

00:53:59.967 --> 00:54:01.629 during a telehealth visit and there

NOTE Confidence: 0.9246608

00:54:01.629 --> 00:54:04.002 was some check box, we could say oh

NOTE Confidence: 0.9246608

00:54:04.002 --> 00:54:05.667 let's aggregate those all together.

NOTE Confidence: 0.9246608

00:54:05.670 --> 00:54:07.094 Is there a pattern,

NOTE Confidence: 0.9246608

00:54:07.094 --> 00:54:10.064 so this concept of the taxonomy and being

NOTE Confidence: 0.9246608

00:54:10.064 --> 00:54:12.983 able to aggregate based on modality type.

NOTE Confidence: 0.9246608

00:54:12.990 --> 00:54:15.748 We we can do that if we

NOTE Confidence: 0.9246608

00:54:15.750 --> 00:54:17.110 link them to the encounter,

NOTE Confidence: 0.9246608

00:54:17.110 --> 00:54:17.917 the actual encounter,  
NOTE Confidence: 0.9246608

00:54:17.917 --> 00:54:19.800 and then figure out whether it was  
NOTE Confidence: 0.9246608

00:54:19.851 --> 00:54:21.386 a telemedicine encounter or not.  
NOTE Confidence: 0.9246608

00:54:21.390 --> 00:54:23.566 But I think we need a better framework  
NOTE Confidence: 0.9246608

00:54:23.566 --> 00:54:25.841 for that so that we can all pull  
NOTE Confidence: 0.9246608

00:54:25.841 --> 00:54:27.617 the same denominators if we want  
NOTE Confidence: 0.9246608

00:54:27.617 --> 00:54:29.122 to run reports across institutions  
NOTE Confidence: 0.9246608

00:54:29.122 --> 00:54:31.174 to try to compare rates of of,  
NOTE Confidence: 0.9246608

00:54:31.174 --> 00:54:32.590 you know, adverse effects.  
NOTE Confidence: 0.918008714285714

00:54:33.510 --> 00:54:36.065 Yeah, very good point. And and Lee,  
NOTE Confidence: 0.918008714285714

00:54:36.070 --> 00:54:38.506 we actually had this issue because when  
NOTE Confidence: 0.918008714285714

00:54:38.506 --> 00:54:41.890 we went live in 2020, we had two Emr's.  
NOTE Confidence: 0.918008714285714

00:54:41.890 --> 00:54:43.672 Our inpatient was Cerner and our  
NOTE Confidence: 0.918008714285714

00:54:43.672 --> 00:54:45.482 outpatient was epic. So and it was,  
NOTE Confidence: 0.918008714285714

00:54:45.482 --> 00:54:47.930 it was it was like just driving us crazy.  
NOTE Confidence: 0.918008714285714

00:54:47.930 --> 00:54:49.466 So we finally went to 1 EMR and

NOTE Confidence: 0.918008714285714  
00:54:49.466 --> 00:54:50.607 that's made it a lot easier.  
NOTE Confidence: 0.918008714285714  
00:54:50.610 --> 00:54:52.530 But yeah, garbage in,  
NOTE Confidence: 0.918008714285714  
00:54:52.530 --> 00:54:55.086 garbage out if the data is not good,  
NOTE Confidence: 0.918008714285714  
00:54:55.090 --> 00:54:55.780 great point.  
NOTE Confidence: 0.918008714285714  
00:54:55.780 --> 00:54:58.540 I I wanted to turn to this topic  
NOTE Confidence: 0.918008714285714  
00:54:58.617 --> 00:54:59.892 of the digital divide.  
NOTE Confidence: 0.918008714285714  
00:54:59.892 --> 00:55:02.136 We've talked about this and a  
NOTE Confidence: 0.918008714285714  
00:55:02.136 --> 00:55:04.297 couple other panels and really  
NOTE Confidence: 0.918008714285714  
00:55:04.297 --> 00:55:06.447 interested from the the panelists.  
NOTE Confidence: 0.918008714285714  
00:55:06.450 --> 00:55:08.730 How are you interacting with folks  
NOTE Confidence: 0.918008714285714  
00:55:08.730 --> 00:55:10.810 at your organization around digital,  
NOTE Confidence: 0.918008714285714  
00:55:10.810 --> 00:55:12.034 the digital divide,  
NOTE Confidence: 0.918008714285714  
00:55:12.034 --> 00:55:17.354 Is this part of your your job in Qi  
NOTE Confidence: 0.918008714285714  
00:55:17.354 --> 00:55:20.506 with telemedicine or you know that you  
NOTE Confidence: 0.918008714285714  
00:55:20.506 --> 00:55:22.168 have a separate group and and how do you,  
NOTE Confidence: 0.918008714285714

00:55:22.170 --> 00:55:23.570 how do you work together And and  
NOTE Confidence: 0.918008714285714

00:55:23.570 --> 00:55:25.087 maybe I can start with you Lee,  
NOTE Confidence: 0.918008714285714

00:55:25.090 --> 00:55:26.434 because I know you've done some great  
NOTE Confidence: 0.918008714285714

00:55:26.434 --> 00:55:27.982 work at Mass General and if you could  
NOTE Confidence: 0.918008714285714

00:55:27.982 --> 00:55:29.409 share what you guys are doing there?  
NOTE Confidence: 0.928075959285714

00:55:30.260 --> 00:55:32.402 Yeah, we we we embraced this early  
NOTE Confidence: 0.928075959285714

00:55:32.402 --> 00:55:34.939 on in part because I was quite  
NOTE Confidence: 0.928075959285714

00:55:34.939 --> 00:55:37.261 interested in this phenomenon and and  
NOTE Confidence: 0.928075959285714

00:55:37.338 --> 00:55:39.718 also because we had actually at our  
NOTE Confidence: 0.928075959285714

00:55:39.718 --> 00:55:42.088 peak around 62% of all visits after  
NOTE Confidence: 0.928075959285714

00:55:42.088 --> 00:55:44.223 six weeks we're we're being done  
NOTE Confidence: 0.928075959285714

00:55:44.223 --> 00:55:46.830 virtual and we saw right away as did  
NOTE Confidence: 0.928075959285714

00:55:46.830 --> 00:55:49.040 others and the UCSF report early on  
NOTE Confidence: 0.928075959285714

00:55:49.040 --> 00:55:51.118 in the Catalyst that older patients,  
NOTE Confidence: 0.928075959285714

00:55:51.118 --> 00:55:53.163 patients who didn't speak English  
NOTE Confidence: 0.928075959285714

00:55:53.163 --> 00:55:55.241 or limited digital literacy were

NOTE Confidence: 0.928075959285714  
00:55:55.241 --> 00:55:56.805 were the most vulnerable.  
NOTE Confidence: 0.928075959285714  
00:55:56.810 --> 00:55:57.728 So we did a couple things.  
NOTE Confidence: 0.928075959285714  
00:55:57.730 --> 00:56:00.222 One, we were fortunate that in Massachusetts  
NOTE Confidence: 0.928075959285714  
00:56:00.222 --> 00:56:02.170 we got reimbursement for audio only.  
NOTE Confidence: 0.928075959285714  
00:56:02.170 --> 00:56:05.313 So we were able to massively convert  
NOTE Confidence: 0.928075959285714  
00:56:05.313 --> 00:56:08.248 those things into audio only visits,  
NOTE Confidence: 0.928075959285714  
00:56:08.250 --> 00:56:09.660 have them as structured visits with  
NOTE Confidence: 0.928075959285714  
00:56:09.660 --> 00:56:11.152 Med rack and you know documentation  
NOTE Confidence: 0.928075959285714  
00:56:11.152 --> 00:56:12.646 of the plan and all that.  
NOTE Confidence: 0.928075959285714  
00:56:12.650 --> 00:56:14.912 And so that was really important  
NOTE Confidence: 0.928075959285714  
00:56:14.912 --> 00:56:16.043 lifeline for us.  
NOTE Confidence: 0.928075959285714  
00:56:16.050 --> 00:56:19.578 But we've also as you know John cuz you've.  
NOTE Confidence: 0.928075959285714  
00:56:19.580 --> 00:56:20.540 On this grant with us,  
NOTE Confidence: 0.928075959285714  
00:56:20.540 --> 00:56:23.060 we submitted a grant to our self  
NOTE Confidence: 0.928075959285714  
00:56:23.060 --> 00:56:24.519 insured risk management foundation  
NOTE Confidence: 0.928075959285714

00:56:24.519 --> 00:56:27.354 and we have a grant actually to try to  
NOTE Confidence: 0.928075959285714

00:56:27.419 --> 00:56:29.532 study with digital discovery agents  
NOTE Confidence: 0.928075959285714

00:56:29.532 --> 00:56:31.772 why patients are having trouble.  
NOTE Confidence: 0.928075959285714

00:56:31.780 --> 00:56:33.420 I mean we have a lot of assumptions  
NOTE Confidence: 0.928075959285714

00:56:33.420 --> 00:56:35.443 and I think there's a big risk of  
NOTE Confidence: 0.928075959285714

00:56:35.443 --> 00:56:37.436 implicit bias here about what exactly is  
NOTE Confidence: 0.928075959285714

00:56:37.436 --> 00:56:39.536 the underlying nature of the digital divide.  
NOTE Confidence: 0.928075959285714

00:56:39.540 --> 00:56:41.660 I suspect it's very heterogeneous.  
NOTE Confidence: 0.928075959285714

00:56:41.660 --> 00:56:44.152 I suspect we'll need a multi pronged  
NOTE Confidence: 0.928075959285714

00:56:44.152 --> 00:56:45.220 intervention language alone.  
NOTE Confidence: 0.928075959285714

00:56:45.220 --> 00:56:46.076 Not enough.  
NOTE Confidence: 0.928075959285714

00:56:46.076 --> 00:56:49.072 Videos that explain the thing you know,  
NOTE Confidence: 0.928075959285714

00:56:49.080 --> 00:56:51.159 unique to every operating system and device,  
NOTE Confidence: 0.928075959285714

00:56:51.160 --> 00:56:51.480 helpful,  
NOTE Confidence: 0.928075959285714

00:56:51.480 --> 00:56:52.760 but probably not enough.  
NOTE Confidence: 0.928075959285714

00:56:52.760 --> 00:56:54.840 Some of this will be due to poverty

NOTE Confidence: 0.928075959285714  
00:56:54.840 --> 00:56:56.438 and things we can't overcome.  
NOTE Confidence: 0.928075959285714  
00:56:56.440 --> 00:56:59.024 And what we're focused on now is also  
NOTE Confidence: 0.928075959285714  
00:56:59.024 --> 00:57:01.796 trying to understand in a way that is UN  
NOTE Confidence: 0.928075959285714  
00:57:01.800 --> 00:57:05.990 that is not going to lead to any form of.  
NOTE Confidence: 0.928075959285714  
00:57:05.990 --> 00:57:07.487 Inappropriate ascertainment or  
NOTE Confidence: 0.928075959285714  
00:57:07.487 --> 00:57:09.982 application Can we identify through  
NOTE Confidence: 0.928075959285714  
00:57:09.982 --> 00:57:12.563 the EHR patients who are likely  
NOTE Confidence: 0.928075959285714  
00:57:12.563 --> 00:57:14.831 to struggle with a virtual visit  
NOTE Confidence: 0.928075959285714  
00:57:14.898 --> 00:57:17.117 and either see them in person or  
NOTE Confidence: 0.928075959285714  
00:57:17.117 --> 00:57:19.252 direct them to a more intensive?  
NOTE Confidence: 0.928075959285714  
00:57:19.252 --> 00:57:20.828 Training and experience center  
NOTE Confidence: 0.928075959285714  
00:57:20.828 --> 00:57:23.558 to teach them how to be able to  
NOTE Confidence: 0.928075959285714  
00:57:23.558 --> 00:57:24.742 conduct a virtual visit.  
NOTE Confidence: 0.928075959285714  
00:57:24.750 --> 00:57:25.870 And in the future,  
NOTE Confidence: 0.928075959285714  
00:57:25.870 --> 00:57:28.040 we're going to try to collect information  
NOTE Confidence: 0.928075959285714

00:57:28.040 --> 00:57:29.764 about our patients communication  
NOTE Confidence: 0.928075959285714

00:57:29.764 --> 00:57:32.510 capabilities as part of their profiles.  
NOTE Confidence: 0.928075959285714

00:57:32.510 --> 00:57:34.574 So we'll be able to know if you're  
NOTE Confidence: 0.928075959285714

00:57:34.574 --> 00:57:36.198 equipped for telemedicine or not  
NOTE Confidence: 0.928075959285714

00:57:36.198 --> 00:57:37.948 when we think about scheduling.  
NOTE Confidence: 0.928075959285714

00:57:37.950 --> 00:57:39.056 So those are just some of the  
NOTE Confidence: 0.928075959285714

00:57:39.056 --> 00:57:40.069 things that we're grappling with.  
NOTE Confidence: 0.90815551

00:57:40.630 --> 00:57:43.270 Great. Thanks, Lee, Christine or Albert,  
NOTE Confidence: 0.90815551

00:57:43.270 --> 00:57:44.790 I think we've got about two minutes left.  
NOTE Confidence: 0.942769385

00:57:46.570 --> 00:57:48.320 So one of the things that's happened  
NOTE Confidence: 0.942769385

00:57:48.320 --> 00:57:49.662 with with our virtual care,  
NOTE Confidence: 0.942769385

00:57:49.662 --> 00:57:51.305 you know, virtual care experiences,  
NOTE Confidence: 0.942769385

00:57:51.305 --> 00:57:53.130 it made us pull data.  
NOTE Confidence: 0.942769385

00:57:53.130 --> 00:57:55.605 We, I saw the same article you did Lee,  
NOTE Confidence: 0.942769385

00:57:55.610 --> 00:57:58.445 about the UCSF experience and I said,  
NOTE Confidence: 0.942769385

00:57:58.450 --> 00:57:59.686 oh, let me look. So let's,

NOTE Confidence: 0.942769385

00:57:59.690 --> 00:58:00.768 let's take a look under the covers.

NOTE Confidence: 0.942769385

00:58:00.770 --> 00:58:03.050 And I said, Oh my gosh,

NOTE Confidence: 0.942769385

00:58:03.050 --> 00:58:04.766 our Spanish speaking patients are so

NOTE Confidence: 0.942769385

00:58:04.766 --> 00:58:07.197 much lower both in in our my chart

NOTE Confidence: 0.942769385

00:58:07.197 --> 00:58:08.425 adoption and therefore subsequently

NOTE Confidence: 0.942769385

00:58:08.425 --> 00:58:10.508 the use of our virtual care platform.

NOTE Confidence: 0.942769385

00:58:10.508 --> 00:58:11.819 And I thought, OK,

NOTE Confidence: 0.942769385

00:58:11.819 --> 00:58:13.491 so one of the things that I can

NOTE Confidence: 0.942769385

00:58:13.491 --> 00:58:15.129 do with this is let us look.

NOTE Confidence: 0.942769385

00:58:15.130 --> 00:58:16.780 And I systematically look from end

NOTE Confidence: 0.942769385

00:58:16.780 --> 00:58:18.770 to end from the enrollment parts,

NOTE Confidence: 0.942769385

00:58:18.770 --> 00:58:20.945 the educational parts, the FA Q's,

NOTE Confidence: 0.942769385

00:58:20.945 --> 00:58:22.405 even toward downstream support

NOTE Confidence: 0.942769385

00:58:22.405 --> 00:58:24.568 of our patients via that center.

NOTE Confidence: 0.942769385

00:58:24.570 --> 00:58:26.530 Utah, what parts were in,

NOTE Confidence: 0.942769385

00:58:26.530 --> 00:58:28.770 in multiple languages including Spanish,

NOTE Confidence: 0.942769385

00:58:28.770 --> 00:58:30.710 turns out not very many.

NOTE Confidence: 0.942769385

00:58:30.710 --> 00:58:31.736 So one of the things that's

NOTE Confidence: 0.942769385

00:58:31.736 --> 00:58:32.710 happened is we've actually take it,

NOTE Confidence: 0.942769385

00:58:32.710 --> 00:58:34.710 take a systematic look at all our pages,

NOTE Confidence: 0.942769385

00:58:34.710 --> 00:58:36.426 all our even our contracts with

NOTE Confidence: 0.942769385

00:58:36.426 --> 00:58:38.215 experience to do the online

NOTE Confidence: 0.942769385

00:58:38.215 --> 00:58:39.389 enrollment automatically,

NOTE Confidence: 0.942769385

00:58:39.390 --> 00:58:41.250 automatically and turn those in to

NOTE Confidence: 0.942769385

00:58:41.250 --> 00:58:42.899 be Spanish, be Spanish capable.

NOTE Confidence: 0.942769385

00:58:42.899 --> 00:58:44.614 So they actually hopefully lead

NOTE Confidence: 0.942769385

00:58:44.614 --> 00:58:46.707 to some of the infrastructure last

NOTE Confidence: 0.942769385

00:58:46.707 --> 00:58:48.762 mile solutions and get us the

NOTE Confidence: 0.942769385

00:58:48.762 --> 00:58:50.622 patients to equal access that

NOTE Confidence: 0.942769385

00:58:50.622 --> 00:58:52.110 that's our current approach.

NOTE Confidence: 0.9603804

00:58:54.630 --> 00:58:55.270 And Christine?

NOTE Confidence: 0.9290720444444444  
00:58:57.590 --> 00:58:59.543 My kind of what we end up doing is,  
NOTE Confidence: 0.9290720444444444  
00:58:59.550 --> 00:59:00.862 is not very sophisticated,  
NOTE Confidence: 0.9290720444444444  
00:59:00.862 --> 00:59:03.658 but we really kind of implore and and try  
NOTE Confidence: 0.9290720444444444  
00:59:03.658 --> 00:59:05.950 to help family members out with patients.  
NOTE Confidence: 0.9290720444444444  
00:59:05.950 --> 00:59:08.389 And so for patients I see in rural areas,  
NOTE Confidence: 0.9290720444444444  
00:59:08.390 --> 00:59:10.510 there's a Wi-Fi issue,  
NOTE Confidence: 0.9290720444444444  
00:59:10.510 --> 00:59:12.630 there's a device issue,  
NOTE Confidence: 0.9290720444444444  
00:59:12.630 --> 00:59:15.574 there's often a hearing issue and things.  
NOTE Confidence: 0.9290720444444444  
00:59:15.574 --> 00:59:17.750 And so if family members come to visit,  
NOTE Confidence: 0.9290720444444444  
00:59:17.750 --> 00:59:18.886 which is pretty common,  
NOTE Confidence: 0.9290720444444444  
00:59:18.886 --> 00:59:20.590 I mean we that often happens  
NOTE Confidence: 0.9290720444444444  
00:59:20.645 --> 00:59:22.120 because people are pretty local  
NOTE Confidence: 0.9290720444444444  
00:59:22.120 --> 00:59:24.249 and they don't have to travel far.  
NOTE Confidence: 0.9290720444444444  
00:59:24.250 --> 00:59:25.434 You know, I asked them, you know,  
NOTE Confidence: 0.9290720444444444  
00:59:25.434 --> 00:59:27.433 can you help if we need to do you know  
NOTE Confidence: 0.9290720444444444

00:59:27.433 --> 00:59:29.590 a video at home to kind of check in on

NOTE Confidence: 0.9290720444444444

00:59:29.590 --> 00:59:31.526 things you know and so patients will often,

NOTE Confidence: 0.9290720444444444

00:59:31.530 --> 00:59:32.810 you know, kind of their,

NOTE Confidence: 0.9290720444444444

00:59:32.810 --> 00:59:34.622 you know, daughter, son,

NOTE Confidence: 0.9290720444444444

00:59:34.622 --> 00:59:35.946 granddaughter sometimes, you know,

NOTE Confidence: 0.9290720444444444

00:59:35.946 --> 00:59:37.194 we'll get them a device and

NOTE Confidence: 0.9290720444444444

00:59:37.194 --> 00:59:38.568 and then help them set it up.

NOTE Confidence: 0.9290720444444444

00:59:38.570 --> 00:59:40.604 And they kind of I kind of it's really

NOTE Confidence: 0.9290720444444444

00:59:40.604 --> 00:59:42.410 kind of preparation for the visit.

NOTE Confidence: 0.9290720444444444

00:59:42.410 --> 00:59:44.714 I kind of say you know get an

NOTE Confidence: 0.9290720444444444

00:59:44.714 --> 00:59:46.568 expensive you know device stand,

NOTE Confidence: 0.9290720444444444

00:59:46.570 --> 00:59:48.047 you know go in the kitchen with

NOTE Confidence: 0.9290720444444444

00:59:48.047 --> 00:59:49.690 the table or dining room table and

NOTE Confidence: 0.9290720444444444

00:59:49.690 --> 00:59:51.402 you know just be there, you know,

NOTE Confidence: 0.9290720444444444

00:59:51.402 --> 00:59:52.170 for the visit.

NOTE Confidence: 0.9290720444444444

00:59:52.170 --> 00:59:53.970 It's actually very helpful and then.

NOTE Confidence: 0.929072044444444

00:59:53.970 --> 00:59:56.010 The family member is often involved

NOTE Confidence: 0.929072044444444

00:59:56.010 --> 00:59:57.370 in their care anyway,

NOTE Confidence: 0.929072044444444

00:59:57.370 --> 00:59:59.183 so it's a helpful kind of visit

NOTE Confidence: 0.929072044444444

00:59:59.183 --> 01:00:01.450 and so I try to think you know,

NOTE Confidence: 0.929072044444444

01:00:01.450 --> 01:00:03.368 outside the box in terms of getting

NOTE Confidence: 0.929072044444444

01:00:03.368 --> 01:00:05.480 them the access that they need because.

NOTE Confidence: 0.929072044444444

01:00:05.480 --> 01:00:05.908 You know,

NOTE Confidence: 0.929072044444444

01:00:05.908 --> 01:00:07.956 right now I'm not in a position to fix

NOTE Confidence: 0.929072044444444

01:00:07.956 --> 01:00:09.916 the broadband issues or the device issues.

NOTE Confidence: 0.929072044444444

01:00:09.920 --> 01:00:12.584 But and then I will also say that a

NOTE Confidence: 0.929072044444444

01:00:12.584 --> 01:00:15.025 lot of patients that I care for or

NOTE Confidence: 0.929072044444444

01:00:15.025 --> 01:00:16.647 in nursing homes or assisted living

NOTE Confidence: 0.929072044444444

01:00:16.647 --> 01:00:18.711 facilities and they've been very good

NOTE Confidence: 0.929072044444444

01:00:18.711 --> 01:00:20.838 about getting devices for those residents.

NOTE Confidence: 0.929072044444444

01:00:20.840 --> 01:00:22.120 And so we again,

NOTE Confidence: 0.929072044444444

01:00:22.120 --> 01:00:22.760 you know,  
NOTE Confidence: 0.9290720444444444

01:00:22.760 --> 01:00:23.680 previsit preparation,  
NOTE Confidence: 0.9290720444444444

01:00:23.680 --> 01:00:25.520 get the visit scheduled,  
NOTE Confidence: 0.9290720444444444

01:00:25.520 --> 01:00:27.368 make sure there's staff there to help  
NOTE Confidence: 0.9290720444444444

01:00:27.368 --> 01:00:29.244 them and the devices there and we  
NOTE Confidence: 0.9290720444444444

01:00:29.244 --> 01:00:31.380 don't we kind of work around the Wi-Fi.  
NOTE Confidence: 0.9290720444444444

01:00:31.380 --> 01:00:33.236 Issue and then you know for kind of  
NOTE Confidence: 0.9290720444444444

01:00:33.236 --> 01:00:34.744 in between visits and emails and  
NOTE Confidence: 0.9290720444444444

01:00:34.744 --> 01:00:36.521 things a lot of patients of mine  
NOTE Confidence: 0.9290720444444444

01:00:36.521 --> 01:00:38.180 they go to their local library and  
NOTE Confidence: 0.9290720444444444

01:00:38.180 --> 01:00:39.745 and log on which is obviously not  
NOTE Confidence: 0.9290720444444444

01:00:39.745 --> 01:00:41.365 great for a visit but certainly we  
NOTE Confidence: 0.9290720444444444

01:00:41.365 --> 01:00:43.052 can do you know emailing that way.  
NOTE Confidence: 0.9290720444444444

01:00:43.060 --> 01:00:45.104 And so just trying to think about  
NOTE Confidence: 0.9290720444444444

01:00:45.104 --> 01:00:46.589 what's available until we kind  
NOTE Confidence: 0.9290720444444444

01:00:46.589 --> 01:00:48.245 of have a statewide and really

NOTE Confidence: 0.9290720444444444  
01:00:48.245 --> 01:00:49.782 nationwide and international kind of  
NOTE Confidence: 0.9290720444444444  
01:00:49.782 --> 01:00:51.938 improvement in a lot of these things.  
NOTE Confidence: 0.90145295  
01:00:52.540 --> 01:00:53.828 Great. Thanks so much.  
NOTE Confidence: 0.90145295  
01:00:53.828 --> 01:00:55.760 So I want to thank my  
NOTE Confidence: 0.90145295  
01:00:55.840 --> 01:00:57.820 fellow panelists for their.  
NOTE Confidence: 0.90145295  
01:00:57.820 --> 01:00:59.288 Have really insightful comments  
NOTE Confidence: 0.90145295  
01:00:59.288 --> 01:01:01.123 and ideals they've shared and  
NOTE Confidence: 0.90145295  
01:01:01.123 --> 01:01:03.187 I want to turn it back over to  
NOTE Confidence: 0.90145295  
01:01:03.187 --> 01:01:04.999 Lee for our next presentation.