

WEBVTT

NOTE duration:"00:56:56.2500000"

NOTE recognizability:0.934

NOTE language:en-us

NOTE Confidence: 0.94312878

00:00:00.000 --> 00:00:01.920 Our last panel today,

NOTE Confidence: 0.94312878

00:00:01.920 --> 00:00:04.400 which we'll now use to wrap up

NOTE Confidence: 0.94312878

00:00:04.400 --> 00:00:05.960 the session and then I'll make

NOTE Confidence: 0.94312878

00:00:06.018 --> 00:00:07.920 just a few closing remarks to,

NOTE Confidence: 0.94312878

00:00:07.920 --> 00:00:09.520 to close things out,

NOTE Confidence: 0.94312878

00:00:09.520 --> 00:00:12.240 is about applying Quality framework

NOTE Confidence: 0.94312878

00:00:12.240 --> 00:00:13.920 now to asynchronous use cases.

NOTE Confidence: 0.94312878

00:00:13.920 --> 00:00:15.194 And if I have the next slide,

NOTE Confidence: 0.916563034166667

00:00:17.760 --> 00:00:20.400 so this panel is going to be moderated

NOTE Confidence: 0.916563034166667

00:00:20.400 --> 00:00:22.509 by Doctor Elizabeth Krabinski.

NOTE Confidence: 0.916563034166667

00:00:22.510 --> 00:00:24.022 Who is Professor and Vice Chair

NOTE Confidence: 0.916563034166667

00:00:24.022 --> 00:00:25.814 for Research in the Department of

NOTE Confidence: 0.916563034166667

00:00:25.814 --> 00:00:27.784 Radiology and Imaging Sciences at the

NOTE Confidence: 0.916563034166667

00:00:27.784 --> 00:00:29.069 Emory University School of Medicine.
NOTE Confidence: 0.916563034166667

00:00:29.070 --> 00:00:31.934 I have to say I I met Elizabeth
NOTE Confidence: 0.916563034166667

00:00:31.934 --> 00:00:34.166 through this work process that we
NOTE Confidence: 0.916563034166667

00:00:34.166 --> 00:00:35.306 built for the first symposium.
NOTE Confidence: 0.916563034166667

00:00:35.310 --> 00:00:36.586 We hadn't met before,
NOTE Confidence: 0.916563034166667

00:00:36.586 --> 00:00:38.500 but it's been so delightful getting
NOTE Confidence: 0.916563034166667

00:00:38.558 --> 00:00:40.350 to know her and she has such an.
NOTE Confidence: 0.916563034166667

00:00:40.350 --> 00:00:42.165 Interesting perspective on this work
NOTE Confidence: 0.916563034166667

00:00:42.165 --> 00:00:44.387 and has been so actively engaged
NOTE Confidence: 0.916563034166667

00:00:44.387 --> 00:00:46.802 in it from a variety of different
NOTE Confidence: 0.916563034166667

00:00:46.802 --> 00:00:48.573 perspectives and has really helped
NOTE Confidence: 0.916563034166667

00:00:48.573 --> 00:00:50.607 me to think about the frameworks
NOTE Confidence: 0.916563034166667

00:00:50.607 --> 00:00:52.750 around competency in a different way.
NOTE Confidence: 0.916563034166667

00:00:52.750 --> 00:00:54.322 So I'm really delighted to have
NOTE Confidence: 0.916563034166667

00:00:54.322 --> 00:00:56.264 her here and have her help lead
NOTE Confidence: 0.916563034166667

00:00:56.264 --> 00:00:57.664 the the panel for panelists.

NOTE Confidence: 0.916563034166667
00:00:57.670 --> 00:00:58.830 So with that, Elizabeth,
NOTE Confidence: 0.916563034166667
00:00:58.830 --> 00:00:59.990 I'll turn it over
NOTE Confidence: 0.9345929375
00:00:59.990 --> 00:01:02.966 to you. Great. Thank you so much and
NOTE Confidence: 0.9345929375
00:01:02.966 --> 00:01:06.798 I am accompanied on this panel by two.
NOTE Confidence: 0.9345929375
00:01:06.800 --> 00:01:08.052 Wonderful colleagues,
NOTE Confidence: 0.9345929375
00:01:08.052 --> 00:01:10.556 we have Marcy Bolster,
NOTE Confidence: 0.9345929375
00:01:10.560 --> 00:01:12.768 who is at Mass General Hospital
NOTE Confidence: 0.9345929375
00:01:12.768 --> 00:01:14.240 and Harvard Medical School.
NOTE Confidence: 0.9345929375
00:01:14.240 --> 00:01:15.990 She is director of Rheumatology
NOTE Confidence: 0.9345929375
00:01:15.990 --> 00:01:18.109 Fellowship Training Program at the Mass
NOTE Confidence: 0.9345929375
00:01:18.109 --> 00:01:19.957 General and is associate professor of
NOTE Confidence: 0.9345929375
00:01:19.957 --> 00:01:22.158 medicine at the Harvard Medical School.
NOTE Confidence: 0.9345929375
00:01:22.160 --> 00:01:23.680 She's director, as I said,
NOTE Confidence: 0.9345929375
00:01:23.680 --> 00:01:26.480 of the fellowship training program,
NOTE Confidence: 0.9345929375
00:01:26.480 --> 00:01:28.680 and she's been a Rheumatology
NOTE Confidence: 0.9345929375

00:01:28.680 --> 00:01:30.879 Fellowship program director since 1999
NOTE Confidence: 0.9345929375

00:01:30.879 --> 00:01:33.513 at the Medical University of South
NOTE Confidence: 0.9345929375

00:01:33.513 --> 00:01:36.368 Carolina and Mass General since 2012.
NOTE Confidence: 0.9345929375

00:01:36.370 --> 00:01:37.795 She's committed to facing gaps
NOTE Confidence: 0.9345929375

00:01:37.795 --> 00:01:38.650 in the rheumatology.
NOTE Confidence: 0.9345929375

00:01:38.650 --> 00:01:41.580 Workforces is recipient of a
NOTE Confidence: 0.9345929375

00:01:41.580 --> 00:01:43.338 Rheumatology Research Foundation
NOTE Confidence: 0.9345929375

00:01:43.338 --> 00:01:45.701 Clinician Scholar education grant
NOTE Confidence: 0.9345929375

00:01:45.701 --> 00:01:47.925 entitled Extending Our Reach,
NOTE Confidence: 0.9345929375

00:01:47.930 --> 00:01:50.195 which provides telemedicine training to
NOTE Confidence: 0.9345929375

00:01:50.195 --> 00:01:52.460 rheumatology fellows to provide care
NOTE Confidence: 0.9345929375

00:01:52.523 --> 00:01:54.607 to underserved patient populations.
NOTE Confidence: 0.9345929375

00:01:54.610 --> 00:01:57.410 She received her MD from Duke University
NOTE Confidence: 0.9345929375

00:01:57.410 --> 00:02:00.023 School of Medicine and our third
NOTE Confidence: 0.9345929375

00:02:00.023 --> 00:02:01.807 panelist is Laura Kristofferson,
NOTE Confidence: 0.9345929375

00:02:01.810 --> 00:02:03.700 who is from the Mayo Clinic.

NOTE Confidence: 0.9345929375

00:02:03.700 --> 00:02:06.304 And she is Principal operations Analyst at

NOTE Confidence: 0.9345929375

00:02:06.304 --> 00:02:09.259 the Center for Digital Health at the Mayo.

NOTE Confidence: 0.9345929375

00:02:09.260 --> 00:02:11.384 She has earned her bachelor's degree

NOTE Confidence: 0.9345929375

00:02:11.384 --> 00:02:13.460 from the University of Minnesota,

NOTE Confidence: 0.9345929375

00:02:13.460 --> 00:02:14.244 Twin Cities,

NOTE Confidence: 0.9345929375

00:02:14.244 --> 00:02:16.596 her MB A from Augustburg College

NOTE Confidence: 0.9345929375

00:02:16.596 --> 00:02:18.859 and she will be completing,

NOTE Confidence: 0.9345929375

00:02:18.860 --> 00:02:21.290 although it looks like she completed

NOTE Confidence: 0.9345929375

00:02:21.290 --> 00:02:23.422 her Doctor of Education from

NOTE Confidence: 0.9345929375

00:02:23.422 --> 00:02:26.870 Hamline University in 2022 so.

NOTE Confidence: 0.9345929375

00:02:26.870 --> 00:02:28.544 This is going to be a very interesting panel.

NOTE Confidence: 0.9345929375

00:02:28.550 --> 00:02:30.762 I think a little bit different from

NOTE Confidence: 0.9345929375

00:02:30.762 --> 00:02:33.523 the the ones we've had so far in

NOTE Confidence: 0.9345929375

00:02:33.523 --> 00:02:35.268 that it's all about asynchronous,

NOTE Confidence: 0.9345929375

00:02:35.270 --> 00:02:37.790 which a lot of people don't think of

NOTE Confidence: 0.9345929375

00:02:37.790 --> 00:02:39.470 when they think about telemedicine,

NOTE Confidence: 0.9345929375

00:02:39.470 --> 00:02:41.402 but it certainly is out there

NOTE Confidence: 0.9345929375

00:02:41.402 --> 00:02:43.749 and has been for quite a while.

NOTE Confidence: 0.9345929375

00:02:43.750 --> 00:02:45.724 So we're going to tack this from

NOTE Confidence: 0.9345929375

00:02:45.724 --> 00:02:46.570 three different perspectives

NOTE Confidence: 0.9345929375

00:02:46.625 --> 00:02:47.825 and I'm going to go first.

NOTE Confidence: 0.9345929375

00:02:47.830 --> 00:02:50.238 So if we go to the next slide.

NOTE Confidence: 0.9345929375

00:02:50.240 --> 00:02:52.640 We do have a solid set of objectives.

NOTE Confidence: 0.9345929375

00:02:52.640 --> 00:02:53.504 So first,

NOTE Confidence: 0.9345929375

00:02:53.504 --> 00:02:55.664 recognizing the role that data

NOTE Confidence: 0.9345929375

00:02:55.664 --> 00:02:58.407 and image quality have as a

NOTE Confidence: 0.9345929375

00:02:58.407 --> 00:03:00.235 prerequisite to quality outcomes.

NOTE Confidence: 0.9345929375

00:03:00.240 --> 00:03:02.550 Our second talk by Laura is going

NOTE Confidence: 0.9345929375

00:03:02.550 --> 00:03:04.830 to be demonstrating the use of a

NOTE Confidence: 0.9345929375

00:03:04.830 --> 00:03:06.355 framework for assessing the value

NOTE Confidence: 0.9345929375

00:03:06.355 --> 00:03:09.047 of a digital care plan to from

NOTE Confidence: 0.9345929375

00:03:09.047 --> 00:03:10.591 ideation to outcomes measurements.

NOTE Confidence: 0.9345929375

00:03:10.600 --> 00:03:13.680 And then Marcy's going to talk about

NOTE Confidence: 0.9345929375

00:03:13.680 --> 00:03:16.280 ensuring access to specialty care,

NOTE Confidence: 0.9345929375

00:03:16.280 --> 00:03:17.762 maintaining patient safety.

NOTE Confidence: 0.9345929375

00:03:17.762 --> 00:03:20.232 And recognizing care acuity needs

NOTE Confidence: 0.9345929375

00:03:20.232 --> 00:03:22.438 through the use of Econsults.

NOTE Confidence: 0.9345929375

00:03:22.440 --> 00:03:25.672 So next slide, so as I said,

NOTE Confidence: 0.9345929375

00:03:25.672 --> 00:03:27.489 I'm going to give the first talk

NOTE Confidence: 0.9345929375

00:03:27.489 --> 00:03:29.475 on image quality as a prerequisite.

NOTE Confidence: 0.9345929375

00:03:29.480 --> 00:03:31.920 Next slide,

NOTE Confidence: 0.9345929375

00:03:31.920 --> 00:03:35.250 you know it's asynchronous is all

NOTE Confidence: 0.9345929375

00:03:35.250 --> 00:03:38.760 about data and that can be diagnosis

NOTE Confidence: 0.9345929375

00:03:38.760 --> 00:03:42.185 for treatment and it could either be

NOTE Confidence: 0.9345929375

00:03:42.185 --> 00:03:45.708 images or. Data, files, words and so on.

NOTE Confidence: 0.9345929375

00:03:45.710 --> 00:03:47.030 But it's like I said,

NOTE Confidence: 0.9345929375

00:03:47.030 --> 00:03:49.442 very different from what you typically
NOTE Confidence: 0.9345929375

00:03:49.442 --> 00:03:52.150 experience in a real time encounter.
NOTE Confidence: 0.9345929375

00:03:52.150 --> 00:03:54.985 By nature, it is dissociated in time,
NOTE Confidence: 0.9345929375

00:03:54.990 --> 00:03:56.250 so you don't always have that
NOTE Confidence: 0.9345929375

00:03:56.250 --> 00:03:57.470 ability to reach out and say,
NOTE Confidence: 0.9345929375

00:03:57.470 --> 00:03:59.465 well, what did you mean by that?
NOTE Confidence: 0.9345929375

00:03:59.470 --> 00:04:02.560 Now there's a huge body of
NOTE Confidence: 0.9345929375

00:04:02.560 --> 00:04:04.620 literature on the classic.
NOTE Confidence: 0.9345929375

00:04:04.620 --> 00:04:07.212 Asynchronous modalities, radiology,
NOTE Confidence: 0.9345929375

00:04:07.212 --> 00:04:08.940 pathology, ophthalmology,
NOTE Confidence: 0.9345929375

00:04:08.940 --> 00:04:10.716 dermatology, and so on.
NOTE Confidence: 0.9345929375

00:04:10.716 --> 00:04:12.936 Showing that there's a clear,
NOTE Confidence: 0.9345929375

00:04:12.940 --> 00:04:14.672 very clear relationship between
NOTE Confidence: 0.9345929375

00:04:14.672 --> 00:04:17.270 the quality of the data that's
NOTE Confidence: 0.9345929375

00:04:17.343 --> 00:04:19.578 utilized in that that encounter,
NOTE Confidence: 0.9345929375

00:04:19.580 --> 00:04:21.065 that asynchronous encounter,

NOTE Confidence: 0.9345929375

00:04:21.065 --> 00:04:24.530 the data quality on the diagnostic decision

NOTE Confidence: 0.9603804

00:04:24.600 --> 00:04:26.525 that's rendered, whether it has

NOTE Confidence: 0.9603804

00:04:26.525 --> 00:04:28.450 to do with finding something on an

NOTE Confidence: 0.9603804

00:04:28.516 --> 00:04:30.121 image or taking that information

NOTE Confidence: 0.9603804

00:04:30.121 --> 00:04:32.057 and deciding on what the treatment

NOTE Confidence: 0.9603804

00:04:32.057 --> 00:04:34.257 or the next steps are going to be.

NOTE Confidence: 0.9603804

00:04:34.260 --> 00:04:36.940 Therefore, patient outcomes and patient

NOTE Confidence: 0.9603804

00:04:36.940 --> 00:04:40.060 care are significantly impacted as well.

NOTE Confidence: 0.9603804

00:04:40.060 --> 00:04:43.497 Now there's an entire chain of events,

NOTE Confidence: 0.9603804

00:04:43.500 --> 00:04:45.813 much like there is in a real time encounter,

NOTE Confidence: 0.9603804

00:04:45.820 --> 00:04:47.880 ensuring quality from the point

NOTE Confidence: 0.9603804

00:04:47.880 --> 00:04:50.173 the patient enters the system to

NOTE Confidence: 0.9603804

00:04:50.173 --> 00:04:51.338 the end of the encounter.

NOTE Confidence: 0.9603804

00:04:51.340 --> 00:04:53.851 Sort of the same thing in in the the

NOTE Confidence: 0.9603804

00:04:53.851 --> 00:04:56.339 purely digital world of data and images,

NOTE Confidence: 0.9603804

00:04:56.340 --> 00:04:58.540 you've got an acquisition process,
NOTE Confidence: 0.9603804

00:04:58.540 --> 00:05:01.172 you've got to transfer that information from
NOTE Confidence: 0.9603804

00:05:01.172 --> 00:05:04.088 one place to another without data loss.
NOTE Confidence: 0.9603804

00:05:04.090 --> 00:05:06.092 And then you've got to display that
NOTE Confidence: 0.9603804

00:05:06.092 --> 00:05:07.550 information in an optimized fashion
NOTE Confidence: 0.9603804

00:05:07.550 --> 00:05:09.710 to the person who has to look at
NOTE Confidence: 0.9603804

00:05:09.768 --> 00:05:11.616 that data and cognitively process it
NOTE Confidence: 0.9603804

00:05:11.616 --> 00:05:13.428 and render some sort of decision.
NOTE Confidence: 0.9603804

00:05:13.428 --> 00:05:15.740 And then you've got to have some storage
NOTE Confidence: 0.9603804

00:05:15.800 --> 00:05:17.788 mechanism that you can store the data
NOTE Confidence: 0.9603804

00:05:17.788 --> 00:05:19.729 but then bring it up again should you
NOTE Confidence: 0.9603804

00:05:19.729 --> 00:05:21.712 need it for a a future contribution
NOTE Confidence: 0.9603804

00:05:21.712 --> 00:05:25.009 to your your diagnosis it you know,
NOTE Confidence: 0.9603804

00:05:25.010 --> 00:05:26.930 a follow up visit or something.
NOTE Confidence: 0.9603804

00:05:26.930 --> 00:05:29.828 Now there's a lot of professional societies
NOTE Confidence: 0.9603804

00:05:29.828 --> 00:05:32.948 out there who have developed guidelines.

NOTE Confidence: 0.9603804

00:05:32.948 --> 00:05:34.504 Practice guidelines,

NOTE Confidence: 0.9603804

00:05:34.504 --> 00:05:38.096 some even standards for utilizing,

NOTE Confidence: 0.9603804

00:05:38.096 --> 00:05:41.236 storing forward asynchronous type data.

NOTE Confidence: 0.9603804

00:05:41.240 --> 00:05:43.128 A lot of them having to do with

NOTE Confidence: 0.9603804

00:05:43.128 --> 00:05:44.864 quality assurance, quality control,

NOTE Confidence: 0.9603804

00:05:44.864 --> 00:05:46.760 and quality improvements.

NOTE Confidence: 0.9603804

00:05:46.760 --> 00:05:48.245 The problem is,

NOTE Confidence: 0.9603804

00:05:48.245 --> 00:05:51.077 is that there's no single one-size-fits-all.

NOTE Confidence: 0.9603804

00:05:51.077 --> 00:05:53.576 What you need for radiology is not

NOTE Confidence: 0.9603804

00:05:53.576 --> 00:05:55.518 necessarily what you need for pathology,

NOTE Confidence: 0.9603804

00:05:55.520 --> 00:05:57.053 ophthalmology or dermatology.

NOTE Confidence: 0.9603804

00:05:57.053 --> 00:05:59.608 A lot of common principles.

NOTE Confidence: 0.9603804

00:05:59.610 --> 00:06:01.572 But it's not gonna fit every

NOTE Confidence: 0.9603804

00:06:01.572 --> 00:06:03.490 single application in the same way.

NOTE Confidence: 0.9603804

00:06:03.490 --> 00:06:06.928 And it all starts with acquisition.

NOTE Confidence: 0.9603804

00:06:06.930 --> 00:06:09.178 And that's why it can get so complicated
NOTE Confidence: 0.9603804

00:06:09.178 --> 00:06:11.278 is because of all of our acquisition
NOTE Confidence: 0.9603804

00:06:11.278 --> 00:06:12.836 devices are very, very different.
NOTE Confidence: 0.9603804

00:06:12.836 --> 00:06:14.866 And in a sense, you need taskers.
NOTE Confidence: 0.9603804

00:06:14.866 --> 00:06:15.330 I mean,
NOTE Confidence: 0.9603804

00:06:15.330 --> 00:06:19.389 you can't do a dermatology visit with an MRI.
NOTE Confidence: 0.9603804

00:06:19.390 --> 00:06:21.250 And you can't do ophthalmology
NOTE Confidence: 0.9603804

00:06:21.250 --> 00:06:23.600 visit with an X-ray and pathology
NOTE Confidence: 0.9603804

00:06:23.600 --> 00:06:25.670 requires you know the the,
NOTE Confidence: 0.9603804

00:06:25.670 --> 00:06:28.226 the raw data from the biopsies and so on.
NOTE Confidence: 0.9603804

00:06:28.230 --> 00:06:30.414 So the acquisition is really very
NOTE Confidence: 0.9603804

00:06:30.414 --> 00:06:33.126 specialized in that it impacts the quality
NOTE Confidence: 0.9603804

00:06:33.126 --> 00:06:35.508 of the information from that point.
NOTE Confidence: 0.9603804

00:06:35.510 --> 00:06:36.545 On the display,
NOTE Confidence: 0.9603804

00:06:36.545 --> 00:06:39.342 a lot of people don't even think of
NOTE Confidence: 0.9603804

00:06:39.342 --> 00:06:41.814 this where when you sit down in front

NOTE Confidence: 0.9603804

00:06:41.814 --> 00:06:44.566 of the display now in radiology we've

NOTE Confidence: 0.9603804

00:06:44.566 --> 00:06:48.010 thought about it for almost 30 years.

NOTE Confidence: 0.9603804

00:06:48.010 --> 00:06:50.242 But in telemedicine, you know,

NOTE Confidence: 0.9603804

00:06:50.242 --> 00:06:52.230 I can just sit down in front of my laptop.

NOTE Confidence: 0.9603804

00:06:52.230 --> 00:06:54.190 Now I'll look at that on my phone.

NOTE Confidence: 0.9603804

00:06:54.190 --> 00:06:55.315 The problem is,

NOTE Confidence: 0.9603804

00:06:55.315 --> 00:06:57.565 all of these display devices are

NOTE Confidence: 0.9603804

00:06:57.565 --> 00:07:00.442 not the same and you really have to

NOTE Confidence: 0.9603804

00:07:00.442 --> 00:07:03.092 consider what is the best way to

NOTE Confidence: 0.9603804

00:07:03.092 --> 00:07:05.837 display that information to the human being,

NOTE Confidence: 0.9603804

00:07:05.837 --> 00:07:08.072 their and their perceptual and

NOTE Confidence: 0.9603804

00:07:08.072 --> 00:07:10.559 and brain systems in a sense.

NOTE Confidence: 0.9603804

00:07:10.560 --> 00:07:10.880 However,

NOTE Confidence: 0.9603804

00:07:10.880 --> 00:07:13.120 there is one guideline out there from

NOTE Confidence: 0.9603804

00:07:13.120 --> 00:07:14.959 the American College of Radiology,

NOTE Confidence: 0.9603804

00:07:14.960 --> 00:07:16.308 the American Association of
NOTE Confidence: 0.9603804

00:07:16.308 --> 00:07:17.319 Physicists and Medicine,
NOTE Confidence: 0.9603804

00:07:17.320 --> 00:07:19.275 and the Society of Imaging
NOTE Confidence: 0.9603804

00:07:19.275 --> 00:07:20.448 Informatics and Medicine.
NOTE Confidence: 0.9603804

00:07:20.450 --> 00:07:21.428 That really provides,
NOTE Confidence: 0.9603804

00:07:21.428 --> 00:07:22.406 in my opinion,
NOTE Confidence: 0.9603804

00:07:22.410 --> 00:07:25.434 sort of a broad overview of what
NOTE Confidence: 0.9603804

00:07:25.434 --> 00:07:27.530 display characteristics are important,
NOTE Confidence: 0.9603804

00:07:27.530 --> 00:07:29.135 no matter what your clinical
NOTE Confidence: 0.9603804

00:07:29.135 --> 00:07:30.740 specialty or the type of
NOTE Confidence: 0.948487290909091

00:07:30.803 --> 00:07:32.610 information, whether it's data,
NOTE Confidence: 0.948487290909091

00:07:32.610 --> 00:07:34.830 images and so on, that are required.
NOTE Confidence: 0.948487290909091

00:07:34.830 --> 00:07:36.390 And that's a technical standard for
NOTE Confidence: 0.948487290909091

00:07:36.390 --> 00:07:38.127 the electronic practice of medicine.
NOTE Confidence: 0.948487290909091

00:07:38.130 --> 00:07:40.076 So I encourage people to look at
NOTE Confidence: 0.948487290909091

00:07:40.076 --> 00:07:41.570 that when you're considering the

NOTE Confidence: 0.948487290909091

00:07:41.570 --> 00:07:43.670 quality of the data as you display

NOTE Confidence: 0.948487290909091

00:07:43.670 --> 00:07:45.736 it to the person interpreting it.

NOTE Confidence: 0.948487290909091

00:07:45.740 --> 00:07:47.756 Technical standards also exist.

NOTE Confidence: 0.948487290909091

00:07:47.756 --> 00:07:50.780 DICOM was developed originally in radiology,

NOTE Confidence: 0.948487290909091

00:07:50.780 --> 00:07:52.420 but it's spread to pathology,

NOTE Confidence: 0.948487290909091

00:07:52.420 --> 00:07:54.320 to dermatology, ophthalmology and

NOTE Confidence: 0.948487290909091

00:07:54.320 --> 00:07:57.556 so on in terms of getting standards

NOTE Confidence: 0.948487290909091

00:07:57.556 --> 00:07:59.696 in place for data acquisition,

NOTE Confidence: 0.948487290909091

00:07:59.700 --> 00:08:02.244 for data transfer storage and most

NOTE Confidence: 0.948487290909091

00:08:02.244 --> 00:08:04.904 importantly for that display of the

NOTE Confidence: 0.948487290909091

00:08:04.904 --> 00:08:06.696 information to the diagnostician.

NOTE Confidence: 0.948487290909091

00:08:06.700 --> 00:08:08.460 There's also a group,

NOTE Confidence: 0.948487290909091

00:08:08.460 --> 00:08:10.220 the International Color Consortium

NOTE Confidence: 0.948487290909091

00:08:10.220 --> 00:08:12.608 on Medical Imaging Working Group.

NOTE Confidence: 0.948487290909091

00:08:12.610 --> 00:08:16.330 Who is very much concerned with

NOTE Confidence: 0.948487290909091

00:08:16.330 --> 00:08:18.850 color fidelity from the point of
NOTE Confidence: 0.948487290909091

00:08:18.850 --> 00:08:20.770 acquisition to the point of display.
NOTE Confidence: 0.948487290909091

00:08:20.770 --> 00:08:23.330 Again, if you look at you know pathology,
NOTE Confidence: 0.948487290909091

00:08:23.330 --> 00:08:25.650 images, dermatology and ophthalmology,
NOTE Confidence: 0.948487290909091

00:08:25.650 --> 00:08:27.970 these are color images.
NOTE Confidence: 0.948487290909091

00:08:27.970 --> 00:08:30.370 And so the acquisition phase
NOTE Confidence: 0.948487290909091

00:08:30.370 --> 00:08:32.713 has to have good fidelity,
NOTE Confidence: 0.948487290909091

00:08:32.713 --> 00:08:35.479 good image quality that matches what
NOTE Confidence: 0.948487290909091

00:08:35.479 --> 00:08:38.290 that object is that you're imaging.
NOTE Confidence: 0.948487290909091

00:08:38.290 --> 00:08:40.450 And then you have to send that all the
NOTE Confidence: 0.948487290909091

00:08:40.450 --> 00:08:42.593 way through the train so that the image
NOTE Confidence: 0.948487290909091

00:08:42.593 --> 00:08:44.883 you see on your computer display really
NOTE Confidence: 0.948487290909091

00:08:44.883 --> 00:08:47.635 does match that original object as well.
NOTE Confidence: 0.948487290909091

00:08:47.635 --> 00:08:51.730 Diagnosis often relies on that color quality,
NOTE Confidence: 0.948487290909091

00:08:51.730 --> 00:08:53.326 so we have to incorporate it.
NOTE Confidence: 0.948487290909091

00:08:53.330 --> 00:08:54.735 There's also some very easy

NOTE Confidence: 0.948487290909091
00:08:54.735 --> 00:08:56.410 tools that exist to help you,
NOTE Confidence: 0.948487290909091
00:08:56.410 --> 00:08:58.170 such as the color checker,
NOTE Confidence: 0.948487290909091
00:08:58.170 --> 00:08:58.746 color rendition,
NOTE Confidence: 0.948487290909091
00:08:58.746 --> 00:09:01.050 tart or what we call the Macbeth chart.
NOTE Confidence: 0.948487290909091
00:09:01.050 --> 00:09:02.744 So there is a lot of information
NOTE Confidence: 0.948487290909091
00:09:02.744 --> 00:09:04.848 out there for the quality control
NOTE Confidence: 0.948487290909091
00:09:04.848 --> 00:09:06.165 and asynchronous telemedicine.
NOTE Confidence: 0.948487290909091
00:09:06.170 --> 00:09:08.430 Next slide.
NOTE Confidence: 0.948487290909091
00:09:08.430 --> 00:09:11.882 This is a really great tool that kind of
NOTE Confidence: 0.948487290909091
00:09:11.882 --> 00:09:13.346 exemplifies what I've been talking about.
NOTE Confidence: 0.948487290909091
00:09:13.350 --> 00:09:16.235 It's the American Telemedicine Association's
NOTE Confidence: 0.948487290909091
00:09:16.235 --> 00:09:18.543 Quick guide for Teledermatology.
NOTE Confidence: 0.948487290909091
00:09:18.550 --> 00:09:20.152 And it's it's there's a whole
NOTE Confidence: 0.948487290909091
00:09:20.152 --> 00:09:21.670 other document that goes with it,
NOTE Confidence: 0.948487290909091
00:09:21.670 --> 00:09:24.694 but it really lays out how
NOTE Confidence: 0.948487290909091

00:09:24.694 --> 00:09:26.870 you can help ensure.
NOTE Confidence: 0.948487290909091

00:09:26.870 --> 00:09:29.210 Image quality from the point of
NOTE Confidence: 0.948487290909091

00:09:29.210 --> 00:09:32.030 acquisition to the point of display again,
NOTE Confidence: 0.948487290909091

00:09:32.030 --> 00:09:33.866 and it talks about the camera.
NOTE Confidence: 0.948487290909091

00:09:33.870 --> 00:09:35.210 What do you need?
NOTE Confidence: 0.948487290909091

00:09:35.210 --> 00:09:36.550 What's the minimum resolution?
NOTE Confidence: 0.948487290909091

00:09:36.550 --> 00:09:39.388 How many megapixels will you need?
NOTE Confidence: 0.948487290909091

00:09:39.390 --> 00:09:41.102 You know what types of modes do you
NOTE Confidence: 0.948487290909091

00:09:41.102 --> 00:09:43.050 need a macro mode? What about flash?
NOTE Confidence: 0.948487290909091

00:09:43.050 --> 00:09:45.262 And so on. It goes through specifics
NOTE Confidence: 0.948487290909091

00:09:45.262 --> 00:09:47.230 on how to take the image.
NOTE Confidence: 0.948487290909091

00:09:47.230 --> 00:09:48.734 Do you look orthogonally?
NOTE Confidence: 0.948487290909091

00:09:48.734 --> 00:09:50.990 Should you look at an angle?
NOTE Confidence: 0.948487290909091

00:09:50.990 --> 00:09:52.390 You know? How do you point and shoot?
NOTE Confidence: 0.948487290909091

00:09:52.390 --> 00:09:55.358 How far away? Should you put the camera?
NOTE Confidence: 0.948487290909091

00:09:55.360 --> 00:09:57.598 Should you use flash or not?

NOTE Confidence: 0.948487290909091
00:09:57.600 --> 00:09:58.920 What about compression?
NOTE Confidence: 0.948487290909091
00:09:58.920 --> 00:10:00.680 All of these images,
NOTE Confidence: 0.948487290909091
00:10:00.680 --> 00:10:02.760 whether or it's it's dermatology,
NOTE Confidence: 0.948487290909091
00:10:02.760 --> 00:10:05.987 otalmology and so on, can use compression.
NOTE Confidence: 0.948487290909091
00:10:05.990 --> 00:10:07.916 But how much should be allowed
NOTE Confidence: 0.948487290909091
00:10:07.916 --> 00:10:10.078 20 to 110 to 1? Reversible.
NOTE Confidence: 0.948487290909091
00:10:10.078 --> 00:10:10.726 Irreversible.
NOTE Confidence: 0.948487290909091
00:10:10.726 --> 00:10:11.374 Lossy.
NOTE Confidence: 0.948487290909091
00:10:11.374 --> 00:10:12.670 Not lossy.
NOTE Confidence: 0.948487290909091
00:10:12.670 --> 00:10:14.680 All of those are important questions
NOTE Confidence: 0.948487290909091
00:10:14.680 --> 00:10:16.393 that affect the final quality
NOTE Confidence: 0.948487290909091
00:10:16.393 --> 00:10:18.229 of the image and hence again,
NOTE Confidence: 0.948487290909091
00:10:18.230 --> 00:10:19.397 that diagnostic decision.
NOTE Confidence: 0.948487290909091
00:10:19.397 --> 00:10:22.120 And what I love about this document
NOTE Confidence: 0.948487290909091
00:10:22.192 --> 00:10:24.558 is that it really shows all these
NOTE Confidence: 0.948487290909091

00:10:24.558 --> 00:10:26.448 different views and imaging sets
NOTE Confidence: 0.948487290909091

00:10:26.448 --> 00:10:28.860 that you should consider when you're
NOTE Confidence: 0.948487290909091

00:10:28.860 --> 00:10:31.670 capturing the image to send them
NOTE Confidence: 0.948487290909091

00:10:31.670 --> 00:10:33.670 for an asynchronous teleconsult.
NOTE Confidence: 0.948487290909091

00:10:33.670 --> 00:10:34.982 And like I said,
NOTE Confidence: 0.948487290909091

00:10:34.982 --> 00:10:36.622 this was just for teledermatology.
NOTE Confidence: 0.948487290909091

00:10:36.630 --> 00:10:39.798 Ophthalmology has very similar
NOTE Confidence: 0.948487290909091

00:10:39.798 --> 00:10:41.412 standards for acquiring views.
NOTE Confidence: 0.948487290909091

00:10:41.412 --> 00:10:43.330 A lot of the tools that they
NOTE Confidence: 0.944989317647059

00:10:43.386 --> 00:10:45.301 have now just simply acquire
NOTE Confidence: 0.944989317647059

00:10:45.301 --> 00:10:46.670 them automatically. Next slide.
NOTE Confidence: 0.943001573529412

00:10:49.990 --> 00:10:52.937 So there's also a lot of artificial
NOTE Confidence: 0.943001573529412

00:10:52.937 --> 00:10:55.134 intelligence tools that are being
NOTE Confidence: 0.943001573529412

00:10:55.134 --> 00:10:57.274 developed to help with assuring.
NOTE Confidence: 0.943001573529412

00:10:57.280 --> 00:11:00.992 Image quality, data quality in terms of of
NOTE Confidence: 0.943001573529412

00:11:00.992 --> 00:11:04.119 telehealth and and healthcare in general.

NOTE Confidence: 0.943001573529412
00:11:04.120 --> 00:11:05.758 Some of them are for detection,
NOTE Confidence: 0.943001573529412
00:11:05.760 --> 00:11:07.420 for diagnosis, prediction, workflow.
NOTE Confidence: 0.943001573529412
00:11:07.420 --> 00:11:09.910 But there's a lot that are
NOTE Confidence: 0.943001573529412
00:11:09.980 --> 00:11:11.852 specifically looking at image
NOTE Confidence: 0.943001573529412
00:11:11.852 --> 00:11:14.192 quality across that imaging chain.
NOTE Confidence: 0.943001573529412
00:11:14.200 --> 00:11:15.820 And if you look at the
NOTE Confidence: 0.943001573529412
00:11:15.820 --> 00:11:17.799 images on on the right there,
NOTE Confidence: 0.943001573529412
00:11:17.800 --> 00:11:20.596 the original image on that the
NOTE Confidence: 0.943001573529412
00:11:20.600 --> 00:11:23.714 X-ray up there or the the the, the,
NOTE Confidence: 0.943001573529412
00:11:23.714 --> 00:11:26.240 the CT image was very, very noisy.
NOTE Confidence: 0.943001573529412
00:11:26.240 --> 00:11:27.840 And that got turned into
NOTE Confidence: 0.943001573529412
00:11:27.840 --> 00:11:29.559 the one on the right,
NOTE Confidence: 0.943001573529412
00:11:29.560 --> 00:11:33.115 which is very more pleasant image to look at.
NOTE Confidence: 0.943001573529412
00:11:33.120 --> 00:11:34.040 There's a lot less noise.
NOTE Confidence: 0.943001573529412
00:11:34.040 --> 00:11:36.434 That was all done by artificial intelligence.
NOTE Confidence: 0.943001573529412

00:11:36.440 --> 00:11:37.880 Same thing on the bottom,
NOTE Confidence: 0.943001573529412

00:11:37.880 --> 00:11:42.010 the pathology image was specifically
NOTE Confidence: 0.943001573529412

00:11:42.010 --> 00:11:45.835 blurred when it was acquired.
NOTE Confidence: 0.943001573529412

00:11:45.840 --> 00:11:49.220 And then on image B there you can see how.
NOTE Confidence: 0.943001573529412

00:11:49.220 --> 00:11:50.540 The right and the left version,
NOTE Confidence: 0.943001573529412

00:11:50.540 --> 00:11:52.412 one is very blurred and the other is not.
NOTE Confidence: 0.943001573529412

00:11:52.420 --> 00:11:52.861 Again,
NOTE Confidence: 0.943001573529412

00:11:52.861 --> 00:11:55.066 artificial intelligence helped with this
NOTE Confidence: 0.943001573529412

00:11:55.066 --> 00:11:57.740 deblurring to improve the image quality.
NOTE Confidence: 0.943001573529412

00:11:57.740 --> 00:11:59.708 And you can see obviously on both of
NOTE Confidence: 0.943001573529412

00:11:59.708 --> 00:12:01.539 these the clinician looking at it,
NOTE Confidence: 0.943001573529412

00:12:01.540 --> 00:12:03.024 whether it's the radiologist
NOTE Confidence: 0.943001573529412

00:12:03.024 --> 00:12:04.137 or the pathologist,
NOTE Confidence: 0.943001573529412

00:12:04.140 --> 00:12:08.572 would be far more impacted by a good
NOTE Confidence: 0.943001573529412

00:12:08.572 --> 00:12:10.816 image rather than having a noisy 1.
NOTE Confidence: 0.943001573529412

00:12:10.820 --> 00:12:13.540 So a I can improve all sorts of

NOTE Confidence: 0.943001573529412
00:12:13.540 --> 00:12:16.971 aspects of of the quality of the data
NOTE Confidence: 0.943001573529412
00:12:16.971 --> 00:12:19.320 available in an asynchronous visit.
NOTE Confidence: 0.943001573529412
00:12:19.320 --> 00:12:20.508 On the user side,
NOTE Confidence: 0.943001573529412
00:12:20.508 --> 00:12:22.290 it could certainly help improve the
NOTE Confidence: 0.943001573529412
00:12:22.354 --> 00:12:24.499 decisions and we have a lot of very
NOTE Confidence: 0.943001573529412
00:12:24.499 --> 00:12:26.335 fundamental seminal studies showing
NOTE Confidence: 0.943001573529412
00:12:26.335 --> 00:12:29.124 that image quality and data quality
NOTE Confidence: 0.943001573529412
00:12:29.124 --> 00:12:31.638 in all of these clinical specialties
NOTE Confidence: 0.943001573529412
00:12:31.638 --> 00:12:33.404 can really impact performance
NOTE Confidence: 0.943001573529412
00:12:33.404 --> 00:12:36.038 whether it's the at the acquisition
NOTE Confidence: 0.943001573529412
00:12:36.038 --> 00:12:38.056 stage transfer or or display.
NOTE Confidence: 0.943001573529412
00:12:38.056 --> 00:12:40.492 The danger of course is you could
NOTE Confidence: 0.943001573529412
00:12:40.492 --> 00:12:42.143 manipulate these images if if
NOTE Confidence: 0.943001573529412
00:12:42.143 --> 00:12:44.003 you would like and actually the
NOTE Confidence: 0.943001573529412
00:12:44.073 --> 00:12:45.999 the examples there on the left,
NOTE Confidence: 0.943001573529412

00:12:46.000 --> 00:12:47.086 these mammograms.
NOTE Confidence: 0.943001573529412

00:12:47.086 --> 00:12:49.801 Actually show how if someone's
NOTE Confidence: 0.943001573529412

00:12:49.801 --> 00:12:50.887 sophisticated enough,
NOTE Confidence: 0.943001573529412

00:12:50.890 --> 00:12:54.369 they could actually add or subtract lesions.
NOTE Confidence: 0.943001573529412

00:12:54.370 --> 00:12:57.322 So there is a bit of a danger sometimes.
NOTE Confidence: 0.943001573529412

00:12:57.330 --> 00:13:00.186 Should someone have access to the
NOTE Confidence: 0.943001573529412

00:13:00.186 --> 00:13:02.490 data somewhere along this data
NOTE Confidence: 0.943001573529412

00:13:02.490 --> 00:13:04.890 transfer from acquisition to display,
NOTE Confidence: 0.943001573529412

00:13:04.890 --> 00:13:08.010 they could manipulate the image to,
NOTE Confidence: 0.943001573529412

00:13:08.010 --> 00:13:10.416 in a sense cure the patient
NOTE Confidence: 0.943001573529412

00:13:10.416 --> 00:13:12.020 by removing the lesions.
NOTE Confidence: 0.943001573529412

00:13:12.020 --> 00:13:12.534 But again,
NOTE Confidence: 0.943001573529412

00:13:12.534 --> 00:13:14.860 that is something you have to look out for.
NOTE Confidence: 0.943001573529412

00:13:14.860 --> 00:13:17.776 So you know, my final bottom line message is,
NOTE Confidence: 0.943001573529412

00:13:17.780 --> 00:13:19.112 you know, garbage in,
NOTE Confidence: 0.943001573529412

00:13:19.112 --> 00:13:19.778 garbage out.

NOTE Confidence: 0.943001573529412
00:13:19.780 --> 00:13:21.468 And with asynchronous telemedicine,
NOTE Confidence: 0.943001573529412
00:13:21.468 --> 00:13:24.676 you really have to be careful of that
NOTE Confidence: 0.943001573529412
00:13:24.676 --> 00:13:26.811 and make sure that you pay attention
NOTE Confidence: 0.943001573529412
00:13:26.811 --> 00:13:29.259 to your quality control framework along
NOTE Confidence: 0.943001573529412
00:13:29.259 --> 00:13:32.110 the entire imaging chain up to the
NOTE Confidence: 0.943001573529412
00:13:32.110 --> 00:13:34.420 display and the decision making process.
NOTE Confidence: 0.943001573529412
00:13:34.420 --> 00:13:37.018 So next slide,
NOTE Confidence: 0.943001573529412
00:13:37.020 --> 00:13:38.616 so we're going to move on to
NOTE Confidence: 0.943001573529412
00:13:38.616 --> 00:13:39.300 our second speaker,
NOTE Confidence: 0.943001573529412
00:13:39.300 --> 00:13:40.096 Laura Kristofferson.
NOTE Confidence: 0.943001573529412
00:13:40.096 --> 00:13:42.484 And she's going to talk about
NOTE Confidence: 0.943001573529412
00:13:42.484 --> 00:13:44.471 a framework for assessing the
NOTE Confidence: 0.943001573529412
00:13:44.471 --> 00:13:46.709 value of digital care plan from
NOTE Confidence: 0.943001573529412
00:13:46.709 --> 00:13:48.688 ideation to outcomes measurement.
NOTE Confidence: 0.943001573529412
00:13:48.690 --> 00:13:51.730 Laura Doctor Krapinski,
NOTE Confidence: 0.934503085714286

00:13:51.730 --> 00:13:54.290 can you go back one more slide, please?

NOTE Confidence: 0.934503085714286

00:13:54.290 --> 00:13:56.410 Thank you. So for this topic,

NOTE Confidence: 0.934503085714286

00:13:56.410 --> 00:13:58.414 I'm going to demonstrate how we use

NOTE Confidence: 0.934503085714286

00:13:58.414 --> 00:14:00.229 the quality framework to assess the

NOTE Confidence: 0.934503085714286

00:14:00.229 --> 00:14:02.252 value of one of our digital health

NOTE Confidence: 0.934503085714286

00:14:02.252 --> 00:14:04.180 solutions called interactive care plans.

NOTE Confidence: 0.934503085714286

00:14:04.180 --> 00:14:06.119 I'm going to talk about how we

NOTE Confidence: 0.934503085714286

00:14:06.119 --> 00:14:07.948 leverage and use this framework from

NOTE Confidence: 0.934503085714286

00:14:07.948 --> 00:14:10.132 the ideation phase of a care plan

NOTE Confidence: 0.934503085714286

00:14:10.198 --> 00:14:12.760 through to the measurement of outcomes

NOTE Confidence: 0.934503085714286

00:14:12.760 --> 00:14:14.460 post implementation along with some

NOTE Confidence: 0.934503085714286

00:14:14.460 --> 00:14:16.140 of the other frameworks presented by

NOTE Confidence: 0.934503085714286

00:14:16.140 --> 00:14:18.340 my colleagues earlier in panel two.

NOTE Confidence: 0.934503085714286

00:14:18.340 --> 00:14:20.040 This framework was developed by

NOTE Confidence: 0.934503085714286

00:14:20.040 --> 00:14:22.026 our digital health teams and we

NOTE Confidence: 0.934503085714286

00:14:22.026 --> 00:14:24.389 adapted it for use within our remote

NOTE Confidence: 0.934503085714286
00:14:24.389 --> 00:14:26.179 patient monitoring program and for
NOTE Confidence: 0.934503085714286
00:14:26.179 --> 00:14:28.180 use with the digital care plans.
NOTE Confidence: 0.934503085714286
00:14:28.180 --> 00:14:28.820 Next slide.
NOTE Confidence: 0.9352219
00:14:31.760 --> 00:14:32.560 So before we jump
NOTE Confidence: 0.948879371428571
00:14:32.560 --> 00:14:34.080 into discussing the framework,
NOTE Confidence: 0.948879371428571
00:14:34.080 --> 00:14:36.820 I'd just like to provide an overview
NOTE Confidence: 0.948879371428571
00:14:36.820 --> 00:14:39.060 of the solution to enable you to
NOTE Confidence: 0.948879371428571
00:14:39.060 --> 00:14:40.650 better understand the use case and
NOTE Confidence: 0.948879371428571
00:14:40.709 --> 00:14:42.479 later discussion of the framework.
NOTE Confidence: 0.948879371428571
00:14:42.480 --> 00:14:44.534 So interactive care plans are novel
NOTE Confidence: 0.948879371428571
00:14:44.534 --> 00:14:46.562 digital health solution that we deliver
NOTE Confidence: 0.948879371428571
00:14:46.562 --> 00:14:48.762 to patients through our Mayo Clinic
NOTE Confidence: 0.948879371428571
00:14:48.762 --> 00:14:50.792 mobile app and that goes through
NOTE Confidence: 0.948879371428571
00:14:50.792 --> 00:14:52.432 the patient's smartphone or tablet.
NOTE Confidence: 0.948879371428571
00:14:52.440 --> 00:14:54.408 They're designed to engage and empower
NOTE Confidence: 0.948879371428571

00:14:54.408 --> 00:14:56.328 patients to participate in Selfcare
NOTE Confidence: 0.948879371428571

00:14:56.328 --> 00:14:58.376 by providing them health guidance
NOTE Confidence: 0.948879371428571

00:14:58.376 --> 00:15:00.446 that's delivered through the app.
NOTE Confidence: 0.948879371428571

00:15:00.450 --> 00:15:02.835 The care plan facilitates twoway
NOTE Confidence: 0.948879371428571

00:15:02.835 --> 00:15:04.743 exchange of healthcare information
NOTE Confidence: 0.948879371428571

00:15:04.743 --> 00:15:07.130 between the patient and the care
NOTE Confidence: 0.948879371428571

00:15:07.130 --> 00:15:09.336 team and care oversights provided by
NOTE Confidence: 0.948879371428571

00:15:09.336 --> 00:15:11.622 the primary or specialty care team.
NOTE Confidence: 0.948879371428571

00:15:11.622 --> 00:15:13.737 Interactive care plans are developed
NOTE Confidence: 0.948879371428571

00:15:13.737 --> 00:15:15.811 for patients who are clinically
NOTE Confidence: 0.948879371428571

00:15:15.811 --> 00:15:18.187 stable and who've received a new
NOTE Confidence: 0.948879371428571

00:15:18.259 --> 00:15:20.374 diagnosis or maybe are experiencing
NOTE Confidence: 0.948879371428571

00:15:20.374 --> 00:15:23.606 a limited medical event such as a
NOTE Confidence: 0.948879371428571

00:15:23.606 --> 00:15:26.396 surgical procedure or perhaps having
NOTE Confidence: 0.948879371428571

00:15:26.396 --> 00:15:29.470 ongoing post treatment rehabilitation.
NOTE Confidence: 0.948879371428571

00:15:29.470 --> 00:15:31.636 We've developed several care plans for

NOTE Confidence: 0.948879371428571
00:15:31.636 --> 00:15:33.909 conditions such as systolic heart failure,
NOTE Confidence: 0.948879371428571
00:15:33.910 --> 00:15:35.798 orthopedic surgery,
NOTE Confidence: 0.948879371428571
00:15:35.798 --> 00:15:38.630 and cancer survivorship.
NOTE Confidence: 0.948879371428571
00:15:38.630 --> 00:15:41.045 Patients are enrolled in the care plans
NOTE Confidence: 0.948879371428571
00:15:41.045 --> 00:15:43.510 by their primary or specialty provider,
NOTE Confidence: 0.948879371428571
00:15:43.510 --> 00:15:45.862 and then they receive notifications on their
NOTE Confidence: 0.948879371428571
00:15:45.862 --> 00:15:48.386 device when those tasks are assigned to them.
NOTE Confidence: 0.948879371428571
00:15:48.390 --> 00:15:50.588 These could be education and health guidance,
NOTE Confidence: 0.948879371428571
00:15:50.590 --> 00:15:51.594 symptom assessments,
NOTE Confidence: 0.948879371428571
00:15:51.594 --> 00:15:52.096 questionnaires,
NOTE Confidence: 0.948879371428571
00:15:52.096 --> 00:15:55.108 and requests to submit physiological data
NOTE Confidence: 0.948879371428571
00:15:55.108 --> 00:15:58.909 like blood pressure or heart rate readings.
NOTE Confidence: 0.948879371428571
00:15:58.910 --> 00:16:00.878 We do have this solution fully
NOTE Confidence: 0.948879371428571
00:16:00.878 --> 00:16:03.021 integrated into the EHR and data can
NOTE Confidence: 0.948879371428571
00:16:03.021 --> 00:16:05.570 be viewed by the care team in both the
NOTE Confidence: 0.948879371428571

00:16:05.570 --> 00:16:07.664 EHR and through care team dashboards.
NOTE Confidence: 0.948879371428571

00:16:07.670 --> 00:16:09.710 We've built decision trees behind
NOTE Confidence: 0.948879371428571

00:16:09.710 --> 00:16:12.032 the scenes and logic for each
NOTE Confidence: 0.948879371428571

00:16:12.032 --> 00:16:14.419 care plan so that if the patient
NOTE Confidence: 0.948879371428571

00:16:14.419 --> 00:16:16.612 generated health data are outside
NOTE Confidence: 0.948879371428571

00:16:16.612 --> 00:16:18.388 of our predefined parameters,
NOTE Confidence: 0.948879371428571

00:16:18.390 --> 00:16:21.090 patients can get education to facilitate
NOTE Confidence: 0.948879371428571

00:16:21.090 --> 00:16:23.761 that self management of their condition
NOTE Confidence: 0.948879371428571

00:16:23.761 --> 00:16:26.961 or for serious concerns we can send alert
NOTE Confidence: 0.948879371428571

00:16:27.039 --> 00:16:29.499 messages to the managing care team.
NOTE Confidence: 0.948879371428571

00:16:29.500 --> 00:16:30.150 So today,
NOTE Confidence: 0.948879371428571

00:16:30.150 --> 00:16:32.425 we've developed 17 care plans for use
NOTE Confidence: 0.948879371428571

00:16:32.425 --> 00:16:34.898 in primary and specialty practices.
NOTE Confidence: 0.948879371428571

00:16:34.900 --> 00:16:36.796 And as the solutions matured and
NOTE Confidence: 0.948879371428571

00:16:36.796 --> 00:16:38.612 our teams have gained experience
NOTE Confidence: 0.948879371428571

00:16:38.612 --> 00:16:40.576 with implementing the solution,

NOTE Confidence: 0.948879371428571
00:16:40.580 --> 00:16:42.170 we've really gained a better understanding
NOTE Confidence: 0.948879371428571
00:16:42.170 --> 00:16:43.989 of the value that care plans can
NOTE Confidence: 0.948879371428571
00:16:43.989 --> 00:16:45.655 provide to our care teams and patients.
NOTE Confidence: 0.948879371428571
00:16:45.660 --> 00:16:48.096 So to benefit from these new insights,
NOTE Confidence: 0.948879371428571
00:16:48.100 --> 00:16:50.249 we really did recognize the need to
NOTE Confidence: 0.948879371428571
00:16:50.249 --> 00:16:52.319 implement a new quality framework.
NOTE Confidence: 0.948879371428571
00:16:52.320 --> 00:16:54.600 That would enable us to assess the value
NOTE Confidence: 0.948879371428571
00:16:54.600 --> 00:16:57.123 of new care plan ideas and request that
NOTE Confidence: 0.948879371428571
00:16:57.123 --> 00:16:59.480 we receive from our medical practice.
NOTE Confidence: 0.948879371428571
00:16:59.480 --> 00:17:02.112 1 requirement that we had of the
NOTE Confidence: 0.948879371428571
00:17:02.112 --> 00:17:03.532 framework going into development
NOTE Confidence: 0.948879371428571
00:17:03.532 --> 00:17:05.868 is that we needed to be able to
NOTE Confidence: 0.948879371428571
00:17:05.868 --> 00:17:07.818 produce a weighted score that would
NOTE Confidence: 0.948879371428571
00:17:07.818 --> 00:17:09.826 enable us to prioritize care plans
NOTE Confidence: 0.948879371428571
00:17:09.826 --> 00:17:11.541 and resources across our medical
NOTE Confidence: 0.948879371428571

00:17:11.541 --> 00:17:13.373 practice and with our teams.
NOTE Confidence: 0.948879371428571

00:17:13.373 --> 00:17:14.279 Next slide.
NOTE Confidence: 0.94226623

00:17:17.370 --> 00:17:18.650 So to accomplish this goal,
NOTE Confidence: 0.913565326

00:17:18.650 --> 00:17:20.170 we leverage A framework and
NOTE Confidence: 0.913565326

00:17:20.170 --> 00:17:21.690 that's what you see here.
NOTE Confidence: 0.913565326

00:17:21.690 --> 00:17:23.630 This was already developed internally
NOTE Confidence: 0.913565326

00:17:23.630 --> 00:17:26.664 and then we took it and successfully
NOTE Confidence: 0.913565326

00:17:26.664 --> 00:17:29.219 applied it within remote patient
NOTE Confidence: 0.913565326

00:17:29.219 --> 00:17:31.206 monitoring with one of our other programs,
NOTE Confidence: 0.913565326

00:17:31.210 --> 00:17:33.394 our high intensity program and then
NOTE Confidence: 0.913565326

00:17:33.394 --> 00:17:36.074 we turned and adapted it for the
NOTE Confidence: 0.913565326

00:17:36.074 --> 00:17:37.610 interactive care plan solution.
NOTE Confidence: 0.913565326

00:17:37.610 --> 00:17:39.704 So this framework is comprised of
NOTE Confidence: 0.913565326

00:17:39.704 --> 00:17:41.730 three domains that you see here,
NOTE Confidence: 0.913565326

00:17:41.730 --> 00:17:45.042 desirability, viability and technical
NOTE Confidence: 0.913565326

00:17:45.042 --> 00:17:47.526 and operational feasibility.

NOTE Confidence: 0.913565326
00:17:47.530 --> 00:17:49.195 So desirability focuses on the
NOTE Confidence: 0.913565326
00:17:49.195 --> 00:17:51.225 value of the solution provides to
NOTE Confidence: 0.913565326
00:17:51.225 --> 00:17:52.730 our patients and our practice.
NOTE Confidence: 0.913565326
00:17:52.730 --> 00:17:55.400 So the more critical or frequently
NOTE Confidence: 0.913565326
00:17:55.400 --> 00:17:56.903 reported customer pain points
NOTE Confidence: 0.913565326
00:17:56.903 --> 00:17:59.009 being solved by the care plan,
NOTE Confidence: 0.913565326
00:17:59.010 --> 00:18:00.876 the bigger the score will be
NOTE Confidence: 0.913565326
00:18:00.876 --> 00:18:01.809 in this category.
NOTE Confidence: 0.913565326
00:18:01.810 --> 00:18:02.938 And for patients,
NOTE Confidence: 0.913565326
00:18:02.938 --> 00:18:04.442 we're really looking to
NOTE Confidence: 0.913565326
00:18:04.442 --> 00:18:05.570 improve health outcomes,
NOTE Confidence: 0.913565326
00:18:05.570 --> 00:18:08.685 improve efficiency of the care we provide,
NOTE Confidence: 0.913565326
00:18:08.690 --> 00:18:11.686 detect symptoms that we can intervene early,
NOTE Confidence: 0.913565326
00:18:11.690 --> 00:18:14.077 alerting the care team and then improve
NOTE Confidence: 0.913565326
00:18:14.077 --> 00:18:15.800 the overall patient experience.
NOTE Confidence: 0.913565326

00:18:15.800 --> 00:18:16.880 And for our care teams,
NOTE Confidence: 0.913565326

00:18:16.880 --> 00:18:19.160 we're looking to decrease the care
NOTE Confidence: 0.913565326

00:18:19.160 --> 00:18:21.552 team burden in monitoring patients
NOTE Confidence: 0.913565326

00:18:21.552 --> 00:18:24.272 and improve the staff's experiencing
NOTE Confidence: 0.913565326

00:18:24.272 --> 00:18:27.034 experience in managing the patient
NOTE Confidence: 0.913565326

00:18:27.034 --> 00:18:29.519 population for that care plan.
NOTE Confidence: 0.913565326

00:18:29.520 --> 00:18:31.324 One important factor within
NOTE Confidence: 0.913565326

00:18:31.324 --> 00:18:33.200 this category is volumes,
NOTE Confidence: 0.913565326

00:18:33.200 --> 00:18:34.760 anticipated volumes for
NOTE Confidence: 0.913565326

00:18:34.760 --> 00:18:36.840 the potential care plan.
NOTE Confidence: 0.913565326

00:18:36.840 --> 00:18:39.008 So our goal is to impact as many
NOTE Confidence: 0.913565326

00:18:39.008 --> 00:18:40.598 patients as we possibly can.
NOTE Confidence: 0.913565326

00:18:40.600 --> 00:18:42.776 So we do increase the weight of the
NOTE Confidence: 0.913565326

00:18:42.776 --> 00:18:45.077 score for care plans that are be able,
NOTE Confidence: 0.913565326

00:18:45.080 --> 00:18:47.976 are able to be used in more than
NOTE Confidence: 0.913565326

00:18:47.976 --> 00:18:50.559 one practice area like a specialty

NOTE Confidence: 0.913565326

00:18:50.559 --> 00:18:53.217 and a primary care practice area.

NOTE Confidence: 0.913565326

00:18:53.220 --> 00:18:55.896 So under the category of viability,

NOTE Confidence: 0.913565326

00:18:55.900 --> 00:18:57.685 this category focuses on the

NOTE Confidence: 0.913565326

00:18:57.685 --> 00:18:59.113 business value or opportunity

NOTE Confidence: 0.913565326

00:18:59.113 --> 00:19:01.054 generated by the initiative or the

NOTE Confidence: 0.913565326

00:19:01.054 --> 00:19:02.579 care plan that we're considering.

NOTE Confidence: 0.913565326

00:19:02.580 --> 00:19:04.638 So the higher the business value or

NOTE Confidence: 0.913565326

00:19:04.638 --> 00:19:06.260 opportunity generated by the care plan,

NOTE Confidence: 0.913565326

00:19:06.260 --> 00:19:08.619 the bigger the score in this category.

NOTE Confidence: 0.913565326

00:19:08.620 --> 00:19:10.916 And this is part of the framework

NOTE Confidence: 0.913565326

00:19:10.916 --> 00:19:13.021 that enables us to consider the

NOTE Confidence: 0.913565326

00:19:13.021 --> 00:19:15.080 value that can be captured in

NOTE Confidence: 0.913565326

00:19:15.080 --> 00:19:16.580 the form of revenue generation,

NOTE Confidence: 0.913565326

00:19:16.580 --> 00:19:19.980 cost reduction and strategic alignment.

NOTE Confidence: 0.913565326

00:19:19.980 --> 00:19:21.472 So for revenue generation,

NOTE Confidence: 0.913565326

00:19:21.472 --> 00:19:23.337 we assess whether we're able.
NOTE Confidence: 0.913565326

00:19:23.340 --> 00:19:25.740 To increase our revenues through billing,
NOTE Confidence: 0.913565326

00:19:25.740 --> 00:19:28.218 for example, and under cost reductions,
NOTE Confidence: 0.913565326

00:19:28.220 --> 00:19:30.536 we'd evaluate what we might be
NOTE Confidence: 0.913565326

00:19:30.536 --> 00:19:33.080 able to save through things like
NOTE Confidence: 0.913565326

00:19:33.080 --> 00:19:34.460 reducing healthcare utilization,
NOTE Confidence: 0.913565326

00:19:34.460 --> 00:19:34.943 hospitalization,
NOTE Confidence: 0.913565326

00:19:34.943 --> 00:19:35.909 ICU admission,
NOTE Confidence: 0.913565326

00:19:35.909 --> 00:19:39.290 length of stay and some of the
NOTE Confidence: 0.913565326

00:19:39.369 --> 00:19:41.937 other examples that you see here.
NOTE Confidence: 0.913565326

00:19:41.940 --> 00:19:43.605 So plans that we anticipate
NOTE Confidence: 0.913565326

00:19:43.605 --> 00:19:44.937 will generate cost savings,
NOTE Confidence: 0.913565326

00:19:44.940 --> 00:19:47.070 particularly in multiple areas will
NOTE Confidence: 0.913565326

00:19:47.070 --> 00:19:49.739 score higher than plans that do not.
NOTE Confidence: 0.913565326

00:19:49.740 --> 00:19:50.910 And then finally,
NOTE Confidence: 0.913565326

00:19:50.910 --> 00:19:54.390 we consider where each plan can be utilized.

NOTE Confidence: 0.913565326

00:19:54.390 --> 00:19:57.225 As as well and how that fits

NOTE Confidence: 0.913565326

00:19:57.225 --> 00:19:59.910 with strategic alignment.

NOTE Confidence: 0.913565326

00:19:59.910 --> 00:20:02.070 And then finally we have the category of

NOTE Confidence: 0.913565326

00:20:02.070 --> 00:20:03.869 technical and operational feasibility.

NOTE Confidence: 0.913565326

00:20:03.870 --> 00:20:05.545 So this this category provides

NOTE Confidence: 0.913565326

00:20:05.545 --> 00:20:07.964 some criteria for us to assess the

NOTE Confidence: 0.913565326

00:20:07.964 --> 00:20:10.010 readiness of our practice teams that

NOTE Confidence: 0.913565326

00:20:10.010 --> 00:20:12.427 will be implementing the care plan,

NOTE Confidence: 0.913565326

00:20:12.430 --> 00:20:14.235 assess the technical fit between

NOTE Confidence: 0.913565326

00:20:14.235 --> 00:20:16.744 the clinical goals of the care plan

NOTE Confidence: 0.913565326

00:20:16.744 --> 00:20:18.658 and the technology that we use.

NOTE Confidence: 0.913565326

00:20:18.660 --> 00:20:20.830 And how the care plan idea aligns

NOTE Confidence: 0.913565326

00:20:20.830 --> 00:20:23.900 with best practices and standards for

NOTE Confidence: 0.913565326

00:20:23.900 --> 00:20:26.205 care plan use that we've learned over

NOTE Confidence: 0.913565326

00:20:26.205 --> 00:20:28.620 the years as we've been doing this.

NOTE Confidence: 0.913565326

00:20:28.620 --> 00:20:30.168 So this category is 1 where
NOTE Confidence: 0.913565326

00:20:30.168 --> 00:20:31.200 we've had a high
NOTE Confidence: 0.910463972727273

00:20:31.263 --> 00:20:33.129 amount of learning over time as
NOTE Confidence: 0.910463972727273

00:20:33.129 --> 00:20:35.139 the care plan product has matured.
NOTE Confidence: 0.910463972727273

00:20:35.140 --> 00:20:36.880 We've certainly learned about the
NOTE Confidence: 0.910463972727273

00:20:36.880 --> 00:20:38.900 importance of an engaged care team
NOTE Confidence: 0.910463972727273

00:20:38.900 --> 00:20:40.736 and how that really impacts things
NOTE Confidence: 0.910463972727273

00:20:40.736 --> 00:20:42.899 like patient and care team experience.
NOTE Confidence: 0.910463972727273

00:20:42.900 --> 00:20:45.474 One example, most care teams leverage
NOTE Confidence: 0.910463972727273

00:20:45.474 --> 00:20:47.735 their nursing teams for managing
NOTE Confidence: 0.910463972727273

00:20:47.735 --> 00:20:50.105 enrollment engagement and follow up
NOTE Confidence: 0.910463972727273

00:20:50.105 --> 00:20:54.151 on alerts from patients who are self
NOTE Confidence: 0.910463972727273

00:20:54.151 --> 00:20:55.499 entering their health information.
NOTE Confidence: 0.910463972727273

00:20:55.500 --> 00:20:58.110 And so nursing engagement has been
NOTE Confidence: 0.910463972727273

00:20:58.110 --> 00:20:59.991 a critical component to patient
NOTE Confidence: 0.910463972727273

00:20:59.991 --> 00:21:01.339 and care team adoption.

NOTE Confidence: 0.910463972727273

00:21:01.340 --> 00:21:03.725 So this is a great example of how we've

NOTE Confidence: 0.910463972727273

00:21:03.725 --> 00:21:05.855 leveraged our lessons learned from that

NOTE Confidence: 0.910463972727273

00:21:05.855 --> 00:21:07.665 experience and incorporated that into

NOTE Confidence: 0.910463972727273

00:21:07.723 --> 00:21:09.601 this value assessment model with the

NOTE Confidence: 0.910463972727273

00:21:09.601 --> 00:21:13.740 hopes of it improving our outcomes.

NOTE Confidence: 0.910463972727273

00:21:13.740 --> 00:21:15.604 So the next criteria,

NOTE Confidence: 0.910463972727273

00:21:15.604 --> 00:21:16.536 technical readiness.

NOTE Confidence: 0.910463972727273

00:21:16.540 --> 00:21:18.486 This is where we assess the alignment

NOTE Confidence: 0.910463972727273

00:21:18.486 --> 00:21:20.522 of features and functionality with the

NOTE Confidence: 0.910463972727273

00:21:20.522 --> 00:21:22.437 product compared to the functionality

NOTE Confidence: 0.910463972727273

00:21:22.437 --> 00:21:24.620 that's being requested by the practice,

NOTE Confidence: 0.910463972727273

00:21:24.620 --> 00:21:27.420 who has the idea for the care plan

NOTE Confidence: 0.910463972727273

00:21:27.420 --> 00:21:29.345 so that we can ensure that we're

NOTE Confidence: 0.910463972727273

00:21:29.345 --> 00:21:31.503 optimally able to support that use case

NOTE Confidence: 0.910463972727273

00:21:31.503 --> 00:21:33.417 with the functionality that we have.

NOTE Confidence: 0.910463972727273

00:21:33.420 --> 00:21:35.576 So we work with the practice to
NOTE Confidence: 0.910463972727273

00:21:35.576 --> 00:21:36.998 understand from their perspective
NOTE Confidence: 0.910463972727273

00:21:36.998 --> 00:21:39.178 what constitutes A minimal viable
NOTE Confidence: 0.910463972727273

00:21:39.180 --> 00:21:42.380 product for that use case.
NOTE Confidence: 0.910463972727273

00:21:42.380 --> 00:21:44.221 This is a critical part of the
NOTE Confidence: 0.910463972727273

00:21:44.221 --> 00:21:45.683 assessment just to make sure
NOTE Confidence: 0.910463972727273

00:21:45.683 --> 00:21:47.218 that the platform and solution
NOTE Confidence: 0.9402536

00:21:47.220 --> 00:21:48.978 is able to meet the requirements
NOTE Confidence: 0.902237233333333

00:21:49.500 --> 00:21:52.698 for that minimally minimally viable product.
NOTE Confidence: 0.902237233333333

00:21:52.700 --> 00:21:54.821 And if not, sometimes we do determine
NOTE Confidence: 0.902237233333333

00:21:54.821 --> 00:21:57.479 that the care plan is not a good fit if
NOTE Confidence: 0.902237233333333

00:21:57.479 --> 00:21:59.753 the if the functionality isn't there
NOTE Confidence: 0.902237233333333

00:21:59.753 --> 00:22:03.053 to meet kind of the the basic or core
NOTE Confidence: 0.902237233333333

00:22:03.053 --> 00:22:06.568 components of that care plan use case.
NOTE Confidence: 0.902237233333333

00:22:06.570 --> 00:22:09.392 And then finally, we assess the area
NOTE Confidence: 0.902237233333333

00:22:09.392 --> 00:22:11.047 of operational readiness and cost.

NOTE Confidence: 0.9022372333333333
00:22:11.050 --> 00:22:13.849 So this is where we look at other factors
NOTE Confidence: 0.9022372333333333
00:22:13.850 --> 00:22:15.910 beyond technology and practice readiness
NOTE Confidence: 0.9022372333333333
00:22:15.910 --> 00:22:17.970 that might impact the feasibility
NOTE Confidence: 0.9022372333333333
00:22:18.028 --> 00:22:19.810 of a care plan we're evaluating.
NOTE Confidence: 0.9022372333333333
00:22:19.810 --> 00:22:23.126 A good example of that might be a
NOTE Confidence: 0.9022372333333333
00:22:23.126 --> 00:22:25.186 practice who's requesting an operational
NOTE Confidence: 0.9022372333333333
00:22:25.186 --> 00:22:27.722 workflow that may not be supported
NOTE Confidence: 0.9022372333333333
00:22:27.722 --> 00:22:29.370 with the current functionality.
NOTE Confidence: 0.9022372333333333
00:22:29.370 --> 00:22:32.670 We do use best practices to
NOTE Confidence: 0.9022372333333333
00:22:32.670 --> 00:22:34.320 inform the assessment.
NOTE Confidence: 0.9022372333333333
00:22:34.320 --> 00:22:35.331 So for example,
NOTE Confidence: 0.9022372333333333
00:22:35.331 --> 00:22:37.977 we've learned that a best practice is to
NOTE Confidence: 0.9022372333333333
00:22:37.977 --> 00:22:40.083 have a workflow or support in place to
NOTE Confidence: 0.9022372333333333
00:22:40.083 --> 00:22:42.135 follow up with patients who are enrolled
NOTE Confidence: 0.9022372333333333
00:22:42.135 --> 00:22:44.480 in the care plan but aren't engaging.
NOTE Confidence: 0.9022372333333333

00:22:44.480 --> 00:22:46.300 And so to assess operational
NOTE Confidence: 0.9022372333333333

00:22:46.300 --> 00:22:47.756 readiness with the practice,
NOTE Confidence: 0.9022372333333333

00:22:47.760 --> 00:22:49.596 we would discuss the workflow and
NOTE Confidence: 0.9022372333333333

00:22:49.596 --> 00:22:51.558 ensure that they had the resources
NOTE Confidence: 0.9022372333333333

00:22:51.558 --> 00:22:53.598 in place to support that workflow.
NOTE Confidence: 0.9022372333333333

00:22:53.600 --> 00:22:54.659 And then finally,
NOTE Confidence: 0.9022372333333333

00:22:54.659 --> 00:22:56.424 we'd consider the cost of
NOTE Confidence: 0.9022372333333333

00:22:56.424 --> 00:22:57.799 developing the care plan,
NOTE Confidence: 0.9022372333333333

00:22:57.800 --> 00:23:00.900 including expenses and then ultimate
NOTE Confidence: 0.9022372333333333

00:23:00.900 --> 00:23:02.760 reimbursement if applicable.
NOTE Confidence: 0.9022372333333333

00:23:02.760 --> 00:23:03.240 Next slide.
NOTE Confidence: 0.94780115

00:23:07.980 --> 00:23:09.060 So once we've assessed
NOTE Confidence: 0.939479492307692

00:23:09.060 --> 00:23:10.747 the value of the care plan and
NOTE Confidence: 0.939479492307692

00:23:10.747 --> 00:23:12.660 we've made a decision to proceed,
NOTE Confidence: 0.939479492307692

00:23:12.660 --> 00:23:15.096 we then leverage what was identified
NOTE Confidence: 0.939479492307692

00:23:15.096 --> 00:23:17.437 within the values framework and we

NOTE Confidence: 0.939479492307692
00:23:17.437 --> 00:23:19.705 crosswalk that to metrics or data that
NOTE Confidence: 0.939479492307692
00:23:19.705 --> 00:23:22.379 would enable us to measure those criteria.
NOTE Confidence: 0.939479492307692
00:23:22.380 --> 00:23:23.860 And this is what forms,
NOTE Confidence: 0.939479492307692
00:23:23.860 --> 00:23:26.140 what we call the remeasurement plan
NOTE Confidence: 0.939479492307692
00:23:26.140 --> 00:23:28.070 that we use with the practice once
NOTE Confidence: 0.939479492307692
00:23:28.070 --> 00:23:29.780 they go live with the care plan.
NOTE Confidence: 0.939479492307692
00:23:29.780 --> 00:23:31.562 And that's what we use to
NOTE Confidence: 0.939479492307692
00:23:31.562 --> 00:23:33.548 assess what the success of.
NOTE Confidence: 0.939479492307692
00:23:33.548 --> 00:23:35.236 The implementation and clinical
NOTE Confidence: 0.939479492307692
00:23:35.236 --> 00:23:38.533 use of the care plan is so for the
NOTE Confidence: 0.939479492307692
00:23:38.533 --> 00:23:40.177 interactive care plan solution,
NOTE Confidence: 0.939479492307692
00:23:40.180 --> 00:23:43.429 we have a standard set of metrics that we
NOTE Confidence: 0.939479492307692
00:23:43.429 --> 00:23:46.278 typically apply to most every remeasurement.
NOTE Confidence: 0.939479492307692
00:23:46.280 --> 00:23:48.422 Plan unless they're not applicable and
NOTE Confidence: 0.939479492307692
00:23:48.422 --> 00:23:50.900 these metrics do tie back to several
NOTE Confidence: 0.939479492307692

00:23:50.900 --> 00:23:52.874 of the criteria in the framework.
NOTE Confidence: 0.939479492307692

00:23:52.880 --> 00:23:53.891 So for example,
NOTE Confidence: 0.939479492307692

00:23:53.891 --> 00:23:55.239 for every care plan,
NOTE Confidence: 0.939479492307692

00:23:55.240 --> 00:23:57.520 we're always looking at patient adoption.
NOTE Confidence: 0.939479492307692

00:23:57.520 --> 00:23:59.746 How many patients are enrolled relative
NOTE Confidence: 0.939479492307692

00:23:59.746 --> 00:24:02.349 to those that are eligible and how
NOTE Confidence: 0.939479492307692

00:24:02.349 --> 00:24:04.455 many patients are maybe saying no
NOTE Confidence: 0.939479492307692

00:24:04.455 --> 00:24:06.959 and how many patients are opting in?
NOTE Confidence: 0.939479492307692

00:24:06.960 --> 00:24:08.760 What is patient compliance and
NOTE Confidence: 0.939479492307692

00:24:08.760 --> 00:24:10.560 what is patient engagement with
NOTE Confidence: 0.939479492307692

00:24:10.627 --> 00:24:12.337 the care plan throughout the the
NOTE Confidence: 0.939479492307692

00:24:12.337 --> 00:24:14.120 course of of the care plan,
NOTE Confidence: 0.939479492307692

00:24:14.120 --> 00:24:15.536 however long it is.
NOTE Confidence: 0.939479492307692

00:24:15.536 --> 00:24:17.660 And then we want to understand
NOTE Confidence: 0.939479492307692

00:24:17.732 --> 00:24:20.255 care teams impacts in terms of the
NOTE Confidence: 0.939479492307692

00:24:20.255 --> 00:24:22.530 escalations that are coming to them

NOTE Confidence: 0.939479492307692

00:24:22.530 --> 00:24:24.840 for patient non compliance and from

NOTE Confidence: 0.939479492307692

00:24:24.840 --> 00:24:26.590 maybe calls and secure messages

NOTE Confidence: 0.939479492307692

00:24:26.590 --> 00:24:28.755 that the the patients are sending

NOTE Confidence: 0.939479492307692

00:24:28.755 --> 00:24:31.163 to the care team for care plan

NOTE Confidence: 0.939479492307692

00:24:31.163 --> 00:24:32.720 related questions and requests.

NOTE Confidence: 0.939479492307692

00:24:32.720 --> 00:24:35.016 And then we do use surveys and interviews

NOTE Confidence: 0.939479492307692

00:24:35.016 --> 00:24:36.695 to understand the patient and care

NOTE Confidence: 0.939479492307692

00:24:36.695 --> 00:24:40.610 team experience and satisfaction as well.

NOTE Confidence: 0.939479492307692

00:24:40.610 --> 00:24:42.530 And then because each care plan

NOTE Confidence: 0.939479492307692

00:24:42.530 --> 00:24:44.868 is different and involves a

NOTE Confidence: 0.939479492307692

00:24:44.868 --> 00:24:46.566 different health condition,

NOTE Confidence: 0.939479492307692

00:24:46.570 --> 00:24:48.030 the clinical outcomes vary

NOTE Confidence: 0.939479492307692

00:24:48.030 --> 00:24:49.490 widely across care plans.

NOTE Confidence: 0.939479492307692

00:24:49.490 --> 00:24:51.716 So they're not always the same

NOTE Confidence: 0.939479492307692

00:24:51.716 --> 00:24:53.494 exact clinical outcomes depending

NOTE Confidence: 0.939479492307692

00:24:53.494 --> 00:24:56.770 on the condition or the use case.
NOTE Confidence: 0.939479492307692

00:24:56.770 --> 00:24:58.445 There are some clinical outcomes
NOTE Confidence: 0.939479492307692

00:24:58.445 --> 00:25:00.120 that we have included commonly
NOTE Confidence: 0.939479492307692

00:25:00.174 --> 00:25:01.610 in our remeasurement plans,
NOTE Confidence: 0.939479492307692

00:25:01.610 --> 00:25:04.130 and I've listed some of those here.
NOTE Confidence: 0.939479492307692

00:25:04.130 --> 00:25:05.726 Often care plans are used for
NOTE Confidence: 0.939479492307692

00:25:05.726 --> 00:25:07.085 early detection of symptoms and
NOTE Confidence: 0.939479492307692

00:25:07.085 --> 00:25:08.325 escalation to the care team,
NOTE Confidence: 0.939479492307692

00:25:08.330 --> 00:25:11.510 so we would measure the rate
NOTE Confidence: 0.939479492307692

00:25:11.510 --> 00:25:14.298 of those early escalations.
NOTE Confidence: 0.939479492307692

00:25:14.298 --> 00:25:17.456 We've also utilized questionnaires
NOTE Confidence: 0.939479492307692

00:25:17.456 --> 00:25:20.286 like the standard PROMISE questionnaire
NOTE Confidence: 0.939479492307692

00:25:20.286 --> 00:25:22.550 to measure functional improvements.
NOTE Confidence: 0.939479492307692

00:25:22.550 --> 00:25:24.042 That the patient's experienced
NOTE Confidence: 0.939479492307692

00:25:24.042 --> 00:25:26.760 throughout the course of the care plan
NOTE Confidence: 0.939479492307692

00:25:26.760 --> 00:25:29.274 and then we've recently implemented A

NOTE Confidence: 0.939479492307692

00:25:29.274 --> 00:25:31.094 selfefficacy questionnaire to better

NOTE Confidence: 0.939479492307692

00:25:31.094 --> 00:25:33.110 understand the the patient selfmanagement

NOTE Confidence: 0.939479492307692

00:25:33.110 --> 00:25:35.790 goal that we have with care plan.

NOTE Confidence: 0.939479492307692

00:25:35.790 --> 00:25:37.925 So trying to better understand if we've

NOTE Confidence: 0.939479492307692

00:25:37.925 --> 00:25:40.070 moved the needle on on the patient's

NOTE Confidence: 0.939479492307692

00:25:40.070 --> 00:25:41.834 confidence in their own ability to

NOTE Confidence: 0.939479492307692

00:25:41.890 --> 00:25:43.306 selfmanage their health condition

NOTE Confidence: 0.939479492307692

00:25:43.306 --> 00:25:45.746 from when they started the care plan

NOTE Confidence: 0.939479492307692

00:25:45.746 --> 00:25:48.590 at baseline to the end of the care plan.

NOTE Confidence: 0.939479492307692

00:25:48.590 --> 00:25:51.026 And then we might look at healthcare

NOTE Confidence: 0.939479492307692

00:25:51.026 --> 00:25:52.550 utilization or length of stay

NOTE Confidence: 0.939479492307692

00:25:52.550 --> 00:25:55.370 depending on the particular care

NOTE Confidence: 0.939479492307692

00:25:55.370 --> 00:25:58.190 plan and whether that's appropriate.

NOTE Confidence: 0.939479492307692

00:25:58.190 --> 00:26:02.430 So I just want to close by saying that we,

NOTE Confidence: 0.939479492307692

00:26:02.430 --> 00:26:04.550 we do view this framework as kind

NOTE Confidence: 0.939479492307692

00:26:04.550 --> 00:26:06.500 of a constant working process.
NOTE Confidence: 0.939479492307692

00:26:06.500 --> 00:26:07.505 Or in progress.
NOTE Confidence: 0.939479492307692

00:26:07.505 --> 00:26:09.515 It's ever evolving and we are
NOTE Confidence: 0.939479492307692

00:26:09.515 --> 00:26:10.853 continually learning from every
NOTE Confidence: 0.939479492307692

00:26:10.853 --> 00:26:13.037 new care plan that we develop and
NOTE Confidence: 0.939479492307692

00:26:13.099 --> 00:26:15.217 implement and then reflecting on the
NOTE Confidence: 0.949402145454545

00:26:15.220 --> 00:26:17.962 the framework and making tweaks and
NOTE Confidence: 0.949402145454545

00:26:17.962 --> 00:26:20.871 adding things as we identify new
NOTE Confidence: 0.949402145454545

00:26:20.871 --> 00:26:22.857 learnings and working with our practice.
NOTE Confidence: 0.88175642

00:26:24.800 --> 00:26:26.428 Thanks. Great. Thank you so much.
NOTE Confidence: 0.88175642

00:26:26.428 --> 00:26:28.090 So now we're going to move
NOTE Confidence: 0.911239255333333

00:26:28.159 --> 00:26:30.240 on to our last panelist, Marcy,
NOTE Confidence: 0.911239255333333

00:26:30.240 --> 00:26:32.640 discussing our third objective,
NOTE Confidence: 0.911239255333333

00:26:32.640 --> 00:26:34.440 ensuring access to specialty care,
NOTE Confidence: 0.911239255333333

00:26:34.440 --> 00:26:36.800 maintaining patient safety and recognizing
NOTE Confidence: 0.911239255333333

00:26:36.800 --> 00:26:39.160 care acuity needs through econsults.

NOTE Confidence: 0.938664568947369
00:26:41.120 --> 00:26:42.588 Great. Thank you, Elizabeth.
NOTE Confidence: 0.938664568947369
00:26:42.588 --> 00:26:45.615 And I guess I am the final panelist
NOTE Confidence: 0.938664568947369
00:26:45.615 --> 00:26:48.233 on the final panel of the day.
NOTE Confidence: 0.938664568947369
00:26:48.240 --> 00:26:51.219 So I promise to try to make this a
NOTE Confidence: 0.938664568947369
00:26:51.219 --> 00:26:54.740 little punchy and keep everyone engaged.
NOTE Confidence: 0.938664568947369
00:26:54.740 --> 00:26:57.530 I think that Elizabeth and Laura
NOTE Confidence: 0.938664568947369
00:26:57.530 --> 00:27:00.308 have really defined quite elegantly
NOTE Confidence: 0.938664568947369
00:27:00.308 --> 00:27:03.388 to very different aspects of
NOTE Confidence: 0.938664568947369
00:27:03.388 --> 00:27:06.686 asynchronous care and I similarly will
NOTE Confidence: 0.938664568947369
00:27:06.686 --> 00:27:09.004 address 1/3 aspect of asynchronous
NOTE Confidence: 0.938664568947369
00:27:09.004 --> 00:27:11.740 care with the use of Econsults.
NOTE Confidence: 0.938664568947369
00:27:11.740 --> 00:27:14.225 Not knowing in the audience how much
NOTE Confidence: 0.938664568947369
00:27:14.225 --> 00:27:16.260 experience people have with Econsults,
NOTE Confidence: 0.938664568947369
00:27:16.260 --> 00:27:17.910 I imagine that.
NOTE Confidence: 0.938664568947369
00:27:17.910 --> 00:27:21.031 Many have had an experience within
NOTE Confidence: 0.938664568947369

00:27:21.031 --> 00:27:22.886 their institution or learning about
NOTE Confidence: 0.938664568947369

00:27:22.886 --> 00:27:24.838 or reading about Econsults because
NOTE Confidence: 0.938664568947369

00:27:24.838 --> 00:27:26.898 they've certainly been well published.
NOTE Confidence: 0.9452853

00:27:29.180 --> 00:27:29.820 Next slide.
NOTE Confidence: 0.877391605555556

00:27:33.560 --> 00:27:37.319 So my hope is to consider Econsults
NOTE Confidence: 0.877391605555556

00:27:37.319 --> 00:27:41.005 in the within the under the umbrella
NOTE Confidence: 0.877391605555556

00:27:41.005 --> 00:27:44.617 of quality of care and to think
NOTE Confidence: 0.877391605555556

00:27:44.617 --> 00:27:47.365 about the utilization of Econsults
NOTE Confidence: 0.877391605555556

00:27:47.365 --> 00:27:50.440 for access to specialty care,
NOTE Confidence: 0.877391605555556

00:27:50.440 --> 00:27:52.490 keeping in mind the maintenance
NOTE Confidence: 0.877391605555556

00:27:52.490 --> 00:27:54.540 of patient safety and recognizing
NOTE Confidence: 0.877391605555556

00:27:54.608 --> 00:27:56.438 the needs for acuity of care.
NOTE Confidence: 0.877391605555556

00:27:56.440 --> 00:27:59.770 And how do we address this and not only
NOTE Confidence: 0.877391605555556

00:27:59.770 --> 00:28:02.798 acuity of care with Econsults but also.
NOTE Confidence: 0.877391605555556

00:28:02.800 --> 00:28:06.440 How Econsults address acuity of care for
NOTE Confidence: 0.877391605555556

00:28:06.440 --> 00:28:09.360 patients that may displace the need for

NOTE Confidence: 0.877391605555556
00:28:09.360 --> 00:28:12.880 an in person or even a virtual visit.
NOTE Confidence: 0.877391605555556
00:28:12.880 --> 00:28:14.140 So as my colleagues earlier
NOTE Confidence: 0.877391605555556
00:28:14.140 --> 00:28:15.400 in the day talked about,
NOTE Confidence: 0.877391605555556
00:28:15.400 --> 00:28:17.768 I think it was Dan Albert who talked
NOTE Confidence: 0.877391605555556
00:28:17.768 --> 00:28:20.480 about how often the virtual visit is
NOTE Confidence: 0.877391605555556
00:28:20.480 --> 00:28:23.370 used to help determine if and when
NOTE Confidence: 0.877391605555556
00:28:23.370 --> 00:28:25.812 an in person visit needs to occur.
NOTE Confidence: 0.877391605555556
00:28:25.812 --> 00:28:27.930 And similarly I think the econ
NOTE Confidence: 0.877391605555556
00:28:28.001 --> 00:28:30.035 salt can be used to determine.
NOTE Confidence: 0.877391605555556
00:28:30.040 --> 00:28:32.664 If a virtual visit or an in person
NOTE Confidence: 0.877391605555556
00:28:32.664 --> 00:28:35.143 visit is warranted and would be
NOTE Confidence: 0.877391605555556
00:28:35.143 --> 00:28:37.753 helpful and also to determine kind
NOTE Confidence: 0.877391605555556
00:28:37.835 --> 00:28:39.960 of the timing of that next slide.
NOTE Confidence: 0.9402536
00:28:43.400 --> 00:28:46.400 When I think about the use of Econsults,
NOTE Confidence: 0.9402536
00:28:46.400 --> 00:28:49.595 I think about it in a couple different ways.
NOTE Confidence: 0.9402536

00:28:49.600 --> 00:28:51.958 There could be a quick question
NOTE Confidence: 0.9402536

00:28:51.960 --> 00:28:57.920 or the access for patient care.
NOTE Confidence: 0.9402536

00:28:57.920 --> 00:28:58.824 Could be bridged by.
NOTE Confidence: 0.9402536

00:28:58.824 --> 00:29:00.180 There's a long wait time for
NOTE Confidence: 0.9402536

00:29:00.236 --> 00:29:01.440 a new patient appointment,
NOTE Confidence: 0.9402536

00:29:01.440 --> 00:29:06.040 so the Econsult can help to bridge the
NOTE Confidence: 0.9402536

00:29:06.040 --> 00:29:09.239 work up and management for the patient.
NOTE Confidence: 0.9402536

00:29:09.240 --> 00:29:11.520 Let's first address the quick question.
NOTE Confidence: 0.9402536

00:29:11.520 --> 00:29:15.625 An ECONSULT can be submitted to purely
NOTE Confidence: 0.9402536

00:29:15.625 --> 00:29:18.895 just seek advice in patient management.
NOTE Confidence: 0.9402536

00:29:18.900 --> 00:29:22.298 The E council could also be from a
NOTE Confidence: 0.9402536

00:29:22.298 --> 00:29:24.193 referring provider who is considering
NOTE Confidence: 0.9402536

00:29:24.193 --> 00:29:26.220 referral to the subspecialty,
NOTE Confidence: 0.9402536

00:29:26.220 --> 00:29:28.992 but isn't sure if that referral is
NOTE Confidence: 0.9402536

00:29:28.992 --> 00:29:31.604 appropriate at this time or if further
NOTE Confidence: 0.9402536

00:29:31.604 --> 00:29:34.731 work up would be helpful to maximize or

NOTE Confidence: 0.9402536

00:29:34.731 --> 00:29:37.296 optimize the patient's experience and

NOTE Confidence: 0.9402536

00:29:37.300 --> 00:29:40.442 time spent with the subspecialty provider.

NOTE Confidence: 0.9402536

00:29:40.442 --> 00:29:44.800 And the other thing is that the the

NOTE Confidence: 0.9402536

00:29:44.800 --> 00:29:46.960 quick question approach is that the

NOTE Confidence: 0.9402536

00:29:46.960 --> 00:29:49.039 ECONSULT can serve to provide guidance

NOTE Confidence: 0.9402536

00:29:49.039 --> 00:29:51.840 in the acuity for the need for referral.

NOTE Confidence: 0.9402536

00:29:51.840 --> 00:29:53.538 Is this something that this patient

NOTE Confidence: 0.9402536

00:29:53.538 --> 00:29:55.476 should be seen for within a week

NOTE Confidence: 0.9402536

00:29:55.476 --> 00:29:57.233 or is this something that with the

NOTE Confidence: 0.9402536

00:29:57.292 --> 00:29:59.080 following few steps the patient could

NOTE Confidence: 0.9402536

00:29:59.080 --> 00:30:02.770 then be seen within a month and that?

NOTE Confidence: 0.9402536

00:30:02.770 --> 00:30:04.905 Brings me to the long wait times

NOTE Confidence: 0.9402536

00:30:04.905 --> 00:30:07.490 that many of us are facing for

NOTE Confidence: 0.9402536

00:30:07.490 --> 00:30:08.594 new patient appointments.

NOTE Confidence: 0.9402536

00:30:08.600 --> 00:30:10.280 And I think this has been

NOTE Confidence: 0.9402536

00:30:10.280 --> 00:30:11.400 really exacerbated by COVID.

NOTE Confidence: 0.9402536

00:30:11.400 --> 00:30:14.010 When we had a smaller ability

NOTE Confidence: 0.9402536

00:30:14.010 --> 00:30:15.315 to see patients,

NOTE Confidence: 0.9402536

00:30:15.320 --> 00:30:17.048 we had a more narrow scope of being

NOTE Confidence: 0.9402536

00:30:17.048 --> 00:30:18.810 able to see patients and many of

NOTE Confidence: 0.9402536

00:30:18.810 --> 00:30:20.604 our practices are now really backed

NOTE Confidence: 0.9402536

00:30:20.604 --> 00:30:22.514 up for new patient appointments.

NOTE Confidence: 0.9402536

00:30:22.520 --> 00:30:25.096 And so in this way the ECONSULT in

NOTE Confidence: 0.9402536

00:30:25.096 --> 00:30:27.065 an asynchronous way can bridge the

NOTE Confidence: 0.9402536

00:30:27.065 --> 00:30:29.510 work up in the management so that

NOTE Confidence: 0.9402536

00:30:29.510 --> 00:30:32.120 the referring provider can start on

NOTE Confidence: 0.9402536

00:30:32.120 --> 00:30:34.368 the evaluation and even institute

NOTE Confidence: 0.9402536

00:30:34.368 --> 00:30:37.440 some medications or non pharmacologic

NOTE Confidence: 0.9402536

00:30:37.440 --> 00:30:42.506 interventions to try to assist in

NOTE Confidence: 0.9402536

00:30:42.506 --> 00:30:45.038 the management and perhaps provide

NOTE Confidence: 0.9402536

00:30:45.038 --> 00:30:47.426 even more information for when the

NOTE Confidence: 0.9402536

00:30:47.426 --> 00:30:50.139 patient is seen by the subspecialist.

NOTE Confidence: 0.9402536

00:30:50.140 --> 00:30:52.898 In terms of access, as I mentioned,

NOTE Confidence: 0.9402536

00:30:52.900 --> 00:30:54.635 guidance for Acuity or determining

NOTE Confidence: 0.9402536

00:30:54.635 --> 00:30:56.668 if a sooner appointment needs to

NOTE Confidence: 0.9402536

00:30:56.668 --> 00:30:58.376 be made and then the other purpose

NOTE Confidence: 0.9402536

00:30:58.376 --> 00:31:00.408 that an Econsul can provide in an

NOTE Confidence: 0.9402536

00:31:00.408 --> 00:31:02.780 asynchronous way is to follow up on

NOTE Confidence: 0.9402536

00:31:02.780 --> 00:31:05.420 questions so that the Econsult can

NOTE Confidence: 0.9402536

00:31:05.420 --> 00:31:07.255 start the evaluation and management

NOTE Confidence: 0.9402536

00:31:07.255 --> 00:31:09.629 and then there can be continued

NOTE Confidence: 0.9402536

00:31:09.629 --> 00:31:11.509 communication between the providers

NOTE Confidence: 0.9402536

00:31:11.509 --> 00:31:14.482 to get more information and provide

NOTE Confidence: 0.9402536

00:31:14.482 --> 00:31:16.698 further management decision making.

NOTE Confidence: 0.9402536

00:31:16.700 --> 00:31:18.884 Similarly if a patient is seen

NOTE Confidence: 0.9402536

00:31:18.884 --> 00:31:19.976 by a subspecialist.

NOTE Confidence: 0.9402536

00:31:19.980 --> 00:31:22.218 Then follow up questions could be
NOTE Confidence: 0.9402536

00:31:22.220 --> 00:31:25.340 pursued through the E Council and
NOTE Confidence: 0.9402536

00:31:25.340 --> 00:31:28.000 this optimizes the the care for
NOTE Confidence: 0.9402536

00:31:28.000 --> 00:31:31.320 the patient and addressing in an
NOTE Confidence: 0.9402536

00:31:31.320 --> 00:31:34.820 asynchronous way ongoing patient care.
NOTE Confidence: 0.9402536

00:31:34.820 --> 00:31:35.300 Next slide.
NOTE Confidence: 0.942575923076923

00:31:38.370 --> 00:31:40.610 I will present a little bit of data
NOTE Confidence: 0.942575923076923

00:31:40.610 --> 00:31:44.530 from the rheumatology experience at MGH
NOTE Confidence: 0.942575923076923

00:31:44.530 --> 00:31:46.819 and there are many practices that are
NOTE Confidence: 0.942575923076923

00:31:46.819 --> 00:31:49.105 perhaps much larger than ours and may
NOTE Confidence: 0.942575923076923

00:31:49.105 --> 00:31:50.965 have much more experience with this.
NOTE Confidence: 0.942575923076923

00:31:50.970 --> 00:31:54.984 But this is just to provide kind of a
NOTE Confidence: 0.942575923076923

00:31:54.984 --> 00:31:57.040 platform to allow you to think about
NOTE Confidence: 0.942575923076923

00:31:57.040 --> 00:31:58.650 some things that might engage all
NOTE Confidence: 0.942575923076923

00:31:58.650 --> 00:32:00.379 of us in some conversation at the
NOTE Confidence: 0.942575923076923

00:32:00.379 --> 00:32:02.166 conclusion of my part of the presentation

NOTE Confidence: 0.942575923076923

00:32:02.166 --> 00:32:04.950 and in the question and answer.

NOTE Confidence: 0.942575923076923

00:32:04.950 --> 00:32:05.790 In the past six years,

NOTE Confidence: 0.942575923076923

00:32:05.790 --> 00:32:08.065 we've done 1400 E councils and I

NOTE Confidence: 0.942575923076923

00:32:08.065 --> 00:32:10.670 will say that since March 2020 this,

NOTE Confidence: 0.942575923076923

00:32:10.670 --> 00:32:12.512 the trajectory for the number of

NOTE Confidence: 0.942575923076923

00:32:12.512 --> 00:32:14.350 E councils is certainly increased.

NOTE Confidence: 0.942575923076923

00:32:14.350 --> 00:32:16.000 There are three faculty members

NOTE Confidence: 0.942575923076923

00:32:16.000 --> 00:32:16.990 who are participating.

NOTE Confidence: 0.942575923076923

00:32:16.990 --> 00:32:20.322 So certainly it's not engaging all faculty

NOTE Confidence: 0.942575923076923

00:32:20.322 --> 00:32:22.988 in the rheumatology division and I,

NOTE Confidence: 0.942575923076923

00:32:22.990 --> 00:32:25.111 they have gathered data and the most

NOTE Confidence: 0.942575923076923

00:32:25.111 --> 00:32:26.991 common questions that are asked in

NOTE Confidence: 0.942575923076923

00:32:26.991 --> 00:32:28.506 econsults to our rheumatology group

NOTE Confidence: 0.942575923076923

00:32:28.506 --> 00:32:30.219 relate to the patient with a positive

NOTE Confidence: 0.942575923076923

00:32:30.219 --> 00:32:32.554 A and A or a positive other auto

NOTE Confidence: 0.942575923076923

00:32:32.554 --> 00:32:35.122 antibody such as a rheumatoid factor.
NOTE Confidence: 0.942575923076923

00:32:35.130 --> 00:32:37.034 Elevated inflammatory markers for
NOTE Confidence: 0.942575923076923

00:32:37.034 --> 00:32:39.890 assistance with the management of gout.
NOTE Confidence: 0.942575923076923

00:32:39.890 --> 00:32:42.514 But that's not to say that other more
NOTE Confidence: 0.942575923076923

00:32:42.514 --> 00:32:43.909 complicated diseases aren't adjusted
NOTE Confidence: 0.942575923076923

00:32:43.909 --> 00:32:46.380 in econsults and you can see even
NOTE Confidence: 0.942575923076923

00:32:46.380 --> 00:32:49.074 patients with an unusual condition IG,
NOTE Confidence: 0.942575923076923

00:32:49.074 --> 00:32:52.050 G4 related these are systemic vasculitis
NOTE Confidence: 0.942575923076923

00:32:52.050 --> 00:32:55.380 may have questions that are fostered
NOTE Confidence: 0.942575923076923

00:32:55.380 --> 00:32:57.726 through Econsult interactions and
NOTE Confidence: 0.942575923076923

00:32:57.726 --> 00:33:01.434 one thing that I've learned from.
NOTE Confidence: 0.942575923076923

00:33:01.440 --> 00:33:03.215 My colleagues here are participating
NOTE Confidence: 0.942575923076923

00:33:03.215 --> 00:33:04.635 in econsults at MGH.
NOTE Confidence: 0.942575923076923

00:33:04.640 --> 00:33:07.892 Is that typically an Econsult for
NOTE Confidence: 0.942575923076923

00:33:07.892 --> 00:33:09.888 the responder for the rheumatologist
NOTE Confidence: 0.942575923076923

00:33:09.888 --> 00:33:12.599 takes about 15 to 20 minutes of time.

NOTE Confidence: 0.942575923076923

00:33:12.600 --> 00:33:13.800 And it it turns out,

NOTE Confidence: 0.942575923076923

00:33:13.800 --> 00:33:15.888 and it makes sense that if more time

NOTE Confidence: 0.942575923076923

00:33:15.888 --> 00:33:17.993 is required to answer the question

NOTE Confidence: 0.942575923076923

00:33:17.993 --> 00:33:19.517 through an asynchronous econsult,

NOTE Confidence: 0.942575923076923

00:33:19.520 --> 00:33:22.160 more likely a formal referral will

NOTE Confidence: 0.942575923076923

00:33:22.160 --> 00:33:25.400 be beneficial to the patient.

NOTE Confidence: 0.942575923076923

00:33:25.400 --> 00:33:27.930 My experience with the Council

NOTE Confidence: 0.942575923076923

00:33:27.930 --> 00:33:31.116 is more as the Econ consult the

NOTE Confidence: 0.942575923076923

00:33:31.116 --> 00:33:33.335 referring and asking questions and

NOTE Confidence: 0.942575923076923

00:33:33.335 --> 00:33:35.820 as I am engaging now through the

NOTE Confidence: 0.942575923076923

00:33:35.820 --> 00:33:38.198 grant that Elizabeth alluded to,

NOTE Confidence: 0.942575923076923

00:33:38.200 --> 00:33:42.016 to extend our reach and develop a curriculum

NOTE Confidence: 0.942575923076923

00:33:42.016 --> 00:33:44.744 for rheumatology fellows in telemedicine.

NOTE Confidence: 0.942575923076923

00:33:44.744 --> 00:33:48.748 One of the things that we're pursuing

NOTE Confidence: 0.942575923076923

00:33:48.748 --> 00:33:51.688 is developing an Econsult service

NOTE Confidence: 0.942575923076923

00:33:51.688 --> 00:33:53.664 with the Indian Health Service,
NOTE Confidence: 0.942575923076923

00:33:53.664 --> 00:33:56.336 which is where we are extending our
NOTE Confidence: 0.942575923076923

00:33:56.336 --> 00:33:58.676 reach to an underserved population.
NOTE Confidence: 0.942575923076923

00:33:58.680 --> 00:34:00.726 And I think that although we'll
NOTE Confidence: 0.942575923076923

00:34:00.726 --> 00:34:03.760 need to use a a new medical record,
NOTE Confidence: 0.942575923076923

00:34:03.760 --> 00:34:05.080 one that's not familiar to us,
NOTE Confidence: 0.942575923076923

00:34:05.080 --> 00:34:09.485 I think this has the potential to really
NOTE Confidence: 0.942575923076923

00:34:09.485 --> 00:34:13.110 benefit an underserved patient population.
NOTE Confidence: 0.942575923076923

00:34:13.110 --> 00:34:14.950 With not only asynchronous care,
NOTE Confidence: 0.942575923076923

00:34:14.950 --> 00:34:17.322 but very remote asynchronous
NOTE Confidence: 0.942575923076923

00:34:17.322 --> 00:34:19.749 care from academic Medical Center
NOTE Confidence: 0.942575923076923

00:34:19.749 --> 00:34:22.802 providing care to in an outreach way.
NOTE Confidence: 0.942575923076923

00:34:22.802 --> 00:34:23.708 Next slide
NOTE Confidence: 0.94654317625

00:34:28.670 --> 00:34:32.275 you can see that for our rheumatology
NOTE Confidence: 0.94654317625

00:34:32.275 --> 00:34:34.035 experience the conversion to
NOTE Confidence: 0.94654317625

00:34:34.035 --> 00:34:36.110 a new patient referral was

NOTE Confidence: 0.94654317625

00:34:36.110 --> 00:34:38.342 previously on the 10 to 20% range.

NOTE Confidence: 0.94654317625

00:34:38.342 --> 00:34:39.518 That more recently,

NOTE Confidence: 0.94654317625

00:34:39.518 --> 00:34:42.290 because we have less access to care,

NOTE Confidence: 0.94654317625

00:34:42.290 --> 00:34:44.580 many more urgent patients are

NOTE Confidence: 0.94654317625

00:34:44.580 --> 00:34:47.523 being referred by way of Econsult

NOTE Confidence: 0.94654317625

00:34:47.523 --> 00:34:50.323 and then getting a sooner

NOTE Confidence: 0.94654317625

00:34:50.323 --> 00:34:52.563 appointment within the practice.

NOTE Confidence: 0.94654317625

00:34:52.570 --> 00:34:54.542 Satisfaction has been evaluated

NOTE Confidence: 0.94654317625

00:34:54.542 --> 00:34:57.007 on a more global term,

NOTE Confidence: 0.94654317625

00:34:57.010 --> 00:34:58.830 not just in the rheumatology

NOTE Confidence: 0.94654317625

00:34:58.830 --> 00:35:01.180 division at MGH with formal survey

NOTE Confidence: 0.94654317625

00:35:01.180 --> 00:35:03.850 metrics that relate to patient care,

NOTE Confidence: 0.94654317625

00:35:03.850 --> 00:35:05.650 the expediting of referrals and

NOTE Confidence: 0.94654317625

00:35:05.650 --> 00:35:08.039 decreasing wait times and all of these.

NOTE Confidence: 0.94654317625

00:35:08.040 --> 00:35:11.160 Have met with really great

NOTE Confidence: 0.94654317625

00:35:11.160 --> 00:35:14.306 satisfaction levels frequently
NOTE Confidence: 0.94654317625

00:35:14.306 --> 00:35:16.236 there are communications just as
NOTE Confidence: 0.94654317625

00:35:16.236 --> 00:35:18.675 kind of an anecdote that there's
NOTE Confidence: 0.94654317625

00:35:18.675 --> 00:35:20.331 very positive feedback that's
NOTE Confidence: 0.94654317625

00:35:20.331 --> 00:35:23.611 provided to providers who are
NOTE Confidence: 0.94654317625

00:35:23.611 --> 00:35:26.879 participating in ECONSULT information.
NOTE Confidence: 0.94654317625

00:35:26.880 --> 00:35:30.040 And one of the other advantages of using
NOTE Confidence: 0.94654317625

00:35:30.040 --> 00:35:32.545 the asynchronous in the asynchronous
NOTE Confidence: 0.94654317625

00:35:32.545 --> 00:35:35.550 use of Econsults is that then.
NOTE Confidence: 0.94654317625

00:35:35.550 --> 00:35:37.758 Patients who are referred are truly
NOTE Confidence: 0.94654317625

00:35:37.758 --> 00:35:40.390 in need of some specialty care.
NOTE Confidence: 0.94654317625

00:35:40.390 --> 00:35:43.075 And those patients who may not truly
NOTE Confidence: 0.94654317625

00:35:43.075 --> 00:35:45.300 need ongoing subspecialty care but
NOTE Confidence: 0.94654317625

00:35:45.300 --> 00:35:47.850 could have questions answered in an
NOTE Confidence: 0.94654317625

00:35:47.850 --> 00:35:49.446 asynchronous way don't have to make
NOTE Confidence: 0.94654317625

00:35:49.446 --> 00:35:51.333 the trip to come to the hospital or

NOTE Confidence: 0.94654317625

00:35:51.333 --> 00:35:53.293 don't have to take the time or the

NOTE Confidence: 0.94654317625

00:35:53.350 --> 00:35:56.114 provider's time for a full visit,

NOTE Confidence: 0.94654317625

00:35:56.114 --> 00:35:59.060 whether it's virtual or in person.

NOTE Confidence: 0.94654317625

00:35:59.060 --> 00:36:01.420 And when patients were surveyed,

NOTE Confidence: 0.94654317625

00:36:01.420 --> 00:36:02.986 they really liked the fact that

NOTE Confidence: 0.94654317625

00:36:02.986 --> 00:36:04.699 they didn't have an extra visit,

NOTE Confidence: 0.94654317625

00:36:04.700 --> 00:36:06.896 that they got the subspecialists attention,

NOTE Confidence: 0.94654317625

00:36:06.900 --> 00:36:09.978 that they got the subspecialty care,

NOTE Confidence: 0.94654317625

00:36:09.980 --> 00:36:11.856 and that there wasn't the additional copy.

NOTE Confidence: 0.94654317625

00:36:11.860 --> 00:36:13.816 So as others have talked about,

NOTE Confidence: 0.94654317625

00:36:13.820 --> 00:36:16.948 miles saved, dollars saved,

NOTE Confidence: 0.94654317625

00:36:16.948 --> 00:36:19.294 carbon emissions saved,

NOTE Confidence: 0.94654317625

00:36:19.300 --> 00:36:23.180 E councils also fulfill that next slide.

NOTE Confidence: 0.94226628

00:36:26.940 --> 00:36:27.980 I thought I would present

NOTE Confidence: 0.9419308333333333

00:36:27.980 --> 00:36:30.675 some data from the literature and there

NOTE Confidence: 0.9419308333333333

00:36:30.675 --> 00:36:33.803 are a lot of specialties who have published
NOTE Confidence: 0.9419308333333333

00:36:33.803 --> 00:36:35.900 on the use of econsults and you can,
NOTE Confidence: 0.9419308333333333

00:36:35.900 --> 00:36:37.076 and I'm not going to read
NOTE Confidence: 0.9419308333333333

00:36:37.076 --> 00:36:38.260 through all of this for you.
NOTE Confidence: 0.9419308333333333

00:36:38.260 --> 00:36:40.508 Please feel free to look at the data
NOTE Confidence: 0.9419308333333333

00:36:40.508 --> 00:36:42.776 that I've highlighted in terms of the
NOTE Confidence: 0.9419308333333333

00:36:42.780 --> 00:36:46.385 conditions seen and the the metrics that
NOTE Confidence: 0.9419308333333333

00:36:46.385 --> 00:36:50.156 are used to evaluate the the quality.
NOTE Confidence: 0.9419308333333333

00:36:50.156 --> 00:36:52.496 Of care that's provided by
NOTE Confidence: 0.9419308333333333

00:36:52.496 --> 00:36:54.500 Econsults and I chose.
NOTE Confidence: 0.9419308333333333

00:36:54.500 --> 00:36:56.060 These are each single center
NOTE Confidence: 0.9419308333333333

00:36:56.060 --> 00:36:57.974 experiences and you can see that
NOTE Confidence: 0.9419308333333333

00:36:57.974 --> 00:37:00.196 they have been published in 2017
NOTE Confidence: 0.9419308333333333

00:37:00.196 --> 00:37:03.580 or they're published in 2020-2021,
NOTE Confidence: 0.9419308333333333

00:37:03.580 --> 00:37:06.850 but the data collections are 2015 to
NOTE Confidence: 0.9419308333333333

00:37:06.850 --> 00:37:10.060 2019 and that's obviously before COVID.

NOTE Confidence: 0.9419308333333333
00:37:10.060 --> 00:37:12.796 So those who are publishing on
NOTE Confidence: 0.9419308333333333
00:37:12.796 --> 00:37:14.620 Econsults post COVID experience.
NOTE Confidence: 0.9419308333333333
00:37:14.620 --> 00:37:17.410 I think we're on the brink of seeing a much,
NOTE Confidence: 0.9419308333333333
00:37:17.410 --> 00:37:18.080 you know,
NOTE Confidence: 0.9419308333333333
00:37:18.080 --> 00:37:20.090 much more development in our literature.
NOTE Confidence: 0.9419308333333333
00:37:20.090 --> 00:37:22.772 And I chose these four specialties
NOTE Confidence: 0.9419308333333333
00:37:22.772 --> 00:37:25.784 because we have allergy immunology that
NOTE Confidence: 0.9419308333333333
00:37:25.784 --> 00:37:28.644 spans Pediatrics and adult medicine,
NOTE Confidence: 0.9419308333333333
00:37:28.650 --> 00:37:33.570 cardiology which is procedural specialty,
NOTE Confidence: 0.9419308333333333
00:37:33.570 --> 00:37:36.724 but really looked at the quality of
NOTE Confidence: 0.9419308333333333
00:37:36.724 --> 00:37:40.009 ordering for cardiac stress test
NOTE Confidence: 0.9419308333333333
00:37:40.010 --> 00:37:43.886 urology which is a procedural specialty.
NOTE Confidence: 0.9419308333333333
00:37:43.890 --> 00:37:46.370 And neurology,
NOTE Confidence: 0.9419308333333333
00:37:46.370 --> 00:37:49.772 because neurology has just been so
NOTE Confidence: 0.9419308333333333
00:37:49.772 --> 00:37:53.370 fantastic and and leading the curve for
NOTE Confidence: 0.9419308333333333

00:37:53.370 --> 00:37:57.930 synchronous and asynchronous telemedicine.

NOTE Confidence: 0.9419308333333333

00:37:57.930 --> 00:38:00.100 Interestingly with urology you can

NOTE Confidence: 0.9419308333333333

00:38:00.100 --> 00:38:02.685 see that about 70% of the Econcil

NOTE Confidence: 0.9419308333333333

00:38:02.685 --> 00:38:04.400 patients were scheduled for a

NOTE Confidence: 0.9419308333333333

00:38:04.468 --> 00:38:06.869 clinic visit and as I mentioned in

NOTE Confidence: 0.9419308333333333

00:38:06.869 --> 00:38:08.729 rheumatology it was more on the.

NOTE Confidence: 0.9419308333333333

00:38:08.730 --> 00:38:12.436 The nature of 10 to 20% and almost 25%

NOTE Confidence: 0.9419308333333333

00:38:12.436 --> 00:38:15.324 of the patients were scheduled for

NOTE Confidence: 0.9419308333333333

00:38:15.324 --> 00:38:17.946 a procedure by way of introduction

NOTE Confidence: 0.9419308333333333

00:38:17.946 --> 00:38:19.570 through an ECONSULT.

NOTE Confidence: 0.9419308333333333

00:38:19.570 --> 00:38:25.090 So it really fosters high acuity

NOTE Confidence: 0.9419308333333333

00:38:25.090 --> 00:38:29.410 and high quality care for patients.

NOTE Confidence: 0.9419308333333333

00:38:29.410 --> 00:38:30.050 Next slide,

NOTE Confidence: 0.9301902

00:38:34.370 --> 00:38:38.850 I have a couple slides now just.

NOTE Confidence: 0.9301902

00:38:38.850 --> 00:38:43.650 Has themes to maybe be provocative for

NOTE Confidence: 0.9301902

00:38:43.650 --> 00:38:47.034 questions and discussion when I think

NOTE Confidence: 0.9301902

00:38:47.034 --> 00:38:49.722 about Econsults and acuity of care.

NOTE Confidence: 0.9301902

00:38:49.730 --> 00:38:51.925 As I mentioned some questions

NOTE Confidence: 0.9301902

00:38:51.925 --> 00:38:54.832 and patient care can be resolved

NOTE Confidence: 0.9301902

00:38:54.832 --> 00:38:57.348 completely with the Econsult.

NOTE Confidence: 0.9301902

00:38:57.350 --> 00:39:00.606 We can get guidance in the pre appointment

NOTE Confidence: 0.9301902

00:39:00.606 --> 00:39:03.022 evaluation to facilitate even higher

NOTE Confidence: 0.9301902

00:39:03.022 --> 00:39:06.190 value time spent face to face or in

NOTE Confidence: 0.9301902

00:39:06.276 --> 00:39:09.306 the virtual visit with the provider.

NOTE Confidence: 0.9301902

00:39:09.310 --> 00:39:11.735 The referring can also initiate

NOTE Confidence: 0.9301902

00:39:11.735 --> 00:39:12.705 management options.

NOTE Confidence: 0.9301902

00:39:12.710 --> 00:39:15.141 We can get a sooner appointment and

NOTE Confidence: 0.9301902

00:39:15.141 --> 00:39:17.007 we can touch base about further

NOTE Confidence: 0.9301902

00:39:17.007 --> 00:39:18.590 questions with ongoing management.

NOTE Confidence: 0.94528523

00:39:20.830 --> 00:39:21.390 Next slide.

NOTE Confidence: 0.941131640909091

00:39:25.770 --> 00:39:27.234 In considering quality metrics,

NOTE Confidence: 0.941131640909091

00:39:27.234 --> 00:39:29.840 there are a lot of potential quality
NOTE Confidence: 0.941131640909091

00:39:29.840 --> 00:39:32.234 metrics and we've heard about a lot
NOTE Confidence: 0.941131640909091

00:39:32.234 --> 00:39:34.302 of different ways of evaluating for
NOTE Confidence: 0.941131640909091

00:39:34.302 --> 00:39:36.571 quality throughout the day. Today.
NOTE Confidence: 0.941131640909091

00:39:36.571 --> 00:39:39.938 I think the quality metrics with econcils
NOTE Confidence: 0.941131640909091

00:39:39.938 --> 00:39:43.658 are best adjust through resource utilization,
NOTE Confidence: 0.941131640909091

00:39:43.658 --> 00:39:48.122 time to resolution for the referring
NOTE Confidence: 0.941131640909091

00:39:48.122 --> 00:39:50.862 provider questions facilitating higher
NOTE Confidence: 0.941131640909091

00:39:50.862 --> 00:39:54.618 acuity patients for quicker scheduling and.
NOTE Confidence: 0.941131640909091

00:39:54.620 --> 00:39:57.301 Quality also in terms of value and
NOTE Confidence: 0.941131640909091

00:39:57.301 --> 00:39:59.660 and that relates to satisfaction
NOTE Confidence: 0.941131640909091

00:39:59.660 --> 00:40:00.881 with resource utilization.
NOTE Confidence: 0.941131640909091

00:40:00.881 --> 00:40:03.323 We want to optimize the new
NOTE Confidence: 0.941131640909091

00:40:03.323 --> 00:40:04.919 patient subspecialty visits and
NOTE Confidence: 0.941131640909091

00:40:04.919 --> 00:40:07.537 that can be virtual or in person.
NOTE Confidence: 0.941131640909091

00:40:07.540 --> 00:40:10.537 We want to be able to triage higher acuity,

NOTE Confidence: 0.941131640909091
00:40:10.540 --> 00:40:12.370 more complex patients to be seen
NOTE Confidence: 0.941131640909091
00:40:12.370 --> 00:40:14.500 and we want to reduce costs.
NOTE Confidence: 0.941131640909091
00:40:14.500 --> 00:40:16.708 And that's how I would think
NOTE Confidence: 0.941131640909091
00:40:16.708 --> 00:40:17.812 about resource utilization.
NOTE Confidence: 0.941131640909091
00:40:17.820 --> 00:40:20.010 It's clear with time to resolution
NOTE Confidence: 0.941131640909091
00:40:20.010 --> 00:40:22.130 for the referring provider questions.
NOTE Confidence: 0.941131640909091
00:40:22.130 --> 00:40:22.778 In urology,
NOTE Confidence: 0.941131640909091
00:40:22.778 --> 00:40:24.722 many of those patients were referred
NOTE Confidence: 0.941131640909091
00:40:24.722 --> 00:40:26.450 and seen by the specialist,
NOTE Confidence: 0.941131640909091
00:40:26.450 --> 00:40:27.521 whereas in rheumatology,
NOTE Confidence: 0.941131640909091
00:40:27.521 --> 00:40:30.020 many of the questions can be resolved
NOTE Confidence: 0.941131640909091
00:40:30.087 --> 00:40:31.930 without having a referral made.
NOTE Confidence: 0.9352219
00:40:34.130 --> 00:40:37.633 And then having higher acuity
NOTE Confidence: 0.9352219
00:40:37.633 --> 00:40:39.317 patients for quicker scheduling
NOTE Confidence: 0.9352219
00:40:39.317 --> 00:40:41.170 is advantageous for everyone.
NOTE Confidence: 0.9352219

00:40:41.170 --> 00:40:42.406 And the satisfaction has,
NOTE Confidence: 0.9352219

00:40:42.406 --> 00:40:44.735 I think there's a lot to be
NOTE Confidence: 0.9352219

00:40:44.735 --> 00:40:46.367 learned yet from satisfaction.
NOTE Confidence: 0.9352219

00:40:46.370 --> 00:40:48.570 I think Susan talked about
NOTE Confidence: 0.9352219

00:40:48.570 --> 00:40:51.420 this early in Panel 1 today.
NOTE Confidence: 0.9352219

00:40:51.420 --> 00:40:53.535 But certainly preliminary survey data
NOTE Confidence: 0.9352219

00:40:53.535 --> 00:40:56.580 show high satisfaction with the use of
NOTE Confidence: 0.9352219

00:40:56.580 --> 00:40:58.300 econsults from referring providers,
NOTE Confidence: 0.9352219

00:40:58.300 --> 00:41:01.540 patients and the sub specialists.
NOTE Confidence: 0.9352219

00:41:01.540 --> 00:41:02.100 Next slide,
NOTE Confidence: 0.9452851825

00:41:05.780 --> 00:41:06.980 what's on the horizon?
NOTE Confidence: 0.925111648095238

00:41:09.500 --> 00:41:11.621 Well, I think that we all have
NOTE Confidence: 0.925111648095238

00:41:11.621 --> 00:41:13.898 the same questions in terms of
NOTE Confidence: 0.925111648095238

00:41:13.898 --> 00:41:15.630 whether insurance companies will
NOTE Confidence: 0.925111648095238

00:41:15.630 --> 00:41:17.620 provide reimbursement for econsults.
NOTE Confidence: 0.925111648095238

00:41:17.620 --> 00:41:19.444 They're highly valuable.

NOTE Confidence: 0.925111648095238
00:41:19.444 --> 00:41:22.484 And will facilitate high quality
NOTE Confidence: 0.925111648095238
00:41:22.484 --> 00:41:26.378 care and addressing high acuity care.
NOTE Confidence: 0.925111648095238
00:41:26.380 --> 00:41:29.236 But I think there's been a lot
NOTE Confidence: 0.925111648095238
00:41:29.236 --> 00:41:31.286 of inconsistency and not yet
NOTE Confidence: 0.925111648095238
00:41:31.286 --> 00:41:33.764 as much progress in terms of
NOTE Confidence: 0.925111648095238
00:41:33.764 --> 00:41:35.740 insurance company reimbursement.
NOTE Confidence: 0.925111648095238
00:41:35.740 --> 00:41:37.932 Also on the horizon is how do we
NOTE Confidence: 0.925111648095238
00:41:37.932 --> 00:41:39.819 optimize the communication skills.
NOTE Confidence: 0.925111648095238
00:41:39.820 --> 00:41:44.322 This is, this is a new skill set I think.
NOTE Confidence: 0.925111648095238
00:41:44.322 --> 00:41:46.477 Being able to communicate really
NOTE Confidence: 0.925111648095238
00:41:46.477 --> 00:41:49.395 clearly by the referring as well as
NOTE Confidence: 0.925111648095238
00:41:49.395 --> 00:41:52.539 by the E consultant will foster even
NOTE Confidence: 0.925111648095238
00:41:52.539 --> 00:41:55.737 higher quality care for the patient.
NOTE Confidence: 0.925111648095238
00:41:55.740 --> 00:41:58.197 Also on the horizon would be the
NOTE Confidence: 0.925111648095238
00:41:58.197 --> 00:42:00.388 possibility of crossing state lines.
NOTE Confidence: 0.925111648095238

00:42:00.388 --> 00:42:03.512 This could include inter hospital E
NOTE Confidence: 0.925111648095238

00:42:03.512 --> 00:42:06.177 consultation which obviously could be
NOTE Confidence: 0.925111648095238

00:42:06.177 --> 00:42:09.153 within a state but could also provide
NOTE Confidence: 0.925111648095238

00:42:09.153 --> 00:42:12.120 care to hospitals in more rural areas.
NOTE Confidence: 0.925111648095238

00:42:12.120 --> 00:42:15.676 Within or outside of the same state
NOTE Confidence: 0.925111648095238

00:42:15.680 --> 00:42:18.110 and then ultimately as a program
NOTE Confidence: 0.925111648095238

00:42:18.110 --> 00:42:20.924 director in my hat with program
NOTE Confidence: 0.925111648095238

00:42:20.924 --> 00:42:23.376 director is developing resident and
NOTE Confidence: 0.925111648095238

00:42:23.376 --> 00:42:25.746 fellow curricula because these are
NOTE Confidence: 0.925111648095238

00:42:25.746 --> 00:42:28.637 the new entrants into our workforce.
NOTE Confidence: 0.925111648095238

00:42:28.640 --> 00:42:32.511 And I think that Christine Peoples and
NOTE Confidence: 0.925111648095238

00:42:32.511 --> 00:42:35.360 her presentation today talked about
NOTE Confidence: 0.925111648095238

00:42:35.360 --> 00:42:37.670 and others actually talked to also
NOTE Confidence: 0.925111648095238

00:42:37.670 --> 00:42:40.478 about how we were all forced into.
NOTE Confidence: 0.925111648095238

00:42:40.480 --> 00:42:41.568 Providing telemedicine,
NOTE Confidence: 0.925111648095238

00:42:41.568 --> 00:42:43.200 providing virtual care,

NOTE Confidence: 0.925111648095238
00:42:43.200 --> 00:42:45.000 whether it was synchronous or asynchronous,
NOTE Confidence: 0.925111648095238
00:42:45.000 --> 00:42:48.240 it was new to many of us in March 2020.
NOTE Confidence: 0.925111648095238
00:42:48.240 --> 00:42:51.120 And how do we best prepare our workforce?
NOTE Confidence: 0.925111648095238
00:42:51.120 --> 00:42:53.784 By preparing the new entrance and
NOTE Confidence: 0.925111648095238
00:42:53.784 --> 00:42:57.215 training them to be able to be quite
NOTE Confidence: 0.925111648095238
00:42:57.215 --> 00:42:59.680 facile with Econsults in an asynchronous way,
NOTE Confidence: 0.925111648095238
00:42:59.680 --> 00:43:01.570 as well as all of the synchronous
NOTE Confidence: 0.925111648095238
00:43:01.570 --> 00:43:03.319 care that we have discussed.
NOTE Confidence: 0.93421556
00:43:06.760 --> 00:43:08.910 And I think that's it.
NOTE Confidence: 0.93421556
00:43:08.910 --> 00:43:10.614 I think it's time for Q&A and I'll
NOTE Confidence: 0.93421556
00:43:10.614 --> 00:43:12.830 turn it back over to Elizabeth. Yes,
NOTE Confidence: 0.944898246153846
00:43:12.830 --> 00:43:14.254 thank both of you.
NOTE Confidence: 0.944898246153846
00:43:14.254 --> 00:43:15.678 Those are wonderful presentations
NOTE Confidence: 0.944898246153846
00:43:15.678 --> 00:43:17.628 and a lot of information.
NOTE Confidence: 0.944898246153846
00:43:17.630 --> 00:43:19.765 We do have some questions and comments
NOTE Confidence: 0.944898246153846

00:43:19.765 --> 00:43:22.427 before I I get to some that that I've,
NOTE Confidence: 0.944898246153846

00:43:22.430 --> 00:43:25.350 I've kind of created.
NOTE Confidence: 0.944898246153846

00:43:25.350 --> 00:43:29.070 So Bart Demarsha brought up a question.
NOTE Confidence: 0.944898246153846

00:43:29.070 --> 00:43:31.026 So and he thinks it's provocative.
NOTE Confidence: 0.944898246153846

00:43:31.030 --> 00:43:33.130 We'll see how provocative you are
NOTE Confidence: 0.944898246153846

00:43:33.130 --> 00:43:36.340 at Bart is the econsult of today.
NOTE Confidence: 0.944898246153846

00:43:36.340 --> 00:43:39.844 Equivalent or not to the curbside console or
NOTE Confidence: 0.944898246153846

00:43:39.844 --> 00:43:43.817 doc of the day duty concepts of yesterday.
NOTE Confidence: 0.944898246153846

00:43:43.820 --> 00:43:45.260 So that that's one.
NOTE Confidence: 0.944898246153846

00:43:45.260 --> 00:43:46.862 Marcy, you want to kind of address
NOTE Confidence: 0.944898246153846

00:43:46.862 --> 00:43:47.940 that or thoughts about that.
NOTE Confidence: 0.951754567142857

00:43:49.740 --> 00:43:51.612 Yeah. It's a really
NOTE Confidence: 0.951754567142857

00:43:51.612 --> 00:43:53.016 interesting question Bart.
NOTE Confidence: 0.951754567142857

00:43:53.020 --> 00:43:57.060 I, you know, I would say that the
NOTE Confidence: 0.951754567142857

00:43:57.060 --> 00:44:02.710 curbside console of yesterday was really.
NOTE Confidence: 0.951754567142857

00:44:02.710 --> 00:44:04.675 Not very favorably looked upon

NOTE Confidence: 0.951754567142857
00:44:04.675 --> 00:44:07.131 by a program director or training
NOTE Confidence: 0.951754567142857
00:44:07.131 --> 00:44:09.645 fellows because I always felt that
NOTE Confidence: 0.951754567142857
00:44:09.645 --> 00:44:13.070 the patient will deserve to have
NOTE Confidence: 0.951754567142857
00:44:13.070 --> 00:44:15.474 the physician see the patient,
NOTE Confidence: 0.951754567142857
00:44:15.474 --> 00:44:16.827 see the subspecialist,
NOTE Confidence: 0.951754567142857
00:44:16.830 --> 00:44:19.070 see the patient and evaluate the patient.
NOTE Confidence: 0.951754567142857
00:44:19.070 --> 00:44:21.702 But I think you're right that the
NOTE Confidence: 0.951754567142857
00:44:21.702 --> 00:44:24.188 Econsult edges in on that curbside.
NOTE Confidence: 0.951754567142857
00:44:24.190 --> 00:44:26.829 I do think that the Econsult offers
NOTE Confidence: 0.951754567142857
00:44:26.829 --> 00:44:29.264 something a little bit higher and
NOTE Confidence: 0.951754567142857
00:44:29.264 --> 00:44:31.730 that it's not just somebody stopping.
NOTE Confidence: 0.951754567142857
00:44:31.730 --> 00:44:34.286 Subspecialists and talking about a patient,
NOTE Confidence: 0.951754567142857
00:44:34.290 --> 00:44:37.195 but it is within the medical record
NOTE Confidence: 0.951754567142857
00:44:37.195 --> 00:44:41.000 and and so the E consultant who is
NOTE Confidence: 0.951754567142857
00:44:41.000 --> 00:44:43.502 dedicated to the Econsult methodology
NOTE Confidence: 0.951754567142857

00:44:43.502 --> 00:44:48.290 is able to not only see as I mentioned,
NOTE Confidence: 0.951754567142857

00:44:48.290 --> 00:44:50.372 the importance of the communication skills
NOTE Confidence: 0.951754567142857

00:44:50.372 --> 00:44:52.490 by the person requesting the Econsult,
NOTE Confidence: 0.951754567142857

00:44:52.490 --> 00:44:54.848 they can also look through the
NOTE Confidence: 0.951754567142857

00:44:54.848 --> 00:44:56.420 patient's medical record to
NOTE Confidence: 0.951754567142857

00:44:56.490 --> 00:44:58.658 find other valuable information.
NOTE Confidence: 0.951754567142857

00:44:58.660 --> 00:45:04.300 And has the opportunity to provide
NOTE Confidence: 0.951754567142857

00:45:04.300 --> 00:45:07.420 recommendations for having the patient seen.
NOTE Confidence: 0.951754567142857

00:45:07.420 --> 00:45:08.416 But I think you are right,
NOTE Confidence: 0.951754567142857

00:45:08.420 --> 00:45:11.936 it really does angle in on
NOTE Confidence: 0.951754567142857

00:45:11.936 --> 00:45:14.380 that curbside consult concept.
NOTE Confidence: 0.936899133333333

00:45:15.300 --> 00:45:15.900 I just wanted
NOTE Confidence: 0.87771188

00:45:15.900 --> 00:45:17.455 to add that it's there's
NOTE Confidence: 0.87771188

00:45:17.455 --> 00:45:18.699 documentation in the electronic
NOTE Confidence: 0.8761639875

00:45:18.700 --> 00:45:21.380 medical record whereas curbside do not.
NOTE Confidence: 0.950317

00:45:22.860 --> 00:45:24.500 Yeah, that's right Dan. Exactly.

NOTE Confidence: 0.950317
00:45:24.500 --> 00:45:27.489 I thank you for saying that and
NOTE Confidence: 0.950317
00:45:27.489 --> 00:45:29.372 it's it's very useful to go back
NOTE Confidence: 0.950317
00:45:29.372 --> 00:45:31.705 and see what the answers were to
NOTE Confidence: 0.950317
00:45:31.705 --> 00:45:33.174 my curbside counsel, you know,
NOTE Confidence: 0.950317
00:45:33.174 --> 00:45:34.259 six months later when I'm,
NOTE Confidence: 0.950317
00:45:34.260 --> 00:45:35.540 you know, seeing the patient
NOTE Confidence: 0.94276945
00:45:37.980 --> 00:45:40.100 to see what the consultant provided for me.
NOTE Confidence: 0.9284646
00:45:40.900 --> 00:45:42.556 Yeah. I think, you know just the other
NOTE Confidence: 0.9284646
00:45:42.556 --> 00:45:44.140 point I would make on that topic,
NOTE Confidence: 0.9284646
00:45:44.140 --> 00:45:47.370 Elizabeth is that it's an
NOTE Confidence: 0.9284646
00:45:47.370 --> 00:45:49.139 interesting turn in our.
NOTE Confidence: 0.9284646
00:45:49.139 --> 00:45:52.392 The way we work because it first of
NOTE Confidence: 0.9284646
00:45:52.392 --> 00:45:55.157 all it professionalizes the ECONSULT,
NOTE Confidence: 0.9284646
00:45:55.160 --> 00:45:56.732 so it's actually worth something as
NOTE Confidence: 0.9284646
00:45:56.732 --> 00:45:58.120 opposed to a hallway conversation
NOTE Confidence: 0.9284646

00:45:58.120 --> 00:45:59.836 that you maybe don't quite remember

NOTE Confidence: 0.9284646

00:45:59.836 --> 00:46:01.678 when you get back to your office.

NOTE Confidence: 0.9284646

00:46:01.680 --> 00:46:03.558 And as was just previously mentioned,

NOTE Confidence: 0.9284646

00:46:03.560 --> 00:46:05.516 there's no, there's no paper trail.

NOTE Confidence: 0.9284646

00:46:05.520 --> 00:46:08.056 The other thing is that especially if we

NOTE Confidence: 0.9284646

00:46:08.056 --> 00:46:10.028 monetize these either directly through

NOTE Confidence: 0.9284646

00:46:10.028 --> 00:46:12.153 reimbursement or through RVU plans,

NOTE Confidence: 0.9284646

00:46:12.160 --> 00:46:16.000 we are valuing physician time

NOTE Confidence: 0.9284646

00:46:16.000 --> 00:46:18.110 for considering you know these

NOTE Confidence: 0.9284646

00:46:18.110 --> 00:46:19.798 these these complex questions.

NOTE Confidence: 0.91315805

00:46:21.980 --> 00:46:23.210 You know, we've never been paid

NOTE Confidence: 0.91315805

00:46:23.210 --> 00:46:24.740 for our time in quite that way,

NOTE Confidence: 0.91315805

00:46:24.740 --> 00:46:26.252 unlike our lawyer colleagues who get

NOTE Confidence: 0.91315805

00:46:26.252 --> 00:46:28.100 paid every time they pick up the phone.

NOTE Confidence: 0.91315805

00:46:28.100 --> 00:46:30.860 And there's an expectation around that.

NOTE Confidence: 0.91315805

00:46:30.860 --> 00:46:33.756 And and one of the challenges, I think,

NOTE Confidence: 0.91315805

00:46:33.756 --> 00:46:35.919 that we face even before COVID,

NOTE Confidence: 0.91315805

00:46:35.919 --> 00:46:36.978 but especially now,

NOTE Confidence: 0.91315805

00:46:36.980 --> 00:46:40.820 is this increasing monetization of activity.

NOTE Confidence: 0.91315805

00:46:40.820 --> 00:46:42.020 Well, what are you going to pay me for that?

NOTE Confidence: 0.91315805

00:46:42.020 --> 00:46:43.220 What we going to pay me for teaching?

NOTE Confidence: 0.91315805

00:46:43.220 --> 00:46:44.975 What are you going to pay me for this?

NOTE Confidence: 0.91315805

00:46:44.980 --> 00:46:47.000 And the the volunteerism

NOTE Confidence: 0.91315805

00:46:47.000 --> 00:46:48.515 and the collegiality?

NOTE Confidence: 0.91315805

00:46:48.520 --> 00:46:49.138 Of Hey, Elizabeth,

NOTE Confidence: 0.91315805

00:46:49.138 --> 00:46:51.319 can I just ask you a quick question about,

NOTE Confidence: 0.91315805

00:46:51.320 --> 00:46:53.108 you know, what's the best radiology

NOTE Confidence: 0.91315805

00:46:53.108 --> 00:46:55.681 study to use to look for a cardiac

NOTE Confidence: 0.91315805

00:46:55.681 --> 00:46:57.255 thrombus now becomes that, well,

NOTE Confidence: 0.91315805

00:46:57.255 --> 00:46:59.040 why don't you send me an Econsult,

NOTE Confidence: 0.91315805

00:46:59.040 --> 00:47:00.256 you know, on that.

NOTE Confidence: 0.91315805

00:47:00.256 --> 00:47:02.849 And I think we have to figure out
NOTE Confidence: 0.91315805

00:47:02.849 --> 00:47:05.098 where to draw those boundary lines
NOTE Confidence: 0.91315805

00:47:05.098 --> 00:47:08.236 and how to make sure that the,
NOTE Confidence: 0.91315805

00:47:08.236 --> 00:47:10.681 that the interpersonal and interprofessional
NOTE Confidence: 0.91315805

00:47:10.681 --> 00:47:12.533 communication that is so vital to
NOTE Confidence: 0.91315805

00:47:12.533 --> 00:47:14.877 our sense of joy of being at work,
NOTE Confidence: 0.91315805

00:47:14.880 --> 00:47:17.228 our sense of community.
NOTE Confidence: 0.91315805

00:47:17.228 --> 00:47:20.910 Doesn't get lost if we shift too
NOTE Confidence: 0.91315805

00:47:20.910 --> 00:47:23.310 much to the asynchronous modality.
NOTE Confidence: 0.91315805

00:47:23.310 --> 00:47:28.082 At the same time really professionalizing
NOTE Confidence: 0.91315805

00:47:28.082 --> 00:47:31.254 a more than curiosity related
NOTE Confidence: 0.91315805

00:47:31.254 --> 00:47:33.784 consultation about our patient care.
NOTE Confidence: 0.91315805

00:47:33.790 --> 00:47:35.150 Sorry it's a long comment,
NOTE Confidence: 0.91315805

00:47:35.150 --> 00:47:36.830 but I it's it feels like it's so
NOTE Confidence: 0.91315805

00:47:36.830 --> 00:47:38.725 much at the center of how we relate
NOTE Confidence: 0.91315805

00:47:38.725 --> 00:47:40.310 to one another as colleagues.

NOTE Confidence: 0.868486444444445
00:47:40.790 --> 00:47:42.509 It is and it goes back to a more,
NOTE Confidence: 0.868486444444445
00:47:42.510 --> 00:47:44.246 she said about that,
NOTE Confidence: 0.868486444444445
00:47:44.246 --> 00:47:45.548 the communication skills.
NOTE Confidence: 0.868486444444445
00:47:45.550 --> 00:47:46.410 Because you've got very
NOTE Confidence: 0.868486444444445
00:47:46.410 --> 00:47:47.270 different in the hallway.
NOTE Confidence: 0.868486444444445
00:47:47.270 --> 00:47:48.705 You know, I can explain to you,
NOTE Confidence: 0.868486444444445
00:47:48.710 --> 00:47:50.230 you know why this imaging
NOTE Confidence: 0.868486444444445
00:47:50.230 --> 00:47:51.750 study is better than another.
NOTE Confidence: 0.868486444444445
00:47:51.750 --> 00:47:53.290 I can guarantee you that
NOTE Confidence: 0.868486444444445
00:47:53.290 --> 00:47:54.830 during in in the Econsult,
NOTE Confidence: 0.868486444444445
00:47:54.830 --> 00:47:56.230 it'd be, well, this one
NOTE Confidence: 0.94830432
00:47:56.830 --> 00:47:58.390 without much of an explanation,
NOTE Confidence: 0.941930833333333
00:47:58.390 --> 00:47:59.626 simply because I don't have to.
NOTE Confidence: 0.941930833333333
00:47:59.630 --> 00:48:00.728 It's hard to sit there and
NOTE Confidence: 0.941930833333333
00:48:00.728 --> 00:48:01.990 type out the whole explanation.
NOTE Confidence: 0.941930833333333

00:48:01.990 --> 00:48:03.670 Where is it? We're in the elevator.
NOTE Confidence: 0.9419308333333333

00:48:03.670 --> 00:48:05.602 Which, by the way, now Econsults are
NOTE Confidence: 0.9419308333333333

00:48:05.602 --> 00:48:08.110 a heck of a lot more HIPAA compliant.
NOTE Confidence: 0.9419308333333333

00:48:08.110 --> 00:48:10.644 You don't have to worry about that
NOTE Confidence: 0.9419308333333333

00:48:10.644 --> 00:48:13.779 talk in the elevator being overheard.
NOTE Confidence: 0.9419308333333333

00:48:13.780 --> 00:48:15.621 You know, it it it does bring
NOTE Confidence: 0.9419308333333333

00:48:15.621 --> 00:48:16.900 in into those skills.
NOTE Confidence: 0.9419308333333333

00:48:16.900 --> 00:48:18.700 I mean, what do I communicate
NOTE Confidence: 0.9419308333333333

00:48:18.700 --> 00:48:20.899 and how much do I communicate?
NOTE Confidence: 0.9419308333333333

00:48:20.900 --> 00:48:23.182 Or I've known people who could write
NOTE Confidence: 0.9419308333333333

00:48:23.182 --> 00:48:25.200 an e-mail that's a novel and nobody
NOTE Confidence: 0.9419308333333333

00:48:25.200 --> 00:48:26.820 wants to read that one either.
NOTE Confidence: 0.9419308333333333

00:48:26.820 --> 00:48:29.844 So we really do have to find that
NOTE Confidence: 0.9419308333333333

00:48:29.844 --> 00:48:32.660 that balance of communication skills.
NOTE Confidence: 0.9419308333333333

00:48:32.660 --> 00:48:35.337 So, Laura, let me ask you a question.
NOTE Confidence: 0.9419308333333333

00:48:35.340 --> 00:48:38.148 How do you address inequities of

NOTE Confidence: 0.9419308333333333
00:48:38.148 --> 00:48:41.169 access to technology for RPM programs?
NOTE Confidence: 0.9419308333333333
00:48:41.170 --> 00:48:42.410 Sure.
NOTE Confidence: 0.9419308333333333
00:48:42.410 --> 00:48:42.970 I think
NOTE Confidence: 0.927406264285714
00:48:43.610 --> 00:48:46.207 it's it's a challenge and one that
NOTE Confidence: 0.927406264285714
00:48:46.210 --> 00:48:48.202 we continue to work on and continue
NOTE Confidence: 0.927406264285714
00:48:48.202 --> 00:48:50.050 to ask each other questions about.
NOTE Confidence: 0.927406264285714
00:48:50.050 --> 00:48:54.050 I think with the interactive care
NOTE Confidence: 0.927406264285714
00:48:54.050 --> 00:48:56.750 plan specifically we've run into
NOTE Confidence: 0.927406264285714
00:48:56.750 --> 00:48:58.798 some regulatory barriers in regards
NOTE Confidence: 0.927406264285714
00:48:58.798 --> 00:49:01.060 to trying to address some of
NOTE Confidence: 0.927406264285714
00:49:01.124 --> 00:49:03.396 those gaps for patients who maybe
NOTE Confidence: 0.927406264285714
00:49:03.396 --> 00:49:06.126 can't provide their own devices.
NOTE Confidence: 0.927406264285714
00:49:06.130 --> 00:49:07.648 In terms of like Medicare kickback,
NOTE Confidence: 0.927406264285714
00:49:07.650 --> 00:49:10.023 so there are some barriers I think
NOTE Confidence: 0.927406264285714
00:49:10.023 --> 00:49:12.886 to to work through there to to get
NOTE Confidence: 0.927406264285714

00:49:12.886 --> 00:49:15.410 devices in the hands of patients.
NOTE Confidence: 0.927406264285714

00:49:15.410 --> 00:49:19.211 Other ways we've addressed disparities
NOTE Confidence: 0.927406264285714

00:49:19.211 --> 00:49:23.297 in regards to Internet access and
NOTE Confidence: 0.927406264285714

00:49:23.297 --> 00:49:27.476 access to the technology that we
NOTE Confidence: 0.927406264285714

00:49:27.476 --> 00:49:29.641 use for remote patient monitoring
NOTE Confidence: 0.927406264285714

00:49:29.641 --> 00:49:32.260 is to provide patients with kind
NOTE Confidence: 0.927406264285714

00:49:32.260 --> 00:49:35.710 of the full service kit that has a.
NOTE Confidence: 0.927406264285714

00:49:35.710 --> 00:49:38.010 Device that is cellular enabled,
NOTE Confidence: 0.927406264285714

00:49:38.010 --> 00:49:39.846 so they don't have to have access to Wi-Fi,
NOTE Confidence: 0.927406264285714

00:49:39.850 --> 00:49:41.210 they don't have to bring their own device.
NOTE Confidence: 0.927406264285714

00:49:41.210 --> 00:49:44.531 So we've kind of we've kind of got the
NOTE Confidence: 0.927406264285714

00:49:44.531 --> 00:49:47.484 Cadillac available to us when we want to,
NOTE Confidence: 0.927406264285714

00:49:47.490 --> 00:49:50.316 when we want to address those
NOTE Confidence: 0.927406264285714

00:49:50.316 --> 00:49:53.410 use cases or when we need to,
NOTE Confidence: 0.927406264285714

00:49:53.410 --> 00:49:54.970 that comes at a cost.
NOTE Confidence: 0.927406264285714

00:49:54.970 --> 00:49:58.554 So we're always trying to weigh the.

NOTE Confidence: 0.927406264285714
00:49:58.560 --> 00:50:00.504 The pros and cons and sometimes
NOTE Confidence: 0.927406264285714
00:50:00.504 --> 00:50:03.263 we have to go with the higher end
NOTE Confidence: 0.927406264285714
00:50:03.263 --> 00:50:05.919 solution so that we can make sure we
NOTE Confidence: 0.927406264285714
00:50:05.920 --> 00:50:08.209 are reaching all our patients when we
NOTE Confidence: 0.927406264285714
00:50:08.209 --> 00:50:10.488 would maybe prefer or maybe the low
NOTE Confidence: 0.927406264285714
00:50:10.488 --> 00:50:13.216 intensity solution is actually would be
NOTE Confidence: 0.927406264285714
00:50:13.216 --> 00:50:15.680 just fine and appropriate for that use case.
NOTE Confidence: 0.927406264285714
00:50:15.680 --> 00:50:18.008 We end up going with the higher model
NOTE Confidence: 0.927406264285714
00:50:18.008 --> 00:50:20.560 because we can serve more patients that way.
NOTE Confidence: 0.927406264285714
00:50:20.560 --> 00:50:23.136 So we've got some challenges to work through
NOTE Confidence: 0.927406264285714
00:50:23.136 --> 00:50:26.750 in regards to regulation to figure out how.
NOTE Confidence: 0.927406264285714
00:50:26.750 --> 00:50:27.742 How we can,
NOTE Confidence: 0.927406264285714
00:50:27.742 --> 00:50:28.494 you know,
NOTE Confidence: 0.927406264285714
00:50:28.494 --> 00:50:30.750 use our resources as a nonprofit,
NOTE Confidence: 0.927406264285714
00:50:30.750 --> 00:50:33.984 we should be able to provide some
NOTE Confidence: 0.927406264285714

00:50:33.984 --> 00:50:36.290 of those services and equipment
NOTE Confidence: 0.927406264285714

00:50:36.290 --> 00:50:39.068 to patients and not run into
NOTE Confidence: 0.927406264285714

00:50:39.068 --> 00:50:40.790 things like Medicare Kickback.
NOTE Confidence: 0.927406264285714

00:50:40.790 --> 00:50:42.070 So there's definitely some
NOTE Confidence: 0.927406264285714

00:50:42.070 --> 00:50:43.670 opportunity to work through those,
NOTE Confidence: 0.927406264285714

00:50:43.670 --> 00:50:45.371 but those are some of the things
NOTE Confidence: 0.927406264285714

00:50:45.371 --> 00:50:47.084 we've done and we've done and
NOTE Confidence: 0.927406264285714

00:50:47.084 --> 00:50:48.634 some of the challenges we're
NOTE Confidence: 0.927406264285714

00:50:48.634 --> 00:50:50.189 actually working through right now
NOTE Confidence: 0.927406264285714

00:50:50.190 --> 00:50:51.630 with interactive care plans.
NOTE Confidence: 0.9358508625

00:50:52.460 --> 00:50:54.316 Grade that kind of leads me to sort
NOTE Confidence: 0.9358508625

00:50:54.316 --> 00:50:56.386 of a tangential question and it was
NOTE Confidence: 0.9358508625

00:50:56.386 --> 00:50:59.172 a kind of came to me when Lee put
NOTE Confidence: 0.9358508625

00:50:59.172 --> 00:51:01.220 in the in the in the comment section
NOTE Confidence: 0.9358508625

00:51:01.280 --> 00:51:03.512 that there's that you know difference
NOTE Confidence: 0.9358508625

00:51:03.512 --> 00:51:05.441 between consumer grade and medical

NOTE Confidence: 0.9358508625

00:51:05.441 --> 00:51:07.005 grade specifically said displays

NOTE Confidence: 0.9358508625

00:51:07.005 --> 00:51:08.980 of the technologies in general.

NOTE Confidence: 0.9358508625

00:51:08.980 --> 00:51:11.194 And when does the FDA come into all of

NOTE Confidence: 0.9358508625

00:51:11.194 --> 00:51:13.183 this and it a question kind of that

NOTE Confidence: 0.9358508625

00:51:13.183 --> 00:51:15.459 comes to my mind and it's come before,

NOTE Confidence: 0.9358508625

00:51:15.460 --> 00:51:17.203 but it kind of applies to all

NOTE Confidence: 0.9358508625

00:51:17.203 --> 00:51:18.598 of our talks is. You know,

NOTE Confidence: 0.9358508625

00:51:18.598 --> 00:51:20.230 what do you do with patient generated data?

NOTE Confidence: 0.9358508625

00:51:20.230 --> 00:51:21.634 Because that's going to be 9

NOTE Confidence: 0.9358508625

00:51:21.634 --> 00:51:23.590 times out of 10 asynchronous data.

NOTE Confidence: 0.9358508625

00:51:23.590 --> 00:51:25.246 They're going to snap a picture

NOTE Confidence: 0.9358508625

00:51:25.246 --> 00:51:26.670 of that funny looking mole.

NOTE Confidence: 0.9358508625

00:51:26.670 --> 00:51:27.918 They're going to take a picture

NOTE Confidence: 0.9358508625

00:51:27.918 --> 00:51:29.272 of their kids ears with these

NOTE Confidence: 0.9358508625

00:51:29.272 --> 00:51:30.706 wonderful apps that come out there.

NOTE Confidence: 0.9358508625

00:51:30.710 --> 00:51:32.702 And there's an app for just
NOTE Confidence: 0.9358508625

00:51:32.702 --> 00:51:34.030 about everything these days.
NOTE Confidence: 0.9358508625

00:51:34.030 --> 00:51:36.830 It gets into the hands of the providers
NOTE Confidence: 0.9358508625

00:51:36.830 --> 00:51:39.665 and whether it's been sent on an ECONSULT,
NOTE Confidence: 0.9358508625

00:51:39.670 --> 00:51:41.450 whether it's a remote patient
NOTE Confidence: 0.9358508625

00:51:41.450 --> 00:51:43.230 monitoring with a Google watch,
NOTE Confidence: 0.9358508625

00:51:43.230 --> 00:51:44.868 I mean that's data that they collect.
NOTE Confidence: 0.9358508625

00:51:44.870 --> 00:51:46.322 It's real time monitoring.
NOTE Confidence: 0.9358508625

00:51:46.322 --> 00:51:48.137 They're sending it to you.
NOTE Confidence: 0.9358508625

00:51:48.140 --> 00:51:50.380 What do you do with the data in terms of,
NOTE Confidence: 0.9358508625

00:51:50.380 --> 00:51:51.170 you know,
NOTE Confidence: 0.9358508625

00:51:51.170 --> 00:51:53.935 sort of deciding is this quality data,
NOTE Confidence: 0.9358508625

00:51:53.940 --> 00:51:56.613 do I have to respond to it or not?
NOTE Confidence: 0.9358508625

00:51:56.620 --> 00:51:57.740 You know, from the perspective,
NOTE Confidence: 0.9358508625

00:51:57.740 --> 00:52:01.196 from my perspective on a lot of its
NOTE Confidence: 0.9358508625

00:52:01.196 --> 00:52:03.140 image base and I've seen them, you know,

NOTE Confidence: 0.9358508625
00:52:03.140 --> 00:52:05.780 come across a lot of the times,
NOTE Confidence: 0.9358508625
00:52:05.780 --> 00:52:07.640 the image is just awful because
NOTE Confidence: 0.9358508625
00:52:07.640 --> 00:52:09.720 these devices can go through all
NOTE Confidence: 0.9358508625
00:52:09.720 --> 00:52:12.048 sorts of approvals and lovely little
NOTE Confidence: 0.9358508625
00:52:12.048 --> 00:52:13.778 clinical studies where the most.
NOTE Confidence: 0.9358508625
00:52:13.780 --> 00:52:15.610 Well trained person has taken all
NOTE Confidence: 0.9358508625
00:52:15.610 --> 00:52:17.622 the images and says well heck I
NOTE Confidence: 0.9358508625
00:52:17.622 --> 00:52:19.623 could put this in the hands of a
NOTE Confidence: 0.9358508625
00:52:19.623 --> 00:52:21.338 5 year old and get great images.
NOTE Confidence: 0.9358508625
00:52:21.340 --> 00:52:23.815 We're guaranteed not you're not
NOTE Confidence: 0.9358508625
00:52:23.815 --> 00:52:26.320 going to get very good quality
NOTE Confidence: 0.9358508625
00:52:26.320 --> 00:52:28.020 images most of the time.
NOTE Confidence: 0.9358508625
00:52:28.020 --> 00:52:30.174 So what is the responsibility of
NOTE Confidence: 0.9358508625
00:52:30.174 --> 00:52:32.188 providers and you know and and
NOTE Confidence: 0.9358508625
00:52:32.188 --> 00:52:34.667 at what point do we have to put I
NOTE Confidence: 0.9358508625

00:52:34.667 --> 00:52:36.899 think somebody used the the term
NOTE Confidence: 0.9358508625

00:52:36.899 --> 00:52:38.420 before barriers around this.
NOTE Confidence: 0.9402536

00:52:39.540 --> 00:52:40.940 So Elizabeth, let me just,
NOTE Confidence: 0.9402536

00:52:40.940 --> 00:52:43.058 I can't restrain myself from replying
NOTE Confidence: 0.9402536

00:52:43.058 --> 00:52:45.126 to that question because we've been
NOTE Confidence: 0.9402536

00:52:45.126 --> 00:52:47.494 spending a lot of time thinking about it.
NOTE Confidence: 0.9402536

00:52:47.500 --> 00:52:48.820 So we've done a few things.
NOTE Confidence: 0.9402536

00:52:48.820 --> 00:52:51.724 We've drawn the distinction between provider
NOTE Confidence: 0.9402536

00:52:51.724 --> 00:52:54.730 initiated versus patient initiated data.
NOTE Confidence: 0.9402536

00:52:54.730 --> 00:52:56.880 We think about patient generated
NOTE Confidence: 0.9402536

00:52:56.880 --> 00:52:59.524 health data as the broad taxonomy
NOTE Confidence: 0.9402536

00:52:59.524 --> 00:53:02.056 RPM remote monitoring is kind of
NOTE Confidence: 0.9402536

00:53:02.056 --> 00:53:04.568 a bucket within that which we.
NOTE Confidence: 0.9402536

00:53:04.570 --> 00:53:07.486 Have generally been reserving for provider
NOTE Confidence: 0.9402536

00:53:07.486 --> 00:53:10.310 initiated medical grade devices or near
NOTE Confidence: 0.9402536

00:53:10.310 --> 00:53:12.330 medical grade blood pressure cuffs,

NOTE Confidence: 0.9402536
00:53:12.330 --> 00:53:14.042 activity monitors,
NOTE Confidence: 0.9402536
00:53:14.042 --> 00:53:16.610 oxygen saturation, glucometers,
NOTE Confidence: 0.9402536
00:53:16.610 --> 00:53:18.416 devices where we're not too worried
NOTE Confidence: 0.9402536
00:53:18.416 --> 00:53:20.489 about a thumbprint over the camera lens.
NOTE Confidence: 0.9402536
00:53:20.490 --> 00:53:22.646 You know when someone's taking a photo.
NOTE Confidence: 0.9402536
00:53:22.650 --> 00:53:25.008 I think patient initiated data can
NOTE Confidence: 0.9402536
00:53:25.008 --> 00:53:27.530 come in all stripes and flavors.
NOTE Confidence: 0.9402536
00:53:27.530 --> 00:53:29.986 It can also contain.
NOTE Confidence: 0.9402536
00:53:29.986 --> 00:53:31.828 Cyber security threats,
NOTE Confidence: 0.9402536
00:53:31.830 --> 00:53:33.216 unintentional or intentional.
NOTE Confidence: 0.9402536
00:53:33.216 --> 00:53:37.000 And so we definitely need to think about
NOTE Confidence: 0.9402536
00:53:37.000 --> 00:53:39.138 filters and gatekeeping functions before
NOTE Confidence: 0.9402536
00:53:39.138 --> 00:53:42.310 that information is able to be uploaded.
NOTE Confidence: 0.9402536
00:53:42.310 --> 00:53:44.431 And I think there's a social contract
NOTE Confidence: 0.9402536
00:53:44.431 --> 00:53:46.990 that we need to have with our patients,
NOTE Confidence: 0.9402536

00:53:46.990 --> 00:53:50.470 just like we don't accept the the idea
NOTE Confidence: 0.9402536

00:53:50.470 --> 00:53:54.066 that they will send us A50 page e-mail.
NOTE Confidence: 0.9402536

00:53:54.070 --> 00:53:55.858 About their medical care and expect
NOTE Confidence: 0.9402536

00:53:55.858 --> 00:53:58.104 us to respond or leave us a 20
NOTE Confidence: 0.9402536

00:53:58.104 --> 00:53:59.990 minute voicemail in lieu of a visit,
NOTE Confidence: 0.9402536

00:53:59.990 --> 00:54:00.317 right.
NOTE Confidence: 0.9402536

00:54:00.317 --> 00:54:02.606 We we do need some boundaries around
NOTE Confidence: 0.9402536

00:54:02.606 --> 00:54:04.967 this and I think ideally we should
NOTE Confidence: 0.9402536

00:54:04.967 --> 00:54:07.051 come to this together with our
NOTE Confidence: 0.9402536

00:54:07.051 --> 00:54:09.370 patients and we should be thinking
NOTE Confidence: 0.9402536

00:54:09.370 --> 00:54:11.194 about alternative interfaces either
NOTE Confidence: 0.9402536

00:54:11.194 --> 00:54:13.282 peer-to-peer networks or patient
NOTE Confidence: 0.9402536

00:54:13.282 --> 00:54:16.797 to chat bot or other forms of
NOTE Confidence: 0.9402536

00:54:16.797 --> 00:54:19.491 automation that can work with patients
NOTE Confidence: 0.9402536

00:54:19.491 --> 00:54:21.790 to preprocess some of this data.
NOTE Confidence: 0.9402536

00:54:21.790 --> 00:54:24.049 And then put it in the right bucket,

NOTE Confidence: 0.9402536

00:54:24.050 --> 00:54:25.938 but we don't want all of it going

NOTE Confidence: 0.9402536

00:54:25.938 --> 00:54:27.769 into the chart that is for sure.

NOTE Confidence: 0.9402536

00:54:27.770 --> 00:54:29.850 We at at M GB Master and Brigham

NOTE Confidence: 0.9402536

00:54:29.850 --> 00:54:31.457 are building a data lake where

NOTE Confidence: 0.9402536

00:54:31.457 --> 00:54:33.719 we're going to house a lot of this

NOTE Confidence: 0.9402536

00:54:33.719 --> 00:54:35.399 patient generated health data if

NOTE Confidence: 0.9402536

00:54:35.399 --> 00:54:36.765 it's not provider initiated.

NOTE Confidence: 0.9402536

00:54:36.765 --> 00:54:39.605 So we have a place to park it,

NOTE Confidence: 0.9402536

00:54:39.610 --> 00:54:41.850 but we have a a corral where we

NOTE Confidence: 0.9402536

00:54:41.850 --> 00:54:44.112 can sort of decide what if any part

NOTE Confidence: 0.9402536

00:54:44.112 --> 00:54:46.195 of it is a high enough quality or

NOTE Confidence: 0.9402536

00:54:46.195 --> 00:54:47.749 of reasonable value that we want

NOTE Confidence: 0.9402536

00:54:47.749 --> 00:54:49.165 to import it into the record.

NOTE Confidence: 0.9402536

00:54:49.170 --> 00:54:51.529 But it's a really, really important area.

NOTE Confidence: 0.852764021538462

00:54:52.180 --> 00:54:53.988 I think I would more of an ocean

NOTE Confidence: 0.852764021538462

00:54:53.988 --> 00:54:55.604 than a lake but that's okay
NOTE Confidence: 0.852764021538462

00:54:55.604 --> 00:54:56.970 because I think they're going to
NOTE Confidence: 0.852764021538462

00:54:56.970 --> 00:54:58.380 get you a lot of information.
NOTE Confidence: 0.852764021538462

00:54:58.380 --> 00:55:00.324 But I mean what it also brings up
NOTE Confidence: 0.852764021538462

00:55:00.324 --> 00:55:02.577 you know that the whole issue of
NOTE Confidence: 0.852764021538462

00:55:02.577 --> 00:55:04.282 sensitivity and specificity and and
NOTE Confidence: 0.852764021538462

00:55:04.349 --> 00:55:06.308 the whole false positive situation
NOTE Confidence: 0.852764021538462

00:55:06.308 --> 00:55:09.432 and that that's with you know all
NOTE Confidence: 0.852764021538462

00:55:09.432 --> 00:55:11.136 the data that we've been talking
NOTE Confidence: 0.852764021538462

00:55:11.136 --> 00:55:12.903 about and that's a huge quality
NOTE Confidence: 0.852764021538462

00:55:12.903 --> 00:55:14.630 issue that that we really have
NOTE Confidence: 0.852764021538462

00:55:14.630 --> 00:55:16.338 to start to deal with as well.
NOTE Confidence: 0.9202821

00:55:16.820 --> 00:55:19.644 I would add one thing to that we've.
NOTE Confidence: 0.9202821

00:55:19.650 --> 00:55:21.490 Come across with Remote Agent
NOTE Confidence: 0.9202821

00:55:21.490 --> 00:55:23.774 monitoring as we've tried to implement
NOTE Confidence: 0.9202821

00:55:23.774 --> 00:55:25.994 a solution for device integration

NOTE Confidence: 0.9202821

00:55:25.994 --> 00:55:27.770 with Interactive Care plans.

NOTE Confidence: 0.9202821

00:55:27.770 --> 00:55:30.428 So one thing that we're working

NOTE Confidence: 0.9202821

00:55:30.428 --> 00:55:32.809 with our EHR vendor on is.

NOTE Confidence: 0.9202821

00:55:32.810 --> 00:55:35.402 Making sure that they're able to

NOTE Confidence: 0.9202821

00:55:35.402 --> 00:55:38.036 distinguish for the clinician in the

NOTE Confidence: 0.9202821

00:55:38.036 --> 00:55:39.658 patient's chart whether physiological

NOTE Confidence: 0.9202821

00:55:39.658 --> 00:55:41.866 data that's coming through the care

NOTE Confidence: 0.9202821

00:55:41.866 --> 00:55:44.560 plan is coming from a patient self

NOTE Confidence: 0.9202821

00:55:44.560 --> 00:55:46.084 entering that physiological data,

NOTE Confidence: 0.9202821

00:55:46.090 --> 00:55:48.455 so having a blood pressure

NOTE Confidence: 0.9202821

00:55:48.455 --> 00:55:50.347 device that's not integrated.

NOTE Confidence: 0.9202821

00:55:50.350 --> 00:55:52.744 Where the data is not flowing automatically,

NOTE Confidence: 0.9202821

00:55:52.750 --> 00:55:54.950 where the patient is physically

NOTE Confidence: 0.9202821

00:55:54.950 --> 00:55:57.390 taking their measurement and then

NOTE Confidence: 0.9202821

00:55:57.390 --> 00:56:00.081 punching it in with their fingers.

NOTE Confidence: 0.9202821

00:56:00.081 --> 00:56:01.966 And there's potential for error
NOTE Confidence: 0.9202821

00:56:01.966 --> 00:56:04.615 there as compared to once we
NOTE Confidence: 0.9202821

00:56:04.615 --> 00:56:06.427 get device integration going,
NOTE Confidence: 0.9202821

00:56:06.430 --> 00:56:08.092 Making sure the clinician can see
NOTE Confidence: 0.9202821

00:56:08.092 --> 00:56:10.045 this was a patient under value versus
NOTE Confidence: 0.9202821

00:56:10.045 --> 00:56:12.215 this is a value that came from the
NOTE Confidence: 0.9202821

00:56:12.215 --> 00:56:13.907 patient but came from the device.
NOTE Confidence: 0.9202821

00:56:13.910 --> 00:56:16.395 So we can be assured that there's
NOTE Confidence: 0.9202821

00:56:16.395 --> 00:56:18.910 hopefully not a manual entry error.
NOTE Confidence: 0.9127254783333333

00:56:20.010 --> 00:56:21.554 Now, good, good points.
NOTE Confidence: 0.9127254783333333

00:56:21.554 --> 00:56:24.689 We're kind of getting out of time here.
NOTE Confidence: 0.9127254783333333

00:56:24.690 --> 00:56:26.450 A lot of good comments in the discussion,
NOTE Confidence: 0.9127254783333333

00:56:26.450 --> 00:56:28.938 but I don't think I don't see any
NOTE Confidence: 0.9127254783333333

00:56:28.938 --> 00:56:30.627 more actual questions. Marcy,
NOTE Confidence: 0.9127254783333333

00:56:30.627 --> 00:56:32.409 any final thoughts from your perspective?
NOTE Confidence: 0.9402536

00:56:35.290 --> 00:56:38.440 No, I think it was a fantastic

NOTE Confidence: 0.9402536

00:56:38.440 --> 00:56:40.330 discussion and I think that it

NOTE Confidence: 0.9402536

00:56:40.330 --> 00:56:42.325 was great to see three different

NOTE Confidence: 0.9402536

00:56:42.325 --> 00:56:44.730 aspects of asynchronous care and

NOTE Confidence: 0.9402536

00:56:44.730 --> 00:56:46.844 we're just on the edge of seeing

NOTE Confidence: 0.9402536

00:56:46.844 --> 00:56:48.488 even more opportunity for that.

NOTE Confidence: 0.947441742857143

00:56:49.730 --> 00:56:51.534 Great, Laura, Any final

NOTE Confidence: 0.947441742857143

00:56:51.534 --> 00:56:53.474 thoughts from you then, Lee?

NOTE Confidence: 0.947441742857143

00:56:53.474 --> 00:56:56.250 I'm handing it back over to you at 5:44.