

WEBVTT

NOTE duration:"00:06:10"

NOTE recognizability:0.925

NOTE language:en-us

NOTE Confidence: 0.916001468181818

00:00:00.000 --> 00:00:01.700 Before I forget, because I'll

NOTE Confidence: 0.916001468181818

00:00:01.700 --> 00:00:03.800 I won't remember to do this,

NOTE Confidence: 0.916001468181818

00:00:03.800 --> 00:00:07.480 let me remind all of you that if you

NOTE Confidence: 0.916001468181818

00:00:07.480 --> 00:00:09.720 register for the conference with an e-mail,

NOTE Confidence: 0.916001468181818

00:00:09.720 --> 00:00:11.078 we will be sending out a link.

NOTE Confidence: 0.916001468181818

00:00:11.080 --> 00:00:12.880 When the edited video

NOTE Confidence: 0.916001468181818

00:00:12.880 --> 00:00:14.680 symposium is available online,

NOTE Confidence: 0.916001468181818

00:00:14.680 --> 00:00:16.240 it'll be freely and openly available.

NOTE Confidence: 0.916001468181818

00:00:16.240 --> 00:00:17.815 You won't need a password

NOTE Confidence: 0.916001468181818

00:00:17.815 --> 00:00:19.075 or anything like that.

NOTE Confidence: 0.916001468181818

00:00:19.080 --> 00:00:20.908 If you have questions,

NOTE Confidence: 0.916001468181818

00:00:20.908 --> 00:00:23.193 the e-mail link virtual care

NOTE Confidence: 0.916001468181818

00:00:23.193 --> 00:00:24.294 consensus at partners.org.

NOTE Confidence: 0.916001468181818

00:00:24.294 --> 00:00:27.606 You can send to one of the organizers
NOTE Confidence: 0.916001468181818

00:00:27.606 --> 00:00:30.327 if you have technical questions.
NOTE Confidence: 0.916001468181818

00:00:30.330 --> 00:00:32.238 I want to just spend a moment and not
NOTE Confidence: 0.916001468181818

00:00:32.238 --> 00:00:33.877 keep those on the East Coast away
NOTE Confidence: 0.916001468181818

00:00:33.877 --> 00:00:35.771 from dinner or I guess those on the
NOTE Confidence: 0.916001468181818

00:00:35.771 --> 00:00:37.522 West Coast away from a late lunch.
NOTE Confidence: 0.916001468181818

00:00:37.522 --> 00:00:40.690 First of all want to thank each and every
NOTE Confidence: 0.916001468181818

00:00:40.769 --> 00:00:43.690 panelist for the time they took to prepare.
NOTE Confidence: 0.916001468181818

00:00:43.690 --> 00:00:46.090 The generous sharing of information
NOTE Confidence: 0.916001468181818

00:00:46.090 --> 00:00:49.890 in the slides slide deck is is just
NOTE Confidence: 0.916001468181818

00:00:49.890 --> 00:00:52.090 spectacular and for your commitment
NOTE Confidence: 0.916001468181818

00:00:52.090 --> 00:00:54.773 to working in this area of.
NOTE Confidence: 0.916001468181818

00:00:54.773 --> 00:00:57.671 What I consider really a major
NOTE Confidence: 0.916001468181818

00:00:57.671 --> 00:01:00.470 frontier in patient centered care,
NOTE Confidence: 0.916001468181818

00:01:00.470 --> 00:01:02.750 I mean this is fundamentally about
NOTE Confidence: 0.916001468181818

00:01:02.750 --> 00:01:04.781 meeting patients where they are

NOTE Confidence: 0.916001468181818
00:01:04.781 --> 00:01:06.549 both figuratively and literally.
NOTE Confidence: 0.916001468181818
00:01:06.550 --> 00:01:08.867 We know we have some digital divide
NOTE Confidence: 0.916001468181818
00:01:08.867 --> 00:01:11.317 issues that we have to overcome because
NOTE Confidence: 0.916001468181818
00:01:11.317 --> 00:01:13.933 we want all of our patients to have
NOTE Confidence: 0.916001468181818
00:01:13.933 --> 00:01:15.955 equal access to these technologies
NOTE Confidence: 0.916001468181818
00:01:15.955 --> 00:01:18.397 when appropriate and as we think
NOTE Confidence: 0.916001468181818
00:01:18.464 --> 00:01:20.599 about the Institute of Medicine.
NOTE Confidence: 0.916001468181818
00:01:20.600 --> 00:01:21.278 You know,
NOTE Confidence: 0.916001468181818
00:01:21.278 --> 00:01:23.312 quality framework and the six domains
NOTE Confidence: 0.916001468181818
00:01:23.312 --> 00:01:25.117 of quality being patient centered
NOTE Confidence: 0.916001468181818
00:01:25.117 --> 00:01:27.609 also means that we are being equitable
NOTE Confidence: 0.916001468181818
00:01:27.674 --> 00:01:29.810 so that patients don't have a
NOTE Confidence: 0.916001468181818
00:01:29.810 --> 00:01:31.620 different care experience based on
NOTE Confidence: 0.916001468181818
00:01:31.620 --> 00:01:33.520 their social determinants of health.
NOTE Confidence: 0.916001468181818
00:01:33.520 --> 00:01:36.640 And by that I, I I would say two things.
NOTE Confidence: 0.916001468181818

00:01:36.640 --> 00:01:37.932 On the one hand,
NOTE Confidence: 0.916001468181818

00:01:37.932 --> 00:01:40.292 we don't want to create disparities in
NOTE Confidence: 0.916001468181818

00:01:40.292 --> 00:01:42.416 care where better care is happening
NOTE Confidence: 0.916001468181818

00:01:42.416 --> 00:01:44.480 in person compared to lesser care,
NOTE Confidence: 0.916001468181818

00:01:44.480 --> 00:01:47.126 lesser quality care is happening virtually.
NOTE Confidence: 0.916001468181818

00:01:47.130 --> 00:01:49.118 And so you are relegated to virtual
NOTE Confidence: 0.916001468181818

00:01:49.118 --> 00:01:51.767 and and in an in an environment where
NOTE Confidence: 0.916001468181818

00:01:51.767 --> 00:01:53.848 it's lower quality or vice versa,
NOTE Confidence: 0.916001468181818

00:01:53.848 --> 00:01:55.924 where in fact the convenience and
NOTE Confidence: 0.916001468181818

00:01:55.924 --> 00:01:58.238 quality of the virtual is as good or
NOTE Confidence: 0.916001468181818

00:01:58.238 --> 00:02:00.287 exceeds that of the in person care.
NOTE Confidence: 0.916001468181818

00:02:00.290 --> 00:02:01.893 Which means that those who can least
NOTE Confidence: 0.916001468181818

00:02:01.893 --> 00:02:03.509 afford it are forced to spend the
NOTE Confidence: 0.916001468181818

00:02:03.509 --> 00:02:05.106 most amount of money to come and
NOTE Confidence: 0.916001468181818

00:02:05.106 --> 00:02:06.709 see us in person when they otherwise
NOTE Confidence: 0.916001468181818

00:02:06.709 --> 00:02:08.046 could see us remotely.

NOTE Confidence: 0.916001468181818
00:02:08.046 --> 00:02:11.112 So we've got some really important work
NOTE Confidence: 0.916001468181818
00:02:11.112 --> 00:02:14.187 to do there to address that divide.
NOTE Confidence: 0.916001468181818
00:02:14.190 --> 00:02:17.452 But the more we can think about
NOTE Confidence: 0.916001468181818
00:02:17.452 --> 00:02:19.178 how to channel this,
NOTE Confidence: 0.916001468181818
00:02:19.178 --> 00:02:21.446 not through the lens of here's
NOTE Confidence: 0.916001468181818
00:02:21.446 --> 00:02:22.630 this really cool technology,
NOTE Confidence: 0.916001468181818
00:02:22.630 --> 00:02:23.510 how do we apply it?
NOTE Confidence: 0.916001468181818
00:02:23.510 --> 00:02:26.291 But rather how do we use all the tools
NOTE Confidence: 0.916001468181818
00:02:26.291 --> 00:02:28.483 available to us in an Omni channel
NOTE Confidence: 0.916001468181818
00:02:28.483 --> 00:02:30.145 approach to know that Marcy likes
NOTE Confidence: 0.916001468181818
00:02:30.145 --> 00:02:32.969 us to text her but John prefers in
NOTE Confidence: 0.916001468181818
00:02:32.969 --> 00:02:34.837 app notification whereas Elizabeth
NOTE Confidence: 0.916001468181818
00:02:34.837 --> 00:02:36.870 likes interactive voice response,
NOTE Confidence: 0.916001468181818
00:02:36.870 --> 00:02:39.026 but Laura doesn't want to do anything
NOTE Confidence: 0.916001468181818
00:02:39.026 --> 00:02:41.748 but see someone in person or talk to a
NOTE Confidence: 0.916001468181818

00:02:41.748 --> 00:02:43.959 live customer service agent on the telephone.

NOTE Confidence: 0.916001468181818

00:02:43.960 --> 00:02:47.146 By customizing our responses to our

NOTE Confidence: 0.916001468181818

00:02:47.146 --> 00:02:49.330 patients through the channels that they

NOTE Confidence: 0.916001468181818

00:02:49.330 --> 00:02:51.320 have identified work best for them,

NOTE Confidence: 0.916001468181818

00:02:51.320 --> 00:02:53.938 we reduce the friction and we make

NOTE Confidence: 0.916001468181818

00:02:53.938 --> 00:02:56.009 more cognitive space available to

NOTE Confidence: 0.916001468181818

00:02:56.009 --> 00:02:58.194 meet the patient's actual needs.

NOTE Confidence: 0.934503085714286

00:02:58.200 --> 00:03:01.056 I think it's so easy to forget we go to

NOTE Confidence: 0.934503085714286

00:03:01.056 --> 00:03:02.960 work every day in a healthcare environment.

NOTE Confidence: 0.934503085714286

00:03:02.960 --> 00:03:04.676 Healthcare is not scary for us.

NOTE Confidence: 0.934503085714286

00:03:04.680 --> 00:03:06.155 Walking through the hallway of

NOTE Confidence: 0.934503085714286

00:03:06.155 --> 00:03:07.840 a hospital isn't scary for us.

NOTE Confidence: 0.934503085714286

00:03:07.840 --> 00:03:10.792 We we arrive there and we feel at ease,

NOTE Confidence: 0.934503085714286

00:03:10.800 --> 00:03:13.180 but so many of our patients don't.

NOTE Confidence: 0.934503085714286

00:03:13.180 --> 00:03:15.664 And the more we can free up space for

NOTE Confidence: 0.934503085714286

00:03:15.664 --> 00:03:18.398 them to be able to focus on their own

NOTE Confidence: 0.934503085714286
00:03:18.398 --> 00:03:21.174 problems and share that with us quickly,
NOTE Confidence: 0.934503085714286
00:03:21.174 --> 00:03:21.962 safely, effectively,
NOTE Confidence: 0.934503085714286
00:03:21.962 --> 00:03:24.720 the better we'll be able to meet
NOTE Confidence: 0.934503085714286
00:03:24.790 --> 00:03:26.698 their actual healthcare needs.
NOTE Confidence: 0.934503085714286
00:03:26.700 --> 00:03:29.046 So this is a really exciting
NOTE Confidence: 0.934503085714286
00:03:29.046 --> 00:03:30.219 area in healthcare.
NOTE Confidence: 0.934503085714286
00:03:30.220 --> 00:03:33.076 This is a really exciting time in our
NOTE Confidence: 0.934503085714286
00:03:33.076 --> 00:03:35.750 society where we see both the promise
NOTE Confidence: 0.934503085714286
00:03:35.750 --> 00:03:38.610 of digital technology but also many of
NOTE Confidence: 0.934503085714286
00:03:38.610 --> 00:03:40.860 the challenges of digital technology.
NOTE Confidence: 0.934503085714286
00:03:40.860 --> 00:03:43.030 We're on the cusp of a real.
NOTE Confidence: 0.934503085714286
00:03:43.030 --> 00:03:44.370 The revolution and artificial
NOTE Confidence: 0.934503085714286
00:03:44.370 --> 00:03:45.710 intelligence and machine learning,
NOTE Confidence: 0.934503085714286
00:03:45.710 --> 00:03:47.845 where automation may start to be one
NOTE Confidence: 0.934503085714286
00:03:47.845 --> 00:03:49.944 of the first things that patients
NOTE Confidence: 0.934503085714286

00:03:49.944 --> 00:03:52.182 experience before they get to us.
NOTE Confidence: 0.934503085714286

00:03:52.190 --> 00:03:54.798 And we have to make sure that we
NOTE Confidence: 0.934503085714286

00:03:54.798 --> 00:03:57.615 are not disintermediated from our
NOTE Confidence: 0.934503085714286

00:03:57.615 --> 00:04:01.235 patients by third parties who seek
NOTE Confidence: 0.934503085714286

00:04:01.235 --> 00:04:04.909 to filter and triage patients to us.
NOTE Confidence: 0.934503085714286

00:04:04.910 --> 00:04:06.807 So we have to maintain a direct
NOTE Confidence: 0.934503085714286

00:04:06.807 --> 00:04:08.180 connection to our patients.
NOTE Confidence: 0.934503085714286

00:04:08.180 --> 00:04:09.668 But that means we can't be
NOTE Confidence: 0.934503085714286

00:04:09.668 --> 00:04:10.412 slow adopters here.
NOTE Confidence: 0.934503085714286

00:04:10.420 --> 00:04:12.616 We have to be fast followers,
NOTE Confidence: 0.934503085714286

00:04:12.620 --> 00:04:14.660 and we have to work together.
NOTE Confidence: 0.934503085714286

00:04:14.660 --> 00:04:16.820 Particularly among the nonprofit,
NOTE Confidence: 0.934503085714286

00:04:16.820 --> 00:04:19.500 AM C, and Community Hospital community,
NOTE Confidence: 0.934503085714286

00:04:19.500 --> 00:04:22.908 we have to work together to figure out how
NOTE Confidence: 0.934503085714286

00:04:22.908 --> 00:04:25.500 to create mechanisms that will be fair,
NOTE Confidence: 0.934503085714286

00:04:25.500 --> 00:04:28.056 that will not disadvantage certain groups.

NOTE Confidence: 0.934503085714286
00:04:28.060 --> 00:04:29.500 We need to be, you know, rural,
NOTE Confidence: 0.934503085714286
00:04:29.500 --> 00:04:31.740 free delivery like the US Post Office,
NOTE Confidence: 0.934503085714286
00:04:31.740 --> 00:04:33.460 and not just, you know,
NOTE Confidence: 0.934503085714286
00:04:33.460 --> 00:04:34.795 name your favorite,
NOTE Confidence: 0.934503085714286
00:04:34.795 --> 00:04:35.240 expensive.
NOTE Confidence: 0.934503085714286
00:04:35.240 --> 00:04:37.465 Direct to consumer delivery service
NOTE Confidence: 0.934503085714286
00:04:37.465 --> 00:04:40.222 that doesn't go to large parts of the
NOTE Confidence: 0.934503085714286
00:04:40.222 --> 00:04:42.190 country where it's not profitable.
NOTE Confidence: 0.934503085714286
00:04:42.190 --> 00:04:45.061 So I think we have so much to think
NOTE Confidence: 0.934503085714286
00:04:45.061 --> 00:04:47.934 about if so many wonderful new avenues
NOTE Confidence: 0.934503085714286
00:04:47.934 --> 00:04:50.994 to help deliver care and if patients
NOTE Confidence: 0.934503085714286
00:04:50.994 --> 00:04:53.692 have really found this service valuable,
NOTE Confidence: 0.934503085714286
00:04:53.692 --> 00:04:56.158 they will vote with their feet
NOTE Confidence: 0.934503085714286
00:04:56.158 --> 00:04:57.919 and reimbursement will continue.
NOTE Confidence: 0.934503085714286
00:04:57.920 --> 00:05:00.248 Because patients will demand that this
NOTE Confidence: 0.934503085714286

00:05:00.248 --> 00:05:03.240 kind of access and capability continue.
NOTE Confidence: 0.934503085714286

00:05:03.240 --> 00:05:05.256 If we haven't done our job well and
NOTE Confidence: 0.934503085714286

00:05:05.256 --> 00:05:07.077 these services are failing our patients,
NOTE Confidence: 0.934503085714286

00:05:07.080 --> 00:05:09.033 they will all revert back to coming
NOTE Confidence: 0.934503085714286

00:05:09.033 --> 00:05:10.798 in person where they find value.
NOTE Confidence: 0.934503085714286

00:05:10.800 --> 00:05:13.833 So I think we have a real litmus test
NOTE Confidence: 0.934503085714286

00:05:13.833 --> 00:05:15.835 coming up and we will understand the
NOTE Confidence: 0.934503085714286

00:05:15.835 --> 00:05:18.383 value of the service we provide when we
NOTE Confidence: 0.934503085714286

00:05:18.383 --> 00:05:20.833 see whether patients vote with their fingers,
NOTE Confidence: 0.934503085714286

00:05:20.840 --> 00:05:22.920 I guess or their feet.
NOTE Confidence: 0.934503085714286

00:05:22.920 --> 00:05:23.800 They vote with their fingers.
NOTE Confidence: 0.934503085714286

00:05:23.800 --> 00:05:25.000 We'll keep seeing them over video.
NOTE Confidence: 0.934503085714286

00:05:25.000 --> 00:05:25.918 If they vote with their feet,
NOTE Confidence: 0.934503085714286

00:05:25.920 --> 00:05:27.236 we'll be seeing them all in person.
NOTE Confidence: 0.934503085714286

00:05:27.240 --> 00:05:29.151 Unless your patients can type on the
NOTE Confidence: 0.934503085714286

00:05:29.151 --> 00:05:30.800 computer with their with their toes.

NOTE Confidence: 0.934503085714286
00:05:30.800 --> 00:05:32.160 I don't think mine can.
NOTE Confidence: 0.934503085714286
00:05:32.160 --> 00:05:34.576 So I want to once again thank all
NOTE Confidence: 0.934503085714286
00:05:34.576 --> 00:05:37.385 of you for joining us and we're
NOTE Confidence: 0.934503085714286
00:05:37.385 --> 00:05:39.960 really excited to continue this work.
NOTE Confidence: 0.934503085714286
00:05:39.960 --> 00:05:42.222 We will be summarizing the contents
NOTE Confidence: 0.934503085714286
00:05:42.222 --> 00:05:44.745 of this workshop as well and
NOTE Confidence: 0.934503085714286
00:05:44.745 --> 00:05:46.637 hopefully producing another manuscript
NOTE Confidence: 0.934503085714286
00:05:46.637 --> 00:05:48.529 that we will publish.
NOTE Confidence: 0.934503085714286
00:05:48.530 --> 00:05:50.890 That will share some of the and condense
NOTE Confidence: 0.934503085714286
00:05:50.890 --> 00:05:52.902 some of the wonderful observations
NOTE Confidence: 0.934503085714286
00:05:52.902 --> 00:05:55.167 from from this year's symposium.
NOTE Confidence: 0.919552308461539
00:05:55.170 --> 00:05:57.458 And I just want to end by wishing
NOTE Confidence: 0.919552308461539
00:05:57.458 --> 00:05:59.288 you all a wonderful week.
NOTE Confidence: 0.919552308461539
00:05:59.290 --> 00:06:02.330 I hope you all have a safe and
NOTE Confidence: 0.919552308461539
00:06:02.330 --> 00:06:05.214 healthy end to the year and can enjoy
NOTE Confidence: 0.919552308461539

00:06:05.214 --> 00:06:07.690 some family time over the holidays.

NOTE Confidence: 0.919552308461539

00:06:07.690 --> 00:06:09.230 Have a wonderful night.

NOTE Confidence: 0.919552308461539

00:06:09.230 --> 00:06:10.000 Thanks everyone.