

WEBVTT

NOTE duration: "00:54:24.768"

NOTE Confidence: 0.92456204

00:00:10.000 --> 00:00:11.059 Well, first of all,

NOTE Confidence: 0.9383957

00:00:12.975 --> 00:00:13.715 I loved,

NOTE Confidence: 0.9828155

00:00:14.095 --> 00:00:15.455 reading your CV. As I

NOTE Confidence: 0.9828155

00:00:15.455 --> 00:00:16.735 said, I love doing this

NOTE Confidence: 0.9828155

00:00:16.735 --> 00:00:18.255 because I always learn things

NOTE Confidence: 0.9828155

00:00:18.255 --> 00:00:19.555 about the individuals,

NOTE Confidence: 0.99867934

00:00:20.415 --> 00:00:21.295 with whom I have the

NOTE Confidence: 0.99867934

00:00:21.295 --> 00:00:23.555 privilege to work. And so,

NOTE Confidence: 0.9142027

00:00:24.494 --> 00:00:25.760 I think all of, you

NOTE Confidence: 0.9142027

00:00:25.760 --> 00:00:26.660 know, Jadeep,

NOTE Confidence: 0.97811854

00:00:27.520 --> 00:00:29.460 but Jadeep did his,

NOTE Confidence: 0.9875714

00:00:30.240 --> 00:00:31.840 got his MD at Tufts

NOTE Confidence: 0.9875714

00:00:31.840 --> 00:00:33.860 and then did his residency

NOTE Confidence: 0.9875714

00:00:34.080 --> 00:00:35.140 and chief resident,

NOTE Confidence: 0.86571723

00:00:36.320 --> 00:00:38.240 in med pedes. So the
NOTE Confidence: 0.86571723

00:00:38.240 --> 00:00:40.245 chief residency was in Pete's,
NOTE Confidence: 0.86571723

00:00:40.485 --> 00:00:41.704 correct? Yep.
NOTE Confidence: 0.7870276

00:00:42.725 --> 00:00:43.385 Our game.
NOTE Confidence: 0.9599156

00:00:44.324 --> 00:00:46.565 And he actually, as you
NOTE Confidence: 0.9599156

00:00:46.565 --> 00:00:47.925 heard us kind of talking
NOTE Confidence: 0.9599156

00:00:47.925 --> 00:00:50.245 about, clinically, he's been very
NOTE Confidence: 0.9599156

00:00:50.245 --> 00:00:50.745 active,
NOTE Confidence: 0.9779152

00:00:51.445 --> 00:00:53.065 in the med peds clinic,
NOTE Confidence: 0.9779152

00:00:53.125 --> 00:00:54.880 as well as really an
NOTE Confidence: 0.9779152

00:00:54.880 --> 00:00:56.900 integral part of the,
NOTE Confidence: 0.9993549

00:00:57.600 --> 00:00:58.100 transition
NOTE Confidence: 0.93994796

00:00:58.800 --> 00:01:00.660 for our CF patients,
NOTE Confidence: 0.97828424

00:01:01.040 --> 00:01:03.060 our patients with CF to,
NOTE Confidence: 0.96723413

00:01:03.680 --> 00:01:04.660 internal medicine.
NOTE Confidence: 0.99893737

00:01:05.600 --> 00:01:06.500 From an educational

NOTE Confidence: 0.98427486
00:01:06.959 --> 00:01:07.459 standpoint,
NOTE Confidence: 0.9569423
00:01:08.705 --> 00:01:11.025 Jadeep has served as the
NOTE Confidence: 0.9569423
00:01:11.025 --> 00:01:13.265 associate program director of the
NOTE Confidence: 0.9569423
00:01:13.265 --> 00:01:14.485 med peds program,
NOTE Confidence: 0.9978245
00:01:15.424 --> 00:01:16.965 the director of the physical
NOTE Confidence: 0.963239
00:01:17.265 --> 00:01:17.765 exam
NOTE Confidence: 0.7617232
00:01:18.065 --> 00:01:18.565 skills,
NOTE Confidence: 0.9971756
00:01:19.744 --> 00:01:21.045 I guess it would be
NOTE Confidence: 0.9219634
00:01:21.680 --> 00:01:22.980 course or curriculum,
NOTE Confidence: 0.9720073
00:01:23.520 --> 00:01:25.700 and then director of clinical
NOTE Confidence: 0.9720073
00:01:25.920 --> 00:01:28.260 skills, and then most recently
NOTE Confidence: 0.97624755
00:01:28.640 --> 00:01:30.240 as the assistant dean for
NOTE Confidence: 0.97624755
00:01:30.240 --> 00:01:30.740 education
NOTE Confidence: 0.93423367
00:01:32.000 --> 00:01:33.060 at the med school.
NOTE Confidence: 0.8705578
00:01:34.160 --> 00:01:36.020 Jadeep really is,
NOTE Confidence: 0.9860084

00:01:36.765 --> 00:01:37.665 you know, just,
NOTE Confidence: 0.9920397

00:01:38.444 --> 00:01:40.625 such an amazing role model.
NOTE Confidence: 0.98334676

00:01:41.405 --> 00:01:42.784 He has certainly,
NOTE Confidence: 0.9784052

00:01:44.685 --> 00:01:46.065 you know, just shown himself
NOTE Confidence: 0.9784052

00:01:46.125 --> 00:01:46.784 to be,
NOTE Confidence: 0.9984363

00:01:47.244 --> 00:01:47.744 the
NOTE Confidence: 0.8640622

00:01:48.045 --> 00:01:49.965 educator both at Yale where
NOTE Confidence: 0.8640622

00:01:49.965 --> 00:01:51.665 he won the Charles Bamforth
NOTE Confidence: 0.69192946

00:01:52.049 --> 00:01:52.549 Teaching
NOTE Confidence: 0.949969

00:01:53.009 --> 00:01:54.130 Award, as well as the
NOTE Confidence: 0.949969

00:01:54.130 --> 00:01:56.610 Alvin R. Feinstein Clinical Skills
NOTE Confidence: 0.949969

00:01:56.610 --> 00:01:57.509 Teaching Award.
NOTE Confidence: 0.9278432

00:01:57.970 --> 00:01:59.409 And then the Brendan Kelly
NOTE Confidence: 0.9278432

00:01:59.409 --> 00:02:01.670 Award for Teaching Excellence, Collaborative
NOTE Confidence: 0.9278432

00:02:01.810 --> 00:02:03.110 Leadership and Compassionate.
NOTE Confidence: 0.9940784

00:02:06.715 --> 00:02:07.855 I thought it was interesting.

NOTE Confidence: 0.9940784

00:02:07.915 --> 00:02:09.595 I had forgotten that,

NOTE Confidence: 0.9363027

00:02:10.155 --> 00:02:11.514 you are involved in one

NOTE Confidence: 0.9363027

00:02:11.514 --> 00:02:13.535 of the grants on modeling

NOTE Confidence: 0.9363027

00:02:13.595 --> 00:02:14.655 professional attitudes

NOTE Confidence: 0.97881323

00:02:15.115 --> 00:02:16.255 and teaching humanistic

NOTE Confidence: 0.98209065

00:02:16.555 --> 00:02:18.794 communication to remedy implicit bias

NOTE Confidence: 0.98209065

00:02:18.794 --> 00:02:19.615 and promote

NOTE Confidence: 0.6796671

00:02:19.970 --> 00:02:20.950 cultural humility,

NOTE Confidence: 0.7779081

00:02:21.329 --> 00:02:22.769 humility in health care, and

NOTE Confidence: 0.7779081

00:02:22.769 --> 00:02:23.909 that's with my friend

NOTE Confidence: 0.7056782

00:02:24.209 --> 00:02:25.030 Fred Krone.

NOTE Confidence: 0.8973546

00:02:26.049 --> 00:02:27.970 So yeah, I had actually

NOTE Confidence: 0.8973546

00:02:27.970 --> 00:02:29.349 forgotten about that.

NOTE Confidence: 0.9938192

00:02:29.889 --> 00:02:31.269 And he's had invited

NOTE Confidence: 0.99272835

00:02:31.810 --> 00:02:32.870 speaking engagements,

NOTE Confidence: 0.9687394

00:02:33.169 --> 00:02:34.549 you know, kind of multiple,
NOTE Confidence: 0.7144018

00:02:35.694 --> 00:02:36.194 internationalnational.
NOTE Confidence: 0.9923085

00:02:39.534 --> 00:02:40.894 And he's also editor of
NOTE Confidence: 0.9923085

00:02:40.894 --> 00:02:43.155 the pediatric primary care curriculum.
NOTE Confidence: 0.9589687

00:02:44.094 --> 00:02:45.794 And so with that CV,
NOTE Confidence: 0.9589687

00:02:46.014 --> 00:02:46.894 I mean, I just want
NOTE Confidence: 0.9589687

00:02:46.894 --> 00:02:48.254 to say that Jaydeep is
NOTE Confidence: 0.9589687

00:02:48.254 --> 00:02:49.530 really one of the most,
NOTE Confidence: 0.9589687

00:02:49.930 --> 00:02:50.750 I think the
NOTE Confidence: 0.95372593

00:02:51.370 --> 00:02:53.050 what really summarizes it to
NOTE Confidence: 0.95372593

00:02:53.050 --> 00:02:54.970 me is really the Brendan
NOTE Confidence: 0.95372593

00:02:54.970 --> 00:02:56.730 Kelly Award in terms of
NOTE Confidence: 0.95372593

00:02:56.730 --> 00:02:57.230 collaborative
NOTE Confidence: 0.99644977

00:02:57.530 --> 00:02:58.030 leadership,
NOTE Confidence: 0.98365164

00:02:58.410 --> 00:03:00.669 compassionate care, and teaching excellence.
NOTE Confidence: 0.9246002

00:03:01.370 --> 00:03:02.810 So, Jiti, thank you so

NOTE Confidence: 0.9246002

00:03:02.810 --> 00:03:04.655 much for, doing this. We're

NOTE Confidence: 0.9246002

00:03:04.655 --> 00:03:06.514 a small intimate bunch today.

NOTE Confidence: 0.9890969

00:03:07.375 --> 00:03:08.655 But thank you so much

NOTE Confidence: 0.9890969

00:03:08.655 --> 00:03:09.155 for,

NOTE Confidence: 0.89326537

00:03:09.935 --> 00:03:11.235 for leading this session.

NOTE Confidence: 0.9386131

00:03:12.415 --> 00:03:13.775 Great. Thank you, Padina. That

NOTE Confidence: 0.9386131

00:03:13.775 --> 00:03:15.135 was a very nice introduction.

NOTE Confidence: 0.9386131

00:03:15.135 --> 00:03:16.629 And I think back fondly

NOTE Confidence: 0.9386131

00:03:16.629 --> 00:03:17.669 that chief here because we

NOTE Confidence: 0.9386131

00:03:17.669 --> 00:03:18.310 act that was when I

NOTE Confidence: 0.9386131

00:03:18.310 --> 00:03:19.290 got to know you

NOTE Confidence: 0.9465443

00:03:19.590 --> 00:03:21.610 when, you were my attending,

NOTE Confidence: 0.9465443

00:03:21.909 --> 00:03:22.569 at Bridgeport,

NOTE Confidence: 0.97993845

00:03:23.030 --> 00:03:23.909 for a couple of the

NOTE Confidence: 0.97993845

00:03:23.909 --> 00:03:24.409 blocks.

NOTE Confidence: 0.9648542

00:03:24.870 --> 00:03:26.310 So it was, you know,
NOTE Confidence: 0.9648542

00:03:26.310 --> 00:03:27.269 it's been it's been a
NOTE Confidence: 0.9648542

00:03:27.269 --> 00:03:29.544 long, road together. So thanks
NOTE Confidence: 0.9648542

00:03:29.544 --> 00:03:30.985 for inviting me. Hello, everybody.
NOTE Confidence: 0.9648542

00:03:30.985 --> 00:03:32.205 I know almost
NOTE Confidence: 0.9591148

00:03:32.505 --> 00:03:33.565 everybody here.
NOTE Confidence: 0.9869425

00:03:35.305 --> 00:03:35.805 And,
NOTE Confidence: 0.9911391

00:03:36.265 --> 00:03:37.785 you know, knowing many of
NOTE Confidence: 0.9911391

00:03:37.785 --> 00:03:38.585 you, I know that what
NOTE Confidence: 0.9911391

00:03:38.585 --> 00:03:39.545 I'm actually gonna be talking
NOTE Confidence: 0.9911391

00:03:39.545 --> 00:03:40.505 about is something that many
NOTE Confidence: 0.9911391

00:03:40.505 --> 00:03:41.465 of you are familiar with.
NOTE Confidence: 0.9911391

00:03:41.465 --> 00:03:43.785 So, what, Penina asked me
NOTE Confidence: 0.9911391

00:03:43.785 --> 00:03:44.925 to talk about was
NOTE Confidence: 0.96079445

00:03:45.250 --> 00:03:47.810 supporting learners in relationship centered
NOTE Confidence: 0.96079445

00:03:47.810 --> 00:03:48.310 interviewing.

NOTE Confidence: 0.9819058
00:03:49.010 --> 00:03:49.510 And,
NOTE Confidence: 0.9994767
00:03:50.690 --> 00:03:51.489 you all know how to
NOTE Confidence: 0.9994767
00:03:51.489 --> 00:03:51.989 interview
NOTE Confidence: 0.9956425
00:03:53.250 --> 00:03:53.750 patients.
NOTE Confidence: 0.9778439
00:03:54.370 --> 00:03:55.569 What I wanna talk about
NOTE Confidence: 0.9778439
00:03:55.569 --> 00:03:57.250 is the curriculum that we
NOTE Confidence: 0.9778439
00:03:57.250 --> 00:03:58.950 teach the Yale medical students
NOTE Confidence: 0.99355173
00:03:59.275 --> 00:04:01.215 related to relationship centered interviewing,
NOTE Confidence: 0.99355173
00:04:01.515 --> 00:04:03.055 which will hopefully help you
NOTE Confidence: 0.9983022
00:04:03.435 --> 00:04:05.295 find some tips and techniques
NOTE Confidence: 0.9983022
00:04:05.355 --> 00:04:06.735 to give feedback
NOTE Confidence: 0.9981075
00:04:07.035 --> 00:04:08.955 on clinical skills. We know
NOTE Confidence: 0.9981075
00:04:08.955 --> 00:04:09.695 that residents
NOTE Confidence: 0.99773556
00:04:11.370 --> 00:04:12.730 and medical students on their
NOTE Confidence: 0.99773556
00:04:12.730 --> 00:04:14.590 clerkship year are eager
NOTE Confidence: 0.98774326

00:04:14.970 --> 00:04:16.510 to get observation and feedback
NOTE Confidence: 0.98774326

00:04:16.730 --> 00:04:18.330 from from faculty. We we
NOTE Confidence: 0.98774326

00:04:18.330 --> 00:04:19.630 tend to give them feedback
NOTE Confidence: 0.98774326

00:04:19.850 --> 00:04:21.370 a lot more on their
NOTE Confidence: 0.98774326

00:04:21.370 --> 00:04:22.810 decision making. We're sitting in
NOTE Confidence: 0.98774326

00:04:22.810 --> 00:04:23.850 this I'm in the precepting
NOTE Confidence: 0.98774326

00:04:23.850 --> 00:04:24.730 room. Right? I talk to
NOTE Confidence: 0.98774326

00:04:24.730 --> 00:04:25.755 my residents about
NOTE Confidence: 0.9794377

00:04:26.235 --> 00:04:27.935 their their choices of medications
NOTE Confidence: 0.9794377

00:04:28.075 --> 00:04:29.115 or what they're gonna do
NOTE Confidence: 0.9794377

00:04:29.115 --> 00:04:30.335 for the kid with asthma.
NOTE Confidence: 0.9794377

00:04:30.555 --> 00:04:31.915 We talk a lot less
NOTE Confidence: 0.9794377

00:04:31.915 --> 00:04:33.115 about what they're doing at
NOTE Confidence: 0.9794377

00:04:33.115 --> 00:04:34.075 the bedside and how they
NOTE Confidence: 0.9794377

00:04:34.075 --> 00:04:35.435 might have approached the situation
NOTE Confidence: 0.9794377

00:04:35.435 --> 00:04:37.435 differently with their communication skills

NOTE Confidence: 0.9794377
00:04:37.435 --> 00:04:38.875 or their physical exam. So
NOTE Confidence: 0.9794377
00:04:38.875 --> 00:04:40.610 I wanna unpack a method
NOTE Confidence: 0.9794377
00:04:40.610 --> 00:04:41.650 that we teach the medical
NOTE Confidence: 0.9794377
00:04:41.650 --> 00:04:42.150 students.
NOTE Confidence: 0.97798634
00:04:42.690 --> 00:04:43.890 Hopefully, you can leave here
NOTE Confidence: 0.97798634
00:04:43.890 --> 00:04:45.410 with some tips to the
NOTE Confidence: 0.97798634
00:04:45.410 --> 00:04:46.529 next time you're observing your
NOTE Confidence: 0.97798634
00:04:46.529 --> 00:04:48.310 learners, to give them feedback.
NOTE Confidence: 0.9738617
00:04:48.930 --> 00:04:50.130 So I'm gonna share my
NOTE Confidence: 0.9738617
00:04:50.130 --> 00:04:50.630 screen.
NOTE Confidence: 0.9977354
00:04:51.089 --> 00:04:51.589 And
NOTE Confidence: 0.97302306
00:04:51.945 --> 00:04:53.404 as I'm getting that organized,
NOTE Confidence: 0.97302306
00:04:53.625 --> 00:04:54.365 a couple
NOTE Confidence: 0.9997518
00:04:54.825 --> 00:04:55.565 of housekeeping
NOTE Confidence: 0.8305879
00:04:58.105 --> 00:04:58.605 points.
NOTE Confidence: 0.9808473

00:05:00.025 --> 00:05:01.385 As I'm sharing my screen
NOTE Confidence: 0.9808473

00:05:01.385 --> 00:05:02.265 and talking, I have a
NOTE Confidence: 0.9808473

00:05:02.265 --> 00:05:03.305 hard time looking at the
NOTE Confidence: 0.9808473

00:05:03.305 --> 00:05:04.205 chat and
NOTE Confidence: 0.99709034

00:05:04.990 --> 00:05:06.349 talking to you. So if
NOTE Confidence: 0.99709034

00:05:06.349 --> 00:05:07.729 there's someone who if there's
NOTE Confidence: 0.98409826

00:05:10.830 --> 00:05:12.029 interrupt me. I think that's
NOTE Confidence: 0.98409826

00:05:12.029 --> 00:05:12.990 probably the easiest. But if
NOTE Confidence: 0.98409826

00:05:12.990 --> 00:05:13.870 there's something you wanna put
NOTE Confidence: 0.98409826

00:05:13.870 --> 00:05:14.830 in the chat, can someone
NOTE Confidence: 0.98409826

00:05:14.830 --> 00:05:15.949 just interrupt me if I
NOTE Confidence: 0.98409826

00:05:15.949 --> 00:05:16.830 don't see it? I would
NOTE Confidence: 0.98409826

00:05:16.830 --> 00:05:17.625 appreciate that.
NOTE Confidence: 0.9993419

00:05:18.345 --> 00:05:19.225 And then I will also
NOTE Confidence: 0.9993419

00:05:19.225 --> 00:05:20.185 say that much of what
NOTE Confidence: 0.9993419

00:05:20.185 --> 00:05:21.404 I'm talking about here

NOTE Confidence: 0.9984709

00:05:21.865 --> 00:05:23.805 is an adult centered model.

NOTE Confidence: 0.9286315

00:05:25.705 --> 00:05:27.385 Ruchika, you know, Ruchika runs

NOTE Confidence: 0.9286315

00:05:27.385 --> 00:05:27.705 our,

NOTE Confidence: 0.97710276

00:05:28.745 --> 00:05:29.485 pre clerkship

NOTE Confidence: 0.9798198

00:05:29.970 --> 00:05:32.050 session on pediatrics. And,

NOTE Confidence: 0.9925622

00:05:32.370 --> 00:05:33.170 one of the things that

NOTE Confidence: 0.9925622

00:05:33.170 --> 00:05:34.130 we've done in that session

NOTE Confidence: 0.9925622

00:05:34.130 --> 00:05:35.089 is we've tried to help

NOTE Confidence: 0.9925622

00:05:35.089 --> 00:05:37.250 the students see that and

NOTE Confidence: 0.9925622

00:05:37.250 --> 00:05:38.450 you'll all see this very

NOTE Confidence: 0.9925622

00:05:38.450 --> 00:05:40.050 clearly, that the adult center

NOTE Confidence: 0.9925622

00:05:40.050 --> 00:05:41.510 model that we teach them

NOTE Confidence: 0.9925622

00:05:41.730 --> 00:05:42.770 is something that they should

NOTE Confidence: 0.9925622

00:05:42.770 --> 00:05:44.550 bring into the pediatric visit

NOTE Confidence: 0.9729115

00:05:45.495 --> 00:05:46.975 at really any stage. And,

NOTE Confidence: 0.9729115

00:05:46.975 --> 00:05:48.214 you know, it starts with

NOTE Confidence: 0.9729115

00:05:48.214 --> 00:05:49.575 showing interest in the patient.

NOTE Confidence: 0.9729115

00:05:49.575 --> 00:05:50.695 And even if that patient

NOTE Confidence: 0.9729115

00:05:50.695 --> 00:05:51.435 is nonverbal,

NOTE Confidence: 0.992524

00:05:52.295 --> 00:05:53.035 or preverbal,

NOTE Confidence: 0.9962791

00:05:53.735 --> 00:05:55.015 showing interest in the patient

NOTE Confidence: 0.9962791

00:05:55.015 --> 00:05:56.214 and giving the patient some

NOTE Confidence: 0.9962791

00:05:56.214 --> 00:05:57.915 space to have the the

NOTE Confidence: 0.9962791

00:05:58.055 --> 00:05:59.495 the spotlight during the visit

NOTE Confidence: 0.9962791

00:05:59.495 --> 00:06:00.375 is a good place to

NOTE Confidence: 0.9962791

00:06:00.375 --> 00:06:00.779 start.

NOTE Confidence: 0.9558475

00:06:02.139 --> 00:06:03.339 So these are the objectives

NOTE Confidence: 0.9558475

00:06:03.339 --> 00:06:04.940 here to recognize the value

NOTE Confidence: 0.9558475

00:06:04.940 --> 00:06:05.680 of the history,

NOTE Confidence: 0.99212587

00:06:06.139 --> 00:06:07.520 as a therapeutic tool,

NOTE Confidence: 0.96018726

00:06:08.139 --> 00:06:09.980 explore the relationship center model

NOTE Confidence: 0.96018726

00:06:09.980 --> 00:06:10.940 that we teach to the

NOTE Confidence: 0.96018726

00:06:10.940 --> 00:06:12.220 Yale medical students, and then,

NOTE Confidence: 0.96018726

00:06:12.540 --> 00:06:13.419 I'll spend most of my

NOTE Confidence: 0.96018726

00:06:13.419 --> 00:06:14.380 time. We'll we'll talk about

NOTE Confidence: 0.96018726

00:06:14.380 --> 00:06:15.600 some concrete tips.

NOTE Confidence: 0.9763349

00:06:17.784 --> 00:06:19.565 So very quickly, I'm gonna

NOTE Confidence: 0.9768915

00:06:20.104 --> 00:06:20.604 distill

NOTE Confidence: 0.98694414

00:06:21.305 --> 00:06:22.985 maybe, like, four hours of

NOTE Confidence: 0.98694414

00:06:22.985 --> 00:06:24.504 of lecture content into two

NOTE Confidence: 0.98694414

00:06:24.504 --> 00:06:25.865 slides here. So this is

NOTE Confidence: 0.98694414

00:06:25.865 --> 00:06:26.985 sort of the preamble that

NOTE Confidence: 0.98694414

00:06:26.985 --> 00:06:27.805 we give students

NOTE Confidence: 0.94467026

00:06:28.185 --> 00:06:29.065 relate. And I should say

NOTE Confidence: 0.94467026

00:06:29.065 --> 00:06:29.784 we don't really give them

NOTE Confidence: 0.94467026

00:06:29.784 --> 00:06:30.979 any lecture content at all.

NOTE Confidence: 0.94467026

00:06:30.979 --> 00:06:31.940 This is all video and
NOTE Confidence: 0.94467026

00:06:31.940 --> 00:06:33.699 flipped curriculum stuff, but we
NOTE Confidence: 0.94467026

00:06:33.699 --> 00:06:34.919 have them prepped to,
NOTE Confidence: 0.8936407

00:06:35.300 --> 00:06:36.500 really try to convince them
NOTE Confidence: 0.8936407

00:06:36.500 --> 00:06:37.620 why history is so important,
NOTE Confidence: 0.8936407

00:06:37.620 --> 00:06:38.500 why it's important to be
NOTE Confidence: 0.8936407

00:06:38.500 --> 00:06:40.100 a good communicator. So no
NOTE Confidence: 0.8936407

00:06:40.100 --> 00:06:41.147 surprise to this audience. We
NOTE Confidence: 0.8936407

00:06:41.147 --> 00:06:41.188 can make the diagnosis more
NOTE Confidence: 0.8936407

00:06:41.188 --> 00:06:41.228 than eighty percent of the
NOTE Confidence: 0.8936407

00:06:41.228 --> 00:06:41.267 time. This is a study
NOTE Confidence: 0.8936407

00:06:41.267 --> 00:06:41.380 from an emergency department. I
NOTE Confidence: 0.8936407

00:06:41.380 --> 00:06:41.880 think
NOTE Confidence: 0.7935206

00:06:42.574 --> 00:06:43.074 more
NOTE Confidence: 0.8819436

00:06:43.455 --> 00:06:43.588 than eighty percent of the
NOTE Confidence: 0.8819436

00:06:43.588 --> 00:06:43.706 time. This is a study

NOTE Confidence: 0.8819436

00:06:43.706 --> 00:06:44.014 from an emergency department. I

NOTE Confidence: 0.8819436

00:06:44.014 --> 00:06:44.479 think in more office based

NOTE Confidence: 0.8819436

00:06:44.479 --> 00:06:45.535 specialties, this is probably higher

NOTE Confidence: 0.8819436

00:06:45.535 --> 00:06:46.735 than eighty percent that the

NOTE Confidence: 0.8819436

00:06:46.735 --> 00:06:47.794 history alone,

NOTE Confidence: 0.97141033

00:06:48.335 --> 00:06:49.375 leads us to the right

NOTE Confidence: 0.97141033

00:06:49.375 --> 00:06:51.154 diagnosis. So it's diagnostically

NOTE Confidence: 0.9535337

00:06:52.175 --> 00:06:52.675 useful.

NOTE Confidence: 0.96670324

00:06:55.839 --> 00:06:56.480 But what I try to

NOTE Confidence: 0.96670324

00:06:56.480 --> 00:06:57.760 convince the students is that

NOTE Confidence: 0.96670324

00:06:57.760 --> 00:06:58.800 done the right way in

NOTE Confidence: 0.96670324

00:06:58.800 --> 00:07:00.560 a patient centered relationship centered

NOTE Confidence: 0.96670324

00:07:00.560 --> 00:07:01.060 way,

NOTE Confidence: 0.99597514

00:07:01.680 --> 00:07:03.380 history is actually a therapeutic

NOTE Confidence: 0.99597514

00:07:03.440 --> 00:07:04.180 tool. So

NOTE Confidence: 0.98353773

00:07:04.480 --> 00:07:05.839 all adult outcomes here, I'm
NOTE Confidence: 0.98353773

00:07:05.839 --> 00:07:07.360 not aware of pediatric data,
NOTE Confidence: 0.98353773

00:07:07.360 --> 00:07:08.339 but I think
NOTE Confidence: 0.9846477

00:07:08.755 --> 00:07:09.955 intuitively, it makes sense to
NOTE Confidence: 0.9846477

00:07:09.955 --> 00:07:11.235 me that the same principles
NOTE Confidence: 0.9846477

00:07:11.235 --> 00:07:11.895 would apply.
NOTE Confidence: 0.9315491

00:07:12.435 --> 00:07:13.895 When doctors are good communicators
NOTE Confidence: 0.9315491

00:07:13.955 --> 00:07:16.115 with their patients, diabetes controls
NOTE Confidence: 0.9315491

00:07:16.115 --> 00:07:18.375 improved, hypertension outcomes are better,
NOTE Confidence: 0.9315491

00:07:18.435 --> 00:07:19.555 post ops days are better,
NOTE Confidence: 0.9315491

00:07:19.555 --> 00:07:21.335 there's less analgesic use postoperatively,
NOTE Confidence: 0.9315491

00:07:21.635 --> 00:07:22.950 and patients just feel better.
NOTE Confidence: 0.9315491

00:07:23.030 --> 00:07:24.390 Your patient says, doc, I'm
NOTE Confidence: 0.9315491

00:07:24.470 --> 00:07:25.590 feel better having come to
NOTE Confidence: 0.9315491

00:07:25.590 --> 00:07:26.490 see you today.
NOTE Confidence: 0.9569377

00:07:26.870 --> 00:07:28.150 Importantly, patients stay with their

NOTE Confidence: 0.9569377

00:07:28.150 --> 00:07:29.350 doc in primary care and

NOTE Confidence: 0.9569377

00:07:29.350 --> 00:07:30.550 continuity fields. I think that's

NOTE Confidence: 0.9569377

00:07:30.550 --> 00:07:31.290 really important.

NOTE Confidence: 0.96573955

00:07:31.910 --> 00:07:33.350 Patients like their doctor, and

NOTE Confidence: 0.96573955

00:07:33.350 --> 00:07:35.030 they don't shop around. And

NOTE Confidence: 0.96573955

00:07:35.030 --> 00:07:36.650 from the physician standpoint,

NOTE Confidence: 0.96176153

00:07:37.075 --> 00:07:38.195 there's a literature to show

NOTE Confidence: 0.96176153

00:07:38.195 --> 00:07:39.475 that we as docs are

NOTE Confidence: 0.96176153

00:07:39.475 --> 00:07:40.695 more professionally satisfied

NOTE Confidence: 0.9738156

00:07:41.075 --> 00:07:42.295 when we have good relationships

NOTE Confidence: 0.9738156

00:07:42.355 --> 00:07:44.035 with our patients. And doctors

NOTE Confidence: 0.9738156

00:07:44.035 --> 00:07:46.535 who use relationship centered communication

NOTE Confidence: 0.9738156

00:07:46.595 --> 00:07:47.095 skills,

NOTE Confidence: 0.9815627

00:07:48.115 --> 00:07:50.340 are more professionally satisfied. So

NOTE Confidence: 0.9815627

00:07:50.419 --> 00:07:51.380 few good reasons there to

NOTE Confidence: 0.9815627

00:07:51.380 --> 00:07:52.580 learn this technique. I show
NOTE Confidence: 0.9815627

00:07:52.580 --> 00:07:53.540 up there the textbook that
NOTE Confidence: 0.9815627

00:07:53.540 --> 00:07:54.500 we use that was written
NOTE Confidence: 0.9815627

00:07:54.500 --> 00:07:55.940 by August Fortin, who is
NOTE Confidence: 0.9815627

00:07:55.940 --> 00:07:57.460 a recently retired faculty member
NOTE Confidence: 0.9815627

00:07:57.460 --> 00:07:59.139 in internal medicine. He ran
NOTE Confidence: 0.9815627

00:07:59.139 --> 00:08:00.680 our communication skills curriculum.
NOTE Confidence: 0.9470586

00:08:01.780 --> 00:08:02.979 So we teach students that
NOTE Confidence: 0.9470586

00:08:02.979 --> 00:08:03.780 they need to be patient
NOTE Confidence: 0.9470586

00:08:03.780 --> 00:08:04.820 centered, and you see all
NOTE Confidence: 0.9470586

00:08:04.820 --> 00:08:05.871 the, you know, the point
NOTE Confidence: 0.9470586

00:08:05.898 --> 00:08:06.725 I'm not gonna read these
NOTE Confidence: 0.9470586

00:08:06.725 --> 00:08:07.445 to you, but the points
NOTE Confidence: 0.9470586

00:08:07.445 --> 00:08:09.205 related to related to patient
NOTE Confidence: 0.9470586

00:08:09.205 --> 00:08:10.405 centeredness on this side of
NOTE Confidence: 0.9470586

00:08:10.405 --> 00:08:12.025 the screen. But we teach

NOTE Confidence: 0.49249735

00:08:13.085 --> 00:08:13.585 them

NOTE Confidence: 0.9797473

00:08:14.805 --> 00:08:17.125 mission centeredness because the patient

NOTE Confidence: 0.9797473

00:08:17.125 --> 00:08:18.725 doesn't know everything that you

NOTE Confidence: 0.9797473

00:08:18.725 --> 00:08:19.780 need to know to help

NOTE Confidence: 0.9797473

00:08:19.780 --> 00:08:21.140 them with whatever they're coming

NOTE Confidence: 0.9797473

00:08:21.140 --> 00:08:22.500 to see you. So we

NOTE Confidence: 0.9797473

00:08:22.500 --> 00:08:23.700 start we tell the students

NOTE Confidence: 0.9797473

00:08:23.700 --> 00:08:24.820 to start the interview with

NOTE Confidence: 0.9797473

00:08:24.820 --> 00:08:26.100 a patient centered model where

NOTE Confidence: 0.9797473

00:08:26.100 --> 00:08:27.460 the information flow is controlled

NOTE Confidence: 0.9797473

00:08:27.460 --> 00:08:28.740 by the patient. But at

NOTE Confidence: 0.9797473

00:08:28.740 --> 00:08:29.620 some point in the interview,

NOTE Confidence: 0.9797473

00:08:29.620 --> 00:08:30.740 we need to transition to

NOTE Confidence: 0.9797473

00:08:30.740 --> 00:08:32.020 a a situation where the

NOTE Confidence: 0.9797473

00:08:32.020 --> 00:08:34.144 information flow is controlled by

NOTE Confidence: 0.9797473

00:08:34.144 --> 00:08:35.584 us, where we're asking more
NOTE Confidence: 0.9797473

00:08:35.584 --> 00:08:37.024 pointed questions to get at
NOTE Confidence: 0.9797473

00:08:37.024 --> 00:08:38.065 information that,
NOTE Confidence: 0.99047416

00:08:38.385 --> 00:08:39.684 is important to the clinician
NOTE Confidence: 0.99047416

00:08:39.745 --> 00:08:40.785 based on what we know
NOTE Confidence: 0.99047416

00:08:40.785 --> 00:08:41.824 about the patient to that
NOTE Confidence: 0.99047416

00:08:41.824 --> 00:08:43.024 point. And you see some
NOTE Confidence: 0.99047416

00:08:43.024 --> 00:08:44.545 of the differences between those,
NOTE Confidence: 0.99047416

00:08:45.024 --> 00:08:46.304 those two approaches. All of
NOTE Confidence: 0.99047416

00:08:46.304 --> 00:08:47.425 this will look familiar to
NOTE Confidence: 0.99047416

00:08:47.425 --> 00:08:47.925 you.
NOTE Confidence: 0.989781

00:08:50.760 --> 00:08:51.800 So that was my four
NOTE Confidence: 0.989781

00:08:51.800 --> 00:08:53.480 hours of precontent distilled into
NOTE Confidence: 0.989781

00:08:53.480 --> 00:08:54.360 two quick slides. So I'm
NOTE Confidence: 0.989781

00:08:54.360 --> 00:08:55.640 gonna focus mostly on these
NOTE Confidence: 0.989781

00:08:55.640 --> 00:08:56.679 other things today because I

NOTE Confidence: 0.989781
00:08:56.760 --> 00:08:57.559 you know, I'm gonna take
NOTE Confidence: 0.989781
00:08:57.559 --> 00:08:58.679 it for granted that that
NOTE Confidence: 0.989781
00:08:58.679 --> 00:09:00.220 you all have some familiarity
NOTE Confidence: 0.989781
00:09:00.440 --> 00:09:01.640 with the the give and
NOTE Confidence: 0.989781
00:09:01.640 --> 00:09:03.375 take of the balance between
NOTE Confidence: 0.989781
00:09:03.375 --> 00:09:05.475 patient centered and, and clinician
NOTE Confidence: 0.989781
00:09:05.535 --> 00:09:06.975 centered interviewing. So I'm gonna
NOTE Confidence: 0.989781
00:09:06.975 --> 00:09:07.774 talk now about,
NOTE Confidence: 0.9869809
00:09:09.054 --> 00:09:10.014 some of the ways that
NOTE Confidence: 0.9869809
00:09:10.014 --> 00:09:11.615 we teach the students this.
NOTE Confidence: 0.9869809
00:09:11.615 --> 00:09:12.735 So here's the model that
NOTE Confidence: 0.9869809
00:09:12.735 --> 00:09:14.415 we teach them. And, if
NOTE Confidence: 0.9869809
00:09:14.415 --> 00:09:16.014 if it's not clear, I'll
NOTE Confidence: 0.9869809
00:09:16.014 --> 00:09:17.134 try to make some connections
NOTE Confidence: 0.9869809
00:09:17.134 --> 00:09:18.370 to to how this connects
NOTE Confidence: 0.9869809

00:09:18.370 --> 00:09:19.490 to a pediatric visit. But
NOTE Confidence: 0.9869809

00:09:19.490 --> 00:09:21.170 if it's not clear, please
NOTE Confidence: 0.9869809

00:09:21.170 --> 00:09:22.050 interrupt me, and I will
NOTE Confidence: 0.9869809

00:09:22.050 --> 00:09:23.570 go there earlier. So we
NOTE Confidence: 0.9869809

00:09:23.570 --> 00:09:24.450 tell them to start the
NOTE Confidence: 0.9869809

00:09:24.450 --> 00:09:26.130 interview very quickly with a
NOTE Confidence: 0.9869809

00:09:26.130 --> 00:09:27.330 greeting and then setting the
NOTE Confidence: 0.9869809

00:09:27.330 --> 00:09:27.830 agenda.
NOTE Confidence: 0.980612

00:09:28.610 --> 00:09:29.890 You know, especially in primary
NOTE Confidence: 0.980612

00:09:29.890 --> 00:09:30.690 care. And even in my
NOTE Confidence: 0.980612

00:09:30.690 --> 00:09:31.815 CF clinic, I do this.
NOTE Confidence: 0.980612

00:09:31.975 --> 00:09:33.255 You know, it it I
NOTE Confidence: 0.980612

00:09:33.255 --> 00:09:34.615 take it for some people,
NOTE Confidence: 0.980612

00:09:34.615 --> 00:09:35.255 I think, would take it
NOTE Confidence: 0.980612

00:09:35.255 --> 00:09:36.375 for granted. You're seeing someone
NOTE Confidence: 0.980612

00:09:36.375 --> 00:09:37.575 in a in a super

NOTE Confidence: 0.980612

00:09:37.575 --> 00:09:39.335 specialty clinic. Everybody knows why

NOTE Confidence: 0.980612

00:09:39.335 --> 00:09:40.695 they're there. But I think

NOTE Confidence: 0.980612

00:09:40.695 --> 00:09:42.054 that assumption is dangerous because

NOTE Confidence: 0.980612

00:09:42.054 --> 00:09:42.934 there may be things that

NOTE Confidence: 0.980612

00:09:42.934 --> 00:09:44.054 the patient wants to talk

NOTE Confidence: 0.980612

00:09:44.054 --> 00:09:45.575 about that wouldn't come up

NOTE Confidence: 0.980612

00:09:45.575 --> 00:09:47.120 on our checklist of things

NOTE Confidence: 0.980612

00:09:47.120 --> 00:09:48.000 that we would go over

NOTE Confidence: 0.980612

00:09:48.000 --> 00:09:49.120 through the routine of what

NOTE Confidence: 0.980612

00:09:49.120 --> 00:09:50.400 we're talking about that day.

NOTE Confidence: 0.980612

00:09:50.400 --> 00:09:51.200 It doesn't mean that we

NOTE Confidence: 0.980612

00:09:51.200 --> 00:09:52.640 need to actually address all

NOTE Confidence: 0.980612

00:09:52.640 --> 00:09:54.420 of those things, but understanding

NOTE Confidence: 0.980612

00:09:54.480 --> 00:09:55.520 what the patient has on

NOTE Confidence: 0.980612

00:09:55.520 --> 00:09:56.880 their agenda and then negotiating

NOTE Confidence: 0.980612

00:09:56.880 --> 00:09:58.080 that agenda is an important
NOTE Confidence: 0.980612

00:09:58.080 --> 00:09:59.440 component to the visit. Even
NOTE Confidence: 0.980612

00:09:59.440 --> 00:10:00.320 it means that you're gonna
NOTE Confidence: 0.980612

00:10:00.320 --> 00:10:01.220 turf that
NOTE Confidence: 0.97321784

00:10:02.054 --> 00:10:03.175 agenda item that doesn't fall
NOTE Confidence: 0.97321784

00:10:03.175 --> 00:10:04.535 within your domain to somebody
NOTE Confidence: 0.97321784

00:10:04.535 --> 00:10:05.735 else or to a future
NOTE Confidence: 0.97321784

00:10:05.735 --> 00:10:07.015 visit. So that's where the
NOTE Confidence: 0.97321784

00:10:07.015 --> 00:10:08.375 residents are where the students,
NOTE Confidence: 0.97321784

00:10:08.375 --> 00:10:09.595 we teach them to start.
NOTE Confidence: 0.990837

00:10:11.095 --> 00:10:12.295 I'm gonna show I'm gonna
NOTE Confidence: 0.990837

00:10:12.295 --> 00:10:13.175 take a little risk here.
NOTE Confidence: 0.990837

00:10:13.175 --> 00:10:13.815 I'm gonna show you a
NOTE Confidence: 0.990837

00:10:13.815 --> 00:10:15.450 little demo. I show this
NOTE Confidence: 0.990837

00:10:15.450 --> 00:10:16.570 to I don't show this
NOTE Confidence: 0.990837

00:10:16.570 --> 00:10:17.529 to the students, but I

NOTE Confidence: 0.990837
00:10:17.529 --> 00:10:18.029 think,
NOTE Confidence: 0.99778926
00:10:18.330 --> 00:10:19.130 when I when I do
NOTE Confidence: 0.99778926
00:10:19.130 --> 00:10:20.809 this workshop at at,
NOTE Confidence: 0.9862792
00:10:21.209 --> 00:10:23.149 academic meetings, I usually have
NOTE Confidence: 0.9862792
00:10:23.290 --> 00:10:24.029 an actor,
NOTE Confidence: 0.9707612
00:10:25.050 --> 00:10:26.490 and and a faculty member,
NOTE Confidence: 0.9707612
00:10:26.490 --> 00:10:27.290 and we we do a
NOTE Confidence: 0.9707612
00:10:27.290 --> 00:10:28.010 little bit of a role
NOTE Confidence: 0.9707612
00:10:28.010 --> 00:10:28.809 play to show what this
NOTE Confidence: 0.9707612
00:10:28.809 --> 00:10:29.865 looks like. And this is
NOTE Confidence: 0.9707612
00:10:29.865 --> 00:10:30.905 just a recording where I
NOTE Confidence: 0.9707612
00:10:30.905 --> 00:10:32.105 did this with August Fortin
NOTE Confidence: 0.9707612
00:10:32.105 --> 00:10:33.545 a few years ago. Let's
NOTE Confidence: 0.9707612
00:10:33.545 --> 00:10:34.585 see if the oh, hopefully,
NOTE Confidence: 0.9707612
00:10:34.585 --> 00:10:35.965 the audio is gonna work.
NOTE Confidence: 0.984064

00:10:36.585 --> 00:10:37.385 Nope. I need to put
NOTE Confidence: 0.984064

00:10:37.385 --> 00:10:37.785 it on,
NOTE Confidence: 0.9809995

00:10:38.425 --> 00:10:39.565 slideshow. Sorry.
NOTE Confidence: 0.9000101

00:10:41.865 --> 00:10:43.085 And then it should play.
NOTE Confidence: 0.6205813

00:10:48.279 --> 00:10:48.779 Right.
NOTE Confidence: 0.9912172

00:10:49.559 --> 00:10:50.679 I have a backup ready
NOTE Confidence: 0.9912172

00:10:50.679 --> 00:10:51.800 to go, so just bear
NOTE Confidence: 0.9912172

00:10:51.800 --> 00:10:52.459 with me.
NOTE Confidence: 0.9962214

00:10:55.320 --> 00:10:56.200 I just need to share
NOTE Confidence: 0.9962214

00:10:56.200 --> 00:10:57.500 a different screen now.
NOTE Confidence: 0.99196726

00:11:04.235 --> 00:11:05.675 Too many windows open, folks.
NOTE Confidence: 0.99196726

00:11:05.675 --> 00:11:06.575 Here we go.
NOTE Confidence: 0.9839545

00:11:07.035 --> 00:11:07.695 Got it.
NOTE Confidence: 0.89896345

00:11:12.570 --> 00:11:13.770 Can you hear that? Hi.
NOTE Confidence: 0.89896345

00:11:13.770 --> 00:11:16.010 Hi. Mister Talwalkar? Yeah. JD
NOTE Confidence: 0.64865816

00:11:18.970 --> 00:11:19.470 Horton.

NOTE Confidence: 0.94883525

00:11:20.490 --> 00:11:21.530 Here's how you spell it

NOTE Confidence: 0.94883525

00:11:21.530 --> 00:11:22.490 because I know it's not

NOTE Confidence: 0.94883525

00:11:22.490 --> 00:11:23.930 a very common name. To

NOTE Confidence: 0.94883525

00:11:23.930 --> 00:11:24.809 meet you. Nice to meet

NOTE Confidence: 0.94883525

00:11:24.809 --> 00:11:25.850 you as well. I'm one

NOTE Confidence: 0.94883525

00:11:25.850 --> 00:11:26.510 of the

NOTE Confidence: 0.99411637

00:11:26.945 --> 00:11:28.145 medicine residents here,

NOTE Confidence: 0.9815486

00:11:28.625 --> 00:11:30.225 and, wanted to welcome you

NOTE Confidence: 0.9815486

00:11:30.225 --> 00:11:32.145 to the clinic. Thanks. Yeah.

NOTE Confidence: 0.9815486

00:11:32.385 --> 00:11:34.005 Any trouble getting here today?

NOTE Confidence: 0.9144701

00:11:34.625 --> 00:11:35.684 Except for the microphone.

NOTE Confidence: 0.9962715

00:11:36.145 --> 00:11:37.745 So, any any trouble getting

NOTE Confidence: 0.9962715

00:11:37.745 --> 00:11:38.485 here today?

NOTE Confidence: 0.95339966

00:11:39.105 --> 00:11:39.605 Well,

NOTE Confidence: 0.94182324

00:11:40.959 --> 00:11:41.920 that's what I wanna talk

NOTE Confidence: 0.94182324

00:11:41.920 --> 00:11:42.800 to you about. I normally
NOTE Confidence: 0.94182324

00:11:42.800 --> 00:11:43.600 would have walked here. I
NOTE Confidence: 0.94182324

00:11:43.600 --> 00:11:44.640 don't live that far away,
NOTE Confidence: 0.94182324

00:11:44.640 --> 00:11:46.080 but I'm having a little
NOTE Confidence: 0.94182324

00:11:46.080 --> 00:11:47.920 bit of difficulty. So Okay.
NOTE Confidence: 0.94725895

00:11:48.399 --> 00:11:49.760 For a rehab. Okay. I
NOTE Confidence: 0.94725895

00:11:49.760 --> 00:11:50.720 wanna hear about that in
NOTE Confidence: 0.94725895

00:11:50.720 --> 00:11:52.000 in just a second. But
NOTE Confidence: 0.94725895

00:11:52.000 --> 00:11:52.800 I wanted to let you
NOTE Confidence: 0.94725895

00:11:52.800 --> 00:11:54.385 know, this is a resident
NOTE Confidence: 0.94725895

00:11:54.385 --> 00:11:55.745 teaching clinic. So you and
NOTE Confidence: 0.94725895

00:11:55.745 --> 00:11:56.785 I are gonna talk. I'll
NOTE Confidence: 0.94725895

00:11:56.785 --> 00:11:57.825 examine you, and then I'm
NOTE Confidence: 0.94725895

00:11:57.825 --> 00:11:58.945 gonna step out and talk
NOTE Confidence: 0.94725895

00:11:58.945 --> 00:12:00.385 to my preceptor who's one
NOTE Confidence: 0.94725895

00:12:00.385 --> 00:12:02.225 of those supervising doctors. And

NOTE Confidence: 0.94725895

00:12:02.225 --> 00:12:03.265 then either I'll come back

NOTE Confidence: 0.94725895

00:12:03.265 --> 00:12:04.304 alone or we'll both come

NOTE Confidence: 0.94725895

00:12:04.304 --> 00:12:05.105 back, and we'll have a

NOTE Confidence: 0.94725895

00:12:05.105 --> 00:12:06.225 plan for you. Does that

NOTE Confidence: 0.94725895

00:12:06.225 --> 00:12:07.525 sound okay? Yeah. Yeah. Absolutely.

NOTE Confidence: 0.9772929

00:12:08.130 --> 00:12:09.090 Because you're a new patient,

NOTE Confidence: 0.9772929

00:12:09.090 --> 00:12:10.290 they've given us about thirty

NOTE Confidence: 0.9772929

00:12:10.290 --> 00:12:12.050 minutes together today, and I

NOTE Confidence: 0.9772929

00:12:12.050 --> 00:12:13.490 wanna obviously ask you a

NOTE Confidence: 0.9772929

00:12:13.490 --> 00:12:14.530 lot of questions to get

NOTE Confidence: 0.9772929

00:12:14.530 --> 00:12:15.410 to know you and, as

NOTE Confidence: 0.9772929

00:12:15.410 --> 00:12:16.690 I said, examine you. But

NOTE Confidence: 0.9772929

00:12:16.690 --> 00:12:17.730 first, I'd like to start

NOTE Confidence: 0.9772929

00:12:17.730 --> 00:12:18.690 with getting a list of

NOTE Confidence: 0.9772929

00:12:18.690 --> 00:12:19.970 the things that you wanna

NOTE Confidence: 0.9772929

00:12:19.970 --> 00:12:21.670 talk about today. So
NOTE Confidence: 0.9881657

00:12:22.134 --> 00:12:23.175 tell me what's what's on
NOTE Confidence: 0.9881657

00:12:23.175 --> 00:12:24.214 your list. Well, the main
NOTE Confidence: 0.9881657

00:12:24.214 --> 00:12:25.014 thing that I came in
NOTE Confidence: 0.9881657

00:12:25.014 --> 00:12:26.375 for is my belly has
NOTE Confidence: 0.9881657

00:12:26.375 --> 00:12:27.735 just been really hurting for
NOTE Confidence: 0.9881657

00:12:27.735 --> 00:12:28.855 the last So I'm gonna
NOTE Confidence: 0.9881657

00:12:28.855 --> 00:12:29.894 stop it there just in
NOTE Confidence: 0.9881657

00:12:29.894 --> 00:12:30.615 the interest of,
NOTE Confidence: 0.9829068

00:12:31.334 --> 00:12:33.014 time for this. So, basically,
NOTE Confidence: 0.9829068

00:12:33.014 --> 00:12:34.054 I'll go over what my
NOTE Confidence: 0.9829068

00:12:34.054 --> 00:12:35.595 agenda is. I I start
NOTE Confidence: 0.9829068

00:12:35.800 --> 00:12:37.320 rambling on telling my story,
NOTE Confidence: 0.9829068

00:12:37.320 --> 00:12:38.520 and he interrupts me in
NOTE Confidence: 0.9829068

00:12:38.520 --> 00:12:39.500 service to myself
NOTE Confidence: 0.97100335

00:12:40.120 --> 00:12:41.240 to pause and make sure

NOTE Confidence: 0.97100335
00:12:41.240 --> 00:12:42.280 that there's no other things
NOTE Confidence: 0.97100335
00:12:42.280 --> 00:12:43.080 that I wanted to talk
NOTE Confidence: 0.97100335
00:12:43.080 --> 00:12:43.880 about so we can then
NOTE Confidence: 0.97100335
00:12:43.880 --> 00:12:45.000 negotiate how we're gonna spend
NOTE Confidence: 0.97100335
00:12:45.000 --> 00:12:46.120 our time together and so
NOTE Confidence: 0.97100335
00:12:46.120 --> 00:12:46.620 on.
NOTE Confidence: 0.9640694
00:12:47.000 --> 00:12:48.520 You know, hopefully a paradigm
NOTE Confidence: 0.9640694
00:12:48.520 --> 00:12:49.720 that's familiar to all of
NOTE Confidence: 0.9640694
00:12:49.720 --> 00:12:51.295 us. I find that this
NOTE Confidence: 0.9640694
00:12:51.295 --> 00:12:52.334 is a major place that
NOTE Confidence: 0.9640694
00:12:52.334 --> 00:12:53.634 residents need reminding
NOTE Confidence: 0.96478736
00:12:53.934 --> 00:12:54.255 of,
NOTE Confidence: 0.99957967
00:12:55.134 --> 00:12:56.115 so that they can
NOTE Confidence: 0.9995958
00:12:56.495 --> 00:12:58.255 figure out time management in
NOTE Confidence: 0.9995958
00:12:58.255 --> 00:12:58.915 the visit.
NOTE Confidence: 0.93077654

00:12:59.295 --> 00:13:00.574 There's just so much that
NOTE Confidence: 0.93077654

00:13:00.574 --> 00:13:01.074 they
NOTE Confidence: 0.9698221

00:13:01.774 --> 00:13:02.915 can cover, but
NOTE Confidence: 0.92374176

00:13:03.459 --> 00:13:04.339 now I'm stalling, so I'm
NOTE Confidence: 0.92374176

00:13:04.339 --> 00:13:05.300 trying to find my slides
NOTE Confidence: 0.92374176

00:13:05.300 --> 00:13:06.580 again. So much they can
NOTE Confidence: 0.92374176

00:13:06.580 --> 00:13:07.640 cover, but not,
NOTE Confidence: 0.99902374

00:13:09.380 --> 00:13:11.720 not time or mental capacity
NOTE Confidence: 0.99902374

00:13:11.860 --> 00:13:13.700 to handle all of it
NOTE Confidence: 0.99902374

00:13:13.700 --> 00:13:15.000 in the course of
NOTE Confidence: 0.97172326

00:13:15.745 --> 00:13:16.804 a regular visit.
NOTE Confidence: 0.9828221

00:13:18.145 --> 00:13:19.925 Okay. So after that opening,
NOTE Confidence: 0.9828221

00:13:20.065 --> 00:13:21.184 you give the patient some
NOTE Confidence: 0.9828221

00:13:21.184 --> 00:13:22.145 time to tell their story.
NOTE Confidence: 0.9828221

00:13:22.145 --> 00:13:23.265 You pick the agenda item
NOTE Confidence: 0.9828221

00:13:23.265 --> 00:13:24.465 that they they wanna focus

NOTE Confidence: 0.9828221
00:13:24.465 --> 00:13:26.065 on, or sometimes there's an
NOTE Confidence: 0.9828221
00:13:26.065 --> 00:13:27.345 item that's too important for
NOTE Confidence: 0.9828221
00:13:27.345 --> 00:13:28.450 us. Right? So a kid
NOTE Confidence: 0.9828221
00:13:28.450 --> 00:13:29.170 is coming in for a
NOTE Confidence: 0.9828221
00:13:29.170 --> 00:13:30.550 well child visit with me,
NOTE Confidence: 0.95961213
00:13:31.330 --> 00:13:33.089 but the family is talking
NOTE Confidence: 0.95961213
00:13:33.089 --> 00:13:34.290 about how their asthma is
NOTE Confidence: 0.95961213
00:13:34.370 --> 00:13:35.410 I'm looking at Panina, so
NOTE Confidence: 0.95961213
00:13:35.410 --> 00:13:36.630 I keep talking about asthma.
NOTE Confidence: 0.95961213
00:13:36.929 --> 00:13:38.290 How their asthma is,
NOTE Confidence: 0.977518
00:13:38.929 --> 00:13:40.450 is very poorly controlled, and
NOTE Confidence: 0.977518
00:13:40.450 --> 00:13:41.809 they've been to the ED
NOTE Confidence: 0.977518
00:13:41.809 --> 00:13:43.110 three times. I may
NOTE Confidence: 0.97174853
00:13:43.485 --> 00:13:44.845 prioritize the asthma over the
NOTE Confidence: 0.97174853
00:13:44.845 --> 00:13:46.205 well child visit today because
NOTE Confidence: 0.97174853

00:13:46.205 --> 00:13:47.804 that there's more critical need
NOTE Confidence: 0.97174853

00:13:47.804 --> 00:13:49.404 there. So, usually, it's something
NOTE Confidence: 0.97174853

00:13:49.404 --> 00:13:50.684 that the agenda is gonna
NOTE Confidence: 0.97174853

00:13:50.684 --> 00:13:51.485 come from what the patient
NOTE Confidence: 0.97174853

00:13:51.485 --> 00:13:52.285 wants to talk about, but
NOTE Confidence: 0.97174853

00:13:52.285 --> 00:13:53.985 there's room for negotiation there.
NOTE Confidence: 0.97174853

00:13:54.125 --> 00:13:55.345 So we get the story
NOTE Confidence: 0.97174853

00:13:55.485 --> 00:13:56.925 from the patient. And this
NOTE Confidence: 0.97174853

00:13:56.925 --> 00:13:57.885 is really what I wanna,
NOTE Confidence: 0.91453516

00:13:58.809 --> 00:13:59.610 some some,
NOTE Confidence: 0.98963004

00:14:00.329 --> 00:14:01.370 tips to think about. So
NOTE Confidence: 0.98963004

00:14:01.370 --> 00:14:02.589 we get the patient talking.
NOTE Confidence: 0.98963004

00:14:02.730 --> 00:14:03.769 We use skills to get
NOTE Confidence: 0.98963004

00:14:03.769 --> 00:14:04.809 them to continue to talk,
NOTE Confidence: 0.98963004

00:14:04.809 --> 00:14:05.870 to tell their story.
NOTE Confidence: 0.9695239

00:14:06.250 --> 00:14:07.690 And while they're talking, I'm

NOTE Confidence: 0.9695239

00:14:07.690 --> 00:14:08.809 gonna show you the step

NOTE Confidence: 0.9695239

00:14:08.809 --> 00:14:09.550 four here.

NOTE Confidence: 0.9864273

00:14:09.929 --> 00:14:11.290 We wanna hear three things

NOTE Confidence: 0.9864273

00:14:11.290 --> 00:14:12.170 from them. We wanna hear

NOTE Confidence: 0.9864273

00:14:12.170 --> 00:14:13.255 the symptoms that they're having,

NOTE Confidence: 0.9864273

00:14:13.255 --> 00:14:14.695 of course, the symptom story.

NOTE Confidence: 0.9864273

00:14:14.695 --> 00:14:15.975 We wanna hear the personal

NOTE Confidence: 0.9864273

00:14:15.975 --> 00:14:17.255 context in which they are

NOTE Confidence: 0.9864273

00:14:17.255 --> 00:14:19.175 experiencing those symptoms, and then

NOTE Confidence: 0.9864273

00:14:19.175 --> 00:14:20.395 we wanna hear the emotional

NOTE Confidence: 0.9674139

00:14:23.255 --> 00:14:24.215 may not be the kid

NOTE Confidence: 0.9674139

00:14:24.215 --> 00:14:25.255 telling us this stuff. I

NOTE Confidence: 0.9674139

00:14:25.255 --> 00:14:26.395 mean, if it's an adolescent,

NOTE Confidence: 0.9674139

00:14:26.455 --> 00:14:27.640 maybe it is. But if

NOTE Confidence: 0.9674139

00:14:27.640 --> 00:14:28.880 we're talking about a younger

NOTE Confidence: 0.9674139

00:14:28.880 --> 00:14:29.380 child,
NOTE Confidence: 0.9674478

00:14:30.000 --> 00:14:31.040 this could look like you
NOTE Confidence: 0.9674478

00:14:31.040 --> 00:14:32.160 come in the room, you
NOTE Confidence: 0.9674478

00:14:32.160 --> 00:14:33.279 do a little play with
NOTE Confidence: 0.9674478

00:14:33.279 --> 00:14:34.720 the with the, with the
NOTE Confidence: 0.9674478

00:14:34.720 --> 00:14:36.399 younger child. You get their
NOTE Confidence: 0.9674478

00:14:36.399 --> 00:14:36.899 story.
NOTE Confidence: 0.98110294

00:14:37.519 --> 00:14:38.480 You hear what they have
NOTE Confidence: 0.98110294

00:14:38.480 --> 00:14:39.519 to talk about, and then
NOTE Confidence: 0.98110294

00:14:39.519 --> 00:14:40.820 you have a shared conversation
NOTE Confidence: 0.98110294

00:14:40.959 --> 00:14:42.399 with the caregiver who's with
NOTE Confidence: 0.98110294

00:14:42.399 --> 00:14:43.855 them to hear more and
NOTE Confidence: 0.98110294

00:14:43.855 --> 00:14:45.214 unpack more about the personal
NOTE Confidence: 0.98110294

00:14:45.214 --> 00:14:47.134 context and emotional context. You
NOTE Confidence: 0.98110294

00:14:47.134 --> 00:14:47.935 know, what are they what
NOTE Confidence: 0.98110294

00:14:47.935 --> 00:14:49.055 are they worried about? What

NOTE Confidence: 0.98110294

00:14:49.055 --> 00:14:50.654 are they scared about? How

NOTE Confidence: 0.98110294

00:14:50.654 --> 00:14:52.014 is this affecting life? Maybe

NOTE Confidence: 0.98110294

00:14:52.014 --> 00:14:52.894 they're not they're not sleeping

NOTE Confidence: 0.98110294

00:14:52.894 --> 00:14:54.175 or they're missing work, etcetera,

NOTE Confidence: 0.98110294

00:14:54.175 --> 00:14:55.694 etcetera. All of that stuff,

NOTE Confidence: 0.98110294

00:14:55.694 --> 00:14:56.495 you know, the kid is

NOTE Confidence: 0.98110294

00:14:56.495 --> 00:14:57.694 coming in with asthma. That's

NOTE Confidence: 0.98110294

00:14:57.694 --> 00:14:58.435 the symptom.

NOTE Confidence: 0.97826916

00:14:58.830 --> 00:15:00.190 But what they're really coming

NOTE Confidence: 0.97826916

00:15:00.190 --> 00:15:01.230 in for is because it's

NOTE Confidence: 0.97826916

00:15:01.390 --> 00:15:03.390 their symptom is affecting their

NOTE Confidence: 0.97826916

00:15:03.390 --> 00:15:04.510 life in some way, and

NOTE Confidence: 0.97826916

00:15:04.510 --> 00:15:05.710 they're having some emotion around

NOTE Confidence: 0.97826916

00:15:05.710 --> 00:15:06.990 it. So we wanna use

NOTE Confidence: 0.97826916

00:15:06.990 --> 00:15:08.110 that early part of the

NOTE Confidence: 0.97826916

00:15:08.110 --> 00:15:09.470 interview to get it all
NOTE Confidence: 0.97826916

00:15:09.470 --> 00:15:10.510 of that, get that all
NOTE Confidence: 0.97826916

00:15:10.510 --> 00:15:11.505 out on the table. And
NOTE Confidence: 0.97826916

00:15:11.665 --> 00:15:12.465 once we feel like we
NOTE Confidence: 0.97826916

00:15:12.465 --> 00:15:13.765 have enough of an understanding
NOTE Confidence: 0.97826916

00:15:13.825 --> 00:15:15.285 about how this is impacting
NOTE Confidence: 0.9915215

00:15:15.745 --> 00:15:17.185 this person or this family's
NOTE Confidence: 0.9915215

00:15:17.185 --> 00:15:18.865 life, then we transition to
NOTE Confidence: 0.9915215

00:15:18.865 --> 00:15:19.905 the next part, which is
NOTE Confidence: 0.9915215

00:15:19.905 --> 00:15:20.865 our turn to now ask
NOTE Confidence: 0.9915215

00:15:20.865 --> 00:15:22.005 more focused questions.
NOTE Confidence: 0.9544068

00:15:23.425 --> 00:15:24.970 So this is just explodes
NOTE Confidence: 0.9544068

00:15:24.970 --> 00:15:26.250 that those three things out
NOTE Confidence: 0.9544068

00:15:26.250 --> 00:15:26.970 a little bit more. And
NOTE Confidence: 0.9544068

00:15:26.970 --> 00:15:27.610 this, I think, is a
NOTE Confidence: 0.9544068

00:15:27.610 --> 00:15:29.310 really critical aspect. I hear

NOTE Confidence: 0.9544068
00:15:29.450 --> 00:15:31.130 so often when I'm observing
NOTE Confidence: 0.9544068
00:15:31.130 --> 00:15:31.630 residents,
NOTE Confidence: 0.9649823
00:15:32.090 --> 00:15:33.210 and our residents are amazing,
NOTE Confidence: 0.9649823
00:15:33.210 --> 00:15:34.410 but still in the busyness
NOTE Confidence: 0.9649823
00:15:34.410 --> 00:15:35.930 and and with the maybe
NOTE Confidence: 0.9649823
00:15:35.930 --> 00:15:36.970 sometimes some of the negative
NOTE Confidence: 0.9649823
00:15:36.970 --> 00:15:38.430 role modeling that they see,
NOTE Confidence: 0.837444
00:15:39.425 --> 00:15:40.485 they kinda forget
NOTE Confidence: 0.9997635
00:15:40.865 --> 00:15:41.605 to recognize
NOTE Confidence: 0.9815321
00:15:42.545 --> 00:15:43.285 the emotion.
NOTE Confidence: 0.99783695
00:15:43.745 --> 00:15:44.245 So,
NOTE Confidence: 0.9684812
00:15:45.185 --> 00:15:46.704 you know, listening for those
NOTE Confidence: 0.9684812
00:15:46.704 --> 00:15:48.004 emotional buzz buzzwords
NOTE Confidence: 0.97455335
00:15:48.625 --> 00:15:50.785 or asking questions to get
NOTE Confidence: 0.97455335
00:15:50.785 --> 00:15:52.305 those emotional buzzwords on the
NOTE Confidence: 0.97455335

00:15:52.305 --> 00:15:53.190 table, I think,
NOTE Confidence: 0.9687392

00:15:53.590 --> 00:15:55.750 really fast forwards the, I
NOTE Confidence: 0.9687392

00:15:55.750 --> 00:15:57.110 don't just think this. In
NOTE Confidence: 0.9687392

00:15:57.110 --> 00:15:58.310 in the adult literature, this
NOTE Confidence: 0.9687392

00:15:58.310 --> 00:15:59.670 has been shown to really
NOTE Confidence: 0.9687392

00:15:59.670 --> 00:16:01.210 fast forward rapport building,
NOTE Confidence: 0.9972108

00:16:01.590 --> 00:16:03.530 in a time constrained setting.
NOTE Confidence: 0.9851096

00:16:03.990 --> 00:16:05.350 And then once those emotions
NOTE Confidence: 0.9851096

00:16:05.350 --> 00:16:06.330 are on the table,
NOTE Confidence: 0.99294066

00:16:06.685 --> 00:16:08.765 finding out enough information about
NOTE Confidence: 0.99294066

00:16:08.765 --> 00:16:09.965 those emotions such that we
NOTE Confidence: 0.99294066

00:16:09.965 --> 00:16:11.505 can empathize with those emotions.
NOTE Confidence: 0.9763297

00:16:12.125 --> 00:16:13.325 And we teach the students
NOTE Confidence: 0.9763297

00:16:13.325 --> 00:16:14.445 this mnemonic that some of
NOTE Confidence: 0.9763297

00:16:14.445 --> 00:16:15.965 you have probably seen, nurse.
NOTE Confidence: 0.9763297

00:16:15.965 --> 00:16:17.265 So naming the emotion,

NOTE Confidence: 0.996806
00:16:18.045 --> 00:16:18.545 understanding,
NOTE Confidence: 0.9881942
00:16:19.005 --> 00:16:20.525 respecting, and supporting. And I'm
NOTE Confidence: 0.9881942
00:16:20.525 --> 00:16:21.745 gonna show you some
NOTE Confidence: 0.99607676
00:16:22.610 --> 00:16:23.730 language that we,
NOTE Confidence: 0.96604836
00:16:24.290 --> 00:16:25.649 we tell the students to
NOTE Confidence: 0.96604836
00:16:25.649 --> 00:16:26.529 to use. We actually give
NOTE Confidence: 0.96604836
00:16:26.529 --> 00:16:28.050 them a card to try
NOTE Confidence: 0.96604836
00:16:28.050 --> 00:16:28.930 out. So for some of
NOTE Confidence: 0.96604836
00:16:28.930 --> 00:16:30.370 them, this stuff comes really
NOTE Confidence: 0.96604836
00:16:30.370 --> 00:16:31.730 naturally. And for others, it
NOTE Confidence: 0.96604836
00:16:31.730 --> 00:16:32.610 just does not. And we
NOTE Confidence: 0.96604836
00:16:32.610 --> 00:16:33.649 really ask them we invite
NOTE Confidence: 0.96604836
00:16:33.649 --> 00:16:34.690 them to step outside what
NOTE Confidence: 0.96604836
00:16:34.690 --> 00:16:36.515 they're comfortable doing and rely
NOTE Confidence: 0.96604836
00:16:36.515 --> 00:16:37.555 on language that we give
NOTE Confidence: 0.96604836

00:16:37.555 --> 00:16:38.835 them on a card to
NOTE Confidence: 0.96604836

00:16:38.835 --> 00:16:40.595 try out different prompts. You
NOTE Confidence: 0.96604836

00:16:40.595 --> 00:16:41.955 know, our residents hopefully are
NOTE Confidence: 0.96604836

00:16:41.955 --> 00:16:42.835 at the point where they've
NOTE Confidence: 0.96604836

00:16:42.835 --> 00:16:43.795 been able to make this
NOTE Confidence: 0.96604836

00:16:43.795 --> 00:16:44.835 their own and they they
NOTE Confidence: 0.96604836

00:16:44.835 --> 00:16:46.195 have the emotional language. They
NOTE Confidence: 0.96604836

00:16:46.195 --> 00:16:48.055 just need permission to
NOTE Confidence: 0.9502043

00:16:48.370 --> 00:16:49.650 use time during the visits
NOTE Confidence: 0.9502043

00:16:49.650 --> 00:16:50.610 to do this. But, you
NOTE Confidence: 0.9502043

00:16:50.610 --> 00:16:51.970 know, an example of naming
NOTE Confidence: 0.9502043

00:16:52.130 --> 00:16:53.090 so you say this knee
NOTE Confidence: 0.9502043

00:16:53.090 --> 00:16:54.530 pain makes you frustrated. So
NOTE Confidence: 0.9502043

00:16:54.530 --> 00:16:56.050 restating the name the emotion
NOTE Confidence: 0.9502043

00:16:56.050 --> 00:16:57.190 that the patient mentioned.
NOTE Confidence: 0.9995835

00:16:58.530 --> 00:16:59.410 I get how you could

NOTE Confidence: 0.9995835

00:16:59.410 --> 00:17:00.310 feel that way.

NOTE Confidence: 0.97696966

00:17:00.695 --> 00:17:01.975 I personally try to avoid

NOTE Confidence: 0.97696966

00:17:01.975 --> 00:17:03.415 using the word understand when

NOTE Confidence: 0.97696966

00:17:03.415 --> 00:17:04.455 I'm when I'm using this

NOTE Confidence: 0.97696966

00:17:04.455 --> 00:17:05.355 sort of a statement,

NOTE Confidence: 0.9780836

00:17:05.734 --> 00:17:06.615 because I think it's the

NOTE Confidence: 0.9780836

00:17:06.615 --> 00:17:08.215 rare circumstance where I I

NOTE Confidence: 0.9780836

00:17:08.215 --> 00:17:10.055 truly feel like I understand.

NOTE Confidence: 0.9780836

00:17:10.055 --> 00:17:11.195 I think that that can

NOTE Confidence: 0.9780836

00:17:11.415 --> 00:17:13.369 backfire if the patient, feels

NOTE Confidence: 0.9780836

00:17:13.369 --> 00:17:14.250 like, well, doc, you can't

NOTE Confidence: 0.9780836

00:17:14.250 --> 00:17:15.130 really get it. You don't

NOTE Confidence: 0.9780836

00:17:15.130 --> 00:17:16.250 you don't know me in

NOTE Confidence: 0.9780836

00:17:16.250 --> 00:17:17.710 this time we've spent together.

NOTE Confidence: 0.9934009

00:17:18.330 --> 00:17:19.930 But using whatever language feels

NOTE Confidence: 0.9934009

00:17:19.930 --> 00:17:20.490 right to,
NOTE Confidence: 0.95902157

00:17:21.050 --> 00:17:22.490 to show that, yeah, I
NOTE Confidence: 0.95902157

00:17:22.490 --> 00:17:23.210 get it.
NOTE Confidence: 0.85440934

00:17:23.610 --> 00:17:24.250 Showing a
NOTE Confidence: 0.9973604

00:17:27.434 --> 00:17:28.554 We'll work together to get
NOTE Confidence: 0.9973604

00:17:28.554 --> 00:17:29.355 to the bottom of this.
NOTE Confidence: 0.9973604

00:17:29.355 --> 00:17:30.394 So those are just some
NOTE Confidence: 0.9973604

00:17:30.394 --> 00:17:31.835 examples of things that,
NOTE Confidence: 0.98764074

00:17:32.315 --> 00:17:33.455 that one could say,
NOTE Confidence: 0.96813107

00:17:34.234 --> 00:17:34.634 when,
NOTE Confidence: 0.98025626

00:17:35.115 --> 00:17:36.794 when an emotion is, when
NOTE Confidence: 0.98025626

00:17:36.794 --> 00:17:38.154 confronted with an emotion from
NOTE Confidence: 0.98025626

00:17:38.154 --> 00:17:39.434 the patient during a visit
NOTE Confidence: 0.98025626

00:17:39.434 --> 00:17:40.894 or or the the parent.
NOTE Confidence: 0.91615826

00:17:41.274 --> 00:17:42.250 I'm I'm gonna pause there
NOTE Confidence: 0.91615826

00:17:42.250 --> 00:17:42.890 for a second because we're

NOTE Confidence: 0.91615826

00:17:42.890 --> 00:17:43.770 gonna shift into the next

NOTE Confidence: 0.91615826

00:17:43.770 --> 00:17:44.809 part here. Does anyone have

NOTE Confidence: 0.91615826

00:17:44.809 --> 00:17:46.330 any thoughts, questions and feel

NOTE Confidence: 0.91615826

00:17:46.330 --> 00:17:47.550 free to argue, criticize,

NOTE Confidence: 0.9738226

00:17:48.570 --> 00:17:50.890 express skepticism. I'm happy to

NOTE Confidence: 0.9738226

00:17:50.890 --> 00:17:52.090 engage in a conversation about

NOTE Confidence: 0.9738226

00:17:52.090 --> 00:17:53.210 any of that because again,

NOTE Confidence: 0.9738226

00:17:53.210 --> 00:17:54.330 the literature I'm talking about

NOTE Confidence: 0.9738226

00:17:54.330 --> 00:17:55.210 here, this is based on

NOTE Confidence: 0.9738226

00:17:55.210 --> 00:17:56.565 adults and my sense is

NOTE Confidence: 0.9738226

00:17:56.565 --> 00:17:57.605 that this works with kids

NOTE Confidence: 0.9738226

00:17:57.605 --> 00:17:58.345 too, but

NOTE Confidence: 0.9589427

00:17:58.645 --> 00:17:59.924 I'm happy to have a

NOTE Confidence: 0.9589427

00:17:59.924 --> 00:18:01.385 conversation about any of that.

NOTE Confidence: 0.9540184

00:18:05.205 --> 00:18:06.725 Alright, I'll keep moving on

NOTE Confidence: 0.9540184

00:18:06.725 --> 00:18:07.924 then. So I'm not going
NOTE Confidence: 0.9540184

00:18:07.924 --> 00:18:08.645 to show you the next
NOTE Confidence: 0.9540184

00:18:08.645 --> 00:18:09.705 part here, but basically,
NOTE Confidence: 0.9733591

00:18:11.300 --> 00:18:12.260 you know, if if you're
NOTE Confidence: 0.9733591

00:18:12.260 --> 00:18:13.299 interested in looking at what
NOTE Confidence: 0.9733591

00:18:13.299 --> 00:18:14.419 this looks like, you can
NOTE Confidence: 0.9733591

00:18:14.419 --> 00:18:15.220 you can go to this
NOTE Confidence: 0.9733591

00:18:15.220 --> 00:18:16.740 link. This may be my
NOTE Confidence: 0.9733591

00:18:16.740 --> 00:18:18.660 most heavily watched video posted
NOTE Confidence: 0.9733591

00:18:18.660 --> 00:18:19.540 on YouTube. I think it
NOTE Confidence: 0.9733591

00:18:19.540 --> 00:18:21.140 has, like, eighty thousand views
NOTE Confidence: 0.9733591

00:18:21.140 --> 00:18:22.100 to date because,
NOTE Confidence: 0.9576761

00:18:23.059 --> 00:18:24.020 you know, this is I
NOTE Confidence: 0.9576761

00:18:24.020 --> 00:18:24.980 think it's a good teaching
NOTE Confidence: 0.9576761

00:18:24.980 --> 00:18:26.260 tool when you're trying to
NOTE Confidence: 0.9576761

00:18:26.260 --> 00:18:27.965 learn how to how to

NOTE Confidence: 0.9576761
00:18:27.965 --> 00:18:28.705 teach this.
NOTE Confidence: 0.917359
00:18:30.445 --> 00:18:31.425 Okay. So
NOTE Confidence: 0.9891562
00:18:32.845 --> 00:18:34.525 jump past that beginning part.
NOTE Confidence: 0.9891562
00:18:34.525 --> 00:18:35.645 What I just showed you
NOTE Confidence: 0.9891562
00:18:35.645 --> 00:18:37.265 in an adult centered visit
NOTE Confidence: 0.9705376
00:18:37.725 --> 00:18:39.965 is just the very beginning
NOTE Confidence: 0.9705376
00:18:39.965 --> 00:18:40.845 of the visit. So in
NOTE Confidence: 0.9705376
00:18:40.845 --> 00:18:42.450 a typical outpatient visit for
NOTE Confidence: 0.9705376
00:18:42.450 --> 00:18:43.510 an experienced clinician,
NOTE Confidence: 0.98357344
00:18:44.130 --> 00:18:45.490 maybe the first three to
NOTE Confidence: 0.98357344
00:18:45.490 --> 00:18:46.690 four minutes tops of the
NOTE Confidence: 0.98357344
00:18:46.690 --> 00:18:48.210 visit is that. The rest
NOTE Confidence: 0.98357344
00:18:48.210 --> 00:18:49.250 of the visit is what
NOTE Confidence: 0.98357344
00:18:49.250 --> 00:18:50.690 we're more familiar with seeing,
NOTE Confidence: 0.98357344
00:18:50.690 --> 00:18:52.230 which is the clinician centered.
NOTE Confidence: 0.98357344

00:18:52.290 --> 00:18:53.490 Here's the chief concern, and
NOTE Confidence: 0.98357344

00:18:53.490 --> 00:18:54.369 now I'm gonna pepper you
NOTE Confidence: 0.98357344

00:18:54.369 --> 00:18:55.545 with questions. So So what
NOTE Confidence: 0.98357344

00:18:55.545 --> 00:18:57.065 we really encourage learners to
NOTE Confidence: 0.98357344

00:18:57.065 --> 00:18:58.585 do is to take time
NOTE Confidence: 0.98357344

00:18:58.585 --> 00:18:59.325 at the beginning
NOTE Confidence: 0.99202365

00:18:59.705 --> 00:19:01.725 to do that, rapport building,
NOTE Confidence: 0.99202365

00:19:01.945 --> 00:19:03.065 allow the patient to tell
NOTE Confidence: 0.99202365

00:19:03.065 --> 00:19:04.825 their story, which then makes
NOTE Confidence: 0.99202365

00:19:04.825 --> 00:19:06.585 it much easier for us
NOTE Confidence: 0.99202365

00:19:06.585 --> 00:19:08.605 to ask questions and get
NOTE Confidence: 0.9900398

00:19:09.630 --> 00:19:11.230 reliable information from the patient
NOTE Confidence: 0.9900398

00:19:11.230 --> 00:19:13.310 as opposed to asking them
NOTE Confidence: 0.9900398

00:19:13.310 --> 00:19:14.910 prematurely where we wanna go
NOTE Confidence: 0.9900398

00:19:14.910 --> 00:19:15.869 because of all the things
NOTE Confidence: 0.9900398

00:19:15.869 --> 00:19:16.510 that are going on in

NOTE Confidence: 0.9900398

00:19:16.510 --> 00:19:17.170 our head,

NOTE Confidence: 0.9949358

00:19:18.590 --> 00:19:20.030 rather than filling in the

NOTE Confidence: 0.9949358

00:19:20.030 --> 00:19:21.150 gaps with what they haven't

NOTE Confidence: 0.9949358

00:19:21.150 --> 00:19:22.270 been able to tell us

NOTE Confidence: 0.9949358

00:19:22.270 --> 00:19:24.369 through their spontaneous narrative storytelling.

NOTE Confidence: 0.9898671

00:19:25.835 --> 00:19:27.195 So the rest of this

NOTE Confidence: 0.9898671

00:19:27.195 --> 00:19:28.494 looks like, you know, the

NOTE Confidence: 0.9792518

00:19:28.795 --> 00:19:30.315 clinician centered model that all

NOTE Confidence: 0.9792518

00:19:30.315 --> 00:19:31.595 of us are familiar with.

NOTE Confidence: 0.9792518

00:19:31.595 --> 00:19:32.955 I have these little islands

NOTE Confidence: 0.9792518

00:19:32.955 --> 00:19:34.395 of patient centeredness built in

NOTE Confidence: 0.9792518

00:19:34.395 --> 00:19:35.135 here because

NOTE Confidence: 0.9865028

00:19:35.435 --> 00:19:36.555 it doesn't mean that now

NOTE Confidence: 0.9865028

00:19:36.555 --> 00:19:37.595 that we're in this this

NOTE Confidence: 0.9865028

00:19:37.595 --> 00:19:39.010 part that we're following this,

NOTE Confidence: 0.9865028

00:19:39.010 --> 00:19:40.130 you know, the the more
NOTE Confidence: 0.9865028

00:19:40.130 --> 00:19:42.369 standard script asking and getting
NOTE Confidence: 0.9865028

00:19:42.369 --> 00:19:43.890 responses that we don't look
NOTE Confidence: 0.9865028

00:19:43.890 --> 00:19:45.750 for opportunities for patient centeredness.
NOTE Confidence: 0.9865028

00:19:45.809 --> 00:19:47.190 So if if a question
NOTE Confidence: 0.9865028

00:19:47.250 --> 00:19:48.790 seems to strike an emotion
NOTE Confidence: 0.9865028

00:19:48.930 --> 00:19:51.250 or some personal context, we
NOTE Confidence: 0.9865028

00:19:51.250 --> 00:19:52.369 can certainly go there and
NOTE Confidence: 0.9865028

00:19:52.369 --> 00:19:54.775 deviate from the the question
NOTE Confidence: 0.9865028

00:19:54.914 --> 00:19:56.054 response paradigm.
NOTE Confidence: 0.9404121

00:19:59.955 --> 00:20:01.395 So the three functions of
NOTE Confidence: 0.9404121

00:20:01.395 --> 00:20:03.315 the interview that we teach
NOTE Confidence: 0.9404121

00:20:03.315 --> 00:20:04.994 students are the one on
NOTE Confidence: 0.9404121

00:20:04.994 --> 00:20:06.275 the bottom left here obtaining
NOTE Confidence: 0.9404121

00:20:06.275 --> 00:20:07.395 information, I think is what
NOTE Confidence: 0.9404121

00:20:07.395 --> 00:20:07.895 they're,

NOTE Confidence: 0.98380685

00:20:09.330 --> 00:20:10.070 their preconception

NOTE Confidence: 0.9885885

00:20:10.369 --> 00:20:11.330 of what they're supposed to

NOTE Confidence: 0.9885885

00:20:11.330 --> 00:20:12.850 be doing is this. But

NOTE Confidence: 0.9885885

00:20:12.850 --> 00:20:13.809 I think these two things

NOTE Confidence: 0.9885885

00:20:13.809 --> 00:20:15.890 are equally important, establishing a

NOTE Confidence: 0.9885885

00:20:15.890 --> 00:20:17.270 relationship with that person

NOTE Confidence: 0.93988866

00:20:17.809 --> 00:20:19.330 and then educating and and

NOTE Confidence: 0.93988866

00:20:19.330 --> 00:20:19.830 informing.

NOTE Confidence: 0.97300863

00:20:21.655 --> 00:20:23.175 And these arrows are all

NOTE Confidence: 0.97300863

00:20:23.175 --> 00:20:25.994 bidirectional because we know that

NOTE Confidence: 0.9560068

00:20:26.855 --> 00:20:28.635 as a relationship is established,

NOTE Confidence: 0.97048867

00:20:32.055 --> 00:20:33.675 as a relationship is established,

NOTE Confidence: 0.9796999

00:20:34.010 --> 00:20:35.530 the patient is more willing

NOTE Confidence: 0.9796999

00:20:35.530 --> 00:20:37.070 to be educated and informed

NOTE Confidence: 0.9796999

00:20:37.290 --> 00:20:38.030 by you.

NOTE Confidence: 0.97109014

00:20:38.730 --> 00:20:39.850 And, you know, and so
NOTE Confidence: 0.97109014

00:20:39.850 --> 00:20:40.350 on.
NOTE Confidence: 0.96239996

00:20:43.450 --> 00:20:45.610 So another way to, to
NOTE Confidence: 0.96239996

00:20:45.610 --> 00:20:47.450 visualize those three elements of
NOTE Confidence: 0.96239996

00:20:47.450 --> 00:20:48.410 the story that we want
NOTE Confidence: 0.96239996

00:20:48.410 --> 00:20:49.905 to get during the interview
NOTE Confidence: 0.96239996

00:20:50.205 --> 00:20:52.625 symptom, personal and emotional context.
NOTE Confidence: 0.9910368

00:20:53.325 --> 00:20:54.605 And one of the reasons
NOTE Confidence: 0.9910368

00:20:54.605 --> 00:20:56.365 that we, tell the students
NOTE Confidence: 0.9910368

00:20:56.365 --> 00:20:56.865 to
NOTE Confidence: 0.9627689

00:20:57.244 --> 00:20:58.445 give voice to this, even
NOTE Confidence: 0.9627689

00:20:58.445 --> 00:20:59.565 though they're generally, and we
NOTE Confidence: 0.9627689

00:20:59.565 --> 00:21:01.645 all are carrying, you know,
NOTE Confidence: 0.9627689

00:21:01.645 --> 00:21:02.145 this,
NOTE Confidence: 0.98968375

00:21:03.280 --> 00:21:04.960 caring people who who who
NOTE Confidence: 0.98968375

00:21:04.960 --> 00:21:06.720 want patients to feel listened

NOTE Confidence: 0.98968375

00:21:06.720 --> 00:21:08.020 to and heard and supported.

NOTE Confidence: 0.9935265

00:21:08.480 --> 00:21:10.000 But in their vulnerability, I

NOTE Confidence: 0.9935265

00:21:10.000 --> 00:21:11.280 think again, I keep saying

NOTE Confidence: 0.9935265

00:21:11.280 --> 00:21:12.000 I think, but I know

NOTE Confidence: 0.9935265

00:21:12.000 --> 00:21:12.880 this to be true from

NOTE Confidence: 0.9935265

00:21:12.880 --> 00:21:14.880 literature. Patients don't notice our

NOTE Confidence: 0.9935265

00:21:14.880 --> 00:21:15.940 nonverbal empathy,

NOTE Confidence: 0.98716503

00:21:16.400 --> 00:21:17.520 because it's not a normal

NOTE Confidence: 0.98716503

00:21:17.520 --> 00:21:19.544 social interaction. So, we really

NOTE Confidence: 0.98716503

00:21:19.544 --> 00:21:21.004 try to teach the students

NOTE Confidence: 0.9847846

00:21:21.625 --> 00:21:22.764 words to

NOTE Confidence: 0.91851735

00:21:23.065 --> 00:21:24.524 to put words behind

NOTE Confidence: 0.99727446

00:21:25.465 --> 00:21:25.965 the

NOTE Confidence: 0.968699

00:21:26.664 --> 00:21:28.024 feelings that they're feeling as

NOTE Confidence: 0.968699

00:21:28.024 --> 00:21:29.465 they're hearing stories from patients.

NOTE Confidence: 0.968699

00:21:29.465 --> 00:21:30.825 So as we get busier,
NOTE Confidence: 0.968699

00:21:30.825 --> 00:21:31.865 we just fail to project
NOTE Confidence: 0.968699

00:21:31.865 --> 00:21:34.030 empathy. So stopping and giving
NOTE Confidence: 0.968699

00:21:34.030 --> 00:21:35.470 words to that can help
NOTE Confidence: 0.968699

00:21:35.470 --> 00:21:37.410 our body language actually project,
NOTE Confidence: 0.99587417

00:21:38.910 --> 00:21:39.630 in a way that the
NOTE Confidence: 0.99587417

00:21:39.630 --> 00:21:40.930 patient can receive it.
NOTE Confidence: 0.9553426

00:21:42.350 --> 00:21:43.790 Alright. So I'm gonna stop
NOTE Confidence: 0.9553426

00:21:43.790 --> 00:21:45.150 again here, and,
NOTE Confidence: 0.94688034

00:21:46.125 --> 00:21:47.505 I wanna have a conversation
NOTE Confidence: 0.94688034

00:21:47.565 --> 00:21:49.005 about any I have more
NOTE Confidence: 0.94688034

00:21:49.005 --> 00:21:50.045 stuff if people wanna go
NOTE Confidence: 0.94688034

00:21:50.045 --> 00:21:50.845 there, but I wanted to
NOTE Confidence: 0.94688034

00:21:50.845 --> 00:21:52.445 really use time to have
NOTE Confidence: 0.94688034

00:21:52.445 --> 00:21:54.285 questions, doubts, challenges, or or
NOTE Confidence: 0.94688034

00:21:54.285 --> 00:21:56.465 talk more about a pediatric

NOTE Confidence: 0.94688034

00:21:56.685 --> 00:21:58.365 model if anyone has thoughts

NOTE Confidence: 0.94688034

00:21:58.365 --> 00:21:59.345 about any of this.

NOTE Confidence: 0.99911416

00:22:01.049 --> 00:22:01.710 I'm curious,

NOTE Confidence: 0.867349

00:22:02.090 --> 00:22:03.070 Jaydeep, about,

NOTE Confidence: 0.999295

00:22:04.250 --> 00:22:04.750 interrupting.

NOTE Confidence: 0.9788815

00:22:05.210 --> 00:22:07.470 There's some some sensibly reasonable

NOTE Confidence: 0.9788815

00:22:07.609 --> 00:22:09.609 literature that varies the time

NOTE Confidence: 0.9788815

00:22:09.609 --> 00:22:11.289 in which physicians do interrupt

NOTE Confidence: 0.9788815

00:22:11.289 --> 00:22:12.750 versus when you should interrupt,

NOTE Confidence: 0.8714364

00:22:13.505 --> 00:22:14.544 how long it's been encountered.

NOTE Confidence: 0.8714364

00:22:14.544 --> 00:22:16.065 But particularly, your thoughts on

NOTE Confidence: 0.8714364

00:22:16.065 --> 00:22:17.345 the difference between a pediatric

NOTE Confidence: 0.8714364

00:22:17.345 --> 00:22:18.404 and adult encounter

NOTE Confidence: 0.9437265

00:22:18.865 --> 00:22:20.544 as an interruption breaking the

NOTE Confidence: 0.9437265

00:22:20.544 --> 00:22:21.044 point

NOTE Confidence: 0.9703945

00:22:21.664 --> 00:22:23.664 from that beginning stage to
NOTE Confidence: 0.9703945

00:22:23.664 --> 00:22:25.424 the, you know, more thorough
NOTE Confidence: 0.9703945

00:22:25.424 --> 00:22:27.585 investigation stage. How long is
NOTE Confidence: 0.9703945

00:22:27.585 --> 00:22:28.325 too long?
NOTE Confidence: 0.9741511

00:22:30.510 --> 00:22:31.549 Is it better just to
NOTE Confidence: 0.9741511

00:22:31.549 --> 00:22:32.769 signpost and lead?
NOTE Confidence: 0.8036132

00:22:33.789 --> 00:22:34.289 Yeah.
NOTE Confidence: 0.99893403

00:22:34.669 --> 00:22:35.869 Thanks for that question, David.
NOTE Confidence: 0.99893403

00:22:35.869 --> 00:22:36.830 I think it really depends
NOTE Confidence: 0.99893403

00:22:36.830 --> 00:22:38.210 on the why you're interrupting.
NOTE Confidence: 0.9360086

00:22:38.830 --> 00:22:40.510 So in that first part
NOTE Confidence: 0.9360086

00:22:40.510 --> 00:22:41.789 of the story, in the
NOTE Confidence: 0.9360086

00:22:41.789 --> 00:22:42.850 the patient centered
NOTE Confidence: 0.9874557

00:22:43.875 --> 00:22:45.015 beginning of the interview,
NOTE Confidence: 0.998064

00:22:46.355 --> 00:22:47.095 you interrupt
NOTE Confidence: 0.9730467

00:22:47.475 --> 00:22:48.355 when one of a few

NOTE Confidence: 0.9730467

00:22:48.355 --> 00:22:50.135 things happens. So one,

NOTE Confidence: 0.9997744

00:22:50.435 --> 00:22:52.035 when the information that you

NOTE Confidence: 0.9997744

00:22:52.035 --> 00:22:53.255 are receiving

NOTE Confidence: 0.99978375

00:22:53.555 --> 00:22:54.935 is no longer useful

NOTE Confidence: 0.99635

00:22:55.395 --> 00:22:56.755 to the no longer in

NOTE Confidence: 0.99635

00:22:56.755 --> 00:22:57.895 service to the patient.

NOTE Confidence: 0.9666069

00:22:58.840 --> 00:23:00.200 I think in pediatrics, the

NOTE Confidence: 0.9666069

00:23:00.200 --> 00:23:01.480 definition of that can stretch

NOTE Confidence: 0.9666069

00:23:01.480 --> 00:23:02.200 a little bit. If I'm

NOTE Confidence: 0.9666069

00:23:02.200 --> 00:23:03.159 talking to a four year

NOTE Confidence: 0.9666069

00:23:03.159 --> 00:23:04.359 old and they're tell you

NOTE Confidence: 0.9666069

00:23:04.359 --> 00:23:05.480 know, they come in again,

NOTE Confidence: 0.9666069

00:23:05.480 --> 00:23:06.359 Penina, I'm gonna look at

NOTE Confidence: 0.9666069

00:23:06.359 --> 00:23:07.320 you. They're coming in for

NOTE Confidence: 0.9666069

00:23:07.320 --> 00:23:09.080 asthma follow-up, but they're giving

NOTE Confidence: 0.9666069

00:23:09.080 --> 00:23:10.279 me a lovely story about
NOTE Confidence: 0.9666069

00:23:10.279 --> 00:23:11.820 their day in preschool yesterday.
NOTE Confidence: 0.99049425

00:23:12.535 --> 00:23:13.994 That may not be diagnostically
NOTE Confidence: 0.99049425

00:23:14.215 --> 00:23:15.895 useful information related to their
NOTE Confidence: 0.99049425

00:23:15.895 --> 00:23:17.255 asthma care, but I, you
NOTE Confidence: 0.99049425

00:23:17.255 --> 00:23:18.455 know, I'm not gonna interrupt
NOTE Confidence: 0.99049425

00:23:18.455 --> 00:23:19.575 that kid. Now if I'm
NOTE Confidence: 0.99049425

00:23:19.575 --> 00:23:20.855 talking to a forty year
NOTE Confidence: 0.99049425

00:23:20.855 --> 00:23:22.155 old for asthma follow-up
NOTE Confidence: 0.95803493

00:23:22.535 --> 00:23:23.575 and they're going into a
NOTE Confidence: 0.95803493

00:23:23.575 --> 00:23:25.015 lengthy explanation about their day
NOTE Confidence: 0.95803493

00:23:25.015 --> 00:23:25.895 at work yesterday and it
NOTE Confidence: 0.95803493

00:23:25.895 --> 00:23:27.960 seems peripheral to the reason
NOTE Confidence: 0.95803493

00:23:27.960 --> 00:23:29.000 that they're there, I'm gonna
NOTE Confidence: 0.95803493

00:23:29.000 --> 00:23:30.440 interrupt them sooner. Right? So
NOTE Confidence: 0.95803493

00:23:30.440 --> 00:23:31.720 I think number one is

NOTE Confidence: 0.95803493

00:23:31.720 --> 00:23:33.179 is the information use

NOTE Confidence: 0.9847243

00:23:35.960 --> 00:23:37.480 in helping to serve the

NOTE Confidence: 0.9847243

00:23:37.480 --> 00:23:38.600 patient. And, you know, I

NOTE Confidence: 0.9847243

00:23:38.600 --> 00:23:39.880 think the line that's a

NOTE Confidence: 0.9847243

00:23:39.880 --> 00:23:40.919 soft line in terms of

NOTE Confidence: 0.9847243

00:23:40.919 --> 00:23:41.655 what's useful.

NOTE Confidence: 0.9956293

00:23:42.135 --> 00:23:43.415 Number two is when the

NOTE Confidence: 0.9956293

00:23:43.415 --> 00:23:45.035 patient starts to repeat themselves.

NOTE Confidence: 0.976689

00:23:45.335 --> 00:23:47.255 So, right, that that early

NOTE Confidence: 0.976689

00:23:47.255 --> 00:23:48.715 part of the interview, the

NOTE Confidence: 0.976689

00:23:48.935 --> 00:23:50.695 by design, it's meant for

NOTE Confidence: 0.976689

00:23:50.695 --> 00:23:52.295 us to continue to say,

NOTE Confidence: 0.976689

00:23:52.295 --> 00:23:54.155 tell me more. What else?

NOTE Confidence: 0.976689

00:23:54.260 --> 00:23:55.380 Tell me more. Right? I'd

NOTE Confidence: 0.976689

00:23:55.380 --> 00:23:56.340 like to hear more about

NOTE Confidence: 0.976689

00:23:56.340 --> 00:23:58.040 this. Right? So you are
NOTE Confidence: 0.9997513

00:23:58.500 --> 00:23:59.560 using gentle
NOTE Confidence: 0.98417723

00:23:59.940 --> 00:24:00.920 ways to,
NOTE Confidence: 0.9874308

00:24:01.540 --> 00:24:02.820 encourage the patient to keep
NOTE Confidence: 0.9874308

00:24:02.820 --> 00:24:04.580 the story going, both verbally
NOTE Confidence: 0.9874308

00:24:04.580 --> 00:24:06.420 and nonverbally. But at some
NOTE Confidence: 0.9874308

00:24:06.420 --> 00:24:08.260 point, everyone is gonna start
NOTE Confidence: 0.9874308

00:24:08.260 --> 00:24:10.040 repeating themselves because there's just
NOTE Confidence: 0.9874308

00:24:10.225 --> 00:24:11.524 not more to tell.
NOTE Confidence: 0.8577569

00:24:12.544 --> 00:24:13.524 Right? So,
NOTE Confidence: 0.99430585

00:24:13.904 --> 00:24:15.345 if the patient starts circling
NOTE Confidence: 0.99430585

00:24:15.345 --> 00:24:16.304 back to stuff that they've
NOTE Confidence: 0.99430585

00:24:16.304 --> 00:24:17.825 already told you, that's that's
NOTE Confidence: 0.99430585

00:24:17.825 --> 00:24:18.965 a call to interrupt.
NOTE Confidence: 0.97166234

00:24:20.144 --> 00:24:20.644 And
NOTE Confidence: 0.9979157

00:24:21.345 --> 00:24:22.544 and then there's a third

NOTE Confidence: 0.9979157

00:24:22.544 --> 00:24:23.044 one.

NOTE Confidence: 0.98578745

00:24:23.630 --> 00:24:24.590 Oh, the third one is

NOTE Confidence: 0.98578745

00:24:24.590 --> 00:24:25.790 if the dynamic is just

NOTE Confidence: 0.98578745

00:24:25.790 --> 00:24:27.230 not not if I'm if

NOTE Confidence: 0.98578745

00:24:27.230 --> 00:24:28.270 I'm seeing a sixteen year

NOTE Confidence: 0.98578745

00:24:28.270 --> 00:24:29.150 old and I'm getting a

NOTE Confidence: 0.98578745

00:24:29.150 --> 00:24:30.830 blank response to my invitation

NOTE Confidence: 0.98578745

00:24:30.830 --> 00:24:32.290 to open storytelling,

NOTE Confidence: 0.9810466

00:24:32.590 --> 00:24:33.470 then I might need to

NOTE Confidence: 0.9810466

00:24:33.470 --> 00:24:35.070 try another tactic to get

NOTE Confidence: 0.9810466

00:24:35.070 --> 00:24:35.790 at what I need to

NOTE Confidence: 0.9810466

00:24:35.790 --> 00:24:37.595 get at. So right, also

NOTE Confidence: 0.9810466

00:24:37.595 --> 00:24:39.935 factoring the patient's communication style.

NOTE Confidence: 0.9810466

00:24:39.994 --> 00:24:40.715 I mean, that may be

NOTE Confidence: 0.9810466

00:24:40.715 --> 00:24:42.075 not so much interrupting what

NOTE Confidence: 0.9810466

00:24:42.075 --> 00:24:43.195 they're saying, but it it's
NOTE Confidence: 0.9810466

00:24:43.195 --> 00:24:44.475 interrupting the model or the
NOTE Confidence: 0.9810466

00:24:44.475 --> 00:24:46.315 approach to the interview because
NOTE Confidence: 0.9810466

00:24:46.315 --> 00:24:47.435 this style is just not
NOTE Confidence: 0.9810466

00:24:47.435 --> 00:24:49.055 working for this circumstance.
NOTE Confidence: 0.97964156

00:24:50.510 --> 00:24:52.109 So interrupting is fine. I
NOTE Confidence: 0.97964156

00:24:52.109 --> 00:24:53.070 don't like to put a
NOTE Confidence: 0.97964156

00:24:53.070 --> 00:24:55.070 specific time on how early
NOTE Confidence: 0.97964156

00:24:55.070 --> 00:24:56.429 is too early because it
NOTE Confidence: 0.97964156

00:24:56.429 --> 00:24:57.970 depends on why you're interrupting.
NOTE Confidence: 0.97964156

00:24:58.190 --> 00:24:59.789 If we're doing the, we're
NOTE Confidence: 0.97964156

00:24:59.789 --> 00:25:00.830 really early and we're doing
NOTE Confidence: 0.97964156

00:25:00.830 --> 00:25:02.190 agenda setting. Right? The patient
NOTE Confidence: 0.97964156

00:25:02.190 --> 00:25:03.230 comes in to see me.
NOTE Confidence: 0.97964156

00:25:03.230 --> 00:25:04.195 You know, thanks for coming
NOTE Confidence: 0.97964156

00:25:04.195 --> 00:25:05.154 in to see me today.

NOTE Confidence: 0.97964156
00:25:05.154 --> 00:25:05.955 I'd like to make a
NOTE Confidence: 0.97964156
00:25:05.955 --> 00:25:06.914 list of all the things
NOTE Confidence: 0.97964156
00:25:06.914 --> 00:25:08.195 that you wanted to cover
NOTE Confidence: 0.97964156
00:25:08.195 --> 00:25:09.075 so we can figure out
NOTE Confidence: 0.97964156
00:25:09.075 --> 00:25:09.955 how best to use our
NOTE Confidence: 0.97964156
00:25:09.955 --> 00:25:11.394 time together. You know, what's
NOTE Confidence: 0.97964156
00:25:11.394 --> 00:25:12.195 the first thing on your
NOTE Confidence: 0.97964156
00:25:12.195 --> 00:25:13.634 list? And they start going
NOTE Confidence: 0.97964156
00:25:13.634 --> 00:25:14.754 into a story about the
NOTE Confidence: 0.97964156
00:25:14.754 --> 00:25:15.975 first thing on their list.
NOTE Confidence: 0.97773665
00:25:16.580 --> 00:25:17.780 I'm probably gonna interrupt them
NOTE Confidence: 0.97773665
00:25:17.780 --> 00:25:19.460 a lot sooner because I'm
NOTE Confidence: 0.97773665
00:25:19.460 --> 00:25:20.580 not ready for the story.
NOTE Confidence: 0.97773665
00:25:20.580 --> 00:25:21.619 I'm ready for just the
NOTE Confidence: 0.97773665
00:25:21.700 --> 00:25:22.740 I wanted to talk about
NOTE Confidence: 0.97773665

00:25:22.740 --> 00:25:24.020 my cough that's been keeping

NOTE Confidence: 0.97773665

00:25:24.020 --> 00:25:25.240 me up this last week.

NOTE Confidence: 0.97773665

00:25:25.300 --> 00:25:26.580 Alright. Great. So we have

NOTE Confidence: 0.97773665

00:25:26.580 --> 00:25:28.515 the cough. What else? Right.

NOTE Confidence: 0.97773665

00:25:28.755 --> 00:25:30.595 So there, my time to

NOTE Confidence: 0.97773665

00:25:30.675 --> 00:25:31.715 on the clock to interrupt

NOTE Confidence: 0.97773665

00:25:31.715 --> 00:25:32.515 is gonna be a lot

NOTE Confidence: 0.97773665

00:25:32.515 --> 00:25:33.955 shorter, but because I'm not

NOTE Confidence: 0.97773665

00:25:33.955 --> 00:25:34.835 at the point yet where

NOTE Confidence: 0.97773665

00:25:34.835 --> 00:25:36.115 I want them to to

NOTE Confidence: 0.97773665

00:25:36.115 --> 00:25:36.615 explain.

NOTE Confidence: 0.969152

00:25:42.620 --> 00:25:44.480 JD, I had two observations

NOTE Confidence: 0.98562515

00:25:44.940 --> 00:25:45.920 and then a question.

NOTE Confidence: 0.99803984

00:25:46.860 --> 00:25:48.140 So thank you so much

NOTE Confidence: 0.99803984

00:25:48.140 --> 00:25:50.160 for that background. I found

NOTE Confidence: 0.999405

00:25:50.780 --> 00:25:51.280 that

NOTE Confidence: 0.99176174
00:25:52.140 --> 00:25:53.040 the deliberate,
NOTE Confidence: 0.9015749
00:25:55.025 --> 00:25:56.705 like, yes, I guess, expression
NOTE Confidence: 0.9015749
00:25:56.705 --> 00:25:57.205 of
NOTE Confidence: 0.9373159
00:25:57.664 --> 00:25:58.965 expressions of empathy
NOTE Confidence: 0.9583127
00:25:59.904 --> 00:26:01.904 were something that I wasn't
NOTE Confidence: 0.9583127
00:26:01.904 --> 00:26:03.505 trained as when I went
NOTE Confidence: 0.9583127
00:26:03.505 --> 00:26:04.945 through it and the way
NOTE Confidence: 0.9583127
00:26:04.945 --> 00:26:06.865 that I learned about it,
NOTE Confidence: 0.9583127
00:26:06.865 --> 00:26:08.725 or like re educated myself
NOTE Confidence: 0.9788795
00:26:09.200 --> 00:26:10.400 was when my daughter went
NOTE Confidence: 0.9788795
00:26:10.400 --> 00:26:11.520 to was in med school,
NOTE Confidence: 0.9788795
00:26:11.520 --> 00:26:13.380 which she still is, and
NOTE Confidence: 0.9836943
00:26:13.680 --> 00:26:16.180 she's going through her interview
NOTE Confidence: 0.9836943
00:26:16.240 --> 00:26:18.020 and, you know, there's this
NOTE Confidence: 0.9836943
00:26:18.080 --> 00:26:18.580 explicit
NOTE Confidence: 0.997029

00:26:18.960 --> 00:26:20.020 to express
NOTE Confidence: 0.9892761

00:26:20.480 --> 00:26:22.480 empathy. And so I actually
NOTE Confidence: 0.9892761

00:26:22.480 --> 00:26:24.000 think that I improved my
NOTE Confidence: 0.9892761

00:26:24.000 --> 00:26:24.080 own,
NOTE Confidence: 0.9587421

00:26:25.335 --> 00:26:27.335 interviewing skills by doing that,
NOTE Confidence: 0.9587421

00:26:27.335 --> 00:26:27.835 which,
NOTE Confidence: 0.99691707

00:26:28.775 --> 00:26:30.294 like, your comment was very
NOTE Confidence: 0.99691707

00:26:30.294 --> 00:26:31.494 well founded. Like, I would
NOTE Confidence: 0.99691707

00:26:31.494 --> 00:26:33.115 think that I would project
NOTE Confidence: 0.99691707

00:26:33.255 --> 00:26:34.955 it, but I didn't deliberately
NOTE Confidence: 0.88474995

00:26:35.335 --> 00:26:36.934 say it. So, you know,
NOTE Confidence: 0.88474995

00:26:36.934 --> 00:26:37.255 think
NOTE Confidence: 0.94995075

00:26:40.950 --> 00:26:42.230 I guess the other thing
NOTE Confidence: 0.94995075

00:26:42.230 --> 00:26:43.910 is just an observation is
NOTE Confidence: 0.94995075

00:26:43.910 --> 00:26:45.050 I don't think the residents
NOTE Confidence: 0.94995075

00:26:45.270 --> 00:26:46.809 probably set agenda.

NOTE Confidence: 0.9834189
00:26:47.270 --> 00:26:48.790 I was just thinking about
NOTE Confidence: 0.9834189
00:26:48.790 --> 00:26:50.410 this in terms of,
NOTE Confidence: 0.9338827
00:26:50.790 --> 00:26:52.230 like, I have four residents
NOTE Confidence: 0.9338827
00:26:52.230 --> 00:26:54.105 who are rotating through my
NOTE Confidence: 0.9338827
00:26:54.424 --> 00:26:55.945 whole clinic, and I am
NOTE Confidence: 0.9338827
00:26:55.945 --> 00:26:57.625 pretty sure they don't say,
NOTE Confidence: 0.9338827
00:26:57.625 --> 00:26:58.744 you know, I'm gonna come
NOTE Confidence: 0.9338827
00:26:58.744 --> 00:27:00.825 back with my attending blah
NOTE Confidence: 0.9338827
00:27:00.825 --> 00:27:02.424 blah blah. And so I
NOTE Confidence: 0.9338827
00:27:02.424 --> 00:27:03.965 think that's really, really
NOTE Confidence: 0.95947033
00:27:04.505 --> 00:27:06.845 an important observation. And so
NOTE Confidence: 0.95947033
00:27:07.060 --> 00:27:08.020 I'll I'll and then I'll
NOTE Confidence: 0.95947033
00:27:08.020 --> 00:27:09.080 ask my question,
NOTE Confidence: 0.99950397
00:27:09.700 --> 00:27:10.600 which was
NOTE Confidence: 0.9228707
00:27:11.540 --> 00:27:13.220 when you have, let's say,
NOTE Confidence: 0.9228707

00:27:13.220 --> 00:27:13.960 an adolescent
NOTE Confidence: 0.93972385

00:27:14.420 --> 00:27:15.940 and you want the parent
NOTE Confidence: 0.93972385

00:27:15.940 --> 00:27:17.000 to leave the room,
NOTE Confidence: 0.9834084

00:27:17.380 --> 00:27:19.080 how does that change,
NOTE Confidence: 0.95002174

00:27:19.780 --> 00:27:22.359 if any way, your approach?
NOTE Confidence: 0.9898499

00:27:22.855 --> 00:27:23.815 So as I said, two
NOTE Confidence: 0.9898499

00:27:23.815 --> 00:27:25.355 observations and a question.
NOTE Confidence: 0.9976477

00:27:25.894 --> 00:27:26.934 Yeah. Great. Thank you for
NOTE Confidence: 0.9976477

00:27:26.934 --> 00:27:27.674 that. So,
NOTE Confidence: 0.9992283

00:27:28.215 --> 00:27:29.195 the first observation
NOTE Confidence: 0.96773016

00:27:31.015 --> 00:27:32.615 on hearing about this, teaching
NOTE Confidence: 0.96773016

00:27:32.615 --> 00:27:34.135 this, and then it impacting
NOTE Confidence: 0.96773016

00:27:34.135 --> 00:27:35.575 your clinical practice. I feel
NOTE Confidence: 0.96773016

00:27:35.575 --> 00:27:36.695 that every day that I'm
NOTE Confidence: 0.96773016

00:27:36.695 --> 00:27:37.434 with students.
NOTE Confidence: 0.97805095

00:27:38.690 --> 00:27:39.810 I I I hear that

NOTE Confidence: 0.97805095

00:27:39.810 --> 00:27:41.010 voice reminding me that I

NOTE Confidence: 0.97805095

00:27:41.010 --> 00:27:42.310 need to also do this,

NOTE Confidence: 0.99153423

00:27:42.690 --> 00:27:44.130 because it it's easy not

NOTE Confidence: 0.99153423

00:27:44.130 --> 00:27:45.650 to, when you're when you're

NOTE Confidence: 0.99153423

00:27:45.650 --> 00:27:46.930 running around doing stuff. So

NOTE Confidence: 0.99153423

00:27:46.930 --> 00:27:47.890 I appreciate that.

NOTE Confidence: 0.97568315

00:27:48.450 --> 00:27:49.490 Some of the feedback we

NOTE Confidence: 0.97568315

00:27:49.490 --> 00:27:50.690 get from the early clerkship

NOTE Confidence: 0.97568315

00:27:50.690 --> 00:27:52.230 students, I think well founded,

NOTE Confidence: 0.97568315

00:27:52.414 --> 00:27:53.534 is that they're sort of

NOTE Confidence: 0.97568315

00:27:53.534 --> 00:27:54.515 going overboard

NOTE Confidence: 0.96964353

00:27:55.215 --> 00:27:57.955 on these expressions of empathy,

NOTE Confidence: 0.96964353

00:27:58.174 --> 00:27:59.455 and everyone looks at them

NOTE Confidence: 0.96964353

00:27:59.455 --> 00:28:00.494 like it's odd. And it

NOTE Confidence: 0.96964353

00:28:00.494 --> 00:28:01.234 is odd.

NOTE Confidence: 0.95026094

00:28:01.855 --> 00:28:03.534 But the right. It's it's
NOTE Confidence: 0.95026094

00:28:03.534 --> 00:28:04.494 odd if you're just per
NOTE Confidence: 0.95026094

00:28:04.494 --> 00:28:06.015 separating on this rather than
NOTE Confidence: 0.95026094

00:28:06.015 --> 00:28:07.695 also thinking about the symptoms
NOTE Confidence: 0.95026094

00:28:07.695 --> 00:28:08.930 story. So I think it's
NOTE Confidence: 0.95026094

00:28:08.930 --> 00:28:10.369 totally reasonable to give feedback
NOTE Confidence: 0.95026094

00:28:10.369 --> 00:28:12.150 to clinical students that
NOTE Confidence: 0.98616546

00:28:12.609 --> 00:28:13.890 you've learned this model. There's
NOTE Confidence: 0.98616546

00:28:13.890 --> 00:28:14.930 a place for this, but
NOTE Confidence: 0.98616546

00:28:14.930 --> 00:28:15.430 not
NOTE Confidence: 0.998813

00:28:15.970 --> 00:28:17.270 to focus on the emotional
NOTE Confidence: 0.998813

00:28:17.410 --> 00:28:17.910 context
NOTE Confidence: 0.9986451

00:28:18.530 --> 00:28:19.890 at the expense of actually
NOTE Confidence: 0.9986451

00:28:19.890 --> 00:28:21.570 hearing the symptoms. So, you
NOTE Confidence: 0.9986451

00:28:21.570 --> 00:28:22.609 know, there are some students
NOTE Confidence: 0.9986451

00:28:22.609 --> 00:28:23.590 who get so

NOTE Confidence: 0.9673982

00:28:24.215 --> 00:28:26.135 excited about, I'm okay. Great.

NOTE Confidence: 0.9673982

00:28:26.135 --> 00:28:27.095 I can help peep. I

NOTE Confidence: 0.9673982

00:28:27.095 --> 00:28:28.375 don't know anything yet medically,

NOTE Confidence: 0.9673982

00:28:28.375 --> 00:28:29.255 but I can help someone

NOTE Confidence: 0.9673982

00:28:29.255 --> 00:28:30.375 feel better by letting them

NOTE Confidence: 0.9673982

00:28:30.375 --> 00:28:31.415 talk to me, which is

NOTE Confidence: 0.9673982

00:28:31.415 --> 00:28:32.215 great. We want them to

NOTE Confidence: 0.9673982

00:28:32.215 --> 00:28:33.015 do that, but not at

NOTE Confidence: 0.9673982

00:28:33.015 --> 00:28:34.155 the expense of also

NOTE Confidence: 0.9984219

00:28:34.615 --> 00:28:35.895 doing the biology of what

NOTE Confidence: 0.9984219

00:28:35.895 --> 00:28:36.775 they need to do. So,

NOTE Confidence: 0.9984219

00:28:37.095 --> 00:28:37.895 I think both of those

NOTE Confidence: 0.9984219

00:28:37.895 --> 00:28:38.855 things need to they need

NOTE Confidence: 0.9984219

00:28:38.855 --> 00:28:39.780 to find that balance.

NOTE Confidence: 0.9799631

00:28:40.740 --> 00:28:41.780 Alright. So your question about

NOTE Confidence: 0.9799631

00:28:41.780 --> 00:28:42.660 how this works in an
NOTE Confidence: 0.9799631

00:28:42.660 --> 00:28:43.940 adolescent visit, I mean, I
NOTE Confidence: 0.9799631

00:28:43.940 --> 00:28:44.820 think this is really a
NOTE Confidence: 0.9799631

00:28:44.820 --> 00:28:45.540 lot of it is just
NOTE Confidence: 0.9799631

00:28:45.540 --> 00:28:46.660 personal style, and I don't
NOTE Confidence: 0.9799631

00:28:46.660 --> 00:28:47.940 know that there's data here.
NOTE Confidence: 0.9799631

00:28:47.940 --> 00:28:49.620 What I do personally is
NOTE Confidence: 0.9799631

00:28:49.620 --> 00:28:51.300 I do the I when
NOTE Confidence: 0.9799631

00:28:51.300 --> 00:28:52.920 I'm doing the beginning introduction,
NOTE Confidence: 0.9877334

00:28:53.945 --> 00:28:54.825 I set out what we're
NOTE Confidence: 0.9877334

00:28:54.825 --> 00:28:55.625 gonna do at the beginning
NOTE Confidence: 0.9877334

00:28:55.625 --> 00:28:56.425 of the visit. I'm gonna,
NOTE Confidence: 0.9877334

00:28:56.425 --> 00:28:57.705 you know, we're gonna, talk
NOTE Confidence: 0.9877334

00:28:57.705 --> 00:28:58.585 here together for a few
NOTE Confidence: 0.9877334

00:28:58.585 --> 00:28:59.785 minutes, and I'm gonna ask
NOTE Confidence: 0.9877334

00:28:59.785 --> 00:29:01.385 your whatever caregiver this is

NOTE Confidence: 0.9877334

00:29:01.385 --> 00:29:02.985 to step out. We'll we'll

NOTE Confidence: 0.9877334

00:29:02.985 --> 00:29:04.745 have time, together alone, and

NOTE Confidence: 0.9877334

00:29:04.745 --> 00:29:05.705 then we'll reconvene at the

NOTE Confidence: 0.9877334

00:29:05.705 --> 00:29:06.745 end. Right? So that dynamic

NOTE Confidence: 0.9877334

00:29:06.745 --> 00:29:07.465 is set up right at

NOTE Confidence: 0.9877334

00:29:07.465 --> 00:29:08.700 the right at the beginning.

NOTE Confidence: 0.9877334

00:29:08.700 --> 00:29:09.820 And then I do agenda

NOTE Confidence: 0.9877334

00:29:09.820 --> 00:29:10.880 setting together

NOTE Confidence: 0.9670459

00:29:11.340 --> 00:29:13.100 so that everyone's agendas because

NOTE Confidence: 0.9670459

00:29:13.100 --> 00:29:14.860 the the worst thing, not

NOTE Confidence: 0.9670459

00:29:14.860 --> 00:29:15.660 the worst thing, but a

NOTE Confidence: 0.9670459

00:29:15.660 --> 00:29:16.940 terrible thing is if the

NOTE Confidence: 0.9670459

00:29:16.940 --> 00:29:18.059 parent is not there at

NOTE Confidence: 0.9670459

00:29:18.059 --> 00:29:19.100 all, and then they come

NOTE Confidence: 0.9670459

00:29:19.100 --> 00:29:19.820 in at the end of

NOTE Confidence: 0.9670459

00:29:19.820 --> 00:29:21.275 the visit and, oh,
NOTE Confidence: 0.967623

00:29:21.815 --> 00:29:23.095 you know, Mikey, did you
NOTE Confidence: 0.967623

00:29:23.095 --> 00:29:25.095 tell the doctor about, right,
NOTE Confidence: 0.967623

00:29:25.095 --> 00:29:26.615 about x? Right? And, of
NOTE Confidence: 0.967623

00:29:26.615 --> 00:29:28.155 course, they didn't. And now
NOTE Confidence: 0.967623

00:29:28.375 --> 00:29:29.435 the parent feels
NOTE Confidence: 0.955494

00:29:30.135 --> 00:29:31.255 like even though we may
NOTE Confidence: 0.955494

00:29:31.255 --> 00:29:32.855 have had a wonderful conversation
NOTE Confidence: 0.955494

00:29:32.855 --> 00:29:33.835 about something else,
NOTE Confidence: 0.9659813

00:29:34.210 --> 00:29:35.250 the parent feels like their
NOTE Confidence: 0.9659813

00:29:35.250 --> 00:29:36.530 agenda item has been dismissed.
NOTE Confidence: 0.9659813

00:29:36.530 --> 00:29:37.090 So I do the I
NOTE Confidence: 0.9659813

00:29:37.090 --> 00:29:37.970 tried to do the agenda
NOTE Confidence: 0.9659813

00:29:37.970 --> 00:29:38.790 setting together.
NOTE Confidence: 0.9474764

00:29:44.370 --> 00:29:45.590 Find that in a continuity
NOTE Confidence: 0.9474764

00:29:45.730 --> 00:29:46.470 type practice,

NOTE Confidence: 0.9225842

00:29:48.115 --> 00:29:48.995 once you start doing you

NOTE Confidence: 0.9225842

00:29:48.995 --> 00:29:50.034 were talking about the residents

NOTE Confidence: 0.9225842

00:29:50.034 --> 00:29:52.695 not setting laying out preamble.

NOTE Confidence: 0.9980923

00:29:54.595 --> 00:29:55.955 When I do this over

NOTE Confidence: 0.9980923

00:29:55.955 --> 00:29:57.255 and over and over again,

NOTE Confidence: 0.9873617

00:29:57.794 --> 00:29:59.154 I don't I actually don't

NOTE Confidence: 0.9873617

00:29:59.154 --> 00:30:00.034 need to keep doing it

NOTE Confidence: 0.9873617

00:30:00.034 --> 00:30:01.475 because the patients understand the

NOTE Confidence: 0.9873617

00:30:01.475 --> 00:30:02.595 dynamic because they're coming in

NOTE Confidence: 0.9873617

00:30:02.595 --> 00:30:03.654 to see me repeatedly.

NOTE Confidence: 0.9731316

00:30:04.170 --> 00:30:05.530 So they start knowing that

NOTE Confidence: 0.9731316

00:30:05.530 --> 00:30:06.570 we're gonna talk about the

NOTE Confidence: 0.9731316

00:30:06.570 --> 00:30:07.770 agenda in the first thirty

NOTE Confidence: 0.9731316

00:30:07.770 --> 00:30:09.130 seconds of the visit, and

NOTE Confidence: 0.9731316

00:30:09.130 --> 00:30:10.410 they come and stay their

NOTE Confidence: 0.9731316

00:30:10.410 --> 00:30:11.930 agenda. Not everyone, but, right,
NOTE Confidence: 0.9731316

00:30:11.930 --> 00:30:12.910 people are coachable,
NOTE Confidence: 0.9854834

00:30:13.290 --> 00:30:14.570 and I think we can
NOTE Confidence: 0.9854834

00:30:14.570 --> 00:30:15.690 coach people on how to
NOTE Confidence: 0.9854834

00:30:15.690 --> 00:30:16.190 interact
NOTE Confidence: 0.95576024

00:30:16.695 --> 00:30:17.895 successfully with the health care
NOTE Confidence: 0.95576024

00:30:17.895 --> 00:30:19.895 system. Adolescents, especially, Penina, you
NOTE Confidence: 0.95576024

00:30:19.895 --> 00:30:21.495 mentioned up front transition being
NOTE Confidence: 0.95576024

00:30:21.495 --> 00:30:22.215 one of the things I
NOTE Confidence: 0.95576024

00:30:22.215 --> 00:30:22.934 do. I think one of
NOTE Confidence: 0.95576024

00:30:22.934 --> 00:30:24.075 the things that we know
NOTE Confidence: 0.95576024

00:30:24.135 --> 00:30:25.495 as pediatricians that we need
NOTE Confidence: 0.95576024

00:30:25.495 --> 00:30:26.154 to coach,
NOTE Confidence: 0.9717254

00:30:27.255 --> 00:30:28.455 emerging adults to be able
NOTE Confidence: 0.9717254

00:30:28.455 --> 00:30:29.414 to do is how to
NOTE Confidence: 0.9717254

00:30:29.414 --> 00:30:30.955 interact with the doctor successfully

NOTE Confidence: 0.9717254

00:30:31.015 --> 00:30:31.895 to make best use of

NOTE Confidence: 0.9717254

00:30:31.895 --> 00:30:32.830 that those those health care

NOTE Confidence: 0.9717254

00:30:32.830 --> 00:30:33.330 opportunities.

NOTE Confidence: 0.99786496

00:30:33.789 --> 00:30:35.070 So coming in with an

NOTE Confidence: 0.99786496

00:30:35.070 --> 00:30:35.570 agenda,

NOTE Confidence: 0.9733756

00:30:35.870 --> 00:30:37.230 having thought about beforehand, what

NOTE Confidence: 0.9733756

00:30:37.230 --> 00:30:38.029 am I gonna talk to

NOTE Confidence: 0.9733756

00:30:38.029 --> 00:30:39.169 the doctor about today,

NOTE Confidence: 0.9758822

00:30:40.350 --> 00:30:42.029 and recognizing that you have

NOTE Confidence: 0.9758822

00:30:42.029 --> 00:30:43.470 power to negotiate that with

NOTE Confidence: 0.9758822

00:30:43.470 --> 00:30:44.590 the health care team, I

NOTE Confidence: 0.9758822

00:30:44.590 --> 00:30:45.809 think, is important. So,

NOTE Confidence: 0.9913981

00:30:46.565 --> 00:30:47.365 I I agree with you.

NOTE Confidence: 0.9913981

00:30:47.365 --> 00:30:48.165 I don't I see the

NOTE Confidence: 0.9913981

00:30:48.165 --> 00:30:49.445 residents needing to do this

NOTE Confidence: 0.9913981

00:30:49.445 --> 00:30:49.945 more,
NOTE Confidence: 0.99402314

00:30:50.405 --> 00:30:51.365 but I also see that
NOTE Confidence: 0.99402314

00:30:51.365 --> 00:30:52.245 the residents who do this
NOTE Confidence: 0.99402314

00:30:52.245 --> 00:30:53.445 really well in a continuity
NOTE Confidence: 0.99402314

00:30:53.445 --> 00:30:54.565 practice end up not needing
NOTE Confidence: 0.99402314

00:30:54.565 --> 00:30:55.285 to do it as much
NOTE Confidence: 0.99402314

00:30:55.285 --> 00:30:56.005 as they keep seeing
NOTE Confidence: 0.8692425

00:30:56.725 --> 00:30:58.184 because their patients know.
NOTE Confidence: 0.9348953

00:30:59.720 --> 00:31:01.480 Yeah. And, JT, do you
NOTE Confidence: 0.9348953

00:31:01.480 --> 00:31:02.680 actually I know that the
NOTE Confidence: 0.9348953

00:31:02.680 --> 00:31:03.420 med peds
NOTE Confidence: 0.94765794

00:31:03.720 --> 00:31:04.220 residents,
NOTE Confidence: 0.9706323

00:31:05.080 --> 00:31:06.540 you know, kind of profit
NOTE Confidence: 0.9706323

00:31:06.600 --> 00:31:08.760 from your experience and your
NOTE Confidence: 0.9706323

00:31:08.760 --> 00:31:10.200 approach. Do you also teach
NOTE Confidence: 0.9706323

00:31:10.200 --> 00:31:11.500 the peds residents

NOTE Confidence: 0.921613

00:31:11.960 --> 00:31:13.400 kind of this approach or

NOTE Confidence: 0.921613

00:31:13.400 --> 00:31:13.900 not?

NOTE Confidence: 0.94730294

00:31:14.785 --> 00:31:16.305 Me personally, only in so

NOTE Confidence: 0.94730294

00:31:16.305 --> 00:31:17.505 much as it's a chapter

NOTE Confidence: 0.94730294

00:31:17.505 --> 00:31:19.765 in the pediatric outpatient curriculum.

NOTE Confidence: 0.9570635

00:31:20.225 --> 00:31:21.025 Oh, right. But I don't

NOTE Confidence: 0.9570635

00:31:21.025 --> 00:31:22.385 really interact with the peds

NOTE Confidence: 0.9570635

00:31:22.385 --> 00:31:22.885 residents

NOTE Confidence: 0.90915984

00:31:23.185 --> 00:31:25.105 directly Right. Out of teaching

NOTE Confidence: 0.90915984

00:31:25.105 --> 00:31:25.605 settings.

NOTE Confidence: 0.9909695

00:31:26.320 --> 00:31:28.080 Okay. It's usually not on

NOTE Confidence: 0.9909695

00:31:28.080 --> 00:31:29.360 this topic. I'm usually talking

NOTE Confidence: 0.9909695

00:31:29.360 --> 00:31:30.320 to them about something else

NOTE Confidence: 0.9909695

00:31:30.320 --> 00:31:31.120 if I get asked to

NOTE Confidence: 0.9909695

00:31:31.120 --> 00:31:32.020 speak with them.

NOTE Confidence: 0.9417165

00:31:32.400 --> 00:31:34.160 Interest I think it's actually
NOTE Confidence: 0.9417165

00:31:34.160 --> 00:31:36.020 really, really an important area
NOTE Confidence: 0.9417165

00:31:36.080 --> 00:31:37.120 that I'm not sure that
NOTE Confidence: 0.9417165

00:31:37.120 --> 00:31:38.960 they get. Yeah. There is
NOTE Confidence: 0.9417165

00:31:38.960 --> 00:31:40.420 a chapter in the
NOTE Confidence: 0.99921525

00:31:40.755 --> 00:31:41.255 pediatric
NOTE Confidence: 0.97798425

00:31:42.035 --> 00:31:43.795 curriculum where, I don't remember
NOTE Confidence: 0.97798425

00:31:43.795 --> 00:31:45.075 who wrote it, but it's,
NOTE Confidence: 0.93313044

00:31:46.275 --> 00:31:46.775 it's
NOTE Confidence: 0.956743

00:31:47.315 --> 00:31:48.675 pediatric focused, a lot of
NOTE Confidence: 0.956743

00:31:48.675 --> 00:31:50.035 what I'm talking about here.
NOTE Confidence: 0.956743

00:31:50.035 --> 00:31:51.315 But, again, it's it's not
NOTE Confidence: 0.956743

00:31:51.315 --> 00:31:52.275 based on I mean, this
NOTE Confidence: 0.956743

00:31:52.275 --> 00:31:53.155 is, like, I think maybe
NOTE Confidence: 0.956743

00:31:53.155 --> 00:31:54.995 a a research opportunity for
NOTE Confidence: 0.956743

00:31:54.995 --> 00:31:56.970 someone who's interested in, patient

NOTE Confidence: 0.956743

00:31:56.970 --> 00:31:58.250 centeredness. You know? That

NOTE Confidence: 0.98148084

00:31:58.730 --> 00:32:00.170 it's all of it is

NOTE Confidence: 0.98148084

00:32:00.170 --> 00:32:01.850 common sense extrapolations of what

NOTE Confidence: 0.98148084

00:32:01.850 --> 00:32:02.970 we know from interacting with

NOTE Confidence: 0.98148084

00:32:02.970 --> 00:32:03.470 adults.

NOTE Confidence: 0.9997629

00:32:04.490 --> 00:32:05.230 Thank you.

NOTE Confidence: 0.9883739

00:32:06.170 --> 00:32:07.790 Other questions or comments?

NOTE Confidence: 0.96482605

00:32:16.784 --> 00:32:18.465 I might call, put Ruchika

NOTE Confidence: 0.96482605

00:32:18.465 --> 00:32:19.664 on the spot. I don't

NOTE Confidence: 0.96482605

00:32:19.664 --> 00:32:20.465 know if you're in a

NOTE Confidence: 0.96482605

00:32:20.465 --> 00:32:21.264 in a place where you

NOTE Confidence: 0.96482605

00:32:21.264 --> 00:32:21.764 can

NOTE Confidence: 0.9529849

00:32:22.144 --> 00:32:24.789 contribute, but Ruchika teaches this

NOTE Confidence: 0.9529849

00:32:24.789 --> 00:32:25.269 in our,

NOTE Confidence: 0.9130561

00:32:26.070 --> 00:32:27.350 pre clerkship module for the

NOTE Confidence: 0.9130561

00:32:27.350 --> 00:32:29.129 medical students. We actually go
NOTE Confidence: 0.9891284

00:32:29.509 --> 00:32:30.870 to patient rooms and try
NOTE Confidence: 0.9891284

00:32:30.870 --> 00:32:32.549 to model some of these,
NOTE Confidence: 0.9991136

00:32:33.269 --> 00:32:34.950 behaviors. I mean, we are
NOTE Confidence: 0.9991136

00:32:34.950 --> 00:32:35.450 very
NOTE Confidence: 0.98525727

00:32:35.990 --> 00:32:37.605 explicit with the students about
NOTE Confidence: 0.98525727

00:32:37.684 --> 00:32:38.965 the objective here to go
NOTE Confidence: 0.98525727

00:32:38.965 --> 00:32:40.325 to rooms with kids of
NOTE Confidence: 0.98525727

00:32:40.325 --> 00:32:42.025 all different ages and developmental
NOTE Confidence: 0.98525727

00:32:42.325 --> 00:32:42.825 stages
NOTE Confidence: 0.9880048

00:32:43.365 --> 00:32:44.725 and try out these techniques
NOTE Confidence: 0.9880048

00:32:44.725 --> 00:32:45.705 and see what works
NOTE Confidence: 0.9251989

00:32:48.245 --> 00:32:49.525 you pack. Well, why might
NOTE Confidence: 0.9251989

00:32:49.525 --> 00:32:51.205 this approach have worked or
NOTE Confidence: 0.9251989

00:32:51.205 --> 00:32:52.585 not worked with this person,
NOTE Confidence: 0.9251989

00:32:52.820 --> 00:32:54.740 and how does their, you

NOTE Confidence: 0.9251989

00:32:54.740 --> 00:32:56.980 know, the the imperfect alignment

NOTE Confidence: 0.9251989

00:32:56.980 --> 00:32:58.340 between age and development and

NOTE Confidence: 0.9251989

00:32:58.340 --> 00:32:59.640 your assumptions about

NOTE Confidence: 0.9916191

00:33:00.020 --> 00:33:00.900 who might be able to

NOTE Confidence: 0.9916191

00:33:00.900 --> 00:33:02.020 actually give you a really

NOTE Confidence: 0.9916191

00:33:02.020 --> 00:33:03.540 coherent medical narrative and who

NOTE Confidence: 0.9916191

00:33:03.540 --> 00:33:04.280 who can't?

NOTE Confidence: 0.9221129

00:33:05.345 --> 00:33:06.465 Richika, do you wanna say

NOTE Confidence: 0.9221129

00:33:06.465 --> 00:33:07.905 anything? I think, yeah, I

NOTE Confidence: 0.9221129

00:33:07.905 --> 00:33:09.745 think that that, kind it's

NOTE Confidence: 0.9221129

00:33:09.745 --> 00:33:10.785 kind of like the workshop,

NOTE Confidence: 0.9221129

00:33:10.785 --> 00:33:12.225 but that session runs really

NOTE Confidence: 0.9221129

00:33:12.225 --> 00:33:13.185 well. And I think the

NOTE Confidence: 0.9221129

00:33:13.185 --> 00:33:13.585 students

NOTE Confidence: 0.96520984

00:33:14.145 --> 00:33:15.585 like, we do try to

NOTE Confidence: 0.96520984

00:33:15.585 --> 00:33:17.105 send a group and a
NOTE Confidence: 0.96520984

00:33:17.105 --> 00:33:18.305 toddler in the same group,
NOTE Confidence: 0.96520984

00:33:18.305 --> 00:33:19.505 maybe a second patient with
NOTE Confidence: 0.96520984

00:33:19.505 --> 00:33:20.580 the adolescent to kind of
NOTE Confidence: 0.96520984

00:33:20.580 --> 00:33:21.960 just figure out the difference,
NOTE Confidence: 0.9971048

00:33:23.140 --> 00:33:25.080 between who's giving the history
NOTE Confidence: 0.9971048

00:33:25.140 --> 00:33:27.000 and kind of how the
NOTE Confidence: 0.9971048

00:33:27.140 --> 00:33:28.580 the students also have to
NOTE Confidence: 0.9971048

00:33:28.580 --> 00:33:30.280 direct questions a little differently
NOTE Confidence: 0.94583005

00:33:30.900 --> 00:33:32.260 to get the, history out.
NOTE Confidence: 0.94583005

00:33:32.260 --> 00:33:33.380 And I I I I
NOTE Confidence: 0.94583005

00:33:33.380 --> 00:33:34.340 really loved what I was,
NOTE Confidence: 0.94583005

00:33:34.865 --> 00:33:36.705 doing these sessions with the
NOTE Confidence: 0.94583005

00:33:36.705 --> 00:33:37.525 with the students.
NOTE Confidence: 0.9449451

00:33:39.745 --> 00:33:40.705 I am I'm sorry. I
NOTE Confidence: 0.9449451

00:33:40.705 --> 00:33:41.505 mean, I am in clinic

NOTE Confidence: 0.9449451

00:33:41.505 --> 00:33:42.625 with, a lot of people

NOTE Confidence: 0.9449451

00:33:42.625 --> 00:33:43.585 around me, but so I

NOTE Confidence: 0.9449451

00:33:43.585 --> 00:33:44.865 may have not if there

NOTE Confidence: 0.9449451

00:33:44.865 --> 00:33:45.905 was an exact question, I

NOTE Confidence: 0.9449451

00:33:45.905 --> 00:33:46.705 missed that for me. But

NOTE Confidence: 0.9449451

00:33:46.865 --> 00:33:47.585 No. No. There wasn't a

NOTE Confidence: 0.9449451

00:33:47.585 --> 00:33:48.625 question. I just wanted to

NOTE Confidence: 0.9449451

00:33:48.625 --> 00:33:49.825 spotlight what you're doing there

NOTE Confidence: 0.9449451

00:33:49.825 --> 00:33:50.305 and see if you can

NOTE Confidence: 0.9449451

00:33:50.465 --> 00:33:51.440 Yeah. Yeah. Thank

NOTE Confidence: 0.9558191

00:33:51.740 --> 00:33:53.019 you. No. But I, yeah,

NOTE Confidence: 0.9558191

00:33:53.019 --> 00:33:54.220 it's it's great. This this

NOTE Confidence: 0.9558191

00:33:54.220 --> 00:33:55.419 curriculum is great. Just as

NOTE Confidence: 0.9558191

00:33:55.419 --> 00:33:56.700 Farina mentioned, it was not

NOTE Confidence: 0.9558191

00:33:56.700 --> 00:33:58.139 something as a part of

NOTE Confidence: 0.9558191

00:33:58.139 --> 00:33:59.580 my training in med school
NOTE Confidence: 0.9558191

00:33:59.580 --> 00:34:01.500 too, so I learned as
NOTE Confidence: 0.9558191

00:34:01.500 --> 00:34:03.019 well when I was doing
NOTE Confidence: 0.9558191

00:34:03.019 --> 00:34:04.779 these, you know, introduction. Like,
NOTE Confidence: 0.9558191

00:34:04.779 --> 00:34:06.139 I also learned this model,
NOTE Confidence: 0.9558191

00:34:06.139 --> 00:34:07.635 and I taught myself on
NOTE Confidence: 0.9558191

00:34:07.635 --> 00:34:08.594 the go kind of, which
NOTE Confidence: 0.9558191

00:34:08.594 --> 00:34:09.815 is which is really good.
NOTE Confidence: 0.997833

00:34:12.035 --> 00:34:13.415 And when I'm precepting,
NOTE Confidence: 0.96793413

00:34:14.114 --> 00:34:15.975 this looks different because I'm
NOTE Confidence: 0.9998059

00:34:16.355 --> 00:34:17.575 walking into a
NOTE Confidence: 0.9975849

00:34:17.955 --> 00:34:19.809 room where the resident and
NOTE Confidence: 0.9975849

00:34:19.809 --> 00:34:21.010 the family have already had
NOTE Confidence: 0.9975849

00:34:21.010 --> 00:34:23.250 an established conversation for ten,
NOTE Confidence: 0.9975849

00:34:23.250 --> 00:34:24.690 fifteen, twenty minutes before I
NOTE Confidence: 0.9975849

00:34:24.690 --> 00:34:25.430 walk in.

NOTE Confidence: 0.987081
00:34:26.210 --> 00:34:27.569 So there, I'm a little
NOTE Confidence: 0.987081
00:34:27.569 --> 00:34:28.069 more
NOTE Confidence: 0.9620826
00:34:28.849 --> 00:34:29.890 you know, I might I
NOTE Confidence: 0.9620826
00:34:29.969 --> 00:34:31.089 you know, I'm obviously not
NOTE Confidence: 0.9620826
00:34:31.089 --> 00:34:32.530 going in and restarting this
NOTE Confidence: 0.9620826
00:34:32.530 --> 00:34:33.809 all from scratch. I'm focusing
NOTE Confidence: 0.9620826
00:34:33.809 --> 00:34:34.905 on what the resident asked
NOTE Confidence: 0.9620826
00:34:34.905 --> 00:34:36.025 me to focus on when
NOTE Confidence: 0.9620826
00:34:36.025 --> 00:34:36.825 I walk in. And in
NOTE Confidence: 0.9620826
00:34:36.825 --> 00:34:38.025 a into the primary care
NOTE Confidence: 0.9620826
00:34:38.025 --> 00:34:38.525 practice,
NOTE Confidence: 0.9434024
00:34:38.985 --> 00:34:40.364 different in CF. But,
NOTE Confidence: 0.989151
00:34:41.385 --> 00:34:43.145 there, I'm paying much more
NOTE Confidence: 0.989151
00:34:43.145 --> 00:34:44.425 attention to body language and
NOTE Confidence: 0.989151
00:34:44.425 --> 00:34:45.245 some of the nonverbals
NOTE Confidence: 0.9294694

00:34:45.705 --> 00:34:46.745 when I walk in because
NOTE Confidence: 0.9294694

00:34:46.745 --> 00:34:48.285 I will sometimes walk in,
NOTE Confidence: 0.98781943

00:34:48.750 --> 00:34:49.870 and I get, you know,
NOTE Confidence: 0.98781943

00:34:49.870 --> 00:34:51.070 a side eye from the
NOTE Confidence: 0.98781943

00:34:51.070 --> 00:34:52.989 the parent or something that,
NOTE Confidence: 0.98781943

00:34:52.989 --> 00:34:54.190 you know, I wasn't quite
NOTE Confidence: 0.98781943

00:34:54.190 --> 00:34:55.489 prepared for why they're
NOTE Confidence: 0.9947764

00:34:56.430 --> 00:34:57.469 receiving me when I walk
NOTE Confidence: 0.9947764

00:34:57.469 --> 00:34:58.190 in that way. And then
NOTE Confidence: 0.9947764

00:34:58.190 --> 00:34:59.790 I'll actually call out what
NOTE Confidence: 0.9947764

00:34:59.790 --> 00:35:00.610 I'm observing
NOTE Confidence: 0.9964041

00:35:02.135 --> 00:35:02.954 out of curiosity.
NOTE Confidence: 0.95628726

00:35:03.415 --> 00:35:04.454 You know? Did I did
NOTE Confidence: 0.95628726

00:35:04.454 --> 00:35:05.734 I do something? Or,
NOTE Confidence: 0.9747646

00:35:06.775 --> 00:35:08.714 and the most common response
NOTE Confidence: 0.9747646

00:35:08.855 --> 00:35:09.895 is that they were made

NOTE Confidence: 0.9747646

00:35:09.895 --> 00:35:10.775 to wait for so long

NOTE Confidence: 0.9747646

00:35:10.775 --> 00:35:12.214 because the resident was in

NOTE Confidence: 0.9747646

00:35:12.214 --> 00:35:13.094 line trying to find me.

NOTE Confidence: 0.9747646

00:35:13.094 --> 00:35:13.815 Right? But,

NOTE Confidence: 0.97912246

00:35:14.135 --> 00:35:15.335 as a preceptor, I think

NOTE Confidence: 0.97912246

00:35:15.335 --> 00:35:16.950 we can fast forward some

NOTE Confidence: 0.97912246

00:35:16.950 --> 00:35:18.630 of this and get right

NOTE Confidence: 0.97912246

00:35:18.630 --> 00:35:19.670 at the way someone is

NOTE Confidence: 0.97912246

00:35:19.670 --> 00:35:21.590 feeling. And, again, unfortunately, too

NOTE Confidence: 0.97912246

00:35:21.590 --> 00:35:22.869 often, it's negative because of

NOTE Confidence: 0.97912246

00:35:22.869 --> 00:35:23.830 the weight or because of

NOTE Confidence: 0.97912246

00:35:23.830 --> 00:35:24.330 something.

NOTE Confidence: 0.96939224

00:35:25.350 --> 00:35:26.390 Maybe it was the agenda

NOTE Confidence: 0.96939224

00:35:26.390 --> 00:35:27.510 setting opinion. Alright? Maybe the

NOTE Confidence: 0.96939224

00:35:27.510 --> 00:35:28.965 resident didn't explain what,

NOTE Confidence: 0.97332317

00:35:29.605 --> 00:35:31.125 adequately what the next step

NOTE Confidence: 0.97332317

00:35:31.125 --> 00:35:32.005 was gonna be that some

NOTE Confidence: 0.97332317

00:35:32.165 --> 00:35:33.205 somebody they didn't know was

NOTE Confidence: 0.97332317

00:35:33.205 --> 00:35:34.965 gonna come in and, and

NOTE Confidence: 0.97332317

00:35:34.965 --> 00:35:36.344 see them. But

NOTE Confidence: 0.9598382

00:35:37.205 --> 00:35:39.045 So, JD, what's your go

NOTE Confidence: 0.9598382

00:35:39.045 --> 00:35:40.405 to line for when you

NOTE Confidence: 0.9598382

00:35:40.405 --> 00:35:42.585 walk in and the parent

NOTE Confidence: 0.9994778

00:35:43.830 --> 00:35:44.330 seems

NOTE Confidence: 0.9978951

00:35:45.510 --> 00:35:46.010 unhappy

NOTE Confidence: 0.9765514

00:35:46.630 --> 00:35:48.730 or angry. Like, I always

NOTE Confidence: 0.9651902

00:35:49.510 --> 00:35:50.010 there's

NOTE Confidence: 0.81823224

00:35:52.950 --> 00:35:54.090 you you seem,

NOTE Confidence: 0.9632182

00:35:54.630 --> 00:35:56.090 you know, you seem not,

NOTE Confidence: 0.94055754

00:35:58.785 --> 00:36:00.305 it's like even then I

NOTE Confidence: 0.94055754

00:36:00.305 --> 00:36:01.744 I have difficulty finding the

NOTE Confidence: 0.94055754
00:36:01.744 --> 00:36:03.265 word because there are some
NOTE Confidence: 0.94055754
00:36:03.265 --> 00:36:05.045 individuals who can come across
NOTE Confidence: 0.94055754
00:36:05.105 --> 00:36:05.844 as fairly
NOTE Confidence: 0.91806114
00:36:06.704 --> 00:36:07.844 abrupt. And
NOTE Confidence: 0.9916339
00:36:08.464 --> 00:36:09.125 I always
NOTE Confidence: 0.99293685
00:36:09.920 --> 00:36:11.200 I always find myself in
NOTE Confidence: 0.99293685
00:36:11.200 --> 00:36:12.719 that situation. They usually have
NOTE Confidence: 0.99293685
00:36:12.719 --> 00:36:13.920 to be pretty pissed for
NOTE Confidence: 0.99293685
00:36:13.920 --> 00:36:14.560 me to,
NOTE Confidence: 0.94178104
00:36:15.600 --> 00:36:17.040 to broach the subject, but
NOTE Confidence: 0.94178104
00:36:17.040 --> 00:36:18.500 any good go to lines.
NOTE Confidence: 0.98417073
00:36:18.800 --> 00:36:19.440 I think I have a
NOTE Confidence: 0.98417073
00:36:19.440 --> 00:36:20.960 pretty low threshold for calling
NOTE Confidence: 0.98417073
00:36:20.960 --> 00:36:21.360 it out,
NOTE Confidence: 0.9962987
00:36:22.844 --> 00:36:24.305 or naming it. It it
NOTE Confidence: 0.9545082

00:36:24.605 --> 00:36:26.285 hopefully, the resident has primed

NOTE Confidence: 0.9545082

00:36:26.285 --> 00:36:27.885 me if they knew that

NOTE Confidence: 0.9545082

00:36:27.885 --> 00:36:28.765 this was going on. Right?

NOTE Confidence: 0.9545082

00:36:28.765 --> 00:36:29.984 So if the patient Yeah.

NOTE Confidence: 0.9545082

00:36:30.125 --> 00:36:31.484 That that one's an easier

NOTE Confidence: 0.9545082

00:36:31.484 --> 00:36:32.785 one. Yeah. That's easier.

NOTE Confidence: 0.99452096

00:36:33.244 --> 00:36:34.285 But if I walk in

NOTE Confidence: 0.99452096

00:36:34.285 --> 00:36:34.785 not

NOTE Confidence: 0.89940566

00:36:35.280 --> 00:36:36.320 having been prepped that there

NOTE Confidence: 0.89940566

00:36:36.320 --> 00:36:37.600 was there was something going

NOTE Confidence: 0.89940566

00:36:37.600 --> 00:36:38.100 on,

NOTE Confidence: 0.97135425

00:36:38.800 --> 00:36:39.840 I'll just say that. You

NOTE Confidence: 0.97135425

00:36:39.840 --> 00:36:40.800 know? You know, I just

NOTE Confidence: 0.97135425

00:36:40.960 --> 00:36:42.560 I introduced myself. I just

NOTE Confidence: 0.97135425

00:36:42.560 --> 00:36:43.520 walked in, but I'm I'm

NOTE Confidence: 0.97135425

00:36:43.520 --> 00:36:44.960 feeling an emotion here. You

NOTE Confidence: 0.97135425
00:36:44.960 --> 00:36:45.920 know? I I'm just meeting
NOTE Confidence: 0.97135425
00:36:45.920 --> 00:36:46.719 you, so I'm not gonna
NOTE Confidence: 0.97135425
00:36:46.719 --> 00:36:48.020 guess what's going on. But,
NOTE Confidence: 0.97135425
00:36:48.080 --> 00:36:49.040 yeah, can you share with
NOTE Confidence: 0.97135425
00:36:49.040 --> 00:36:50.420 me what what you're feeling?
NOTE Confidence: 0.9404866
00:36:51.485 --> 00:36:53.185 Okay. Which doesn't always land,
NOTE Confidence: 0.9994055
00:36:53.805 --> 00:36:54.305 but
NOTE Confidence: 0.93246174
00:36:54.685 --> 00:36:55.965 if it's No. I actually
NOTE Confidence: 0.93246174
00:36:55.965 --> 00:36:57.405 like that better than saying
NOTE Confidence: 0.93246174
00:36:57.405 --> 00:36:59.325 you seem unhappy or you
NOTE Confidence: 0.93246174
00:36:59.325 --> 00:36:59.825 seem
NOTE Confidence: 0.9929929
00:37:00.205 --> 00:37:01.405 angry. I think that's a
NOTE Confidence: 0.9929929
00:37:01.405 --> 00:37:02.545 much better way.
NOTE Confidence: 0.92416155
00:37:02.850 --> 00:37:04.210 I like that. Gonna if
NOTE Confidence: 0.92416155
00:37:04.210 --> 00:37:05.250 you are gonna call out
NOTE Confidence: 0.92416155

00:37:05.250 --> 00:37:06.290 an emotion, if you're gonna
NOTE Confidence: 0.92416155

00:37:06.290 --> 00:37:07.650 try to to guess or
NOTE Confidence: 0.92416155

00:37:07.650 --> 00:37:09.090 name the emotion, I would
NOTE Confidence: 0.92416155

00:37:09.090 --> 00:37:10.610 recommend starting with a lower
NOTE Confidence: 0.92416155

00:37:10.610 --> 00:37:12.870 valence emotion. Yeah. So angry
NOTE Confidence: 0.92416155

00:37:12.930 --> 00:37:14.210 is a high valence. I
NOTE Confidence: 0.92416155

00:37:14.210 --> 00:37:16.230 know. That's always struggle.
NOTE Confidence: 0.94125015

00:37:16.605 --> 00:37:17.905 But but frustrated.
NOTE Confidence: 0.96955806

00:37:18.205 --> 00:37:20.205 Right? Or Mhmm. Or concerned
NOTE Confidence: 0.96955806

00:37:20.205 --> 00:37:21.645 or right. Something that is
NOTE Confidence: 0.96955806

00:37:21.645 --> 00:37:22.525 a little bit of a
NOTE Confidence: 0.96955806

00:37:22.525 --> 00:37:24.145 softer emotion is a nice
NOTE Confidence: 0.95603

00:37:25.325 --> 00:37:26.525 toe in the water. And
NOTE Confidence: 0.95603

00:37:26.525 --> 00:37:27.744 then, you know, if someone
NOTE Confidence: 0.9593916

00:37:28.205 --> 00:37:29.325 I think people are generous
NOTE Confidence: 0.9593916

00:37:29.325 --> 00:37:30.205 if they then give us

NOTE Confidence: 0.9593916
00:37:30.205 --> 00:37:31.585 their higher valence emotion.
NOTE Confidence: 0.97807795
00:37:31.890 --> 00:37:32.609 But if I name the
NOTE Confidence: 0.97807795
00:37:32.609 --> 00:37:33.890 higher valence emotion and that's
NOTE Confidence: 0.97807795
00:37:33.890 --> 00:37:35.170 not what they're feeling or
NOTE Confidence: 0.97807795
00:37:35.170 --> 00:37:35.969 even it is what they're
NOTE Confidence: 0.97807795
00:37:35.969 --> 00:37:37.089 feeling, it could come across
NOTE Confidence: 0.97807795
00:37:37.089 --> 00:37:39.029 as being confrontational for me,
NOTE Confidence: 0.97807795
00:37:39.170 --> 00:37:40.130 which is not what I'm
NOTE Confidence: 0.97807795
00:37:40.130 --> 00:37:41.029 trying to do.
NOTE Confidence: 0.98252356
00:37:41.410 --> 00:37:42.690 Yeah. Thank you. I I
NOTE Confidence: 0.98252356
00:37:42.690 --> 00:37:43.969 like that. I like that,
NOTE Confidence: 0.98252356
00:37:44.289 --> 00:37:45.989 conceptual framework better.
NOTE Confidence: 0.97600037
00:37:51.195 --> 00:37:52.555 Great. Well, I if there's
NOTE Confidence: 0.97600037
00:37:52.555 --> 00:37:53.675 other questions, I'm happy to
NOTE Confidence: 0.97600037
00:37:53.675 --> 00:37:54.475 talk about those. I have
NOTE Confidence: 0.97600037

00:37:54.475 --> 00:37:55.435 a couple of other things
NOTE Confidence: 0.97600037

00:37:55.435 --> 00:37:56.395 I can go over with
NOTE Confidence: 0.97600037

00:37:56.395 --> 00:37:57.275 you about stuff that we
NOTE Confidence: 0.97600037

00:37:57.275 --> 00:37:58.175 teach the students
NOTE Confidence: 0.99637586

00:37:58.555 --> 00:38:00.315 related to communication skills beyond
NOTE Confidence: 0.99637586

00:38:00.315 --> 00:38:00.975 the basics.
NOTE Confidence: 0.98335755

00:38:03.900 --> 00:38:05.180 Alright. Then let me get
NOTE Confidence: 0.98335755

00:38:05.180 --> 00:38:06.800 my slides back up here.
NOTE Confidence: 0.9633317

00:38:17.915 --> 00:38:18.415 Okay.
NOTE Confidence: 0.9574405

00:38:18.955 --> 00:38:19.455 So,
NOTE Confidence: 0.9990673

00:38:20.795 --> 00:38:21.695 these are
NOTE Confidence: 0.9622895

00:38:22.475 --> 00:38:23.755 six other things that we
NOTE Confidence: 0.9622895

00:38:23.755 --> 00:38:24.815 talked to them about,
NOTE Confidence: 0.99757046

00:38:26.795 --> 00:38:27.295 and
NOTE Confidence: 0.9724263

00:38:27.750 --> 00:38:28.710 it's a choose your own
NOTE Confidence: 0.9724263

00:38:28.710 --> 00:38:29.510 adventure. So I won't you

NOTE Confidence: 0.9724263

00:38:29.510 --> 00:38:30.790 know, we obviously don't have

NOTE Confidence: 0.9724263

00:38:30.790 --> 00:38:31.750 time for all of this,

NOTE Confidence: 0.9724263

00:38:31.750 --> 00:38:33.050 but are there

NOTE Confidence: 0.9852418

00:38:33.510 --> 00:38:35.190 paradigms or checklists? I'm showing

NOTE Confidence: 0.9852418

00:38:35.190 --> 00:38:36.810 this to you so that

NOTE Confidence: 0.9852418

00:38:36.870 --> 00:38:38.390 you have structure to give

NOTE Confidence: 0.9852418

00:38:38.390 --> 00:38:40.469 feedback to students or or

NOTE Confidence: 0.9852418

00:38:40.469 --> 00:38:41.850 residents or fellows

NOTE Confidence: 0.9946834

00:38:42.355 --> 00:38:43.475 about how they're doing things

NOTE Confidence: 0.9946834

00:38:43.475 --> 00:38:44.515 when you watch them in

NOTE Confidence: 0.9946834

00:38:44.515 --> 00:38:45.575 any of these circumstances.

NOTE Confidence: 0.99671376

00:38:46.515 --> 00:38:47.475 Do any of these speak

NOTE Confidence: 0.99671376

00:38:47.475 --> 00:38:48.035 to any of you that

NOTE Confidence: 0.99671376

00:38:48.035 --> 00:38:49.235 you wanna spend a minute

NOTE Confidence: 0.99671376

00:38:49.235 --> 00:38:50.295 or two going over?

NOTE Confidence: 0.84276205

00:38:51.555 --> 00:38:52.515 That's what I'm about to
NOTE Confidence: 0.84276205

00:38:52.515 --> 00:38:53.255 do. Right?
NOTE Confidence: 0.80060726

00:38:53.795 --> 00:38:54.515 And then
NOTE Confidence: 0.96638346

00:38:57.710 --> 00:38:59.069 Amazing. This is something we
NOTE Confidence: 0.96638346

00:38:59.069 --> 00:39:00.349 cover with the medical students
NOTE Confidence: 0.96638346

00:39:00.349 --> 00:39:01.550 in fourth year before they
NOTE Confidence: 0.96638346

00:39:01.550 --> 00:39:02.050 graduate,
NOTE Confidence: 0.9546049

00:39:02.750 --> 00:39:04.989 and it is astonishing to
NOTE Confidence: 0.9546049

00:39:04.989 --> 00:39:06.109 me how few of them
NOTE Confidence: 0.9546049

00:39:06.109 --> 00:39:07.170 when I ask them
NOTE Confidence: 0.94012624

00:39:07.469 --> 00:39:08.349 how many of you had
NOTE Confidence: 0.94012624

00:39:08.349 --> 00:39:10.510 seen error disclosure conversations throughout
NOTE Confidence: 0.94012624

00:39:10.510 --> 00:39:11.835 your training at this point.
NOTE Confidence: 0.94012624

00:39:12.075 --> 00:39:13.214 So few of them,
NOTE Confidence: 0.9537499

00:39:14.795 --> 00:39:15.295 have.
NOTE Confidence: 0.9820671

00:39:15.835 --> 00:39:17.114 And the reason that astonishes

NOTE Confidence: 0.9820671

00:39:17.114 --> 00:39:18.234 me is I feel like

NOTE Confidence: 0.9820671

00:39:18.234 --> 00:39:20.075 there's errors happening every day.

NOTE Confidence: 0.9820671

00:39:20.075 --> 00:39:21.114 I feel like I'm involved

NOTE Confidence: 0.9820671

00:39:21.114 --> 00:39:21.915 in some sort of an

NOTE Confidence: 0.9820671

00:39:21.915 --> 00:39:22.655 error disclosure,

NOTE Confidence: 0.95777696

00:39:23.355 --> 00:39:24.555 right, like, almost every time

NOTE Confidence: 0.95777696

00:39:24.555 --> 00:39:25.675 I'm with patients. The error

NOTE Confidence: 0.95777696

00:39:25.675 --> 00:39:26.795 can be something as small

NOTE Confidence: 0.95777696

00:39:26.795 --> 00:39:27.295 as,

NOTE Confidence: 0.9887026

00:39:27.920 --> 00:39:29.600 we made you wait for

NOTE Confidence: 0.9887026

00:39:29.600 --> 00:39:31.140 half an hour past your

NOTE Confidence: 0.9887026

00:39:31.200 --> 00:39:32.320 your visit, and, you know,

NOTE Confidence: 0.9887026

00:39:32.320 --> 00:39:33.120 you had to scramble to

NOTE Confidence: 0.9887026

00:39:33.120 --> 00:39:33.920 have someone pick your kid

NOTE Confidence: 0.9887026

00:39:33.920 --> 00:39:34.640 up at the bus stop.

NOTE Confidence: 0.9887026

00:39:34.640 --> 00:39:35.760 Right? Like, that's an error.

NOTE Confidence: 0.9887026

00:39:35.760 --> 00:39:37.200 So these skills that I'm

NOTE Confidence: 0.9887026

00:39:37.200 --> 00:39:38.340 gonna talk about here,

NOTE Confidence: 0.9625299

00:39:39.040 --> 00:39:40.400 are designed to be, you

NOTE Confidence: 0.9625299

00:39:40.400 --> 00:39:42.364 know, bigger e errors, but

NOTE Confidence: 0.9625299

00:39:42.364 --> 00:39:43.325 I think we can apply

NOTE Confidence: 0.9625299

00:39:43.325 --> 00:39:44.145 these to,

NOTE Confidence: 0.9936173

00:39:44.525 --> 00:39:46.525 building connections anytime we've we've

NOTE Confidence: 0.9936173

00:39:46.525 --> 00:39:48.285 failed our own expectations for

NOTE Confidence: 0.9936173

00:39:48.285 --> 00:39:48.765 how we,

NOTE Confidence: 0.92115194

00:39:50.364 --> 00:39:51.484 approach a situation with a

NOTE Confidence: 0.92115194

00:39:51.484 --> 00:39:52.605 patient. So this is just

NOTE Confidence: 0.92115194

00:39:52.605 --> 00:39:53.645 a checklist that what we

NOTE Confidence: 0.92115194

00:39:53.724 --> 00:39:54.925 the setup here is the

NOTE Confidence: 0.92115194

00:39:54.925 --> 00:39:55.405 students,

NOTE Confidence: 0.9897882

00:39:56.520 --> 00:39:58.280 are interviewing a standardized patient

NOTE Confidence: 0.9897882
00:39:58.280 --> 00:39:59.340 while their classmate
NOTE Confidence: 0.9914936
00:40:01.080 --> 00:40:02.520 is looking at this checklist
NOTE Confidence: 0.9914936
00:40:02.520 --> 00:40:03.640 and then giving them feedback
NOTE Confidence: 0.9914936
00:40:03.640 --> 00:40:04.360 at the end. So you
NOTE Confidence: 0.9914936
00:40:04.360 --> 00:40:05.160 see some of the things
NOTE Confidence: 0.9914936
00:40:05.160 --> 00:40:06.200 that are on the checklist
NOTE Confidence: 0.9914936
00:40:06.200 --> 00:40:07.800 here. These are all based
NOTE Confidence: 0.9914936
00:40:07.800 --> 00:40:08.040 on,
NOTE Confidence: 0.9977391
00:40:09.285 --> 00:40:09.785 published
NOTE Confidence: 0.9258821
00:40:10.325 --> 00:40:11.684 our group pulled a bunch
NOTE Confidence: 0.9258821
00:40:11.684 --> 00:40:11.924 of,
NOTE Confidence: 0.9609193
00:40:12.565 --> 00:40:14.325 published rubrics related to best
NOTE Confidence: 0.9609193
00:40:14.325 --> 00:40:16.165 practices with air disclosure and
NOTE Confidence: 0.9609193
00:40:16.165 --> 00:40:18.025 then created a, a checklist,
NOTE Confidence: 0.9996051
00:40:18.484 --> 00:40:19.625 for our workshop.
NOTE Confidence: 0.89702046

00:40:21.045 --> 00:40:21.545 So,
NOTE Confidence: 0.8528148

00:40:22.869 --> 00:40:23.369 yeah,
NOTE Confidence: 0.9525259

00:40:23.750 --> 00:40:24.790 some of the you see
NOTE Confidence: 0.9525259

00:40:24.790 --> 00:40:25.590 it all listed up there,
NOTE Confidence: 0.9525259

00:40:25.590 --> 00:40:26.310 so I'm not gonna read
NOTE Confidence: 0.9525259

00:40:26.310 --> 00:40:27.430 it to you. But, I
NOTE Confidence: 0.9525259

00:40:27.430 --> 00:40:28.550 think some of the the
NOTE Confidence: 0.9525259

00:40:28.550 --> 00:40:30.070 important things that maybe surprised
NOTE Confidence: 0.9525259

00:40:30.070 --> 00:40:32.070 the students, number five, stating
NOTE Confidence: 0.9525259

00:40:32.070 --> 00:40:33.050 a clear apology,
NOTE Confidence: 0.99357253

00:40:33.430 --> 00:40:34.485 just owning it,
NOTE Confidence: 0.99663734

00:40:34.885 --> 00:40:36.405 not deflecting it to somebody
NOTE Confidence: 0.99663734

00:40:36.405 --> 00:40:37.925 else. The scenario we we
NOTE Confidence: 0.99663734

00:40:37.925 --> 00:40:39.045 present to the students during
NOTE Confidence: 0.99663734

00:40:39.045 --> 00:40:40.725 this workshop is that the
NOTE Confidence: 0.99663734

00:40:40.725 --> 00:40:41.225 intern,

NOTE Confidence: 0.99648833
00:40:42.405 --> 00:40:44.005 didn't respond to an X-ray
NOTE Confidence: 0.99648833
00:40:44.005 --> 00:40:45.205 result because they didn't get
NOTE Confidence: 0.99648833
00:40:45.205 --> 00:40:46.725 the red flag alert from
NOTE Confidence: 0.99648833
00:40:46.725 --> 00:40:47.225 radiology
NOTE Confidence: 0.9750023
00:40:47.845 --> 00:40:49.230 overnight. So they had put
NOTE Confidence: 0.9750023
00:40:49.230 --> 00:40:50.110 in the order for the
NOTE Confidence: 0.9750023
00:40:50.110 --> 00:40:51.469 X-ray. They had gone about
NOTE Confidence: 0.9750023
00:40:51.469 --> 00:40:52.670 done their other busy work
NOTE Confidence: 0.9750023
00:40:52.670 --> 00:40:53.890 that they needed to do,
NOTE Confidence: 0.99923295
00:40:54.350 --> 00:40:55.390 and they never got the
NOTE Confidence: 0.99923295
00:40:55.390 --> 00:40:56.930 red flag alert from radiology.
NOTE Confidence: 0.95349336
00:40:57.310 --> 00:40:58.110 And then, you know, the
NOTE Confidence: 0.95349336
00:40:58.110 --> 00:40:59.310 patient has a complication as
NOTE Confidence: 0.95349336
00:40:59.310 --> 00:41:00.030 a result of that, and
NOTE Confidence: 0.95349336
00:41:00.030 --> 00:41:00.989 now they're in the situation.
NOTE Confidence: 0.95349336

00:41:00.989 --> 00:41:02.130 I'd be going and apologize.
NOTE Confidence: 0.9879303

00:41:02.895 --> 00:41:04.495 Done wrong is, you know,
NOTE Confidence: 0.9879303

00:41:04.495 --> 00:41:06.015 that damn radiologist didn't call
NOTE Confidence: 0.9879303

00:41:06.015 --> 00:41:07.215 me. Right? I mean, nobody
NOTE Confidence: 0.9879303

00:41:07.215 --> 00:41:08.275 would say that, but
NOTE Confidence: 0.986244

00:41:08.655 --> 00:41:09.875 the even a subtle
NOTE Confidence: 0.97799903

00:41:10.255 --> 00:41:12.675 nod to a subtle acknowledgment
NOTE Confidence: 0.97799903

00:41:12.735 --> 00:41:13.935 of the fact that somebody
NOTE Confidence: 0.97799903

00:41:13.935 --> 00:41:15.235 was supposed to call me
NOTE Confidence: 0.97799903

00:41:15.380 --> 00:41:17.300 is punting the responsibility. Whereas
NOTE Confidence: 0.97799903

00:41:17.300 --> 00:41:18.420 what you wanna do is
NOTE Confidence: 0.97799903

00:41:18.420 --> 00:41:19.239 own the responsibility
NOTE Confidence: 0.99442315

00:41:19.860 --> 00:41:20.520 and apologize,
NOTE Confidence: 0.9882032

00:41:21.219 --> 00:41:22.420 which can be really hard
NOTE Confidence: 0.9882032

00:41:22.420 --> 00:41:24.200 for a trainee to to
NOTE Confidence: 0.9884837

00:41:24.580 --> 00:41:25.940 do because it's often not

NOTE Confidence: 0.9884837

00:41:25.940 --> 00:41:27.480 their decision that they're apologizing

NOTE Confidence: 0.9859213

00:41:27.780 --> 00:41:29.140 about. So this, you know,

NOTE Confidence: 0.9859213

00:41:29.140 --> 00:41:30.500 this sort of conversation this

NOTE Confidence: 0.9859213

00:41:30.500 --> 00:41:30.975 sort of,

NOTE Confidence: 0.9933295

00:41:31.935 --> 00:41:32.975 model brings up some really

NOTE Confidence: 0.9933295

00:41:32.975 --> 00:41:35.075 good conversations with trainees about

NOTE Confidence: 0.9933295

00:41:35.135 --> 00:41:36.015 what you own and what

NOTE Confidence: 0.9933295

00:41:36.015 --> 00:41:37.375 you don't own, how much

NOTE Confidence: 0.9933295

00:41:37.375 --> 00:41:39.395 you should question your supervisor

NOTE Confidence: 0.9933295

00:41:39.455 --> 00:41:40.114 you're attending

NOTE Confidence: 0.9932245

00:41:40.415 --> 00:41:41.635 when you're doing something,

NOTE Confidence: 0.9876637

00:41:42.495 --> 00:41:43.695 that you may not fully

NOTE Confidence: 0.9876637

00:41:43.695 --> 00:41:44.815 understand why you're doing it.

NOTE Confidence: 0.9876637

00:41:44.815 --> 00:41:45.880 Right? So it gets that

NOTE Confidence: 0.9876637

00:41:45.960 --> 00:41:46.760 you shouldn't put in the

NOTE Confidence: 0.9876637

00:41:46.760 --> 00:41:48.040 order unless you really understand

NOTE Confidence: 0.9876637

00:41:48.040 --> 00:41:49.640 why you're doing doing this

NOTE Confidence: 0.9876637

00:41:49.640 --> 00:41:51.080 outside of an emergency because

NOTE Confidence: 0.9876637

00:41:51.080 --> 00:41:51.960 you're the one who owns

NOTE Confidence: 0.9876637

00:41:51.960 --> 00:41:53.420 it. You're the person who's

NOTE Confidence: 0.9876637

00:41:53.480 --> 00:41:54.619 the patient's doctor.

NOTE Confidence: 0.99788195

00:41:55.080 --> 00:41:55.800 We try to get the

NOTE Confidence: 0.99788195

00:41:55.800 --> 00:41:57.080 fourth year students to really

NOTE Confidence: 0.99788195

00:41:57.080 --> 00:41:58.359 start to own

NOTE Confidence: 0.9892045

00:42:00.975 --> 00:42:01.475 very,

NOTE Confidence: 0.99924415

00:42:02.175 --> 00:42:02.915 very soon.

NOTE Confidence: 0.98023605

00:42:03.375 --> 00:42:04.735 Any questions or or thoughts

NOTE Confidence: 0.98023605

00:42:04.735 --> 00:42:05.635 about this model?

NOTE Confidence: 0.775607

00:42:08.975 --> 00:42:10.095 In your chili, they're not

NOTE Confidence: 0.775607

00:42:10.095 --> 00:42:11.135 doing anything. I think it's

NOTE Confidence: 0.775607

00:42:11.135 --> 00:42:13.635 a perfectly reasonable model that's

NOTE Confidence: 0.9700299
00:42:14.975 --> 00:42:15.475 probably
NOTE Confidence: 0.984053
00:42:16.530 --> 00:42:17.489 backed up by more than
NOTE Confidence: 0.984053
00:42:17.489 --> 00:42:18.770 just your paper. But I'm
NOTE Confidence: 0.984053
00:42:18.770 --> 00:42:19.270 curious
NOTE Confidence: 0.9925362
00:42:19.730 --> 00:42:21.430 how this links into
NOTE Confidence: 0.7977069
00:42:22.770 --> 00:42:24.790 why it changes models of,
NOTE Confidence: 0.99952114
00:42:25.969 --> 00:42:26.469 disclosure
NOTE Confidence: 0.74892884
00:42:27.090 --> 00:42:28.550 of error or
NOTE Confidence: 0.9615505
00:42:30.215 --> 00:42:30.955 in particular,
NOTE Confidence: 0.9996328
00:42:31.335 --> 00:42:32.235 rather than
NOTE Confidence: 0.95773727
00:42:32.695 --> 00:42:34.055 this is my error or
NOTE Confidence: 0.95773727
00:42:34.055 --> 00:42:34.715 this is
NOTE Confidence: 0.9598676
00:42:35.415 --> 00:42:36.614 our team's error. This is
NOTE Confidence: 0.9598676
00:42:36.775 --> 00:42:37.495 how do we deal with
NOTE Confidence: 0.9598676
00:42:37.495 --> 00:42:38.555 this as a system,
NOTE Confidence: 0.9930751

00:42:39.094 --> 00:42:40.715 especially for patients who
NOTE Confidence: 0.9206889

00:42:43.269 --> 00:42:44.469 want to vent a bit
NOTE Confidence: 0.9206889

00:42:44.469 --> 00:42:45.589 more and it's and they
NOTE Confidence: 0.9206889

00:42:45.589 --> 00:42:46.549 don't wanna vent at you
NOTE Confidence: 0.9206889

00:42:46.549 --> 00:42:47.589 because they like you, but
NOTE Confidence: 0.9206889

00:42:47.589 --> 00:42:49.049 they really want to complain?
NOTE Confidence: 0.9864115

00:42:49.750 --> 00:42:50.549 Yeah. Well, I mean, I
NOTE Confidence: 0.9864115

00:42:50.549 --> 00:42:51.829 think we have mechanisms in
NOTE Confidence: 0.9864115

00:42:51.829 --> 00:42:53.190 place within the health care
NOTE Confidence: 0.9864115

00:42:53.190 --> 00:42:54.309 system to handle this. I
NOTE Confidence: 0.9864115

00:42:54.309 --> 00:42:55.210 mean, at the hospital,
NOTE Confidence: 0.79380697

00:42:55.670 --> 00:42:55.910 the,
NOTE Confidence: 0.9442678

00:42:56.525 --> 00:42:58.125 patient serve patient relations team
NOTE Confidence: 0.9442678

00:42:58.125 --> 00:42:58.605 is wonderful.
NOTE Confidence: 0.9839966

00:43:00.045 --> 00:43:01.405 You know, they they can
NOTE Confidence: 0.9839966

00:43:01.405 --> 00:43:02.685 absolutely come in and and

NOTE Confidence: 0.9839966
00:43:02.685 --> 00:43:03.505 help with,
NOTE Confidence: 0.96935123
00:43:04.045 --> 00:43:06.925 bigger systems type, issues. Often,
NOTE Confidence: 0.96935123
00:43:06.925 --> 00:43:08.305 as attendings, we are
NOTE Confidence: 0.98539823
00:43:09.080 --> 00:43:10.360 apologizing for things that we
NOTE Confidence: 0.98539823
00:43:10.360 --> 00:43:12.280 have zero control over, but
NOTE Confidence: 0.98539823
00:43:12.280 --> 00:43:13.900 that absolutely impact
NOTE Confidence: 0.9804547
00:43:14.520 --> 00:43:15.800 the care of the patient
NOTE Confidence: 0.9804547
00:43:15.800 --> 00:43:16.920 in that hospital bed. Right?
NOTE Confidence: 0.9804547
00:43:16.920 --> 00:43:17.420 They,
NOTE Confidence: 0.98661447
00:43:18.200 --> 00:43:19.739 they didn't like the,
NOTE Confidence: 0.9718207
00:43:20.440 --> 00:43:21.719 the interaction in the in
NOTE Confidence: 0.9718207
00:43:21.719 --> 00:43:23.905 the parking lot, or the
NOTE Confidence: 0.9718207
00:43:23.964 --> 00:43:25.244 the the tray from the
NOTE Confidence: 0.9718207
00:43:25.244 --> 00:43:25.744 cafeteria,
NOTE Confidence: 0.9965471
00:43:26.445 --> 00:43:27.724 didn't arrive for two hours
NOTE Confidence: 0.9965471

00:43:27.724 --> 00:43:28.525 because there was a problem
NOTE Confidence: 0.9965471

00:43:28.525 --> 00:43:29.484 in the kitchen. Right? Those
NOTE Confidence: 0.9965471

00:43:29.484 --> 00:43:30.844 are still things that we
NOTE Confidence: 0.9965471

00:43:30.844 --> 00:43:31.645 need to own. I'm on
NOTE Confidence: 0.9965471

00:43:31.645 --> 00:43:32.605 rounds in the morning. I
NOTE Confidence: 0.9965471

00:43:32.605 --> 00:43:34.364 am apologizing for that. I'm
NOTE Confidence: 0.9965471

00:43:34.364 --> 00:43:35.825 not claiming that I have
NOTE Confidence: 0.9589091

00:43:36.390 --> 00:43:37.989 ability to impact change for
NOTE Confidence: 0.9589091

00:43:37.989 --> 00:43:39.430 that immediately, but what I
NOTE Confidence: 0.9589091

00:43:39.430 --> 00:43:40.390 have the ability to do
NOTE Confidence: 0.9589091

00:43:40.390 --> 00:43:41.270 is maybe talk to the
NOTE Confidence: 0.9589091

00:43:41.270 --> 00:43:42.890 charge nurse to then,
NOTE Confidence: 0.99911344

00:43:43.829 --> 00:43:44.489 figure out
NOTE Confidence: 0.97565496

00:43:44.950 --> 00:43:46.549 how this for this patient
NOTE Confidence: 0.97565496

00:43:46.549 --> 00:43:47.750 or for the whole floor,
NOTE Confidence: 0.97565496

00:43:47.750 --> 00:43:48.549 this sort of thing can

NOTE Confidence: 0.97565496
00:43:48.549 --> 00:43:49.750 be dealt with or prevented
NOTE Confidence: 0.97565496
00:43:49.750 --> 00:43:51.075 or what the hospital can
NOTE Confidence: 0.97565496
00:43:51.075 --> 00:43:52.114 do to talk the patient
NOTE Confidence: 0.97565496
00:43:52.114 --> 00:43:53.875 down from their anger, whatever
NOTE Confidence: 0.97565496
00:43:53.875 --> 00:43:55.475 they're feeling about that. And
NOTE Confidence: 0.97565496
00:43:55.475 --> 00:43:56.594 the people in patient relations
NOTE Confidence: 0.97565496
00:43:56.594 --> 00:43:57.395 are really good about that.
NOTE Confidence: 0.97565496
00:43:57.395 --> 00:43:58.275 I mean, think about everything
NOTE Confidence: 0.97565496
00:43:58.275 --> 00:43:59.155 that happens every day in
NOTE Confidence: 0.97565496
00:43:59.155 --> 00:44:00.594 the hospital. The patient's phone
NOTE Confidence: 0.97565496
00:44:00.594 --> 00:44:01.815 got lost in the transition
NOTE Confidence: 0.97565496
00:44:01.875 --> 00:44:03.315 from the ED to the
NOTE Confidence: 0.97565496
00:44:03.555 --> 00:44:04.755 maybe not a teenager's. Right?
NOTE Confidence: 0.97565496
00:44:04.755 --> 00:44:05.280 But, like,
NOTE Confidence: 0.8873963
00:44:05.760 --> 00:44:06.820 you could see how
NOTE Confidence: 0.95196533

00:44:07.120 --> 00:44:08.480 important things that have nothing

NOTE Confidence: 0.95196533

00:44:08.480 --> 00:44:09.460 to do with us,

NOTE Confidence: 0.98683333

00:44:09.920 --> 00:44:11.360 we are the, the face

NOTE Confidence: 0.98683333

00:44:11.360 --> 00:44:12.480 that that needs to answer

NOTE Confidence: 0.98683333

00:44:12.480 --> 00:44:13.600 to the patient. And those

NOTE Confidence: 0.98683333

00:44:13.600 --> 00:44:14.640 are all errors. Right? Because

NOTE Confidence: 0.98683333

00:44:14.640 --> 00:44:16.000 we're we're the face of

NOTE Confidence: 0.98683333

00:44:16.000 --> 00:44:17.440 the system as the attending

NOTE Confidence: 0.98683333

00:44:17.440 --> 00:44:18.420 on the care team.

NOTE Confidence: 0.98609954

00:44:21.194 --> 00:44:22.474 Alright. Let's see. I think

NOTE Confidence: 0.98609954

00:44:22.474 --> 00:44:23.515 we have time for one

NOTE Confidence: 0.98609954

00:44:23.515 --> 00:44:24.795 more. Is there another one

NOTE Confidence: 0.98609954

00:44:24.795 --> 00:44:26.414 that anyone is curious about?

NOTE Confidence: 0.9526208

00:44:30.315 --> 00:44:31.755 I think goals of care

NOTE Confidence: 0.9526208

00:44:31.755 --> 00:44:33.694 is always a difficult conversation

NOTE Confidence: 0.9526208

00:44:33.914 --> 00:44:35.870 for many patients Sure. And

NOTE Confidence: 0.9526208
00:44:35.870 --> 00:44:36.370 families?
NOTE Confidence: 0.95474076
00:44:38.190 --> 00:44:38.690 So,
NOTE Confidence: 0.9963535
00:44:39.790 --> 00:44:41.710 this scenario is, so we
NOTE Confidence: 0.9963535
00:44:41.710 --> 00:44:43.150 make a distinction here between
NOTE Confidence: 0.9963535
00:44:43.150 --> 00:44:44.510 goals of care and palliative
NOTE Confidence: 0.9963535
00:44:44.510 --> 00:44:46.110 care. The goals of care
NOTE Confidence: 0.9963535
00:44:46.110 --> 00:44:46.610 is
NOTE Confidence: 0.99090433
00:44:47.065 --> 00:44:48.745 a setup where a you're
NOTE Confidence: 0.99090433
00:44:48.745 --> 00:44:50.205 talking to a family member,
NOTE Confidence: 0.9985637
00:44:50.825 --> 00:44:52.425 about their loved one who
NOTE Confidence: 0.9985637
00:44:52.425 --> 00:44:53.405 has a terminal
NOTE Confidence: 0.9212426
00:44:53.785 --> 00:44:54.285 condition.
NOTE Confidence: 0.999438
00:44:54.825 --> 00:44:55.805 And it's really
NOTE Confidence: 0.9987548
00:44:56.344 --> 00:44:58.045 allowing the students to
NOTE Confidence: 0.9738478
00:44:58.425 --> 00:44:59.864 in a family meeting to
NOTE Confidence: 0.9738478

00:44:59.864 --> 00:45:01.465 use the hard language and
NOTE Confidence: 0.9738478

00:45:01.465 --> 00:45:02.989 not talk around
NOTE Confidence: 0.95976216

00:45:06.010 --> 00:45:07.690 to to grapple with, you
NOTE Confidence: 0.95976216

00:45:07.690 --> 00:45:08.750 know, using
NOTE Confidence: 0.96379375

00:45:09.210 --> 00:45:10.910 the word die and death.
NOTE Confidence: 0.931377

00:45:13.050 --> 00:45:14.590 You know, not not
NOTE Confidence: 0.99987483

00:45:15.135 --> 00:45:15.635 presenting
NOTE Confidence: 0.985692

00:45:16.094 --> 00:45:17.855 options to I'm I'm not
NOTE Confidence: 0.985692

00:45:17.855 --> 00:45:18.735 gonna read the whole list.
NOTE Confidence: 0.985692

00:45:18.735 --> 00:45:19.775 I'm just sort of explaining
NOTE Confidence: 0.985692

00:45:19.775 --> 00:45:21.775 the broader categories here. Not
NOTE Confidence: 0.985692

00:45:21.775 --> 00:45:23.555 not presenting things to patients
NOTE Confidence: 0.985692

00:45:23.614 --> 00:45:24.435 as a menu
NOTE Confidence: 0.99981856

00:45:24.895 --> 00:45:25.555 of options
NOTE Confidence: 0.9275233

00:45:26.175 --> 00:45:27.775 which they can choose from
NOTE Confidence: 0.9275233

00:45:27.775 --> 00:45:28.915 with even waiting,

NOTE Confidence: 0.99944586
00:45:29.215 --> 00:45:29.715 but
NOTE Confidence: 0.9996945
00:45:30.039 --> 00:45:31.739 giving them some guidance about
NOTE Confidence: 0.99513423
00:45:32.759 --> 00:45:34.599 the realities of what their
NOTE Confidence: 0.99513423
00:45:34.599 --> 00:45:36.200 loved one is facing so
NOTE Confidence: 0.99513423
00:45:36.200 --> 00:45:37.239 that they they can make
NOTE Confidence: 0.99513423
00:45:37.239 --> 00:45:38.539 a decision that's weighted
NOTE Confidence: 0.99819714
00:45:38.839 --> 00:45:40.279 based on our opinion of
NOTE Confidence: 0.99819714
00:45:40.279 --> 00:45:41.339 the medical situation.
NOTE Confidence: 0.96616346
00:45:42.440 --> 00:45:43.160 You know, we see this
NOTE Confidence: 0.96616346
00:45:43.160 --> 00:45:44.440 in adult medicine all the
NOTE Confidence: 0.96616346
00:45:44.440 --> 00:45:45.420 time, trainees
NOTE Confidence: 0.99104893
00:45:45.855 --> 00:45:47.395 going through a DNR conversation
NOTE Confidence: 0.99104893
00:45:47.535 --> 00:45:48.515 like it's a menu,
NOTE Confidence: 0.9882052
00:45:48.975 --> 00:45:49.855 and doing it in a
NOTE Confidence: 0.9882052
00:45:49.855 --> 00:45:50.355 checkbox
NOTE Confidence: 0.99680567

00:45:50.734 --> 00:45:51.234 way
NOTE Confidence: 0.99191403

00:45:51.614 --> 00:45:53.855 rather than starting with what
NOTE Confidence: 0.99191403

00:45:53.855 --> 00:45:55.375 the patient's goals and wishes
NOTE Confidence: 0.99191403

00:45:55.375 --> 00:45:57.395 are and talking about prognosis
NOTE Confidence: 0.965916

00:45:57.855 --> 00:45:59.075 and then what would happen
NOTE Confidence: 0.965916

00:45:59.215 --> 00:46:00.435 in the case of
NOTE Confidence: 0.98538435

00:46:01.010 --> 00:46:01.670 a resuscitation
NOTE Confidence: 0.95485395

00:46:01.969 --> 00:46:02.469 situation.
NOTE Confidence: 0.9903216

00:46:03.890 --> 00:46:05.730 And, you know, fortunately, this
NOTE Confidence: 0.9903216

00:46:05.730 --> 00:46:06.230 is
NOTE Confidence: 0.98947614

00:46:06.530 --> 00:46:08.050 less common in pediatrics, but
NOTE Confidence: 0.98947614

00:46:08.050 --> 00:46:09.349 I think the idea of
NOTE Confidence: 0.98947614

00:46:09.569 --> 00:46:10.950 being direct with people,
NOTE Confidence: 0.98572797

00:46:11.410 --> 00:46:12.450 not wanting to strip them
NOTE Confidence: 0.98572797

00:46:12.450 --> 00:46:13.569 of hope, but also not
NOTE Confidence: 0.98572797

00:46:13.569 --> 00:46:14.630 giving them false

NOTE Confidence: 0.8875015

00:46:15.085 --> 00:46:15.585 equivalence

NOTE Confidence: 0.9972313

00:46:15.885 --> 00:46:17.405 between options when,

NOTE Confidence: 0.999287

00:46:17.885 --> 00:46:19.325 when you're having to make

NOTE Confidence: 0.999287

00:46:19.325 --> 00:46:20.225 some tough choices.

NOTE Confidence: 0.9534396

00:46:20.765 --> 00:46:21.484 But you gotta know if

NOTE Confidence: 0.9534396

00:46:21.484 --> 00:46:22.445 there was something else you

NOTE Confidence: 0.9534396

00:46:22.445 --> 00:46:23.645 were thinking about or had

NOTE Confidence: 0.9534396

00:46:23.645 --> 00:46:24.605 in mind about goals of

NOTE Confidence: 0.9534396

00:46:24.605 --> 00:46:25.105 care.

NOTE Confidence: 0.95847356

00:46:25.485 --> 00:46:26.445 No. No. I was think

NOTE Confidence: 0.95847356

00:46:26.605 --> 00:46:27.565 I mean, this this is

NOTE Confidence: 0.95847356

00:46:27.885 --> 00:46:29.310 I mean, for for my

NOTE Confidence: 0.95847356

00:46:29.310 --> 00:46:31.150 subspecialty, they apply sometimes or

NOTE Confidence: 0.95847356

00:46:31.150 --> 00:46:32.110 even in the NICU when

NOTE Confidence: 0.95847356

00:46:32.110 --> 00:46:33.390 you have an extremely preemie

NOTE Confidence: 0.95847356

00:46:33.390 --> 00:46:34.610 baby and a complex
NOTE Confidence: 0.96688414

00:46:35.390 --> 00:46:36.910 other medical condition. I think
NOTE Confidence: 0.96688414

00:46:36.910 --> 00:46:38.190 we do have to have
NOTE Confidence: 0.96688414

00:46:38.190 --> 00:46:39.870 these conversations with the families.
NOTE Confidence: 0.96688414

00:46:39.870 --> 00:46:40.750 So I think this is
NOTE Confidence: 0.96688414

00:46:40.750 --> 00:46:42.290 very relevant in that scenario.
NOTE Confidence: 0.91063356

00:46:42.665 --> 00:46:44.425 Agreed rarer, but it it
NOTE Confidence: 0.91063356

00:46:44.425 --> 00:46:44.744 does,
NOTE Confidence: 0.96033746

00:46:45.785 --> 00:46:47.385 come up. Yeah. So I
NOTE Confidence: 0.96033746

00:46:47.385 --> 00:46:48.825 don't do inpatient peds anymore.
NOTE Confidence: 0.96033746

00:46:48.825 --> 00:46:49.864 But when I'm on inpatient
NOTE Confidence: 0.96033746

00:46:49.864 --> 00:46:50.825 medicine and we're about to
NOTE Confidence: 0.96033746

00:46:50.825 --> 00:46:51.625 go and have a family
NOTE Confidence: 0.96033746

00:46:51.625 --> 00:46:53.385 meeting, I'll literally go and
NOTE Confidence: 0.96033746

00:46:53.385 --> 00:46:54.585 pull up this checklist, and
NOTE Confidence: 0.96033746

00:46:54.585 --> 00:46:56.090 I'll, you know, just review

NOTE Confidence: 0.96033746

00:46:56.090 --> 00:46:57.130 this with the team before

NOTE Confidence: 0.96033746

00:46:57.130 --> 00:46:58.090 we go in so they

NOTE Confidence: 0.96033746

00:46:58.090 --> 00:46:59.210 they can see. Whether it's

NOTE Confidence: 0.96033746

00:46:59.210 --> 00:47:00.810 the senior resident or me

NOTE Confidence: 0.96033746

00:47:00.810 --> 00:47:01.710 running the meeting,

NOTE Confidence: 0.9735479

00:47:02.170 --> 00:47:03.130 they can see that this

NOTE Confidence: 0.9735479

00:47:03.130 --> 00:47:04.410 is actually a procedure. There

NOTE Confidence: 0.9735479

00:47:04.410 --> 00:47:05.530 are steps. They don't need

NOTE Confidence: 0.9735479

00:47:05.530 --> 00:47:06.170 to go in this order,

NOTE Confidence: 0.9735479

00:47:06.170 --> 00:47:07.050 and it shouldn't look like

NOTE Confidence: 0.9735479

00:47:07.050 --> 00:47:08.350 a procedure to the family.

NOTE Confidence: 0.9735479

00:47:08.489 --> 00:47:09.770 But there are steps that

NOTE Confidence: 0.9735479

00:47:09.770 --> 00:47:10.670 you are taking

NOTE Confidence: 0.976679

00:47:11.395 --> 00:47:12.195 to make this,

NOTE Confidence: 0.9987175

00:47:12.675 --> 00:47:14.695 conversation go well and successfully.

NOTE Confidence: 0.91947323

00:47:17.075 --> 00:47:18.195 Because, Richard, I'm sure that,
NOTE Confidence: 0.91947323

00:47:18.195 --> 00:47:18.995 you know, when you've done
NOTE Confidence: 0.91947323

00:47:18.995 --> 00:47:19.495 this
NOTE Confidence: 0.9961085

00:47:20.435 --> 00:47:21.495 in front of trainees,
NOTE Confidence: 0.96833277

00:47:22.035 --> 00:47:23.715 it it looks easy and
NOTE Confidence: 0.96833277

00:47:23.715 --> 00:47:25.495 automatic even though the conversation's
NOTE Confidence: 0.96833277

00:47:25.555 --> 00:47:26.615 hard, and that's because
NOTE Confidence: 0.95596814

00:47:27.440 --> 00:47:28.239 we've we've all spent a
NOTE Confidence: 0.95596814

00:47:28.239 --> 00:47:29.119 lot of time training and
NOTE Confidence: 0.95596814

00:47:29.119 --> 00:47:29.619 practicing,
NOTE Confidence: 0.9874493

00:47:30.480 --> 00:47:32.079 these things. And and at
NOTE Confidence: 0.9874493

00:47:32.079 --> 00:47:33.519 some point, the actual step
NOTE Confidence: 0.9874493

00:47:33.519 --> 00:47:34.480 by step nature of what
NOTE Confidence: 0.9874493

00:47:34.480 --> 00:47:35.140 we're doing
NOTE Confidence: 0.9942867

00:47:35.599 --> 00:47:37.279 becomes automatic to us, and
NOTE Confidence: 0.9942867

00:47:37.279 --> 00:47:38.319 we're not thinking about it

NOTE Confidence: 0.9942867
00:47:38.319 --> 00:47:39.059 this way.
NOTE Confidence: 0.99822867
00:47:42.525 --> 00:47:43.025 Alright.
NOTE Confidence: 0.9405672
00:47:44.045 --> 00:47:45.405 I think it's twelve fifty
NOTE Confidence: 0.9405672
00:47:45.405 --> 00:47:46.285 two. Can we do one
NOTE Confidence: 0.9405672
00:47:46.285 --> 00:47:47.085 more? I think we do
NOTE Confidence: 0.9405672
00:47:47.244 --> 00:47:48.305 let's do one more.
NOTE Confidence: 0.99013627
00:47:52.285 --> 00:47:53.905 I'll go for angry patient,
NOTE Confidence: 0.942425
00:47:54.230 --> 00:47:55.349 which I always feel to
NOTE Confidence: 0.942425
00:47:55.349 --> 00:47:56.969 be is personally stressful.
NOTE Confidence: 0.999551
00:47:57.670 --> 00:47:58.170 Yeah.
NOTE Confidence: 0.98192495
00:47:58.789 --> 00:48:00.309 So we talked about this
NOTE Confidence: 0.98192495
00:48:00.309 --> 00:48:01.750 a little bit already. The
NOTE Confidence: 0.98192495
00:48:01.750 --> 00:48:03.270 the key here is that
NOTE Confidence: 0.98192495
00:48:03.270 --> 00:48:04.630 when this is the situation
NOTE Confidence: 0.98192495
00:48:04.630 --> 00:48:05.829 here is that you're walking
NOTE Confidence: 0.98192495

00:48:05.829 --> 00:48:07.130 into a room with,
NOTE Confidence: 0.9769553

00:48:10.975 --> 00:48:12.335 Right. You feel we've all
NOTE Confidence: 0.9769553

00:48:12.335 --> 00:48:13.695 been in this situation. You
NOTE Confidence: 0.9769553

00:48:13.695 --> 00:48:15.055 feel like you haven't done
NOTE Confidence: 0.9769553

00:48:15.055 --> 00:48:16.035 anything to
NOTE Confidence: 0.99711466

00:48:16.494 --> 00:48:18.035 have that anger be warranted.
NOTE Confidence: 0.9952654

00:48:18.735 --> 00:48:19.695 And the point here is
NOTE Confidence: 0.9952654

00:48:19.695 --> 00:48:20.975 that when a patient has
NOTE Confidence: 0.9952654

00:48:20.975 --> 00:48:23.210 a really high level emotion,
NOTE Confidence: 0.99968684

00:48:23.590 --> 00:48:24.869 it usually has nothing to
NOTE Confidence: 0.99968684

00:48:24.869 --> 00:48:26.070 do with you. So if
NOTE Confidence: 0.99968684

00:48:26.070 --> 00:48:27.290 the patient is angry
NOTE Confidence: 0.99557585

00:48:27.590 --> 00:48:29.430 at you, they're probably not
NOTE Confidence: 0.99557585

00:48:29.430 --> 00:48:30.869 actually angry at you. They're
NOTE Confidence: 0.99557585

00:48:30.869 --> 00:48:32.630 probably angry at the situation
NOTE Confidence: 0.99557585

00:48:32.630 --> 00:48:33.750 that they are in, and

NOTE Confidence: 0.99557585
00:48:33.750 --> 00:48:34.790 you just happen to be
NOTE Confidence: 0.99557585
00:48:34.790 --> 00:48:36.250 the one delivering that message
NOTE Confidence: 0.99557585
00:48:36.285 --> 00:48:37.164 or you just happen to
NOTE Confidence: 0.99557585
00:48:37.164 --> 00:48:38.125 be there when they're feeling
NOTE Confidence: 0.99557585
00:48:38.125 --> 00:48:38.785 this emotion.
NOTE Confidence: 0.99820274
00:48:39.645 --> 00:48:40.525 So this is more than
NOTE Confidence: 0.99820274
00:48:40.525 --> 00:48:42.204 just about delivering serious news.
NOTE Confidence: 0.99820274
00:48:42.204 --> 00:48:43.025 This is about,
NOTE Confidence: 0.9706413
00:48:43.565 --> 00:48:44.864 you know, the patient has
NOTE Confidence: 0.98441744
00:48:45.484 --> 00:48:46.844 a long history about what's
NOTE Confidence: 0.98441744
00:48:46.844 --> 00:48:47.964 happened to them in life
NOTE Confidence: 0.98441744
00:48:47.964 --> 00:48:49.405 either inside or outside the
NOTE Confidence: 0.98441744
00:48:49.405 --> 00:48:50.684 medical system before you walk
NOTE Confidence: 0.98441744
00:48:50.684 --> 00:48:51.830 in the room, and you
NOTE Confidence: 0.98441744
00:48:51.830 --> 00:48:52.870 don't know what you're walking
NOTE Confidence: 0.98441744

00:48:52.870 --> 00:48:54.250 into. And so
NOTE Confidence: 0.9989233

00:48:54.550 --> 00:48:55.690 giving the patient
NOTE Confidence: 0.99961275

00:48:55.989 --> 00:48:57.270 room and space to feel
NOTE Confidence: 0.99961275

00:48:57.270 --> 00:48:58.170 what they're feeling
NOTE Confidence: 0.99508464

00:48:59.830 --> 00:49:01.510 allows them to vent a
NOTE Confidence: 0.99508464

00:49:01.510 --> 00:49:03.530 little bit and allows you
NOTE Confidence: 0.9864688

00:49:03.875 --> 00:49:05.075 to not react. Because when
NOTE Confidence: 0.9864688

00:49:05.075 --> 00:49:06.035 we walk into a room
NOTE Confidence: 0.9864688

00:49:06.035 --> 00:49:07.895 and the patient is attacking
NOTE Confidence: 0.9864688

00:49:07.954 --> 00:49:08.454 us,
NOTE Confidence: 0.9754193

00:49:09.395 --> 00:49:10.835 right, our our blood starts
NOTE Confidence: 0.9754193

00:49:10.835 --> 00:49:11.795 to boil. At least my
NOTE Confidence: 0.9754193

00:49:11.795 --> 00:49:13.234 blood starts to boil. And
NOTE Confidence: 0.9754193

00:49:13.234 --> 00:49:14.915 that time, allowing myself to
NOTE Confidence: 0.9754193

00:49:14.915 --> 00:49:16.420 sort of step back, be
NOTE Confidence: 0.9754193

00:49:16.420 --> 00:49:17.540 quiet, and let the patient

NOTE Confidence: 0.9754193

00:49:17.540 --> 00:49:18.420 just keep giving it to

NOTE Confidence: 0.9754193

00:49:18.420 --> 00:49:18.920 me

NOTE Confidence: 0.970537

00:49:19.219 --> 00:49:20.820 allows me to collect myself

NOTE Confidence: 0.970537

00:49:20.820 --> 00:49:22.020 and then respond in the

NOTE Confidence: 0.970537

00:49:22.020 --> 00:49:23.060 way that I would want

NOTE Confidence: 0.970537

00:49:23.060 --> 00:49:23.560 to,

NOTE Confidence: 0.9898064

00:49:23.940 --> 00:49:25.140 which is with support and

NOTE Confidence: 0.9898064

00:49:25.140 --> 00:49:26.980 empathy rather than trying to

NOTE Confidence: 0.9898064

00:49:26.980 --> 00:49:28.260 meet their emotion, which is

NOTE Confidence: 0.9898064

00:49:28.260 --> 00:49:30.105 just gonna escalate it. Usually,

NOTE Confidence: 0.9898064

00:49:30.105 --> 00:49:32.285 these high intensity emotions are

NOTE Confidence: 0.99344665

00:49:32.585 --> 00:49:34.185 symptomatic of something else going

NOTE Confidence: 0.99344665

00:49:34.185 --> 00:49:35.565 on. Anger is easy,

NOTE Confidence: 0.99843174

00:49:36.585 --> 00:49:38.105 but, you know, fear of

NOTE Confidence: 0.99843174

00:49:38.105 --> 00:49:38.925 one's mortality

NOTE Confidence: 0.9256333

00:49:39.225 --> 00:49:39.725 or,
NOTE Confidence: 0.9481993

00:49:40.985 --> 00:49:42.425 you know, there there are
NOTE Confidence: 0.9481993

00:49:42.425 --> 00:49:43.385 usually deeper,
NOTE Confidence: 0.9938947

00:49:45.930 --> 00:49:47.290 there's usually a deeper story
NOTE Confidence: 0.9938947

00:49:47.290 --> 00:49:48.410 to why they're feeling this
NOTE Confidence: 0.9938947

00:49:48.410 --> 00:49:50.489 way, and it it's incumbent
NOTE Confidence: 0.9938947

00:49:50.489 --> 00:49:52.430 upon us to allow that
NOTE Confidence: 0.9938947

00:49:52.650 --> 00:49:53.690 to actually come out in
NOTE Confidence: 0.9938947

00:49:53.690 --> 00:49:54.270 the conversation.
NOTE Confidence: 0.9785274

00:49:55.369 --> 00:49:56.410 Sometimes it can't come out
NOTE Confidence: 0.9785274

00:49:56.410 --> 00:49:57.849 right then either because of
NOTE Confidence: 0.9785274

00:49:57.849 --> 00:49:59.070 the way the patient is
NOTE Confidence: 0.9785274

00:49:59.275 --> 00:50:00.555 acting or feeling or the
NOTE Confidence: 0.9785274

00:50:00.555 --> 00:50:01.915 way we're feeling in response.
NOTE Confidence: 0.9785274

00:50:01.915 --> 00:50:03.355 So I also tell trainees
NOTE Confidence: 0.9785274

00:50:03.355 --> 00:50:04.315 in this session that it

NOTE Confidence: 0.9785274

00:50:04.315 --> 00:50:05.195 is okay to take a

NOTE Confidence: 0.9785274

00:50:05.195 --> 00:50:06.494 break if you need it.

NOTE Confidence: 0.9785274

00:50:06.635 --> 00:50:07.915 It's okay to call a

NOTE Confidence: 0.9785274

00:50:07.915 --> 00:50:09.195 friend, right, to come in

NOTE Confidence: 0.9785274

00:50:09.195 --> 00:50:09.994 with you if you need

NOTE Confidence: 0.9785274

00:50:09.994 --> 00:50:10.395 it,

NOTE Confidence: 0.93077034

00:50:11.369 --> 00:50:12.969 especially if the anger starts

NOTE Confidence: 0.93077034

00:50:12.969 --> 00:50:14.250 to become personal as it

NOTE Confidence: 0.93077034

00:50:14.250 --> 00:50:16.190 it unfortunately sometimes does.

NOTE Confidence: 0.98991424

00:50:16.569 --> 00:50:18.569 And, again, that personal attack

NOTE Confidence: 0.98991424

00:50:18.569 --> 00:50:19.950 is usually not about

NOTE Confidence: 0.9928974

00:50:20.410 --> 00:50:20.910 you.

NOTE Confidence: 0.9925792

00:50:21.849 --> 00:50:22.809 You just happen to be

NOTE Confidence: 0.9925792

00:50:22.809 --> 00:50:23.690 the one receiving it. But

NOTE Confidence: 0.9925792

00:50:23.690 --> 00:50:25.125 having an ally there to

NOTE Confidence: 0.9925792

00:50:25.125 --> 00:50:26.165 to help that when those
NOTE Confidence: 0.9925792

00:50:26.165 --> 00:50:27.525 attacks do become more personal
NOTE Confidence: 0.9925792

00:50:27.525 --> 00:50:29.465 can make it much easier
NOTE Confidence: 0.94505155

00:50:30.245 --> 00:50:30.725 to,
NOTE Confidence: 0.999566

00:50:31.125 --> 00:50:32.165 stay connected to what the
NOTE Confidence: 0.999566

00:50:32.165 --> 00:50:33.065 patient needs.
NOTE Confidence: 0.9662656

00:50:34.165 --> 00:50:35.525 Jadeep, do you also teach
NOTE Confidence: 0.9662656

00:50:35.525 --> 00:50:37.045 them about, you know, kind
NOTE Confidence: 0.9662656

00:50:37.045 --> 00:50:38.810 of, I mean, when it
NOTE Confidence: 0.9662656

00:50:38.810 --> 00:50:40.969 does cross over in terms
NOTE Confidence: 0.9662656

00:50:40.969 --> 00:50:42.510 of patient to mistreatment
NOTE Confidence: 0.9659008

00:50:43.210 --> 00:50:43.410 Yep.
NOTE Confidence: 0.89660853

00:50:44.010 --> 00:50:45.469 And setting limits.
NOTE Confidence: 0.9835122

00:50:46.090 --> 00:50:47.210 Do you teach them about
NOTE Confidence: 0.9835122

00:50:47.210 --> 00:50:48.590 that, and what's your approach?
NOTE Confidence: 0.9719484

00:50:49.370 --> 00:50:50.765 Yeah. So there's lots of

NOTE Confidence: 0.9719484

00:50:50.765 --> 00:50:52.525 strategies to, to do that.

NOTE Confidence: 0.9719484

00:50:52.525 --> 00:50:54.525 So the ERACE model may

NOTE Confidence: 0.9719484

00:50:54.525 --> 00:50:55.325 be one that you've heard

NOTE Confidence: 0.9719484

00:50:55.325 --> 00:50:56.125 about. I don't remember what

NOTE Confidence: 0.9719484

00:50:56.125 --> 00:50:57.245 the mnemonic stands for, but

NOTE Confidence: 0.9719484

00:50:57.245 --> 00:50:57.885 they have a couple of

NOTE Confidence: 0.9719484

00:50:57.885 --> 00:50:58.385 workshops

NOTE Confidence: 0.9629297

00:50:58.845 --> 00:51:01.165 where they learn techniques to,

NOTE Confidence: 0.98641336

00:51:01.485 --> 00:51:02.445 it's harder to speak up

NOTE Confidence: 0.98641336

00:51:02.445 --> 00:51:04.170 for yourself, but to to

NOTE Confidence: 0.98641336

00:51:04.170 --> 00:51:05.450 have techniques to speak up

NOTE Confidence: 0.98641336

00:51:05.450 --> 00:51:06.730 for a team member when

NOTE Confidence: 0.98641336

00:51:06.730 --> 00:51:07.770 the team member is being

NOTE Confidence: 0.98641336

00:51:07.770 --> 00:51:08.270 attacked.

NOTE Confidence: 0.9837351

00:51:09.290 --> 00:51:10.030 And so

NOTE Confidence: 0.78217345

00:51:11.609 --> 00:51:12.109 interrupting
NOTE Confidence: 0.93004584

00:51:15.530 --> 00:51:16.910 a neutral statement
NOTE Confidence: 0.9782983

00:51:17.975 --> 00:51:18.135 to,
NOTE Confidence: 0.9991476

00:51:18.775 --> 00:51:19.735 sort of call out the
NOTE Confidence: 0.9991476

00:51:19.735 --> 00:51:21.415 surprise that somebody just said
NOTE Confidence: 0.9991476

00:51:21.415 --> 00:51:21.915 something.
NOTE Confidence: 0.9471178

00:51:22.455 --> 00:51:22.955 Right?
NOTE Confidence: 0.96552736

00:51:23.815 --> 00:51:24.315 So
NOTE Confidence: 0.64283323

00:51:26.215 --> 00:51:26.955 an example,
NOTE Confidence: 0.9987695

00:51:28.535 --> 00:51:30.320 might be an an ouch
NOTE Confidence: 0.9987695

00:51:30.320 --> 00:51:31.920 statement. Right? So if I'm
NOTE Confidence: 0.9987695

00:51:31.920 --> 00:51:32.980 working with
NOTE Confidence: 0.89316666

00:51:33.360 --> 00:51:33.760 a,
NOTE Confidence: 0.95185316

00:51:34.200 --> 00:51:35.360 I'm trying to, like, think
NOTE Confidence: 0.95185316

00:51:35.360 --> 00:51:36.400 about things that might have,
NOTE Confidence: 0.95185316

00:51:36.640 --> 00:51:38.180 might have happened fairly recently.

NOTE Confidence: 0.95185316
00:51:38.320 --> 00:51:39.520 I'm working with a female
NOTE Confidence: 0.95185316
00:51:39.520 --> 00:51:40.020 resident,
NOTE Confidence: 0.9750191
00:51:40.560 --> 00:51:43.055 and the, the patient I
NOTE Confidence: 0.9750191
00:51:43.055 --> 00:51:43.934 walk in the room, and
NOTE Confidence: 0.9750191
00:51:43.934 --> 00:51:44.655 the patient all of a
NOTE Confidence: 0.9750191
00:51:44.655 --> 00:51:45.954 sudden is talking to me
NOTE Confidence: 0.98507524
00:51:46.335 --> 00:51:48.035 and speaking about the,
NOTE Confidence: 0.9972038
00:51:48.734 --> 00:51:50.015 female resident in a way
NOTE Confidence: 0.9972038
00:51:50.015 --> 00:51:51.155 that really is,
NOTE Confidence: 0.974911
00:51:51.614 --> 00:51:53.214 belittling to their role because
NOTE Confidence: 0.974911
00:51:53.214 --> 00:51:54.674 they're a woman. Right?
NOTE Confidence: 0.9705452
00:51:55.400 --> 00:51:57.080 Using words like this girl
NOTE Confidence: 0.9705452
00:51:57.080 --> 00:51:58.520 or she doesn't know. Right?
NOTE Confidence: 0.99074346
00:51:59.080 --> 00:52:00.520 And I might use an
NOTE Confidence: 0.99074346
00:52:00.520 --> 00:52:01.340 ouch statement
NOTE Confidence: 0.97254235

00:52:01.880 --> 00:52:03.560 and then reframe it that,
NOTE Confidence: 0.97254235

00:52:03.560 --> 00:52:05.000 you know, doctor so and
NOTE Confidence: 0.97254235

00:52:05.000 --> 00:52:05.500 so,
NOTE Confidence: 0.9559814

00:52:07.000 --> 00:52:08.040 is a valuable member of
NOTE Confidence: 0.9559814

00:52:08.040 --> 00:52:09.430 this team and correct.
NOTE Confidence: 0.9629793

00:52:11.355 --> 00:52:12.655 Maybe not the best example.
NOTE Confidence: 0.9521348

00:52:13.435 --> 00:52:14.475 No. That was a good
NOTE Confidence: 0.9521348

00:52:14.475 --> 00:52:16.155 example, Jaydeep. I'm just curious
NOTE Confidence: 0.9521348

00:52:16.155 --> 00:52:17.355 as to what the students
NOTE Confidence: 0.9521348

00:52:17.355 --> 00:52:19.135 are learning in those situations,
NOTE Confidence: 0.9521348

00:52:19.355 --> 00:52:21.035 and I actually like the
NOTE Confidence: 0.9521348

00:52:21.035 --> 00:52:21.935 ouch model.
NOTE Confidence: 0.9790211

00:52:22.475 --> 00:52:23.940 And so I was I
NOTE Confidence: 0.9790211

00:52:23.940 --> 00:52:25.540 was just kinda curious about
NOTE Confidence: 0.9790211

00:52:25.540 --> 00:52:26.980 that. I mean, we do
NOTE Confidence: 0.9790211

00:52:26.980 --> 00:52:27.940 teach them that they don't

NOTE Confidence: 0.9790211

00:52:27.940 --> 00:52:28.820 need to take it, but

NOTE Confidence: 0.9790211

00:52:28.820 --> 00:52:30.020 we also teach them that

NOTE Confidence: 0.9790211

00:52:30.020 --> 00:52:31.140 it's okay to take it.

NOTE Confidence: 0.9790211

00:52:31.140 --> 00:52:32.440 You don't need to all

NOTE Confidence: 0.9990484

00:52:32.739 --> 00:52:34.020 your first step doesn't need

NOTE Confidence: 0.9990484

00:52:34.020 --> 00:52:34.980 to always be that you

NOTE Confidence: 0.9990484

00:52:34.980 --> 00:52:36.260 need to defend. The first

NOTE Confidence: 0.9990484

00:52:36.260 --> 00:52:37.619 step is to understand what's

NOTE Confidence: 0.9990484

00:52:37.619 --> 00:52:38.119 happening.

NOTE Confidence: 0.95520914

00:52:39.105 --> 00:52:40.225 Right? So that might be

NOTE Confidence: 0.95520914

00:52:40.385 --> 00:52:41.425 you know, again, depending on

NOTE Confidence: 0.95520914

00:52:41.425 --> 00:52:42.625 what is said, you know,

NOTE Confidence: 0.95520914

00:52:42.625 --> 00:52:43.744 I'm not sure I heard

NOTE Confidence: 0.95520914

00:52:43.744 --> 00:52:45.425 that right. Can you repeat

NOTE Confidence: 0.95520914

00:52:45.425 --> 00:52:46.785 what you said? Or, you

NOTE Confidence: 0.95520914

00:52:46.785 --> 00:52:47.285 know,
NOTE Confidence: 0.97967774

00:52:48.225 --> 00:52:49.344 did you you know, what
NOTE Confidence: 0.97967774

00:52:49.344 --> 00:52:50.225 you just said, did I
NOTE Confidence: 0.97967774

00:52:50.225 --> 00:52:51.445 did I hear that right?
NOTE Confidence: 0.97967774

00:52:51.640 --> 00:52:52.680 Right? To kinda get the
NOTE Confidence: 0.97967774

00:52:52.680 --> 00:52:54.200 patient to think for a
NOTE Confidence: 0.97967774

00:52:54.200 --> 00:52:55.320 second, is that where I
NOTE Confidence: 0.97967774

00:52:55.320 --> 00:52:56.760 actually want this conversation to
NOTE Confidence: 0.97967774

00:52:56.760 --> 00:52:57.260 go?
NOTE Confidence: 0.97077477

00:52:58.280 --> 00:52:59.400 Because there there may be
NOTE Confidence: 0.97077477

00:52:59.400 --> 00:53:00.680 room to remedy and then
NOTE Confidence: 0.97077477

00:53:00.680 --> 00:53:02.219 debrief outside of the room
NOTE Confidence: 0.97077477

00:53:02.359 --> 00:53:04.440 rather than confronting. And, you
NOTE Confidence: 0.97077477

00:53:04.440 --> 00:53:05.340 know, you're basically
NOTE Confidence: 0.9598479

00:53:06.025 --> 00:53:07.705 probably throwing away that encounter.
NOTE Confidence: 0.9598479

00:53:07.705 --> 00:53:08.744 And when you're that's your

NOTE Confidence: 0.9598479
00:53:08.744 --> 00:53:09.545 only time of the date
NOTE Confidence: 0.9598479
00:53:09.545 --> 00:53:10.045 around,
NOTE Confidence: 0.99809295
00:53:10.425 --> 00:53:11.325 you may wanna
NOTE Confidence: 0.99905235
00:53:11.625 --> 00:53:12.125 recalibrate
NOTE Confidence: 0.9977369
00:53:12.425 --> 00:53:13.625 the patient so that you
NOTE Confidence: 0.9977369
00:53:13.625 --> 00:53:14.985 can actually get done what
NOTE Confidence: 0.9977369
00:53:14.985 --> 00:53:16.125 you need to do medically.
NOTE Confidence: 0.9643358
00:53:17.145 --> 00:53:18.585 Great. No. Thank you so
NOTE Confidence: 0.9643358
00:53:18.585 --> 00:53:19.485 much, JD.
NOTE Confidence: 0.9864133
00:53:21.660 --> 00:53:23.500 Great. Well, thank you everyone
NOTE Confidence: 0.9864133
00:53:23.500 --> 00:53:25.339 for your, your interest. That
NOTE Confidence: 0.9864133
00:53:25.339 --> 00:53:26.780 was great. Thank you so
NOTE Confidence: 0.9864133
00:53:26.780 --> 00:53:27.900 much. I actually have to
NOTE Confidence: 0.9864133
00:53:27.900 --> 00:53:29.420 say I'm very humbled by
NOTE Confidence: 0.9864133
00:53:29.420 --> 00:53:29.819 your,
NOTE Confidence: 0.9995234

00:53:30.940 --> 00:53:33.040 deliberate approach to communication

NOTE Confidence: 0.6866557

00:53:33.420 --> 00:53:33.920 because

NOTE Confidence: 0.9411682

00:53:34.460 --> 00:53:36.239 I feel like in comparison,

NOTE Confidence: 0.99399704

00:53:38.145 --> 00:53:39.425 I tend to I'm not

NOTE Confidence: 0.99399704

00:53:39.425 --> 00:53:40.705 gonna say knee jerk, but

NOTE Confidence: 0.99399704

00:53:40.705 --> 00:53:41.985 do what I usually do

NOTE Confidence: 0.99399704

00:53:41.985 --> 00:53:42.485 versus

NOTE Confidence: 0.98220664

00:53:42.785 --> 00:53:44.165 kind of using the checklist,

NOTE Confidence: 0.98220664

00:53:44.225 --> 00:53:45.685 and it's really nice to

NOTE Confidence: 0.9971863

00:53:46.065 --> 00:53:47.185 slow down and look at

NOTE Confidence: 0.9971863

00:53:47.185 --> 00:53:49.200 the components of what you're

NOTE Confidence: 0.983626

00:53:49.680 --> 00:53:51.040 teaching. So thank you so

NOTE Confidence: 0.983626

00:53:51.040 --> 00:53:52.719 much. That was just great,

NOTE Confidence: 0.983626

00:53:52.719 --> 00:53:54.719 JD. Thank you. Anyone who's

NOTE Confidence: 0.983626

00:53:54.719 --> 00:53:55.839 interested in diving in and

NOTE Confidence: 0.983626

00:53:55.839 --> 00:53:57.280 teaching, we're always looking for,

NOTE Confidence: 0.99862015

00:53:58.079 --> 00:53:58.579 pediatric

NOTE Confidence: 0.7685048

00:53:58.880 --> 00:54:00.640 facilitators. Yeah. Doctor me or

NOTE Confidence: 0.7685048

00:54:00.640 --> 00:54:01.140 Ruchika.

NOTE Confidence: 0.96737164

00:54:02.239 --> 00:54:03.760 And, Penina, I know your

NOTE Confidence: 0.96737164

00:54:03.760 --> 00:54:04.260 your

NOTE Confidence: 0.9384864

00:54:04.575 --> 00:54:05.614 pet project, bigger than a

NOTE Confidence: 0.9384864

00:54:05.614 --> 00:54:06.895 pet, one of your main

NOTE Confidence: 0.9384864

00:54:06.895 --> 00:54:08.655 projects is getting more good

NOTE Confidence: 0.9384864

00:54:08.655 --> 00:54:10.094 pediatric Yes. In front of

NOTE Confidence: 0.9384864

00:54:10.094 --> 00:54:11.714 the students to inspire them.

NOTE Confidence: 0.9384864

00:54:11.935 --> 00:54:12.435 So,

NOTE Confidence: 0.96487176

00:54:12.895 --> 00:54:14.255 yeah, please reach out if

NOTE Confidence: 0.96487176

00:54:14.255 --> 00:54:15.455 you're interested in getting more

NOTE Confidence: 0.8909006

00:54:19.593 --> 00:54:21.273 Hey, clinic. Thanks, everybody. Bye,

NOTE Confidence: 0.8909006

00:54:21.273 --> 00:54:21.773 everybody.