

WEBVTT

NOTE duration: "00:57:33.994"

NOTE Confidence: 0.9370433

00:00:00.240 --> 00:00:01.220 Welcome, everyone.

NOTE Confidence: 0.9672155

00:00:01.680 --> 00:00:03.120 It is a delight to

NOTE Confidence: 0.9672155

00:00:03.120 --> 00:00:04.000 have all of you here

NOTE Confidence: 0.9672155

00:00:04.000 --> 00:00:05.600 in person for Smilow Town

NOTE Confidence: 0.9672155

00:00:05.600 --> 00:00:06.100 Hall.

NOTE Confidence: 0.9901253

00:00:06.559 --> 00:00:07.700 We have a packed,

NOTE Confidence: 0.996266

00:00:08.400 --> 00:00:10.000 agenda today with a number

NOTE Confidence: 0.996266

00:00:10.000 --> 00:00:11.920 of really great speakers. But

NOTE Confidence: 0.996266

00:00:11.920 --> 00:00:12.960 before we get into our

NOTE Confidence: 0.996266

00:00:12.960 --> 00:00:13.460 program,

NOTE Confidence: 0.97277194

00:00:13.920 --> 00:00:15.405 it's a real pleasure for

NOTE Confidence: 0.97277194

00:00:15.405 --> 00:00:17.505 both me and for Tracy

NOTE Confidence: 0.97277194

00:00:17.565 --> 00:00:18.785 to introduce jointly,

NOTE Confidence: 0.88419914

00:00:19.165 --> 00:00:20.065 Toby Bressler.

NOTE Confidence: 0.9545073

00:00:21.725 --> 00:00:23.325 Toby is our new VP
NOTE Confidence: 0.9545073

00:00:23.325 --> 00:00:24.385 of patient services,
NOTE Confidence: 0.9511654

00:00:25.884 --> 00:00:27.005 and Toby comes to us
NOTE Confidence: 0.9511654

00:00:27.005 --> 00:00:28.045 from Mount Sinai in the
NOTE Confidence: 0.9511654

00:00:28.045 --> 00:00:29.425 Icahn School of Medicine,
NOTE Confidence: 0.97750884

00:00:30.150 --> 00:00:31.590 where she was the director
NOTE Confidence: 0.97750884

00:00:31.590 --> 00:00:33.030 of oncology nursing and the
NOTE Confidence: 0.97750884

00:00:33.030 --> 00:00:33.770 chief of,
NOTE Confidence: 0.99479425

00:00:34.390 --> 00:00:35.450 clinical quality.
NOTE Confidence: 0.9947671

00:00:35.830 --> 00:00:37.190 She has a very impressive
NOTE Confidence: 0.9947671

00:00:37.190 --> 00:00:39.270 background with multiple degrees, including
NOTE Confidence: 0.9947671

00:00:39.270 --> 00:00:39.930 a degree
NOTE Confidence: 0.88876647

00:00:40.710 --> 00:00:42.650 of doctorate in nursing practice,
NOTE Confidence: 0.9693767

00:00:43.375 --> 00:00:44.495 and, we are thrilled to
NOTE Confidence: 0.9693767

00:00:44.495 --> 00:00:45.455 have her. Toby, do you
NOTE Confidence: 0.9693767

00:00:45.455 --> 00:00:46.415 want to at least stand

NOTE Confidence: 0.9693767
00:00:46.415 --> 00:00:47.534 up or even come up
NOTE Confidence: 0.9693767
00:00:47.534 --> 00:00:48.575 and say a couple of
NOTE Confidence: 0.9693767
00:00:48.575 --> 00:00:49.635 a couple of words?
NOTE Confidence: 0.97622156
00:00:54.015 --> 00:00:55.135 I wasn't prepared for this,
NOTE Confidence: 0.97622156
00:00:55.135 --> 00:00:56.995 but that's fine. Hello, everybody.
NOTE Confidence: 0.9525123
00:00:58.280 --> 00:00:59.160 Thank you for the warm
NOTE Confidence: 0.9525123
00:00:59.160 --> 00:01:00.680 welcome. It's great to be
NOTE Confidence: 0.9525123
00:01:00.680 --> 00:01:01.180 here,
NOTE Confidence: 0.98496187
00:01:02.520 --> 00:01:04.280 and thank you, Tracy, for
NOTE Confidence: 0.98496187
00:01:04.280 --> 00:01:05.880 holding the fort for all
NOTE Confidence: 0.98496187
00:01:05.880 --> 00:01:06.780 of this time.
NOTE Confidence: 0.9713207
00:01:07.560 --> 00:01:08.920 I am looking forward to
NOTE Confidence: 0.9713207
00:01:08.920 --> 00:01:10.119 meeting each and every one
NOTE Confidence: 0.9713207
00:01:10.119 --> 00:01:11.634 of you, looking forward to
NOTE Confidence: 0.9713207
00:01:11.634 --> 00:01:13.314 working with this incredible team.
NOTE Confidence: 0.9713207

00:01:13.314 --> 00:01:14.774 It's been three weeks, and,
NOTE Confidence: 0.9713207

00:01:14.994 --> 00:01:15.494 wow,
NOTE Confidence: 0.97588474

00:01:16.115 --> 00:01:17.634 there's a lot of awesome
NOTE Confidence: 0.97588474

00:01:17.634 --> 00:01:18.994 and amazing things that are
NOTE Confidence: 0.97588474

00:01:18.994 --> 00:01:20.215 happening here and,
NOTE Confidence: 0.99104017

00:01:20.834 --> 00:01:22.435 many opportunities as well. So
NOTE Confidence: 0.99104017

00:01:22.435 --> 00:01:23.875 I'm looking forward to working
NOTE Confidence: 0.99104017

00:01:23.875 --> 00:01:24.615 with you,
NOTE Confidence: 0.9991408

00:01:25.235 --> 00:01:26.435 and the teams that you
NOTE Confidence: 0.9991408

00:01:26.435 --> 00:01:26.730 lead.
NOTE Confidence: 0.981464

00:01:28.170 --> 00:01:29.069 Thanks, Toby.
NOTE Confidence: 0.93273365

00:01:32.250 --> 00:01:33.530 And I just wanna take
NOTE Confidence: 0.93273365

00:01:33.530 --> 00:01:34.410 a minute to,
NOTE Confidence: 0.98633814

00:01:35.370 --> 00:01:36.890 say this is my this
NOTE Confidence: 0.98633814

00:01:36.890 --> 00:01:38.250 will be my last town
NOTE Confidence: 0.98633814

00:01:38.250 --> 00:01:39.770 hall that I'm cochairing as

NOTE Confidence: 0.98633814
00:01:39.770 --> 00:01:41.295 Toby will take over with,
NOTE Confidence: 0.98012817
00:01:42.174 --> 00:01:43.935 doctor Billingsley in the future,
NOTE Confidence: 0.98012817
00:01:43.935 --> 00:01:45.314 but it's been a pleasure
NOTE Confidence: 0.98012817
00:01:45.375 --> 00:01:47.395 to work with, doctor Billingsley
NOTE Confidence: 0.98012817
00:01:47.455 --> 00:01:48.994 over the last year in,
NOTE Confidence: 0.9803098
00:01:50.255 --> 00:01:50.755 in
NOTE Confidence: 0.9979811
00:01:51.215 --> 00:01:52.655 running these town halls and
NOTE Confidence: 0.9979811
00:01:52.655 --> 00:01:53.940 getting to know all the
NOTE Confidence: 0.94143414
00:01:54.260 --> 00:01:55.160 various presenters,
NOTE Confidence: 0.9975979
00:01:55.780 --> 00:01:56.980 and it's a great forum.
NOTE Confidence: 0.9975979
00:01:56.980 --> 00:01:58.180 And this is actually the
NOTE Confidence: 0.9975979
00:01:58.180 --> 00:01:58.680 first
NOTE Confidence: 0.9744396
00:01:59.220 --> 00:02:00.420 hybrid one, which if you
NOTE Confidence: 0.9744396
00:02:00.420 --> 00:02:01.460 guys remember, we did a
NOTE Confidence: 0.9744396
00:02:01.460 --> 00:02:02.900 survey sort of on feedback
NOTE Confidence: 0.9744396

00:02:02.900 --> 00:02:04.180 for the town hall, and
NOTE Confidence: 0.9744396

00:02:04.180 --> 00:02:05.060 this was one of the
NOTE Confidence: 0.9744396

00:02:05.060 --> 00:02:06.915 recommendations. So we're gonna see
NOTE Confidence: 0.9744396

00:02:06.995 --> 00:02:08.195 how it goes and would
NOTE Confidence: 0.9744396

00:02:08.195 --> 00:02:09.955 continue to appreciate your feedback
NOTE Confidence: 0.9744396

00:02:09.955 --> 00:02:10.615 on the
NOTE Confidence: 0.96338147

00:02:10.995 --> 00:02:12.535 the content and the forums.
NOTE Confidence: 0.96338147

00:02:12.675 --> 00:02:14.135 So thank you all.
NOTE Confidence: 0.99820024

00:02:18.035 --> 00:02:19.395 Let's see. Before we jump
NOTE Confidence: 0.99820024

00:02:19.395 --> 00:02:20.915 into our formal agenda, I
NOTE Confidence: 0.99820024

00:02:20.915 --> 00:02:22.440 do wanna take a minute
NOTE Confidence: 0.99642766

00:02:23.320 --> 00:02:25.000 to thank Tracy for her
NOTE Confidence: 0.99642766

00:02:25.000 --> 00:02:26.220 incredible service.
NOTE Confidence: 0.96118903

00:02:27.960 --> 00:02:28.919 You know, for many of
NOTE Confidence: 0.96118903

00:02:28.919 --> 00:02:30.760 you, I think at least
NOTE Confidence: 0.96118903

00:02:30.760 --> 00:02:32.060 our nurses realize

NOTE Confidence: 0.95995027

00:02:32.600 --> 00:02:34.360 for the past over a

NOTE Confidence: 0.95995027

00:02:34.360 --> 00:02:35.980 year, Tracy has been doing

NOTE Confidence: 0.9843966

00:02:36.475 --> 00:02:38.175 not just two jobs, but

NOTE Confidence: 0.9628477

00:02:38.875 --> 00:02:40.815 two supersized jobs

NOTE Confidence: 0.99135625

00:02:41.595 --> 00:02:43.355 and doing an incredible job

NOTE Confidence: 0.99135625

00:02:43.355 --> 00:02:44.794 of it. And it has

NOTE Confidence: 0.99135625

00:02:44.794 --> 00:02:45.835 been a real pleasure for

NOTE Confidence: 0.99135625

00:02:45.835 --> 00:02:47.215 me to partner with you.

NOTE Confidence: 0.94847435

00:02:48.389 --> 00:02:50.010 You are an incredible leader.

NOTE Confidence: 0.94847435

00:02:50.069 --> 00:02:51.430 You're an incredible nurse and

NOTE Confidence: 0.94847435

00:02:51.430 --> 00:02:51.930 clinician.

NOTE Confidence: 0.9993031

00:02:52.389 --> 00:02:52.889 So

NOTE Confidence: 0.98856133

00:02:53.190 --> 00:02:54.889 thrilled to have Toby, but

NOTE Confidence: 0.98856133

00:02:55.110 --> 00:02:56.310 you'll be missed. But I

NOTE Confidence: 0.98856133

00:02:56.310 --> 00:02:57.590 know you won't be going

NOTE Confidence: 0.98856133

00:02:57.590 --> 00:02:58.550 far. Right down the hall
NOTE Confidence: 0.98856133

00:02:58.550 --> 00:02:59.669 from you. Miss Herbert, can
NOTE Confidence: 0.98856133

00:02:59.669 --> 00:03:01.770 you please bring our flowers
NOTE Confidence: 0.98856133

00:03:01.830 --> 00:03:02.330 up?
NOTE Confidence: 0.91982985

00:03:08.215 --> 00:03:09.355 Thank you, Tracy.
NOTE Confidence: 0.9965633

00:03:12.055 --> 00:03:13.754 Okay. And on that note,
NOTE Confidence: 0.93385136

00:03:14.775 --> 00:03:15.814 we're gonna move on with
NOTE Confidence: 0.93385136

00:03:15.814 --> 00:03:16.555 our agenda.
NOTE Confidence: 0.94738954

00:03:18.469 --> 00:03:19.750 Never much of a slowdown
NOTE Confidence: 0.94738954

00:03:19.750 --> 00:03:20.790 here at Yale New Haven
NOTE Confidence: 0.94738954

00:03:20.790 --> 00:03:21.530 Health System.
NOTE Confidence: 0.99912244

00:03:21.909 --> 00:03:22.409 So
NOTE Confidence: 0.9668505

00:03:22.790 --> 00:03:23.609 first off,
NOTE Confidence: 0.9997218

00:03:24.950 --> 00:03:26.409 I'm just going to quickly
NOTE Confidence: 0.9997218

00:03:26.629 --> 00:03:28.150 put the agenda up.
NOTE Confidence: 0.97219056

00:03:28.629 --> 00:03:29.989 We do have a a

NOTE Confidence: 0.97219056
00:03:29.989 --> 00:03:31.530 a busy and full agenda.
NOTE Confidence: 0.90271443
00:03:31.875 --> 00:03:33.235 We're gonna start with,
NOTE Confidence: 0.9814268
00:03:33.635 --> 00:03:35.315 doctor Friedman, our chief medical
NOTE Confidence: 0.9814268
00:03:35.315 --> 00:03:37.155 officer, and Laura Pham, our
NOTE Confidence: 0.9814268
00:03:37.155 --> 00:03:38.135 capacity officer,
NOTE Confidence: 0.99187875
00:03:38.755 --> 00:03:40.035 who will update us on
NOTE Confidence: 0.99187875
00:03:40.035 --> 00:03:42.195 our our challenges with ED
NOTE Confidence: 0.99187875
00:03:42.195 --> 00:03:43.495 capacity and impact.
NOTE Confidence: 0.95703363
00:03:44.540 --> 00:03:45.900 Vonna will be talking to
NOTE Confidence: 0.95703363
00:03:45.900 --> 00:03:48.000 us with Liana about electronic
NOTE Confidence: 0.95703363
00:03:48.060 --> 00:03:49.500 referral to our extended care
NOTE Confidence: 0.95703363
00:03:49.500 --> 00:03:50.000 center,
NOTE Confidence: 0.99507713
00:03:50.540 --> 00:03:52.379 and, we have a number
NOTE Confidence: 0.99507713
00:03:52.379 --> 00:03:54.480 of significant changes in our,
NOTE Confidence: 0.9776769
00:03:55.019 --> 00:03:56.239 cancer care network.
NOTE Confidence: 0.99347734

00:03:56.620 --> 00:03:57.760 And Liz Herbert,
NOTE Confidence: 0.9510548

00:03:58.725 --> 00:04:00.165 our vice president for the
NOTE Confidence: 0.9510548

00:04:00.165 --> 00:04:02.085 network, will be speaking about
NOTE Confidence: 0.9510548

00:04:02.085 --> 00:04:03.125 transitioning patient care,
NOTE Confidence: 0.88878447

00:04:04.965 --> 00:04:05.365 to,
NOTE Confidence: 0.9284973

00:04:06.005 --> 00:04:07.925 our Smilo from our Smilo
NOTE Confidence: 0.9284973

00:04:07.925 --> 00:04:09.465 Cancer Hospital in Westerly
NOTE Confidence: 0.9940218

00:04:09.845 --> 00:04:10.665 to Waterford.
NOTE Confidence: 0.97852194

00:04:11.285 --> 00:04:12.870 And then to wrap up,
NOTE Confidence: 0.97852194

00:04:12.950 --> 00:04:14.790 our patient experience officer, Tara
NOTE Confidence: 0.97852194

00:04:14.790 --> 00:04:15.830 Sandf, will be talking about
NOTE Confidence: 0.97852194

00:04:15.830 --> 00:04:17.750 patient wait times. So without
NOTE Confidence: 0.97852194

00:04:17.750 --> 00:04:18.889 any further commentary,
NOTE Confidence: 0.98584867

00:04:20.150 --> 00:04:21.610 Al, Laura, Carly,
NOTE Confidence: 0.9997633

00:04:22.310 --> 00:04:23.210 take it away.
NOTE Confidence: 0.978023

00:04:23.510 --> 00:04:25.589 Just just one housekeeping thing.

NOTE Confidence: 0.978023

00:04:25.589 --> 00:04:26.949 We will try to answer

NOTE Confidence: 0.978023

00:04:26.949 --> 00:04:28.365 the questions that are coming

NOTE Confidence: 0.978023

00:04:28.365 --> 00:04:30.225 in the question and answers

NOTE Confidence: 0.978023

00:04:30.365 --> 00:04:31.985 live as they come up.

NOTE Confidence: 0.9987928

00:04:43.440 --> 00:04:44.419 That'd be great.

NOTE Confidence: 0.99335974

00:04:45.360 --> 00:04:47.039 Good afternoon, everyone. Thank you

NOTE Confidence: 0.99335974

00:04:47.039 --> 00:04:48.580 very much for the opportunity

NOTE Confidence: 0.9999241

00:04:48.880 --> 00:04:49.779 to be here

NOTE Confidence: 0.87858313

00:04:50.160 --> 00:04:52.020 with you for your, Smilo

NOTE Confidence: 0.87858313

00:04:52.080 --> 00:04:52.900 town hall.

NOTE Confidence: 0.947564

00:04:53.360 --> 00:04:54.720 I am going to use

NOTE Confidence: 0.947564

00:04:54.720 --> 00:04:56.880 thirty seconds of my time,

NOTE Confidence: 0.9927485

00:04:58.675 --> 00:05:00.215 to also thank Tracy.

NOTE Confidence: 0.9769894

00:05:00.995 --> 00:05:02.935 I it's not only

NOTE Confidence: 0.9686344

00:05:03.315 --> 00:05:04.535 to embarrass her,

NOTE Confidence: 0.9993852

00:05:05.955 --> 00:05:07.235 but it really is to
NOTE Confidence: 0.9993852

00:05:07.235 --> 00:05:09.415 acknowledge her as a clinician
NOTE Confidence: 0.96428734

00:05:09.875 --> 00:05:11.075 and as a leader. And
NOTE Confidence: 0.96428734

00:05:11.075 --> 00:05:11.735 I think,
NOTE Confidence: 0.9798332

00:05:13.150 --> 00:05:14.270 I I would add as
NOTE Confidence: 0.9798332

00:05:14.270 --> 00:05:15.949 a mentor and role model
NOTE Confidence: 0.9798332

00:05:15.949 --> 00:05:17.470 because I've I've known Tracy
NOTE Confidence: 0.9798332

00:05:17.470 --> 00:05:18.529 for many years
NOTE Confidence: 0.9574571

00:05:18.910 --> 00:05:20.110 in a variety of different
NOTE Confidence: 0.9574571

00:05:20.110 --> 00:05:20.610 capacities.
NOTE Confidence: 0.97700244

00:05:21.389 --> 00:05:22.690 And I think,
NOTE Confidence: 0.99883443

00:05:24.349 --> 00:05:26.050 we could fill this room
NOTE Confidence: 0.99883443

00:05:26.349 --> 00:05:28.845 numerous times over from the
NOTE Confidence: 0.99883443

00:05:29.085 --> 00:05:30.865 people that you have influenced
NOTE Confidence: 0.95244116

00:05:31.645 --> 00:05:33.165 and mentored along the way.
NOTE Confidence: 0.95244116

00:05:33.165 --> 00:05:34.605 So that's a debt of

NOTE Confidence: 0.95244116
00:05:34.605 --> 00:05:36.225 gratitude that we can never
NOTE Confidence: 0.95244116
00:05:36.285 --> 00:05:36.785 ever
NOTE Confidence: 0.9692558
00:05:37.325 --> 00:05:37.825 adequately,
NOTE Confidence: 0.9787553
00:05:38.685 --> 00:05:40.045 acknowledge, but I I wanna
NOTE Confidence: 0.9787553
00:05:40.045 --> 00:05:41.505 say it publicly here.
NOTE Confidence: 0.9786351
00:05:50.370 --> 00:05:51.990 I'm gonna walk through
NOTE Confidence: 0.9998562
00:05:52.370 --> 00:05:53.430 a little bit
NOTE Confidence: 0.9975485
00:05:53.890 --> 00:05:55.170 about the work that we're
NOTE Confidence: 0.9975485
00:05:55.170 --> 00:05:56.930 doing to address what we
NOTE Confidence: 0.9975485
00:05:56.930 --> 00:05:58.930 sometimes call surge, what we
NOTE Confidence: 0.9975485
00:05:58.930 --> 00:05:59.865 sometimes refer
NOTE Confidence: 0.99723613
00:06:00.345 --> 00:06:02.285 to as our capacity crisis.
NOTE Confidence: 0.9985961
00:06:02.904 --> 00:06:03.884 Kevin referenced
NOTE Confidence: 0.96960664
00:06:04.505 --> 00:06:05.485 our ED
NOTE Confidence: 0.9669096
00:06:06.104 --> 00:06:06.764 and the,
NOTE Confidence: 0.9949594

00:06:08.025 --> 00:06:09.224 challenge that we have with
NOTE Confidence: 0.9949594

00:06:09.224 --> 00:06:11.305 patients here. We've taken a
NOTE Confidence: 0.9949594

00:06:11.305 --> 00:06:13.065 step back from talking about
NOTE Confidence: 0.9949594

00:06:13.065 --> 00:06:14.270 length of stay,
NOTE Confidence: 0.97047144

00:06:14.650 --> 00:06:16.650 which often gets us at
NOTE Confidence: 0.97047144

00:06:16.650 --> 00:06:18.810 an intuitive level thinking about
NOTE Confidence: 0.97047144

00:06:18.810 --> 00:06:21.470 the critical pieces necessary
NOTE Confidence: 0.94760597

00:06:22.009 --> 00:06:23.550 to send a patient home.
NOTE Confidence: 0.94760597

00:06:23.690 --> 00:06:25.050 We've we sort of turned
NOTE Confidence: 0.94760597

00:06:25.050 --> 00:06:26.325 the clock back
NOTE Confidence: 0.96973723

00:06:26.725 --> 00:06:28.404 a few hours, the clock
NOTE Confidence: 0.96973723

00:06:28.404 --> 00:06:30.165 face, to think not just
NOTE Confidence: 0.96973723

00:06:30.165 --> 00:06:31.365 how do we send patients
NOTE Confidence: 0.96973723

00:06:31.365 --> 00:06:32.725 home, but how do we
NOTE Confidence: 0.96973723

00:06:32.725 --> 00:06:34.185 help patients navigate
NOTE Confidence: 0.9993676

00:06:34.565 --> 00:06:35.465 their entire

NOTE Confidence: 0.87617576

00:06:36.404 --> 00:06:38.185 stay with us from

NOTE Confidence: 0.9830592

00:06:38.720 --> 00:06:41.279 the moments that they need

NOTE Confidence: 0.9830592

00:06:41.279 --> 00:06:42.100 health care,

NOTE Confidence: 0.9715387

00:06:42.560 --> 00:06:44.400 perhaps encounter it in their

NOTE Confidence: 0.9715387

00:06:44.400 --> 00:06:46.720 community through primary care or

NOTE Confidence: 0.9715387

00:06:46.720 --> 00:06:47.699 urgent care.

NOTE Confidence: 0.992918

00:06:48.160 --> 00:06:49.680 What is their experience with

NOTE Confidence: 0.992918

00:06:49.680 --> 00:06:50.960 us like from the time

NOTE Confidence: 0.992918

00:06:50.960 --> 00:06:51.460 they

NOTE Confidence: 0.9871836

00:06:52.305 --> 00:06:53.345 come to us in our

NOTE Confidence: 0.9871836

00:06:53.345 --> 00:06:55.665 emergency departments? And then how

NOTE Confidence: 0.9871836

00:06:55.665 --> 00:06:56.165 efficient

NOTE Confidence: 0.9996247

00:06:56.625 --> 00:06:57.445 and safe

NOTE Confidence: 0.9870028

00:06:58.305 --> 00:07:00.145 do we provide their care

NOTE Confidence: 0.9870028

00:07:00.145 --> 00:07:01.585 while they're here? And how

NOTE Confidence: 0.9870028

00:07:01.585 --> 00:07:02.805 can we do it better?
NOTE Confidence: 0.99329966

00:07:03.585 --> 00:07:05.025 Our focus is really to
NOTE Confidence: 0.99329966

00:07:05.025 --> 00:07:05.845 look forward,
NOTE Confidence: 0.9631511

00:07:06.305 --> 00:07:07.605 not to look backward.
NOTE Confidence: 0.9996927

00:07:08.259 --> 00:07:10.039 And this work can't
NOTE Confidence: 0.9991566

00:07:10.340 --> 00:07:11.639 and does not happen
NOTE Confidence: 0.9785511

00:07:12.259 --> 00:07:13.479 without Carly
NOTE Confidence: 0.9541044

00:07:14.180 --> 00:07:15.960 and Laura, who are standing
NOTE Confidence: 0.9992458

00:07:16.340 --> 00:07:17.960 just off to my right.
NOTE Confidence: 0.9986727

00:07:18.580 --> 00:07:19.939 They are gonna help with
NOTE Confidence: 0.9986727

00:07:19.939 --> 00:07:21.639 questions that come in.
NOTE Confidence: 0.9996394

00:07:23.665 --> 00:07:25.345 So I'm gonna walk you
NOTE Confidence: 0.9996394

00:07:25.345 --> 00:07:27.125 through before we start talking
NOTE Confidence: 0.9997939

00:07:27.425 --> 00:07:29.045 about how we manage
NOTE Confidence: 0.9937327

00:07:29.425 --> 00:07:29.925 flow,
NOTE Confidence: 0.98080415

00:07:30.625 --> 00:07:32.165 I wanted very briefly

NOTE Confidence: 0.999691

00:07:32.945 --> 00:07:34.085 to talk about

NOTE Confidence: 0.9897425

00:07:34.785 --> 00:07:36.385 where does this fit in

NOTE Confidence: 0.9897425

00:07:36.385 --> 00:07:37.525 the much larger

NOTE Confidence: 0.99980515

00:07:37.825 --> 00:07:38.325 umbrella

NOTE Confidence: 0.9893446

00:07:38.830 --> 00:07:40.850 of how we provide safe,

NOTE Confidence: 0.9893446

00:07:40.910 --> 00:07:43.150 efficient care throughout our health

NOTE Confidence: 0.9893446

00:07:43.150 --> 00:07:43.650 system

NOTE Confidence: 0.96689427

00:07:44.030 --> 00:07:45.230 and, of course, at Yale

NOTE Confidence: 0.96689427

00:07:45.230 --> 00:07:46.830 New Haven Hospital. And you

NOTE Confidence: 0.96689427

00:07:46.830 --> 00:07:48.290 have probably heard

NOTE Confidence: 0.96892464

00:07:48.670 --> 00:07:51.150 the term core referenced to

NOTE Confidence: 0.96892464

00:07:51.150 --> 00:07:52.745 a number of times. We

NOTE Confidence: 0.96892464

00:07:52.745 --> 00:07:54.264 often use it as we're

NOTE Confidence: 0.96892464

00:07:54.264 --> 00:07:56.585 strengthening our core, whether we're

NOTE Confidence: 0.96892464

00:07:56.585 --> 00:07:58.365 at work or at home.

NOTE Confidence: 0.99633175

00:07:59.544 --> 00:08:01.724 For us, core represents
NOTE Confidence: 0.9998361

00:08:02.104 --> 00:08:02.925 an acronym
NOTE Confidence: 0.99030536

00:08:03.625 --> 00:08:04.444 for collaboration,
NOTE Confidence: 0.96993303

00:08:05.880 --> 00:08:07.100 how we work together,
NOTE Confidence: 0.9981053

00:08:08.040 --> 00:08:08.540 optimization,
NOTE Confidence: 0.99923784

00:08:09.640 --> 00:08:10.860 how we do it better,
NOTE Confidence: 0.9992328

00:08:11.640 --> 00:08:12.140 resiliency,
NOTE Confidence: 0.9998942

00:08:13.080 --> 00:08:14.060 how we support
NOTE Confidence: 0.99363923

00:08:14.520 --> 00:08:16.200 each other and thrive in
NOTE Confidence: 0.99363923

00:08:16.200 --> 00:08:17.500 the work, and efficiency.
NOTE Confidence: 0.99952906

00:08:18.345 --> 00:08:19.565 Those are the four
NOTE Confidence: 0.91814244

00:08:20.185 --> 00:08:21.625 c o r n e
NOTE Confidence: 0.91814244

00:08:21.625 --> 00:08:22.444 of core,
NOTE Confidence: 0.9996174

00:08:22.824 --> 00:08:24.425 how we do this work
NOTE Confidence: 0.9996174

00:08:24.425 --> 00:08:24.925 better
NOTE Confidence: 0.9850537

00:08:26.505 --> 00:08:28.264 for us and, of course,

NOTE Confidence: 0.9850537

00:08:28.264 --> 00:08:29.785 better for our patients and

NOTE Confidence: 0.9850537

00:08:29.785 --> 00:08:31.485 better for our organization.

NOTE Confidence: 0.9980074

00:08:32.339 --> 00:08:33.540 And you can see the

NOTE Confidence: 0.9980074

00:08:33.540 --> 00:08:36.040 different pillars, the six pillars

NOTE Confidence: 0.96612006

00:08:36.579 --> 00:08:38.100 that represent the work of

NOTE Confidence: 0.96612006

00:08:38.100 --> 00:08:40.120 CORE, and we're gonna concentrate

NOTE Confidence: 0.96612006

00:08:40.420 --> 00:08:42.899 today on hospital capacity and

NOTE Confidence: 0.96612006

00:08:42.899 --> 00:08:43.399 throughput.

NOTE Confidence: 0.99418765

00:08:43.860 --> 00:08:45.800 How do patients move through?

NOTE Confidence: 0.9994051

00:08:46.375 --> 00:08:47.835 And when we do that,

NOTE Confidence: 0.9997316

00:08:48.375 --> 00:08:49.675 we come to this

NOTE Confidence: 0.96329856

00:08:50.055 --> 00:08:50.555 HCT,

NOTE Confidence: 0.9401992

00:08:50.934 --> 00:08:52.955 hospital capacity and throughput,

NOTE Confidence: 0.9993065

00:08:53.815 --> 00:08:55.434 and we talk about things

NOTE Confidence: 0.96596575

00:08:55.735 --> 00:08:57.515 like length of stay.

NOTE Confidence: 0.99426794

00:08:58.135 --> 00:08:59.675 We talk about our system
NOTE Confidence: 0.99426794

00:08:59.735 --> 00:09:01.410 capacity, and we talk about
NOTE Confidence: 0.99426794

00:09:01.410 --> 00:09:02.150 our ability
NOTE Confidence: 0.9995589

00:09:02.690 --> 00:09:03.510 to safely
NOTE Confidence: 0.994908

00:09:04.210 --> 00:09:05.030 and timely
NOTE Confidence: 0.9942383

00:09:05.490 --> 00:09:06.850 help our patients leave the
NOTE Confidence: 0.9942383

00:09:06.850 --> 00:09:08.610 hospital. And there are four
NOTE Confidence: 0.9942383

00:09:08.610 --> 00:09:10.470 main pillars in the hospital
NOTE Confidence: 0.9942383

00:09:10.530 --> 00:09:12.610 capacity and throughput, and they're
NOTE Confidence: 0.9942383

00:09:12.610 --> 00:09:13.990 on the screen here.
NOTE Confidence: 0.9891541

00:09:14.355 --> 00:09:15.654 One is,
NOTE Confidence: 0.948634

00:09:16.274 --> 00:09:17.255 patient balancing.
NOTE Confidence: 0.9662249

00:09:17.955 --> 00:09:18.855 And Laura
NOTE Confidence: 0.9730991

00:09:19.554 --> 00:09:21.175 Pham, to my right,
NOTE Confidence: 0.99856925

00:09:21.635 --> 00:09:22.695 really is
NOTE Confidence: 0.9940269

00:09:23.554 --> 00:09:24.295 an unbelievable

NOTE Confidence: 0.99953014
00:09:24.995 --> 00:09:26.774 steward of our patient balancing
NOTE Confidence: 0.99953014
00:09:26.834 --> 00:09:28.214 work. This is how
NOTE Confidence: 0.9814663
00:09:28.640 --> 00:09:30.000 we think about our bed
NOTE Confidence: 0.9814663
00:09:30.000 --> 00:09:30.500 stack.
NOTE Confidence: 0.99930423
00:09:31.360 --> 00:09:32.880 This is how we think
NOTE Confidence: 0.99930423
00:09:32.880 --> 00:09:33.380 about
NOTE Confidence: 0.9995578
00:09:33.760 --> 00:09:34.260 management
NOTE Confidence: 0.9858503
00:09:34.640 --> 00:09:36.500 and assignment to our beds.
NOTE Confidence: 0.9858503
00:09:36.720 --> 00:09:37.760 And this is how we
NOTE Confidence: 0.9858503
00:09:37.760 --> 00:09:38.260 think
NOTE Confidence: 0.99705905
00:09:38.720 --> 00:09:40.240 about our role as a
NOTE Confidence: 0.99705905
00:09:40.240 --> 00:09:42.660 tertiary and quaternary medical center
NOTE Confidence: 0.99875253
00:09:43.145 --> 00:09:44.765 as we receive patients
NOTE Confidence: 0.99972564
00:09:45.304 --> 00:09:45.804 from
NOTE Confidence: 0.9994804
00:09:46.105 --> 00:09:46.605 our
NOTE Confidence: 0.96554005

00:09:47.145 --> 00:09:48.205 local, regional,
NOTE Confidence: 0.98489887
00:09:48.585 --> 00:09:49.804 and even national,
NOTE Confidence: 0.8484074
00:09:51.865 --> 00:09:54.205 patient base. This is YACCESS.
NOTE Confidence: 0.99984187
00:09:54.665 --> 00:09:55.725 How do we welcome
NOTE Confidence: 0.99963313
00:09:56.105 --> 00:09:57.545 patients who need the care
NOTE Confidence: 0.99963313
00:09:57.545 --> 00:09:59.029 that can only
NOTE Confidence: 0.940579
00:09:59.410 --> 00:10:00.769 be provided at Yale New
NOTE Confidence: 0.940579
00:10:00.769 --> 00:10:02.850 Haven and Smilo at Yale
NOTE Confidence: 0.940579
00:10:02.850 --> 00:10:03.670 New Haven?
NOTE Confidence: 0.9994931
00:10:04.209 --> 00:10:05.170 How do we help them
NOTE Confidence: 0.9994931
00:10:05.170 --> 00:10:06.230 get here safely
NOTE Confidence: 0.99764967
00:10:06.690 --> 00:10:07.510 and quickly?
NOTE Confidence: 0.9582004
00:10:08.370 --> 00:10:10.370 This the next pillar I
NOTE Confidence: 0.9582004
00:10:10.370 --> 00:10:11.649 want to mention is the
NOTE Confidence: 0.9582004
00:10:11.649 --> 00:10:12.870 emergency department.
NOTE Confidence: 0.9957239
00:10:13.515 --> 00:10:14.555 We hear a lot about

NOTE Confidence: 0.9957239
00:10:14.555 --> 00:10:16.235 the emergency department on a
NOTE Confidence: 0.9957239
00:10:16.235 --> 00:10:17.595 day like today when we've
NOTE Confidence: 0.9957239
00:10:17.595 --> 00:10:19.515 got seventy five or so
NOTE Confidence: 0.9957239
00:10:19.515 --> 00:10:20.015 patients
NOTE Confidence: 0.9800517
00:10:20.395 --> 00:10:21.934 waiting for a bed upstairs
NOTE Confidence: 0.9800517
00:10:21.995 --> 00:10:23.775 and another hundred waiting,
NOTE Confidence: 0.9990705
00:10:25.035 --> 00:10:27.055 in process of their emergency
NOTE Confidence: 0.9990705
00:10:27.355 --> 00:10:28.175 room care.
NOTE Confidence: 0.9700534
00:10:28.700 --> 00:10:29.660 And so how do we
NOTE Confidence: 0.9700534
00:10:29.660 --> 00:10:31.520 move patients through the ED,
NOTE Confidence: 0.99921376
00:10:32.059 --> 00:10:33.660 and how do we most
NOTE Confidence: 0.99921376
00:10:33.660 --> 00:10:34.160 efficiently
NOTE Confidence: 0.99947536
00:10:34.940 --> 00:10:35.840 admit them
NOTE Confidence: 0.9852905
00:10:36.860 --> 00:10:37.820 so that we get the
NOTE Confidence: 0.9852905
00:10:37.820 --> 00:10:39.420 right patient to the right
NOTE Confidence: 0.9852905

00:10:39.420 --> 00:10:41.340 service in the right amount
NOTE Confidence: 0.9852905

00:10:41.340 --> 00:10:42.080 of time?
NOTE Confidence: 0.99984705

00:10:42.795 --> 00:10:43.455 We know
NOTE Confidence: 0.9995604

00:10:43.915 --> 00:10:45.355 that the way in which
NOTE Confidence: 0.9995604

00:10:45.355 --> 00:10:46.175 we initiate
NOTE Confidence: 0.97126055

00:10:46.554 --> 00:10:48.815 inpatient care and the timeliness
NOTE Confidence: 0.9690376

00:10:49.515 --> 00:10:51.695 with which we initiate inpatient
NOTE Confidence: 0.9690376

00:10:51.835 --> 00:10:53.755 care once a decision has
NOTE Confidence: 0.9690376

00:10:53.755 --> 00:10:54.975 been made for admission
NOTE Confidence: 0.99815804

00:10:55.730 --> 00:10:57.889 has a tremendous impact on
NOTE Confidence: 0.99815804

00:10:57.889 --> 00:10:59.730 the quality and safety of
NOTE Confidence: 0.99815804

00:10:59.730 --> 00:11:01.269 the care that patient receives.
NOTE Confidence: 0.99815804

00:11:01.569 --> 00:11:02.610 It has an impact on
NOTE Confidence: 0.99815804

00:11:02.610 --> 00:11:04.550 the mortality that they experience,
NOTE Confidence: 0.99815804

00:11:04.850 --> 00:11:06.709 the morbidity that they experience,
NOTE Confidence: 0.9997086

00:11:07.250 --> 00:11:07.750 and

NOTE Confidence: 0.9994478

00:11:08.129 --> 00:11:09.990 their view of their hospitalization.

NOTE Confidence: 0.9742545

00:11:10.815 --> 00:11:12.915 The sooner we provide inpatient

NOTE Confidence: 0.9742545

00:11:12.975 --> 00:11:14.735 care to our patients, the

NOTE Confidence: 0.9742545

00:11:14.735 --> 00:11:16.255 better for them and the

NOTE Confidence: 0.9742545

00:11:16.255 --> 00:11:17.554 better for all of us.

NOTE Confidence: 0.9824322

00:11:18.095 --> 00:11:19.855 The think about our surgical

NOTE Confidence: 0.9824322

00:11:19.855 --> 00:11:21.215 services and how we smooth

NOTE Confidence: 0.9824322

00:11:21.215 --> 00:11:22.415 them. I'm not gonna say

NOTE Confidence: 0.9824322

00:11:22.415 --> 00:11:23.795 much more about that today.

NOTE Confidence: 0.9825846

00:11:24.255 --> 00:11:26.275 That's perhaps a talk for

NOTE Confidence: 0.9942966

00:11:26.700 --> 00:11:27.200 another

NOTE Confidence: 0.984014

00:11:27.820 --> 00:11:29.420 town hall. What I wanna

NOTE Confidence: 0.984014

00:11:29.420 --> 00:11:30.800 concentrate on in the next

NOTE Confidence: 0.984014

00:11:31.020 --> 00:11:31.760 few minutes

NOTE Confidence: 0.974822

00:11:32.220 --> 00:11:34.000 is what we now call

NOTE Confidence: 0.974822

00:11:34.140 --> 00:11:35.520 safe patient flow.
NOTE Confidence: 0.99770886

00:11:35.900 --> 00:11:37.360 And this is how we
NOTE Confidence: 0.99770886

00:11:37.580 --> 00:11:39.360 help our patients progress
NOTE Confidence: 0.9663315

00:11:40.184 --> 00:11:42.505 through their care, again, from
NOTE Confidence: 0.9663315

00:11:42.505 --> 00:11:43.165 the moment
NOTE Confidence: 0.99778026

00:11:43.545 --> 00:11:44.684 they meet us
NOTE Confidence: 0.98805314

00:11:45.225 --> 00:11:47.085 until the moment they're
NOTE Confidence: 0.9993727

00:11:47.545 --> 00:11:49.005 ready to go home.
NOTE Confidence: 0.99845076

00:11:49.465 --> 00:11:49.965 And
NOTE Confidence: 0.99891984

00:11:50.425 --> 00:11:51.865 in order for us to
NOTE Confidence: 0.99891984

00:11:51.865 --> 00:11:53.325 do this in the safest
NOTE Confidence: 0.99891984

00:11:53.545 --> 00:11:55.165 and most efficient way,
NOTE Confidence: 0.999673

00:11:55.889 --> 00:11:57.350 we have to get
NOTE Confidence: 0.99962693

00:11:58.129 --> 00:12:00.230 our arms around our unit
NOTE Confidence: 0.99962693

00:12:00.290 --> 00:12:00.790 operations
NOTE Confidence: 0.97798663

00:12:01.329 --> 00:12:02.929 so that we really and

NOTE Confidence: 0.97798663
00:12:02.929 --> 00:12:03.429 truly
NOTE Confidence: 0.9932111
00:12:03.889 --> 00:12:05.329 provide care in a safe
NOTE Confidence: 0.9932111
00:12:05.329 --> 00:12:07.009 and efficient way. And that's
NOTE Confidence: 0.9932111
00:12:07.009 --> 00:12:08.745 a challenge for us in
NOTE Confidence: 0.9932111
00:12:08.745 --> 00:12:10.285 a bed in a hospital
NOTE Confidence: 0.9932111
00:12:10.585 --> 00:12:12.505 that has fifteen hundred and
NOTE Confidence: 0.9932111
00:12:12.505 --> 00:12:14.845 forty one beds and sixty
NOTE Confidence: 0.9932111
00:12:14.905 --> 00:12:16.605 eight inpatient units.
NOTE Confidence: 0.99911857
00:12:18.905 --> 00:12:19.865 So why do we do
NOTE Confidence: 0.99911857
00:12:19.865 --> 00:12:20.365 this?
NOTE Confidence: 0.99605745
00:12:20.920 --> 00:12:22.920 I hope that some of
NOTE Confidence: 0.99605745
00:12:22.920 --> 00:12:23.580 the why
NOTE Confidence: 0.98800516
00:12:23.960 --> 00:12:24.780 has already,
NOTE Confidence: 0.96994144
00:12:26.200 --> 00:12:27.960 become evident. And I know
NOTE Confidence: 0.96994144
00:12:27.960 --> 00:12:29.320 that each and every one
NOTE Confidence: 0.96994144

00:12:29.320 --> 00:12:31.000 of you, when you start
NOTE Confidence: 0.96994144

00:12:31.000 --> 00:12:32.600 your day, and for some
NOTE Confidence: 0.96994144

00:12:32.600 --> 00:12:33.640 of you, when you start
NOTE Confidence: 0.96994144

00:12:33.640 --> 00:12:34.780 your night here,
NOTE Confidence: 0.99228966

00:12:35.714 --> 00:12:37.954 you understand the why of
NOTE Confidence: 0.99228966

00:12:37.954 --> 00:12:38.615 of this.
NOTE Confidence: 0.998281

00:12:39.235 --> 00:12:40.675 But here's something that I
NOTE Confidence: 0.998281

00:12:40.675 --> 00:12:42.774 think is important to share.
NOTE Confidence: 0.998281

00:12:42.834 --> 00:12:44.035 How many of you are
NOTE Confidence: 0.998281

00:12:44.035 --> 00:12:46.434 able to easily find this
NOTE Confidence: 0.998281

00:12:46.434 --> 00:12:46.934 capacity
NOTE Confidence: 0.9995529

00:12:48.035 --> 00:12:48.535 dashboard
NOTE Confidence: 0.8939191

00:12:48.915 --> 00:12:49.735 in Epic?
NOTE Confidence: 0.9957781

00:12:51.559 --> 00:12:53.320 A few of you. A
NOTE Confidence: 0.9957781

00:12:53.320 --> 00:12:54.760 few of you. It is
NOTE Confidence: 0.9957781

00:12:54.760 --> 00:12:56.140 a very powerful

NOTE Confidence: 0.9985454
00:12:56.520 --> 00:12:57.020 tool
NOTE Confidence: 0.99956685
00:12:57.480 --> 00:12:58.840 to see what is the
NOTE Confidence: 0.99956685
00:12:58.840 --> 00:12:59.340 state
NOTE Confidence: 0.99962884
00:12:59.720 --> 00:13:00.780 of our hospital.
NOTE Confidence: 0.99147034
00:13:01.400 --> 00:13:02.520 On the left side of
NOTE Confidence: 0.99147034
00:13:02.520 --> 00:13:03.720 the screen, you see the
NOTE Confidence: 0.99147034
00:13:03.720 --> 00:13:05.240 patients that are coming to
NOTE Confidence: 0.99147034
00:13:05.240 --> 00:13:05.535 us,
NOTE Confidence: 0.9940294
00:13:06.095 --> 00:13:08.274 including through our emergency rooms,
NOTE Confidence: 0.9940294
00:13:08.415 --> 00:13:09.855 through our ORs, and through
NOTE Confidence: 0.9940294
00:13:09.855 --> 00:13:11.315 our procedural suites.
NOTE Confidence: 0.9513878
00:13:12.254 --> 00:13:13.535 And yesterday, when I took
NOTE Confidence: 0.9513878
00:13:13.535 --> 00:13:14.274 this screenshot,
NOTE Confidence: 0.97842413
00:13:15.535 --> 00:13:16.894 about halfway down the page,
NOTE Confidence: 0.97842413
00:13:16.894 --> 00:13:18.175 you see the number ninety
NOTE Confidence: 0.97842413

00:13:18.175 --> 00:13:19.600 six. That was the number
NOTE Confidence: 0.97842413

00:13:19.600 --> 00:13:21.199 of patients who had an
NOTE Confidence: 0.97842413

00:13:21.199 --> 00:13:22.339 admission order,
NOTE Confidence: 0.98092973

00:13:23.360 --> 00:13:25.040 who were waiting on a
NOTE Confidence: 0.98092973

00:13:25.040 --> 00:13:27.699 bed upstairs in our hospital.
NOTE Confidence: 0.99665046

00:13:28.160 --> 00:13:28.660 Ninety
NOTE Confidence: 0.9993136

00:13:29.120 --> 00:13:29.620 six
NOTE Confidence: 0.99675834

00:13:30.000 --> 00:13:30.500 patients.
NOTE Confidence: 0.9856142

00:13:32.485 --> 00:13:34.404 In the middle of this
NOTE Confidence: 0.9856142

00:13:34.404 --> 00:13:36.645 capacity dashboard, you see our
NOTE Confidence: 0.9856142

00:13:36.645 --> 00:13:38.825 various services in blue.
NOTE Confidence: 0.9990285

00:13:39.285 --> 00:13:40.565 And in the middle of
NOTE Confidence: 0.9990285

00:13:40.565 --> 00:13:41.065 the
NOTE Confidence: 0.99540025

00:13:41.445 --> 00:13:41.945 slide,
NOTE Confidence: 0.99886966

00:13:42.404 --> 00:13:44.084 you see either pink or
NOTE Confidence: 0.99886966

00:13:44.084 --> 00:13:44.584 yellow.

NOTE Confidence: 0.9939707
00:13:45.480 --> 00:13:47.660 The pink or red indicates
NOTE Confidence: 0.9939707
00:13:47.880 --> 00:13:49.880 those inpatient services that are
NOTE Confidence: 0.9939707
00:13:49.880 --> 00:13:51.740 functioning at or above
NOTE Confidence: 0.99671775
00:13:52.200 --> 00:13:53.500 ninety percent capacity.
NOTE Confidence: 0.9972254
00:13:55.080 --> 00:13:56.520 And when we function at
NOTE Confidence: 0.9972254
00:13:56.520 --> 00:13:58.059 that high of a capacity,
NOTE Confidence: 0.9816618
00:13:59.024 --> 00:14:01.285 our ability to provide efficient
NOTE Confidence: 0.9816618
00:14:01.505 --> 00:14:02.005 care,
NOTE Confidence: 0.9933109
00:14:02.385 --> 00:14:03.285 it becomes
NOTE Confidence: 0.9471547
00:14:03.985 --> 00:14:05.045 much more difficult,
NOTE Confidence: 0.99937767
00:14:05.505 --> 00:14:06.644 much more difficult.
NOTE Confidence: 0.9990739
00:14:08.144 --> 00:14:09.605 On the far right
NOTE Confidence: 0.9984766
00:14:09.985 --> 00:14:11.399 of the slide, you see
NOTE Confidence: 0.9984766
00:14:11.399 --> 00:14:12.779 the patients who are leaving
NOTE Confidence: 0.92981434
00:14:13.160 --> 00:14:13.820 our institution.
NOTE Confidence: 0.99920315

00:14:14.360 --> 00:14:15.320 And at the bottom, you
NOTE Confidence: 0.99920315

00:14:15.320 --> 00:14:16.440 can see how many patients
NOTE Confidence: 0.99920315

00:14:16.440 --> 00:14:17.179 we discharged
NOTE Confidence: 0.98893297

00:14:17.639 --> 00:14:18.839 in the prior twenty four
NOTE Confidence: 0.98893297

00:14:18.839 --> 00:14:21.399 hours. And for this day
NOTE Confidence: 0.98893297

00:14:21.399 --> 00:14:22.860 yesterday, we had discharged
NOTE Confidence: 0.98991424

00:14:23.399 --> 00:14:25.555 almost two hundred patients on
NOTE Confidence: 0.98991424

00:14:25.555 --> 00:14:26.055 this,
NOTE Confidence: 0.9635463

00:14:26.755 --> 00:14:28.215 Monday into Tuesday.
NOTE Confidence: 0.9990466

00:14:28.915 --> 00:14:29.415 And
NOTE Confidence: 0.99851084

00:14:30.515 --> 00:14:31.255 of those
NOTE Confidence: 0.9656393

00:14:31.715 --> 00:14:33.655 one hundred ninety nine patients,
NOTE Confidence: 0.9656393

00:14:33.795 --> 00:14:36.355 fourteen percent left before eleven
NOTE Confidence: 0.9656393

00:14:36.355 --> 00:14:36.855 o'clock.
NOTE Confidence: 0.9982226

00:14:38.640 --> 00:14:39.940 Yesterday and today,
NOTE Confidence: 0.9979426

00:14:40.640 --> 00:14:42.640 we sent home two hundred

NOTE Confidence: 0.9979426
00:14:42.640 --> 00:14:44.820 and ninety patients. One hundred
NOTE Confidence: 0.9979426
00:14:45.120 --> 00:14:45.940 more patients
NOTE Confidence: 0.9995813
00:14:46.480 --> 00:14:48.020 left our hospital yesterday
NOTE Confidence: 0.99437886
00:14:48.400 --> 00:14:49.280 than they did the day
NOTE Confidence: 0.99437886
00:14:49.280 --> 00:14:51.280 before, and twenty two percent
NOTE Confidence: 0.99437886
00:14:51.280 --> 00:14:52.880 of them left before eleven
NOTE Confidence: 0.99437886
00:14:52.880 --> 00:14:53.380 o'clock.
NOTE Confidence: 0.9995318
00:14:55.735 --> 00:14:56.855 So we follow a number
NOTE Confidence: 0.9995318
00:14:56.855 --> 00:14:58.635 of metrics that help us
NOTE Confidence: 0.9995318
00:14:58.695 --> 00:14:59.195 understand
NOTE Confidence: 0.9996261
00:14:59.495 --> 00:15:00.795 how we are performing
NOTE Confidence: 0.998079
00:15:01.335 --> 00:15:02.875 according to our own expectations
NOTE Confidence: 0.95840216
00:15:03.815 --> 00:15:05.275 and how we are performing
NOTE Confidence: 0.9995013
00:15:05.910 --> 00:15:07.610 according to national benchmarks
NOTE Confidence: 0.9983251
00:15:08.149 --> 00:15:08.889 and databases
NOTE Confidence: 0.731321

00:15:09.190 --> 00:15:10.010 like Vizient.
NOTE Confidence: 0.99872017

00:15:10.389 --> 00:15:11.450 So in the upper
NOTE Confidence: 0.9883124

00:15:11.910 --> 00:15:13.430 left of the screen, you
NOTE Confidence: 0.9883124

00:15:13.430 --> 00:15:14.709 see a number in red,
NOTE Confidence: 0.9883124

00:15:14.709 --> 00:15:16.630 one point zero eight. That
NOTE Confidence: 0.9883124

00:15:16.630 --> 00:15:17.850 is our November
NOTE Confidence: 0.99983466

00:15:18.995 --> 00:15:19.495 performance
NOTE Confidence: 0.997186

00:15:19.875 --> 00:15:22.435 for observed to expected length
NOTE Confidence: 0.997186

00:15:22.435 --> 00:15:23.955 of stay. So based on
NOTE Confidence: 0.997186

00:15:23.955 --> 00:15:25.654 the complexity of our patients,
NOTE Confidence: 0.9993554

00:15:26.195 --> 00:15:26.695 we
NOTE Confidence: 0.99956053

00:15:27.075 --> 00:15:28.135 have an understanding
NOTE Confidence: 0.96340805

00:15:28.675 --> 00:15:30.515 from Visian what the length
NOTE Confidence: 0.96340805

00:15:30.515 --> 00:15:32.595 of stay should be. That's
NOTE Confidence: 0.96340805

00:15:32.595 --> 00:15:34.650 the e. That's the expected.
NOTE Confidence: 0.99904466

00:15:35.030 --> 00:15:36.170 That's in the denominator.

NOTE Confidence: 0.99646074
00:15:36.950 --> 00:15:38.390 The o is how we
NOTE Confidence: 0.99646074
00:15:38.390 --> 00:15:39.530 actually perform.
NOTE Confidence: 0.9984875
00:15:40.230 --> 00:15:41.290 When we perform
NOTE Confidence: 0.9938395
00:15:41.910 --> 00:15:43.270 with an observed length of
NOTE Confidence: 0.9938395
00:15:43.270 --> 00:15:44.870 stay that is longer than
NOTE Confidence: 0.9938395
00:15:44.870 --> 00:15:46.630 expected, our number is greater
NOTE Confidence: 0.9938395
00:15:46.630 --> 00:15:47.450 than one.
NOTE Confidence: 0.99940133
00:15:48.255 --> 00:15:49.395 When we perform
NOTE Confidence: 0.9930378
00:15:49.775 --> 00:15:51.215 with an observed length of
NOTE Confidence: 0.9930378
00:15:51.215 --> 00:15:52.995 stay that is more efficient
NOTE Confidence: 0.99773425
00:15:53.775 --> 00:15:54.995 and more timely
NOTE Confidence: 0.9958919
00:15:55.935 --> 00:15:56.835 than expected,
NOTE Confidence: 0.9590005
00:15:57.535 --> 00:15:58.735 our o to e is
NOTE Confidence: 0.9590005
00:15:58.735 --> 00:15:59.795 less than one.
NOTE Confidence: 0.9994625
00:16:00.335 --> 00:16:01.075 In November
NOTE Confidence: 0.997372

00:16:01.880 --> 00:16:02.779 and in October,
NOTE Confidence: 0.9960267

00:16:03.640 --> 00:16:05.500 we were one point zero
NOTE Confidence: 0.9975033

00:16:05.959 --> 00:16:07.720 seven and one point zero
NOTE Confidence: 0.9975033

00:16:07.720 --> 00:16:08.220 eight.
NOTE Confidence: 0.9971356

00:16:08.680 --> 00:16:10.519 In December, we will be
NOTE Confidence: 0.9971356

00:16:10.519 --> 00:16:12.459 lower based on our predictive
NOTE Confidence: 0.9971356

00:16:12.519 --> 00:16:13.720 model, but we don't know
NOTE Confidence: 0.9971356

00:16:13.720 --> 00:16:15.660 exactly how much lower.
NOTE Confidence: 0.97980386

00:16:16.694 --> 00:16:18.774 We also are paying close
NOTE Confidence: 0.97980386

00:16:18.774 --> 00:16:20.134 attention to the number of
NOTE Confidence: 0.97980386

00:16:20.134 --> 00:16:21.815 days saved. Now you all
NOTE Confidence: 0.97980386

00:16:21.815 --> 00:16:23.255 know that we're building these
NOTE Confidence: 0.97980386

00:16:23.255 --> 00:16:24.694 beautiful towers on the Saint
NOTE Confidence: 0.97980386

00:16:24.694 --> 00:16:25.675 Raphael's campus,
NOTE Confidence: 0.9891175

00:16:26.055 --> 00:16:27.035 part of our neurosciences
NOTE Confidence: 0.98526084

00:16:27.415 --> 00:16:27.915 center.

NOTE Confidence: 0.9979393
00:16:29.100 --> 00:16:30.400 And if you're like me,
NOTE Confidence: 0.9972329
00:16:30.940 --> 00:16:32.880 you likely would conclude
NOTE Confidence: 0.9845299
00:16:33.260 --> 00:16:34.380 that we're gonna have lots
NOTE Confidence: 0.9845299
00:16:34.380 --> 00:16:35.980 more beds when we build
NOTE Confidence: 0.9845299
00:16:35.980 --> 00:16:37.740 those towers, but we will
NOTE Confidence: 0.9845299
00:16:37.740 --> 00:16:38.640 not be having
NOTE Confidence: 0.99974877
00:16:39.100 --> 00:16:39.600 more
NOTE Confidence: 0.99947983
00:16:39.980 --> 00:16:42.060 licensed beds. We will still
NOTE Confidence: 0.99947983
00:16:42.060 --> 00:16:42.800 be licensed
NOTE Confidence: 0.99815285
00:16:43.265 --> 00:16:44.705 for fifteen hundred and forty
NOTE Confidence: 0.99815285
00:16:44.705 --> 00:16:45.445 one beds.
NOTE Confidence: 0.99965096
00:16:46.065 --> 00:16:47.205 We will use
NOTE Confidence: 0.9820955
00:16:47.585 --> 00:16:49.025 more of our fifteen hundred
NOTE Confidence: 0.9820955
00:16:49.025 --> 00:16:50.705 and forty one, but in
NOTE Confidence: 0.9820955
00:16:50.705 --> 00:16:52.305 the end, it's not really
NOTE Confidence: 0.9820955

00:16:52.305 --> 00:16:53.665 a net increase in the
NOTE Confidence: 0.9820955

00:16:53.665 --> 00:16:55.605 number of inpatient beds.
NOTE Confidence: 0.9589782

00:16:56.420 --> 00:16:57.940 And so if we've got
NOTE Confidence: 0.9589782

00:16:57.940 --> 00:16:59.480 the same number of beds,
NOTE Confidence: 0.9986154

00:16:59.860 --> 00:17:01.240 the only way to move
NOTE Confidence: 0.9987176

00:17:01.940 --> 00:17:03.480 more patients through
NOTE Confidence: 0.942176

00:17:04.260 --> 00:17:05.320 so that we can
NOTE Confidence: 0.969796

00:17:06.420 --> 00:17:07.720 develop new programs,
NOTE Confidence: 0.9620442

00:17:08.020 --> 00:17:09.299 many of which live in
NOTE Confidence: 0.9620442

00:17:09.299 --> 00:17:10.465 Smilo, so so that we
NOTE Confidence: 0.9620442

00:17:10.465 --> 00:17:12.484 can move more SMILO patients
NOTE Confidence: 0.9620442

00:17:12.705 --> 00:17:13.684 through the hospital
NOTE Confidence: 0.9670304

00:17:14.784 --> 00:17:16.325 is to be better stewards
NOTE Confidence: 0.9670304

00:17:16.384 --> 00:17:18.304 and more efficient users of
NOTE Confidence: 0.9670304

00:17:18.304 --> 00:17:19.605 the beds we have.
NOTE Confidence: 0.9942319

00:17:19.984 --> 00:17:21.524 It's like cardiac output.

NOTE Confidence: 0.9971364
00:17:22.784 --> 00:17:23.744 If the heart rate is
NOTE Confidence: 0.9971364
00:17:23.744 --> 00:17:24.244 fixed,
NOTE Confidence: 0.9961333
00:17:24.990 --> 00:17:27.070 you've it is. Everything is
NOTE Confidence: 0.9961333
00:17:27.070 --> 00:17:28.350 cardiac output to me. I'm
NOTE Confidence: 0.9961333
00:17:28.350 --> 00:17:29.010 a cardiologist
NOTE Confidence: 0.87313324
00:17:29.310 --> 00:17:30.050 at the heart.
NOTE Confidence: 0.9995957
00:17:30.670 --> 00:17:31.710 If the heart rate is
NOTE Confidence: 0.9995957
00:17:31.710 --> 00:17:32.210 fixed,
NOTE Confidence: 0.99849296
00:17:32.750 --> 00:17:34.350 you've got to increase the
NOTE Confidence: 0.99849296
00:17:34.350 --> 00:17:34.850 contractility
NOTE Confidence: 0.9841738
00:17:35.390 --> 00:17:36.270 of how you do your
NOTE Confidence: 0.9841738
00:17:36.270 --> 00:17:37.869 work. You've gotta be more
NOTE Confidence: 0.9841738
00:17:37.869 --> 00:17:39.955 efficient in your performance. And
NOTE Confidence: 0.9841738
00:17:39.955 --> 00:17:41.414 that's how we're going to
NOTE Confidence: 0.9841738
00:17:41.514 --> 00:17:43.955 move more patients through and
NOTE Confidence: 0.9841738

00:17:43.955 --> 00:17:44.455 create
NOTE Confidence: 0.9993187

00:17:44.994 --> 00:17:46.294 opportunity days
NOTE Confidence: 0.98755616

00:17:46.914 --> 00:17:48.115 that can be used by
NOTE Confidence: 0.98755616

00:17:48.115 --> 00:17:49.234 patients who need to come
NOTE Confidence: 0.98755616

00:17:49.234 --> 00:17:50.534 here. New patients
NOTE Confidence: 0.9948389

00:17:50.835 --> 00:17:51.815 for new programs.
NOTE Confidence: 0.9994324

00:17:53.220 --> 00:17:54.040 In the middle,
NOTE Confidence: 0.9350848

00:17:54.420 --> 00:17:55.619 you can see how our
NOTE Confidence: 0.9350848

00:17:55.619 --> 00:17:58.280 different service areas, including Smilo,
NOTE Confidence: 0.9350848

00:17:58.500 --> 00:18:00.440 perform with length of stay.
NOTE Confidence: 0.9350848

00:18:00.660 --> 00:18:02.420 And we're very happy and
NOTE Confidence: 0.9350848

00:18:02.420 --> 00:18:03.700 proud of the work that
NOTE Confidence: 0.9350848

00:18:03.700 --> 00:18:05.460 Tracy and Jensen and Kevin
NOTE Confidence: 0.9350848

00:18:05.460 --> 00:18:06.840 and the entire team
NOTE Confidence: 0.99943495

00:18:07.255 --> 00:18:08.794 have done to drive
NOTE Confidence: 0.8851746

00:18:09.494 --> 00:18:11.275 the SMILE length of stay

NOTE Confidence: 0.9870303
00:18:11.734 --> 00:18:12.554 below one.
NOTE Confidence: 0.99966544
00:18:12.934 --> 00:18:14.794 We're performing better than expected.
NOTE Confidence: 0.9995792
00:18:16.455 --> 00:18:17.975 We need to continue to
NOTE Confidence: 0.9995792
00:18:17.975 --> 00:18:19.835 drive that down to
NOTE Confidence: 0.99944335
00:18:20.220 --> 00:18:21.440 zero point nine
NOTE Confidence: 0.93463135
00:18:21.980 --> 00:18:23.419 because as you can see,
NOTE Confidence: 0.93463135
00:18:23.419 --> 00:18:24.799 some of our other services
NOTE Confidence: 0.9785709
00:18:25.100 --> 00:18:26.460 really struggle to get to
NOTE Confidence: 0.9785709
00:18:26.460 --> 00:18:26.960 one.
NOTE Confidence: 0.9945581
00:18:28.940 --> 00:18:30.140 In the coming year, we
NOTE Confidence: 0.9945581
00:18:30.140 --> 00:18:31.419 will continue to focus on
NOTE Confidence: 0.9945581
00:18:31.419 --> 00:18:33.419 pre eleven discharge because that
NOTE Confidence: 0.9945581
00:18:33.419 --> 00:18:34.400 is how we
NOTE Confidence: 0.99512285
00:18:34.804 --> 00:18:36.184 improve the contractility
NOTE Confidence: 0.9878766
00:18:37.045 --> 00:18:38.085 of the work we do,
NOTE Confidence: 0.9878766

00:18:38.085 --> 00:18:39.605 the efficiency of what we
NOTE Confidence: 0.9878766

00:18:39.605 --> 00:18:40.645 do so that we can
NOTE Confidence: 0.9878766

00:18:40.645 --> 00:18:42.505 move patients into beds.
NOTE Confidence: 0.99833834

00:18:43.445 --> 00:18:45.125 We're going to drive down
NOTE Confidence: 0.99833834

00:18:45.125 --> 00:18:46.585 our median discharge
NOTE Confidence: 0.8476087

00:18:47.285 --> 00:18:47.785 time,
NOTE Confidence: 0.9993615

00:18:48.920 --> 00:18:49.820 and we're
NOTE Confidence: 0.9769735

00:18:50.280 --> 00:18:51.820 going to pay close attention
NOTE Confidence: 0.9769735

00:18:52.040 --> 00:18:54.119 to when patients leave the
NOTE Confidence: 0.9769735

00:18:54.119 --> 00:18:54.619 hospital.
NOTE Confidence: 0.99931926

00:18:55.000 --> 00:18:56.200 And we need to drive
NOTE Confidence: 0.99931926

00:18:56.200 --> 00:18:57.799 that down from about two
NOTE Confidence: 0.99931926

00:18:57.799 --> 00:18:59.420 thirty in the afternoon
NOTE Confidence: 0.94961303

00:18:59.960 --> 00:19:01.100 to about noon.
NOTE Confidence: 0.9958002

00:19:02.225 --> 00:19:03.665 And we're paying close attention
NOTE Confidence: 0.9958002

00:19:03.665 --> 00:19:05.105 to the average length of

NOTE Confidence: 0.9958002
00:19:05.105 --> 00:19:05.605 stay.
NOTE Confidence: 0.97982484
00:19:06.065 --> 00:19:07.744 How long in total do
NOTE Confidence: 0.97982484
00:19:07.744 --> 00:19:08.785 our patients stay in the
NOTE Confidence: 0.97982484
00:19:08.785 --> 00:19:09.285 hospital?
NOTE Confidence: 0.9961962
00:19:09.665 --> 00:19:11.265 A year ago, the average
NOTE Confidence: 0.9961962
00:19:11.265 --> 00:19:12.385 length of stay was about
NOTE Confidence: 0.9961962
00:19:12.385 --> 00:19:13.525 seven and a half.
NOTE Confidence: 0.98148316
00:19:14.660 --> 00:19:15.780 At the beginning of this
NOTE Confidence: 0.98148316
00:19:15.780 --> 00:19:17.380 fiscal year, it was about
NOTE Confidence: 0.98148316
00:19:17.380 --> 00:19:18.760 seven point two days.
NOTE Confidence: 0.98342705
00:19:19.299 --> 00:19:20.900 And now it's about six
NOTE Confidence: 0.98342705
00:19:20.900 --> 00:19:22.179 point eight days. So we
NOTE Confidence: 0.98342705
00:19:22.179 --> 00:19:23.799 are making real progress
NOTE Confidence: 0.99227434
00:19:24.179 --> 00:19:25.539 in the average length of
NOTE Confidence: 0.99227434
00:19:25.539 --> 00:19:27.059 stay for a hospitalized patient
NOTE Confidence: 0.99227434

00:19:27.059 --> 00:19:28.280 at Yale New Haven.
NOTE Confidence: 0.99455976

00:19:29.305 --> 00:19:30.445 I'm gonna stop
NOTE Confidence: 0.990678

00:19:31.785 --> 00:19:32.825 here because of time, and
NOTE Confidence: 0.990678

00:19:32.825 --> 00:19:34.025 I know we have a
NOTE Confidence: 0.990678

00:19:34.025 --> 00:19:36.125 full agenda for today.
NOTE Confidence: 0.97557455

00:19:36.665 --> 00:19:37.785 We wanna be able to
NOTE Confidence: 0.97557455

00:19:37.785 --> 00:19:39.785 answer whatever questions you might
NOTE Confidence: 0.97557455

00:19:39.785 --> 00:19:40.285 have,
NOTE Confidence: 0.9990194

00:19:40.585 --> 00:19:41.805 but I I want
NOTE Confidence: 0.99828565

00:19:42.920 --> 00:19:44.540 to impart on you
NOTE Confidence: 0.98826474

00:19:45.320 --> 00:19:47.160 that you each have an
NOTE Confidence: 0.98826474

00:19:47.160 --> 00:19:48.920 important role to play in
NOTE Confidence: 0.98826474

00:19:48.920 --> 00:19:50.680 this work. How we move
NOTE Confidence: 0.98826474

00:19:50.680 --> 00:19:52.140 our patients through
NOTE Confidence: 0.9589028

00:19:52.840 --> 00:19:55.000 safely and timely, and the
NOTE Confidence: 0.9589028

00:19:55.000 --> 00:19:56.700 experience that we provide

NOTE Confidence: 0.96687764
00:19:57.000 --> 00:19:58.994 for them by being open,
NOTE Confidence: 0.96687764
00:19:58.994 --> 00:19:59.494 transparent
NOTE Confidence: 0.9949151
00:19:59.795 --> 00:20:00.295 communicators
NOTE Confidence: 0.95002955
00:20:01.075 --> 00:20:02.135 is absolutely
NOTE Confidence: 0.99976987
00:20:02.675 --> 00:20:03.175 essential
NOTE Confidence: 0.9967208
00:20:03.635 --> 00:20:04.515 to how we do our
NOTE Confidence: 0.9967208
00:20:04.515 --> 00:20:05.015 work.
NOTE Confidence: 0.9991052
00:20:05.315 --> 00:20:06.375 And I'm confident
NOTE Confidence: 0.9985309
00:20:07.234 --> 00:20:08.135 that if we
NOTE Confidence: 0.99376684
00:20:08.675 --> 00:20:10.355 link arms and do this
NOTE Confidence: 0.99376684
00:20:10.355 --> 00:20:11.095 well together,
NOTE Confidence: 0.98638844
00:20:11.470 --> 00:20:12.990 we will also find greater
NOTE Confidence: 0.98638844
00:20:12.990 --> 00:20:14.830 joy in this difficult work
NOTE Confidence: 0.98638844
00:20:14.830 --> 00:20:16.030 that we do because we'll
NOTE Confidence: 0.98638844
00:20:16.030 --> 00:20:17.470 be doing it in an
NOTE Confidence: 0.98638844

00:20:17.470 --> 00:20:17.970 aligned
NOTE Confidence: 0.9981976
00:20:18.750 --> 00:20:19.250 way
NOTE Confidence: 0.98761684
00:20:20.430 --> 00:20:21.310 and in a way that
NOTE Confidence: 0.98761684
00:20:21.310 --> 00:20:22.590 feels good for our patients
NOTE Confidence: 0.98761684
00:20:22.590 --> 00:20:24.130 and feels good for us.
NOTE Confidence: 0.9011117
00:20:24.750 --> 00:20:26.210 So I'm gonna stop there.
NOTE Confidence: 0.94200194
00:20:27.545 --> 00:20:28.585 Carly and Laura, did I
NOTE Confidence: 0.94200194
00:20:28.585 --> 00:20:29.405 forget anything?
NOTE Confidence: 0.9783577
00:20:29.865 --> 00:20:31.145 I have more to say,
NOTE Confidence: 0.9783577
00:20:31.145 --> 00:20:32.184 but I don't have more
NOTE Confidence: 0.9783577
00:20:32.184 --> 00:20:33.304 time in which to say
NOTE Confidence: 0.9783577
00:20:33.304 --> 00:20:34.924 it. So I'll come back.
NOTE Confidence: 0.9783577
00:20:35.145 --> 00:20:35.645 Laurie.
NOTE Confidence: 0.8993293
00:20:42.900 --> 00:20:44.340 Am I right, Nelson? Yes.
NOTE Confidence: 0.8993293
00:20:44.340 --> 00:20:45.960 That's right. So we do
NOTE Confidence: 0.84510756
00:20:46.580 --> 00:20:48.200 we do have the capabilities

NOTE Confidence: 0.7489137
00:20:48.580 --> 00:20:50.180 to do what AI has
NOTE Confidence: 0.7489137
00:20:50.180 --> 00:20:50.680 just
NOTE Confidence: 0.30800584
00:20:51.220 --> 00:20:52.119 charged up.
NOTE Confidence: 0.96116894
00:20:52.580 --> 00:20:54.340 K? You do. And and
NOTE Confidence: 0.96116894
00:20:54.340 --> 00:20:56.595 the model changed. It's not
NOTE Confidence: 0.96116894
00:20:56.595 --> 00:20:58.275 that your performance fell off
NOTE Confidence: 0.96116894
00:20:58.275 --> 00:21:00.435 the cliff. The model changed
NOTE Confidence: 0.96116894
00:21:00.435 --> 00:21:01.715 a little bit, and so
NOTE Confidence: 0.96116894
00:21:01.715 --> 00:21:03.395 the numbers change. But that's
NOTE Confidence: 0.96116894
00:21:03.395 --> 00:21:04.994 okay. It just makes it
NOTE Confidence: 0.96116894
00:21:05.155 --> 00:21:06.275 it's like moving the three
NOTE Confidence: 0.96116894
00:21:06.275 --> 00:21:07.955 point line back. Still a
NOTE Confidence: 0.96116894
00:21:07.955 --> 00:21:09.234 three point shot. It's just
NOTE Confidence: 0.96116894
00:21:09.234 --> 00:21:10.615 a little harder to make.
NOTE Confidence: 0.7221342
00:21:18.890 --> 00:21:19.710 That is correct.
NOTE Confidence: 0.91293687

00:21:20.410 --> 00:21:21.470 So congratulations.
NOTE Confidence: 0.6356969

00:21:31.205 --> 00:21:32.105 So all the units.
NOTE Confidence: 0.91501784

00:21:32.725 --> 00:21:33.925 So and then I think
NOTE Confidence: 0.91501784

00:21:33.925 --> 00:21:34.244 our,
NOTE Confidence: 0.98525894

00:21:35.045 --> 00:21:35.945 eleven AM
NOTE Confidence: 0.89912814

00:21:36.960 --> 00:21:38.900 average is, what, sixteen percent?
NOTE Confidence: 0.8935337

00:21:39.760 --> 00:21:41.520 Yes. Our our surgeons helped
NOTE Confidence: 0.8935337

00:21:41.520 --> 00:21:43.539 us with that. Our GYN
NOTE Confidence: 0.8935337

00:21:43.600 --> 00:21:45.359 and surgery did helped us
NOTE Confidence: 0.8935337

00:21:45.359 --> 00:21:46.960 along. But there's a there's
NOTE Confidence: 0.8935337

00:21:46.960 --> 00:21:48.419 a constant effort on all
NOTE Confidence: 0.9728916

00:21:58.205 --> 00:21:59.744 And and I when I
NOTE Confidence: 0.98107564

00:22:00.525 --> 00:22:02.125 review those numbers with Laurie
NOTE Confidence: 0.98107564

00:22:02.125 --> 00:22:04.080 and Jensa and others, it's
NOTE Confidence: 0.98107564

00:22:04.080 --> 00:22:05.280 just a reminder that we
NOTE Confidence: 0.98107564

00:22:05.280 --> 00:22:07.039 continue to have opportunity. Right?

NOTE Confidence: 0.98107564

00:22:07.039 --> 00:22:07.760 I mean, I think the

NOTE Confidence: 0.98107564

00:22:07.760 --> 00:22:09.919 work that's been accomplished is

NOTE Confidence: 0.98107564

00:22:09.919 --> 00:22:10.419 incredible

NOTE Confidence: 0.98980266

00:22:10.880 --> 00:22:12.559 and represents an awful lot

NOTE Confidence: 0.98980266

00:22:12.559 --> 00:22:15.140 of hard, dedicated, diligent work.

NOTE Confidence: 0.99651927

00:22:15.679 --> 00:22:16.720 We have more to do,

NOTE Confidence: 0.99651927

00:22:16.720 --> 00:22:17.600 and we can do it.

NOTE Confidence: 0.99651927

00:22:17.600 --> 00:22:18.419 You've proven

NOTE Confidence: 0.98991126

00:22:19.595 --> 00:22:21.055 that it can be done.

NOTE Confidence: 0.99750584

00:22:21.595 --> 00:22:22.795 Now we just need to

NOTE Confidence: 0.99750584

00:22:22.795 --> 00:22:23.935 continue to do it.

NOTE Confidence: 0.99655974

00:22:24.795 --> 00:22:26.175 So thank you all.

NOTE Confidence: 0.9934779

00:22:34.409 --> 00:22:35.529 Thank you all for being

NOTE Confidence: 0.9934779

00:22:35.529 --> 00:22:36.429 here, and,

NOTE Confidence: 0.99054605

00:22:37.129 --> 00:22:39.450 we really appreciate our hospital

NOTE Confidence: 0.99054605

00:22:39.450 --> 00:22:41.210 leaders. This is complex and
NOTE Confidence: 0.99054605

00:22:41.210 --> 00:22:42.109 difficult work.
NOTE Confidence: 0.9995785

00:22:42.570 --> 00:22:44.350 And I do think that
NOTE Confidence: 0.9995785

00:22:44.409 --> 00:22:45.629 we all should
NOTE Confidence: 0.9741476

00:22:46.255 --> 00:22:47.715 not rest on our laurels
NOTE Confidence: 0.9741476

00:22:47.775 --> 00:22:49.054 by any means, but be
NOTE Confidence: 0.9741476

00:22:49.054 --> 00:22:49.554 justifiably
NOTE Confidence: 0.9614031

00:22:50.015 --> 00:22:51.695 proud of the contributions we're
NOTE Confidence: 0.9614031

00:22:51.695 --> 00:22:52.655 making and the work that
NOTE Confidence: 0.9614031

00:22:52.655 --> 00:22:53.395 we've done.
NOTE Confidence: 0.99415493

00:22:54.494 --> 00:22:55.534 So one of the things
NOTE Confidence: 0.99415493

00:22:55.534 --> 00:22:56.655 that I do think helps
NOTE Confidence: 0.99415493

00:22:56.655 --> 00:22:58.515 us with not only
NOTE Confidence: 0.96645194

00:22:58.880 --> 00:23:00.400 providing great care for patients,
NOTE Confidence: 0.96645194

00:23:00.400 --> 00:23:01.220 but also,
NOTE Confidence: 0.9862685

00:23:02.080 --> 00:23:03.840 facilitating their flow through the

NOTE Confidence: 0.9862685
00:23:03.840 --> 00:23:05.520 hospital and keeping them out
NOTE Confidence: 0.9862685
00:23:05.520 --> 00:23:06.880 of the emergency room is
NOTE Confidence: 0.9862685
00:23:06.880 --> 00:23:08.260 our extended care center.
NOTE Confidence: 0.93838036
00:23:08.640 --> 00:23:10.000 And to give us kind
NOTE Confidence: 0.93838036
00:23:10.000 --> 00:23:10.960 of an update on where
NOTE Confidence: 0.93838036
00:23:10.960 --> 00:23:11.680 we are in a new
NOTE Confidence: 0.93838036
00:23:11.680 --> 00:23:13.725 referral process, we have our
NOTE Confidence: 0.93838036
00:23:13.725 --> 00:23:15.005 very own Vonna Dest and
NOTE Confidence: 0.93838036
00:23:15.005 --> 00:23:15.905 Liana Keyes.
NOTE Confidence: 0.96725917
00:23:26.040 --> 00:23:26.540 Hello,
NOTE Confidence: 0.9872731
00:23:30.040 --> 00:23:30.540 everyone.
NOTE Confidence: 0.9684649
00:23:38.515 --> 00:23:40.434 Oops. Alright. So Vonna and
NOTE Confidence: 0.9684649
00:23:40.434 --> 00:23:41.815 I are going to discuss
NOTE Confidence: 0.9684649
00:23:41.875 --> 00:23:42.515 the new,
NOTE Confidence: 0.9966672
00:23:43.475 --> 00:23:45.234 electronic referral process for the
NOTE Confidence: 0.9966672

00:23:45.234 --> 00:23:45.734 ECC.
NOTE Confidence: 0.9979626

00:23:46.755 --> 00:23:48.054 But before we get started,
NOTE Confidence: 0.9979626

00:23:48.115 --> 00:23:49.875 we'll just talk about fiscal
NOTE Confidence: 0.9953598

00:23:50.530 --> 00:23:51.970 calendar year twenty four and
NOTE Confidence: 0.9953598

00:23:51.970 --> 00:23:53.510 some of the guiding, principles
NOTE Confidence: 0.9953598

00:23:53.570 --> 00:23:54.550 that remain relevant.
NOTE Confidence: 0.9845122

00:23:55.650 --> 00:23:56.450 So here,
NOTE Confidence: 0.9953206

00:23:56.850 --> 00:23:58.290 we highlight the number of
NOTE Confidence: 0.9953206

00:23:58.290 --> 00:24:00.150 patients seen in the ECC
NOTE Confidence: 0.9953206

00:24:00.210 --> 00:24:01.250 for the year twenty four
NOTE Confidence: 0.9953206

00:24:01.410 --> 00:24:02.415 twenty twenty four,
NOTE Confidence: 0.98876274

00:24:03.135 --> 00:24:03.935 as well as the total
NOTE Confidence: 0.98876274

00:24:03.935 --> 00:24:05.315 number of unique patients.
NOTE Confidence: 0.989165

00:24:05.935 --> 00:24:07.234 We were able to discharge
NOTE Confidence: 0.989165

00:24:07.295 --> 00:24:08.575 sixty seven percent of those
NOTE Confidence: 0.989165

00:24:08.575 --> 00:24:10.335 patients home, and thirty three

NOTE Confidence: 0.989165
00:24:10.335 --> 00:24:11.475 percent were admitted.
NOTE Confidence: 0.95960325
00:24:16.190 --> 00:24:17.730 This is highlighting the distribution
NOTE Confidence: 0.95960325
00:24:18.030 --> 00:24:19.630 of patients seen by day
NOTE Confidence: 0.95960325
00:24:19.630 --> 00:24:20.450 of the week.
NOTE Confidence: 0.99601203
00:24:21.150 --> 00:24:21.950 As you can see, the
NOTE Confidence: 0.99601203
00:24:21.950 --> 00:24:23.550 volume is highest Monday through
NOTE Confidence: 0.99601203
00:24:23.550 --> 00:24:24.830 Friday, and then it drops
NOTE Confidence: 0.99601203
00:24:24.830 --> 00:24:25.970 off on the weekends.
NOTE Confidence: 0.98440176
00:24:31.805 --> 00:24:33.565 This is showing distribution of
NOTE Confidence: 0.98440176
00:24:33.565 --> 00:24:34.845 patients seen by time of
NOTE Confidence: 0.98440176
00:24:34.845 --> 00:24:35.345 day.
NOTE Confidence: 0.9974568
00:24:36.285 --> 00:24:37.565 Most of the visits happen
NOTE Confidence: 0.9974568
00:24:37.565 --> 00:24:39.165 in the morning from seven
NOTE Confidence: 0.9974568
00:24:39.165 --> 00:24:39.905 to five,
NOTE Confidence: 0.9904125
00:24:40.525 --> 00:24:41.885 and then they drop off
NOTE Confidence: 0.9904125

00:24:41.885 --> 00:24:43.484 after that. The clinic does
NOTE Confidence: 0.9904125

00:24:43.484 --> 00:24:45.179 close at eleven. So, hopefully,
NOTE Confidence: 0.9904125

00:24:45.179 --> 00:24:47.260 with the new, electronic referral
NOTE Confidence: 0.9904125

00:24:47.260 --> 00:24:48.700 process, we'll be able to
NOTE Confidence: 0.9904125

00:24:48.700 --> 00:24:49.200 better,
NOTE Confidence: 0.99901634

00:24:49.980 --> 00:24:51.279 utilize the afternoon
NOTE Confidence: 0.99925745

00:24:51.980 --> 00:24:53.340 time to make more appointments
NOTE Confidence: 0.99925745

00:24:53.340 --> 00:24:54.080 for patients.
NOTE Confidence: 0.97862494

00:24:58.355 --> 00:24:59.494 And this is just showing
NOTE Confidence: 0.97862494

00:24:59.635 --> 00:25:01.555 the number of referrals placed
NOTE Confidence: 0.97862494

00:25:01.555 --> 00:25:02.775 by disease team.
NOTE Confidence: 0.9937282

00:25:03.315 --> 00:25:04.515 And this has been consistent
NOTE Confidence: 0.9937282

00:25:04.515 --> 00:25:06.055 since the ECC opened.
NOTE Confidence: 0.9747241

00:25:06.355 --> 00:25:08.615 GI, hematology, and thoracic oncology
NOTE Confidence: 0.9747241

00:25:08.835 --> 00:25:10.215 are the top three utilizers.
NOTE Confidence: 0.9638567

00:25:15.300 --> 00:25:16.260 So, the mission of the

NOTE Confidence: 0.9638567
00:25:16.260 --> 00:25:17.940 ECC is to provide urgent
NOTE Confidence: 0.9638567
00:25:17.940 --> 00:25:20.100 triage evaluation and treatment for
NOTE Confidence: 0.9638567
00:25:20.100 --> 00:25:21.940 oncology patients with the the
NOTE Confidence: 0.9638567
00:25:21.940 --> 00:25:23.140 goal to decrease the number
NOTE Confidence: 0.9638567
00:25:23.140 --> 00:25:24.260 of patients going to the
NOTE Confidence: 0.9638567
00:25:24.260 --> 00:25:25.320 emergency department.
NOTE Confidence: 0.9934215
00:25:25.875 --> 00:25:27.315 The hybrid model allows for
NOTE Confidence: 0.9934215
00:25:27.315 --> 00:25:29.315 efficient an efficient bridge to
NOTE Confidence: 0.9934215
00:25:29.315 --> 00:25:30.455 admission when needed.
NOTE Confidence: 0.99917686
00:25:31.555 --> 00:25:32.915 We'd like to note that
NOTE Confidence: 0.99917686
00:25:32.915 --> 00:25:34.135 the percentage of patients
NOTE Confidence: 0.99449974
00:25:34.515 --> 00:25:35.875 seen by their disease team
NOTE Confidence: 0.99449974
00:25:35.875 --> 00:25:37.415 first has steadily decreased
NOTE Confidence: 0.94142276
00:25:37.880 --> 00:25:39.320 since the e c ECC
NOTE Confidence: 0.94142276
00:25:39.320 --> 00:25:40.840 has opened, but the gold
NOTE Confidence: 0.94142276

00:25:40.840 --> 00:25:43.000 standard remains that patients should

NOTE Confidence: 0.94142276

00:25:43.000 --> 00:25:44.200 be seen by their primary

NOTE Confidence: 0.94142276

00:25:44.200 --> 00:25:45.980 disease team first whenever possible

NOTE Confidence: 0.94142276

00:25:46.200 --> 00:25:47.160 and then refer to the

NOTE Confidence: 0.94142276

00:25:47.160 --> 00:25:48.840 ECC if further evaluation is

NOTE Confidence: 0.94142276

00:25:48.840 --> 00:25:49.340 needed.

NOTE Confidence: 0.9156907

00:25:50.525 --> 00:25:52.284 And nonurgent needs should not

NOTE Confidence: 0.9156907

00:25:52.284 --> 00:25:52.945 be triaged

NOTE Confidence: 0.99853027

00:25:53.325 --> 00:25:54.365 to the ECC as a

NOTE Confidence: 0.99853027

00:25:54.365 --> 00:25:55.184 first option.

NOTE Confidence: 0.9720667

00:26:07.660 --> 00:26:08.700 So, everyone, thank you for

NOTE Confidence: 0.9720667

00:26:08.700 --> 00:26:10.060 having us and talking about

NOTE Confidence: 0.9720667

00:26:10.060 --> 00:26:12.300 our electronic referral system. It's

NOTE Confidence: 0.9720667

00:26:12.300 --> 00:26:13.840 something that as a leadership

NOTE Confidence: 0.9720667

00:26:13.980 --> 00:26:15.260 ECC team, we've been working

NOTE Confidence: 0.9720667

00:26:15.260 --> 00:26:16.640 on for over two years.

NOTE Confidence: 0.9883607

00:26:17.265 --> 00:26:18.145 And I have to give

NOTE Confidence: 0.9883607

00:26:18.145 --> 00:26:19.905 special recognition to Brianna Lutz,

NOTE Confidence: 0.9883607

00:26:19.905 --> 00:26:20.785 who's not able to be

NOTE Confidence: 0.9883607

00:26:20.785 --> 00:26:21.685 with us today.

NOTE Confidence: 0.9670218

00:26:22.065 --> 00:26:23.505 She is the PSM of

NOTE Confidence: 0.9670218

00:26:23.505 --> 00:26:24.945 MP twelve and also ECC,

NOTE Confidence: 0.9670218

00:26:24.945 --> 00:26:26.405 but she has truly spearheaded

NOTE Confidence: 0.9670218

00:26:26.465 --> 00:26:28.005 this whole this whole process.

NOTE Confidence: 0.98747796

00:26:28.945 --> 00:26:30.225 I also wanna give special

NOTE Confidence: 0.98747796

00:26:30.225 --> 00:26:31.925 recognition to Valerie Walton

NOTE Confidence: 0.9678185

00:26:32.359 --> 00:26:34.040 and also Alex Glass from

NOTE Confidence: 0.9678185

00:26:34.040 --> 00:26:35.640 EPIC because they have truly

NOTE Confidence: 0.9678185

00:26:35.640 --> 00:26:37.000 navigated us through all of

NOTE Confidence: 0.9678185

00:26:37.000 --> 00:26:38.520 the IT issues that we

NOTE Confidence: 0.9678185

00:26:38.520 --> 00:26:39.020 had,

NOTE Confidence: 0.99824524

00:26:39.480 --> 00:26:40.920 and they've been so supportive

NOTE Confidence: 0.99824524

00:26:40.920 --> 00:26:41.900 through all of this.

NOTE Confidence: 0.98616517

00:26:42.840 --> 00:26:44.540 So the, EPIC electronic

NOTE Confidence: 0.99928266

00:26:44.840 --> 00:26:47.020 process has replaced the ECC

NOTE Confidence: 0.743824

00:26:47.400 --> 00:26:47.900 calling.

NOTE Confidence: 0.97175086

00:26:48.914 --> 00:26:50.355 For someone who has worked

NOTE Confidence: 0.97175086

00:26:50.355 --> 00:26:52.034 in the ECC on occasion

NOTE Confidence: 0.97175086

00:26:52.034 --> 00:26:52.994 and I think for others

NOTE Confidence: 0.97175086

00:26:52.994 --> 00:26:54.514 maybe in this room, the

NOTE Confidence: 0.97175086

00:26:54.514 --> 00:26:56.274 phones never stop. They just

NOTE Confidence: 0.97175086

00:26:56.274 --> 00:26:57.475 keep ringing and ringing and

NOTE Confidence: 0.97175086

00:26:57.475 --> 00:26:58.914 ringing, and it's about patients

NOTE Confidence: 0.97175086

00:26:58.914 --> 00:26:59.955 that need to be referred

NOTE Confidence: 0.97175086

00:26:59.955 --> 00:27:01.075 in. So we really felt

NOTE Confidence: 0.97175086

00:27:01.075 --> 00:27:02.609 that in terms of efficiency,

NOTE Confidence: 0.97175086

00:27:02.830 --> 00:27:04.270 this was really one thing

NOTE Confidence: 0.97175086
00:27:04.270 --> 00:27:05.630 that we would really wanted
NOTE Confidence: 0.97175086
00:27:05.630 --> 00:27:06.909 to move forward with this
NOTE Confidence: 0.97175086
00:27:06.909 --> 00:27:07.890 electronic process.
NOTE Confidence: 0.97551644
00:27:08.270 --> 00:27:09.390 It did go live on
NOTE Confidence: 0.97551644
00:27:09.390 --> 00:27:10.450 January six.
NOTE Confidence: 0.96934265
00:27:11.309 --> 00:27:12.770 All referrals to the oncology
NOTE Confidence: 0.96934265
00:27:12.830 --> 00:27:13.950 ECC need to be made
NOTE Confidence: 0.96934265
00:27:13.950 --> 00:27:14.690 through Epic.
NOTE Confidence: 0.9673831
00:27:15.255 --> 00:27:16.375 The referral needs need to
NOTE Confidence: 0.9673831
00:27:16.375 --> 00:27:17.435 include all pertinent,
NOTE Confidence: 0.9994673
00:27:17.975 --> 00:27:18.475 clinical
NOTE Confidence: 0.98467183
00:27:18.935 --> 00:27:20.775 details. And, honestly, the more
NOTE Confidence: 0.98467183
00:27:20.775 --> 00:27:21.975 information that you give, the
NOTE Confidence: 0.98467183
00:27:21.975 --> 00:27:22.955 better it is.
NOTE Confidence: 0.9915209
00:27:23.734 --> 00:27:25.494 There's contact information for the
NOTE Confidence: 0.9915209

00:27:25.494 --> 00:27:26.855 referring provider and also a

NOTE Confidence: 0.9915209

00:27:26.855 --> 00:27:28.395 contact person for the team

NOTE Confidence: 0.9915209

00:27:28.535 --> 00:27:29.415 in the event that the

NOTE Confidence: 0.9915209

00:27:29.415 --> 00:27:31.230 ECC provider needs to call

NOTE Confidence: 0.9915209

00:27:31.230 --> 00:27:32.850 to get more triage information.

NOTE Confidence: 0.99767286

00:27:37.869 --> 00:27:39.330 These were really our goals.

NOTE Confidence: 0.9953011

00:27:40.030 --> 00:27:41.150 Our goal is to increase

NOTE Confidence: 0.9953011

00:27:41.150 --> 00:27:42.830 the efficiency of the ECC

NOTE Confidence: 0.9953011

00:27:42.830 --> 00:27:44.830 with better optimization of operating

NOTE Confidence: 0.9953011

00:27:44.830 --> 00:27:47.145 hours and prioritization of referrals.

NOTE Confidence: 0.97649544

00:27:47.685 --> 00:27:48.725 Right now, it's really been

NOTE Confidence: 0.97649544

00:27:48.725 --> 00:27:49.845 first come, first serve. But

NOTE Confidence: 0.97649544

00:27:49.845 --> 00:27:51.045 if we can prioritize those

NOTE Confidence: 0.97649544

00:27:51.045 --> 00:27:51.925 patients and their needs, it's

NOTE Confidence: 0.97649544

00:27:51.925 --> 00:27:52.805 really the way that we

NOTE Confidence: 0.97649544

00:27:52.805 --> 00:27:53.925 should be looking at it.

NOTE Confidence: 0.97649544
00:27:53.925 --> 00:27:54.645 And I have to say
NOTE Confidence: 0.97649544
00:27:54.645 --> 00:27:55.605 it's really been a team
NOTE Confidence: 0.97649544
00:27:55.605 --> 00:27:57.705 approach to care. The camaraderie,
NOTE Confidence: 0.95538664
00:27:58.260 --> 00:27:59.700 I would say, between the
NOTE Confidence: 0.95538664
00:27:59.700 --> 00:28:01.300 APPs and the nurses and
NOTE Confidence: 0.95538664
00:28:01.300 --> 00:28:02.820 the ECCs really has increased
NOTE Confidence: 0.95538664
00:28:02.820 --> 00:28:03.780 with this process, and it's
NOTE Confidence: 0.95538664
00:28:03.780 --> 00:28:05.000 only been three weeks.
NOTE Confidence: 0.98318213
00:28:05.460 --> 00:28:07.000 It has streamlined the electronic
NOTE Confidence: 0.98318213
00:28:07.060 --> 00:28:08.420 process, will also help us
NOTE Confidence: 0.98318213
00:28:08.420 --> 00:28:09.880 to improve our data collection
NOTE Confidence: 0.97436005
00:28:10.585 --> 00:28:12.345 to more accurately capture current
NOTE Confidence: 0.97436005
00:28:12.345 --> 00:28:13.865 volume constraints and hopes to
NOTE Confidence: 0.97436005
00:28:13.865 --> 00:28:15.325 expand the ECC space,
NOTE Confidence: 0.9904071
00:28:16.025 --> 00:28:17.465 our hours of operation, and
NOTE Confidence: 0.9904071

00:28:17.465 --> 00:28:19.145 also staffing. And we're also
NOTE Confidence: 0.9904071

00:28:19.145 --> 00:28:20.345 hoping that it's gonna help
NOTE Confidence: 0.9904071

00:28:20.345 --> 00:28:21.625 to really manage those patients
NOTE Confidence: 0.9904071

00:28:21.625 --> 00:28:22.505 on the wait list and
NOTE Confidence: 0.9904071

00:28:22.505 --> 00:28:23.625 really decrease the amount of
NOTE Confidence: 0.9904071

00:28:23.625 --> 00:28:25.005 patients going to the ED.
NOTE Confidence: 0.9723454

00:28:26.510 --> 00:28:27.789 So this is our process
NOTE Confidence: 0.9723454

00:28:27.789 --> 00:28:28.609 flow map.
NOTE Confidence: 0.9771645

00:28:29.389 --> 00:28:30.669 A provider will place the
NOTE Confidence: 0.9771645

00:28:30.669 --> 00:28:31.970 referral into Epic.
NOTE Confidence: 0.9979643

00:28:32.350 --> 00:28:33.570 The RN can
NOTE Confidence: 0.9733306

00:28:34.269 --> 00:28:35.549 can also place a referral,
NOTE Confidence: 0.9733306

00:28:35.549 --> 00:28:36.269 but it has to be
NOTE Confidence: 0.9733306

00:28:36.269 --> 00:28:37.950 a second sign. And that's
NOTE Confidence: 0.9733306

00:28:37.950 --> 00:28:38.990 really a hard stop when
NOTE Confidence: 0.9733306

00:28:38.990 --> 00:28:39.950 it comes to the referral

NOTE Confidence: 0.9733306
00:28:39.950 --> 00:28:41.595 actually being received by us.
NOTE Confidence: 0.921962
00:28:42.315 --> 00:28:44.395 The ECC APP triages that
NOTE Confidence: 0.921962
00:28:44.395 --> 00:28:45.595 referral. So there's three things
NOTE Confidence: 0.921962
00:28:45.595 --> 00:28:46.414 that will happen.
NOTE Confidence: 0.94913924
00:28:46.794 --> 00:28:48.235 They accept it, which means
NOTE Confidence: 0.94913924
00:28:48.235 --> 00:28:49.275 that it's really ready to
NOTE Confidence: 0.94913924
00:28:49.275 --> 00:28:50.315 schedule or maybe on the
NOTE Confidence: 0.94913924
00:28:50.315 --> 00:28:51.595 wait list until there's a
NOTE Confidence: 0.94913924
00:28:51.595 --> 00:28:52.495 opening available,
NOTE Confidence: 0.98687685
00:28:53.034 --> 00:28:54.235 defer the appointment to the
NOTE Confidence: 0.98687685
00:28:54.235 --> 00:28:55.275 next day depending on the
NOTE Confidence: 0.98687685
00:28:55.275 --> 00:28:56.575 urgency of that referral
NOTE Confidence: 0.98417664
00:28:57.230 --> 00:28:58.350 or denial because it's not
NOTE Confidence: 0.98417664
00:28:58.350 --> 00:28:59.410 clinically appropriate.
NOTE Confidence: 0.9621936
00:29:00.270 --> 00:29:01.010 The ECCRN
NOTE Confidence: 0.97800344

00:29:01.390 --> 00:29:02.910 schedules that patient directly into
NOTE Confidence: 0.97800344

00:29:02.910 --> 00:29:03.550 a work queue. So we
NOTE Confidence: 0.97800344

00:29:03.550 --> 00:29:04.350 have a work queue that
NOTE Confidence: 0.97800344

00:29:04.350 --> 00:29:05.570 as soon as that referral
NOTE Confidence: 0.97800344

00:29:05.710 --> 00:29:07.390 gets signed, it automatically comes
NOTE Confidence: 0.97800344

00:29:07.390 --> 00:29:08.270 into our work queue and
NOTE Confidence: 0.97800344

00:29:08.270 --> 00:29:09.310 we can see it. And
NOTE Confidence: 0.97800344

00:29:09.310 --> 00:29:10.350 as the APP who is
NOTE Confidence: 0.97800344

00:29:10.350 --> 00:29:11.470 on, we actually have what
NOTE Confidence: 0.97800344

00:29:11.470 --> 00:29:12.770 we call a referral triage,
NOTE Confidence: 0.940933

00:29:13.115 --> 00:29:13.995 which is an icon in
NOTE Confidence: 0.940933

00:29:13.995 --> 00:29:14.955 our basket that we can
NOTE Confidence: 0.940933

00:29:14.955 --> 00:29:16.395 see all those all those
NOTE Confidence: 0.940933

00:29:16.395 --> 00:29:18.075 all those electronic referrals that
NOTE Confidence: 0.940933

00:29:18.075 --> 00:29:18.895 are coming in.
NOTE Confidence: 0.95337176

00:29:19.755 --> 00:29:21.755 The ECCRN and ACC will

NOTE Confidence: 0.95337176

00:29:21.755 --> 00:29:23.355 communicate that appointment time to

NOTE Confidence: 0.95337176

00:29:23.355 --> 00:29:24.555 the contact person that is

NOTE Confidence: 0.95337176

00:29:24.555 --> 00:29:26.095 listed on the referral message.

NOTE Confidence: 0.95337176

00:29:26.290 --> 00:29:27.090 And that is how we

NOTE Confidence: 0.95337176

00:29:27.090 --> 00:29:29.170 are communicating is through a

NOTE Confidence: 0.95337176

00:29:29.170 --> 00:29:30.770 in basket referral message that

NOTE Confidence: 0.95337176

00:29:30.770 --> 00:29:32.210 goes right into the person's

NOTE Confidence: 0.95337176

00:29:32.210 --> 00:29:32.790 in basket.

NOTE Confidence: 0.9469694

00:29:33.410 --> 00:29:34.690 And I will say we

NOTE Confidence: 0.9469694

00:29:34.690 --> 00:29:35.970 kind of set ourself that

NOTE Confidence: 0.9469694

00:29:35.970 --> 00:29:37.330 we would call, that we

NOTE Confidence: 0.9469694

00:29:37.330 --> 00:29:38.690 would make sure we made

NOTE Confidence: 0.9469694

00:29:38.690 --> 00:29:40.155 that decision within sixty minutes,

NOTE Confidence: 0.9469694

00:29:40.155 --> 00:29:41.275 but it's really been happening

NOTE Confidence: 0.9469694

00:29:41.275 --> 00:29:42.315 much quicker than that. I

NOTE Confidence: 0.9469694

00:29:42.315 --> 00:29:43.675 would say sometimes it's actually

NOTE Confidence: 0.9469694

00:29:43.675 --> 00:29:45.055 fifteen to thirty minutes.

NOTE Confidence: 0.99927694

00:29:45.435 --> 00:29:46.395 So you will see that

NOTE Confidence: 0.99927694

00:29:46.395 --> 00:29:47.855 response relatively quickly.

NOTE Confidence: 0.97293067

00:29:48.795 --> 00:29:49.835 Patients on the wait list

NOTE Confidence: 0.97293067

00:29:49.835 --> 00:29:51.515 are prioritized by the appointments

NOTE Confidence: 0.97293067

00:29:51.515 --> 00:29:52.710 by the ECC staff. So

NOTE Confidence: 0.97293067

00:29:52.710 --> 00:29:53.750 by three thirty in the

NOTE Confidence: 0.97293067

00:29:53.750 --> 00:29:54.630 afternoon, because we know that

NOTE Confidence: 0.97293067

00:29:54.630 --> 00:29:55.669 the clinics are starting to

NOTE Confidence: 0.97293067

00:29:55.669 --> 00:29:56.650 close at five,

NOTE Confidence: 0.9913323

00:29:57.110 --> 00:29:58.549 the referring contact will be

NOTE Confidence: 0.9913323

00:29:58.549 --> 00:29:59.750 notified that the patient is

NOTE Confidence: 0.9913323

00:29:59.750 --> 00:30:00.630 either still on the wait

NOTE Confidence: 0.9913323

00:30:00.630 --> 00:30:01.830 list or they may be

NOTE Confidence: 0.9913323

00:30:01.830 --> 00:30:03.110 accepted at a later time

NOTE Confidence: 0.9913323

00:30:03.110 --> 00:30:04.309 that evening, maybe five or

NOTE Confidence: 0.9913323

00:30:04.309 --> 00:30:04.809 six.

NOTE Confidence: 0.96508086

00:30:07.305 --> 00:30:08.345 And I will say, I

NOTE Confidence: 0.96508086

00:30:08.345 --> 00:30:09.145 think, you know, we are

NOTE Confidence: 0.96508086

00:30:09.145 --> 00:30:10.345 really kind of focusing more

NOTE Confidence: 0.96508086

00:30:10.345 --> 00:30:11.145 on the eight to five

NOTE Confidence: 0.96508086

00:30:11.145 --> 00:30:12.265 patients, but there are those

NOTE Confidence: 0.96508086

00:30:12.265 --> 00:30:13.865 patients after five PM. So

NOTE Confidence: 0.96508086

00:30:13.865 --> 00:30:14.765 at five PM,

NOTE Confidence: 0.99944425

00:30:15.225 --> 00:30:15.965 the telephone

NOTE Confidence: 0.9521989

00:30:16.265 --> 00:30:17.865 triaging actually is taken over

NOTE Confidence: 0.9521989

00:30:17.865 --> 00:30:19.385 by the APPs until seven

NOTE Confidence: 0.9521989

00:30:19.385 --> 00:30:21.010 thirty. And then seven thirty

NOTE Confidence: 0.9521989

00:30:21.010 --> 00:30:22.050 to eight AM is the

NOTE Confidence: 0.9521989

00:30:22.050 --> 00:30:22.550 fellows.

NOTE Confidence: 0.99681824

00:30:22.930 --> 00:30:24.850 So any electronic referral that
NOTE Confidence: 0.99681824

00:30:24.850 --> 00:30:25.970 has to be placed after
NOTE Confidence: 0.99681824

00:30:25.970 --> 00:30:26.710 five PM,
NOTE Confidence: 0.9611258

00:30:27.330 --> 00:30:29.090 you that provider also needs
NOTE Confidence: 0.9611258

00:30:29.090 --> 00:30:30.070 to call the ECC
NOTE Confidence: 0.98679113

00:30:30.530 --> 00:30:32.130 to make sure that they're
NOTE Confidence: 0.98679113

00:30:32.130 --> 00:30:33.170 seeing that referral and that
NOTE Confidence: 0.98679113

00:30:33.170 --> 00:30:34.050 we can get that patient
NOTE Confidence: 0.98679113

00:30:34.050 --> 00:30:35.625 in before the ECC closes.
NOTE Confidence: 0.95658207

00:30:36.585 --> 00:30:37.865 For any referrals that are
NOTE Confidence: 0.95658207

00:30:37.865 --> 00:30:38.825 after hours, and that would
NOTE Confidence: 0.95658207

00:30:38.825 --> 00:30:40.025 be eleven p to eight
NOTE Confidence: 0.95658207

00:30:40.025 --> 00:30:40.525 AM,
NOTE Confidence: 0.9733066

00:30:40.905 --> 00:30:41.785 that needs to be followed
NOTE Confidence: 0.9733066

00:30:41.785 --> 00:30:42.665 up by a phone call
NOTE Confidence: 0.9733066

00:30:42.665 --> 00:30:43.785 to the ECC first thing

NOTE Confidence: 0.9733066
00:30:43.785 --> 00:30:44.505 in the morning, and we
NOTE Confidence: 0.9733066
00:30:44.505 --> 00:30:45.565 open up at seven
NOTE Confidence: 0.9680619
00:30:46.265 --> 00:30:47.625 so that the a the
NOTE Confidence: 0.9680619
00:30:47.625 --> 00:30:49.230 APP that is on will
NOTE Confidence: 0.9680619
00:30:49.230 --> 00:30:50.429 look at that referral and
NOTE Confidence: 0.9680619
00:30:50.429 --> 00:30:51.550 then really make the decision
NOTE Confidence: 0.9680619
00:30:51.550 --> 00:30:52.990 whether it's appropriate for them
NOTE Confidence: 0.9680619
00:30:52.990 --> 00:30:54.050 to come to the ECC
NOTE Confidence: 0.9680619
00:30:54.350 --> 00:30:55.390 or maybe be seen by
NOTE Confidence: 0.9680619
00:30:55.390 --> 00:30:56.530 their disease team.
NOTE Confidence: 0.99721336
00:31:00.830 --> 00:31:01.710 So how do you place
NOTE Confidence: 0.99721336
00:31:01.710 --> 00:31:02.290 a referral?
NOTE Confidence: 0.96014357
00:31:03.135 --> 00:31:04.095 You can place the referral
NOTE Confidence: 0.96014357
00:31:04.095 --> 00:31:05.635 under an orders only encounter.
NOTE Confidence: 0.99812484
00:31:06.015 --> 00:31:06.975 Or if you're actually in
NOTE Confidence: 0.99812484

00:31:06.975 --> 00:31:07.935 a visit with the patient,
NOTE Confidence: 0.99812484

00:31:07.935 --> 00:31:08.815 you can actually put it
NOTE Confidence: 0.99812484

00:31:08.815 --> 00:31:09.475 through there.
NOTE Confidence: 0.9739409

00:31:09.775 --> 00:31:11.295 Under add orders, it says
NOTE Confidence: 0.9739409

00:31:11.295 --> 00:31:12.815 ECC. You just put that
NOTE Confidence: 0.9739409

00:31:12.815 --> 00:31:13.855 in, and it's gonna come
NOTE Confidence: 0.9739409

00:31:13.855 --> 00:31:15.535 up as SmilOncology extended care
NOTE Confidence: 0.9739409

00:31:15.535 --> 00:31:16.835 clinic internal referral.
NOTE Confidence: 0.98149824

00:31:18.419 --> 00:31:19.460 From there, you're gonna get
NOTE Confidence: 0.98149824

00:31:19.460 --> 00:31:20.120 this information.
NOTE Confidence: 0.97116804

00:31:20.659 --> 00:31:21.940 And, again, I will just
NOTE Confidence: 0.97116804

00:31:21.940 --> 00:31:23.220 impress that you've really the
NOTE Confidence: 0.97116804

00:31:23.220 --> 00:31:24.419 more information that you put
NOTE Confidence: 0.97116804

00:31:24.419 --> 00:31:25.539 here, the better it's gonna
NOTE Confidence: 0.97116804

00:31:25.539 --> 00:31:26.659 be because then there's not
NOTE Confidence: 0.97116804

00:31:26.659 --> 00:31:27.860 gonna be very many questions

NOTE Confidence: 0.97116804
00:31:27.860 --> 00:31:29.320 by the ECC provider.
NOTE Confidence: 0.99240184
00:31:29.779 --> 00:31:31.480 So there's the oncology history,
NOTE Confidence: 0.99240184
00:31:31.654 --> 00:31:33.274 what their current treatment is,
NOTE Confidence: 0.99240184
00:31:33.495 --> 00:31:34.774 the reason for referral. So
NOTE Confidence: 0.99240184
00:31:34.774 --> 00:31:35.835 if it's for symptom,
NOTE Confidence: 0.9535632
00:31:36.294 --> 00:31:37.355 management, basically,
NOTE Confidence: 0.9761976
00:31:38.054 --> 00:31:39.014 once you hit that, you're
NOTE Confidence: 0.9761976
00:31:39.014 --> 00:31:40.054 gonna get this whole drop
NOTE Confidence: 0.9761976
00:31:40.054 --> 00:31:41.674 down of all these listed
NOTE Confidence: 0.9761976
00:31:41.815 --> 00:31:43.034 symptoms that are there,
NOTE Confidence: 0.9795339
00:31:43.495 --> 00:31:44.855 whether the patient is home
NOTE Confidence: 0.9795339
00:31:44.855 --> 00:31:45.670 or whether they're in the
NOTE Confidence: 0.9795339
00:31:45.670 --> 00:31:47.110 clinic, because we also have
NOTE Confidence: 0.9795339
00:31:47.110 --> 00:31:48.410 to account for their transportation
NOTE Confidence: 0.9795339
00:31:48.470 --> 00:31:49.270 time to get to the
NOTE Confidence: 0.9795339

00:31:49.270 --> 00:31:49.770 hospital.
NOTE Confidence: 0.9425845

00:31:50.470 --> 00:31:52.010 Who is their attending physician?
NOTE Confidence: 0.9751532

00:31:52.550 --> 00:31:53.750 And then the contact person,
NOTE Confidence: 0.9751532

00:31:53.750 --> 00:31:54.890 and that's really important
NOTE Confidence: 0.9232358

00:31:55.270 --> 00:31:56.630 because, I mean, the attendings
NOTE Confidence: 0.9232358

00:31:56.630 --> 00:31:57.830 are probably busy in clinic.
NOTE Confidence: 0.9232358

00:31:57.830 --> 00:31:59.190 The ADPs may be busy
NOTE Confidence: 0.9232358

00:31:59.190 --> 00:31:59.990 in clinic. So you can
NOTE Confidence: 0.9232358

00:31:59.990 --> 00:32:01.245 actually put your practice nurse
NOTE Confidence: 0.9232358

00:32:01.245 --> 00:32:02.605 there and her contact information,
NOTE Confidence: 0.9232358

00:32:02.605 --> 00:32:03.485 and we can just call
NOTE Confidence: 0.9232358

00:32:03.485 --> 00:32:04.525 them direct. We we would
NOTE Confidence: 0.9232358

00:32:04.525 --> 00:32:05.965 actually put a referral message
NOTE Confidence: 0.9232358

00:32:05.965 --> 00:32:07.505 into re into Epic
NOTE Confidence: 0.9572145

00:32:07.965 --> 00:32:08.925 that will go into their
NOTE Confidence: 0.9572145

00:32:08.925 --> 00:32:09.825 referral message.

NOTE Confidence: 0.9744696

00:32:11.005 --> 00:32:11.965 And, again, I think the

NOTE Confidence: 0.9744696

00:32:11.965 --> 00:32:13.405 comment section is really important.

NOTE Confidence: 0.9744696

00:32:13.405 --> 00:32:14.410 I think I would really

NOTE Confidence: 0.9744696

00:32:14.410 --> 00:32:15.450 try to put as much

NOTE Confidence: 0.9744696

00:32:15.450 --> 00:32:17.150 information as you possibly can,

NOTE Confidence: 0.99922127

00:32:17.530 --> 00:32:18.970 to really justify the reason

NOTE Confidence: 0.99922127

00:32:18.970 --> 00:32:19.930 why the patient needs to

NOTE Confidence: 0.99922127

00:32:19.930 --> 00:32:20.910 come to the ECC.

NOTE Confidence: 0.99928266

00:32:23.050 --> 00:32:24.110 Once that happens,

NOTE Confidence: 0.9790273

00:32:24.890 --> 00:32:26.010 you're gonna get that order

NOTE Confidence: 0.9790273

00:32:26.010 --> 00:32:26.890 box in the right hand

NOTE Confidence: 0.9790273

00:32:26.890 --> 00:32:28.224 corner of Epic that has

NOTE Confidence: 0.9790273

00:32:28.224 --> 00:32:29.505 to be associated with their

NOTE Confidence: 0.9790273

00:32:29.505 --> 00:32:30.625 diagnosis, and then you just

NOTE Confidence: 0.9790273

00:32:30.625 --> 00:32:31.424 have to sign off on

NOTE Confidence: 0.9790273

00:32:31.424 --> 00:32:31.924 that.
NOTE Confidence: 0.9993047
00:32:33.585 --> 00:32:34.465 So how do we close
NOTE Confidence: 0.9993047
00:32:34.465 --> 00:32:35.125 the loop?
NOTE Confidence: 0.9703882
00:32:35.664 --> 00:32:37.264 EPIC and basket referral message
NOTE Confidence: 0.9703882
00:32:37.264 --> 00:32:37.985 will be in the form
NOTE Confidence: 0.9703882
00:32:37.985 --> 00:32:39.764 of communication between the ECC
NOTE Confidence: 0.9983128
00:32:40.065 --> 00:32:41.505 and the referring provider and
NOTE Confidence: 0.9983128
00:32:41.505 --> 00:32:42.005 team.
NOTE Confidence: 0.9791943
00:32:42.420 --> 00:32:43.400 It will be the responsibility
NOTE Confidence: 0.9976101
00:32:43.780 --> 00:32:45.220 of the referring provider and
NOTE Confidence: 0.9976101
00:32:45.220 --> 00:32:46.500 team to notify the patient
NOTE Confidence: 0.9976101
00:32:46.500 --> 00:32:47.700 of the appointment and also
NOTE Confidence: 0.9976101
00:32:47.700 --> 00:32:48.360 the plan.
NOTE Confidence: 0.9635705
00:32:48.900 --> 00:32:50.100 Patients on the wait list
NOTE Confidence: 0.9635705
00:32:50.100 --> 00:32:51.780 are prioritized for appointments by
NOTE Confidence: 0.9635705
00:32:51.780 --> 00:32:53.300 the ECC staff based upon

NOTE Confidence: 0.9635705
00:32:53.300 --> 00:32:54.740 their acuity, not, again, not
NOTE Confidence: 0.9635705
00:32:54.740 --> 00:32:55.860 first come, not first served
NOTE Confidence: 0.9635705
00:32:55.860 --> 00:32:56.360 basis.
NOTE Confidence: 0.99954873
00:32:57.135 --> 00:32:57.875 At a minimum,
NOTE Confidence: 0.9839503
00:32:58.415 --> 00:32:59.855 the referring contact will receive
NOTE Confidence: 0.9839503
00:32:59.855 --> 00:33:00.815 an update on the wait
NOTE Confidence: 0.9839503
00:33:00.815 --> 00:33:02.275 list by three thirty PM.
NOTE Confidence: 0.99487126
00:33:02.975 --> 00:33:04.815 Alternate plans or dispositions for
NOTE Confidence: 0.99487126
00:33:04.815 --> 00:33:06.095 patients on the wait list
NOTE Confidence: 0.99487126
00:33:06.095 --> 00:33:07.375 can be coordinated at any
NOTE Confidence: 0.99487126
00:33:07.375 --> 00:33:07.875 time.
NOTE Confidence: 0.9833761
00:33:08.335 --> 00:33:09.775 Patients can be scheduled past
NOTE Confidence: 0.9833761
00:33:09.775 --> 00:33:10.940 five thirty or six o'clock,
NOTE Confidence: 0.9833761
00:33:10.940 --> 00:33:12.140 and we are now accepting
NOTE Confidence: 0.9833761
00:33:12.140 --> 00:33:13.260 two patients in the morning
NOTE Confidence: 0.9833761

00:33:13.260 --> 00:33:14.059 because, you know, we do
NOTE Confidence: 0.9833761

00:33:14.059 --> 00:33:15.360 have kind of that lull
NOTE Confidence: 0.9833761

00:33:15.580 --> 00:33:16.940 between seven and nine PM
NOTE Confidence: 0.9833761

00:33:16.940 --> 00:33:17.900 that there's less patients in
NOTE Confidence: 0.9833761

00:33:17.900 --> 00:33:18.860 the ECC. So if a
NOTE Confidence: 0.9833761

00:33:18.860 --> 00:33:19.840 patient is appropriate
NOTE Confidence: 0.96317214

00:33:20.140 --> 00:33:21.180 to be deferred to the
NOTE Confidence: 0.96317214

00:33:21.180 --> 00:33:21.980 next day, we would go
NOTE Confidence: 0.96317214

00:33:21.980 --> 00:33:23.040 ahead and do that.
NOTE Confidence: 0.9996448

00:33:25.335 --> 00:33:26.695 This is just very raw
NOTE Confidence: 0.9996448

00:33:26.695 --> 00:33:27.195 data
NOTE Confidence: 0.970324

00:33:27.895 --> 00:33:29.174 over the past three weeks.
NOTE Confidence: 0.970324

00:33:29.174 --> 00:33:29.674 And
NOTE Confidence: 0.9995088

00:33:30.054 --> 00:33:31.255 from Monday through Friday, we
NOTE Confidence: 0.9995088

00:33:31.255 --> 00:33:32.535 had an average of sixteen
NOTE Confidence: 0.9995088

00:33:32.535 --> 00:33:33.835 referrals per day.

NOTE Confidence: 0.955237

00:33:34.535 --> 00:33:36.135 On an average, we took

NOTE Confidence: 0.955237

00:33:36.135 --> 00:33:37.679 ten patients per day. And

NOTE Confidence: 0.955237

00:33:37.679 --> 00:33:38.879 for those patients that there

NOTE Confidence: 0.955237

00:33:38.879 --> 00:33:40.399 were at least probably six

NOTE Confidence: 0.955237

00:33:40.399 --> 00:33:41.279 patients on the wait list,

NOTE Confidence: 0.955237

00:33:41.279 --> 00:33:42.159 we were able to take

NOTE Confidence: 0.955237

00:33:42.159 --> 00:33:43.200 two thirds of those patients.

NOTE Confidence: 0.955237

00:33:43.200 --> 00:33:44.480 So four patients are actually

NOTE Confidence: 0.955237

00:33:44.480 --> 00:33:45.379 seen in the ECC

NOTE Confidence: 0.9938411

00:33:45.840 --> 00:33:46.899 later that day.

NOTE Confidence: 0.9496284

00:33:47.600 --> 00:33:48.720 There maybe have been a

NOTE Confidence: 0.9496284

00:33:48.720 --> 00:33:50.015 slight increase in patients that

NOTE Confidence: 0.9496284

00:33:50.015 --> 00:33:51.535 were admitted versus discharged. Like,

NOTE Confidence: 0.9496284

00:33:51.535 --> 00:33:52.895 we are very, very proud

NOTE Confidence: 0.9496284

00:33:52.895 --> 00:33:53.695 about the fact that we've

NOTE Confidence: 0.9496284

00:33:53.695 --> 00:33:54.735 been able to really send
NOTE Confidence: 0.9496284

00:33:54.735 --> 00:33:55.695 sixty five percent of our
NOTE Confidence: 0.9496284

00:33:55.695 --> 00:33:56.815 patients on from the very
NOTE Confidence: 0.9496284

00:33:56.815 --> 00:33:57.315 start
NOTE Confidence: 0.9650159

00:33:57.615 --> 00:33:58.735 of the ECC. And I
NOTE Confidence: 0.9650159

00:33:58.735 --> 00:34:00.015 think this might be related
NOTE Confidence: 0.9650159

00:34:00.015 --> 00:34:01.535 to we're not seeing as
NOTE Confidence: 0.9650159

00:34:01.535 --> 00:34:02.735 many patients that are completing
NOTE Confidence: 0.9650159

00:34:02.735 --> 00:34:04.010 their treatment, not as many
NOTE Confidence: 0.9650159

00:34:04.010 --> 00:34:05.210 blood transfusions. So we think
NOTE Confidence: 0.9650159

00:34:05.210 --> 00:34:06.649 we're actually seeing sicker patients,
NOTE Confidence: 0.9650159

00:34:06.649 --> 00:34:07.529 which is really what the
NOTE Confidence: 0.9650159

00:34:07.529 --> 00:34:08.570 whole goal of the ECC
NOTE Confidence: 0.9650159

00:34:08.570 --> 00:34:09.930 was. But also we've been
NOTE Confidence: 0.9650159

00:34:09.930 --> 00:34:11.390 having some issues with radiology,
NOTE Confidence: 0.9900799

00:34:12.170 --> 00:34:13.450 which we're working on. So

NOTE Confidence: 0.9900799

00:34:13.450 --> 00:34:14.489 that may also be part

NOTE Confidence: 0.9900799

00:34:14.489 --> 00:34:15.210 of that. But I think,

NOTE Confidence: 0.9900799

00:34:15.210 --> 00:34:16.575 you know, we have a

NOTE Confidence: 0.9900799

00:34:16.575 --> 00:34:18.094 a great IT partner with

NOTE Confidence: 0.9900799

00:34:18.094 --> 00:34:19.375 Mike Strait. He's really been

NOTE Confidence: 0.9900799

00:34:19.375 --> 00:34:20.994 working a lot with Brianna

NOTE Confidence: 0.9900799

00:34:21.135 --> 00:34:21.855 to make sure that we

NOTE Confidence: 0.9900799

00:34:21.855 --> 00:34:23.215 get all the adequate data

NOTE Confidence: 0.9900799

00:34:23.215 --> 00:34:23.935 that we need to really

NOTE Confidence: 0.9900799

00:34:23.935 --> 00:34:25.455 move forward with this. So

NOTE Confidence: 0.9900799

00:34:25.455 --> 00:34:26.415 I'm very proud of our

NOTE Confidence: 0.9900799

00:34:26.415 --> 00:34:27.375 staff. I think that they

NOTE Confidence: 0.9900799

00:34:27.375 --> 00:34:29.455 have really been extremely engaged

NOTE Confidence: 0.9900799

00:34:29.455 --> 00:34:30.734 and committed in this, and

NOTE Confidence: 0.9900799

00:34:30.734 --> 00:34:31.830 I think it's something that

NOTE Confidence: 0.9900799

00:34:32.310 --> 00:34:33.190 is really gonna give us
NOTE Confidence: 0.9900799

00:34:33.190 --> 00:34:34.090 a lot of benefits
NOTE Confidence: 0.997957

00:34:34.390 --> 00:34:35.530 as time goes on.
NOTE Confidence: 0.9994326

00:34:36.630 --> 00:34:37.510 So thank you for your
NOTE Confidence: 0.9994326

00:34:37.510 --> 00:34:38.010 attention.
NOTE Confidence: 0.92339694

00:34:57.150 --> 00:34:58.349 So Mary Anne Davies in
NOTE Confidence: 0.92339694

00:34:58.349 --> 00:34:59.469 the chat does point out
NOTE Confidence: 0.92339694

00:34:59.469 --> 00:35:00.270 that there is a care
NOTE Confidence: 0.92339694

00:35:00.270 --> 00:35:02.450 signature pathway for ECC referral,
NOTE Confidence: 0.98781645

00:35:02.750 --> 00:35:05.170 which also outlines everything presented.
NOTE Confidence: 0.99933064

00:35:05.630 --> 00:35:07.150 So another great resource to
NOTE Confidence: 0.99933064

00:35:07.150 --> 00:35:08.049 be aware of.
NOTE Confidence: 0.95809793

00:35:09.215 --> 00:35:10.114 Thank you both.
NOTE Confidence: 0.98718727

00:35:10.575 --> 00:35:11.295 You know, I think the
NOTE Confidence: 0.98718727

00:35:11.295 --> 00:35:12.435 ECC is
NOTE Confidence: 0.9894726

00:35:12.815 --> 00:35:14.355 really one of our clinical

NOTE Confidence: 0.9894726
00:35:14.415 --> 00:35:16.255 jewels. It's an amazing service
NOTE Confidence: 0.9894726
00:35:16.255 --> 00:35:17.075 for our patients.
NOTE Confidence: 0.99205387
00:35:17.614 --> 00:35:19.075 And I know for
NOTE Confidence: 0.9942614
00:35:19.535 --> 00:35:20.975 many of our clinicians who
NOTE Confidence: 0.9942614
00:35:20.975 --> 00:35:22.114 are used to
NOTE Confidence: 0.9988072
00:35:23.079 --> 00:35:23.900 kind of accessing
NOTE Confidence: 0.99943095
00:35:24.280 --> 00:35:25.180 the ECC
NOTE Confidence: 0.91053337
00:35:25.559 --> 00:35:26.920 on a a kind of
NOTE Confidence: 0.91053337
00:35:26.920 --> 00:35:28.280 an on the fly basis,
NOTE Confidence: 0.91053337
00:35:28.280 --> 00:35:29.420 this is a change.
NOTE Confidence: 0.9019343
00:35:29.960 --> 00:35:31.160 But I am confident that
NOTE Confidence: 0.9019343
00:35:31.160 --> 00:35:32.760 this structure process is going
NOTE Confidence: 0.9019343
00:35:32.760 --> 00:35:33.799 to allow us to right
NOTE Confidence: 0.9019343
00:35:33.799 --> 00:35:34.299 size
NOTE Confidence: 0.9942469
00:35:34.680 --> 00:35:36.040 the service and grow it
NOTE Confidence: 0.9942469

00:35:36.040 --> 00:35:37.180 in the in the
NOTE Confidence: 0.9970852

00:35:37.635 --> 00:35:39.715 most efficient way possible as
NOTE Confidence: 0.9970852

00:35:39.715 --> 00:35:40.535 we move forward.
NOTE Confidence: 0.9857246

00:35:40.835 --> 00:35:42.114 So next up,
NOTE Confidence: 0.9942084

00:35:42.835 --> 00:35:44.035 our vice president of the
NOTE Confidence: 0.9942084

00:35:44.035 --> 00:35:44.535 network,
NOTE Confidence: 0.9846022

00:35:45.155 --> 00:35:46.195 Liz Herbert, is going to
NOTE Confidence: 0.9846022

00:35:46.195 --> 00:35:47.415 talk about some developments
NOTE Confidence: 0.9852928

00:35:47.715 --> 00:35:49.315 in Waterford and Westerly. Thank
NOTE Confidence: 0.9852928

00:35:49.315 --> 00:35:49.975 you, Liz.
NOTE Confidence: 0.94618434

00:35:55.530 --> 00:35:56.969 I just hit the down
NOTE Confidence: 0.94618434

00:35:56.969 --> 00:35:57.469 arrow?
NOTE Confidence: 0.85323644

00:36:00.890 --> 00:36:01.369 Okay.
NOTE Confidence: 0.98098767

00:36:01.690 --> 00:36:02.730 So let me just good
NOTE Confidence: 0.98098767

00:36:02.730 --> 00:36:04.795 morning, everyone. Good afternoon, everyone
NOTE Confidence: 0.98098767

00:36:04.795 --> 00:36:06.075 here and online. It's great

NOTE Confidence: 0.98098767

00:36:06.075 --> 00:36:07.215 to be here with everyone.

NOTE Confidence: 0.99281025

00:36:07.515 --> 00:36:08.795 I'm gonna talk about some

NOTE Confidence: 0.99281025

00:36:08.795 --> 00:36:10.415 program changes that are happening

NOTE Confidence: 0.99281025

00:36:10.635 --> 00:36:12.094 at Westerly and Waterford.

NOTE Confidence: 0.9673781

00:36:12.555 --> 00:36:13.935 And there has been communication,

NOTE Confidence: 0.9673781

00:36:14.075 --> 00:36:14.955 so you may have read

NOTE Confidence: 0.9673781

00:36:14.955 --> 00:36:15.835 about it or heard about

NOTE Confidence: 0.9673781

00:36:15.835 --> 00:36:16.969 it already, but we thought

NOTE Confidence: 0.9673781

00:36:16.969 --> 00:36:17.770 it was a good idea

NOTE Confidence: 0.9673781

00:36:17.770 --> 00:36:18.650 just to sort of fill

NOTE Confidence: 0.9673781

00:36:18.650 --> 00:36:19.710 in the blanks and,

NOTE Confidence: 0.9948305

00:36:20.089 --> 00:36:21.049 give people a chance to

NOTE Confidence: 0.9948305

00:36:21.049 --> 00:36:21.950 ask some questions.

NOTE Confidence: 0.9854362

00:36:22.329 --> 00:36:23.049 So this is a little

NOTE Confidence: 0.9854362

00:36:23.049 --> 00:36:24.250 bit like the Academy Awards.

NOTE Confidence: 0.9854362

00:36:24.250 --> 00:36:25.369 Like, there's a million people
NOTE Confidence: 0.9854362

00:36:25.369 --> 00:36:26.969 to acknowledge who were involved
NOTE Confidence: 0.9854362

00:36:26.969 --> 00:36:28.109 with this work, but,
NOTE Confidence: 0.9636545

00:36:28.569 --> 00:36:29.369 we've all learned from the
NOTE Confidence: 0.9636545

00:36:29.369 --> 00:36:30.569 Academy Awards. Don't go there
NOTE Confidence: 0.9636545

00:36:30.569 --> 00:36:31.529 unless you've written them all
NOTE Confidence: 0.9636545

00:36:31.529 --> 00:36:32.655 down. So I just wanna
NOTE Confidence: 0.9636545

00:36:32.655 --> 00:36:33.775 say that this has been
NOTE Confidence: 0.9636545

00:36:33.775 --> 00:36:34.615 the result of a lot
NOTE Confidence: 0.9636545

00:36:34.615 --> 00:36:36.015 of thinking on the on
NOTE Confidence: 0.9636545

00:36:36.015 --> 00:36:37.475 the part of Smilo leadership,
NOTE Confidence: 0.98726517

00:36:37.935 --> 00:36:39.075 on the part of LMH
NOTE Confidence: 0.98726517

00:36:39.135 --> 00:36:40.815 leadership, and now the teams
NOTE Confidence: 0.98726517

00:36:40.815 --> 00:36:42.094 at Waterford and Westerly are
NOTE Confidence: 0.98726517

00:36:42.094 --> 00:36:43.455 deeply engaged in this work.
NOTE Confidence: 0.98726517

00:36:43.455 --> 00:36:44.415 So this is a big

NOTE Confidence: 0.98726517

00:36:44.415 --> 00:36:45.215 body of work and a

NOTE Confidence: 0.98726517

00:36:45.215 --> 00:36:46.035 lot of change.

NOTE Confidence: 0.9647148

00:36:47.410 --> 00:36:48.710 So let me just start

NOTE Confidence: 0.96030587

00:36:49.250 --> 00:36:51.010 by summarizing oh, here they

NOTE Confidence: 0.96030587

00:36:51.010 --> 00:36:51.830 are. Good.

NOTE Confidence: 0.8322324

00:36:52.130 --> 00:36:53.590 By summarizing the changes,

NOTE Confidence: 0.9723807

00:36:54.450 --> 00:36:56.050 so the the the first

NOTE Confidence: 0.9723807

00:36:56.050 --> 00:36:57.010 and the biggest change is

NOTE Confidence: 0.9723807

00:36:57.010 --> 00:36:57.750 that Westerly

NOTE Confidence: 0.98015225

00:36:58.130 --> 00:36:59.350 is going to be developed

NOTE Confidence: 0.98015225

00:36:59.410 --> 00:37:01.270 to be a classical hematology

NOTE Confidence: 0.93700486

00:37:01.570 --> 00:37:02.192 center of excellence,

NOTE Confidence: 0.99887633

00:37:03.614 --> 00:37:05.455 which means that patients who

NOTE Confidence: 0.99887633

00:37:05.455 --> 00:37:07.155 are currently undergoing treatment,

NOTE Confidence: 0.9846986

00:37:07.935 --> 00:37:09.614 for cancer, so infusions and

NOTE Confidence: 0.9846986

00:37:09.614 --> 00:37:10.114 injections,
NOTE Confidence: 0.99454874

00:37:10.655 --> 00:37:12.415 will transition that care to
NOTE Confidence: 0.99454874

00:37:12.415 --> 00:37:12.915 Waterford,
NOTE Confidence: 0.97977287

00:37:13.855 --> 00:37:15.375 by about March first, and
NOTE Confidence: 0.97977287

00:37:15.375 --> 00:37:16.094 we'll come back to the
NOTE Confidence: 0.97977287

00:37:16.094 --> 00:37:17.055 March first date in a
NOTE Confidence: 0.97977287

00:37:17.055 --> 00:37:17.555 second.
NOTE Confidence: 0.99985564

00:37:18.069 --> 00:37:19.510 So we will no longer
NOTE Confidence: 0.99985564

00:37:19.510 --> 00:37:20.569 be offering
NOTE Confidence: 0.9982692

00:37:20.869 --> 00:37:21.930 cancer treatments,
NOTE Confidence: 0.9138012

00:37:22.710 --> 00:37:24.549 infusion and injections at the
NOTE Confidence: 0.9138012

00:37:24.549 --> 00:37:25.609 Westerly site.
NOTE Confidence: 0.9848547

00:37:25.910 --> 00:37:27.910 And, but we will continue
NOTE Confidence: 0.9848547

00:37:27.910 --> 00:37:28.869 to take care of classical
NOTE Confidence: 0.9848547

00:37:28.869 --> 00:37:31.270 hematology patients, both infusions as
NOTE Confidence: 0.9848547

00:37:31.270 --> 00:37:32.390 well as clinic. And we're

NOTE Confidence: 0.9848547

00:37:32.390 --> 00:37:33.210 gonna maintain

NOTE Confidence: 0.9981164

00:37:33.714 --> 00:37:35.974 clinic for cancer patients at

NOTE Confidence: 0.9981164

00:37:36.114 --> 00:37:37.335 Westerly as well.

NOTE Confidence: 0.986101

00:37:37.795 --> 00:37:38.675 And the reason for that

NOTE Confidence: 0.986101

00:37:38.675 --> 00:37:40.515 is is, twofold. One is

NOTE Confidence: 0.986101

00:37:40.515 --> 00:37:42.434 for access for patients needing

NOTE Confidence: 0.986101

00:37:42.434 --> 00:37:43.815 consultation for their convenience.

NOTE Confidence: 0.9967717

00:37:44.114 --> 00:37:44.994 The other is that, you

NOTE Confidence: 0.9967717

00:37:44.994 --> 00:37:46.275 know, as many of you

NOTE Confidence: 0.9967717

00:37:46.275 --> 00:37:47.175 in this audience

NOTE Confidence: 0.9858996

00:37:47.640 --> 00:37:48.839 know that in any medical

NOTE Confidence: 0.9858996

00:37:48.839 --> 00:37:50.760 oncology practice, there's a large

NOTE Confidence: 0.9858996

00:37:50.760 --> 00:37:51.880 number of patients who are

NOTE Confidence: 0.9858996

00:37:51.880 --> 00:37:53.079 not getting treated and who

NOTE Confidence: 0.9858996

00:37:53.079 --> 00:37:53.960 are on some kind of

NOTE Confidence: 0.9858996

00:37:53.960 --> 00:37:54.460 follow-up.
NOTE Confidence: 0.99931914

00:37:54.839 --> 00:37:56.039 So we so there's about
NOTE Confidence: 0.99931914

00:37:56.039 --> 00:37:57.099 three thousand patients
NOTE Confidence: 0.9808792

00:37:57.719 --> 00:37:59.319 total being followed in that
NOTE Confidence: 0.9808792

00:37:59.319 --> 00:38:00.520 practice, and a a hundred
NOTE Confidence: 0.9808792

00:38:00.520 --> 00:38:01.319 and sixty of them are
NOTE Confidence: 0.9808792

00:38:01.319 --> 00:38:02.824 currently receiving treatment. So there's
NOTE Confidence: 0.9808792

00:38:02.824 --> 00:38:04.265 a lot of patients we
NOTE Confidence: 0.9808792

00:38:04.265 --> 00:38:05.625 wanted to kinda maintain that
NOTE Confidence: 0.9808792

00:38:05.625 --> 00:38:07.404 that avenue for their treatment.
NOTE Confidence: 0.9984994

00:38:09.384 --> 00:38:10.825 Waterford will be the cancer
NOTE Confidence: 0.9984994

00:38:10.825 --> 00:38:12.844 center for for that region.
NOTE Confidence: 0.9992708

00:38:13.785 --> 00:38:14.765 Classical hematology
NOTE Confidence: 0.9589773

00:38:15.384 --> 00:38:17.340 patients who are show up
NOTE Confidence: 0.9589773

00:38:17.340 --> 00:38:18.620 at Waterford or referred to
NOTE Confidence: 0.9589773

00:38:18.620 --> 00:38:19.120 Waterford

NOTE Confidence: 0.9865516
00:38:19.500 --> 00:38:20.320 will be redirected
NOTE Confidence: 0.97400415
00:38:20.700 --> 00:38:21.440 to Westerly,
NOTE Confidence: 0.9997301
00:38:21.980 --> 00:38:23.100 but the volumes are such
NOTE Confidence: 0.9997301
00:38:23.100 --> 00:38:24.780 that Waterford will continue to
NOTE Confidence: 0.9997301
00:38:24.780 --> 00:38:26.400 have some level of practice
NOTE Confidence: 0.97671604
00:38:26.940 --> 00:38:28.160 in classical hematology.
NOTE Confidence: 0.99976677
00:38:28.780 --> 00:38:30.400 We are exploring whether
NOTE Confidence: 0.96796346
00:38:30.860 --> 00:38:32.885 we can transfer their infusions
NOTE Confidence: 0.96796346
00:38:33.025 --> 00:38:34.785 to the nononk infusion program
NOTE Confidence: 0.96796346
00:38:34.785 --> 00:38:36.065 at LMH, which would help
NOTE Confidence: 0.96796346
00:38:36.065 --> 00:38:38.065 to decant Waterford. But,
NOTE Confidence: 0.9994037
00:38:38.385 --> 00:38:39.205 we're gonna
NOTE Confidence: 0.9510123
00:38:39.745 --> 00:38:40.625 there's gonna be this is
NOTE Confidence: 0.9510123
00:38:40.625 --> 00:38:41.344 sort of a work in
NOTE Confidence: 0.9510123
00:38:41.344 --> 00:38:42.305 progress, so there'll be a
NOTE Confidence: 0.9510123

00:38:42.305 --> 00:38:43.525 transition over time.
NOTE Confidence: 0.9855707

00:38:43.920 --> 00:38:45.040 Waterford is gonna need to
NOTE Confidence: 0.9855707

00:38:45.040 --> 00:38:46.800 expand its operating hours to
NOTE Confidence: 0.9855707

00:38:46.800 --> 00:38:48.000 be able to accommodate the
NOTE Confidence: 0.9855707

00:38:48.000 --> 00:38:50.020 volume of westerly patients,
NOTE Confidence: 0.99732023

00:38:50.719 --> 00:38:52.000 and that is is also
NOTE Confidence: 0.99732023

00:38:52.000 --> 00:38:53.200 kind of working its way
NOTE Confidence: 0.99732023

00:38:53.200 --> 00:38:54.559 through. There are four different
NOTE Confidence: 0.99732023

00:38:54.559 --> 00:38:56.000 unions involved at the two
NOTE Confidence: 0.99732023

00:38:56.000 --> 00:38:57.359 different hospitals that we've met
NOTE Confidence: 0.99732023

00:38:57.359 --> 00:38:58.905 with and talked to. I
NOTE Confidence: 0.99732023

00:38:58.905 --> 00:39:00.905 wanna emphasize that no one
NOTE Confidence: 0.99732023

00:39:00.905 --> 00:39:02.025 is gonna lose their job.
NOTE Confidence: 0.99732023

00:39:02.265 --> 00:39:03.465 There may be some pivoting
NOTE Confidence: 0.99732023

00:39:03.465 --> 00:39:04.445 in terms of role,
NOTE Confidence: 0.9941353

00:39:04.825 --> 00:39:06.925 but, there's gonna be no

NOTE Confidence: 0.9941353

00:39:06.985 --> 00:39:08.844 layoffs or job losses,

NOTE Confidence: 0.9915835

00:39:09.225 --> 00:39:10.525 as a result of this.

NOTE Confidence: 0.9915835

00:39:10.825 --> 00:39:11.625 And the thing I wanted

NOTE Confidence: 0.9915835

00:39:11.625 --> 00:39:12.505 to say about the March

NOTE Confidence: 0.9915835

00:39:12.505 --> 00:39:13.465 one date is that we

NOTE Confidence: 0.9915835

00:39:13.465 --> 00:39:13.860 do,

NOTE Confidence: 0.99054086

00:39:14.420 --> 00:39:15.860 intend and expect that the

NOTE Confidence: 0.99054086

00:39:15.860 --> 00:39:17.720 majority of patients will transition

NOTE Confidence: 0.99054086

00:39:17.780 --> 00:39:19.800 by then. We're working through

NOTE Confidence: 0.99054086

00:39:19.860 --> 00:39:21.220 the staffing because we can't

NOTE Confidence: 0.99054086

00:39:21.220 --> 00:39:22.760 move all the patients until

NOTE Confidence: 0.99054086

00:39:22.980 --> 00:39:24.820 Waterford has adequate staffing, and

NOTE Confidence: 0.99054086

00:39:24.820 --> 00:39:26.945 that may take, some time.

NOTE Confidence: 0.9907693

00:39:27.485 --> 00:39:27.885 And,

NOTE Confidence: 0.9815838

00:39:28.445 --> 00:39:30.205 we're also looking there's currently

NOTE Confidence: 0.9815838

00:39:30.205 --> 00:39:31.165 a review being done of
NOTE Confidence: 0.9815838

00:39:31.165 --> 00:39:33.085 each patient who's currently undergoing
NOTE Confidence: 0.9815838

00:39:33.085 --> 00:39:34.605 treatment to sort of figure
NOTE Confidence: 0.9815838

00:39:34.605 --> 00:39:35.885 out who are the easiest
NOTE Confidence: 0.9815838

00:39:35.885 --> 00:39:37.405 patients to transition. So some
NOTE Confidence: 0.9815838

00:39:37.405 --> 00:39:38.305 patients may
NOTE Confidence: 0.9943871

00:39:40.410 --> 00:39:41.930 be treated beyond March one,
NOTE Confidence: 0.9943871

00:39:41.930 --> 00:39:43.369 but it'll it'll be the
NOTE Confidence: 0.9943871

00:39:43.369 --> 00:39:44.489 bulk of patients will be
NOTE Confidence: 0.9943871

00:39:44.489 --> 00:39:45.630 transitioned by then.
NOTE Confidence: 0.97416365

00:39:47.290 --> 00:39:48.489 So a little bit about
NOTE Confidence: 0.97416365

00:39:48.489 --> 00:39:50.030 why. So that's the what.
NOTE Confidence: 0.9764223

00:39:51.049 --> 00:39:52.170 Why why are we doing
NOTE Confidence: 0.9764223

00:39:52.170 --> 00:39:53.849 this? Well, it's it's in
NOTE Confidence: 0.9764223

00:39:53.849 --> 00:39:55.790 line with Smilo's overall vision,
NOTE Confidence: 0.99212736

00:39:56.535 --> 00:39:57.594 for subspecialized

NOTE Confidence: 0.98301655

00:39:58.135 --> 00:39:59.895 care in all the disciplines,

NOTE Confidence: 0.98301655

00:39:59.895 --> 00:40:01.114 but in medical oncology.

NOTE Confidence: 0.96932817

00:40:01.575 --> 00:40:02.775 We've talked in other forums

NOTE Confidence: 0.96932817

00:40:02.775 --> 00:40:03.994 in the past about,

NOTE Confidence: 0.99868226

00:40:04.934 --> 00:40:05.434 regionalizing

NOTE Confidence: 0.98413694

00:40:05.815 --> 00:40:07.255 our care, especially outside of

NOTE Confidence: 0.98413694

00:40:07.255 --> 00:40:09.599 New Haven, to support subspecialized

NOTE Confidence: 0.98413694

00:40:09.819 --> 00:40:11.900 medical oncology care. We've talked

NOTE Confidence: 0.98413694

00:40:11.900 --> 00:40:13.440 in other settings about how,

NOTE Confidence: 0.9464877

00:40:14.060 --> 00:40:16.319 the community practices that Smilo

NOTE Confidence: 0.966622

00:40:16.780 --> 00:40:18.480 has onboarded over the years,

NOTE Confidence: 0.9695396

00:40:18.940 --> 00:40:20.300 often were characterized by a

NOTE Confidence: 0.9695396

00:40:20.300 --> 00:40:22.219 generalist model and how we

NOTE Confidence: 0.9695396

00:40:22.219 --> 00:40:24.434 really cancer medicine is has

NOTE Confidence: 0.9695396

00:40:24.434 --> 00:40:25.734 reached a level of complexity

NOTE Confidence: 0.9695396

00:40:25.795 --> 00:40:26.855 that we really need
NOTE Confidence: 0.95747226

00:40:27.234 --> 00:40:28.214 to have subspecialized
NOTE Confidence: 0.9968587

00:40:28.835 --> 00:40:30.594 practices everywhere. So this is
NOTE Confidence: 0.9968587

00:40:30.594 --> 00:40:32.035 all in keeping with that
NOTE Confidence: 0.9968587

00:40:32.035 --> 00:40:33.815 general theme of really consolidating
NOTE Confidence: 0.9968587

00:40:34.035 --> 00:40:35.734 cancer care at Waterford.
NOTE Confidence: 0.99160415

00:40:36.640 --> 00:40:37.460 Classical hematology
NOTE Confidence: 0.994523

00:40:37.840 --> 00:40:38.800 is actually a part of
NOTE Confidence: 0.994523

00:40:38.800 --> 00:40:39.540 our subspecialized
NOTE Confidence: 0.9374361

00:40:40.000 --> 00:40:40.980 plan. So,
NOTE Confidence: 0.9778552

00:40:42.800 --> 00:40:43.920 if you if you if
NOTE Confidence: 0.9778552

00:40:43.920 --> 00:40:45.200 you look at Memorial Sloan
NOTE Confidence: 0.9778552

00:40:45.200 --> 00:40:46.480 Kettering and Dana Farmer and
NOTE Confidence: 0.9778552

00:40:46.480 --> 00:40:47.300 MD Anderson,
NOTE Confidence: 0.9996331

00:40:47.840 --> 00:40:49.525 they don't have a large
NOTE Confidence: 0.9996331

00:40:49.525 --> 00:40:51.225 practice of community hematology.

NOTE Confidence: 0.99894583

00:40:52.165 --> 00:40:52.905 They provide

NOTE Confidence: 0.99808156

00:40:53.285 --> 00:40:55.045 hematology support to cancer patients,

NOTE Confidence: 0.99808156

00:40:55.045 --> 00:40:55.844 but they don't have their

NOTE Confidence: 0.99808156

00:40:55.844 --> 00:40:57.285 doors open to anyone with

NOTE Confidence: 0.99808156

00:40:57.285 --> 00:40:57.945 a benign

NOTE Confidence: 0.9978218

00:40:58.565 --> 00:40:59.065 hematologic

NOTE Confidence: 0.9987527

00:40:59.364 --> 00:40:59.864 diagnosis.

NOTE Confidence: 0.9925856

00:41:00.325 --> 00:41:01.364 And so a few years

NOTE Confidence: 0.9925856

00:41:01.364 --> 00:41:02.325 ago, we had to make

NOTE Confidence: 0.9925856

00:41:02.325 --> 00:41:02.905 a decision.

NOTE Confidence: 0.99863786

00:41:03.570 --> 00:41:05.170 What's our position with classical

NOTE Confidence: 0.99863786

00:41:05.170 --> 00:41:05.670 hematology?

NOTE Confidence: 0.987284

00:41:06.370 --> 00:41:07.810 And our decision was Yale

NOTE Confidence: 0.987284

00:41:07.810 --> 00:41:09.910 Cancer Center, Smilow Cancer Hospital.

NOTE Confidence: 0.987284

00:41:10.210 --> 00:41:11.590 The nature of our practices

NOTE Confidence: 0.987284

00:41:11.650 --> 00:41:13.590 in Connecticut are very community

NOTE Confidence: 0.987284

00:41:13.650 --> 00:41:15.170 based. And if we don't

NOTE Confidence: 0.987284

00:41:15.170 --> 00:41:16.469 take care of these patients,

NOTE Confidence: 0.99832916

00:41:16.925 --> 00:41:17.665 who will?

NOTE Confidence: 0.9828505

00:41:18.045 --> 00:41:19.005 And I think to our

NOTE Confidence: 0.9828505

00:41:19.005 --> 00:41:20.765 credit, we've we've sort of

NOTE Confidence: 0.9828505

00:41:20.765 --> 00:41:22.445 taken the opposite approach of

NOTE Confidence: 0.9828505

00:41:22.445 --> 00:41:23.565 some of the big academic

NOTE Confidence: 0.9828505

00:41:23.565 --> 00:41:25.165 cancer centers, and we've said,

NOTE Confidence: 0.9828505

00:41:25.165 --> 00:41:26.145 we're gonna build

NOTE Confidence: 0.98136693

00:41:26.605 --> 00:41:28.285 a world class classical heme

NOTE Confidence: 0.98136693

00:41:28.285 --> 00:41:28.785 program.

NOTE Confidence: 0.99585426

00:41:29.270 --> 00:41:30.150 Alfred Lee, of course, is

NOTE Confidence: 0.99585426

00:41:30.150 --> 00:41:31.430 the leader. I call him

NOTE Confidence: 0.99585426

00:41:31.430 --> 00:41:32.630 the rock star of classical

NOTE Confidence: 0.99585426

00:41:32.630 --> 00:41:33.130 hematology.

NOTE Confidence: 0.96868414

00:41:33.510 --> 00:41:34.390 He's done a great job.

NOTE Confidence: 0.96868414

00:41:34.390 --> 00:41:36.630 We've recruited more faculty. But

NOTE Confidence: 0.96868414

00:41:36.630 --> 00:41:37.910 this is this is really

NOTE Confidence: 0.96868414

00:41:37.910 --> 00:41:39.910 about really embracing classical heme

NOTE Confidence: 0.96868414

00:41:39.910 --> 00:41:40.390 and,

NOTE Confidence: 0.9994531

00:41:40.710 --> 00:41:41.829 seeing it as an important

NOTE Confidence: 0.9994531

00:41:41.829 --> 00:41:42.950 part of our mission and

NOTE Confidence: 0.9994531

00:41:42.950 --> 00:41:44.089 the care we provide.

NOTE Confidence: 0.98055255

00:41:44.785 --> 00:41:46.625 There are also operational benefits

NOTE Confidence: 0.98055255

00:41:46.625 --> 00:41:48.465 to this approach. So those

NOTE Confidence: 0.98055255

00:41:48.465 --> 00:41:49.025 of you who have been

NOTE Confidence: 0.98055255

00:41:49.025 --> 00:41:49.685 to Waterford,

NOTE Confidence: 0.9716587

00:41:50.225 --> 00:41:50.945 you know, I know we

NOTE Confidence: 0.9716587

00:41:50.945 --> 00:41:52.305 all have our biases, but

NOTE Confidence: 0.9716587

00:41:52.305 --> 00:41:53.844 it is a beautiful site.

NOTE Confidence: 0.9716587

00:41:53.905 --> 00:41:54.705 It's a state of the
NOTE Confidence: 0.9716587

00:41:54.705 --> 00:41:56.325 art cancer center. It has
NOTE Confidence: 0.9716587

00:41:56.465 --> 00:41:58.385 a great radiation oncology program.
NOTE Confidence: 0.9716587

00:41:58.385 --> 00:41:59.605 It has surgical consultation.
NOTE Confidence: 0.78120506

00:42:00.519 --> 00:42:01.339 It has medical oncology
NOTE Confidence: 0.8772651

00:42:02.119 --> 00:42:02.920 and hematology. And so it
NOTE Confidence: 0.8772651

00:42:03.079 --> 00:42:04.460 and it also is on
NOTE Confidence: 0.918522

00:42:04.920 --> 00:42:05.960 a a plot of land
NOTE Confidence: 0.918522

00:42:05.960 --> 00:42:06.839 that there is room to
NOTE Confidence: 0.918522

00:42:06.839 --> 00:42:07.799 grow. And there has been
NOTE Confidence: 0.918522

00:42:07.799 --> 00:42:08.299 discussion
NOTE Confidence: 0.9407569

00:42:08.839 --> 00:42:09.960 in the past and that
NOTE Confidence: 0.9407569

00:42:09.960 --> 00:42:11.480 will now come to more
NOTE Confidence: 0.9407569

00:42:11.480 --> 00:42:13.579 fruition about expanding its footprint,
NOTE Confidence: 0.9858126

00:42:14.035 --> 00:42:15.555 potentially adding imaging, and really
NOTE Confidence: 0.9858126

00:42:15.555 --> 00:42:16.695 making it a comprehensive,

NOTE Confidence: 0.9783908
00:42:17.315 --> 00:42:17.815 site.
NOTE Confidence: 0.9998624
00:42:18.195 --> 00:42:19.395 So it's a great place
NOTE Confidence: 0.9998624
00:42:19.395 --> 00:42:19.895 to
NOTE Confidence: 0.9998029
00:42:20.195 --> 00:42:21.895 build a full cancer program.
NOTE Confidence: 0.9821832
00:42:22.995 --> 00:42:24.915 At Westerly, the infusion program
NOTE Confidence: 0.9821832
00:42:24.915 --> 00:42:26.275 has more than doubled since
NOTE Confidence: 0.9821832
00:42:26.275 --> 00:42:27.395 twenty twenty. It is just
NOTE Confidence: 0.9821832
00:42:27.475 --> 00:42:28.355 you look at the graphs,
NOTE Confidence: 0.9821832
00:42:28.355 --> 00:42:29.980 they go like this. And
NOTE Confidence: 0.9821832
00:42:29.980 --> 00:42:30.940 and that is great. It's
NOTE Confidence: 0.9821832
00:42:30.940 --> 00:42:32.400 been a very successful program,
NOTE Confidence: 0.9821832
00:42:32.620 --> 00:42:34.060 but it is landlocked. There
NOTE Confidence: 0.9821832
00:42:34.060 --> 00:42:34.940 is no room for them
NOTE Confidence: 0.9821832
00:42:34.940 --> 00:42:35.980 to grow. There's not an
NOTE Confidence: 0.9821832
00:42:35.980 --> 00:42:37.360 obvious path to expansion.
NOTE Confidence: 0.9887938

00:42:38.780 --> 00:42:40.219 And so this this this
NOTE Confidence: 0.9887938

00:42:40.219 --> 00:42:41.500 allows us to really allow
NOTE Confidence: 0.9887938

00:42:41.500 --> 00:42:43.020 classical heme to have more
NOTE Confidence: 0.9887938

00:42:43.020 --> 00:42:43.785 breathing room
NOTE Confidence: 0.97874635

00:42:44.265 --> 00:42:45.085 at Westerly.
NOTE Confidence: 0.99971396

00:42:45.545 --> 00:42:46.844 And there are efficiencies
NOTE Confidence: 0.98776156

00:42:47.305 --> 00:42:48.744 gained that really, I think,
NOTE Confidence: 0.98776156

00:42:48.744 --> 00:42:50.505 will allow us to sustain
NOTE Confidence: 0.98776156

00:42:50.505 --> 00:42:51.164 our programs,
NOTE Confidence: 0.9761457

00:42:52.025 --> 00:42:53.645 over the years that that
NOTE Confidence: 0.9761457

00:42:53.864 --> 00:42:55.805 there's efficiencies gained in having
NOTE Confidence: 0.9761457

00:42:55.864 --> 00:42:57.464 cancer care all in in
NOTE Confidence: 0.9761457

00:42:57.464 --> 00:42:58.204 one site.
NOTE Confidence: 0.9891355

00:42:59.210 --> 00:43:00.410 And then I'll just end
NOTE Confidence: 0.9891355

00:43:00.410 --> 00:43:01.609 by a little bit of
NOTE Confidence: 0.9891355

00:43:01.609 --> 00:43:02.730 the how are we gonna

NOTE Confidence: 0.9891355

00:43:02.730 --> 00:43:03.849 do this, and I wanna

NOTE Confidence: 0.9891355

00:43:03.849 --> 00:43:04.670 really give

NOTE Confidence: 0.9953586

00:43:05.049 --> 00:43:06.809 tremendous kudos to the teams

NOTE Confidence: 0.9953586

00:43:06.809 --> 00:43:08.109 at Waterford and Westerly.

NOTE Confidence: 0.9834586

00:43:08.890 --> 00:43:10.089 This is not an easy

NOTE Confidence: 0.9834586

00:43:10.089 --> 00:43:11.130 change. I'm sure many of

NOTE Confidence: 0.9834586

00:43:11.130 --> 00:43:12.010 you in this room are

NOTE Confidence: 0.9834586

00:43:12.010 --> 00:43:12.910 thinking, wow.

NOTE Confidence: 0.99331254

00:43:13.415 --> 00:43:14.455 It's it is it is

NOTE Confidence: 0.99331254

00:43:14.455 --> 00:43:15.175 a it is a big

NOTE Confidence: 0.99331254

00:43:15.175 --> 00:43:16.214 change for the staff and

NOTE Confidence: 0.99331254

00:43:16.214 --> 00:43:17.114 for their patients.

NOTE Confidence: 0.9928671

00:43:17.575 --> 00:43:18.935 I wanna say I've been

NOTE Confidence: 0.9928671

00:43:18.935 --> 00:43:19.835 so impressed,

NOTE Confidence: 0.9856577

00:43:20.855 --> 00:43:22.295 and really proud to be

NOTE Confidence: 0.9856577

00:43:22.295 --> 00:43:23.114 a part of,
NOTE Confidence: 0.9841679

00:43:24.695 --> 00:43:26.535 those teams where their focus
NOTE Confidence: 0.9841679

00:43:26.535 --> 00:43:27.734 is on their patients and
NOTE Confidence: 0.9841679

00:43:27.734 --> 00:43:28.775 how to make this work
NOTE Confidence: 0.9841679

00:43:28.775 --> 00:43:30.510 for them. And we've had
NOTE Confidence: 0.9841679

00:43:30.510 --> 00:43:32.190 several conversations and meetings with
NOTE Confidence: 0.9841679

00:43:32.190 --> 00:43:32.910 the group, and we had
NOTE Confidence: 0.9841679

00:43:32.910 --> 00:43:34.370 a big all hands meeting
NOTE Confidence: 0.9841679

00:43:34.430 --> 00:43:35.570 last Thursday night.
NOTE Confidence: 0.9916562

00:43:35.870 --> 00:43:37.710 Doctor Billingsley was there. Toby
NOTE Confidence: 0.9916562

00:43:37.710 --> 00:43:39.150 was there. We we really,
NOTE Confidence: 0.97177786

00:43:40.910 --> 00:43:42.350 had a great conversation with
NOTE Confidence: 0.97177786

00:43:42.350 --> 00:43:42.850 them.
NOTE Confidence: 0.9949896

00:43:43.235 --> 00:43:45.335 Really great questions, very constructive,
NOTE Confidence: 0.9949896

00:43:45.555 --> 00:43:46.915 and lots of great ideas
NOTE Confidence: 0.9949896

00:43:46.915 --> 00:43:47.715 about how to move this

NOTE Confidence: 0.9949896

00:43:47.715 --> 00:43:48.215 forward.

NOTE Confidence: 0.9859042

00:43:48.515 --> 00:43:49.635 So this this list is

NOTE Confidence: 0.9859042

00:43:49.635 --> 00:43:50.594 not meant to be exhaustive,

NOTE Confidence: 0.9859042

00:43:50.594 --> 00:43:51.315 but just to sort of

NOTE Confidence: 0.9859042

00:43:51.315 --> 00:43:52.114 give you a sense of,

NOTE Confidence: 0.9859042

00:43:52.114 --> 00:43:53.155 like, yes, we're thinking about

NOTE Confidence: 0.9859042

00:43:53.235 --> 00:43:54.515 because you're thinking, what about

NOTE Confidence: 0.9859042

00:43:54.515 --> 00:43:55.619 this? What about that? We're

NOTE Confidence: 0.9859042

00:43:55.619 --> 00:43:56.819 thinking about all those things.

NOTE Confidence: 0.9859042

00:43:56.819 --> 00:43:58.660 So patients have been communicated

NOTE Confidence: 0.9859042

00:43:58.660 --> 00:43:59.619 with, but we need to

NOTE Confidence: 0.9859042

00:43:59.619 --> 00:44:01.460 really have ongoing support and

NOTE Confidence: 0.9859042

00:44:01.460 --> 00:44:03.140 scripting for explaining this change

NOTE Confidence: 0.9859042

00:44:03.140 --> 00:44:04.739 to patients and helping them

NOTE Confidence: 0.9859042

00:44:04.739 --> 00:44:06.359 understand the value of

NOTE Confidence: 0.9509099

00:44:06.819 --> 00:44:08.660 potentially for some patients. You
NOTE Confidence: 0.9509099

00:44:08.660 --> 00:44:09.945 know, I wanna say thirty
NOTE Confidence: 0.9509099

00:44:09.945 --> 00:44:12.125 five, forty percent of westerly
NOTE Confidence: 0.9509099

00:44:12.344 --> 00:44:14.525 patients actually live in Connecticut.
NOTE Confidence: 0.98975056

00:44:14.985 --> 00:44:16.265 And so for many patients,
NOTE Confidence: 0.98975056

00:44:16.265 --> 00:44:17.085 it's actually,
NOTE Confidence: 0.9592807

00:44:17.465 --> 00:44:19.305 not a a much longer
NOTE Confidence: 0.9592807

00:44:19.305 --> 00:44:21.065 trip. But I think we
NOTE Confidence: 0.9592807

00:44:21.065 --> 00:44:23.019 we really I believe that
NOTE Confidence: 0.9592807

00:44:23.019 --> 00:44:24.619 Yale Cancer Center, Smilow Cancer
NOTE Confidence: 0.9592807

00:44:24.619 --> 00:44:26.460 Hospital provides the best cancer
NOTE Confidence: 0.9592807

00:44:26.460 --> 00:44:27.900 care in this region and
NOTE Confidence: 0.9592807

00:44:27.900 --> 00:44:29.420 that it's important for patients
NOTE Confidence: 0.9592807

00:44:29.420 --> 00:44:30.539 to get their care with
NOTE Confidence: 0.9592807

00:44:30.539 --> 00:44:31.039 us.
NOTE Confidence: 0.9094713

00:44:31.980 --> 00:44:33.839 Patient navigation and transportation,

NOTE Confidence: 0.9807652

00:44:34.715 --> 00:44:35.835 all of this is being

NOTE Confidence: 0.9807652

00:44:35.915 --> 00:44:37.035 there's work group that's gonna

NOTE Confidence: 0.9807652

00:44:37.035 --> 00:44:38.155 work on these things. There's

NOTE Confidence: 0.9807652

00:44:38.155 --> 00:44:39.835 philanthropy available to help us

NOTE Confidence: 0.9807652

00:44:39.835 --> 00:44:42.155 assist patients with getting to

NOTE Confidence: 0.9807652

00:44:42.155 --> 00:44:43.375 Waterford as needed.

NOTE Confidence: 0.99544954

00:44:43.755 --> 00:44:44.475 We've done a lot of

NOTE Confidence: 0.99544954

00:44:44.475 --> 00:44:46.235 work with our, revenue cycle

NOTE Confidence: 0.99544954

00:44:46.235 --> 00:44:47.880 colleagues to pave the way

NOTE Confidence: 0.99544954

00:44:47.880 --> 00:44:49.079 to make sure that Rhode

NOTE Confidence: 0.99544954

00:44:49.079 --> 00:44:50.440 Island insurers are gonna cover

NOTE Confidence: 0.99544954

00:44:50.440 --> 00:44:51.420 care in Waterford.

NOTE Confidence: 0.98967654

00:44:51.799 --> 00:44:53.160 We're pretty much assured that

NOTE Confidence: 0.98967654

00:44:53.160 --> 00:44:53.960 that is gonna be the

NOTE Confidence: 0.98967654

00:44:53.960 --> 00:44:55.079 case, but we've been working

NOTE Confidence: 0.98967654

00:44:55.079 --> 00:44:55.739 through that,
NOTE Confidence: 0.9765838

00:44:56.119 --> 00:44:57.900 sort of payer by payer.
NOTE Confidence: 0.99706954

00:44:58.839 --> 00:45:00.359 The physicians and advanced practice
NOTE Confidence: 0.99706954

00:45:00.359 --> 00:45:01.799 providers are working through who's
NOTE Confidence: 0.99706954

00:45:01.799 --> 00:45:02.864 gonna be at what sites
NOTE Confidence: 0.99706954

00:45:02.864 --> 00:45:03.825 and what days of the
NOTE Confidence: 0.99706954

00:45:03.825 --> 00:45:05.105 week. There's gonna be a
NOTE Confidence: 0.99706954

00:45:05.105 --> 00:45:07.025 need for clinical communications and
NOTE Confidence: 0.99706954

00:45:07.025 --> 00:45:07.525 coordination.
NOTE Confidence: 0.999874

00:45:07.985 --> 00:45:08.965 We need to modify
NOTE Confidence: 0.99216163

00:45:09.505 --> 00:45:10.625 how we talk to patients
NOTE Confidence: 0.99216163

00:45:10.625 --> 00:45:11.985 on intake, those who are
NOTE Confidence: 0.99216163

00:45:11.985 --> 00:45:13.445 electing to come to Westerly
NOTE Confidence: 0.99216163

00:45:13.505 --> 00:45:14.805 who have a cancer diagnosis.
NOTE Confidence: 0.9753096

00:45:15.239 --> 00:45:16.680 We're talking to the community,
NOTE Confidence: 0.9753096

00:45:16.680 --> 00:45:17.820 the referral community,

NOTE Confidence: 0.9493327

00:45:18.200 --> 00:45:19.100 and then also,

NOTE Confidence: 0.9988052

00:45:19.800 --> 00:45:21.239 the staff themselves are are

NOTE Confidence: 0.9988052

00:45:21.239 --> 00:45:22.520 kind of talking about ways

NOTE Confidence: 0.9988052

00:45:22.520 --> 00:45:23.260 to support

NOTE Confidence: 0.9986045

00:45:23.640 --> 00:45:25.000 themselves and each other through

NOTE Confidence: 0.9986045

00:45:25.000 --> 00:45:26.300 this transition. So

NOTE Confidence: 0.9715416

00:45:26.680 --> 00:45:27.880 a lot of work happening,

NOTE Confidence: 0.9715416

00:45:27.880 --> 00:45:29.160 I think, ultimately, is gonna

NOTE Confidence: 0.9715416

00:45:29.160 --> 00:45:30.655 be very good for our

NOTE Confidence: 0.9715416

00:45:30.655 --> 00:45:32.094 patients, and and we're we're

NOTE Confidence: 0.9715416

00:45:32.094 --> 00:45:33.395 kind of, I think,

NOTE Confidence: 0.99885345

00:45:33.934 --> 00:45:35.375 working well together to get

NOTE Confidence: 0.99885345

00:45:35.375 --> 00:45:36.755 ourselves there. So

NOTE Confidence: 0.9993952

00:45:37.694 --> 00:45:38.815 I'm happy to take any

NOTE Confidence: 0.9993952

00:45:38.815 --> 00:45:39.315 questions.

NOTE Confidence: 0.9986308

00:45:45.390 --> 00:45:46.450 Should I be reading
NOTE Confidence: 0.8798274

00:45:46.989 --> 00:45:49.090 the chat? No. Okay.
NOTE Confidence: 0.99023604

00:45:50.350 --> 00:45:52.369 Thank you. Thanks, Liz.
NOTE Confidence: 0.9206849

00:46:05.995 --> 00:46:06.735 While we're
NOTE Confidence: 0.976838

00:46:07.035 --> 00:46:08.895 getting the next, presenter,
NOTE Confidence: 0.9619428

00:46:09.755 --> 00:46:11.760 is gonna be online. So
NOTE Confidence: 0.9619428

00:46:11.820 --> 00:46:13.020 there was one question, Liz.
NOTE Confidence: 0.9619428

00:46:13.020 --> 00:46:13.739 I don't know if you
NOTE Confidence: 0.9619428

00:46:13.739 --> 00:46:14.239 wanna
NOTE Confidence: 0.9666585

00:46:14.540 --> 00:46:15.680 address or
NOTE Confidence: 0.9876049

00:46:16.220 --> 00:46:17.040 around the
NOTE Confidence: 0.9719997

00:46:17.340 --> 00:46:19.340 Medicare patients or Medicaid patients
NOTE Confidence: 0.9719997

00:46:19.340 --> 00:46:20.320 from Rhode Island,
NOTE Confidence: 0.9422485

00:46:21.980 --> 00:46:22.940 being able to get care
NOTE Confidence: 0.9422485

00:46:22.940 --> 00:46:24.380 in Waterford. Yeah. Fund has
NOTE Confidence: 0.9422485

00:46:24.380 --> 00:46:26.239 been a major concern, and,

NOTE Confidence: 0.949408
00:46:26.875 --> 00:46:28.955 Doreenius Williams and her team
NOTE Confidence: 0.949408
00:46:28.955 --> 00:46:30.635 are, there's there's actually a
NOTE Confidence: 0.949408
00:46:30.635 --> 00:46:31.995 provision in the Rhode Island
NOTE Confidence: 0.949408
00:46:31.995 --> 00:46:33.775 Medicare Medicaid regulations
NOTE Confidence: 0.9980831
00:46:34.395 --> 00:46:35.535 that says care
NOTE Confidence: 0.99889565
00:46:35.835 --> 00:46:37.295 can be provided in,
NOTE Confidence: 0.905762
00:46:37.995 --> 00:46:39.835 like, a border communities, and
NOTE Confidence: 0.905762
00:46:39.835 --> 00:46:41.035 it lists what they are,
NOTE Confidence: 0.905762
00:46:41.035 --> 00:46:42.450 and Waterford's on that list.
NOTE Confidence: 0.9466745
00:46:42.930 --> 00:46:44.770 And so Doremus' team has
NOTE Confidence: 0.9466745
00:46:44.770 --> 00:46:45.890 been talking too because there's
NOTE Confidence: 0.9466745
00:46:45.890 --> 00:46:47.430 a lot of managed Medicaid
NOTE Confidence: 0.9466745
00:46:47.489 --> 00:46:48.770 in Rhode Island, so it's
NOTE Confidence: 0.9466745
00:46:48.770 --> 00:46:50.550 different. It's not just one,
NOTE Confidence: 0.9897851
00:46:51.010 --> 00:46:52.849 sort of plan administrator. So
NOTE Confidence: 0.9897851

00:46:52.849 --> 00:46:54.210 they're making their way through

NOTE Confidence: 0.9897851

00:46:54.210 --> 00:46:55.510 all the plans, and

NOTE Confidence: 0.9953086

00:46:55.895 --> 00:46:57.575 we they're pretty confident that

NOTE Confidence: 0.9953086

00:46:57.575 --> 00:46:58.635 we will get,

NOTE Confidence: 0.990158

00:46:59.255 --> 00:47:00.935 approval that that Waterford will

NOTE Confidence: 0.990158

00:47:00.935 --> 00:47:01.974 be seen as in network

NOTE Confidence: 0.990158

00:47:01.974 --> 00:47:03.255 for those patients. But there's

NOTE Confidence: 0.990158

00:47:03.255 --> 00:47:04.454 a couple of plans that

NOTE Confidence: 0.990158

00:47:04.454 --> 00:47:05.734 we're just waiting for that

NOTE Confidence: 0.990158

00:47:05.734 --> 00:47:06.635 final word.

NOTE Confidence: 0.9974996

00:47:14.750 --> 00:47:15.810 Thanks, Liz.

NOTE Confidence: 0.9354288

00:47:16.750 --> 00:47:18.110 Next up, we have Tara

NOTE Confidence: 0.9354288

00:47:18.110 --> 00:47:18.610 Sanf.

NOTE Confidence: 0.9559159

00:47:19.070 --> 00:47:20.750 Tara is our chief patient

NOTE Confidence: 0.9559159

00:47:20.750 --> 00:47:21.730 experience officer.

NOTE Confidence: 0.9723954

00:47:22.350 --> 00:47:23.550 Tara will be speaking about

NOTE Confidence: 0.9723954
00:47:23.550 --> 00:47:24.930 patient wait times.
NOTE Confidence: 0.97386026
00:47:25.635 --> 00:47:26.135 And,
NOTE Confidence: 0.9995963
00:47:27.155 --> 00:47:28.594 Tara is coming to us
NOTE Confidence: 0.9995963
00:47:28.594 --> 00:47:29.094 from
NOTE Confidence: 0.98680717
00:47:29.635 --> 00:47:30.695 clinic in Guilford.
NOTE Confidence: 0.9122553
00:47:32.755 --> 00:47:34.195 Thanks, Kevin. Do you guys
NOTE Confidence: 0.9122553
00:47:34.195 --> 00:47:35.175 hear me okay?
NOTE Confidence: 0.9991644
00:47:38.600 --> 00:47:39.980 Everyone can hear me okay?
NOTE Confidence: 0.99968445
00:47:40.680 --> 00:47:42.140 Yes. Thank you. Okay.
NOTE Confidence: 0.9881982
00:47:46.920 --> 00:47:48.280 So I'll be quick because
NOTE Confidence: 0.9881982
00:47:48.280 --> 00:47:49.640 I'm I know that we're
NOTE Confidence: 0.9881982
00:47:49.640 --> 00:47:50.600 almost at the end of
NOTE Confidence: 0.9881982
00:47:50.600 --> 00:47:51.260 the hour.
NOTE Confidence: 0.9128158
00:47:52.185 --> 00:47:53.145 Sorry I can't be there
NOTE Confidence: 0.9128158
00:47:53.145 --> 00:47:54.125 in person today.
NOTE Confidence: 0.9641767

00:47:54.905 --> 00:47:56.265 But I did wanna just
NOTE Confidence: 0.9641767

00:47:56.265 --> 00:47:57.005 go over,
NOTE Confidence: 0.9392124

00:47:58.585 --> 00:48:00.344 a quality initiative that the
NOTE Confidence: 0.9392124

00:48:00.344 --> 00:48:02.025 patient experience team did,
NOTE Confidence: 0.99956053

00:48:02.585 --> 00:48:04.285 last academic year.
NOTE Confidence: 0.973477

00:48:05.609 --> 00:48:07.130 We have, you know, monthly
NOTE Confidence: 0.973477

00:48:07.130 --> 00:48:09.130 reviews of all of the,
NOTE Confidence: 0.973477

00:48:09.529 --> 00:48:11.150 Press Ganey scores and comments.
NOTE Confidence: 0.9750831

00:48:12.089 --> 00:48:13.930 And, you might not realize,
NOTE Confidence: 0.9750831

00:48:13.930 --> 00:48:15.049 but, you know, about fifteen
NOTE Confidence: 0.9750831

00:48:15.049 --> 00:48:16.329 to twenty percent of all
NOTE Confidence: 0.9750831

00:48:16.329 --> 00:48:17.549 comments about Smilo,
NOTE Confidence: 0.9901292

00:48:18.250 --> 00:48:19.609 submitted to Press Ganey are
NOTE Confidence: 0.9901292

00:48:19.609 --> 00:48:20.109 negative.
NOTE Confidence: 0.99081254

00:48:21.585 --> 00:48:22.945 And so most of our
NOTE Confidence: 0.99081254

00:48:22.945 --> 00:48:24.325 comments are very positive.

NOTE Confidence: 0.97969395

00:48:25.344 --> 00:48:26.385 We wanted to look at

NOTE Confidence: 0.97969395

00:48:26.385 --> 00:48:28.465 themes around these negative comments,

NOTE Confidence: 0.97969395

00:48:28.465 --> 00:48:29.985 and and one of our

NOTE Confidence: 0.97969395

00:48:29.985 --> 00:48:31.925 project managers, Carol Esquivel,

NOTE Confidence: 0.98271114

00:48:32.864 --> 00:48:33.765 did an analysis.

NOTE Confidence: 0.8903107

00:48:34.145 --> 00:48:35.370 You can see here in

NOTE Confidence: 0.8903107

00:48:35.450 --> 00:48:36.330 the dates were,

NOTE Confidence: 0.9647174

00:48:38.090 --> 00:48:39.450 from a year from twenty

NOTE Confidence: 0.9647174

00:48:39.450 --> 00:48:40.570 twenty two to twenty twenty

NOTE Confidence: 0.9647174

00:48:40.570 --> 00:48:41.930 three. She looked at twenty

NOTE Confidence: 0.9647174

00:48:41.930 --> 00:48:42.650 one different,

NOTE Confidence: 0.9791745

00:48:42.970 --> 00:48:44.990 clinics and analyzed their comments

NOTE Confidence: 0.94418824

00:48:45.610 --> 00:48:47.210 and, was looking for,

NOTE Confidence: 0.9849143

00:48:47.930 --> 00:48:49.704 the reviews about wait times.

NOTE Confidence: 0.9849143

00:48:49.704 --> 00:48:51.224 And what we found was

NOTE Confidence: 0.9849143

00:48:51.224 --> 00:48:52.585 that, you know, almost fifty
NOTE Confidence: 0.9849143

00:48:52.585 --> 00:48:53.864 percent of those comments were
NOTE Confidence: 0.9849143

00:48:53.864 --> 00:48:56.045 negative about wait times and
NOTE Confidence: 0.9983409

00:48:56.585 --> 00:48:58.444 that the themes were
NOTE Confidence: 0.9997268

00:48:58.984 --> 00:49:00.765 centered around lack of communication
NOTE Confidence: 0.9863672

00:49:01.224 --> 00:49:02.444 pertaining to delays,
NOTE Confidence: 0.9563684

00:49:03.489 --> 00:49:04.770 long wait times in waiting
NOTE Confidence: 0.9563684

00:49:04.770 --> 00:49:06.210 rooms and exam areas, and
NOTE Confidence: 0.9563684

00:49:06.210 --> 00:49:07.430 and feeling vulnerable
NOTE Confidence: 0.9172546

00:49:08.290 --> 00:49:09.590 or forgotten about.
NOTE Confidence: 0.9835884

00:49:10.610 --> 00:49:12.610 And, you know, we're probably
NOTE Confidence: 0.9835884

00:49:12.610 --> 00:49:13.570 not gonna be able to
NOTE Confidence: 0.9835884

00:49:13.570 --> 00:49:15.250 reduce wait times so that
NOTE Confidence: 0.9835884

00:49:15.250 --> 00:49:16.825 they're they don't exist. But
NOTE Confidence: 0.9835884

00:49:16.825 --> 00:49:17.785 what could we do? Can
NOTE Confidence: 0.9835884

00:49:17.785 --> 00:49:19.245 we improve communication?

NOTE Confidence: 0.99911773

00:49:19.545 --> 00:49:20.425 Because a lot of that

NOTE Confidence: 0.99911773

00:49:20.425 --> 00:49:21.645 suffering came around

NOTE Confidence: 0.9644131

00:49:21.945 --> 00:49:23.005 not being informed,

NOTE Confidence: 0.9987967

00:49:23.705 --> 00:49:25.325 or feeling forgotten about.

NOTE Confidence: 0.98171514

00:49:26.985 --> 00:49:27.545 So we,

NOTE Confidence: 0.97026384

00:49:28.025 --> 00:49:30.445 put together a project charter.

NOTE Confidence: 0.98326814

00:49:31.150 --> 00:49:32.610 Our goals were to reframe

NOTE Confidence: 0.9855725

00:49:33.230 --> 00:49:35.170 the wait time experience, enhance

NOTE Confidence: 0.9855725

00:49:35.310 --> 00:49:37.150 communication skills, and and really

NOTE Confidence: 0.9855725

00:49:37.150 --> 00:49:38.130 deliver something

NOTE Confidence: 0.9594907

00:49:39.150 --> 00:49:40.670 to all we call them

NOTE Confidence: 0.9594907

00:49:40.670 --> 00:49:42.670 frontline caregivers, like front desk

NOTE Confidence: 0.9594907

00:49:42.670 --> 00:49:43.810 and MA staff

NOTE Confidence: 0.9799189

00:49:44.325 --> 00:49:46.244 across the network. So everyone

NOTE Confidence: 0.9799189

00:49:46.244 --> 00:49:47.545 sort of got the same

NOTE Confidence: 0.9799189

00:49:47.765 --> 00:49:48.265 messages,
NOTE Confidence: 0.97055376

00:49:49.045 --> 00:49:49.925 and we were all on
NOTE Confidence: 0.97055376

00:49:49.925 --> 00:49:50.744 the same page.
NOTE Confidence: 0.9494531

00:49:51.045 --> 00:49:52.085 And we wanted to see
NOTE Confidence: 0.9494531

00:49:52.085 --> 00:49:54.344 if our Press Ganey comments
NOTE Confidence: 0.9494531

00:49:54.484 --> 00:49:56.405 would, would improve or if
NOTE Confidence: 0.9494531

00:49:56.405 --> 00:49:58.244 we could reduce those negative
NOTE Confidence: 0.9494531

00:49:58.244 --> 00:49:59.385 comments at least.
NOTE Confidence: 0.9824064

00:50:00.099 --> 00:50:00.980 And this was really a
NOTE Confidence: 0.9824064

00:50:00.980 --> 00:50:01.480 multidisciplinary
NOTE Confidence: 0.98087686

00:50:02.099 --> 00:50:02.599 effort.
NOTE Confidence: 0.8617364

00:50:04.020 --> 00:50:05.640 So first we conducted,
NOTE Confidence: 0.99930525

00:50:06.420 --> 00:50:06.920 eleven
NOTE Confidence: 0.96871626

00:50:07.460 --> 00:50:09.460 focus groups just going to
NOTE Confidence: 0.96871626

00:50:09.460 --> 00:50:10.520 talk to frontline
NOTE Confidence: 0.9980319

00:50:10.980 --> 00:50:11.480 caregivers

NOTE Confidence: 0.9994219

00:50:11.780 --> 00:50:12.920 about their experiences

NOTE Confidence: 0.997644

00:50:13.885 --> 00:50:15.405 with patients as it relates

NOTE Confidence: 0.997644

00:50:15.405 --> 00:50:16.145 to waiting.

NOTE Confidence: 0.9731421

00:50:17.085 --> 00:50:18.605 And then after that, you

NOTE Confidence: 0.9731421

00:50:18.605 --> 00:50:19.965 know, we created a working

NOTE Confidence: 0.9731421

00:50:19.965 --> 00:50:20.465 group,

NOTE Confidence: 0.9896834

00:50:20.765 --> 00:50:22.385 and I used my,

NOTE Confidence: 0.97249275

00:50:22.925 --> 00:50:23.425 ERCC

NOTE Confidence: 0.99963367

00:50:23.805 --> 00:50:26.125 training to adapt into a

NOTE Confidence: 0.99963367

00:50:26.125 --> 00:50:26.945 one hour

NOTE Confidence: 0.9998777

00:50:27.869 --> 00:50:28.369 workshop

NOTE Confidence: 0.9695579

00:50:28.750 --> 00:50:30.190 that was centered around the

NOTE Confidence: 0.9695579

00:50:30.190 --> 00:50:31.950 themes of communicating wait times,

NOTE Confidence: 0.9695579

00:50:31.950 --> 00:50:33.650 but really continued to

NOTE Confidence: 0.9838243

00:50:34.029 --> 00:50:35.730 promote the skills that we

NOTE Confidence: 0.9838243

00:50:35.869 --> 00:50:37.329 talk about in the ERCC
NOTE Confidence: 0.9838243

00:50:37.469 --> 00:50:37.969 workshop.
NOTE Confidence: 0.99281836

00:50:39.645 --> 00:50:40.844 We would love to have
NOTE Confidence: 0.99281836

00:50:40.844 --> 00:50:42.465 all of these frontline caregivers
NOTE Confidence: 0.9980705

00:50:42.765 --> 00:50:43.585 take the
NOTE Confidence: 0.96767724

00:50:43.965 --> 00:50:44.844 full four and a half
NOTE Confidence: 0.96767724

00:50:44.844 --> 00:50:46.045 hour course, but that's really
NOTE Confidence: 0.96767724

00:50:46.045 --> 00:50:48.364 hard. So, understanding that we
NOTE Confidence: 0.96767724

00:50:48.364 --> 00:50:49.405 needed to go to them.
NOTE Confidence: 0.96767724

00:50:49.405 --> 00:50:51.185 The the one hour interactive
NOTE Confidence: 0.96767724

00:50:51.325 --> 00:50:51.825 workshop,
NOTE Confidence: 0.98069644

00:50:52.680 --> 00:50:54.280 was something we thought would
NOTE Confidence: 0.98069644

00:50:54.280 --> 00:50:55.880 help everyone and be be
NOTE Confidence: 0.98069644

00:50:55.880 --> 00:50:56.380 feasible.
NOTE Confidence: 0.98473465

00:50:58.440 --> 00:50:58.760 So,
NOTE Confidence: 0.978369

00:50:59.239 --> 00:51:00.839 there are three main skill

NOTE Confidence: 0.978369
00:51:00.839 --> 00:51:01.339 sets
NOTE Confidence: 0.9627011
00:51:01.800 --> 00:51:04.200 in the ERCC program that
NOTE Confidence: 0.9627011
00:51:04.200 --> 00:51:05.719 we again, taking all the
NOTE Confidence: 0.9627011
00:51:05.719 --> 00:51:07.605 focus group information into account
NOTE Confidence: 0.9627011
00:51:07.665 --> 00:51:08.165 adapted.
NOTE Confidence: 0.98218954
00:51:08.625 --> 00:51:09.685 And then we added,
NOTE Confidence: 0.93285114
00:51:10.545 --> 00:51:12.405 some content on de escalating
NOTE Confidence: 0.93285114
00:51:12.625 --> 00:51:13.525 verbal abuse
NOTE Confidence: 0.87770575
00:51:13.985 --> 00:51:15.985 because as, you might know
NOTE Confidence: 0.87770575
00:51:15.985 --> 00:51:17.265 since COVID at least the
NOTE Confidence: 0.87770575
00:51:17.265 --> 00:51:18.165 number of,
NOTE Confidence: 0.9973917
00:51:19.670 --> 00:51:20.170 really
NOTE Confidence: 0.6207938
00:51:20.550 --> 00:51:21.050 abusive
NOTE Confidence: 0.99148566
00:51:21.510 --> 00:51:23.130 interactions has gone up.
NOTE Confidence: 0.92010474
00:51:23.510 --> 00:51:25.030 But just for review, these
NOTE Confidence: 0.92010474

00:51:25.110 --> 00:51:26.390 the skills are here creating
NOTE Confidence: 0.92010474

00:51:26.390 --> 00:51:27.989 a warm welcome which builds
NOTE Confidence: 0.92010474

00:51:27.989 --> 00:51:29.130 trust and rapport,
NOTE Confidence: 0.99961

00:51:29.910 --> 00:51:30.410 listening
NOTE Confidence: 0.9448289

00:51:30.790 --> 00:51:33.030 with reflection and responding with
NOTE Confidence: 0.9448289

00:51:33.030 --> 00:51:33.930 verbal empathy,
NOTE Confidence: 0.97594374

00:51:35.035 --> 00:51:36.955 are critical components of making
NOTE Confidence: 0.97594374

00:51:36.955 --> 00:51:38.395 those relationships in the waiting
NOTE Confidence: 0.97594374

00:51:38.395 --> 00:51:39.435 room. And and then,
NOTE Confidence: 0.97485864

00:51:40.075 --> 00:51:41.515 again, lastly, a little bit
NOTE Confidence: 0.97485864

00:51:41.515 --> 00:51:42.875 on how to handle patients
NOTE Confidence: 0.97485864

00:51:42.875 --> 00:51:43.375 who,
NOTE Confidence: 0.99899006

00:51:43.915 --> 00:51:44.415 can't
NOTE Confidence: 0.9191433

00:51:45.355 --> 00:51:45.995 keep their,
NOTE Confidence: 0.9994058

00:51:47.114 --> 00:51:48.495 their words respectful.
NOTE Confidence: 0.99471474

00:51:50.460 --> 00:51:52.080 So this one hour training,

NOTE Confidence: 0.99074626
00:51:52.460 --> 00:51:55.020 we developed and started in
NOTE Confidence: 0.99074626
00:51:55.020 --> 00:51:56.540 March. You can see here
NOTE Confidence: 0.99074626
00:51:56.540 --> 00:51:56.860 that,
NOTE Confidence: 0.99918145
00:51:57.580 --> 00:51:58.080 we
NOTE Confidence: 0.9545213
00:51:58.540 --> 00:52:00.219 reached a total of two
NOTE Confidence: 0.9545213
00:52:00.219 --> 00:52:01.680 hundred and forty seven staff.
NOTE Confidence: 0.99783164
00:52:02.635 --> 00:52:04.095 I did this training myself.
NOTE Confidence: 0.99783164
00:52:04.315 --> 00:52:05.675 I went to all of
NOTE Confidence: 0.99783164
00:52:05.675 --> 00:52:06.795 these places. It was a
NOTE Confidence: 0.99783164
00:52:06.795 --> 00:52:08.255 really rewarding experience
NOTE Confidence: 0.9973748
00:52:08.555 --> 00:52:10.015 to be able to see
NOTE Confidence: 0.9973748
00:52:10.075 --> 00:52:11.915 the physical spaces where people
NOTE Confidence: 0.9973748
00:52:11.915 --> 00:52:13.675 work. Oftentimes, this was a
NOTE Confidence: 0.9973748
00:52:13.675 --> 00:52:14.895 seven in the morning
NOTE Confidence: 0.9519553
00:52:15.195 --> 00:52:16.095 staff meeting,
NOTE Confidence: 0.99833995

00:52:17.040 --> 00:52:18.239 and got to see, you
NOTE Confidence: 0.99833995

00:52:18.239 --> 00:52:19.460 know, in real life
NOTE Confidence: 0.77662385

00:52:19.840 --> 00:52:20.340 how
NOTE Confidence: 0.9903971

00:52:20.800 --> 00:52:22.660 how the clinics run.
NOTE Confidence: 0.9826514

00:52:24.239 --> 00:52:26.160 Here's some pictures of, the
NOTE Confidence: 0.9826514

00:52:26.160 --> 00:52:27.780 different trainings that we did.
NOTE Confidence: 0.96660584

00:52:29.934 --> 00:52:30.974 And then, you know, what
NOTE Confidence: 0.96660584

00:52:30.974 --> 00:52:32.515 what were our results? So
NOTE Confidence: 0.99566305

00:52:32.974 --> 00:52:33.635 we recreated
NOTE Confidence: 0.9648553

00:52:34.015 --> 00:52:36.015 the that initial analysis to
NOTE Confidence: 0.9648553

00:52:36.015 --> 00:52:37.795 see if our negative comments,
NOTE Confidence: 0.96683514

00:52:38.255 --> 00:52:39.535 improved. You can see the
NOTE Confidence: 0.96683514

00:52:39.535 --> 00:52:40.815 time frame here. We wanted
NOTE Confidence: 0.96683514

00:52:40.815 --> 00:52:42.094 to take a look after
NOTE Confidence: 0.96683514

00:52:42.094 --> 00:52:43.474 the trainings were delivered.
NOTE Confidence: 0.945613

00:52:47.110 --> 00:52:48.310 And we actually had also

NOTE Confidence: 0.945613
00:52:48.310 --> 00:52:49.350 done because with all those
NOTE Confidence: 0.945613
00:52:49.350 --> 00:52:50.630 focus groups, we thought maybe
NOTE Confidence: 0.945613
00:52:50.630 --> 00:52:52.570 we were making some improvements
NOTE Confidence: 0.945613
00:52:52.630 --> 00:52:53.610 without the training.
NOTE Confidence: 0.9205218
00:52:54.390 --> 00:52:55.590 We didn't see that but,
NOTE Confidence: 0.9205218
00:52:55.910 --> 00:52:57.510 but overall once all the
NOTE Confidence: 0.9205218
00:52:57.510 --> 00:52:58.570 trainings were done,
NOTE Confidence: 0.95259994
00:52:59.110 --> 00:53:00.605 you know, in the second
NOTE Confidence: 0.95259994
00:53:00.605 --> 00:53:02.125 analysis only twenty eight percent
NOTE Confidence: 0.95259994
00:53:02.125 --> 00:53:03.585 of the comments were negative.
NOTE Confidence: 0.9514904
00:53:04.684 --> 00:53:05.585 And in fact,
NOTE Confidence: 0.95178545
00:53:06.605 --> 00:53:07.724 for really the first time
NOTE Confidence: 0.95178545
00:53:07.724 --> 00:53:09.405 since I started reviewing comments
NOTE Confidence: 0.95178545
00:53:09.405 --> 00:53:10.545 monthly, we saw
NOTE Confidence: 0.998816
00:53:10.844 --> 00:53:11.344 this
NOTE Confidence: 0.9972026

00:53:11.885 --> 00:53:14.125 increase in positive comments around

NOTE Confidence: 0.9972026

00:53:14.125 --> 00:53:14.944 wait times.

NOTE Confidence: 0.9592434

00:53:16.310 --> 00:53:17.750 So we we reduced the

NOTE Confidence: 0.9592434

00:53:17.750 --> 00:53:19.190 negative wait times and and

NOTE Confidence: 0.9592434

00:53:19.190 --> 00:53:20.790 then patients actually took time

NOTE Confidence: 0.9592434

00:53:20.790 --> 00:53:22.890 to write in positive experiences.

NOTE Confidence: 0.97988427

00:53:23.350 --> 00:53:25.350 And I just will read

NOTE Confidence: 0.97988427

00:53:25.350 --> 00:53:27.210 maybe one sample quote here.

NOTE Confidence: 0.9893367

00:53:28.164 --> 00:53:29.684 The waiting wasn't long, and

NOTE Confidence: 0.9893367

00:53:29.684 --> 00:53:31.045 I was informed as to

NOTE Confidence: 0.9893367

00:53:31.045 --> 00:53:32.184 why there was a wait.

NOTE Confidence: 0.9893367

00:53:32.325 --> 00:53:33.684 Also, there was usually somebody

NOTE Confidence: 0.9893367

00:53:33.684 --> 00:53:34.565 to talk to me while

NOTE Confidence: 0.9893367

00:53:34.565 --> 00:53:35.224 I waited.

NOTE Confidence: 0.99296385

00:53:36.645 --> 00:53:37.844 Really made me feel at

NOTE Confidence: 0.99296385

00:53:37.844 --> 00:53:38.904 ease and welcome.

NOTE Confidence: 0.933999
00:53:40.960 --> 00:53:42.480 So this was really rewarding
NOTE Confidence: 0.933999
00:53:42.480 --> 00:53:43.840 work and I know doctor
NOTE Confidence: 0.933999
00:53:43.840 --> 00:53:44.340 Billingsley,
NOTE Confidence: 0.9297035
00:53:44.880 --> 00:53:46.660 wanted to highlight this today
NOTE Confidence: 0.9297035
00:53:46.719 --> 00:53:48.000 and I think I'm,
NOTE Confidence: 0.9776304
00:53:48.480 --> 00:53:49.840 all done. I'll take any
NOTE Confidence: 0.9776304
00:53:49.840 --> 00:53:51.460 questions and thanks again.
NOTE Confidence: 0.9685165
00:53:57.915 --> 00:53:59.195 Carrie, you probably can't see,
NOTE Confidence: 0.9685165
00:53:59.195 --> 00:54:00.555 but, there is a live
NOTE Confidence: 0.9685165
00:54:00.555 --> 00:54:02.415 audience here that are clapping
NOTE Confidence: 0.9685165
00:54:02.635 --> 00:54:04.395 as I am. The standing
NOTE Confidence: 0.9685165
00:54:04.395 --> 00:54:05.455 ovation, probably.
NOTE Confidence: 0.8246757
00:54:05.915 --> 00:54:06.415 Yeah.
NOTE Confidence: 0.9661518
00:54:07.915 --> 00:54:09.675 Absolutely. Okay. Sit down. Sit
NOTE Confidence: 0.9661518
00:54:09.675 --> 00:54:10.175 down.
NOTE Confidence: 0.7703841

00:54:12.650 --> 00:54:13.390 We have
NOTE Confidence: 0.99336326

00:54:13.769 --> 00:54:14.269 just
NOTE Confidence: 0.9991465

00:54:14.650 --> 00:54:16.170 a minute or two before
NOTE Confidence: 0.9991465

00:54:16.170 --> 00:54:17.130 we wrap up here. Any
NOTE Confidence: 0.9991465

00:54:17.130 --> 00:54:18.430 questions for Tara?
NOTE Confidence: 0.96151507

00:54:20.890 --> 00:54:21.390 So,
NOTE Confidence: 0.99631786

00:54:21.930 --> 00:54:23.609 Tara, thank you to you
NOTE Confidence: 0.99631786

00:54:23.609 --> 00:54:25.130 and Carol and your team.
NOTE Confidence: 0.99631786

00:54:25.130 --> 00:54:26.509 I do think that this
NOTE Confidence: 0.9987634

00:54:26.975 --> 00:54:28.094 this is work that does
NOTE Confidence: 0.9987634

00:54:28.094 --> 00:54:29.875 make me particularly proud.
NOTE Confidence: 0.99473965

00:54:31.455 --> 00:54:32.275 We do
NOTE Confidence: 0.99780244

00:54:32.575 --> 00:54:33.075 emphasize
NOTE Confidence: 0.9994929

00:54:33.614 --> 00:54:34.114 our
NOTE Confidence: 0.9992097

00:54:34.655 --> 00:54:36.815 expertise, our knowledge, our clinical
NOTE Confidence: 0.9992097

00:54:36.815 --> 00:54:37.315 trials,

NOTE Confidence: 0.94248915
00:54:37.855 --> 00:54:39.235 our deep expertise,
NOTE Confidence: 0.99891317
00:54:40.359 --> 00:54:41.560 but so much of what
NOTE Confidence: 0.99891317
00:54:41.560 --> 00:54:43.739 we do is also communication,
NOTE Confidence: 0.9991503
00:54:44.839 --> 00:54:45.339 connection,
NOTE Confidence: 0.9870348
00:54:45.960 --> 00:54:47.099 warmth, compassion.
NOTE Confidence: 0.996084
00:54:47.880 --> 00:54:48.359 And,
NOTE Confidence: 0.9975053
00:54:48.680 --> 00:54:49.800 you know, Tara, I think
NOTE Confidence: 0.9975053
00:54:49.800 --> 00:54:50.599 one of the things that
NOTE Confidence: 0.9975053
00:54:50.599 --> 00:54:51.820 you and your team do
NOTE Confidence: 0.9975053
00:54:52.040 --> 00:54:53.420 have done so well is
NOTE Confidence: 0.9960259
00:54:53.800 --> 00:54:55.180 remind us all that
NOTE Confidence: 0.9755198
00:54:55.640 --> 00:54:57.235 that that those are skills
NOTE Confidence: 0.9755198
00:54:57.295 --> 00:54:59.055 that we all have and
NOTE Confidence: 0.9755198
00:54:59.055 --> 00:55:01.055 we can strengthen and develop.
NOTE Confidence: 0.9755198
00:55:01.055 --> 00:55:02.255 We can all develop those
NOTE Confidence: 0.9755198

00:55:02.255 --> 00:55:03.795 muscles to a greater degree.
NOTE Confidence: 0.9755198

00:55:04.094 --> 00:55:05.235 So much gratitude.
NOTE Confidence: 0.9972215

00:55:05.775 --> 00:55:06.515 Thank you.
NOTE Confidence: 0.99897397

00:55:07.215 --> 00:55:07.715 So
NOTE Confidence: 0.99172705

00:55:08.255 --> 00:55:09.780 before we wrap up, there
NOTE Confidence: 0.99172705

00:55:09.780 --> 00:55:11.060 was one question in the
NOTE Confidence: 0.99172705

00:55:11.060 --> 00:55:12.500 chat that I I do
NOTE Confidence: 0.99172705

00:55:12.500 --> 00:55:14.120 wanna take time to acknowledge.
NOTE Confidence: 0.9694537

00:55:16.100 --> 00:55:17.219 And I'm not sure I
NOTE Confidence: 0.9694537

00:55:17.219 --> 00:55:18.020 can get it back on
NOTE Confidence: 0.9694537

00:55:18.020 --> 00:55:19.480 my screen. But to paraphrase,
NOTE Confidence: 0.9694537

00:55:19.620 --> 00:55:21.560 the question was, as Smilow
NOTE Confidence: 0.9694537

00:55:21.700 --> 00:55:23.300 grows, particularly out in the
NOTE Confidence: 0.9694537

00:55:23.300 --> 00:55:23.800 network,
NOTE Confidence: 0.9836968

00:55:24.425 --> 00:55:25.465 how are we going to
NOTE Confidence: 0.9836968

00:55:25.465 --> 00:55:27.565 find touchdown space or workspace

NOTE Confidence: 0.98364186
00:55:27.864 --> 00:55:30.045 for expanding teams, particularly
NOTE Confidence: 0.93172514
00:55:30.744 --> 00:55:32.925 for supportive care services such
NOTE Confidence: 0.9857971
00:55:33.225 --> 00:55:35.145 as social work, nutritional services,
NOTE Confidence: 0.9857971
00:55:35.145 --> 00:55:35.880 and others?
NOTE Confidence: 0.9707937
00:55:36.440 --> 00:55:37.819 And the answer to that's,
NOTE Confidence: 0.9502348
00:55:39.400 --> 00:55:40.920 not straightforward. The I guess
NOTE Confidence: 0.9502348
00:55:40.920 --> 00:55:42.539 the the easiest answer is
NOTE Confidence: 0.97530216
00:55:42.839 --> 00:55:44.440 that I don't I don't
NOTE Confidence: 0.97530216
00:55:44.440 --> 00:55:46.039 know site by site. I
NOTE Confidence: 0.97530216
00:55:46.039 --> 00:55:48.140 don't think Toby or I
NOTE Confidence: 0.9906797
00:55:49.000 --> 00:55:49.900 or the directors
NOTE Confidence: 0.9772223
00:55:52.175 --> 00:55:53.155 know yet.
NOTE Confidence: 0.9709503
00:55:53.855 --> 00:55:55.234 But what I do know,
NOTE Confidence: 0.99935204
00:55:55.775 --> 00:55:56.675 and I include
NOTE Confidence: 0.9937359
00:55:57.455 --> 00:55:57.955 Liz
NOTE Confidence: 0.9448001

00:55:58.734 --> 00:55:59.234 and
NOTE Confidence: 0.4861823

00:55:59.535 --> 00:56:00.035 Laurie
NOTE Confidence: 0.97136134

00:56:00.575 --> 00:56:02.195 and Christina Capretti
NOTE Confidence: 0.929177

00:56:02.975 --> 00:56:05.395 and Lisa Shamsky and Monica
NOTE Confidence: 0.929177

00:56:05.455 --> 00:56:07.155 Fradkin in all of this,
NOTE Confidence: 0.9406916

00:56:07.569 --> 00:56:09.589 is as a leadership team,
NOTE Confidence: 0.9997659

00:56:10.130 --> 00:56:11.270 we have the
NOTE Confidence: 0.9984764

00:56:11.730 --> 00:56:12.630 best local
NOTE Confidence: 0.99385136

00:56:13.250 --> 00:56:15.510 operational leaders in the business
NOTE Confidence: 0.99385136

00:56:15.730 --> 00:56:17.410 working with us. And part
NOTE Confidence: 0.99385136

00:56:17.410 --> 00:56:18.369 of what they do is
NOTE Confidence: 0.99385136

00:56:18.369 --> 00:56:19.829 work with our local teams
NOTE Confidence: 0.997864

00:56:20.210 --> 00:56:20.950 to identify
NOTE Confidence: 0.9585121

00:56:21.650 --> 00:56:22.869 how are we growing,
NOTE Confidence: 0.9911827

00:56:23.385 --> 00:56:24.745 what are the needs, and
NOTE Confidence: 0.9911827

00:56:24.745 --> 00:56:26.105 how do we flex and

NOTE Confidence: 0.9911827

00:56:26.105 --> 00:56:28.125 bend and leverage our space

NOTE Confidence: 0.9911827

00:56:28.185 --> 00:56:29.305 to get our patients what

NOTE Confidence: 0.9911827

00:56:29.305 --> 00:56:29.965 we need.

NOTE Confidence: 0.999464

00:56:30.265 --> 00:56:31.065 And let me give you

NOTE Confidence: 0.999464

00:56:31.065 --> 00:56:31.725 an example.

NOTE Confidence: 0.9869896

00:56:32.265 --> 00:56:33.705 In the past six months,

NOTE Confidence: 0.9869896

00:56:33.705 --> 00:56:34.585 one of the things that

NOTE Confidence: 0.9869896

00:56:34.585 --> 00:56:36.025 we have been wrestling with

NOTE Confidence: 0.9869896

00:56:36.025 --> 00:56:36.685 in Guilford

NOTE Confidence: 0.99888384

00:56:37.180 --> 00:56:38.620 is that the melanoma team

NOTE Confidence: 0.99888384

00:56:38.620 --> 00:56:39.520 is very busy.

NOTE Confidence: 0.95009303

00:56:40.300 --> 00:56:41.840 Doctor Olino and,

NOTE Confidence: 0.9983607

00:56:42.300 --> 00:56:44.460 doctor Tran have been struggling

NOTE Confidence: 0.9983607

00:56:44.460 --> 00:56:45.580 to find a space to

NOTE Confidence: 0.9983607

00:56:45.580 --> 00:56:47.280 sit together to see patients.

NOTE Confidence: 0.9823112

00:56:48.940 --> 00:56:50.780 We asked Paula Pike and
NOTE Confidence: 0.9823112

00:56:50.780 --> 00:56:51.440 her team
NOTE Confidence: 0.9996308

00:56:51.815 --> 00:56:52.935 to put their heads into
NOTE Confidence: 0.9996308

00:56:52.935 --> 00:56:53.675 this problem.
NOTE Confidence: 0.9833633

00:56:54.375 --> 00:56:55.895 They found a spot at
NOTE Confidence: 0.9833633

00:56:55.895 --> 00:56:56.635 the Shoreline,
NOTE Confidence: 0.7885156

00:56:57.575 --> 00:56:58.475 Medical Center
NOTE Confidence: 0.9837915

00:56:58.775 --> 00:57:00.875 around the corner from their
NOTE Confidence: 0.9837915

00:57:01.095 --> 00:57:02.155 current clinic
NOTE Confidence: 0.9677782

00:57:02.614 --> 00:57:04.395 that they essentially reconfigured
NOTE Confidence: 0.9216852

00:57:05.040 --> 00:57:06.420 to be a team workspace,
NOTE Confidence: 0.9865872

00:57:07.120 --> 00:57:08.180 added some workstations,
NOTE Confidence: 0.9696255

00:57:08.719 --> 00:57:10.000 and brought this team together
NOTE Confidence: 0.9696255

00:57:10.000 --> 00:57:11.780 in a really efficient functional
NOTE Confidence: 0.9696255

00:57:11.840 --> 00:57:13.760 way. And I think it's
NOTE Confidence: 0.9696255

00:57:13.760 --> 00:57:14.560 made a

NOTE Confidence: 0.972994

00:57:15.120 --> 00:57:17.040 it's rolling out right now.

NOTE Confidence: 0.972994

00:57:17.040 --> 00:57:18.560 My early reviews from doctor

NOTE Confidence: 0.972994

00:57:18.560 --> 00:57:19.060 Olino

NOTE Confidence: 0.99716115

00:57:19.665 --> 00:57:20.165 Olino

NOTE Confidence: 0.96085227

00:57:20.625 --> 00:57:21.985 are that she she's very

NOTE Confidence: 0.96085227

00:57:21.985 --> 00:57:23.345 happy. So that this is

NOTE Confidence: 0.96085227

00:57:23.345 --> 00:57:24.465 clearly work we have to

NOTE Confidence: 0.96085227

00:57:24.465 --> 00:57:26.145 do, and our operational leaders

NOTE Confidence: 0.96085227

00:57:26.145 --> 00:57:27.265 on this at the sites

NOTE Confidence: 0.96085227

00:57:27.265 --> 00:57:28.085 will lead it.

NOTE Confidence: 0.9832367

00:57:30.785 --> 00:57:32.465 So thank you, everyone. Have

NOTE Confidence: 0.9832367

00:57:32.465 --> 00:57:33.365 a great day.