

WEBVTT

NOTE duration:"00:57:44"

NOTE recognizability:0.915

NOTE language:en-us

NOTE Confidence: 0.9008282533333333

00:00:00.000 --> 00:00:03.297 I am absolutely delighted to welcome our

NOTE Confidence: 0.9008282533333333

00:00:03.297 --> 00:00:06.382 community to our Smilow Cancer Hospital

NOTE Confidence: 0.9008282533333333

00:00:06.382 --> 00:00:11.040 Town Hall here on April 26th, 2023.

NOTE Confidence: 0.9008282533333333

00:00:11.040 --> 00:00:13.590 We have an absolutely packed and

NOTE Confidence: 0.9008282533333333

00:00:13.590 --> 00:00:15.680 exciting agenda this evening and

NOTE Confidence: 0.9008282533333333

00:00:15.680 --> 00:00:18.240 it's really a pleasure for me as the

NOTE Confidence: 0.9008282533333333

00:00:18.240 --> 00:00:21.060 Chief Medical Officer to feature a

NOTE Confidence: 0.9008282533333333

00:00:21.060 --> 00:00:23.820 roster of our senior Cancer Center

NOTE Confidence: 0.9008282533333333

00:00:23.820 --> 00:00:26.606 and cancer hospital leadership as

NOTE Confidence: 0.9008282533333333

00:00:26.606 --> 00:00:29.180 well as our health system leadership.

NOTE Confidence: 0.9008282533333333

00:00:29.180 --> 00:00:32.169 And you can see from just looking at

NOTE Confidence: 0.9008282533333333

00:00:32.169 --> 00:00:34.856 the agenda, we are going to cover a

NOTE Confidence: 0.9008282533333333

00:00:34.856 --> 00:00:37.379 number of very high priority topics

NOTE Confidence: 0.9008282533333333

00:00:37.380 --> 00:00:40.052 that are going to be some of the
NOTE Confidence: 0.9008282533333333

00:00:40.052 --> 00:00:42.174 strategic and tactical elements that
NOTE Confidence: 0.9008282533333333

00:00:42.174 --> 00:00:44.922 will drive our growth and development
NOTE Confidence: 0.9008282533333333

00:00:44.922 --> 00:00:47.458 as an organization into the next
NOTE Confidence: 0.9008282533333333

00:00:47.458 --> 00:00:50.490 generation of of SMILO in the Cancer
NOTE Confidence: 0.9008282533333333

00:00:50.490 --> 00:00:53.580 Center in terms of national prominence
NOTE Confidence: 0.9008282533333333

00:00:53.580 --> 00:00:56.688 and clinical and academic excellence.
NOTE Confidence: 0.9008282533333333

00:00:56.690 --> 00:01:00.127 I have a few brief clinical announcements
NOTE Confidence: 0.9008282533333333

00:01:00.127 --> 00:01:02.979 which really focus on our evolution
NOTE Confidence: 0.9008282533333333

00:01:02.979 --> 00:01:07.330 into what we hope is a post COVID world.
NOTE Confidence: 0.9008282533333333

00:01:07.330 --> 00:01:09.370 I'm really delighted to share that
NOTE Confidence: 0.9008282533333333

00:01:09.370 --> 00:01:10.730 as of May 1st,
NOTE Confidence: 0.9008282533333333

00:01:10.730 --> 00:01:14.060 we will cease across the system
NOTE Confidence: 0.9008282533333333

00:01:14.060 --> 00:01:17.161 doing routine COVID testing for
NOTE Confidence: 0.9008282533333333

00:01:17.161 --> 00:01:19.904 asymptomatic patients admitted for
NOTE Confidence: 0.9008282533333333

00:01:19.904 --> 00:01:22.839 surgery procedures and direct admits.

NOTE Confidence: 0.9008282533333333
00:01:22.840 --> 00:01:24.716 As you can tell from this list,
NOTE Confidence: 0.9008282533333333
00:01:24.720 --> 00:01:27.611 there will still be a few isolated
NOTE Confidence: 0.9008282533333333
00:01:27.611 --> 00:01:29.800 incidences where we do admission testing,
NOTE Confidence: 0.9008282533333333
00:01:29.800 --> 00:01:31.600 but for the most part,
NOTE Confidence: 0.9008282533333333
00:01:31.600 --> 00:01:35.415 we will be returning to normal clinical
NOTE Confidence: 0.9008282533333333
00:01:35.415 --> 00:01:37.800 operations without routine testing.
NOTE Confidence: 0.9008282533333333
00:01:37.800 --> 00:01:41.020 I'm also absolutely thrilled to
NOTE Confidence: 0.9008282533333333
00:01:41.020 --> 00:01:43.596 share that our mask,
NOTE Confidence: 0.9008282533333333
00:01:43.600 --> 00:01:45.916 our masking policies will continue to
NOTE Confidence: 0.9008282533333333
00:01:45.916 --> 00:01:49.600 be in place, but will be less restrictive.
NOTE Confidence: 0.9008282533333333
00:01:49.600 --> 00:01:51.652 We will. We will.
NOTE Confidence: 0.9008282533333333
00:01:51.652 --> 00:01:54.652 Essentially in the use of routine
NOTE Confidence: 0.9008282533333333
00:01:54.652 --> 00:01:56.380 masking in public areas,
NOTE Confidence: 0.9008282533333333
00:01:56.380 --> 00:01:59.892 but we will continue to ask that our
NOTE Confidence: 0.9008282533333333
00:01:59.892 --> 00:02:02.930 clinicians and our staff use masks in
NOTE Confidence: 0.9008282533333333

00:02:02.930 --> 00:02:05.780 inpatient areas such as patient rooms,
NOTE Confidence: 0.9008282533333333

00:02:05.780 --> 00:02:08.780 diagnostic and procedural rooms and
NOTE Confidence: 0.9008282533333333

00:02:08.780 --> 00:02:11.180 when providing direct individual
NOTE Confidence: 0.9008282533333333

00:02:11.180 --> 00:02:15.380 patient care and contact.
NOTE Confidence: 0.9008282533333333

00:02:15.380 --> 00:02:16.022 Of course,
NOTE Confidence: 0.9008282533333333

00:02:16.022 --> 00:02:17.948 we ask that staff will continue
NOTE Confidence: 0.9008282533333333

00:02:17.948 --> 00:02:20.306 to adhere to all policies related
NOTE Confidence: 0.9008282533333333

00:02:20.306 --> 00:02:21.958 to transmission based precautions
NOTE Confidence: 0.9008282533333333

00:02:21.958 --> 00:02:24.171 and staff and visitors with any
NOTE Confidence: 0.9008282533333333

00:02:24.171 --> 00:02:26.277 signs or symptoms of COVID should
NOTE Confidence: 0.9008282533333333

00:02:26.277 --> 00:02:29.019 be advised to remain at home.
NOTE Confidence: 0.9008282533333333

00:02:29.020 --> 00:02:31.980 So without any further commentary,
NOTE Confidence: 0.9008282533333333

00:02:31.980 --> 00:02:35.300 I'm really pleased to take the agenda over
NOTE Confidence: 0.950316926

00:02:35.540 --> 00:02:37.820 to our Cancer Center Director and
NOTE Confidence: 0.950316926

00:02:37.820 --> 00:02:39.939 Physician in Chief Doctor Weiner and our
NOTE Confidence: 0.930366102

00:02:39.940 --> 00:02:42.260 Senior Vice President, Lori Pickens.

NOTE Confidence: 0.941691228571429
00:02:44.310 --> 00:02:45.624 Great. Thanks, Kevin.
NOTE Confidence: 0.941691228571429
00:02:45.624 --> 00:02:48.252 So we're going to talk about
NOTE Confidence: 0.941691228571429
00:02:48.252 --> 00:02:50.628 a number of items today,
NOTE Confidence: 0.941691228571429
00:02:50.630 --> 00:02:52.114 including patient to access.
NOTE Confidence: 0.941691228571429
00:02:52.114 --> 00:02:54.791 And we're going to talk about patient
NOTE Confidence: 0.941691228571429
00:02:54.791 --> 00:02:57.059 access both across the whole Health
NOTE Confidence: 0.941691228571429
00:02:57.059 --> 00:02:59.670 system and very specifically in Smilo.
NOTE Confidence: 0.941691228571429
00:02:59.670 --> 00:03:02.358 And then we're going to be talking
NOTE Confidence: 0.941691228571429
00:03:02.358 --> 00:03:03.510 about clinical integration.
NOTE Confidence: 0.941691228571429
00:03:03.510 --> 00:03:05.162 So first just in terms of access
NOTE Confidence: 0.941691228571429
00:03:05.162 --> 00:03:06.740 and then I'm going to turn it
NOTE Confidence: 0.941691228571429
00:03:06.740 --> 00:03:08.390 over to Lori in just a second,
NOTE Confidence: 0.941691228571429
00:03:08.390 --> 00:03:13.220 I think from our standpoint in Smilo.
NOTE Confidence: 0.941691228571429
00:03:13.220 --> 00:03:15.180 Patient access is really key,
NOTE Confidence: 0.941691228571429
00:03:15.180 --> 00:03:16.122 and I'm just going to speak
NOTE Confidence: 0.941691228571429

00:03:16.122 --> 00:03:17.060 to this for a minute.
NOTE Confidence: 0.941691228571429

00:03:17.060 --> 00:03:18.500 From a patient's standpoint,
NOTE Confidence: 0.941691228571429

00:03:18.500 --> 00:03:20.320 which is that, you know,
NOTE Confidence: 0.941691228571429

00:03:20.320 --> 00:03:22.910 when a patient has a new diagnosis
NOTE Confidence: 0.941691228571429

00:03:22.910 --> 00:03:25.257 of cancer and those are by,
NOTE Confidence: 0.941691228571429

00:03:25.260 --> 00:03:25.802 you know,
NOTE Confidence: 0.941691228571429

00:03:25.802 --> 00:03:27.699 far and away the majority of the
NOTE Confidence: 0.941691228571429

00:03:27.699 --> 00:03:29.693 people who are coming to us who have
NOTE Confidence: 0.941691228571429

00:03:29.693 --> 00:03:31.419 already had a biopsy or someone
NOTE Confidence: 0.941691228571429

00:03:31.419 --> 00:03:33.333 telling them that they have cancer
NOTE Confidence: 0.941691228571429

00:03:33.340 --> 00:03:35.656 or a high suspicion of cancer,
NOTE Confidence: 0.941691228571429

00:03:35.660 --> 00:03:38.768 getting in quickly is really important and
NOTE Confidence: 0.941691228571429

00:03:38.768 --> 00:03:42.277 it is hugely reassuring to the patient.
NOTE Confidence: 0.941691228571429

00:03:42.280 --> 00:03:44.824 We need to make sure that we are
NOTE Confidence: 0.941691228571429

00:03:44.824 --> 00:03:46.585 answering calls quickly and even
NOTE Confidence: 0.941691228571429

00:03:46.585 --> 00:03:48.691 more importantly that there is not

NOTE Confidence: 0.941691228571429
00:03:48.691 --> 00:03:51.236 a long lag before the appointment.
NOTE Confidence: 0.941691228571429
00:03:51.240 --> 00:03:53.760 And the truth is if there is a long delay,
NOTE Confidence: 0.941691228571429
00:03:53.760 --> 00:03:57.164 they'll just go elsewhere And we don't
NOTE Confidence: 0.941691228571429
00:03:57.164 --> 00:03:59.040 want that because we want to grow,
NOTE Confidence: 0.941691228571429
00:03:59.040 --> 00:04:00.312 but we also don't want that
NOTE Confidence: 0.941691228571429
00:04:00.312 --> 00:04:02.040 because we want to serve our our,
NOTE Confidence: 0.941691228571429
00:04:02.040 --> 00:04:03.093 our patient population.
NOTE Confidence: 0.941691228571429
00:04:03.093 --> 00:04:05.358 So I just think it's,
NOTE Confidence: 0.941691228571429
00:04:05.360 --> 00:04:08.755 it's really important and as you know,
NOTE Confidence: 0.941691228571429
00:04:08.760 --> 00:04:10.680 we sent out some guidelines.
NOTE Confidence: 0.932934703636364
00:04:12.710 --> 00:04:14.090 In the past week or two
NOTE Confidence: 0.932934703636364
00:04:14.090 --> 00:04:15.230 about what we think is,
NOTE Confidence: 0.932934703636364
00:04:15.230 --> 00:04:17.162 is a reasonable amount of time and
NOTE Confidence: 0.932934703636364
00:04:17.162 --> 00:04:19.469 and we'll go over that further today.
NOTE Confidence: 0.932934703636364
00:04:19.470 --> 00:04:21.030 So without further ado, Lori,
NOTE Confidence: 0.92262806

00:04:22.070 --> 00:04:24.338 thank you, Eric and I echo absolutely
NOTE Confidence: 0.92262806

00:04:24.338 --> 00:04:25.989 everything Doctor Reiner just shared.
NOTE Confidence: 0.92262806

00:04:25.990 --> 00:04:30.494 And you know we've been working on patient
NOTE Confidence: 0.92262806

00:04:30.494 --> 00:04:33.478 access within Smilo for a number of
NOTE Confidence: 0.92262806

00:04:33.478 --> 00:04:36.298 years and this work has been largely led
NOTE Confidence: 0.92262806

00:04:36.298 --> 00:04:38.908 by Doctor Shellhorn and Lisa Chomsky.
NOTE Confidence: 0.92262806

00:04:38.910 --> 00:04:41.668 They have. An amazing team of people.
NOTE Confidence: 0.92262806

00:04:41.670 --> 00:04:44.022 Many of you are out there hearing this
NOTE Confidence: 0.92262806

00:04:44.022 --> 00:04:46.336 and have participated in this amazing
NOTE Confidence: 0.92262806

00:04:46.336 --> 00:04:49.110 work over the last couple of years and we
NOTE Confidence: 0.92262806

00:04:49.110 --> 00:04:51.740 are very fortunate that the Health System
NOTE Confidence: 0.92262806

00:04:51.740 --> 00:04:55.285 and Yale Medicine have been doing the same.
NOTE Confidence: 0.92262806

00:04:55.285 --> 00:04:58.546 And they in fact brought a consultant in
NOTE Confidence: 0.92262806

00:04:58.546 --> 00:05:01.388 some of you may have heard named Guide House.
NOTE Confidence: 0.92262806

00:05:01.390 --> 00:05:02.670 I sometimes make the mistake
NOTE Confidence: 0.92262806

00:05:02.670 --> 00:05:03.950 of calling it White House,

NOTE Confidence: 0.92262806

00:05:03.950 --> 00:05:05.934 but it's Guide House.

NOTE Confidence: 0.92262806

00:05:05.934 --> 00:05:09.940 I don't know what I'm thinking, but anyway.

NOTE Confidence: 0.92262806

00:05:09.940 --> 00:05:12.670 So you know our work is really

NOTE Confidence: 0.92262806

00:05:12.670 --> 00:05:14.641 aligning beautifully with what the

NOTE Confidence: 0.92262806

00:05:14.641 --> 00:05:16.813 the health system and Yale Medicine

NOTE Confidence: 0.92262806

00:05:16.813 --> 00:05:18.940 are are seeking to achieve.

NOTE Confidence: 0.92262806

00:05:18.940 --> 00:05:21.292 And so we are very fortunate this

NOTE Confidence: 0.92262806

00:05:21.292 --> 00:05:23.427 evening for to have Cynthia Sper

NOTE Confidence: 0.92262806

00:05:23.427 --> 00:05:25.877 joining us to share a little bit

NOTE Confidence: 0.92262806

00:05:25.954 --> 00:05:28.372 about where the system and where

NOTE Confidence: 0.92262806

00:05:28.372 --> 00:05:30.740 Yale Medicine are heading with that.

NOTE Confidence: 0.92262806

00:05:30.740 --> 00:05:33.080 Cynthia is the president for our

NOTE Confidence: 0.92262806

00:05:33.158 --> 00:05:35.218 ambulatory work across the entire

NOTE Confidence: 0.92262806

00:05:35.218 --> 00:05:37.705 health system and she Co leads

NOTE Confidence: 0.92262806

00:05:37.705 --> 00:05:40.084 this patient access work with.

NOTE Confidence: 0.92262806

00:05:40.084 --> 00:05:41.096 Peg McGovern,
NOTE Confidence: 0.92262806

00:05:41.100 --> 00:05:43.508 who is the CEO for Yale Medicine
NOTE Confidence: 0.92262806

00:05:43.508 --> 00:05:45.470 and Doctor Churchwell, as we know,
NOTE Confidence: 0.92262806

00:05:45.470 --> 00:05:48.300 is our president for Yale New Haven Hospital.
NOTE Confidence: 0.92262806

00:05:48.300 --> 00:05:48.728 So Cynthia,
NOTE Confidence: 0.92262806

00:05:48.728 --> 00:05:50.440 I'm going to ask you to go ahead
NOTE Confidence: 0.92262806

00:05:50.494 --> 00:05:51.418 and give a preview,
NOTE Confidence: 0.92262806

00:05:51.420 --> 00:05:54.692 and then we'll have Sarah and and Lisa
NOTE Confidence: 0.92262806

00:05:54.692 --> 00:05:57.300 talk about how that ties in nicely
NOTE Confidence: 0.92262806

00:05:57.300 --> 00:06:00.300 with the work we're preparing to launch.
NOTE Confidence: 0.92262806

00:06:00.300 --> 00:06:00.820 Thank
NOTE Confidence: 0.85818727

00:06:00.820 --> 00:06:02.533 you so much, Laurie, and thank you, Eric.
NOTE Confidence: 0.85818727

00:06:02.533 --> 00:06:03.898 You teed it up perfectly.
NOTE Confidence: 0.85818727

00:06:03.900 --> 00:06:05.620 And good evening, everyone.
NOTE Confidence: 0.85818727

00:06:05.620 --> 00:06:07.720 It's really a pleasure to be joining
NOTE Confidence: 0.85818727

00:06:07.720 --> 00:06:09.919 you tonight to talk about something.

NOTE Confidence: 0.85818727

00:06:09.920 --> 00:06:12.485 That frankly, I'm quite passionate

NOTE Confidence: 0.85818727

00:06:12.485 --> 00:06:15.384 about and as Eric and Laurie, you said,

NOTE Confidence: 0.85818727

00:06:15.384 --> 00:06:18.360 clearly is a top priority for you know,

NOTE Confidence: 0.85818727

00:06:18.360 --> 00:06:21.279 medicine and the only event health system.

NOTE Confidence: 0.85818727

00:06:21.280 --> 00:06:23.079 And I am as as Laurie mentioned,

NOTE Confidence: 0.85818727

00:06:23.080 --> 00:06:24.904 representing my colleagues

NOTE Confidence: 0.85818727

00:06:24.904 --> 00:06:27.305 in this in this work,

NOTE Confidence: 0.85818727

00:06:27.305 --> 00:06:29.759 Peg McGovern has had the distinct.

NOTE Confidence: 0.85818727

00:06:29.759 --> 00:06:32.633 Actually dubious pleasure of being up

NOTE Confidence: 0.85818727

00:06:32.633 --> 00:06:35.807 in Hartford all day today since early

NOTE Confidence: 0.85818727

00:06:35.807 --> 00:06:38.340 this morning still up there or she

NOTE Confidence: 0.85818727

00:06:38.340 --> 00:06:40.380 would have been joining me tonight

NOTE Confidence: 0.85818727

00:06:40.380 --> 00:06:43.205 at today is the day we presented at

NOTE Confidence: 0.85818727

00:06:43.205 --> 00:06:45.395 the certificate of need hearings for

NOTE Confidence: 0.85818727

00:06:45.395 --> 00:06:47.320 the Prospect hospitals transactions.

NOTE Confidence: 0.85818727

00:06:47.320 --> 00:06:50.184 So Peg has been spending her day up
NOTE Confidence: 0.85818727

00:06:50.184 --> 00:06:53.885 there in Hartford and so anyway I I
NOTE Confidence: 0.85818727

00:06:53.885 --> 00:06:57.010 am representing both of them tonight.
NOTE Confidence: 0.85818727

00:06:57.010 --> 00:06:59.800 I want to just start by saying I
NOTE Confidence: 0.85818727

00:06:59.800 --> 00:07:02.455 am confident that everyone in this
NOTE Confidence: 0.85818727

00:07:02.455 --> 00:07:05.423 town hall is an expert at some level
NOTE Confidence: 0.85818727

00:07:05.423 --> 00:07:08.330 in the challenges around access,
NOTE Confidence: 0.85818727

00:07:08.330 --> 00:07:10.528 whether it's for their own personal health,
NOTE Confidence: 0.85818727

00:07:10.530 --> 00:07:12.170 a family member, a friend,
NOTE Confidence: 0.85818727

00:07:12.170 --> 00:07:14.910 a neighbor colleague, whatever.
NOTE Confidence: 0.85818727

00:07:14.910 --> 00:07:18.850 I think everyone is touched by and is
NOTE Confidence: 0.85818727

00:07:18.850 --> 00:07:22.304 in some way engaged in what turns out
NOTE Confidence: 0.85818727

00:07:22.304 --> 00:07:25.274 to be the workarounds around access.
NOTE Confidence: 0.85818727

00:07:25.280 --> 00:07:29.781 Because the truth is that we needed
NOTE Confidence: 0.85818727

00:07:29.781 --> 00:07:32.728 to and we have stepped back and
NOTE Confidence: 0.85818727

00:07:32.728 --> 00:07:34.360 looked at systems,

NOTE Confidence: 0.85818727

00:07:34.360 --> 00:07:37.078 the processes etcetera that we are

NOTE Confidence: 0.85818727

00:07:37.078 --> 00:07:39.851 utilizing with both in the health

NOTE Confidence: 0.85818727

00:07:39.851 --> 00:07:42.473 system and with in Yale Medicine.

NOTE Confidence: 0.85818727

00:07:42.480 --> 00:07:45.390 And recognized going back to

NOTE Confidence: 0.85818727

00:07:45.390 --> 00:07:47.960 last fall that we can do better,

NOTE Confidence: 0.85818727

00:07:47.960 --> 00:07:49.076 that we need to do better,

NOTE Confidence: 0.85818727

00:07:49.080 --> 00:07:51.586 that we have to do better and

NOTE Confidence: 0.85818727

00:07:51.586 --> 00:07:54.212 that the IT was not.

NOTE Confidence: 0.85818727

00:07:54.212 --> 00:07:57.040 Any one person or any one function

NOTE Confidence: 0.85818727

00:07:57.137 --> 00:07:59.583 or any one area that was that

NOTE Confidence: 0.85818727

00:07:59.583 --> 00:08:01.581 was somehow complicit and why we

NOTE Confidence: 0.85818727

00:08:01.581 --> 00:08:03.448 weren't where we needed to be.

NOTE Confidence: 0.85818727

00:08:03.450 --> 00:08:06.680 But in fact that we have too much of what

NOTE Confidence: 0.85818727

00:08:06.767 --> 00:08:09.609 gets done on behalf of our patients,

NOTE Confidence: 0.85818727

00:08:09.610 --> 00:08:11.722 always on behalf of our patients

NOTE Confidence: 0.85818727

00:08:11.722 --> 00:08:14.040 that are not supported as well as
NOTE Confidence: 0.85818727

00:08:14.040 --> 00:08:16.007 they might be by the systems that
NOTE Confidence: 0.85818727

00:08:16.080 --> 00:08:17.808 we are currently utilizing.
NOTE Confidence: 0.85818727

00:08:17.810 --> 00:08:19.686 And it's not for lack of trying.
NOTE Confidence: 0.85818727

00:08:19.690 --> 00:08:21.590 It's simply the fact that.
NOTE Confidence: 0.85818727

00:08:21.590 --> 00:08:23.921 We wanted to take a fresh set of eyes
NOTE Confidence: 0.85818727

00:08:23.921 --> 00:08:27.520 to this and as part of that work we
NOTE Confidence: 0.85818727

00:08:27.520 --> 00:08:30.820 put out an RFP to leading consulting
NOTE Confidence: 0.85818727

00:08:30.820 --> 00:08:32.990 firms in the country who do this
NOTE Confidence: 0.85818727

00:08:32.990 --> 00:08:35.594 work to see who might be in the best
NOTE Confidence: 0.85818727

00:08:35.594 --> 00:08:37.389 position to come in and help us.
NOTE Confidence: 0.85818727

00:08:37.390 --> 00:08:39.050 And as Lori mentioned,
NOTE Confidence: 0.85818727

00:08:39.050 --> 00:08:40.710 after a national search,
NOTE Confidence: 0.85818727

00:08:40.710 --> 00:08:42.726 we did select Guide House to
NOTE Confidence: 0.85818727

00:08:42.726 --> 00:08:44.510 help us with that work.
NOTE Confidence: 0.85818727

00:08:44.510 --> 00:08:46.346 The other fact of life is

NOTE Confidence: 0.85818727

00:08:46.346 --> 00:08:48.100 that we are not alone.

NOTE Confidence: 0.85818727

00:08:48.100 --> 00:08:50.172 When we talked to colleagues around the

NOTE Confidence: 0.85818727

00:08:50.172 --> 00:08:52.338 country at leading academic health systems,

NOTE Confidence: 0.85818727

00:08:52.340 --> 00:08:54.348 at academic medical centers,

NOTE Confidence: 0.85818727

00:08:54.348 --> 00:08:56.858 everyone is working on access.

NOTE Confidence: 0.85818727

00:08:56.860 --> 00:09:00.220 So it's not that we that

NOTE Confidence: 0.85818727

00:09:00.220 --> 00:09:02.460 people have perfected this.

NOTE Confidence: 0.85818727

00:09:02.460 --> 00:09:05.337 Colleagues again are are working on this,

NOTE Confidence: 0.85818727

00:09:05.340 --> 00:09:07.572 but the fact is that when Guide House

NOTE Confidence: 0.85818727

00:09:07.572 --> 00:09:10.366 came in and took a look at what we

NOTE Confidence: 0.85818727

00:09:10.366 --> 00:09:12.054 were doing collectively and rated

NOTE Confidence: 0.85818727

00:09:12.054 --> 00:09:14.693 us on essentially A1 to four scale.

NOTE Confidence: 0.967568542857143

00:09:14.700 --> 00:09:17.670 Looking at different elements from

NOTE Confidence: 0.967568542857143

00:09:17.670 --> 00:09:20.444 clinical coordination to scheduling to

NOTE Confidence: 0.967568542857143

00:09:20.444 --> 00:09:22.480 other mechanisms, financial reviews,

NOTE Confidence: 0.967568542857143

00:09:22.480 --> 00:09:25.420 other things that we were doing
NOTE Confidence: 0.967568542857143

00:09:25.420 --> 00:09:27.058 on a scale of one to four,
NOTE Confidence: 0.967568542857143

00:09:27.060 --> 00:09:29.216 we were running between A1 and A2.
NOTE Confidence: 0.941691228571429

00:09:31.300 --> 00:09:35.220 So a lot of opportunity for improvement
NOTE Confidence: 0.941691228571429

00:09:35.220 --> 00:09:38.070 and it it it's really been and this is very
NOTE Confidence: 0.941691228571429

00:09:38.142 --> 00:09:40.770 much a part of other things that that we
NOTE Confidence: 0.941691228571429

00:09:40.770 --> 00:09:43.517 see as themes that it is the commitment.
NOTE Confidence: 0.941691228571429

00:09:43.520 --> 00:09:46.677 To work together across the health system,
NOTE Confidence: 0.941691228571429

00:09:46.680 --> 00:09:49.739 across your medicine in a unified enterprise
NOTE Confidence: 0.941691228571429

00:09:49.739 --> 00:09:53.497 wide way that is going to create some of
NOTE Confidence: 0.941691228571429

00:09:53.497 --> 00:09:57.000 our best opportunity for doing this better.
NOTE Confidence: 0.941691228571429

00:09:57.000 --> 00:09:58.752 Here's where I'm going to pledge
NOTE Confidence: 0.941691228571429

00:09:58.752 --> 00:10:00.798 that you will not hear the words
NOTE Confidence: 0.941691228571429

00:10:00.800 --> 00:10:02.918 handoff come out of my mouth.
NOTE Confidence: 0.941691228571429

00:10:02.920 --> 00:10:04.198 There will be no more handoffs.
NOTE Confidence: 0.941691228571429

00:10:04.200 --> 00:10:05.620 We're going to work.

NOTE Confidence: 0.941691228571429
00:10:05.620 --> 00:10:07.854 Go away from handoffs, no handoffs.
NOTE Confidence: 0.941691228571429
00:10:07.854 --> 00:10:11.110 And that we are doing this in a
NOTE Confidence: 0.941691228571429
00:10:11.205 --> 00:10:14.260 unified way and unified approach.
NOTE Confidence: 0.941691228571429
00:10:14.260 --> 00:10:16.018 And so when Guidehouse came in,
NOTE Confidence: 0.941691228571429
00:10:16.020 --> 00:10:18.444 the first thing they did was they
NOTE Confidence: 0.941691228571429
00:10:18.444 --> 00:10:21.210 went into the enterprise and they
NOTE Confidence: 0.941691228571429
00:10:21.210 --> 00:10:24.060 spoke to over 70 individuals.
NOTE Confidence: 0.941691228571429
00:10:24.060 --> 00:10:25.924 They did mystery shopping,
NOTE Confidence: 0.941691228571429
00:10:25.924 --> 00:10:28.254 they visited sites of service.
NOTE Confidence: 0.941691228571429
00:10:28.260 --> 00:10:30.696 Milo was a part of that.
NOTE Confidence: 0.941691228571429
00:10:30.700 --> 00:10:32.655 And they assessed what what
NOTE Confidence: 0.941691228571429
00:10:32.655 --> 00:10:35.053 they were seeing and hearing and
NOTE Confidence: 0.941691228571429
00:10:35.053 --> 00:10:37.267 learning and looking at the data.
NOTE Confidence: 0.941691228571429
00:10:37.270 --> 00:10:40.666 And it it was not shocking,
NOTE Confidence: 0.941691228571429
00:10:40.670 --> 00:10:41.538 not surprising,
NOTE Confidence: 0.941691228571429

00:10:41.538 --> 00:10:44.576 but it was affirming that as to
NOTE Confidence: 0.941691228571429

00:10:44.576 --> 00:10:47.524 where we had these opportunities and
NOTE Confidence: 0.941691228571429

00:10:47.524 --> 00:10:49.876 they took their time to do that and
NOTE Confidence: 0.941691228571429

00:10:49.876 --> 00:10:52.638 they came to us after several months
NOTE Confidence: 0.941691228571429

00:10:52.638 --> 00:10:55.470 and presented a cogent approach to
NOTE Confidence: 0.941691228571429

00:10:55.470 --> 00:10:58.452 how we could make this pivot and
NOTE Confidence: 0.941691228571429

00:10:58.452 --> 00:11:01.224 how we could approach this work.
NOTE Confidence: 0.941691228571429

00:11:01.230 --> 00:11:03.390 And so again, it was impressive.
NOTE Confidence: 0.941691228571429

00:11:03.390 --> 00:11:04.878 It was comprehensive.
NOTE Confidence: 0.941691228571429

00:11:04.878 --> 00:11:07.358 And it was directionally important
NOTE Confidence: 0.941691228571429

00:11:07.358 --> 00:11:10.235 for us to look at it this way.
NOTE Confidence: 0.941691228571429

00:11:10.240 --> 00:11:12.216 What they've now put together is
NOTE Confidence: 0.941691228571429

00:11:12.216 --> 00:11:15.072 the next phase of this work which
NOTE Confidence: 0.941691228571429

00:11:15.072 --> 00:11:16.919 which is now launching,
NOTE Confidence: 0.941691228571429

00:11:16.920 --> 00:11:20.010 it is launching this month to really
NOTE Confidence: 0.941691228571429

00:11:20.010 --> 00:11:22.440 get underway with the work itself.

NOTE Confidence: 0.941691228571429
00:11:22.440 --> 00:11:26.336 And it's the sobering part of
NOTE Confidence: 0.941691228571429
00:11:26.336 --> 00:11:28.760 this is to really fully optimize
NOTE Confidence: 0.941691228571429
00:11:28.836 --> 00:11:31.426 the opportunities that have been
NOTE Confidence: 0.941691228571429
00:11:31.426 --> 00:11:34.016 identified is a three-year journey.
NOTE Confidence: 0.941691228571429
00:11:34.020 --> 00:11:36.267 But what we've also worked on with
NOTE Confidence: 0.941691228571429
00:11:36.267 --> 00:11:38.360 Guidehouse is that we needed to front
NOTE Confidence: 0.941691228571429
00:11:38.360 --> 00:11:40.656 load as in the first year of that
NOTE Confidence: 0.941691228571429
00:11:40.656 --> 00:11:42.231 three-year journey work that was
NOTE Confidence: 0.941691228571429
00:11:42.231 --> 00:11:45.810 going to be most impactful to make a
NOTE Confidence: 0.941691228571429
00:11:45.810 --> 00:11:48.500 difference in the patients that Smilo
NOTE Confidence: 0.941691228571429
00:11:48.500 --> 00:11:51.940 was serving and also across the enterprise.
NOTE Confidence: 0.941691228571429
00:11:51.940 --> 00:11:52.972 And when I,
NOTE Confidence: 0.941691228571429
00:11:52.972 --> 00:11:56.080 you know I'll give an example that I'm sure
NOTE Confidence: 0.941691228571429
00:11:56.080 --> 00:11:58.180 everyone on this call will understand.
NOTE Confidence: 0.941691228571429
00:11:58.180 --> 00:12:00.956 Yes, as Eric said, it is the patients
NOTE Confidence: 0.941691228571429

00:12:00.956 --> 00:12:03.699 who just got a diagnosis of cancer.
NOTE Confidence: 0.941691228571429

00:12:03.700 --> 00:12:05.980 That need desperately need
NOTE Confidence: 0.941691228571429

00:12:05.980 --> 00:12:08.260 immediate access to care,
NOTE Confidence: 0.941691228571429

00:12:08.260 --> 00:12:10.228 but it's also important to look
NOTE Confidence: 0.941691228571429

00:12:10.228 --> 00:12:11.751 at the feeders, cardiology,
NOTE Confidence: 0.941691228571429

00:12:11.751 --> 00:12:12.813 GI, neuro,
NOTE Confidence: 0.941691228571429

00:12:12.813 --> 00:12:13.344 urology,
NOTE Confidence: 0.941691228571429

00:12:13.344 --> 00:12:16.530 all the programs that if they're
NOTE Confidence: 0.941691228571429

00:12:16.622 --> 00:12:18.698 having access challenges,
NOTE Confidence: 0.941691228571429

00:12:18.700 --> 00:12:20.968 it's going to affect the ability
NOTE Confidence: 0.941691228571429

00:12:20.968 --> 00:12:23.409 to identify who are those patients
NOTE Confidence: 0.941691228571429

00:12:23.409 --> 00:12:25.539 that need access to smile.
NOTE Confidence: 0.941691228571429

00:12:25.540 --> 00:12:28.663 So it it's it really is important that we
NOTE Confidence: 0.941691228571429

00:12:28.663 --> 00:12:31.727 look at this across all of our services.
NOTE Confidence: 0.941691228571429

00:12:31.730 --> 00:12:34.565 So that for the people who are seeking care,
NOTE Confidence: 0.941691228571429

00:12:34.570 --> 00:12:37.090 they really can get in and get into

NOTE Confidence: 0.941691228571429
00:12:37.090 --> 00:12:39.463 that queue and get identified as
NOTE Confidence: 0.941691228571429
00:12:39.463 --> 00:12:41.553 and diagnosed appropriately in a
NOTE Confidence: 0.941691228571429
00:12:41.553 --> 00:12:43.786 timely way and then get the access
NOTE Confidence: 0.941691228571429
00:12:43.786 --> 00:12:46.128 to the to the care that they need.
NOTE Confidence: 0.941691228571429
00:12:46.130 --> 00:12:48.328 So that's the approach that we're taking.
NOTE Confidence: 0.941691228571429
00:12:48.330 --> 00:12:50.129 If the no one is opting out,
NOTE Confidence: 0.941691228571429
00:12:50.130 --> 00:12:52.643 everyone is all in and it will
NOTE Confidence: 0.941691228571429
00:12:52.643 --> 00:12:53.720 affect all of
NOTE Confidence: 0.94156614826087
00:12:53.806 --> 00:12:56.893 the aspects of care no matter where
NOTE Confidence: 0.94156614826087
00:12:56.893 --> 00:12:59.769 that occurs across the health system.
NOTE Confidence: 0.94156614826087
00:12:59.770 --> 00:13:00.970 So we're, as I said,
NOTE Confidence: 0.94156614826087
00:13:00.970 --> 00:13:02.850 we're getting underway this month.
NOTE Confidence: 0.94156614826087
00:13:02.850 --> 00:13:05.825 We have some structural aspects to this
NOTE Confidence: 0.94156614826087
00:13:05.825 --> 00:13:09.050 that we're putting in place and then it's
NOTE Confidence: 0.94156614826087
00:13:09.050 --> 00:13:11.730 it's really getting into the deep dive.
NOTE Confidence: 0.94156614826087

00:13:11.730 --> 00:13:15.251 What we expect is that somewhere by
NOTE Confidence: 0.94156614826087

00:13:15.251 --> 00:13:19.880 this fall we will be able to have a good
NOTE Confidence: 0.94156614826087

00:13:19.880 --> 00:13:23.702 line of sight to drive the consistency,
NOTE Confidence: 0.94156614826087

00:13:23.702 --> 00:13:24.968 the standardization,
NOTE Confidence: 0.94156614826087

00:13:24.970 --> 00:13:26.622 the coordination and alignment.
NOTE Confidence: 0.94156614826087

00:13:26.622 --> 00:13:29.546 Of all of the elements that can
NOTE Confidence: 0.94156614826087

00:13:29.546 --> 00:13:32.178 produce the change that we are seeking.
NOTE Confidence: 0.94156614826087

00:13:32.180 --> 00:13:34.300 So no, it isn't going to be overnight,
NOTE Confidence: 0.94156614826087

00:13:34.300 --> 00:13:36.060 but it's not going to be 3 years
NOTE Confidence: 0.94156614826087

00:13:36.060 --> 00:13:36.940 from now either.
NOTE Confidence: 0.94156614826087

00:13:36.940 --> 00:13:38.837 And I would expect that by the
NOTE Confidence: 0.94156614826087

00:13:38.837 --> 00:13:41.138 time we are rolling into the fall,
NOTE Confidence: 0.94156614826087

00:13:41.140 --> 00:13:44.260 we're going to do this in coordinated waves.
NOTE Confidence: 0.94156614826087

00:13:44.260 --> 00:13:46.885 So there'll be waves of of implementation
NOTE Confidence: 0.94156614826087

00:13:46.885 --> 00:13:49.379 that will get underway this fall.
NOTE Confidence: 0.94156614826087

00:13:49.380 --> 00:13:53.446 And what we have committed to our

NOTE Confidence: 0.94156614826087

00:13:53.446 --> 00:13:56.840 leadership to the board, etcetera, is.

NOTE Confidence: 0.94156614826087

00:13:56.840 --> 00:13:59.850 That we are going to see real

NOTE Confidence: 0.94156614826087

00:13:59.850 --> 00:14:02.622 change within this one year time

NOTE Confidence: 0.94156614826087

00:14:02.622 --> 00:14:04.730 frame that we've gotten underway

NOTE Confidence: 0.94156614826087

00:14:04.730 --> 00:14:06.980 with with God as His help.

NOTE Confidence: 0.94156614826087

00:14:06.980 --> 00:14:11.271 So I'm happy to go through any specific

NOTE Confidence: 0.94156614826087

00:14:11.271 --> 00:14:14.217 questions that people have about this.

NOTE Confidence: 0.94156614826087

00:14:14.220 --> 00:14:16.586 But what we're doing here tonight with

NOTE Confidence: 0.94156614826087

00:14:16.586 --> 00:14:19.257 all of you is really as Lori said,

NOTE Confidence: 0.94156614826087

00:14:19.260 --> 00:14:23.200 previewing what's coming and it

NOTE Confidence: 0.94156614826087

00:14:23.200 --> 00:14:26.559 will require change and that.

NOTE Confidence: 0.94156614826087

00:14:26.559 --> 00:14:28.338 Isn't always easy.

NOTE Confidence: 0.94156614826087

00:14:28.340 --> 00:14:31.380 In fact it often is not very easy to to,

NOTE Confidence: 0.94156614826087

00:14:31.380 --> 00:14:33.757 but it's going to be essential 2

NOTE Confidence: 0.94156614826087

00:14:33.757 --> 00:14:36.396 platforms and I think this is another

NOTE Confidence: 0.94156614826087

00:14:36.396 --> 00:14:39.460 key piece that I want to convey tonight

NOTE Confidence: 0.94156614826087

00:14:39.460 --> 00:14:43.177 is that 2 platforms for all of this work.

NOTE Confidence: 0.94156614826087

00:14:43.180 --> 00:14:45.900 The first platform is communication.

NOTE Confidence: 0.94156614826087

00:14:45.900 --> 00:14:48.777 The commitment to all of you is that you're

NOTE Confidence: 0.94156614826087

00:14:48.777 --> 00:14:51.180 going to get tired of hearing about access,

NOTE Confidence: 0.94156614826087

00:14:51.180 --> 00:14:53.700 but that's a good thing because

NOTE Confidence: 0.94156614826087

00:14:53.700 --> 00:14:55.950 we really have to make sure.

NOTE Confidence: 0.94156614826087

00:14:55.950 --> 00:14:58.590 That we're walking in lockstep together.

NOTE Confidence: 0.94156614826087

00:14:58.590 --> 00:15:00.100 This isn't something that you're

NOTE Confidence: 0.94156614826087

00:15:00.100 --> 00:15:01.908 hearing about tonight and then six

NOTE Confidence: 0.94156614826087

00:15:01.908 --> 00:15:03.630 months from now you'll get an update.

NOTE Confidence: 0.94156614826087

00:15:03.630 --> 00:15:06.108 You will be hearing a lot about

NOTE Confidence: 0.94156614826087

00:15:06.108 --> 00:15:07.782 this and I am commit.

NOTE Confidence: 0.94156614826087

00:15:07.782 --> 00:15:09.190 I'm confident that that

NOTE Confidence: 0.94156614826087

00:15:09.190 --> 00:15:10.950 commitment will be seen through.

NOTE Confidence: 0.94156614826087

00:15:10.950 --> 00:15:12.480 So communication throughout

NOTE Confidence: 0.94156614826087

00:15:12.480 --> 00:15:15.030 is going to be essential.

NOTE Confidence: 0.94156614826087

00:15:15.030 --> 00:15:16.200 No surprises.

NOTE Confidence: 0.94156614826087

00:15:16.200 --> 00:15:19.710 The other platform will be IT.

NOTE Confidence: 0.94156614826087

00:15:19.710 --> 00:15:22.902 All of this work is going to need

NOTE Confidence: 0.94156614826087

00:15:22.902 --> 00:15:25.746 the support of and be informed by.

NOTE Confidence: 0.94156614826087

00:15:25.750 --> 00:15:27.535 Our IT capabilities,

NOTE Confidence: 0.94156614826087

00:15:27.535 --> 00:15:30.966 you all know that we adopted

NOTE Confidence: 0.94156614826087

00:15:30.966 --> 00:15:32.790 EPIC 10 years ago,

NOTE Confidence: 0.94156614826087

00:15:32.790 --> 00:15:34.470 but we haven't fully utilized

NOTE Confidence: 0.94156614826087

00:15:34.470 --> 00:15:36.457 or optimized it in support of

NOTE Confidence: 0.94156614826087

00:15:36.457 --> 00:15:38.186 what we need to be doing here.

NOTE Confidence: 0.94156614826087

00:15:38.190 --> 00:15:39.930 And we've had different pilot

NOTE Confidence: 0.94156614826087

00:15:39.930 --> 00:15:40.626 elements etcetera.

NOTE Confidence: 0.94156614826087

00:15:40.630 --> 00:15:43.627 So I T is being pushed up to the

NOTE Confidence: 0.94156614826087

00:15:43.627 --> 00:15:46.368 front because we can't the size that

NOTE Confidence: 0.94156614826087

00:15:46.368 --> 00:15:49.343 we are and we have over 5,000,000
NOTE Confidence: 0.94156614826087

00:15:49.343 --> 00:15:52.108 interchanges with patients a year,
NOTE Confidence: 0.94156614826087

00:15:52.110 --> 00:15:53.133 it is impossible.
NOTE Confidence: 0.94156614826087

00:15:53.133 --> 00:15:55.520 To be able to really have a
NOTE Confidence: 0.94156614826087

00:15:55.605 --> 00:15:57.199 meaningful organized,
NOTE Confidence: 0.94156614826087

00:15:57.200 --> 00:16:00.322 coordinated way of doing this work if
NOTE Confidence: 0.94156614826087

00:16:00.322 --> 00:16:03.198 we're not leveraging IT as part of this.
NOTE Confidence: 0.94156614826087

00:16:03.200 --> 00:16:05.684 So that's going to be another
NOTE Confidence: 0.94156614826087

00:16:05.684 --> 00:16:08.440 platform element of all of this work.
NOTE Confidence: 0.94156614826087

00:16:08.440 --> 00:16:09.156 So again,
NOTE Confidence: 0.94156614826087

00:16:09.156 --> 00:16:12.020 I'm going to pause there and happy Eric
NOTE Confidence: 0.94156614826087

00:16:12.102 --> 00:16:14.440 and Laurie to open it up to comments
NOTE Confidence: 0.94156614826087

00:16:14.440 --> 00:16:16.960 that and our questions everyone may have.
NOTE Confidence: 0.93019031

00:16:16.960 --> 00:16:18.930 But that is sort of the that's
NOTE Confidence: 0.93019031

00:16:18.930 --> 00:16:21.240 the overview of how we got here,
NOTE Confidence: 0.93019031

00:16:21.240 --> 00:16:22.098 where we're headed.

NOTE Confidence: 0.93019031

00:16:22.098 --> 00:16:23.242 And what we're committed

NOTE Confidence: 0.93019031

00:16:23.242 --> 00:16:24.670 to doing in the weeks,

NOTE Confidence: 0.93019031

00:16:24.670 --> 00:16:26.230 months and it will be in

NOTE Confidence: 0.93019031

00:16:26.230 --> 00:16:27.270 some cases years ahead.

NOTE Confidence: 0.94629164

00:16:28.070 --> 00:16:29.470 Cynthia, thank you very much.

NOTE Confidence: 0.94629164

00:16:29.470 --> 00:16:32.330 And and I think that smile is ready to jump

NOTE Confidence: 0.94629164

00:16:32.403 --> 00:16:35.067 right in and and get going on this work.

NOTE Confidence: 0.94629164

00:16:35.070 --> 00:16:36.830 And I think if you're able to stay,

NOTE Confidence: 0.94629164

00:16:36.830 --> 00:16:41.186 you'll hear how we are poised to do that.

NOTE Confidence: 0.94629164

00:16:41.190 --> 00:16:43.710 There is a question in the chat that

NOTE Confidence: 0.94629164

00:16:43.710 --> 00:16:46.209 I think is an important question.

NOTE Confidence: 0.94629164

00:16:46.210 --> 00:16:48.002 And the question is will this mean

NOTE Confidence: 0.94629164

00:16:48.002 --> 00:16:49.608 phase three or what does this,

NOTE Confidence: 0.94629164

00:16:49.610 --> 00:16:52.394 I think this is what does this mean

NOTE Confidence: 0.94629164

00:16:52.394 --> 00:16:54.970 for the phase three of SMILO moving

NOTE Confidence: 0.94629164

00:16:54.970 --> 00:16:57.410 to the Ill Medicine access center.

NOTE Confidence: 0.94629164

00:16:57.410 --> 00:17:00.410 It's probably good to try to reconcile you

NOTE Confidence: 0.94629164

00:17:00.410 --> 00:17:03.290 know that because we have spent so much

NOTE Confidence: 0.94629164

00:17:03.364 --> 00:17:06.289 time in that space over the last few years.

NOTE Confidence: 0.94629164

00:17:06.290 --> 00:17:07.526 Can you help us with that?

NOTE Confidence: 0.938815971428572

00:17:08.450 --> 00:17:12.286 Certainly. So let me just say this,

NOTE Confidence: 0.938815971428572

00:17:12.290 --> 00:17:15.410 first of all, we are not.

NOTE Confidence: 0.938815971428572

00:17:15.410 --> 00:17:18.250 If you will, blowing up anything that exists.

NOTE Confidence: 0.938815971428572

00:17:18.250 --> 00:17:21.378 What we have to do is connect the

NOTE Confidence: 0.938815971428572

00:17:21.378 --> 00:17:23.888 dots and we have been too siloed.

NOTE Confidence: 0.938815971428572

00:17:23.890 --> 00:17:26.706 That is crystal clear and we have not

NOTE Confidence: 0.938815971428572

00:17:26.706 --> 00:17:29.487 had some of the wraparound efforts.

NOTE Confidence: 0.938815971428572

00:17:29.490 --> 00:17:33.326 Let me take a very basic example.

NOTE Confidence: 0.938815971428572

00:17:33.330 --> 00:17:35.810 If you go to a website,

NOTE Confidence: 0.938815971428572

00:17:35.810 --> 00:17:38.498 depending upon what portal of entry

NOTE Confidence: 0.938815971428572

00:17:38.498 --> 00:17:40.916 we use and let's say we're going to

NOTE Confidence: 0.938815971428572
00:17:40.916 --> 00:17:42.913 want to look and see Doctor Eric
NOTE Confidence: 0.938815971428572
00:17:42.913 --> 00:17:44.773 Weiner and have he is represented.
NOTE Confidence: 0.938815971428572
00:17:44.780 --> 00:17:46.698 Depending upon what website you go into,
NOTE Confidence: 0.938815971428572
00:17:46.700 --> 00:17:48.458 whether it's a health system website,
NOTE Confidence: 0.938815971428572
00:17:48.460 --> 00:17:50.311 a departmental website,
NOTE Confidence: 0.938815971428572
00:17:50.311 --> 00:17:52.779 a young medicine website,
NOTE Confidence: 0.938815971428572
00:17:52.780 --> 00:17:54.300 you could get different information.
NOTE Confidence: 0.9603804
00:17:59.020 --> 00:18:02.656 We're talking about fundamental issues here.
NOTE Confidence: 0.9603804
00:18:02.660 --> 00:18:04.711 So no, the last thing we want
NOTE Confidence: 0.9603804
00:18:04.711 --> 00:18:08.620 to do is is go backward.
NOTE Confidence: 0.9603804
00:18:08.620 --> 00:18:10.489 But we have to do this go
NOTE Confidence: 0.9603804
00:18:10.489 --> 00:18:12.490 forward in a coordinated way.
NOTE Confidence: 0.9603804
00:18:12.490 --> 00:18:14.128 And so that that's the commitment.
NOTE Confidence: 0.9603804
00:18:14.130 --> 00:18:16.128 And so I understand the question.
NOTE Confidence: 0.9603804
00:18:16.130 --> 00:18:17.885 We're going to leverage things
NOTE Confidence: 0.9603804

00:18:17.885 --> 00:18:20.204 that are in place, the people,
NOTE Confidence: 0.9603804

00:18:20.204 --> 00:18:22.489 the resources that have been
NOTE Confidence: 0.9603804

00:18:22.489 --> 00:18:24.170 already been worked on.
NOTE Confidence: 0.9603804

00:18:24.170 --> 00:18:26.378 What I'm sure the team will
NOTE Confidence: 0.9603804

00:18:26.378 --> 00:18:27.850 be talking about tonight.
NOTE Confidence: 0.9603804

00:18:27.850 --> 00:18:30.274 We want to take what's good
NOTE Confidence: 0.9603804

00:18:30.274 --> 00:18:31.890 about what's been done,
NOTE Confidence: 0.9603804

00:18:31.890 --> 00:18:34.002 but we also have to recognize
NOTE Confidence: 0.9603804

00:18:34.002 --> 00:18:35.410 that it is siloed.
NOTE Confidence: 0.9603804

00:18:35.410 --> 00:18:36.673 And so this,
NOTE Confidence: 0.9603804

00:18:36.673 --> 00:18:39.199 this work is really about making
NOTE Confidence: 0.9603804

00:18:39.199 --> 00:18:41.816 sure that we connect the dots.
NOTE Confidence: 0.9603804

00:18:41.820 --> 00:18:43.500 So that the point of view of
NOTE Confidence: 0.9603804

00:18:43.500 --> 00:18:45.420 the of the consumer and the
NOTE Confidence: 0.9603804

00:18:45.420 --> 00:18:46.764 consumer definition in this
NOTE Confidence: 0.9603804

00:18:46.764 --> 00:18:48.660 case is obviously the patient.

NOTE Confidence: 0.9603804

00:18:48.660 --> 00:18:51.828 It's also the referring physicians if

NOTE Confidence: 0.9603804

00:18:51.828 --> 00:18:55.412 you want to get an earful about access,

NOTE Confidence: 0.9603804

00:18:55.420 --> 00:18:58.690 talk to people out there who have

NOTE Confidence: 0.9603804

00:18:58.690 --> 00:19:00.580 patients that they want to send

NOTE Confidence: 0.9603804

00:19:00.580 --> 00:19:03.144 us and experience a lot of the

NOTE Confidence: 0.9603804

00:19:03.144 --> 00:19:04.900 same frustrations our patients do.

NOTE Confidence: 0.9603804

00:19:04.900 --> 00:19:07.595 So consumer in this case is obviously

NOTE Confidence: 0.9603804

00:19:07.595 --> 00:19:09.988 first and foremost it's the patient.

NOTE Confidence: 0.9603804

00:19:09.990 --> 00:19:11.550 Also the referring positions

NOTE Confidence: 0.941168454545455

00:19:13.310 --> 00:19:15.353 and is it safe to say Cynthia that you

NOTE Confidence: 0.941168454545455

00:19:15.353 --> 00:19:17.743 know going back to what we've all been

NOTE Confidence: 0.941168454545455

00:19:17.743 --> 00:19:19.643 accustomed to preparing for around you

NOTE Confidence: 0.941168454545455

00:19:19.643 --> 00:19:22.470 know becoming the next phase if you

NOTE Confidence: 0.941168454545455

00:19:22.470 --> 00:19:25.958 will that there are there are a lot of

NOTE Confidence: 0.941168454545455

00:19:25.958 --> 00:19:28.315 things to leverage in the existing?

NOTE Confidence: 0.941168454545455

00:19:28.315 --> 00:19:31.285 Work that's been done and the
NOTE Confidence: 0.941168454545455

00:19:31.285 --> 00:19:33.612 infrastructure that is there that what
NOTE Confidence: 0.941168454545455

00:19:33.612 --> 00:19:37.224 we would hope to do with the the now
NOTE Confidence: 0.941168454545455

00:19:37.224 --> 00:19:40.224 the great help from Guide House and all
NOTE Confidence: 0.941168454545455

00:19:40.224 --> 00:19:42.310 of the participation that occurred in
NOTE Confidence: 0.941168454545455

00:19:42.310 --> 00:19:45.136 that effort is to really most adequately
NOTE Confidence: 0.941168454545455

00:19:45.136 --> 00:19:47.890 and appropriately leverage what we have.
NOTE Confidence: 0.941168454545455

00:19:47.890 --> 00:19:51.045 And I will just share for for those of you
NOTE Confidence: 0.941168454545455

00:19:51.045 --> 00:19:54.143 on that are out there that we were very
NOTE Confidence: 0.941168454545455

00:19:54.143 --> 00:19:56.849 involved in providing input and sharing.
NOTE Confidence: 0.941168454545455

00:19:56.850 --> 00:19:58.370 In that guide house process.
NOTE Confidence: 0.941168454545455

00:19:58.370 --> 00:20:00.967 So our voices were a part of
NOTE Confidence: 0.941168454545455

00:20:00.967 --> 00:20:03.850 the 70 that Cynthia mentioned.
NOTE Confidence: 0.941168454545455

00:20:03.850 --> 00:20:04.963 So you know,
NOTE Confidence: 0.941168454545455

00:20:04.963 --> 00:20:08.210 I think that they have taken into account
NOTE Confidence: 0.941168454545455

00:20:08.210 --> 00:20:10.280 not only what we shared but what a lot

NOTE Confidence: 0.941168454545455
00:20:10.280 --> 00:20:12.365 of other folks have shared as well.
NOTE Confidence: 0.941168454545455
00:20:12.370 --> 00:20:16.610 So thank you. All right.
NOTE Confidence: 0.941168454545455
00:20:16.610 --> 00:20:17.810 That was the question.
NOTE Confidence: 0.941168454545455
00:20:17.810 --> 00:20:19.448 That's the one question that came up.
NOTE Confidence: 0.941168454545455
00:20:19.450 --> 00:20:22.645 I think if there's anything else we we will.
NOTE Confidence: 0.941168454545455
00:20:22.650 --> 00:20:24.006 We'll catch it along the way.
NOTE Confidence: 0.941168454545455
00:20:24.010 --> 00:20:25.192 If that's okay,
NOTE Confidence: 0.941168454545455
00:20:25.192 --> 00:20:25.586 Cynthia,
NOTE Confidence: 0.941168454545455
00:20:25.586 --> 00:20:28.507 this is just such a perfect preview
NOTE Confidence: 0.941168454545455
00:20:28.507 --> 00:20:31.109 and perfect setup for what Doctor
NOTE Confidence: 0.941168454545455
00:20:31.109 --> 00:20:33.074 Shellhorn and Lisa Chomsky will
NOTE Confidence: 0.941168454545455
00:20:33.074 --> 00:20:34.969 now share with the group.
NOTE Confidence: 0.941168454545455
00:20:34.970 --> 00:20:37.427 It just ties in very nicely and
NOTE Confidence: 0.941168454545455
00:20:37.427 --> 00:20:39.123 really appreciate you being able
NOTE Confidence: 0.941168454545455
00:20:39.123 --> 00:20:40.810 to come and help us tee this up.
NOTE Confidence: 0.95132334

00:20:44.970 --> 00:20:47.110 The opportunity to present this
NOTE Confidence: 0.95132334

00:20:47.110 --> 00:20:49.250 update on our access initiative,
NOTE Confidence: 0.95132334

00:20:49.250 --> 00:20:51.287 I think first Doctor Shelhorn and I
NOTE Confidence: 0.95132334

00:20:51.287 --> 00:20:55.730 just want to acknowledge our small but
NOTE Confidence: 0.95132334

00:20:55.730 --> 00:20:57.890 mighty core patient access group that
NOTE Confidence: 0.95132334

00:20:57.890 --> 00:21:00.290 includes Jen Watkins, La, the Sudakar,
NOTE Confidence: 0.95132334

00:21:00.290 --> 00:21:03.050 Paula Pike and Mike Strait who are
NOTE Confidence: 0.95132334

00:21:03.050 --> 00:21:04.450 currently running off our team.
NOTE Confidence: 0.9301902

00:21:05.650 --> 00:21:06.690 We tend to pass
NOTE Confidence: 0.8979210425

00:21:06.730 --> 00:21:09.740 over this slide in a lot of
NOTE Confidence: 0.8979210425

00:21:09.740 --> 00:21:12.458 presentations, but as a reminder.
NOTE Confidence: 0.8979210425

00:21:12.460 --> 00:21:15.220 Access is addressed at the very top.
NOTE Confidence: 0.8979210425

00:21:15.220 --> 00:21:16.805 Yale New Haven Health enhances
NOTE Confidence: 0.8979210425

00:21:16.805 --> 00:21:19.162 the lives of the people we serve
NOTE Confidence: 0.8979210425

00:21:19.162 --> 00:21:20.927 by providing access to high
NOTE Confidence: 0.8979210425

00:21:20.927 --> 00:21:22.340 valued patient centered care,

NOTE Confidence: 0.9469625333333333
00:21:24.540 --> 00:21:27.500 right. This slide really reinforces
NOTE Confidence: 0.9469625333333333
00:21:27.500 --> 00:21:29.966 that improving access is a firmly
NOTE Confidence: 0.9469625333333333
00:21:29.966 --> 00:21:32.495 established goal for the entire health
NOTE Confidence: 0.9469625333333333
00:21:32.495 --> 00:21:34.937 system as well as Yale Medicine.
NOTE Confidence: 0.9469625333333333
00:21:34.940 --> 00:21:37.148 Executing a patient access
NOTE Confidence: 0.9469625333333333
00:21:37.148 --> 00:21:39.908 strategy is a strategic priority.
NOTE Confidence: 0.9469625333333333
00:21:39.910 --> 00:21:41.706 Patient access and navigation
NOTE Confidence: 0.9469625333333333
00:21:41.706 --> 00:21:44.400 represent a Yale New Haven Health
NOTE Confidence: 0.9469625333333333
00:21:44.471 --> 00:21:46.924 System strategic pillar and the
NOTE Confidence: 0.9469625333333333
00:21:46.924 --> 00:21:49.366 university and the hospital share an
NOTE Confidence: 0.9469625333333333
00:21:49.366 --> 00:21:51.630 aspiration for unparalleled access.
NOTE Confidence: 0.9469625333333333
00:21:51.630 --> 00:21:53.976 These all represent different ways of
NOTE Confidence: 0.9469625333333333
00:21:53.976 --> 00:21:56.505 saying timely access to care represents
NOTE Confidence: 0.9469625333333333
00:21:56.505 --> 00:21:58.750 care that's truly patient centric
NOTE Confidence: 0.9469625333333333
00:21:58.750 --> 00:22:00.310 and that when we improve access,
NOTE Confidence: 0.9469625333333333

00:22:00.310 --> 00:22:02.144 we not only provide more timely care,
NOTE Confidence: 0.9469625333333333

00:22:02.150 --> 00:22:04.100 but we increase patient engagement
NOTE Confidence: 0.9469625333333333

00:22:04.100 --> 00:22:05.270 and patient satisfaction.
NOTE Confidence: 0.8032738

00:22:07.840 --> 00:22:10.204 OK, so our access goals center,
NOTE Confidence: 0.8032738

00:22:10.204 --> 00:22:11.296 I'm putting center,
NOTE Confidence: 0.8032738

00:22:11.296 --> 00:22:13.116 I'm putting the patient first.
NOTE Confidence: 0.8032738

00:22:13.120 --> 00:22:15.616 Our SMILO standard is to offer an appointment
NOTE Confidence: 0.8032738

00:22:15.616 --> 00:22:18.520 to new patients when then within three days,
NOTE Confidence: 0.8032738

00:22:18.520 --> 00:22:21.412 one to two when subspecialties are
NOTE Confidence: 0.8032738

00:22:21.412 --> 00:22:25.385 required or within four days when a
NOTE Confidence: 0.8032738

00:22:25.385 --> 00:22:27.997 multidisciplinary appointment is indicated.
NOTE Confidence: 0.8032738

00:22:28.000 --> 00:22:30.107 And it's important to note that our
NOTE Confidence: 0.8032738

00:22:30.107 --> 00:22:32.433 standard is a bit more ambitious than
NOTE Confidence: 0.8032738

00:22:32.433 --> 00:22:34.840 the Yale Medicine goal of seven days.
NOTE Confidence: 0.8032738

00:22:34.840 --> 00:22:37.297 Another goal is to follow the established
NOTE Confidence: 0.8032738

00:22:37.297 --> 00:22:38.960 Yale Medicine template standards.

NOTE Confidence: 0.8032738

00:22:38.960 --> 00:22:39.770 By doing this,

NOTE Confidence: 0.8032738

00:22:39.770 --> 00:22:41.120 we hope to improve access,

NOTE Confidence: 0.8032738

00:22:41.120 --> 00:22:44.120 clinical operations as well as

NOTE Confidence: 0.8032738

00:22:44.120 --> 00:22:45.920 the patient experience.

NOTE Confidence: 0.8032738

00:22:45.920 --> 00:22:47.870 We do realize that implementation of

NOTE Confidence: 0.8032738

00:22:47.870 --> 00:22:50.053 these goals might be a significant

NOTE Confidence: 0.8032738

00:22:50.053 --> 00:22:52.780 practice change in some areas and by

NOTE Confidence: 0.8032738

00:22:52.780 --> 00:22:54.520 moving to a patient centric model,

NOTE Confidence: 0.8032738

00:22:54.520 --> 00:22:56.120 we are changing our culture

NOTE Confidence: 0.924663147142857

00:23:01.240 --> 00:23:03.494 so. How did we approach this work?

NOTE Confidence: 0.924663147142857

00:23:03.500 --> 00:23:06.080 First, we created what we're calling

NOTE Confidence: 0.924663147142857

00:23:06.080 --> 00:23:08.550 the SMILO Access Dashboard to assess

NOTE Confidence: 0.924663147142857

00:23:08.550 --> 00:23:10.937 wait times by sight and by disease.

NOTE Confidence: 0.924663147142857

00:23:10.940 --> 00:23:14.370 We held to focus groups with multiple

NOTE Confidence: 0.924663147142857

00:23:14.370 --> 00:23:16.816 stakeholders that included RN coordinators,

NOTE Confidence: 0.924663147142857

00:23:16.816 --> 00:23:19.750 intake staff and physicians so that
NOTE Confidence: 0.924663147142857

00:23:19.829 --> 00:23:22.409 we can understand best practices as
NOTE Confidence: 0.924663147142857

00:23:22.409 --> 00:23:25.020 well as challenges and scheduling.
NOTE Confidence: 0.924663147142857

00:23:25.020 --> 00:23:26.882 Then we looked at the work queues
NOTE Confidence: 0.924663147142857

00:23:26.882 --> 00:23:28.423 across the SMILO enterprise to
NOTE Confidence: 0.924663147142857

00:23:28.423 --> 00:23:30.469 determine the number of new patient
NOTE Confidence: 0.924663147142857

00:23:30.469 --> 00:23:32.170 referrals that we were receiving.
NOTE Confidence: 0.924663147142857

00:23:32.170 --> 00:23:36.475 On a weekly basis and for our sites that
NOTE Confidence: 0.924663147142857

00:23:36.475 --> 00:23:38.610 are participating in Next Day Access,
NOTE Confidence: 0.924663147142857

00:23:38.610 --> 00:23:41.202 we reviewed scheduling codes to understand
NOTE Confidence: 0.924663147142857

00:23:41.202 --> 00:23:44.329 the reasons for the appointment delays.
NOTE Confidence: 0.924663147142857

00:23:44.330 --> 00:23:45.038 And finally,
NOTE Confidence: 0.924663147142857

00:23:45.038 --> 00:23:47.162 we began to review templates to
NOTE Confidence: 0.924663147142857

00:23:47.162 --> 00:23:48.657 determine specific challenges with
NOTE Confidence: 0.924663147142857

00:23:48.657 --> 00:23:50.847 scheduling and this work is ongoing.
NOTE Confidence: 0.9201268

00:23:54.430 --> 00:23:56.390 So Lisa's given a a nice

NOTE Confidence: 0.9201268

00:23:56.390 --> 00:23:58.030 overview of our process overall,

NOTE Confidence: 0.925464307777778

00:23:58.030 --> 00:23:59.866 but first we wanted to introduce

NOTE Confidence: 0.925464307777778

00:23:59.866 --> 00:24:01.718 our new dashboard that we've that

NOTE Confidence: 0.925464307777778

00:24:01.718 --> 00:24:03.428 we're using as the first step.

NOTE Confidence: 0.925464307777778

00:24:03.430 --> 00:24:05.238 It's important that we be able to measure

NOTE Confidence: 0.925464307777778

00:24:05.238 --> 00:24:06.870 the time to the first appointment.

NOTE Confidence: 0.925464307777778

00:24:06.870 --> 00:24:10.748 And so this was a dashboard developed

NOTE Confidence: 0.925464307777778

00:24:10.750 --> 00:24:12.808 over several months that has the

NOTE Confidence: 0.925464307777778

00:24:12.808 --> 00:24:15.015 following features and I want to point

NOTE Confidence: 0.925464307777778

00:24:15.015 --> 00:24:17.190 out that none of this is real data,

NOTE Confidence: 0.925464307777778

00:24:17.190 --> 00:24:19.718 but just so that all of you could

NOTE Confidence: 0.925464307777778

00:24:19.718 --> 00:24:22.184 take a look at what we're capturing.

NOTE Confidence: 0.925464307777778

00:24:22.184 --> 00:24:25.670 The first column is what percent of patients,

NOTE Confidence: 0.925464307777778

00:24:25.670 --> 00:24:27.215 according to site,

NOTE Confidence: 0.925464307777778

00:24:27.215 --> 00:24:29.790 are seen within three days.

NOTE Confidence: 0.925464307777778

00:24:29.790 --> 00:24:32.388 The second is within seven days.
NOTE Confidence: 0.925464307777778

00:24:32.390 --> 00:24:35.785 To align with the Yale Medicine standard,
NOTE Confidence: 0.897545356666667

00:24:38.030 --> 00:24:40.374 I'll I'll point out that the colors that
NOTE Confidence: 0.897545356666667

00:24:40.374 --> 00:24:43.030 we use in this dashboard are arbitrary,
NOTE Confidence: 0.897545356666667

00:24:43.030 --> 00:24:45.067 but green is good, red is bad,
NOTE Confidence: 0.897545356666667

00:24:45.070 --> 00:24:48.054 or green is better and red is bad.
NOTE Confidence: 0.897545356666667

00:24:48.060 --> 00:24:50.937 Greater this column is the the percentage
NOTE Confidence: 0.897545356666667

00:24:50.937 --> 00:24:53.379 of patients that were seen within
NOTE Confidence: 0.897545356666667

00:24:53.380 --> 00:24:55.963 more than with outside of three days
NOTE Confidence: 0.897545356666667

00:24:55.963 --> 00:24:58.380 for reasons other than their choice.
NOTE Confidence: 0.897545356666667

00:24:58.380 --> 00:25:01.439 So reasons being we don't have an
NOTE Confidence: 0.897545356666667

00:25:01.439 --> 00:25:03.597 appointment available would be captured
NOTE Confidence: 0.897545356666667

00:25:03.597 --> 00:25:06.326 here then median days to the new
NOTE Confidence: 0.897545356666667

00:25:06.326 --> 00:25:08.292 patient visit appointments and the total
NOTE Confidence: 0.897545356666667

00:25:08.292 --> 00:25:09.876 number of patients seen within that
NOTE Confidence: 0.897545356666667

00:25:09.876 --> 00:25:11.656 site in whatever time frame we use.

NOTE Confidence: 0.948879371428571
00:25:13.960 --> 00:25:16.288 It's important to remember that the
NOTE Confidence: 0.948879371428571
00:25:16.288 --> 00:25:18.940 time from the appointment being given
NOTE Confidence: 0.948879371428571
00:25:18.940 --> 00:25:21.200 to the appointment actually occurring
NOTE Confidence: 0.948879371428571
00:25:21.274 --> 00:25:23.609 is certainly important and that's
NOTE Confidence: 0.948879371428571
00:25:23.609 --> 00:25:25.477 what's been captured routinely.
NOTE Confidence: 0.948879371428571
00:25:25.480 --> 00:25:28.136 But the patient actually
NOTE Confidence: 0.948879371428571
00:25:28.136 --> 00:25:29.934 experiences a longer period.
NOTE Confidence: 0.948879371428571
00:25:29.934 --> 00:25:31.824 There's a that kind of.
NOTE Confidence: 0.948879371428571
00:25:31.830 --> 00:25:34.050 Processing time between the point that
NOTE Confidence: 0.948879371428571
00:25:34.050 --> 00:25:36.613 the referral is entered or called in to
NOTE Confidence: 0.948879371428571
00:25:36.613 --> 00:25:38.377 the point that the appointment is made,
NOTE Confidence: 0.948879371428571
00:25:38.377 --> 00:25:40.390 and that's a high anxiety period as well.
NOTE Confidence: 0.948879371428571
00:25:40.390 --> 00:25:42.952 So we're capturing that in a separate
NOTE Confidence: 0.948879371428571
00:25:42.952 --> 00:25:45.236 dashboard looking at time from the
NOTE Confidence: 0.948879371428571
00:25:45.236 --> 00:25:47.468 referral entry to the appointment made.
NOTE Confidence: 0.948879371428571

00:25:47.470 --> 00:25:49.294 And rather than show you multiple
NOTE Confidence: 0.948879371428571

00:25:49.294 --> 00:25:51.510 views of all of our dashboards,
NOTE Confidence: 0.948879371428571

00:25:51.510 --> 00:25:53.525 we wanted to summarize what
NOTE Confidence: 0.948879371428571

00:25:53.525 --> 00:25:55.540 we found in our first.
NOTE Confidence: 0.948879371428571

00:25:55.540 --> 00:25:57.540 Pass through with this dashboard,
NOTE Confidence: 0.948879371428571

00:25:57.540 --> 00:26:00.126 more than half of our patients
NOTE Confidence: 0.948879371428571

00:26:00.126 --> 00:26:02.426 aren't being seen within seven
NOTE Confidence: 0.948879371428571

00:26:02.426 --> 00:26:04.506 calendar days within solid tumors.
NOTE Confidence: 0.948879371428571

00:26:04.506 --> 00:26:06.678 That number does improve when we
NOTE Confidence: 0.948879371428571

00:26:06.678 --> 00:26:08.978 look at our top four disease sites,
NOTE Confidence: 0.948879371428571

00:26:08.980 --> 00:26:12.260 breast, GIGU and thoracic.
NOTE Confidence: 0.948879371428571

00:26:12.260 --> 00:26:14.304 Those patients with hematologic
NOTE Confidence: 0.948879371428571

00:26:14.304 --> 00:26:16.859 malignancy experience much longer wait
NOTE Confidence: 0.948879371428571

00:26:16.859 --> 00:26:19.588 times than patients with solid tumors.
NOTE Confidence: 0.948879371428571

00:26:19.590 --> 00:26:22.320 And patients with classical hematologic
NOTE Confidence: 0.948879371428571

00:26:22.320 --> 00:26:24.504 diagnosis are experiencing significant

NOTE Confidence: 0.948879371428571
00:26:24.504 --> 00:26:26.787 delays at nearly all of our sites
NOTE Confidence: 0.66347367
00:26:29.510 --> 00:26:31.429 Okay. So we conducted a
NOTE Confidence: 0.937737689375
00:26:31.430 --> 00:26:34.454 couple of focus groups and you can see
NOTE Confidence: 0.937737689375
00:26:34.454 --> 00:26:37.065 the feedback that we got on the left.
NOTE Confidence: 0.937737689375
00:26:37.070 --> 00:26:39.150 Smile of physicians are flexible
NOTE Confidence: 0.937737689375
00:26:39.150 --> 00:26:41.230 and accommodating new patients with
NOTE Confidence: 0.937737689375
00:26:41.295 --> 00:26:43.558 malignancies and they often schedule
NOTE Confidence: 0.937737689375
00:26:43.558 --> 00:26:45.468 outside of their templated time.
NOTE Confidence: 0.937737689375
00:26:45.470 --> 00:26:47.410 Nursing outreach to patients prior
NOTE Confidence: 0.937737689375
00:26:47.410 --> 00:26:49.826 to their appointment is key to
NOTE Confidence: 0.937737689375
00:26:49.826 --> 00:26:51.454 immediate patient engagement and
NOTE Confidence: 0.937737689375
00:26:51.454 --> 00:26:54.104 our R and coordinators report the
NOTE Confidence: 0.937737689375
00:26:54.104 --> 00:26:55.748 patients expressed appreciation
NOTE Confidence: 0.937737689375
00:26:55.750 --> 00:26:58.108 and relief when they call them.
NOTE Confidence: 0.937737689375
00:26:58.110 --> 00:27:01.158 The presence of the intake team on site
NOTE Confidence: 0.937737689375

00:27:01.158 --> 00:27:02.750 facilitates communication and triaging.
NOTE Confidence: 0.937737689375

00:27:02.750 --> 00:27:05.030 Those hallway conversations among staff
NOTE Confidence: 0.937737689375

00:27:05.030 --> 00:27:07.708 and physicians are really important and
NOTE Confidence: 0.937737689375

00:27:07.708 --> 00:27:10.096 patients are grateful for the opportunity
NOTE Confidence: 0.937737689375

00:27:10.096 --> 00:27:12.640 to schedule a timely appointment.
NOTE Confidence: 0.937737689375

00:27:12.640 --> 00:27:14.240 We also identified some
NOTE Confidence: 0.937737689375

00:27:14.240 --> 00:27:15.440 opportunities in blue.
NOTE Confidence: 0.937737689375

00:27:15.440 --> 00:27:17.276 We heard again and again that
NOTE Confidence: 0.937737689375

00:27:17.276 --> 00:27:18.907 there aren't enough open new
NOTE Confidence: 0.937737689375

00:27:18.907 --> 00:27:20.983 patient visit slots and there's not
NOTE Confidence: 0.937737689375

00:27:20.983 --> 00:27:22.759 enough return patient visit slots.
NOTE Confidence: 0.937737689375

00:27:22.760 --> 00:27:24.530 There's a large volume of
NOTE Confidence: 0.937737689375

00:27:24.530 --> 00:27:26.440 classical hematology patients,
NOTE Confidence: 0.937737689375

00:27:26.440 --> 00:27:28.546 new patients and next day access
NOTE Confidence: 0.937737689375

00:27:28.546 --> 00:27:30.972 slots are being taken by return
NOTE Confidence: 0.937737689375

00:27:30.972 --> 00:27:32.880 and classical hematology patients.

NOTE Confidence: 0.937737689375
00:27:32.880 --> 00:27:35.676 There's not enough APP return patient
NOTE Confidence: 0.937737689375
00:27:35.676 --> 00:27:39.069 slots for active and longterm patients.
NOTE Confidence: 0.937737689375
00:27:39.070 --> 00:27:41.098 And patients with scheduled six month
NOTE Confidence: 0.937737689375
00:27:41.098 --> 00:27:42.983 and one year followup appointments
NOTE Confidence: 0.937737689375
00:27:42.983 --> 00:27:45.308 are often rescheduled to accommodate a
NOTE Confidence: 0.937737689375
00:27:45.308 --> 00:27:47.591 new patient and this happens sometimes
NOTE Confidence: 0.937737689375
00:27:47.591 --> 00:27:49.943 more than once to the same patient.
NOTE Confidence: 0.937737689375
00:27:49.950 --> 00:27:52.030 Obtaining necessary information is
NOTE Confidence: 0.937737689375
00:27:52.030 --> 00:27:54.430 also causing delays outside records,
NOTE Confidence: 0.937737689375
00:27:54.430 --> 00:27:56.170 especially diagnostic imaging
NOTE Confidence: 0.937737689375
00:27:56.170 --> 00:27:57.910 and outside pathology,
NOTE Confidence: 0.937737689375
00:27:57.910 --> 00:27:59.530 including heme pathology.
NOTE Confidence: 0.937737689375
00:27:59.530 --> 00:28:02.230 Classical heme patients often have
NOTE Confidence: 0.937737689375
00:28:02.230 --> 00:28:04.460 limited information in the referral.
NOTE Confidence: 0.937737689375
00:28:04.460 --> 00:28:06.660 And staff spend time obtaining
NOTE Confidence: 0.937737689375

00:28:06.660 --> 00:28:08.420 additional information to triage
NOTE Confidence: 0.937737689375

00:28:08.420 --> 00:28:10.379 the appointment correctly.
NOTE Confidence: 0.937737689375

00:28:10.380 --> 00:28:11.700 Cancer subspecialization is
NOTE Confidence: 0.937737689375

00:28:11.700 --> 00:28:13.460 leading to longer waits.
NOTE Confidence: 0.937737689375

00:28:13.460 --> 00:28:14.164 Next day.
NOTE Confidence: 0.937737689375

00:28:14.164 --> 00:28:16.276 Access can't be offered if a
NOTE Confidence: 0.937737689375

00:28:16.276 --> 00:28:17.940 subspecialist is not available.
NOTE Confidence: 0.937737689375

00:28:17.940 --> 00:28:19.268 There may be openings,
NOTE Confidence: 0.937737689375

00:28:19.268 --> 00:28:20.928 but not with the required
NOTE Confidence: 0.937737689375

00:28:20.928 --> 00:28:21.820 specialized provider,
NOTE Confidence: 0.937737689375

00:28:21.820 --> 00:28:24.120 and we anticipate that regionalization
NOTE Confidence: 0.937737689375

00:28:24.120 --> 00:28:26.420 may reduce these wait times,
NOTE Confidence: 0.937737689375

00:28:26.420 --> 00:28:28.394 allowing onboarding staff
NOTE Confidence: 0.937737689375

00:28:28.394 --> 00:28:30.368 at multiple locations.
NOTE Confidence: 0.937737689375

00:28:30.370 --> 00:28:32.445 To schedule at multiple locations
NOTE Confidence: 0.937737689375

00:28:32.445 --> 00:28:34.105 would streamline the scheduling

NOTE Confidence: 0.937737689375

00:28:34.105 --> 00:28:36.336 process and we do see this with our

NOTE Confidence: 0.937737689375

00:28:36.336 --> 00:28:38.290 thoracic and our head and neck teams.

NOTE Confidence: 0.9469625333333333

00:28:43.290 --> 00:28:44.169 Next slide, Sarah.

NOTE Confidence: 0.41257337

00:28:48.290 --> 00:28:52.538 OK, so to summarize the our current state

NOTE Confidence: 0.41257337

00:28:52.538 --> 00:28:55.042 greater than 50% of patients are not

NOTE Confidence: 0.41257337

00:28:55.042 --> 00:28:56.890 being seen within seven calendar days.

NOTE Confidence: 0.9371281722222222

00:29:00.130 --> 00:29:02.014 Focus groups and scheduling codes confirm

NOTE Confidence: 0.9371281722222222

00:29:02.014 --> 00:29:04.300 that new patient visit slots are not

NOTE Confidence: 0.9371281722222222

00:29:04.300 --> 00:29:05.925 available when scheduling new patients.

NOTE Confidence: 0.950317

00:29:09.370 --> 00:29:11.230 Trend and scheduling codes unfortunately

NOTE Confidence: 0.950317

00:29:11.230 --> 00:29:13.890 shows a lack of new patient visit

NOTE Confidence: 0.950317

00:29:13.890 --> 00:29:15.770 availability is increasingly common

NOTE Confidence: 0.96289625

00:29:18.890 --> 00:29:21.210 and template management varies

NOTE Confidence: 0.96289625

00:29:21.210 --> 00:29:23.530 widely across the organization.

NOTE Confidence: 0.96289625

00:29:23.530 --> 00:29:25.550 New patient slots are not

NOTE Confidence: 0.96289625

00:29:25.550 --> 00:29:27.570 consistently filled by new patients.
NOTE Confidence: 0.96289625

00:29:27.570 --> 00:29:29.754 And we're not following the YM
NOTE Confidence: 0.96289625

00:29:29.754 --> 00:29:32.085 policies on clinic and patient
NOTE Confidence: 0.96289625

00:29:32.085 --> 00:29:33.689 cancellations consistently.
NOTE Confidence: 0.934051546666666

00:29:36.890 --> 00:29:39.284 So our approach in in addressing our
NOTE Confidence: 0.934051546666666

00:29:39.284 --> 00:29:41.934 access issue first of all is to to
NOTE Confidence: 0.934051546666666

00:29:41.934 --> 00:29:43.489 look at the different contributors
NOTE Confidence: 0.934051546666666

00:29:43.557 --> 00:29:45.692 and the key drivers of delayed access
NOTE Confidence: 0.934051546666666

00:29:45.692 --> 00:29:49.090 to care and we can bucket these into
NOTE Confidence: 0.934051546666666

00:29:49.090 --> 00:29:52.552 four very large areas looking first
NOTE Confidence: 0.934051546666666

00:29:52.552 --> 00:29:56.126 at patient demand, clinician supply.
NOTE Confidence: 0.934051546666666

00:29:56.126 --> 00:30:00.716 Scheduling practices and the administrative,
NOTE Confidence: 0.934051546666666

00:30:00.720 --> 00:30:03.800 administrative approach.
NOTE Confidence: 0.934051546666666

00:30:03.800 --> 00:30:07.940 So I realize here and I apologize
NOTE Confidence: 0.934051546666666

00:30:07.940 --> 00:30:10.190 to everyone, I am using an old
NOTE Confidence: 0.934051546666666

00:30:10.190 --> 00:30:11.398 version of our slides.

NOTE Confidence: 0.9340515466666666
00:30:11.400 --> 00:30:13.350 But in terms of our
NOTE Confidence: 0.9340515466666666
00:30:13.350 --> 00:30:14.520 template optimization goals,
NOTE Confidence: 0.9301902
00:30:17.760 --> 00:30:21.249 let me come. I apologize everyone.
NOTE Confidence: 0.9301902
00:30:21.249 --> 00:30:26.800 I think in terms of the four buckets of of.
NOTE Confidence: 0.9301902
00:30:26.800 --> 00:30:29.960 Things that contribute to access
NOTE Confidence: 0.9301902
00:30:29.960 --> 00:30:32.822 patient demands are we seeing the we
NOTE Confidence: 0.9301902
00:30:32.822 --> 00:30:34.133 need to look at our referral numbers.
NOTE Confidence: 0.9301902
00:30:34.133 --> 00:30:36.400 We need to look at the frequency
NOTE Confidence: 0.9301902
00:30:36.400 --> 00:30:38.240 that patients are being seen.
NOTE Confidence: 0.9301902
00:30:38.240 --> 00:30:42.160 We need to look at the numbers of clinicians.
NOTE Confidence: 0.9301902
00:30:42.160 --> 00:30:43.840 Do we have the right numbers?
NOTE Confidence: 0.9301902
00:30:43.840 --> 00:30:46.480 Do we have the right lengths of sessions,
NOTE Confidence: 0.9301902
00:30:46.480 --> 00:30:48.480 the right availability of clinicians,
NOTE Confidence: 0.9301902
00:30:48.480 --> 00:30:50.088 the numbers of sessions,
NOTE Confidence: 0.9301902
00:30:50.088 --> 00:30:51.696 the distribution of templates
NOTE Confidence: 0.9301902

00:30:51.696 --> 00:30:53.532 across the morning and the
NOTE Confidence: 0.9301902

00:30:53.532 --> 00:30:55.470 afternoon and days of the week.
NOTE Confidence: 0.9301902

00:30:55.470 --> 00:30:58.146 In terms of the scheduling practices,
NOTE Confidence: 0.9301902

00:30:58.150 --> 00:31:00.390 what are the templates?
NOTE Confidence: 0.9301902

00:31:00.390 --> 00:31:02.195 What are the standards across
NOTE Confidence: 0.9301902

00:31:02.195 --> 00:31:04.542 the the system and are we
NOTE Confidence: 0.9301902

00:31:04.542 --> 00:31:06.430 complying with those standards?
NOTE Confidence: 0.9301902

00:31:06.430 --> 00:31:08.754 How are templates managed And make sure
NOTE Confidence: 0.9301902

00:31:08.754 --> 00:31:11.381 that that our management of those of of
NOTE Confidence: 0.9301902

00:31:11.381 --> 00:31:13.830 each of the schedules is standardized.
NOTE Confidence: 0.9301902

00:31:13.830 --> 00:31:16.413 And then looking at staffing of our
NOTE Confidence: 0.9301902

00:31:16.413 --> 00:31:17.897 onboarding associates and ensuring
NOTE Confidence: 0.9301902

00:31:17.897 --> 00:31:20.369 that we have the right number of people
NOTE Confidence: 0.9301902

00:31:20.369 --> 00:31:22.820 to do all of the work in advance of
NOTE Confidence: 0.9301902

00:31:22.820 --> 00:31:24.470 that first new patient appointment.
NOTE Confidence: 0.9301902

00:31:28.180 --> 00:31:31.110 Our goals for template optimization are

NOTE Confidence: 0.9301902

00:31:31.110 --> 00:31:35.660 first to follow the YM template standards,

NOTE Confidence: 0.9301902

00:31:35.660 --> 00:31:38.816 which is, as many of you have seen,

NOTE Confidence: 0.9301902

00:31:38.820 --> 00:31:43.417 a 240 minute session per 240 minute session.

NOTE Confidence: 0.9301902

00:31:43.417 --> 00:31:46.051 We recommend that in accordance with

NOTE Confidence: 0.9301902

00:31:46.051 --> 00:31:48.654 YM standards that that eight weeks

NOTE Confidence: 0.9301902

00:31:48.654 --> 00:31:51.707 notice prior to time out from clinic

NOTE Confidence: 0.9301902

00:31:51.707 --> 00:31:54.383 with a clear process for exceptions.

NOTE Confidence: 0.9301902

00:31:54.390 --> 00:31:56.958 Be developed for our group and

NOTE Confidence: 0.9301902

00:31:56.958 --> 00:31:58.910 protected new patient slots.

NOTE Confidence: 0.9301902

00:31:58.910 --> 00:32:01.390 We need to match the supply of clinicians,

NOTE Confidence: 0.9301902

00:32:01.390 --> 00:32:04.170 the availability of clinicians with

NOTE Confidence: 0.9301902

00:32:04.170 --> 00:32:07.824 the demand that patients have and we

NOTE Confidence: 0.9301902

00:32:07.824 --> 00:32:10.009 need to make templates reflective

NOTE Confidence: 0.9301902

00:32:10.009 --> 00:32:11.790 of our daytoday life.

NOTE Confidence: 0.9301902

00:32:11.790 --> 00:32:14.660 We are hoping to harness the power

NOTE Confidence: 0.9301902

00:32:14.660 --> 00:32:17.536 of the electronic medical record to
NOTE Confidence: 0.9301902

00:32:17.536 --> 00:32:20.146 allow for more efficient scheduling
NOTE Confidence: 0.9301902

00:32:20.150 --> 00:32:22.890 and improve our data collection.
NOTE Confidence: 0.9301902

00:32:22.890 --> 00:32:27.934 And improve the this will lead to
NOTE Confidence: 0.9301902

00:32:27.934 --> 00:32:29.939 improved efficiency in the clinical
NOTE Confidence: 0.9301902

00:32:29.939 --> 00:32:31.878 operations and we're hoping to
NOTE Confidence: 0.9301902

00:32:31.878 --> 00:32:33.723 balance appointments across the days
NOTE Confidence: 0.9301902

00:32:33.723 --> 00:32:36.156 of the week as well as mornings and
NOTE Confidence: 0.9301902

00:32:36.156 --> 00:32:38.170 night to kind of even out flatten
NOTE Confidence: 0.9301902

00:32:38.170 --> 00:32:40.636 the curve as it were of patients
NOTE Confidence: 0.9301902

00:32:40.636 --> 00:32:42.688 appointments throughout the day.
NOTE Confidence: 0.9301902

00:32:42.690 --> 00:32:44.530 And our our ultimate goal is as we've
NOTE Confidence: 0.9301902

00:32:44.530 --> 00:32:45.725 mentioned to ensure appointment
NOTE Confidence: 0.9301902

00:32:45.725 --> 00:32:47.085 availability within three days
NOTE Confidence: 0.9301902

00:32:47.085 --> 00:32:48.610 for every referred patient.
NOTE Confidence: 0.8343016

00:32:54.280 --> 00:32:58.172 I think. I think overhaul is

NOTE Confidence: 0.8343016

00:32:58.172 --> 00:32:59.837 probably an excessive word here,

NOTE Confidence: 0.8343016

00:32:59.840 --> 00:33:02.955 but we want to make sure that

NOTE Confidence: 0.8343016

00:33:02.955 --> 00:33:05.890 this is that templates are.

NOTE Confidence: 0.8343016

00:33:05.890 --> 00:33:09.570 Evaluated on a sitebysite basis,

NOTE Confidence: 0.8343016

00:33:09.570 --> 00:33:11.558 we'll be looking at the templates across

NOTE Confidence: 0.8343016

00:33:11.558 --> 00:33:13.377 the enterprise and we'll be developing

NOTE Confidence: 0.8343016

00:33:13.377 --> 00:33:15.207 a road map for template optimization,

NOTE Confidence: 0.8343016

00:33:15.210 --> 00:33:16.329 standardization and alignment,

NOTE Confidence: 0.8343016

00:33:16.329 --> 00:33:18.567 which will pilot in specific sites.

NOTE Confidence: 0.9402536

00:33:20.890 --> 00:33:22.647 We're going to look at visit types,

NOTE Confidence: 0.9402536

00:33:22.650 --> 00:33:24.135 the numbers of news and

NOTE Confidence: 0.9402536

00:33:24.135 --> 00:33:25.323 followups in the duration,

NOTE Confidence: 0.9402536

00:33:25.330 --> 00:33:30.580 and we'll look by areas of specialty.

NOTE Confidence: 0.9402536

00:33:30.580 --> 00:33:32.835 And we'll be optimizing our

NOTE Confidence: 0.9402536

00:33:32.835 --> 00:33:33.737 administrative processes,

NOTE Confidence: 0.9402536

00:33:33.740 --> 00:33:36.492 standardizing our template management
NOTE Confidence: 0.9402536

00:33:36.492 --> 00:33:39.496 and rolling out new and scheduling code,
NOTE Confidence: 0.9402536

00:33:39.500 --> 00:33:43.300 new scheduling codes to under to understand
NOTE Confidence: 0.9402536

00:33:43.300 --> 00:33:46.457 those patients who are referred to us,
NOTE Confidence: 0.9402536

00:33:46.460 --> 00:33:48.896 why they might not actually be seen.
NOTE Confidence: 0.9402536

00:33:48.900 --> 00:33:50.874 And we'll be doing some training and
NOTE Confidence: 0.9402536

00:33:50.874 --> 00:33:52.697 in servicing of all of our staff.
NOTE Confidence: 0.9402536

00:33:52.700 --> 00:33:55.130 We'll be standardizing our new
NOTE Confidence: 0.9402536

00:33:55.130 --> 00:33:57.644 patients record collection and we're
NOTE Confidence: 0.9402536

00:33:57.644 --> 00:34:00.174 hoping to develop and implement.
NOTE Confidence: 0.9402536

00:34:00.180 --> 00:34:02.136 Scripting to offer an alternative provider.
NOTE Confidence: 0.9352218233333333

00:34:04.260 --> 00:34:06.618 I do have another slide in
NOTE Confidence: 0.9352218233333333

00:34:06.620 --> 00:34:08.900 a newer version of this.
NOTE Confidence: 0.9352218233333333

00:34:08.900 --> 00:34:11.264 You can speak to it, but if you
NOTE Confidence: 0.9352218233333333

00:34:11.264 --> 00:34:12.500 would like to speak to it Lisa, that
NOTE Confidence: 0.686008596

00:34:12.500 --> 00:34:16.728 would be 1 sure if I just want to

NOTE Confidence: 0.686008596

00:34:16.728 --> 00:34:18.013 speak about what happens next,

NOTE Confidence: 0.686008596

00:34:18.020 --> 00:34:20.972 so as Cynthia. Stated earlier,

NOTE Confidence: 0.686008596

00:34:20.972 --> 00:34:22.812 we're going to be communicating

NOTE Confidence: 0.686008596

00:34:22.812 --> 00:34:24.466 Smilo's access goals in multiple

NOTE Confidence: 0.686008596

00:34:24.466 --> 00:34:26.308 forums over the coming weeks to

NOTE Confidence: 0.686008596

00:34:26.371 --> 00:34:28.081 make sure that everybody's on the

NOTE Confidence: 0.686008596

00:34:28.081 --> 00:34:29.988 same page and will utilize existing

NOTE Confidence: 0.686008596

00:34:29.988 --> 00:34:31.883 meetings like our clinical council

NOTE Confidence: 0.686008596

00:34:31.883 --> 00:34:34.202 meeting and we'll use some of the

NOTE Confidence: 0.686008596

00:34:34.202 --> 00:34:35.882 Smilo communications that go out as

NOTE Confidence: 0.686008596

00:34:35.944 --> 00:34:37.624 well as hopefully getting in front

NOTE Confidence: 0.686008596

00:34:37.624 --> 00:34:39.592 of the chairs at their meeting.

NOTE Confidence: 0.686008596

00:34:39.592 --> 00:34:42.118 We are also going to contact

NOTE Confidence: 0.686008596

00:34:42.118 --> 00:34:43.670 pilot site leaders,

NOTE Confidence: 0.686008596

00:34:43.670 --> 00:34:45.262 including clinical and administrative

NOTE Confidence: 0.686008596

00:34:45.262 --> 00:34:48.249 leads to set up a time to meet.
NOTE Confidence: 0.686008596

00:34:48.250 --> 00:34:50.242 And we're just asking that everyone
NOTE Confidence: 0.686008596

00:34:50.242 --> 00:34:52.289 please be flexible with your schedule
NOTE Confidence: 0.686008596

00:34:52.289 --> 00:34:54.606 so we can continue this important work.
NOTE Confidence: 0.686008596

00:34:54.610 --> 00:34:56.822 Our goal is to understand site and
NOTE Confidence: 0.686008596

00:34:56.822 --> 00:34:58.969 or team specific challenges and
NOTE Confidence: 0.686008596

00:34:58.969 --> 00:35:01.229 make recommendations for solutions
NOTE Confidence: 0.686008596

00:35:01.229 --> 00:35:02.924 including template optimization.
NOTE Confidence: 0.686008596

00:35:02.930 --> 00:35:04.988 And we're going to schedule training
NOTE Confidence: 0.686008596

00:35:04.988 --> 00:35:07.507 sessions for staff on use of the
NOTE Confidence: 0.686008596

00:35:07.507 --> 00:35:09.312 scheduling code algorithms that we've
NOTE Confidence: 0.686008596

00:35:09.312 --> 00:35:11.871 developed as well as the young medicine
NOTE Confidence: 0.686008596

00:35:11.871 --> 00:35:13.646 standards for work to management.
NOTE Confidence: 0.686008596

00:35:13.650 --> 00:35:14.935 And then after piloting in
NOTE Confidence: 0.686008596

00:35:14.935 --> 00:35:15.963 a couple of locations,
NOTE Confidence: 0.686008596

00:35:15.970 --> 00:35:18.020 we'll make any necessary modifications

NOTE Confidence: 0.686008596

00:35:18.020 --> 00:35:20.410 and then begin to meet with

NOTE Confidence: 0.686008596

00:35:20.410 --> 00:35:22.370 additional sites and team leads.

NOTE Confidence: 0.686008596

00:35:22.370 --> 00:35:23.810 So thank you.

NOTE Confidence: 0.933544666666667

00:35:27.770 --> 00:35:29.768 If I can make one comment,

NOTE Confidence: 0.933544666666667

00:35:29.770 --> 00:35:31.810 Lisa and Sarah, please.

NOTE Confidence: 0.933544666666667

00:35:31.810 --> 00:35:34.092 I think one of the things that

NOTE Confidence: 0.933544666666667

00:35:34.092 --> 00:35:36.889 often comes up and and you may have

NOTE Confidence: 0.933544666666667

00:35:36.889 --> 00:35:39.246 addressed this is filling up new

NOTE Confidence: 0.933544666666667

00:35:39.246 --> 00:35:41.478 patient slots with follow up visits.

NOTE Confidence: 0.933544666666667

00:35:41.480 --> 00:35:44.477 And while I will never say always or never,

NOTE Confidence: 0.933544666666667

00:35:44.480 --> 00:35:46.216 I think that part of the plan

NOTE Confidence: 0.933544666666667

00:35:46.216 --> 00:35:48.512 is going to have to be that if

NOTE Confidence: 0.933544666666667

00:35:48.512 --> 00:35:50.240 that's something we just don't do.

NOTE Confidence: 0.933544666666667

00:35:50.240 --> 00:35:52.104 I mean there there are going to be

NOTE Confidence: 0.933544666666667

00:35:52.104 --> 00:35:54.120 very rare situations where it happens,

NOTE Confidence: 0.933544666666667

00:35:54.120 --> 00:35:56.927 but if you build templates within disease
NOTE Confidence: 0.933544666666667

00:35:56.927 --> 00:35:59.937 programs that are meant to accommodate the,
NOTE Confidence: 0.933544666666667

00:35:59.937 --> 00:36:03.365 you know a given number of new patients then.
NOTE Confidence: 0.933544666666667

00:36:03.365 --> 00:36:05.795 We're just shooting ourselves in the
NOTE Confidence: 0.933544666666667

00:36:05.795 --> 00:36:08.442 foot if we if we eliminate those new
NOTE Confidence: 0.933544666666667

00:36:08.442 --> 00:36:10.710 visits to fill them with follow up
NOTE Confidence: 0.933544666666667

00:36:10.778 --> 00:36:13.274 slots and we have to figure out another
NOTE Confidence: 0.933544666666667

00:36:13.274 --> 00:36:15.350 solution for those follow up visits.
NOTE Confidence: 0.933544666666667

00:36:15.350 --> 00:36:17.950 So you got your work ahead of you.
NOTE Confidence: 0.899381445625

00:36:18.190 --> 00:36:20.878 Yeah. And and I just add Eric that
NOTE Confidence: 0.899381445625

00:36:20.878 --> 00:36:23.425 you know that is all part of the
NOTE Confidence: 0.899381445625

00:36:23.430 --> 00:36:25.030 all part of the work that we have
NOTE Confidence: 0.899381445625

00:36:25.030 --> 00:36:26.870 to do in front of us and I think.
NOTE Confidence: 0.899381445625

00:36:26.870 --> 00:36:29.966 You know when Jeremy and Liz present the
NOTE Confidence: 0.899381445625

00:36:29.966 --> 00:36:32.533 work we're doing around regionalization
NOTE Confidence: 0.899381445625

00:36:32.533 --> 00:36:35.383 and and and sub specialization

NOTE Confidence: 0.899381445625

00:36:35.383 --> 00:36:37.589 and integration and all that,

NOTE Confidence: 0.899381445625

00:36:37.590 --> 00:36:40.178 those are bodies of work that

NOTE Confidence: 0.899381445625

00:36:40.178 --> 00:36:41.429 help address other

NOTE Confidence: 0.950317

00:36:43.550 --> 00:36:46.340 variables to the access challenges and

NOTE Confidence: 0.950317

00:36:46.340 --> 00:36:50.110 that none of this is mutually exclusive.

NOTE Confidence: 0.950317

00:36:50.110 --> 00:36:52.940 And so we do recognize that we have to be

NOTE Confidence: 0.950317

00:36:53.014 --> 00:36:55.779 able to accommodate all of our patients.

NOTE Confidence: 0.950317

00:36:55.780 --> 00:36:57.724 Whether there are new patients or

NOTE Confidence: 0.950317

00:36:57.724 --> 00:36:59.776 are new patients who then become

NOTE Confidence: 0.950317

00:36:59.776 --> 00:37:01.864 our return patients because we know

NOTE Confidence: 0.950317

00:37:01.864 --> 00:37:03.820 that these patients are with us

NOTE Confidence: 0.950317

00:37:03.820 --> 00:37:06.140 until they don't need to be with us.

NOTE Confidence: 0.950317

00:37:06.140 --> 00:37:08.420 And that's a very long time.

NOTE Confidence: 0.950317

00:37:08.420 --> 00:37:10.835 And it's really important that we are

NOTE Confidence: 0.950317

00:37:10.835 --> 00:37:13.177 able to provide all of the services

NOTE Confidence: 0.950317

00:37:13.180 --> 00:37:15.917 that are needed to to continue to
NOTE Confidence: 0.950317

00:37:15.917 --> 00:37:18.684 take care of our cancer patients.
NOTE Confidence: 0.950317

00:37:18.684 --> 00:37:21.850 And and I saw a question in the Q&A.
NOTE Confidence: 0.950317

00:37:21.850 --> 00:37:24.430 Around the staffing to support this,
NOTE Confidence: 0.950317

00:37:24.430 --> 00:37:27.366 absolutely we have to make, we have to,
NOTE Confidence: 0.950317

00:37:27.366 --> 00:37:29.718 we have to have everything aligned
NOTE Confidence: 0.950317

00:37:29.718 --> 00:37:32.389 and and appropriately supported.
NOTE Confidence: 0.950317

00:37:32.390 --> 00:37:34.298 But we need to understand that
NOTE Confidence: 0.950317

00:37:34.298 --> 00:37:36.469 much better than we do right now.
NOTE Confidence: 0.950317

00:37:36.470 --> 00:37:37.842 And I think that's the work that's
NOTE Confidence: 0.950317

00:37:37.842 --> 00:37:39.404 in front of us and I think it's
NOTE Confidence: 0.950317

00:37:39.404 --> 00:37:40.790 that's why it's so great that we
NOTE Confidence: 0.950317

00:37:40.790 --> 00:37:42.956 have already started down this path.
NOTE Confidence: 0.950317

00:37:42.960 --> 00:37:45.340 While the system and and Yale Medicine
NOTE Confidence: 0.950317

00:37:45.340 --> 00:37:48.369 are prepared to roll out the the a lot of
NOTE Confidence: 0.950317

00:37:48.369 --> 00:37:50.719 critical work that we're going to rely on.

NOTE Confidence: 0.950317

00:37:50.720 --> 00:37:52.800 And so hopefully we will maybe be a

NOTE Confidence: 0.950317

00:37:52.800 --> 00:37:55.200 little bit ahead of the game and we can

NOTE Confidence: 0.950317

00:37:55.200 --> 00:37:56.940 take advantage of what's coming next

NOTE Confidence: 0.950317

00:37:56.940 --> 00:37:59.405 from you know the health system in the

NOTE Confidence: 0.950317

00:37:59.405 --> 00:38:01.960 school relative to to the broader efforts.

NOTE Confidence: 0.950317

00:38:01.960 --> 00:38:03.790 But you know all of that's

NOTE Confidence: 0.950317

00:38:03.790 --> 00:38:04.400 critically important.

NOTE Confidence: 0.950317

00:38:04.400 --> 00:38:07.064 We have to make sure we have access

NOTE Confidence: 0.950317

00:38:07.064 --> 00:38:10.034 for all of our patients and and and

NOTE Confidence: 0.950317

00:38:10.034 --> 00:38:12.673 there was another question Eric in the.

NOTE Confidence: 0.950317

00:38:12.680 --> 00:38:14.750 In the chat that maybe we can touch upon

NOTE Confidence: 0.950317

00:38:14.750 --> 00:38:16.648 and anyone else who wants to jump in

NOTE Confidence: 0.950317

00:38:16.648 --> 00:38:19.150 on this can and that was related to the

NOTE Confidence: 0.950317

00:38:19.150 --> 00:38:23.269 the the lag time for breast cancer scans.

NOTE Confidence: 0.950317

00:38:23.269 --> 00:38:25.690 I think that you know maybe we need a

NOTE Confidence: 0.950317

00:38:25.754 --> 00:38:28.076 little bit more clarification on that.
NOTE Confidence: 0.950317

00:38:28.080 --> 00:38:31.662 But we are aware that there there is,
NOTE Confidence: 0.950317

00:38:31.662 --> 00:38:34.488 there is a delay sometimes in
NOTE Confidence: 0.950317

00:38:34.488 --> 00:38:36.116 access within imaging.
NOTE Confidence: 0.950317

00:38:36.116 --> 00:38:40.162 That aren't that support both our new
NOTE Confidence: 0.950317

00:38:40.162 --> 00:38:43.307 patient and our existing patients and
NOTE Confidence: 0.950317

00:38:43.307 --> 00:38:46.992 that is also work that is underway not
NOTE Confidence: 0.950317

00:38:46.992 --> 00:38:50.254 just within Smilo that's obviously a a
NOTE Confidence: 0.950317

00:38:50.254 --> 00:38:53.248 body of work that is you know for the
NOTE Confidence: 0.950317

00:38:53.248 --> 00:38:55.030 entire health system and and School
NOTE Confidence: 0.950317

00:38:55.089 --> 00:38:57.287 of Medicine and Yale Medicine to be
NOTE Confidence: 0.950317

00:38:57.287 --> 00:38:59.657 working through and and Cynthia is probably.
NOTE Confidence: 0.945742727272727

00:39:02.160 --> 00:39:04.218 One of the most knowledgeable leaders
NOTE Confidence: 0.945742727272727

00:39:04.218 --> 00:39:06.774 in that work because she leads our
NOTE Confidence: 0.945742727272727

00:39:06.774 --> 00:39:08.266 ambulatory transformation work and
NOTE Confidence: 0.945742727272727

00:39:08.266 --> 00:39:10.730 radiology is a key part of that effort.

NOTE Confidence: 0.945742727272727
00:39:10.730 --> 00:39:13.122 And we are all at the table having
NOTE Confidence: 0.945742727272727
00:39:13.122 --> 00:39:14.878 those conversations and providing
NOTE Confidence: 0.945742727272727
00:39:14.878 --> 00:39:17.244 that input and helping I think
NOTE Confidence: 0.945742727272727
00:39:17.244 --> 00:39:18.754 to to address those issues,
NOTE Confidence: 0.945742727272727
00:39:18.760 --> 00:39:20.916 not just stay that it's a problem,
NOTE Confidence: 0.945742727272727
00:39:20.920 --> 00:39:22.840 but what can we all do.
NOTE Confidence: 0.945742727272727
00:39:22.840 --> 00:39:24.680 To help with that situation.
NOTE Confidence: 0.945742727272727
00:39:24.680 --> 00:39:27.002 So there is a lot of work that's being
NOTE Confidence: 0.945742727272727
00:39:27.002 --> 00:39:29.020 done and we all recognize that again
NOTE Confidence: 0.945742727272727
00:39:29.020 --> 00:39:31.359 none of this is mutually exclusive.
NOTE Confidence: 0.945742727272727
00:39:31.360 --> 00:39:32.960 Cynthia mentioned the importance
NOTE Confidence: 0.945742727272727
00:39:32.960 --> 00:39:36.044 of of this work touching on all of
NOTE Confidence: 0.945742727272727
00:39:36.044 --> 00:39:38.270 the other services that need to
NOTE Confidence: 0.945742727272727
00:39:38.349 --> 00:39:40.797 happen before we can even provide
NOTE Confidence: 0.945742727272727
00:39:40.800 --> 00:39:42.984 or even know that we have a cancer
NOTE Confidence: 0.945742727272727

00:39:42.984 --> 00:39:44.749 patient that needs our services
NOTE Confidence: 0.945742727272727

00:39:44.749 --> 00:39:46.674 and she referenced cardiology and.
NOTE Confidence: 0.945742727272727

00:39:46.680 --> 00:39:48.480 Other services where radiology is,
NOTE Confidence: 0.945742727272727

00:39:48.480 --> 00:39:50.280 is, is, is a big part of that.
NOTE Confidence: 0.945742727272727

00:39:50.280 --> 00:39:51.928 So you know I think that you know
NOTE Confidence: 0.945742727272727

00:39:51.928 --> 00:39:53.557 all of these are the important
NOTE Confidence: 0.945742727272727

00:39:53.557 --> 00:39:55.619 items that we need to understand is
NOTE Confidence: 0.945742727272727

00:39:55.619 --> 00:39:57.502 very complex but this is the work
NOTE Confidence: 0.945742727272727

00:39:57.502 --> 00:40:01.150 we're committed to and and we will
NOTE Confidence: 0.945742727272727

00:40:01.150 --> 00:40:03.600 be engaging everyone in this work.
NOTE Confidence: 0.942489911111111

00:40:04.360 --> 00:40:06.439 Well let me just say I'm hugely
NOTE Confidence: 0.942489911111111

00:40:06.439 --> 00:40:08.352 confident that we're going to fix
NOTE Confidence: 0.942489911111111

00:40:08.352 --> 00:40:11.416 this both system wide and and and
NOTE Confidence: 0.942489911111111

00:40:11.416 --> 00:40:14.840 and in smile up it'll be way better.
NOTE Confidence: 0.942489911111111

00:40:14.840 --> 00:40:16.440 612 months from now.
NOTE Confidence: 0.942489911111111

00:40:16.440 --> 00:40:18.222 And as Cynthia mentioned, I don't

NOTE Confidence: 0.942489911111111

00:40:18.222 --> 00:40:20.720 think we need to wait for three years.

NOTE Confidence: 0.942489911111111

00:40:20.720 --> 00:40:24.292 And if we if, if we do, all of us may

NOTE Confidence: 0.942489911111111

00:40:24.292 --> 00:40:27.078 not have as much hair as we do now.

NOTE Confidence: 0.942489911111111

00:40:27.080 --> 00:40:29.480 But Jeremy, you will.

NOTE Confidence: 0.942489911111111

00:40:29.480 --> 00:40:33.160 But but anyway,

NOTE Confidence: 0.942489911111111

00:40:33.160 --> 00:40:35.160 Lisa, Lisa and Sarah,

NOTE Confidence: 0.942489911111111

00:40:35.160 --> 00:40:37.546 really great work and you got

NOTE Confidence: 0.942489911111111

00:40:37.546 --> 00:40:38.318 all of our support.

NOTE Confidence: 0.92308283

00:40:38.720 --> 00:40:40.160 Yeah, great work.

NOTE Confidence: 0.92308283

00:40:40.160 --> 00:40:43.420 Yeah, great work. Thank you.

NOTE Confidence: 0.92308283

00:40:43.420 --> 00:40:46.100 Okay, should we transitioned,

NOTE Confidence: 0.92308283

00:40:46.100 --> 00:40:47.848 we should okay.

NOTE Confidence: 0.92308283

00:40:47.848 --> 00:40:49.444 So Eric, do you want to go

NOTE Confidence: 0.92308283

00:40:49.444 --> 00:40:50.779 ahead and introduce some?

NOTE Confidence: 0.9053814

00:40:50.860 --> 00:40:54.860 Sure. So yeah, so this is listen Jeremy

NOTE Confidence: 0.9053814

00:40:54.860 --> 00:40:59.130 I believe and and they're going to be
NOTE Confidence: 0.9053814

00:40:59.130 --> 00:41:02.850 speaking about two related topics and one
NOTE Confidence: 0.9053814

00:41:02.850 --> 00:41:06.038 has to do with regionalization within
NOTE Confidence: 0.9053814

00:41:06.038 --> 00:41:11.804 our broad system and the other is within.
NOTE Confidence: 0.9053814

00:41:11.804 --> 00:41:15.740 Medical oncology and hematology,
NOTE Confidence: 0.9053814

00:41:15.740 --> 00:41:18.340 the the need, the desire,
NOTE Confidence: 0.9053814

00:41:18.340 --> 00:41:21.480 the critical nature of moving
NOTE Confidence: 0.9053814

00:41:21.480 --> 00:41:24.620 toward a subspecialized care model.
NOTE Confidence: 0.9053814

00:41:24.620 --> 00:41:28.300 And by that we mean GI cancer doctors
NOTE Confidence: 0.9053814

00:41:28.300 --> 00:41:30.700 taking care of GI cancer patients,
NOTE Confidence: 0.9053814

00:41:30.700 --> 00:41:31.764 breast cancer doctors taking
NOTE Confidence: 0.9053814

00:41:31.764 --> 00:41:33.094 care of breast cancer patients.
NOTE Confidence: 0.9053814

00:41:33.100 --> 00:41:33.860 And the importance of it,
NOTE Confidence: 0.9053814

00:41:33.860 --> 00:41:35.980 I think is pretty obvious to most people,
NOTE Confidence: 0.9053814

00:41:35.980 --> 00:41:38.585 but cancer medicine has become
NOTE Confidence: 0.9053814

00:41:38.585 --> 00:41:41.190 so complicated that it is.

NOTE Confidence: 0.9053814

00:41:41.190 --> 00:41:43.488 Increasingly difficult for one person to

NOTE Confidence: 0.9053814

00:41:43.488 --> 00:41:46.429 be an expert across all disease subtypes.

NOTE Confidence: 0.9053814

00:41:46.430 --> 00:41:48.082 And so with that,

NOTE Confidence: 0.9053814

00:41:48.082 --> 00:41:51.818 I will turn this over to Liz and German,

NOTE Confidence: 0.9053814

00:41:51.818 --> 00:41:54.310 who have been working hard on this.

NOTE Confidence: 0.90553218

00:41:56.510 --> 00:41:58.070 Thank you, Eric.

NOTE Confidence: 0.90553218

00:41:58.070 --> 00:42:02.230 I'm going to share my screen.

NOTE Confidence: 0.90553218

00:42:02.230 --> 00:42:06.430 Whoops, and get it into the right mood here.

NOTE Confidence: 0.90553218

00:42:06.430 --> 00:42:07.950 Sorry guys, don't get dizzy.

NOTE Confidence: 0.90553218

00:42:07.950 --> 00:42:09.275 We're going to take a quick

NOTE Confidence: 0.90553218

00:42:09.275 --> 00:42:11.550 tour back through the the deck.

NOTE Confidence: 0.90553218

00:42:11.550 --> 00:42:12.822 So good evening everyone.

NOTE Confidence: 0.90553218

00:42:12.822 --> 00:42:15.967 I'm going to say a few words then hand

NOTE Confidence: 0.90553218

00:42:15.967 --> 00:42:18.307 the podium over to Jeremy Cortmanski.

NOTE Confidence: 0.90553218

00:42:18.310 --> 00:42:19.594 But we have been,

NOTE Confidence: 0.90553218

00:42:19.594 --> 00:42:21.959 Jeremy and I and many others listed
NOTE Confidence: 0.90553218

00:42:21.959 --> 00:42:24.137 on this slide have been working
NOTE Confidence: 0.90553218

00:42:24.137 --> 00:42:26.910 over the last year really on this
NOTE Confidence: 0.90553218

00:42:26.910 --> 00:42:28.590 notion of clinical integration,
NOTE Confidence: 0.90553218

00:42:28.590 --> 00:42:30.480 which we'll talk more about
NOTE Confidence: 0.90553218

00:42:30.480 --> 00:42:32.370 in the next few minutes.
NOTE Confidence: 0.90553218

00:42:32.370 --> 00:42:35.370 It really comes from the recognition
NOTE Confidence: 0.90553218

00:42:35.370 --> 00:42:37.772 that Smylo Cancer hospital so
NOTE Confidence: 0.90553218

00:42:37.772 --> 00:42:40.166 sorry is really quite an A very
NOTE Confidence: 0.90553218

00:42:40.166 --> 00:42:42.814 special place and we have you know
NOTE Confidence: 0.90553218

00:42:42.814 --> 00:42:44.965 clearly the clinical investigation
NOTE Confidence: 0.90553218

00:42:44.965 --> 00:42:48.181 and the Yale Cancer Center that
NOTE Confidence: 0.90553218

00:42:48.181 --> 00:42:49.927 whose home is in New Haven.
NOTE Confidence: 0.90553218

00:42:49.930 --> 00:42:52.324 But we actually have a very wide
NOTE Confidence: 0.90553218

00:42:52.324 --> 00:42:55.689 geographic reach throughout the state
NOTE Confidence: 0.90553218

00:42:55.690 --> 00:42:58.084 and what you what we're trying to

NOTE Confidence: 0.90553218

00:42:58.084 --> 00:43:00.190 actually work toward is to eliminate.

NOTE Confidence: 0.90553218

00:43:00.190 --> 00:43:02.095 Any distinction between New Haven

NOTE Confidence: 0.90553218

00:43:02.095 --> 00:43:04.870 and the rest of our enterprise.

NOTE Confidence: 0.90553218

00:43:04.870 --> 00:43:06.525 So you'll you'll notice tonight

NOTE Confidence: 0.90553218

00:43:06.525 --> 00:43:08.538 we're going to avoid using the

NOTE Confidence: 0.90553218

00:43:08.538 --> 00:43:10.320 word network or care centers or

NOTE Confidence: 0.90553218

00:43:10.320 --> 00:43:12.203 main campus that really what we

NOTE Confidence: 0.90553218

00:43:12.203 --> 00:43:14.069 have is the Smile Cancer Hospital,

NOTE Confidence: 0.90553218

00:43:14.070 --> 00:43:14.630 Yale,

NOTE Confidence: 0.90553218

00:43:14.630 --> 00:43:17.435 Yale Comprehensive Cancer Center that

NOTE Confidence: 0.90553218

00:43:17.435 --> 00:43:20.825 delivers academic the best in class

NOTE Confidence: 0.90553218

00:43:20.825 --> 00:43:24.440 cancer care access to clinical trials.

NOTE Confidence: 0.90553218

00:43:24.440 --> 00:43:27.040 But that we're able through

NOTE Confidence: 0.90553218

00:43:27.040 --> 00:43:28.386 our extensive sites,

NOTE Confidence: 0.90553218

00:43:28.386 --> 00:43:30.528 we have 16 sites across the state

NOTE Confidence: 0.90553218

00:43:30.528 --> 00:43:32.861 able to offer that care close to
NOTE Confidence: 0.90553218

00:43:32.861 --> 00:43:35.301 home which is very powerful from a
NOTE Confidence: 0.90553218

00:43:35.301 --> 00:43:37.086 population health and public health
NOTE Confidence: 0.90553218

00:43:37.086 --> 00:43:39.324 point of view and also tremendously
NOTE Confidence: 0.90553218

00:43:39.324 --> 00:43:42.040 extends the reach of our clinical trials.
NOTE Confidence: 0.84941495

00:43:45.040 --> 00:43:47.350 So before I hand it over to Jeremy to make
NOTE Confidence: 0.84941495

00:43:47.412 --> 00:43:51.612 the Segway here the the the a lot of the.
NOTE Confidence: 0.84941495

00:43:51.612 --> 00:43:54.276 Programs that are part of SMILO today were
NOTE Confidence: 0.84941495

00:43:54.276 --> 00:43:56.586 integrated and acquired over the last
NOTE Confidence: 0.84941495

00:43:56.586 --> 00:43:59.769 10 years and at the time that different
NOTE Confidence: 0.84941495

00:43:59.769 --> 00:44:01.696 practices were brought into SMILO,
NOTE Confidence: 0.84941495

00:44:01.696 --> 00:44:04.900 there was a lot of work done to integrate,
NOTE Confidence: 0.84941495

00:44:04.900 --> 00:44:09.112 to introduce care signature and to
NOTE Confidence: 0.84941495

00:44:09.112 --> 00:44:12.456 introduce an academic sub specialized.
NOTE Confidence: 0.84941495

00:44:12.456 --> 00:44:14.310 Mode for physicians.
NOTE Confidence: 0.84941495

00:44:14.310 --> 00:44:16.410 So really this work is intended to

NOTE Confidence: 0.84941495

00:44:16.410 --> 00:44:18.630 continue what was really kind of always a

NOTE Confidence: 0.84941495

00:44:18.630 --> 00:44:21.469 part of the DNA of the of the the smile.

NOTE Confidence: 0.84941495

00:44:21.470 --> 00:44:23.228 Oh, I'll use the word network,

NOTE Confidence: 0.84941495

00:44:23.230 --> 00:44:26.722 which you know Eric often says

NOTE Confidence: 0.84941495

00:44:26.722 --> 00:44:29.029 is actually pretty strong.

NOTE Confidence: 0.84941495

00:44:29.029 --> 00:44:30.748 Among cancer centers,

NOTE Confidence: 0.84941495

00:44:30.750 --> 00:44:32.222 there are very few.

NOTE Confidence: 0.84941495

00:44:32.222 --> 00:44:34.062 Eric often will say memorial.

NOTE Confidence: 0.84941495

00:44:34.070 --> 00:44:36.170 So Kettering is one that actually

NOTE Confidence: 0.84941495

00:44:36.170 --> 00:44:39.003 has achieved a high level of disease

NOTE Confidence: 0.84941495

00:44:39.003 --> 00:44:40.815 of specialization and academic.

NOTE Confidence: 0.84941495

00:44:40.820 --> 00:44:42.432 Faculty throughout their enterprise

NOTE Confidence: 0.84941495

00:44:42.432 --> 00:44:44.850 and we actually have a pretty

NOTE Confidence: 0.84941495

00:44:44.912 --> 00:44:46.732 strong basis and the work we want

NOTE Confidence: 0.84941495

00:44:46.732 --> 00:44:48.260 to do is to continue

NOTE Confidence: 0.9402536

00:44:48.260 --> 00:44:50.300 to evolve that. So
NOTE Confidence: 0.908164904444445

00:44:50.300 --> 00:44:51.210 Jeremy, I'm going to hand
NOTE Confidence: 0.908164904444445

00:44:51.210 --> 00:44:54.740 it over to you. Thank you.
NOTE Confidence: 0.935780977777778

00:44:54.740 --> 00:44:56.972 I'm hoping when all of this work is done,
NOTE Confidence: 0.935780977777778

00:44:56.980 --> 00:44:58.457 my hair does in fact grow back,
NOTE Confidence: 0.935780977777778

00:44:58.460 --> 00:45:03.668 but we'll see. So, you know, tonight's.
NOTE Confidence: 0.935780977777778

00:45:03.670 --> 00:45:06.214 Talk is not meant to deliver a
NOTE Confidence: 0.935780977777778

00:45:06.214 --> 00:45:08.190 finished product by any means.
NOTE Confidence: 0.935780977777778

00:45:08.190 --> 00:45:11.910 I think it is really meant to introduce
NOTE Confidence: 0.935780977777778

00:45:11.910 --> 00:45:14.766 the rationale for the the work that
NOTE Confidence: 0.935780977777778

00:45:14.766 --> 00:45:18.050 we're doing and also introduce the work
NOTE Confidence: 0.935780977777778

00:45:18.050 --> 00:45:22.886 that needs to be done and help our
NOTE Confidence: 0.935780977777778

00:45:22.886 --> 00:45:25.935 entire system to start the process of
NOTE Confidence: 0.935780977777778

00:45:25.935 --> 00:45:28.009 getting involved in that work I I think.
NOTE Confidence: 0.935780977777778

00:45:28.010 --> 00:45:31.650 Knowing the the size of our enterprise,
NOTE Confidence: 0.935780977777778

00:45:31.650 --> 00:45:35.225 it's important that there is

NOTE Confidence: 0.935780977777778
00:45:35.225 --> 00:45:37.370 involvement from everyone.
NOTE Confidence: 0.935780977777778
00:45:37.370 --> 00:45:40.435 But I think it's obvious that there has
NOTE Confidence: 0.935780977777778
00:45:40.435 --> 00:45:43.210 been some real transformative shifts
NOTE Confidence: 0.935780977777778
00:45:43.210 --> 00:45:46.570 in medicine and in cancer care in
NOTE Confidence: 0.935780977777778
00:45:46.570 --> 00:45:48.960 particular that have required some new
NOTE Confidence: 0.935780977777778
00:45:48.960 --> 00:45:52.249 new thinking about how we deliver that care.
NOTE Confidence: 0.935780977777778
00:45:52.250 --> 00:45:54.812 One is that there's this rapid increase
NOTE Confidence: 0.935780977777778
00:45:54.812 --> 00:45:57.282 in the complexity of the diseases and
NOTE Confidence: 0.935780977777778
00:45:57.282 --> 00:45:59.570 the treatments that we have for them
NOTE Confidence: 0.935780977777778
00:45:59.570 --> 00:46:02.690 with rapid emergence of immuno oncology,
NOTE Confidence: 0.935780977777778
00:46:02.690 --> 00:46:06.146 new drugs and therapeutics and multiple
NOTE Confidence: 0.935780977777778
00:46:06.146 --> 00:46:08.450 complicated clinical trial options,
NOTE Confidence: 0.935780977777778
00:46:08.450 --> 00:46:10.870 dependence on molecular profiling
NOTE Confidence: 0.935780977777778
00:46:10.870 --> 00:46:12.685 and targeted therapies,
NOTE Confidence: 0.935780977777778
00:46:12.690 --> 00:46:15.130 early introduction of genetic
NOTE Confidence: 0.935780977777778

00:46:15.130 --> 00:46:17.570 testing and genetic counseling,
NOTE Confidence: 0.935780977777778

00:46:17.570 --> 00:46:21.580 new technologies in radiation oncology.
NOTE Confidence: 0.935780977777778

00:46:21.580 --> 00:46:25.500 Interventional radiology, Theragnostics.
NOTE Confidence: 0.935780977777778

00:46:25.500 --> 00:46:27.705 Increasing surgical specialization
NOTE Confidence: 0.935780977777778

00:46:27.705 --> 00:46:31.380 and expertise with robotic surgery,
NOTE Confidence: 0.935780977777778

00:46:31.380 --> 00:46:32.847 minimally invasive surgery,
NOTE Confidence: 0.935780977777778

00:46:32.847 --> 00:46:35.781 and then also the emergence of
NOTE Confidence: 0.935780977777778

00:46:35.781 --> 00:46:37.300 cellular therapeutics.
NOTE Confidence: 0.935780977777778

00:46:37.300 --> 00:46:39.908 And so the field has gotten very
NOTE Confidence: 0.935780977777778

00:46:39.908 --> 00:46:44.132 complicated in a very short period of time.
NOTE Confidence: 0.935780977777778

00:46:44.140 --> 00:46:45.900 On top of that, though,
NOTE Confidence: 0.935780977777778

00:46:45.900 --> 00:46:47.696 there is also a
NOTE Confidence: 0.935780977777778

00:46:47.696 --> 00:46:50.390 A value imperative that the the
NOTE Confidence: 0.935780977777778

00:46:50.488 --> 00:46:53.336 payers for this care require that
NOTE Confidence: 0.935780977777778

00:46:53.336 --> 00:46:55.144 we don't just deliver a lot of it,
NOTE Confidence: 0.935780977777778

00:46:55.150 --> 00:46:57.172 but that we demonstrate the value

NOTE Confidence: 0.935780977777778
00:46:57.172 --> 00:47:01.149 in what we are doing that we try
NOTE Confidence: 0.935780977777778
00:47:01.149 --> 00:47:03.348 to reduce variability.
NOTE Confidence: 0.935780977777778
00:47:03.350 --> 00:47:05.597 And I think that that's also important
NOTE Confidence: 0.935780977777778
00:47:05.597 --> 00:47:08.007 that we try to reduce variability in
NOTE Confidence: 0.935780977777778
00:47:08.007 --> 00:47:10.830 what we deliver as a Cancer Center,
NOTE Confidence: 0.935780977777778
00:47:10.830 --> 00:47:13.710 so that there aren't great disparities
NOTE Confidence: 0.935780977777778
00:47:13.710 --> 00:47:15.350 depending on where within our
NOTE Confidence: 0.935780977777778
00:47:15.350 --> 00:47:16.990 system you're getting your care.
NOTE Confidence: 0.94226628
00:47:17.820 --> 00:47:18.860 And then making sure that
NOTE Confidence: 0.947441742857143
00:47:19.340 --> 00:47:21.250 people are still getting the
NOTE Confidence: 0.947441742857143
00:47:21.250 --> 00:47:24.020 right care at a location that is
NOTE Confidence: 0.947441742857143
00:47:24.020 --> 00:47:25.970 convenient and with a provider
NOTE Confidence: 0.947441742857143
00:47:25.970 --> 00:47:28.420 that is an expert in their field.
NOTE Confidence: 0.9301902
00:47:30.780 --> 00:47:32.976 And I think from the consumer side,
NOTE Confidence: 0.9301902
00:47:32.980 --> 00:47:35.448 from the patient side,
NOTE Confidence: 0.9301902

00:47:35.448 --> 00:47:37.916 patients and families really
NOTE Confidence: 0.9301902

00:47:37.916 --> 00:47:41.444 desire a research driven
NOTE Confidence: 0.9301902

00:47:41.444 --> 00:47:43.380 multidisciplinary expertise,
NOTE Confidence: 0.9301902

00:47:43.380 --> 00:47:45.277 but also want it to be close
NOTE Confidence: 0.9301902

00:47:45.277 --> 00:47:46.980 to home and convenience.
NOTE Confidence: 0.9301902

00:47:50.830 --> 00:47:52.390 And so when we think about
NOTE Confidence: 0.8605859

00:47:52.390 --> 00:47:55.390 the future of SMILO,
NOTE Confidence: 0.8605859

00:47:55.390 --> 00:47:57.430 it's really in these two areas,
NOTE Confidence: 0.8605859

00:47:57.430 --> 00:47:59.458 subspecialized care because the
NOTE Confidence: 0.8605859

00:47:59.458 --> 00:48:02.500 speed of change and complexity of
NOTE Confidence: 0.8605859

00:48:02.583 --> 00:48:05.605 care demands that and that it's
NOTE Confidence: 0.8605859

00:48:05.605 --> 00:48:07.300 offered with multidisciplinary
NOTE Confidence: 0.8605859

00:48:07.300 --> 00:48:08.995 expertise and integration.
NOTE Confidence: 0.8605859

00:48:09.000 --> 00:48:10.638 Because it does require a team.
NOTE Confidence: 0.8605859

00:48:10.640 --> 00:48:12.570 It's not just a hematologist
NOTE Confidence: 0.8605859

00:48:12.570 --> 00:48:14.114 or a medical oncologist.

NOTE Confidence: 0.8605859

00:48:14.120 --> 00:48:16.808 It is a surgeon and a radiation

NOTE Confidence: 0.8605859

00:48:16.808 --> 00:48:18.959 oncologist and imaging and pathology

NOTE Confidence: 0.8605859

00:48:18.960 --> 00:48:21.600 nursing and all of the supportive

NOTE Confidence: 0.8605859

00:48:21.600 --> 00:48:23.744 services that all have to be available

NOTE Confidence: 0.8605859

00:48:23.744 --> 00:48:25.456 to our patients wherever it is

NOTE Confidence: 0.8605859

00:48:25.456 --> 00:48:26.998 that they are getting their care.

NOTE Confidence: 0.937857552380952

00:48:32.160 --> 00:48:35.136 And so it really is at a point

NOTE Confidence: 0.937857552380952

00:48:35.136 --> 00:48:37.161 that achieving this state is

NOTE Confidence: 0.937857552380952

00:48:37.161 --> 00:48:39.543 critical and work that needs to

NOTE Confidence: 0.937857552380952

00:48:39.543 --> 00:48:41.936 be done now for the patients.

NOTE Confidence: 0.937857552380952

00:48:41.936 --> 00:48:44.300 It allows the the oncologists and

NOTE Confidence: 0.937857552380952

00:48:44.377 --> 00:48:46.441 hematologists that are treating

NOTE Confidence: 0.937857552380952

00:48:46.441 --> 00:48:50.104 them to be abreast and nuanced of

NOTE Confidence: 0.937857552380952

00:48:50.104 --> 00:48:53.439 the latest advances in their care.

NOTE Confidence: 0.937857552380952

00:48:53.440 --> 00:48:59.860 It allows the the physicians and clinicians.

NOTE Confidence: 0.937857552380952

00:48:59.860 --> 00:49:02.788 To have job satisfaction with that
NOTE Confidence: 0.937857552380952

00:49:02.788 --> 00:49:07.332 mastery of their area and getting
NOTE Confidence: 0.937857552380952

00:49:07.332 --> 00:49:09.556 stronger relationships with their
NOTE Confidence: 0.937857552380952

00:49:09.556 --> 00:49:12.950 partners in that care and better
NOTE Confidence: 0.937857552380952

00:49:12.950 --> 00:49:15.875 access and utilization of clinical
NOTE Confidence: 0.937857552380952

00:49:15.875 --> 00:49:19.140 trials and for our entire center,
NOTE Confidence: 0.937857552380952

00:49:19.140 --> 00:49:22.548 it allows us to reduce that
NOTE Confidence: 0.937857552380952

00:49:22.548 --> 00:49:25.020 variability and really create a
NOTE Confidence: 0.937857552380952

00:49:25.020 --> 00:49:27.136 distinctive signature of care.
NOTE Confidence: 0.937857552380952

00:49:27.136 --> 00:49:29.164 That not only separates us from
NOTE Confidence: 0.937857552380952

00:49:29.164 --> 00:49:30.730 our local competitors,
NOTE Confidence: 0.937857552380952

00:49:30.730 --> 00:49:33.166 but also on a national standpoint.
NOTE Confidence: 0.9201268

00:49:36.930 --> 00:49:38.956 So this is sort of the next
NOTE Confidence: 0.9201268

00:49:38.956 --> 00:49:40.090 two slides will sum up.
NOTE Confidence: 0.947572436363636

00:49:40.090 --> 00:49:43.090 But so the guiding principles that I think
NOTE Confidence: 0.947572436363636

00:49:43.090 --> 00:49:45.738 Jeremy has articulated are subspecialization.

NOTE Confidence: 0.947572436363636

00:49:45.738 --> 00:49:48.882 So the idea is that all

NOTE Confidence: 0.947572436363636

00:49:48.882 --> 00:49:51.470 physicians will progress towards

NOTE Confidence: 0.947572436363636

00:49:51.470 --> 00:49:53.758 subspecialty expertise such that.

NOTE Confidence: 0.947572436363636

00:49:53.758 --> 00:49:56.890 You know when we are kind of as we

NOTE Confidence: 0.947572436363636

00:49:56.978 --> 00:49:59.372 evolve a a the majority of patients

NOTE Confidence: 0.947572436363636

00:49:59.372 --> 00:50:02.147 will be taken care of by an expert in

NOTE Confidence: 0.947572436363636

00:50:02.147 --> 00:50:04.256 their tumor type and that access to

NOTE Confidence: 0.947572436363636

00:50:04.256 --> 00:50:06.110 clinical trials will be an emphasis

NOTE Confidence: 0.947572436363636

00:50:06.167 --> 00:50:09.460 and an important part of the program.

NOTE Confidence: 0.947572436363636

00:50:09.460 --> 00:50:12.380 One of the key ways that we see

NOTE Confidence: 0.947572436363636

00:50:12.380 --> 00:50:14.318 this subspecialization becoming

NOTE Confidence: 0.947572436363636

00:50:14.318 --> 00:50:16.902 manifest is through regionalization

NOTE Confidence: 0.947572436363636

00:50:16.902 --> 00:50:19.140 which we've alluded to.

NOTE Confidence: 0.947572436363636

00:50:19.140 --> 00:50:22.024 So one of the challenges in creating

NOTE Confidence: 0.947572436363636

00:50:22.024 --> 00:50:23.660 subspecialized practice is that.

NOTE Confidence: 0.947572436363636

00:50:23.660 --> 00:50:25.496 With the exception of breast cancer,
NOTE Confidence: 0.947572436363636

00:50:25.500 --> 00:50:27.940 they're really in small communities,
NOTE Confidence: 0.947572436363636

00:50:27.940 --> 00:50:31.292 there's not a large volume of cases and
NOTE Confidence: 0.947572436363636

00:50:31.292 --> 00:50:34.732 so it becomes hard to keep a Doctor Who's
NOTE Confidence: 0.947572436363636

00:50:34.732 --> 00:50:37.179 in practice 7 or 8 sessions a week busy.
NOTE Confidence: 0.947572436363636

00:50:37.180 --> 00:50:39.664 So we think that one of the ways we
NOTE Confidence: 0.947572436363636

00:50:39.664 --> 00:50:42.246 can mitigate that is to introduce
NOTE Confidence: 0.947572436363636

00:50:42.246 --> 00:50:44.030 the concept where physicians
NOTE Confidence: 0.947572436363636

00:50:44.030 --> 00:50:46.535 will practice in up to two sites.
NOTE Confidence: 0.947572436363636

00:50:46.540 --> 00:50:48.376 So I'll mention you know Waterbury
NOTE Confidence: 0.947572436363636

00:50:48.376 --> 00:50:49.903 and Torrington have already started
NOTE Confidence: 0.947572436363636

00:50:49.903 --> 00:50:52.330 down this path and are are working.
NOTE Confidence: 0.947572436363636

00:50:52.330 --> 00:50:55.172 On developing a model in which the
NOTE Confidence: 0.947572436363636

00:50:55.172 --> 00:50:57.416 physicians will practice at each site
NOTE Confidence: 0.947572436363636

00:50:57.416 --> 00:51:00.480 which will enable them more readily to
NOTE Confidence: 0.947572436363636

00:51:00.480 --> 00:51:03.889 become focused on a on a single disease.

NOTE Confidence: 0.947572436363636
00:51:03.890 --> 00:51:06.626 And that we know will take a lot
NOTE Confidence: 0.947572436363636
00:51:06.626 --> 00:51:09.424 of effort to mobilize changes in
NOTE Confidence: 0.947572436363636
00:51:09.424 --> 00:51:11.435 workflow and kind of rewiring how
NOTE Confidence: 0.947572436363636
00:51:11.435 --> 00:51:13.895 we do our business so that we can
NOTE Confidence: 0.947572436363636
00:51:13.895 --> 00:51:15.370 we can do that smoothly.
NOTE Confidence: 0.947572436363636
00:51:15.370 --> 00:51:16.138 And patient access,
NOTE Confidence: 0.947572436363636
00:51:16.138 --> 00:51:17.930 we just spent a lot of time
NOTE Confidence: 0.947572436363636
00:51:17.988 --> 00:51:18.969 on patient access.
NOTE Confidence: 0.947572436363636
00:51:18.970 --> 00:51:20.306 It continues obviously in
NOTE Confidence: 0.947572436363636
00:51:20.306 --> 00:51:22.310 this work to be a priority.
NOTE Confidence: 0.947572436363636
00:51:22.310 --> 00:51:24.102 And as Jeremy said,
NOTE Confidence: 0.947572436363636
00:51:24.102 --> 00:51:25.110 providing world class
NOTE Confidence: 0.93824092
00:51:25.110 --> 00:51:26.390 care very close to home.
NOTE Confidence: 0.939069670588235
00:51:27.750 --> 00:51:30.990 So just to wrap up the the general time frame
NOTE Confidence: 0.939069670588235
00:51:31.071 --> 00:51:34.063 is that between now and roughly July 2025,
NOTE Confidence: 0.939069670588235

00:51:34.063 --> 00:51:37.207 we will go through a process of retreats
NOTE Confidence: 0.939069670588235

00:51:37.207 --> 00:51:39.941 and engagement and organizing local
NOTE Confidence: 0.939069670588235

00:51:39.941 --> 00:51:42.585 work groups all kind of to manage
NOTE Confidence: 0.939069670588235

00:51:42.585 --> 00:51:44.966 the many changes and to get everyone
NOTE Confidence: 0.939069670588235

00:51:44.966 --> 00:51:47.745 engaged in making the changes that we
NOTE Confidence: 0.939069670588235

00:51:47.745 --> 00:51:50.796 required so that we wind up where.
NOTE Confidence: 0.939069670588235

00:51:50.800 --> 00:51:52.918 Each position is aligned with a
NOTE Confidence: 0.939069670588235

00:51:52.918 --> 00:51:55.218 subspecialty and is able to regularly
NOTE Confidence: 0.939069670588235

00:51:55.218 --> 00:51:57.678 attend tumor boards and other important
NOTE Confidence: 0.939069670588235

00:51:57.680 --> 00:52:00.000 center of excellence related meetings.
NOTE Confidence: 0.939069670588235

00:52:00.000 --> 00:52:02.160 Each has an academic portfolio of
NOTE Confidence: 0.939069670588235

00:52:02.160 --> 00:52:04.771 work and has access to mentorship that
NOTE Confidence: 0.939069670588235

00:52:04.771 --> 00:52:06.670 a PP's are a key part of the team
NOTE Confidence: 0.939069670588235

00:52:06.731 --> 00:52:08.675 and are optimally deployed in this.
NOTE Confidence: 0.939069670588235

00:52:08.680 --> 00:52:09.840 In this new model,
NOTE Confidence: 0.939069670588235

00:52:09.840 --> 00:52:11.580 the majority of patients are seen

NOTE Confidence: 0.939069670588235
00:52:11.642 --> 00:52:12.758 by a subspecialists,
NOTE Confidence: 0.939069670588235
00:52:12.760 --> 00:52:15.224 physicians working in up to two sites
NOTE Confidence: 0.939069670588235
00:52:15.224 --> 00:52:18.150 within a region we've redesigned workflows.
NOTE Confidence: 0.939069670588235
00:52:18.150 --> 00:52:20.195 And really importantly that we've
NOTE Confidence: 0.939069670588235
00:52:20.195 --> 00:52:22.550 engaged the referring community so that
NOTE Confidence: 0.939069670588235
00:52:22.550 --> 00:52:24.730 they understand the value proposition
NOTE Confidence: 0.939069670588235
00:52:24.730 --> 00:52:27.310 and are are comfortable with the way
NOTE Confidence: 0.94276945
00:52:27.310 --> 00:52:28.470 we will be functioning.
NOTE Confidence: 0.93824092
00:52:29.950 --> 00:52:34.510 So that ends our slides, we can pause
NOTE Confidence: 0.93824092
00:52:34.510 --> 00:52:37.230 and see what questions have been posed.
NOTE Confidence: 0.9201268
00:52:46.730 --> 00:52:48.380 So I will.
NOTE Confidence: 0.935940647857143
00:52:48.380 --> 00:52:51.053 I will take a step so that there's a
NOTE Confidence: 0.935940647857143
00:52:51.053 --> 00:52:53.370 question in the chat about how difficult
NOTE Confidence: 0.935940647857143
00:52:53.370 --> 00:52:58.460 that is to fit in patients currently
NOTE Confidence: 0.935940647857143
00:52:58.460 --> 00:53:01.025 and so and how that would be impacted if
NOTE Confidence: 0.935940647857143

00:53:01.025 --> 00:53:03.695 if a physician is in a different site.

NOTE Confidence: 0.935940647857143

00:53:03.700 --> 00:53:08.124 I I think that this the the ideas

NOTE Confidence: 0.935940647857143

00:53:08.124 --> 00:53:09.780 of sub specialization,

NOTE Confidence: 0.935940647857143

00:53:09.780 --> 00:53:12.400 regionalization and access all

NOTE Confidence: 0.935940647857143

00:53:12.400 --> 00:53:17.532 work hand in hand and to do that.

NOTE Confidence: 0.935940647857143

00:53:17.532 --> 00:53:20.672 It requires that we optimize

NOTE Confidence: 0.935940647857143

00:53:20.680 --> 00:53:24.215 how how everybody is used,

NOTE Confidence: 0.935940647857143

00:53:24.215 --> 00:53:28.985 how we utilize physicians APP's our

NOTE Confidence: 0.935940647857143

00:53:28.985 --> 00:53:32.520 nursing staff to to make that happen,

NOTE Confidence: 0.935940647857143

00:53:32.520 --> 00:53:34.760 how we right size the,

NOTE Confidence: 0.935940647857143

00:53:34.760 --> 00:53:37.016 the staffing that we need in

NOTE Confidence: 0.935940647857143

00:53:37.016 --> 00:53:38.520 certain places whether that's

NOTE Confidence: 0.935940647857143

00:53:38.520 --> 00:53:42.375 through additional hiring or better

NOTE Confidence: 0.935940647857143

00:53:42.375 --> 00:53:45.459 template management I think.

NOTE Confidence: 0.935940647857143

00:53:45.460 --> 00:53:47.621 That's why this work, you know,

NOTE Confidence: 0.935940647857143

00:53:47.621 --> 00:53:50.428 takes a couple of years to accomplish

NOTE Confidence: 0.935940647857143
00:53:50.428 --> 00:53:52.708 because it's not as simple as
NOTE Confidence: 0.935940647857143
00:53:52.708 --> 00:53:54.814 just moving someone from point A
NOTE Confidence: 0.935940647857143
00:53:54.887 --> 00:53:57.175 to point B for a session a week.
NOTE Confidence: 0.935940647857143
00:53:57.180 --> 00:54:00.379 It really involves all of the ways
NOTE Confidence: 0.935940647857143
00:54:00.380 --> 00:54:02.432 that patients are going to interface
NOTE Confidence: 0.935940647857143
00:54:02.432 --> 00:54:04.860 with the care that they're getting.
NOTE Confidence: 0.935940647857143
00:54:04.860 --> 00:54:05.020 And
NOTE Confidence: 0.93824092
00:54:05.020 --> 00:54:06.500 I would just add, Jeremy,
NOTE Confidence: 0.93824092
00:54:06.500 --> 00:54:11.018 that it also demonstrates the importance.
NOTE Confidence: 0.93824092
00:54:11.020 --> 00:54:13.008 Of recognizing that the work we do
NOTE Confidence: 0.93824092
00:54:13.008 --> 00:54:15.172 in the access efforts that was just
NOTE Confidence: 0.93824092
00:54:15.172 --> 00:54:17.470 presented and the work that you all
NOTE Confidence: 0.93824092
00:54:17.470 --> 00:54:19.760 just presented is really tied together.
NOTE Confidence: 0.93824092
00:54:19.760 --> 00:54:22.860 I mean we cannot work on these in
NOTE Confidence: 0.93824092
00:54:22.860 --> 00:54:26.949 silos And the timing for us to be
NOTE Confidence: 0.93824092

00:54:26.949 --> 00:54:29.293 doing both the patient access work
NOTE Confidence: 0.93824092

00:54:29.293 --> 00:54:33.940 and this work is not accidental.
NOTE Confidence: 0.93824092

00:54:33.940 --> 00:54:38.045 It it really needs to work
NOTE Confidence: 0.93824092

00:54:38.045 --> 00:54:40.204 together otherwise we will miss.
NOTE Confidence: 0.93824092

00:54:40.204 --> 00:54:41.908 Opportunities that we would
NOTE Confidence: 0.93824092

00:54:41.908 --> 00:54:43.350 not otherwise capture.
NOTE Confidence: 0.93824092

00:54:43.350 --> 00:54:46.788 And and I think in the chat around staffing,
NOTE Confidence: 0.93824092

00:54:46.790 --> 00:54:48.416 Lisa, you responded that you know
NOTE Confidence: 0.93824092

00:54:48.416 --> 00:54:50.383 this is this is important as well
NOTE Confidence: 0.93824092

00:54:50.383 --> 00:54:52.315 and it's part of work that we've
NOTE Confidence: 0.93824092

00:54:52.376 --> 00:54:53.966 done in in the analysis around
NOTE Confidence: 0.93824092

00:54:53.966 --> 00:54:57.210 what we call role harmonization.
NOTE Confidence: 0.93824092

00:54:57.210 --> 00:54:59.338 All of these have to be in place
NOTE Confidence: 0.93824092

00:54:59.338 --> 00:55:01.368 and have to be working together
NOTE Confidence: 0.93824092

00:55:01.370 --> 00:55:04.250 in concert and perhaps perhaps
NOTE Confidence: 0.93824092

00:55:04.250 --> 00:55:09.010 at a soon an upcoming town hall.

NOTE Confidence: 0.93824092

00:55:09.010 --> 00:55:11.152 We could do an update on the

NOTE Confidence: 0.93824092

00:55:11.152 --> 00:55:12.673 royal harmonization work as well.

NOTE Confidence: 0.93824092

00:55:12.673 --> 00:55:15.220 It's important for us to be able to

NOTE Confidence: 0.93824092

00:55:15.220 --> 00:55:17.422 keep everyone apprised of all of those

NOTE Confidence: 0.93824092

00:55:17.422 --> 00:55:19.130 moving parts and and making sure that

NOTE Confidence: 0.93824092

00:55:19.130 --> 00:55:23.090 everybody is is engaged in in that work.

NOTE Confidence: 0.76523434

00:55:25.900 --> 00:55:28.100 So look, it's it We,

NOTE Confidence: 0.76523434

00:55:28.100 --> 00:55:29.675 we we've sort of hit the hour and I

NOTE Confidence: 0.76523434

00:55:29.675 --> 00:55:31.100 think everyone's done a great job.

NOTE Confidence: 0.76523434

00:55:31.100 --> 00:55:34.300 I just want to say the, the goal here,

NOTE Confidence: 0.76523434

00:55:34.300 --> 00:55:37.531 the mission here is to provide absolutely

NOTE Confidence: 0.76523434

00:55:37.531 --> 00:55:39.592 outstanding multidisciplinary care

NOTE Confidence: 0.76523434

00:55:39.592 --> 00:55:43.448 in a research setting to patients

NOTE Confidence: 0.76523434

00:55:43.448 --> 00:55:46.218 with cancer and hemologic conditions

NOTE Confidence: 0.76523434

00:55:46.220 --> 00:55:49.699 in New Haven and around the state.

NOTE Confidence: 0.76523434

00:55:49.700 --> 00:55:52.880 We want to, we want people to feel like

NOTE Confidence: 0.76523434

00:55:52.880 --> 00:55:55.890 they have received the very best care.

NOTE Confidence: 0.76523434

00:55:55.890 --> 00:55:59.698 In all ways with a big hug and

NOTE Confidence: 0.76523434

00:55:59.698 --> 00:56:01.330 I think it's really,

NOTE Confidence: 0.76523434

00:56:01.330 --> 00:56:04.129 really important and I think you

NOTE Confidence: 0.76523434

00:56:04.129 --> 00:56:06.283 know we we have such potential

NOTE Confidence: 0.76523434

00:56:06.283 --> 00:56:08.850 and in many ways we're really,

NOTE Confidence: 0.76523434

00:56:08.850 --> 00:56:11.685 really close and we can do this.

NOTE Confidence: 0.76523434

00:56:11.690 --> 00:56:14.077 So everybody just you know bear with

NOTE Confidence: 0.76523434

00:56:14.077 --> 00:56:16.846 us as we as we take these steps

NOTE Confidence: 0.76523434

00:56:16.850 --> 00:56:21.202 and I I come as close as I can to

NOTE Confidence: 0.76523434

00:56:21.202 --> 00:56:24.690 promising that this is going to work.

NOTE Confidence: 0.76523434

00:56:24.690 --> 00:56:25.370 We have.

NOTE Confidence: 0.76523434

00:56:25.370 --> 00:56:28.996 Total support in this in this mission

NOTE Confidence: 0.76523434

00:56:28.996 --> 00:56:32.538 from both the CEO of the healthcare

NOTE Confidence: 0.76523434

00:56:32.538 --> 00:56:34.664 system and the Dean of the medical

NOTE Confidence: 0.76523434

00:56:34.664 --> 00:56:36.768 school and it's really going to be great,

NOTE Confidence: 0.943805388235294

00:56:38.050 --> 00:56:39.410 completely agree Eric And and

NOTE Confidence: 0.943805388235294

00:56:39.410 --> 00:56:40.770 actually there is one other

NOTE Confidence: 0.943805388235294

00:56:40.824 --> 00:56:42.448 question and I know we're at time,

NOTE Confidence: 0.943805388235294

00:56:42.450 --> 00:56:45.006 but I want to make sure we answer it.

NOTE Confidence: 0.943805388235294

00:56:45.010 --> 00:56:47.026 Will there be work on evaluation of

NOTE Confidence: 0.943805388235294

00:56:47.026 --> 00:56:49.009 frequency of provider slash patient visits,

NOTE Confidence: 0.943805388235294

00:56:49.010 --> 00:56:50.630 It seems to differ greatly between

NOTE Confidence: 0.943805388235294

00:56:50.630 --> 00:56:52.690 providers even for the same diseases

NOTE Confidence: 0.943805388235294

00:56:52.690 --> 00:56:54.930 and that is absolutely true.

NOTE Confidence: 0.943805388235294

00:56:54.930 --> 00:56:56.955 And we, yes, absolutely will

NOTE Confidence: 0.943805388235294

00:56:56.955 --> 00:56:59.270 be addressing that 100%.

NOTE Confidence: 0.943805388235294

00:56:59.270 --> 00:57:03.570 So yes, all right, this was great.

NOTE Confidence: 0.943805388235294

00:57:03.570 --> 00:57:05.688 I'm sorry the time is up.

NOTE Confidence: 0.943805388235294

00:57:05.690 --> 00:57:07.440 Sure that we could continue

NOTE Confidence: 0.943805388235294

00:57:07.440 --> 00:57:09.274 to talk about these topics.
NOTE Confidence: 0.943805388235294

00:57:09.274 --> 00:57:12.410 We will plan to bring I think this
NOTE Confidence: 0.943805388235294

00:57:12.410 --> 00:57:16.106 this back on a regular basis to
NOTE Confidence: 0.943805388235294

00:57:16.106 --> 00:57:18.362 keep everybody updated and we'll be
NOTE Confidence: 0.943805388235294

00:57:18.362 --> 00:57:20.488 adding more people to the panels,
NOTE Confidence: 0.943805388235294

00:57:20.490 --> 00:57:22.839 maybe some of you who are out there now.
NOTE Confidence: 0.943805388235294

00:57:22.840 --> 00:57:26.410 Will be on the screen helping to
NOTE Confidence: 0.943805388235294

00:57:26.410 --> 00:57:28.485 share some of the progress that
NOTE Confidence: 0.943805388235294

00:57:28.485 --> 00:57:30.799 is made that you are helping to
NOTE Confidence: 0.943805388235294

00:57:30.800 --> 00:57:32.516 to to lead and drive forward.
NOTE Confidence: 0.943805388235294

00:57:32.520 --> 00:57:36.755 So everyone have a great rest
NOTE Confidence: 0.943805388235294

00:57:36.755 --> 00:57:39.422 of your evening and we'll hope
NOTE Confidence: 0.943805388235294

00:57:39.422 --> 00:57:42.159 to see you all again very soon.
NOTE Confidence: 0.943805388235294

00:57:42.160 --> 00:57:42.559 Good night you.
NOTE Confidence: 0.943805388235294

00:57:43.280 --> 00:57:44.000 Bye bye.