

WEBVTT

NOTE duration: "00:48:09.472"

NOTE Confidence: 0.9106635

00:00:00.320 --> 00:00:01.139 Of of the overall

NOTE Confidence: 0.94079894

00:00:01.680 --> 00:00:03.780 population health model and also,

NOTE Confidence: 0.9846961

00:00:04.880 --> 00:00:06.640 our very exciting next steps

NOTE Confidence: 0.9846961

00:00:06.640 --> 00:00:07.600 to try to build a

NOTE Confidence: 0.9846961

00:00:07.600 --> 00:00:09.519 statewide learning health system in

NOTE Confidence: 0.9846961

00:00:09.519 --> 00:00:10.660 Connecticut. So,

NOTE Confidence: 0.9947726

00:00:11.280 --> 00:00:12.500 and I really appreciated

NOTE Confidence: 0.98902076

00:00:13.039 --> 00:00:13.540 the

NOTE Confidence: 0.99504215

00:00:13.915 --> 00:00:15.275 questions we've had so far.

NOTE Confidence: 0.99504215

00:00:15.275 --> 00:00:15.675 It's,

NOTE Confidence: 0.999457

00:00:16.475 --> 00:00:18.095 it's really exciting to be

NOTE Confidence: 0.97694707

00:00:18.395 --> 00:00:19.435 talking with all of you

NOTE Confidence: 0.97694707

00:00:19.435 --> 00:00:19.935 about,

NOTE Confidence: 0.97187585

00:00:21.035 --> 00:00:22.395 what we're seeking to to

NOTE Confidence: 0.97187585

00:00:22.395 --> 00:00:23.695 build and are very actively
NOTE Confidence: 0.97187585

00:00:23.755 --> 00:00:24.575 working on,
NOTE Confidence: 0.9998002

00:00:24.954 --> 00:00:25.695 for Connecticut.
NOTE Confidence: 0.83953285

00:00:27.515 --> 00:00:28.015 So,
NOTE Confidence: 0.9655514

00:00:33.570 --> 00:00:35.090 the the the first is
NOTE Confidence: 0.9655514

00:00:35.090 --> 00:00:36.930 really, I I think is
NOTE Confidence: 0.9655514

00:00:36.930 --> 00:00:38.470 a challenge. It's an enduring
NOTE Confidence: 0.9655514

00:00:38.610 --> 00:00:39.909 challenge for us
NOTE Confidence: 0.9559276

00:00:40.290 --> 00:00:41.329 at Step, and I I
NOTE Confidence: 0.9559276

00:00:41.329 --> 00:00:42.870 think it's familiar to
NOTE Confidence: 0.9929897

00:00:43.755 --> 00:00:45.114 any agency in the state
NOTE Confidence: 0.9929897

00:00:45.114 --> 00:00:46.415 that's trying to,
NOTE Confidence: 0.99848557

00:00:47.034 --> 00:00:48.415 discharge or transfer
NOTE Confidence: 0.9823803

00:00:49.195 --> 00:00:50.635 care from their service to
NOTE Confidence: 0.9823803

00:00:50.635 --> 00:00:52.074 another service given all the
NOTE Confidence: 0.9823803

00:00:52.074 --> 00:00:52.574 challenges

NOTE Confidence: 0.9574091
00:00:53.195 --> 00:00:54.895 in that process, but also,
NOTE Confidence: 0.9611274
00:00:55.835 --> 00:00:57.835 workforce shortages and the stresses
NOTE Confidence: 0.9611274
00:00:57.835 --> 00:00:59.135 the systems are under.
NOTE Confidence: 0.95696956
00:01:00.719 --> 00:01:02.079 So just to reorient you,
NOTE Confidence: 0.95696956
00:01:02.079 --> 00:01:03.840 we're talking about the the
NOTE Confidence: 0.95696956
00:01:03.840 --> 00:01:05.200 final step in our care
NOTE Confidence: 0.95696956
00:01:05.200 --> 00:01:06.959 pathway, the the red or
NOTE Confidence: 0.95696956
00:01:06.959 --> 00:01:08.420 care transition module.
NOTE Confidence: 0.8166417
00:01:09.280 --> 00:01:11.220 And step like many other,
NOTE Confidence: 0.9964125
00:01:11.600 --> 00:01:12.979 first episode services
NOTE Confidence: 0.9837437
00:01:13.705 --> 00:01:15.064 was constructed as a time
NOTE Confidence: 0.9837437
00:01:15.064 --> 00:01:17.145 limited service. And the idea
NOTE Confidence: 0.9837437
00:01:17.145 --> 00:01:18.424 being that after two years
NOTE Confidence: 0.9837437
00:01:18.424 --> 00:01:20.025 of care, we aim to
NOTE Confidence: 0.9837437
00:01:20.025 --> 00:01:21.965 graduate most of our patients
NOTE Confidence: 0.9837437

00:01:22.185 --> 00:01:22.685 to
NOTE Confidence: 0.97092843

00:01:23.145 --> 00:01:24.744 usual care services in the
NOTE Confidence: 0.97092843

00:01:24.744 --> 00:01:26.444 communities in which they live.
NOTE Confidence: 0.97092843

00:01:26.584 --> 00:01:27.325 The expectation
NOTE Confidence: 0.9989729

00:01:27.625 --> 00:01:28.365 being that
NOTE Confidence: 0.997085

00:01:28.890 --> 00:01:30.650 most will have recovered enough
NOTE Confidence: 0.997085

00:01:30.650 --> 00:01:32.030 functioning and be
NOTE Confidence: 0.9982124

00:01:32.330 --> 00:01:34.330 in symptomatic control to be
NOTE Confidence: 0.9982124

00:01:34.330 --> 00:01:35.150 able to
NOTE Confidence: 0.8746186

00:01:35.850 --> 00:01:36.350 leverage,
NOTE Confidence: 0.98391217

00:01:37.290 --> 00:01:39.450 usual care services and return
NOTE Confidence: 0.98391217

00:01:39.450 --> 00:01:39.950 to,
NOTE Confidence: 0.99906236

00:01:40.569 --> 00:01:41.470 their vocational
NOTE Confidence: 0.7338939

00:01:42.170 --> 00:01:43.069 personal trajectories.
NOTE Confidence: 0.9993785

00:01:43.925 --> 00:01:45.125 And only a very small
NOTE Confidence: 0.9993785

00:01:45.125 --> 00:01:45.625 fraction

NOTE Confidence: 0.97252643
00:01:46.325 --> 00:01:47.145 will require,
NOTE Confidence: 0.9425838
00:01:48.645 --> 00:01:50.405 the wrap around services within
NOTE Confidence: 0.9425838
00:01:50.405 --> 00:01:51.865 the public sector system.
NOTE Confidence: 0.9467902
00:01:52.325 --> 00:01:53.865 And for us, that's CMHC.
NOTE Confidence: 0.93811905
00:01:55.125 --> 00:01:56.165 And that has in fact
NOTE Confidence: 0.93811905
00:01:56.165 --> 00:01:57.125 been the case for us
NOTE Confidence: 0.93811905
00:01:57.125 --> 00:01:58.405 over the years that we've
NOTE Confidence: 0.93811905
00:01:58.405 --> 00:01:59.065 had to
NOTE Confidence: 0.9692575
00:01:59.549 --> 00:02:01.250 transition less than ten percent,
NOTE Confidence: 0.9463649
00:02:02.030 --> 00:02:03.390 straight from step into a
NOTE Confidence: 0.9463649
00:02:03.390 --> 00:02:05.250 chronic care service at CMHC.
NOTE Confidence: 0.97524923
00:02:06.509 --> 00:02:08.030 And for others, I've been
NOTE Confidence: 0.97524923
00:02:08.030 --> 00:02:09.950 able to transition them to
NOTE Confidence: 0.97524923
00:02:09.950 --> 00:02:11.090 usual care.
NOTE Confidence: 0.98435414
00:02:12.025 --> 00:02:13.705 However, this is remains a
NOTE Confidence: 0.98435414

00:02:13.705 --> 00:02:14.825 challenge and a work in
NOTE Confidence: 0.98435414

00:02:14.825 --> 00:02:15.965 progress for us.
NOTE Confidence: 0.99592817

00:02:17.544 --> 00:02:18.424 And I'm gonna say a
NOTE Confidence: 0.99592817

00:02:18.424 --> 00:02:19.704 little bit about it, but
NOTE Confidence: 0.99592817

00:02:19.704 --> 00:02:21.305 I'm hoping that the final
NOTE Confidence: 0.99592817

00:02:21.305 --> 00:02:22.584 part of my presentation today
NOTE Confidence: 0.99592817

00:02:22.584 --> 00:02:24.444 will really offer a more
NOTE Confidence: 0.99976057

00:02:24.840 --> 00:02:26.940 sustainable solution to this challenge
NOTE Confidence: 0.99976057

00:02:27.080 --> 00:02:27.580 of
NOTE Confidence: 0.9443784

00:02:28.120 --> 00:02:29.020 what to do,
NOTE Confidence: 0.9801504

00:02:30.120 --> 00:02:31.500 with individuals who've
NOTE Confidence: 0.9635171

00:02:32.120 --> 00:02:33.560 recovered quite a lot of
NOTE Confidence: 0.9635171

00:02:33.560 --> 00:02:34.060 function.
NOTE Confidence: 0.96600986

00:02:35.240 --> 00:02:36.600 When you transition them to
NOTE Confidence: 0.96600986

00:02:36.600 --> 00:02:37.720 usual care, how can we
NOTE Confidence: 0.96600986

00:02:37.720 --> 00:02:39.320 maintain the gains that they

NOTE Confidence: 0.96600986
00:02:39.320 --> 00:02:39.820 have
NOTE Confidence: 0.98982257
00:02:40.265 --> 00:02:41.465 enjoyed in a in a
NOTE Confidence: 0.98982257
00:02:41.465 --> 00:02:42.765 first episode service?
NOTE Confidence: 0.9791493
00:02:48.505 --> 00:02:49.705 So, this is returning to
NOTE Confidence: 0.9791493
00:02:49.705 --> 00:02:50.665 a slide I've I've shown
NOTE Confidence: 0.9791493
00:02:50.665 --> 00:02:51.725 before. Currently,
NOTE Confidence: 0.9763265
00:02:52.105 --> 00:02:53.625 best practices that we currently
NOTE Confidence: 0.9763265
00:02:53.625 --> 00:02:54.765 have in the state,
NOTE Confidence: 0.99985385
00:02:55.150 --> 00:02:55.970 Many of you
NOTE Confidence: 0.9543186
00:02:56.270 --> 00:02:57.630 may know the prime clinic,
NOTE Confidence: 0.9543186
00:02:57.630 --> 00:02:59.150 which is a research clinic
NOTE Confidence: 0.9543186
00:02:59.150 --> 00:02:59.970 focused on,
NOTE Confidence: 0.9989552
00:03:00.590 --> 00:03:02.350 ways to identify people who
NOTE Confidence: 0.9989552
00:03:02.350 --> 00:03:04.190 will eventually convert to a
NOTE Confidence: 0.9989552
00:03:04.190 --> 00:03:05.169 psychotic disorder
NOTE Confidence: 0.9531516

00:03:05.630 --> 00:03:07.470 and to investigate approaches to
NOTE Confidence: 0.9531516

00:03:07.470 --> 00:03:09.389 delay or ideally even prevent
NOTE Confidence: 0.9531516

00:03:09.389 --> 00:03:10.610 the onset of psychosis.
NOTE Confidence: 0.9908702

00:03:11.835 --> 00:03:14.235 And that remains best practice,
NOTE Confidence: 0.9908702

00:03:14.235 --> 00:03:14.975 which is
NOTE Confidence: 0.99749994

00:03:15.355 --> 00:03:17.355 really a research endeavor to
NOTE Confidence: 0.99749994

00:03:17.355 --> 00:03:19.035 try to develop knowledge that
NOTE Confidence: 0.99749994

00:03:19.035 --> 00:03:20.095 could be then implemented.
NOTE Confidence: 0.99961644

00:03:21.275 --> 00:03:22.575 After the first episode,
NOTE Confidence: 0.962641

00:03:23.035 --> 00:03:23.775 we have,
NOTE Confidence: 0.99976677

00:03:24.475 --> 00:03:26.335 actionable evidence to implement
NOTE Confidence: 0.9596859

00:03:27.010 --> 00:03:28.610 early intervention services that has
NOTE Confidence: 0.9596859

00:03:28.610 --> 00:03:29.810 been the subject of of
NOTE Confidence: 0.9596859

00:03:29.810 --> 00:03:30.210 this,
NOTE Confidence: 0.9925426

00:03:30.690 --> 00:03:32.389 over these sessions before
NOTE Confidence: 0.9540335

00:03:33.330 --> 00:03:35.090 where we can provide both

NOTE Confidence: 0.9540335
00:03:35.090 --> 00:03:37.510 early detection and coordinated specialty
NOTE Confidence: 0.9540335
00:03:37.650 --> 00:03:38.150 care
NOTE Confidence: 0.9693535
00:03:40.215 --> 00:03:42.235 with structured assessments and formulations.
NOTE Confidence: 0.9693535
00:03:42.455 --> 00:03:44.635 So modules a through c
NOTE Confidence: 0.9595372
00:03:45.255 --> 00:03:46.215 that we know,
NOTE Confidence: 0.9940315
00:03:46.775 --> 00:03:48.375 and there's considerable evidence now
NOTE Confidence: 0.9940315
00:03:48.375 --> 00:03:50.295 to to support this idea
NOTE Confidence: 0.9940315
00:03:50.295 --> 00:03:51.515 that it will improve
NOTE Confidence: 0.98200166
00:03:52.260 --> 00:03:55.140 trajectories, outcomes, distress, reduce risk
NOTE Confidence: 0.98200166
00:03:55.140 --> 00:03:56.680 for suicide, and so on.
NOTE Confidence: 0.9785308
00:03:57.620 --> 00:03:59.460 The dotted line from there
NOTE Confidence: 0.9785308
00:03:59.460 --> 00:04:01.320 to what I've called lifespan
NOTE Confidence: 0.9785308
00:04:01.460 --> 00:04:02.900 care for what will for
NOTE Confidence: 0.9785308
00:04:02.900 --> 00:04:04.020 most people be a chronic
NOTE Confidence: 0.9785308
00:04:04.020 --> 00:04:05.800 illness that will require management
NOTE Confidence: 0.98341244

00:04:06.180 --> 00:04:07.160 just like diabetes
NOTE Confidence: 0.9369106

00:04:07.995 --> 00:04:08.974 or asthma.
NOTE Confidence: 0.98143786

00:04:10.474 --> 00:04:11.674 But it's a dotted line
NOTE Confidence: 0.98143786

00:04:11.674 --> 00:04:13.055 because I think this is,
NOTE Confidence: 0.91488135

00:04:13.595 --> 00:04:15.534 an a gap in our
NOTE Confidence: 0.9342984

00:04:15.834 --> 00:04:16.335 services,
NOTE Confidence: 0.95079994

00:04:17.835 --> 00:04:19.535 not just in Connecticut, but
NOTE Confidence: 0.95079994

00:04:19.595 --> 00:04:20.895 really around the world,
NOTE Confidence: 0.9849055

00:04:22.389 --> 00:04:24.069 that people who leave these
NOTE Confidence: 0.9849055

00:04:24.069 --> 00:04:25.449 early intervention services,
NOTE Confidence: 0.99110174

00:04:26.949 --> 00:04:27.849 tend to not,
NOTE Confidence: 0.92071635

00:04:28.470 --> 00:04:29.210 in general,
NOTE Confidence: 0.97519994

00:04:30.069 --> 00:04:31.509 retain the gains they've often
NOTE Confidence: 0.97519994

00:04:31.509 --> 00:04:33.669 made unless they're transitioning to
NOTE Confidence: 0.97519994

00:04:33.669 --> 00:04:35.589 services that are strong and
NOTE Confidence: 0.97519994

00:04:35.589 --> 00:04:37.035 ready to accept them into

NOTE Confidence: 0.97519994
00:04:37.035 --> 00:04:37.535 care.
NOTE Confidence: 0.9779009
00:04:38.154 --> 00:04:39.295 And so,
NOTE Confidence: 0.99044305
00:04:39.755 --> 00:04:41.195 Denmark is a good example
NOTE Confidence: 0.99044305
00:04:41.195 --> 00:04:41.695 where
NOTE Confidence: 0.99882
00:04:42.555 --> 00:04:44.315 most usual services have now
NOTE Confidence: 0.99882
00:04:44.315 --> 00:04:44.815 been
NOTE Confidence: 0.8875296
00:04:46.875 --> 00:04:48.575 improved to a level
NOTE Confidence: 0.9920694
00:04:48.910 --> 00:04:51.010 very close to the original
NOTE Confidence: 0.9920694
00:04:51.310 --> 00:04:52.690 early intervention service,
NOTE Confidence: 0.93065697
00:04:53.870 --> 00:04:54.770 that was developed,
NOTE Confidence: 0.8294398
00:04:55.349 --> 00:04:57.010 at the OPUS center.
NOTE Confidence: 0.9952655
00:04:57.550 --> 00:04:58.290 And so
NOTE Confidence: 0.9211387
00:04:58.830 --> 00:04:59.870 they have in some ways
NOTE Confidence: 0.9211387
00:04:59.870 --> 00:05:01.630 an ideal setup nationally where
NOTE Confidence: 0.9211387
00:05:01.630 --> 00:05:03.089 they would transition people
NOTE Confidence: 0.99827236

00:05:03.824 --> 00:05:05.264 from a receiving service to
NOTE Confidence: 0.99827236

00:05:05.264 --> 00:05:06.164 another service
NOTE Confidence: 0.96358174

00:05:06.464 --> 00:05:07.505 close to where the person
NOTE Confidence: 0.96358174

00:05:07.505 --> 00:05:08.324 lives that's,
NOTE Confidence: 0.991309

00:05:09.104 --> 00:05:10.625 as good in quality and
NOTE Confidence: 0.991309

00:05:10.625 --> 00:05:12.065 is able to engage people
NOTE Confidence: 0.991309

00:05:12.065 --> 00:05:12.565 effectively.
NOTE Confidence: 0.98344004

00:05:13.345 --> 00:05:14.384 But this is not the
NOTE Confidence: 0.98344004

00:05:14.384 --> 00:05:15.585 case in most of the
NOTE Confidence: 0.98344004

00:05:15.585 --> 00:05:16.464 rest of the world, and
NOTE Confidence: 0.98344004

00:05:16.464 --> 00:05:16.964 so
NOTE Confidence: 0.9827161

00:05:17.330 --> 00:05:19.670 we're often in a challenging
NOTE Confidence: 0.9827161

00:05:19.730 --> 00:05:22.290 position transitioning young individuals after
NOTE Confidence: 0.9827161

00:05:22.290 --> 00:05:23.810 building a very strong alliance
NOTE Confidence: 0.9827161

00:05:23.810 --> 00:05:25.110 with them and their families
NOTE Confidence: 0.9876596

00:05:25.810 --> 00:05:27.250 to a new service that

NOTE Confidence: 0.9876596
00:05:27.250 --> 00:05:28.690 is always, even in the
NOTE Confidence: 0.9876596
00:05:28.690 --> 00:05:30.470 best of circumstances, a challenging
NOTE Confidence: 0.9876596
00:05:30.610 --> 00:05:31.750 transition to make.
NOTE Confidence: 0.9676556
00:05:33.435 --> 00:05:34.955 So at step, I'm I'm
NOTE Confidence: 0.9676556
00:05:34.955 --> 00:05:36.095 gonna just describe
NOTE Confidence: 0.9961065
00:05:36.475 --> 00:05:38.175 our first pass at
NOTE Confidence: 0.957901
00:05:38.475 --> 00:05:39.835 trying to improve on this,
NOTE Confidence: 0.957901
00:05:39.835 --> 00:05:41.435 and it's a it's some
NOTE Confidence: 0.957901
00:05:41.435 --> 00:05:42.714 data from a paper we
NOTE Confidence: 0.957901
00:05:42.714 --> 00:05:44.315 published, and I'll just orient
NOTE Confidence: 0.957901
00:05:44.315 --> 00:05:44.815 you.
NOTE Confidence: 0.99507
00:05:45.449 --> 00:05:46.750 We began tracking,
NOTE Confidence: 0.97801703
00:05:47.690 --> 00:05:49.389 how people did after discharge.
NOTE Confidence: 0.95803696
00:05:50.569 --> 00:05:51.850 And so we described this
NOTE Confidence: 0.95803696
00:05:51.850 --> 00:05:54.169 as their transfer status, which
NOTE Confidence: 0.95803696

00:05:54.169 --> 00:05:54.669 is
NOTE Confidence: 0.95857495

00:05:54.970 --> 00:05:56.330 at three months where they
NOTE Confidence: 0.95857495

00:05:56.330 --> 00:05:57.710 confirmed to be in treatment
NOTE Confidence: 0.95857495

00:05:58.009 --> 00:05:58.669 at some
NOTE Confidence: 0.9017359

00:05:59.085 --> 00:06:01.185 behavioral health agency or private
NOTE Confidence: 0.7370994

00:06:01.645 --> 00:06:02.145 provider,
NOTE Confidence: 0.969938

00:06:04.125 --> 00:06:04.925 or were they not in
NOTE Confidence: 0.969938

00:06:04.925 --> 00:06:06.285 treatment? So they were confirmed
NOTE Confidence: 0.969938

00:06:06.285 --> 00:06:07.425 to not be in treatment.
NOTE Confidence: 0.969938

00:06:07.565 --> 00:06:08.525 And there was a third
NOTE Confidence: 0.969938

00:06:08.525 --> 00:06:10.045 category where we essentially lost
NOTE Confidence: 0.969938

00:06:10.045 --> 00:06:11.565 track. We're not able to
NOTE Confidence: 0.969938

00:06:11.565 --> 00:06:12.065 confirm
NOTE Confidence: 0.9990716

00:06:12.620 --> 00:06:13.900 whether they had landed in
NOTE Confidence: 0.9990716

00:06:13.900 --> 00:06:15.200 treatment or not.
NOTE Confidence: 0.9939429

00:06:15.580 --> 00:06:16.620 So those are the three

NOTE Confidence: 0.9939429
00:06:16.620 --> 00:06:18.320 categories of transfer status.
NOTE Confidence: 0.9886737
00:06:19.100 --> 00:06:20.000 And another,
NOTE Confidence: 0.9465693
00:06:21.740 --> 00:06:23.600 categorization we used was disposition,
NOTE Confidence: 0.9465693
00:06:23.660 --> 00:06:24.400 which is,
NOTE Confidence: 0.9989705
00:06:24.805 --> 00:06:26.185 did we have an opportunity
NOTE Confidence: 0.9989705
00:06:26.485 --> 00:06:28.264 before they left our clinic
NOTE Confidence: 0.97521424
00:06:28.565 --> 00:06:29.685 to refer them? Did they
NOTE Confidence: 0.97521424
00:06:29.685 --> 00:06:30.724 engage with us in a
NOTE Confidence: 0.97521424
00:06:30.724 --> 00:06:31.845 process where we could talk
NOTE Confidence: 0.97521424
00:06:31.845 --> 00:06:32.724 to them about where they
NOTE Confidence: 0.97521424
00:06:32.724 --> 00:06:33.944 prefer to go and
NOTE Confidence: 0.7934487
00:06:34.645 --> 00:06:35.464 a more ideal,
NOTE Confidence: 0.96769434
00:06:36.724 --> 00:06:37.625 transfer process?
NOTE Confidence: 0.94611174
00:06:38.400 --> 00:06:39.920 There were some who refused
NOTE Confidence: 0.94611174
00:06:39.920 --> 00:06:41.440 to engage with that, and
NOTE Confidence: 0.94611174

00:06:41.440 --> 00:06:42.420 so they left,
NOTE Confidence: 0.9728679

00:06:43.120 --> 00:06:44.960 with our full knowledge that
NOTE Confidence: 0.9728679

00:06:44.960 --> 00:06:46.320 they had not received any
NOTE Confidence: 0.9728679

00:06:46.320 --> 00:06:47.540 referral from us,
NOTE Confidence: 0.9961012

00:06:47.920 --> 00:06:49.120 often because they did not
NOTE Confidence: 0.9961012

00:06:49.120 --> 00:06:50.880 believe they needed care when
NOTE Confidence: 0.9961012

00:06:50.880 --> 00:06:51.860 they left the clinic.
NOTE Confidence: 0.9781778

00:06:52.404 --> 00:06:53.285 And then there were some
NOTE Confidence: 0.9781778

00:06:53.285 --> 00:06:54.565 that were lost to follow-up
NOTE Confidence: 0.9781778

00:06:54.565 --> 00:06:55.685 that in the process of
NOTE Confidence: 0.9781778

00:06:55.685 --> 00:06:56.745 planning their discharge,
NOTE Confidence: 0.9997223

00:06:57.365 --> 00:06:58.665 we lost track of them.
NOTE Confidence: 0.9766747

00:06:59.685 --> 00:07:01.385 Some individuals moved away.
NOTE Confidence: 0.95773053

00:07:02.485 --> 00:07:04.085 A very small percentage were
NOTE Confidence: 0.95773053

00:07:04.085 --> 00:07:04.585 incarcerated,
NOTE Confidence: 0.98394394

00:07:06.169 --> 00:07:07.449 and there was one individual

NOTE Confidence: 0.98394394
00:07:07.449 --> 00:07:09.050 who was who was deceased
NOTE Confidence: 0.98394394
00:07:09.050 --> 00:07:10.409 before we had the opportunity
NOTE Confidence: 0.98394394
00:07:10.409 --> 00:07:11.930 to transfer them. So you
NOTE Confidence: 0.98394394
00:07:11.930 --> 00:07:13.310 can see that in disposition,
NOTE Confidence: 0.98394394
00:07:13.449 --> 00:07:14.889 we were tracking our internal
NOTE Confidence: 0.98394394
00:07:14.889 --> 00:07:17.050 processes of whether we had
NOTE Confidence: 0.98394394
00:07:17.050 --> 00:07:18.590 a chance to engage individuals.
NOTE Confidence: 0.98959035
00:07:19.474 --> 00:07:20.754 And in the transfer status,
NOTE Confidence: 0.98959035
00:07:20.754 --> 00:07:21.955 we were tracking really the
NOTE Confidence: 0.98959035
00:07:21.955 --> 00:07:23.395 outcome of this process. Did
NOTE Confidence: 0.98959035
00:07:23.395 --> 00:07:24.455 they actually land,
NOTE Confidence: 0.98943454
00:07:25.395 --> 00:07:26.675 as measured by whether or
NOTE Confidence: 0.98943454
00:07:26.675 --> 00:07:27.794 not they were in treatment
NOTE Confidence: 0.98943454
00:07:27.794 --> 00:07:28.854 three months later?
NOTE Confidence: 0.9687049
00:07:30.115 --> 00:07:31.930 And the two columns, pre
NOTE Confidence: 0.9687049

00:07:31.930 --> 00:07:33.770 PDSA and post PDSA. So
NOTE Confidence: 0.9687049

00:07:33.770 --> 00:07:35.770 PDSA refers to plan, do,
NOTE Confidence: 0.9687049

00:07:35.770 --> 00:07:36.889 study, act, and this is
NOTE Confidence: 0.9687049

00:07:36.889 --> 00:07:37.790 a term for
NOTE Confidence: 0.9785335

00:07:38.330 --> 00:07:39.950 an approach to quality improvement
NOTE Confidence: 0.9785335

00:07:40.010 --> 00:07:41.370 where we go through cycles
NOTE Confidence: 0.9785335

00:07:41.370 --> 00:07:42.110 of planning,
NOTE Confidence: 0.79274046

00:07:43.530 --> 00:07:44.030 deploying,
NOTE Confidence: 0.9910709

00:07:44.545 --> 00:07:45.665 studying the effect of the
NOTE Confidence: 0.9910709

00:07:45.665 --> 00:07:47.345 intervention, and then assessing whether
NOTE Confidence: 0.9910709

00:07:47.345 --> 00:07:48.705 it worked to try to
NOTE Confidence: 0.9910709

00:07:48.705 --> 00:07:50.705 improve the rates of people
NOTE Confidence: 0.9910709

00:07:50.705 --> 00:07:52.085 being confirmed in treatment.
NOTE Confidence: 0.99761134

00:07:53.265 --> 00:07:54.785 And you'll see that we
NOTE Confidence: 0.99761134

00:07:54.785 --> 00:07:55.905 were able to improve the
NOTE Confidence: 0.99761134

00:07:55.905 --> 00:07:57.640 number of individuals who were

NOTE Confidence: 0.99761134

00:07:57.640 --> 00:07:59.000 confirmed in treatment three months

NOTE Confidence: 0.99761134

00:07:59.000 --> 00:08:00.200 later. We went from thirty

NOTE Confidence: 0.99761134

00:08:00.200 --> 00:08:01.560 seven point two percent to

NOTE Confidence: 0.99761134

00:08:01.560 --> 00:08:03.260 fifty four point one percent.

NOTE Confidence: 0.9959168

00:08:04.440 --> 00:08:06.840 We were also able to

NOTE Confidence: 0.9959168

00:08:06.840 --> 00:08:07.340 confirm

NOTE Confidence: 0.94124573

00:08:07.880 --> 00:08:09.080 more clearly that there were

NOTE Confidence: 0.94124573

00:08:09.080 --> 00:08:11.000 a significant percentage, twenty point

NOTE Confidence: 0.94124573

00:08:11.000 --> 00:08:11.980 two percent who

NOTE Confidence: 0.99376017

00:08:12.295 --> 00:08:13.815 were confirmed to not be

NOTE Confidence: 0.99376017

00:08:13.815 --> 00:08:15.095 in any treatment three months

NOTE Confidence: 0.99376017

00:08:15.095 --> 00:08:16.315 later, which is concerning.

NOTE Confidence: 0.97382605

00:08:17.015 --> 00:08:18.215 And we were able to

NOTE Confidence: 0.97382605

00:08:18.215 --> 00:08:19.495 drop the number of people

NOTE Confidence: 0.97382605

00:08:19.495 --> 00:08:21.495 who were unknown from as

NOTE Confidence: 0.97382605

00:08:21.495 --> 00:08:22.935 almost, you know, more than
NOTE Confidence: 0.97382605

00:08:22.935 --> 00:08:24.535 half before we started this
NOTE Confidence: 0.97382605

00:08:24.535 --> 00:08:25.035 process
NOTE Confidence: 0.94731116

00:08:25.850 --> 00:08:27.450 to around a quarter of
NOTE Confidence: 0.94731116

00:08:27.450 --> 00:08:28.750 individuals. So certainly
NOTE Confidence: 0.97168964

00:08:29.370 --> 00:08:30.650 better, but not where we
NOTE Confidence: 0.97168964

00:08:30.650 --> 00:08:31.610 would want to be. And
NOTE Confidence: 0.97168964

00:08:31.610 --> 00:08:32.970 it illustrates in some ways
NOTE Confidence: 0.97168964

00:08:32.970 --> 00:08:34.510 the challenges of,
NOTE Confidence: 0.9580477

00:08:35.770 --> 00:08:37.870 affecting this handoff with individuals
NOTE Confidence: 0.9580477

00:08:38.010 --> 00:08:39.210 that were in care, but
NOTE Confidence: 0.9580477

00:08:39.210 --> 00:08:41.115 now are at risk of
NOTE Confidence: 0.9580477

00:08:41.115 --> 00:08:42.975 dropping out, falling out, not,
NOTE Confidence: 0.9426952

00:08:43.915 --> 00:08:44.975 continuing with care.
NOTE Confidence: 0.9025863

00:08:45.995 --> 00:08:47.195 And you'll see below the
NOTE Confidence: 0.9025863

00:08:47.195 --> 00:08:48.735 trends in in disposition

NOTE Confidence: 0.95364535
00:08:49.514 --> 00:08:51.134 are really our own internal
NOTE Confidence: 0.95364535
00:08:51.195 --> 00:08:52.875 process metrics on how we
NOTE Confidence: 0.95364535
00:08:52.875 --> 00:08:54.540 were doing. And we were
NOTE Confidence: 0.95364535
00:08:54.540 --> 00:08:56.460 able to, for instance, have
NOTE Confidence: 0.95364535
00:08:56.460 --> 00:08:57.580 the number of people who
NOTE Confidence: 0.95364535
00:08:57.580 --> 00:08:58.700 refuse to work with us
NOTE Confidence: 0.95364535
00:08:58.700 --> 00:09:00.960 by instituting some approaches like
NOTE Confidence: 0.9906514
00:09:01.420 --> 00:09:03.420 beginning to talk about discharge
NOTE Confidence: 0.9906514
00:09:03.420 --> 00:09:03.920 planning,
NOTE Confidence: 0.92236376
00:09:04.460 --> 00:09:06.380 you know, ideally three months
NOTE Confidence: 0.92236376
00:09:06.380 --> 00:09:06.880 before,
NOTE Confidence: 0.988811
00:09:07.420 --> 00:09:08.620 people reach the two year
NOTE Confidence: 0.988811
00:09:08.620 --> 00:09:09.600 mark of care.
NOTE Confidence: 0.9741388
00:09:10.834 --> 00:09:12.274 And in terms of looking
NOTE Confidence: 0.9741388
00:09:12.274 --> 00:09:12.774 at
NOTE Confidence: 0.98070407

00:09:13.554 --> 00:09:15.714 transfer status, measuring transfer status,
NOTE Confidence: 0.98070407

00:09:15.714 --> 00:09:17.735 we found that calling people
NOTE Confidence: 0.98070407

00:09:17.954 --> 00:09:19.154 one month after they left
NOTE Confidence: 0.98070407

00:09:19.154 --> 00:09:20.214 us was helpful
NOTE Confidence: 0.9955919

00:09:20.834 --> 00:09:22.675 in reminding them of where
NOTE Confidence: 0.9955919

00:09:22.675 --> 00:09:23.894 we had referred them,
NOTE Confidence: 0.9903433

00:09:24.500 --> 00:09:26.360 troubleshooting a little bit around,
NOTE Confidence: 0.9859149

00:09:27.620 --> 00:09:29.140 accessing the service we had
NOTE Confidence: 0.9859149

00:09:29.140 --> 00:09:30.899 sent them to, sometimes calling
NOTE Confidence: 0.9859149

00:09:30.899 --> 00:09:32.420 the receiving service to try
NOTE Confidence: 0.9859149

00:09:32.420 --> 00:09:33.559 to see if they could,
NOTE Confidence: 0.9161902

00:09:34.260 --> 00:09:34.760 help,
NOTE Confidence: 0.9654317

00:09:35.140 --> 00:09:36.520 reach out to this individual.
NOTE Confidence: 0.9654004

00:09:38.684 --> 00:09:39.965 And that tended to help
NOTE Confidence: 0.9654004

00:09:39.965 --> 00:09:41.585 us improve the three month
NOTE Confidence: 0.9654004

00:09:41.885 --> 00:09:43.184 outcomes of

NOTE Confidence: 0.93204665

00:09:44.205 --> 00:09:46.525 confirming that individuals were in

NOTE Confidence: 0.93204665

00:09:46.525 --> 00:09:47.345 fact in treatment.

NOTE Confidence: 0.99430406

00:09:48.925 --> 00:09:49.425 So,

NOTE Confidence: 0.9666027

00:09:50.525 --> 00:09:51.870 you know, this is a

NOTE Confidence: 0.98060805

00:09:52.429 --> 00:09:53.870 sort of a persistent challenge

NOTE Confidence: 0.98060805

00:09:53.870 --> 00:09:54.990 for us. We continue to

NOTE Confidence: 0.98060805

00:09:54.990 --> 00:09:55.870 look at this and try

NOTE Confidence: 0.98060805

00:09:55.870 --> 00:09:56.990 to find ways to improve

NOTE Confidence: 0.98060805

00:09:56.990 --> 00:09:58.290 connections with care.

NOTE Confidence: 0.9640003

00:09:59.230 --> 00:10:00.270 But but it's something we

NOTE Confidence: 0.9640003

00:10:00.270 --> 00:10:01.550 can talk about more and

NOTE Confidence: 0.9640003

00:10:01.550 --> 00:10:02.610 and much, of course,

NOTE Confidence: 0.94159776

00:10:02.990 --> 00:10:04.370 obviously, depends on

NOTE Confidence: 0.9861744

00:10:04.815 --> 00:10:06.495 the individual's understanding of their

NOTE Confidence: 0.9861744

00:10:06.495 --> 00:10:08.095 need for continued care, the

NOTE Confidence: 0.9861744

00:10:08.095 --> 00:10:09.375 supports they would have from

NOTE Confidence: 0.9861744

00:10:09.375 --> 00:10:09.875 family,

NOTE Confidence: 0.95258546

00:10:10.335 --> 00:10:10.995 but also

NOTE Confidence: 0.992462

00:10:11.535 --> 00:10:12.895 the ability of the receiving

NOTE Confidence: 0.992462

00:10:12.895 --> 00:10:13.855 clinic to be able to

NOTE Confidence: 0.992462

00:10:13.855 --> 00:10:14.915 engage someone,

NOTE Confidence: 0.9873224

00:10:15.535 --> 00:10:16.495 who has who has been

NOTE Confidence: 0.9873224

00:10:16.495 --> 00:10:17.855 in care and is accustomed

NOTE Confidence: 0.9873224

00:10:17.855 --> 00:10:19.235 to a certain kind of

NOTE Confidence: 0.999141

00:10:19.589 --> 00:10:20.089 service

NOTE Confidence: 0.991576

00:10:20.470 --> 00:10:21.850 that, it might take

NOTE Confidence: 0.91158295

00:10:22.550 --> 00:10:23.589 a while to engage the

NOTE Confidence: 0.91158295

00:10:23.589 --> 00:10:24.870 person in with a new

NOTE Confidence: 0.91158295

00:10:24.870 --> 00:10:25.370 clinician

NOTE Confidence: 0.9955946

00:10:26.550 --> 00:10:27.449 around. So

NOTE Confidence: 0.9762956

00:10:28.389 --> 00:10:29.829 so I'll stop there, and

NOTE Confidence: 0.9762956
00:10:29.829 --> 00:10:31.029 I'm happy to be interrupted
NOTE Confidence: 0.9762956
00:10:31.029 --> 00:10:32.230 with questions because I'm gonna
NOTE Confidence: 0.9762956
00:10:32.230 --> 00:10:33.610 shift now to talk
NOTE Confidence: 0.97726005
00:10:34.365 --> 00:10:35.965 more about our population health
NOTE Confidence: 0.97726005
00:10:35.965 --> 00:10:37.325 approach. Yeah. Please, Sheila. Go
NOTE Confidence: 0.97726005
00:10:37.325 --> 00:10:37.825 ahead.
NOTE Confidence: 0.9956853
00:10:40.684 --> 00:10:41.725 So I do have a
NOTE Confidence: 0.9956853
00:10:41.725 --> 00:10:42.785 question about,
NOTE Confidence: 0.9653745
00:10:43.725 --> 00:10:45.405 how much time and who
NOTE Confidence: 0.9653745
00:10:45.405 --> 00:10:45.905 you,
NOTE Confidence: 0.982339
00:10:46.285 --> 00:10:47.905 refer to and what your
NOTE Confidence: 0.9466444
00:10:49.309 --> 00:10:51.090 transition process is because,
NOTE Confidence: 0.96237135
00:10:52.110 --> 00:10:53.070 you know, I agree with
NOTE Confidence: 0.96237135
00:10:53.070 --> 00:10:54.690 you that for first break,
NOTE Confidence: 0.99479955
00:10:55.790 --> 00:10:56.290 people,
NOTE Confidence: 0.99550223

00:10:57.150 --> 00:10:57.809 you know,
NOTE Confidence: 0.95930636
00:10:58.830 --> 00:11:00.270 and they're young adults, you
NOTE Confidence: 0.95930636
00:11:00.270 --> 00:11:01.710 know, they don't wanna have
NOTE Confidence: 0.95930636
00:11:01.710 --> 00:11:03.309 a diagnosis. They don't wanna
NOTE Confidence: 0.95930636
00:11:03.309 --> 00:11:04.675 be in care. But I
NOTE Confidence: 0.95930636
00:11:04.675 --> 00:11:05.635 just wondered,
NOTE Confidence: 0.9760401
00:11:06.755 --> 00:11:08.515 if, if you meet with
NOTE Confidence: 0.9760401
00:11:08.515 --> 00:11:09.015 the,
NOTE Confidence: 0.9776038
00:11:09.715 --> 00:11:10.675 you know, now that we've
NOTE Confidence: 0.9776038
00:11:10.675 --> 00:11:11.795 got, you know, all of
NOTE Confidence: 0.9776038
00:11:11.795 --> 00:11:14.055 this, you know, virtual setups,
NOTE Confidence: 0.9776038
00:11:14.355 --> 00:11:14.835 is it,
NOTE Confidence: 0.9883382
00:11:16.035 --> 00:11:16.995 is this the time to
NOTE Confidence: 0.9883382
00:11:16.995 --> 00:11:18.135 make a more intensive,
NOTE Confidence: 0.9840462
00:11:18.915 --> 00:11:21.450 transition time that lasts, you
NOTE Confidence: 0.9840462
00:11:21.450 --> 00:11:23.050 know, one, two, three months

NOTE Confidence: 0.9840462
00:11:23.050 --> 00:11:24.350 so that you can increase,
NOTE Confidence: 0.9867588
00:11:25.450 --> 00:11:28.190 the rate of, people who
NOTE Confidence: 0.9727148
00:11:28.570 --> 00:11:29.070 smoothly,
NOTE Confidence: 0.97193927
00:11:30.170 --> 00:11:31.710 get handed off to another,
NOTE Confidence: 0.93744886
00:11:32.570 --> 00:11:33.070 program?
NOTE Confidence: 0.9674975
00:11:35.815 --> 00:11:37.675 Yeah. So our our transition
NOTE Confidence: 0.9674975
00:11:37.735 --> 00:11:39.735 process, that final module now
NOTE Confidence: 0.9674975
00:11:39.735 --> 00:11:41.335 is at least three months
NOTE Confidence: 0.9674975
00:11:41.335 --> 00:11:42.775 long in, you know, for
NOTE Confidence: 0.9674975
00:11:42.775 --> 00:11:44.315 those who agree to engage
NOTE Confidence: 0.9674975
00:11:44.375 --> 00:11:45.995 in that process with us.
NOTE Confidence: 0.996315
00:11:46.709 --> 00:11:49.110 We have sometimes extended care
NOTE Confidence: 0.996315
00:11:49.110 --> 00:11:50.730 for an additional year
NOTE Confidence: 0.9900145
00:11:51.589 --> 00:11:53.110 for those individuals who were
NOTE Confidence: 0.9900145
00:11:53.110 --> 00:11:54.949 so poorly engaged with treatment
NOTE Confidence: 0.9900145

00:11:54.949 --> 00:11:55.829 in the first two years
NOTE Confidence: 0.9900145

00:11:55.829 --> 00:11:57.750 that it it's very difficult
NOTE Confidence: 0.9900145

00:11:57.750 --> 00:11:59.029 to even engage in a
NOTE Confidence: 0.9900145

00:11:59.029 --> 00:12:00.949 conversation about transition in care
NOTE Confidence: 0.9900145

00:12:00.949 --> 00:12:02.025 when they've never quite
NOTE Confidence: 0.9918809

00:12:03.065 --> 00:12:04.505 fully engaged in care with
NOTE Confidence: 0.9918809

00:12:04.505 --> 00:12:05.005 us.
NOTE Confidence: 0.9758704

00:12:05.305 --> 00:12:06.665 So, so we've added that
NOTE Confidence: 0.9758704

00:12:06.665 --> 00:12:08.105 extra year. We've we've had
NOTE Confidence: 0.9758704

00:12:08.105 --> 00:12:09.225 to find ways to make
NOTE Confidence: 0.9758704

00:12:09.225 --> 00:12:11.325 sure that it's used selectively
NOTE Confidence: 0.9758704

00:12:11.465 --> 00:12:13.065 because otherwise, it becomes hard
NOTE Confidence: 0.9758704

00:12:13.065 --> 00:12:14.285 for the service to
NOTE Confidence: 0.9934503

00:12:15.529 --> 00:12:17.370 retain enough staff time to
NOTE Confidence: 0.9934503

00:12:17.370 --> 00:12:18.670 take in new referrals.
NOTE Confidence: 0.9507659

00:12:19.130 --> 00:12:20.890 Mhmm. But but, yeah, we've

NOTE Confidence: 0.9507659
00:12:21.209 --> 00:12:22.170 we're still sort of,
NOTE Confidence: 0.9810852
00:12:23.130 --> 00:12:25.309 trying different ways of addressing
NOTE Confidence: 0.9810852
00:12:25.370 --> 00:12:26.830 this challenge of,
NOTE Confidence: 0.9312753
00:12:27.690 --> 00:12:28.730 what is in some ways
NOTE Confidence: 0.9312753
00:12:28.730 --> 00:12:29.390 a good
NOTE Confidence: 0.9803949
00:12:30.275 --> 00:12:31.635 a good news moment. Right?
NOTE Confidence: 0.9803949
00:12:31.635 --> 00:12:32.835 That these are individuals who
NOTE Confidence: 0.9803949
00:12:32.835 --> 00:12:33.875 are ready for a step
NOTE Confidence: 0.9803949
00:12:33.875 --> 00:12:35.235 down in services for the
NOTE Confidence: 0.9803949
00:12:35.235 --> 00:12:36.375 for the most Exactly.
NOTE Confidence: 0.98374337
00:12:37.635 --> 00:12:38.835 But they're at a risk
NOTE Confidence: 0.98374337
00:12:38.835 --> 00:12:39.955 of dropping off, which is
NOTE Confidence: 0.98374337
00:12:40.035 --> 00:12:40.835 which would not be a
NOTE Confidence: 0.98374337
00:12:40.835 --> 00:12:41.554 good thing. So,
NOTE Confidence: 0.9726143
00:12:43.050 --> 00:12:44.890 yeah. Yeah. But, I mean,
NOTE Confidence: 0.9726143

00:12:44.890 --> 00:12:46.170 it's a it's a great
NOTE Confidence: 0.9726143

00:12:46.170 --> 00:12:47.690 question, and I I think
NOTE Confidence: 0.9726143

00:12:47.690 --> 00:12:48.890 we'll return to it. Actually,
NOTE Confidence: 0.9726143

00:12:48.890 --> 00:12:50.190 in some ways, our
NOTE Confidence: 0.9968261

00:12:50.570 --> 00:12:51.690 our hope in building a
NOTE Confidence: 0.9968261

00:12:51.690 --> 00:12:52.750 statewide network
NOTE Confidence: 0.9822243

00:12:53.290 --> 00:12:55.050 is that as people move
NOTE Confidence: 0.9822243

00:12:55.050 --> 00:12:56.895 around, which young people are
NOTE Confidence: 0.9822243

00:12:56.975 --> 00:12:58.255 more likely to do, they
NOTE Confidence: 0.9822243

00:12:58.255 --> 00:12:59.635 leave to go to college,
NOTE Confidence: 0.9822243

00:12:59.775 --> 00:13:00.975 sometimes in a different part
NOTE Confidence: 0.9822243

00:13:00.975 --> 00:13:02.015 of the state, sometimes out
NOTE Confidence: 0.9822243

00:13:02.015 --> 00:13:02.975 of the state, which is
NOTE Confidence: 0.9822243

00:13:02.975 --> 00:13:04.835 a a different challenge. But
NOTE Confidence: 0.9822243

00:13:04.975 --> 00:13:06.255 they're often moving within the
NOTE Confidence: 0.9822243

00:13:06.255 --> 00:13:07.615 state, finding their own home,

NOTE Confidence: 0.9822243
00:13:07.615 --> 00:13:09.155 leaving their parents' town.
NOTE Confidence: 0.9958007
00:13:09.600 --> 00:13:10.720 And the hope is that
NOTE Confidence: 0.9958007
00:13:10.720 --> 00:13:11.760 we would be able to
NOTE Confidence: 0.9958007
00:13:11.760 --> 00:13:13.440 share and continue their care
NOTE Confidence: 0.9958007
00:13:13.440 --> 00:13:15.140 across a network of clinics
NOTE Confidence: 0.9821058
00:13:15.839 --> 00:13:17.200 where it's a bit more
NOTE Confidence: 0.9821058
00:13:17.200 --> 00:13:18.640 of a seamless transition in
NOTE Confidence: 0.9821058
00:13:18.640 --> 00:13:20.019 terms of the care model,
NOTE Confidence: 0.99684817
00:13:20.399 --> 00:13:22.079 the willingness to engage, the
NOTE Confidence: 0.99684817
00:13:22.079 --> 00:13:24.000 sharing of clinical information across
NOTE Confidence: 0.99684817
00:13:24.000 --> 00:13:24.660 the sites,
NOTE Confidence: 0.9740563
00:13:25.165 --> 00:13:25.985 which I think
NOTE Confidence: 0.90838456
00:13:26.605 --> 00:13:27.565 once we were to build
NOTE Confidence: 0.90838456
00:13:27.565 --> 00:13:28.365 that would be a more
NOTE Confidence: 0.90838456
00:13:28.365 --> 00:13:29.985 sustainable way to do this
NOTE Confidence: 0.9944774

00:13:30.445 --> 00:13:31.345 Yes. Versus
NOTE Confidence: 0.9717238

00:13:31.725 --> 00:13:33.085 we're currently doing, which is
NOTE Confidence: 0.9717238

00:13:33.085 --> 00:13:34.145 much more of
NOTE Confidence: 0.9515112

00:13:34.525 --> 00:13:35.825 a ad hoc personalized
NOTE Confidence: 0.967774

00:13:36.765 --> 00:13:38.605 approach for each patient leaving
NOTE Confidence: 0.967774

00:13:38.605 --> 00:13:40.145 to each receiving clinic,
NOTE Confidence: 0.9963713

00:13:40.660 --> 00:13:42.100 which can work very well
NOTE Confidence: 0.9963713

00:13:42.100 --> 00:13:43.059 when it does. But if
NOTE Confidence: 0.9963713

00:13:43.059 --> 00:13:44.420 the person decides to not
NOTE Confidence: 0.9963713

00:13:44.420 --> 00:13:45.480 go to that clinic,
NOTE Confidence: 0.99360514

00:13:45.780 --> 00:13:46.600 all that work,
NOTE Confidence: 0.99762005

00:13:47.059 --> 00:13:48.340 needs to be redone by
NOTE Confidence: 0.99762005

00:13:48.340 --> 00:13:49.380 the patient and their family
NOTE Confidence: 0.99762005

00:13:49.380 --> 00:13:50.440 with a different clinic.
NOTE Confidence: 0.99391335

00:13:51.059 --> 00:13:52.179 Yeah. And and I would
NOTE Confidence: 0.99391335

00:13:52.179 --> 00:13:53.400 think that if you're taking,

NOTE Confidence: 0.98986655
00:13:54.020 --> 00:13:55.220 you know, three months you
NOTE Confidence: 0.98986655
00:13:55.220 --> 00:13:55.934 know, I know
NOTE Confidence: 0.9950112
00:13:57.375 --> 00:13:58.575 I know you mentioned that
NOTE Confidence: 0.9950112
00:13:58.575 --> 00:13:59.875 only about ten percent,
NOTE Confidence: 0.9991954
00:14:00.335 --> 00:14:01.635 go to the,
NOTE Confidence: 0.9502841
00:14:02.575 --> 00:14:05.075 you know, state, run services,
NOTE Confidence: 0.9954536
00:14:05.615 --> 00:14:06.895 but those are probably the
NOTE Confidence: 0.9954536
00:14:06.895 --> 00:14:08.654 ones that, need a more
NOTE Confidence: 0.9954536
00:14:08.654 --> 00:14:09.154 intensive
NOTE Confidence: 0.99956113
00:14:09.855 --> 00:14:11.075 transition plan.
NOTE Confidence: 0.97651917
00:14:13.920 --> 00:14:15.440 Yeah. But there it's, for
NOTE Confidence: 0.97651917
00:14:15.600 --> 00:14:16.880 it's easier because we are
NOTE Confidence: 0.97651917
00:14:16.880 --> 00:14:17.700 in the LMHA.
NOTE Confidence: 0.9989528
00:14:18.559 --> 00:14:20.080 So we're really talking about
NOTE Confidence: 0.9989528
00:14:20.080 --> 00:14:21.380 transferring people from,
NOTE Confidence: 0.9839525

00:14:22.000 --> 00:14:23.460 you know, a team that's
NOTE Confidence: 0.9839525

00:14:23.520 --> 00:14:24.420 sitting on,
NOTE Confidence: 0.96814704

00:14:25.345 --> 00:14:26.625 in the same floor to
NOTE Confidence: 0.96814704

00:14:26.625 --> 00:14:27.745 another team in the same
NOTE Confidence: 0.96814704

00:14:27.745 --> 00:14:29.045 floor of the same building.
NOTE Confidence: 0.96814704

00:14:29.345 --> 00:14:31.025 Nice. Even so even so,
NOTE Confidence: 0.96814704

00:14:31.025 --> 00:14:32.725 it's still a challenge sometimes.
NOTE Confidence: 0.96062243

00:14:33.185 --> 00:14:33.665 But,
NOTE Confidence: 0.9490257

00:14:34.465 --> 00:14:36.145 at least there, the patient
NOTE Confidence: 0.9490257

00:14:36.145 --> 00:14:37.825 and family don't experience this
NOTE Confidence: 0.9490257

00:14:37.825 --> 00:14:39.045 as as big a disruption.
NOTE Confidence: 0.99901235

00:14:39.745 --> 00:14:40.245 Exactly.
NOTE Confidence: 0.9956274

00:14:42.810 --> 00:14:43.390 So yeah.
NOTE Confidence: 0.92123854

00:14:44.010 --> 00:14:44.890 And and I think that's,
NOTE Confidence: 0.92123854

00:14:44.890 --> 00:14:45.630 you know,
NOTE Confidence: 0.8894799

00:14:46.410 --> 00:14:47.150 this is another,

NOTE Confidence: 0.9998566
00:14:47.610 --> 00:14:48.110 interesting
NOTE Confidence: 0.9683455
00:14:48.410 --> 00:14:49.870 point. But for the subset
NOTE Confidence: 0.9683455
00:14:49.930 --> 00:14:50.670 who are
NOTE Confidence: 0.9868703
00:14:51.530 --> 00:14:53.370 treatment refractory or have very
NOTE Confidence: 0.9868703
00:14:53.370 --> 00:14:55.290 adverse social determinants and need
NOTE Confidence: 0.9868703
00:14:55.290 --> 00:14:56.635 a lot of supports around
NOTE Confidence: 0.9868703
00:14:56.635 --> 00:14:57.135 entitlements,
NOTE Confidence: 0.89483875
00:14:58.555 --> 00:14:59.455 housing support,
NOTE Confidence: 0.9604665
00:15:01.355 --> 00:15:02.875 it it makes sense even
NOTE Confidence: 0.9604665
00:15:02.875 --> 00:15:04.875 if their illness is not
NOTE Confidence: 0.9604665
00:15:04.875 --> 00:15:06.635 as severe that they remain
NOTE Confidence: 0.9604665
00:15:06.635 --> 00:15:08.815 within the, public sector.
NOTE Confidence: 0.99915886
00:15:09.275 --> 00:15:09.775 Exactly.
NOTE Confidence: 0.9988482
00:15:11.230 --> 00:15:11.730 So
NOTE Confidence: 0.9217968
00:15:12.830 --> 00:15:14.450 so those tend to be
NOTE Confidence: 0.9217968

00:15:14.510 --> 00:15:15.010 easier

NOTE Confidence: 0.97057664

00:15:15.550 --> 00:15:16.750 to plan for because it's

NOTE Confidence: 0.97057664

00:15:16.750 --> 00:15:18.030 within the agency for us

NOTE Confidence: 0.97057664

00:15:18.350 --> 00:15:19.630 Mhmm. Even though they also

NOTE Confidence: 0.97057664

00:15:19.630 --> 00:15:20.510 can take quite a lot

NOTE Confidence: 0.97057664

00:15:20.510 --> 00:15:21.950 of time because even those

NOTE Confidence: 0.97057664

00:15:21.950 --> 00:15:22.830 teams are pretty,

NOTE Confidence: 0.9483831

00:15:23.755 --> 00:15:25.755 stretched for resources sometimes and

NOTE Confidence: 0.9483831

00:15:25.755 --> 00:15:26.795 have wait lists and so

NOTE Confidence: 0.9483831

00:15:26.795 --> 00:15:27.615 on. Certainly.

NOTE Confidence: 0.91684496

00:15:29.514 --> 00:15:31.055 Yeah. Thank you for that.

NOTE Confidence: 0.72458273

00:15:31.435 --> 00:15:31.935 Thank

NOTE Confidence: 0.92452896

00:15:32.315 --> 00:15:33.195 you. Joe, can I just

NOTE Confidence: 0.92452896

00:15:33.195 --> 00:15:34.415 ask one other question?

NOTE Confidence: 0.9355416

00:15:35.900 --> 00:15:37.200 You know, I noticed

NOTE Confidence: 0.8919828

00:15:37.740 --> 00:15:38.400 in your,

NOTE Confidence: 0.9328027
00:15:39.900 --> 00:15:41.840 in the slide for the,
NOTE Confidence: 0.95454615
00:15:43.660 --> 00:15:45.340 from the clinics of North
NOTE Confidence: 0.95454615
00:15:45.340 --> 00:15:45.840 America
NOTE Confidence: 0.9695636
00:15:46.620 --> 00:15:46.860 that
NOTE Confidence: 0.9737851
00:15:48.715 --> 00:15:49.915 and that you had also
NOTE Confidence: 0.9737851
00:15:49.915 --> 00:15:51.215 discussed the issues,
NOTE Confidence: 0.9990736
00:15:51.595 --> 00:15:53.455 in Denmark. Now my understanding
NOTE Confidence: 0.90437305
00:15:54.475 --> 00:15:55.055 is that,
NOTE Confidence: 0.99325067
00:15:56.155 --> 00:15:56.655 since
NOTE Confidence: 0.88440675
00:15:58.475 --> 00:15:59.935 the greater availability
NOTE Confidence: 0.9670378
00:16:00.475 --> 00:16:01.855 of cannabis in Denmark,
NOTE Confidence: 0.9874093
00:16:02.300 --> 00:16:03.740 that they've noted that there's
NOTE Confidence: 0.9874093
00:16:03.740 --> 00:16:05.180 an increase in,
NOTE Confidence: 0.93125564
00:16:05.740 --> 00:16:07.579 diagnosed in the incidence of
NOTE Confidence: 0.93125564
00:16:07.579 --> 00:16:08.079 schizophrenia,
NOTE Confidence: 0.9806885

00:16:09.579 --> 00:16:10.699 you know, over the course
NOTE Confidence: 0.9806885

00:16:10.699 --> 00:16:11.740 of the last five to
NOTE Confidence: 0.9806885

00:16:11.740 --> 00:16:13.660 six years changing from one
NOTE Confidence: 0.9806885

00:16:13.660 --> 00:16:15.040 percent to four percent.
NOTE Confidence: 0.9849772

00:16:15.425 --> 00:16:16.644 So I just wondered,
NOTE Confidence: 0.97486466

00:16:17.345 --> 00:16:19.285 if, that had been,
NOTE Confidence: 0.8916823

00:16:20.305 --> 00:16:22.384 through for, your clinic as
NOTE Confidence: 0.8916823

00:16:22.384 --> 00:16:22.884 well.
NOTE Confidence: 0.9882163

00:16:26.865 --> 00:16:28.165 No. It's a good point.
NOTE Confidence: 0.9882163

00:16:28.225 --> 00:16:29.444 We we don't have
NOTE Confidence: 0.95901126

00:16:30.330 --> 00:16:32.330 the you know, it has
NOTE Confidence: 0.95901126

00:16:32.330 --> 00:16:32.830 cannabis
NOTE Confidence: 0.91707206

00:16:33.210 --> 00:16:34.270 increased the incidence
NOTE Confidence: 0.9530127

00:16:34.650 --> 00:16:36.570 of psychosis in Connecticut? I
NOTE Confidence: 0.9530127

00:16:36.570 --> 00:16:37.610 don't know the answer to
NOTE Confidence: 0.9530127

00:16:37.610 --> 00:16:39.310 that, and we, at Step,

NOTE Confidence: 0.99016076

00:16:40.010 --> 00:16:41.630 don't have the ability to,

NOTE Confidence: 0.9605414

00:16:42.895 --> 00:16:44.995 you know we haven't seen

NOTE Confidence: 0.9605414

00:16:45.295 --> 00:16:47.075 an increased flow, for example,

NOTE Confidence: 0.98827314

00:16:47.855 --> 00:16:48.895 over the last four or

NOTE Confidence: 0.98827314

00:16:48.895 --> 00:16:50.255 five years, even though we

NOTE Confidence: 0.98827314

00:16:50.255 --> 00:16:51.935 have seen an increased prevalence

NOTE Confidence: 0.98827314

00:16:51.935 --> 00:16:53.935 of cannabis use amongst people

NOTE Confidence: 0.98827314

00:16:53.935 --> 00:16:54.575 coming to our

NOTE Confidence: 0.8753303

00:16:55.855 --> 00:16:56.515 but but,

NOTE Confidence: 0.99371564

00:16:57.490 --> 00:16:59.010 I think that that's another

NOTE Confidence: 0.9155018

00:16:59.650 --> 00:17:00.930 my expectation is that we

NOTE Confidence: 0.9155018

00:17:00.930 --> 00:17:02.290 will see an in an

NOTE Confidence: 0.9155018

00:17:02.290 --> 00:17:03.810 incident increase in incidence of

NOTE Confidence: 0.9155018

00:17:03.810 --> 00:17:05.670 first episode cycles. We probably

NOTE Confidence: 0.9887726

00:17:06.210 --> 00:17:07.490 already have seen it. We

NOTE Confidence: 0.9887726

00:17:07.490 --> 00:17:08.230 just haven't,
NOTE Confidence: 0.9938115

00:17:08.770 --> 00:17:10.210 detected it in our ten
NOTE Confidence: 0.9938115

00:17:10.210 --> 00:17:11.270 towns yet.
NOTE Confidence: 0.9995872

00:17:12.295 --> 00:17:13.115 Thank you.
NOTE Confidence: 0.996745

00:17:15.494 --> 00:17:15.994 Yeah.
NOTE Confidence: 0.81238276

00:17:19.655 --> 00:17:21.015 So moving I think this
NOTE Confidence: 0.81238276

00:17:21.015 --> 00:17:22.263 is a a
NOTE Confidence: 0.928901

00:17:22.679 --> 00:17:23.895 the slide is to just
NOTE Confidence: 0.928901

00:17:23.895 --> 00:17:25.095 remind me and and to
NOTE Confidence: 0.928901

00:17:25.095 --> 00:17:26.135 return to this that we
NOTE Confidence: 0.928901

00:17:26.135 --> 00:17:27.330 had talked about the introduction
NOTE Confidence: 0.56397045

00:17:30.450 --> 00:17:30.950 steps,
NOTE Confidence: 0.9720905

00:17:31.970 --> 00:17:34.049 framework for designing an early
NOTE Confidence: 0.9720905

00:17:34.049 --> 00:17:35.809 intervention service is really informed
NOTE Confidence: 0.9720905

00:17:35.809 --> 00:17:37.590 by this population health model.
NOTE Confidence: 0.99222213

00:17:38.210 --> 00:17:39.570 And to my mind, it

NOTE Confidence: 0.99222213
00:17:39.570 --> 00:17:41.429 really has three key elements,
NOTE Confidence: 0.99222213
00:17:41.490 --> 00:17:42.309 which I think
NOTE Confidence: 0.9475564
00:17:42.904 --> 00:17:44.105 are a very good fit
NOTE Confidence: 0.9475564
00:17:44.105 --> 00:17:46.024 with what local met lead
NOTE Confidence: 0.9475564
00:17:46.024 --> 00:17:47.005 mental health agencies,
NOTE Confidence: 0.95515513
00:17:47.705 --> 00:17:50.024 around Connecticut already do and
NOTE Confidence: 0.95515513
00:17:50.024 --> 00:17:51.544 probably do better than most
NOTE Confidence: 0.95515513
00:17:51.544 --> 00:17:52.044 other,
NOTE Confidence: 0.9819066
00:17:53.304 --> 00:17:55.645 providers of care across medicine,
NOTE Confidence: 0.9726952
00:17:57.040 --> 00:17:58.400 which is one that there
NOTE Confidence: 0.9726952
00:17:58.400 --> 00:17:59.760 is a commitment to a
NOTE Confidence: 0.9726952
00:17:59.760 --> 00:18:01.680 geographic catchment, which is a
NOTE Confidence: 0.9726952
00:18:01.680 --> 00:18:02.820 kind of a promise
NOTE Confidence: 0.99895656
00:18:03.359 --> 00:18:04.660 to people in a region
NOTE Confidence: 0.9869937
00:18:05.040 --> 00:18:06.080 that they can come to
NOTE Confidence: 0.9869937

00:18:06.080 --> 00:18:08.260 this place, to access care.

NOTE Confidence: 0.95727015

00:18:10.645 --> 00:18:12.005 So I I I believe

NOTE Confidence: 0.95727015

00:18:12.005 --> 00:18:13.365 that's necessary to be able

NOTE Confidence: 0.95727015

00:18:13.365 --> 00:18:15.385 to organize a statewide network

NOTE Confidence: 0.95727015

00:18:15.525 --> 00:18:16.025 where

NOTE Confidence: 0.84533656

00:18:17.285 --> 00:18:18.105 each agency

NOTE Confidence: 0.9989584

00:18:18.565 --> 00:18:20.244 is taking ownership of a

NOTE Confidence: 0.9989584

00:18:20.244 --> 00:18:21.365 region in a way that

NOTE Confidence: 0.9989584

00:18:21.365 --> 00:18:22.744 makes it easy to

NOTE Confidence: 0.9938652

00:18:23.045 --> 00:18:24.565 decide where to send whom

NOTE Confidence: 0.9938652

00:18:24.565 --> 00:18:25.305 for care.

NOTE Confidence: 0.95018387

00:18:26.150 --> 00:18:27.510 I understand the caveat to

NOTE Confidence: 0.95018387

00:18:27.510 --> 00:18:28.710 that, of course, is clinical

NOTE Confidence: 0.95018387

00:18:28.710 --> 00:18:30.250 capacity and so on. But

NOTE Confidence: 0.95018387

00:18:30.470 --> 00:18:32.070 but in essence, that's one

NOTE Confidence: 0.95018387

00:18:32.070 --> 00:18:33.429 piece of population health that

NOTE Confidence: 0.95018387
00:18:33.429 --> 00:18:34.630 we already have built in
NOTE Confidence: 0.95018387
00:18:34.630 --> 00:18:35.770 and baked into our
NOTE Confidence: 0.86439055
00:18:36.470 --> 00:18:36.970 statewide
NOTE Confidence: 0.8533945
00:18:37.590 --> 00:18:39.450 public sector mental health system.
NOTE Confidence: 0.9826885
00:18:41.465 --> 00:18:42.845 The second is that we
NOTE Confidence: 0.9826885
00:18:43.145 --> 00:18:44.345 we are trying to intervene
NOTE Confidence: 0.9826885
00:18:44.345 --> 00:18:45.565 across all determinants
NOTE Confidence: 0.960215
00:18:46.585 --> 00:18:47.165 of health,
NOTE Confidence: 0.94300705
00:18:48.345 --> 00:18:49.325 because we wanna
NOTE Confidence: 0.9893832
00:18:49.705 --> 00:18:51.645 improve all health outcomes. So
NOTE Confidence: 0.9912157
00:18:52.185 --> 00:18:54.025 we're not just interested in
NOTE Confidence: 0.9912157
00:18:54.025 --> 00:18:54.525 getting
NOTE Confidence: 0.9555395
00:18:55.020 --> 00:18:56.700 medications into people to reduce
NOTE Confidence: 0.9555395
00:18:56.700 --> 00:18:57.200 symptoms,
NOTE Confidence: 0.9981651
00:18:59.500 --> 00:19:01.020 but we are interested in
NOTE Confidence: 0.9981651

00:19:01.020 --> 00:19:02.460 engaging in all the things

NOTE Confidence: 0.9981651

00:19:02.460 --> 00:19:03.180 that could get in the

NOTE Confidence: 0.9981651

00:19:03.180 --> 00:19:04.859 way of them returning to

NOTE Confidence: 0.9981651

00:19:04.859 --> 00:19:05.520 a full

NOTE Confidence: 0.7848683

00:19:06.060 --> 00:19:06.560 functional

NOTE Confidence: 0.9961786

00:19:07.180 --> 00:19:09.100 and active life in their

NOTE Confidence: 0.9961786

00:19:09.100 --> 00:19:09.600 communities.

NOTE Confidence: 0.9041649

00:19:10.234 --> 00:19:11.455 This is a very ambitious

NOTE Confidence: 0.8703549

00:19:11.835 --> 00:19:12.335 goal,

NOTE Confidence: 0.98195934

00:19:12.715 --> 00:19:13.835 but I think to patients

NOTE Confidence: 0.98195934

00:19:13.835 --> 00:19:14.494 and families,

NOTE Confidence: 0.9445647

00:19:14.875 --> 00:19:16.575 this is an obvious goal

NOTE Confidence: 0.9445647

00:19:16.875 --> 00:19:18.095 that it they are

NOTE Confidence: 0.9736874

00:19:18.635 --> 00:19:20.234 while symptoms might be very

NOTE Confidence: 0.9736874

00:19:20.234 --> 00:19:21.595 distressing or why it's while

NOTE Confidence: 0.9736874

00:19:21.595 --> 00:19:23.535 some particular aspect of behavior

NOTE Confidence: 0.92079884
00:19:24.155 --> 00:19:25.595 like substance use may be
NOTE Confidence: 0.92079884
00:19:25.595 --> 00:19:26.630 very problematic
NOTE Confidence: 0.9995443
00:19:28.130 --> 00:19:29.190 for a family
NOTE Confidence: 0.89756763
00:19:30.210 --> 00:19:31.350 and or a patient.
NOTE Confidence: 0.98199964
00:19:31.970 --> 00:19:32.850 The goal in the end
NOTE Confidence: 0.98199964
00:19:32.850 --> 00:19:33.890 is what we all want
NOTE Confidence: 0.98199964
00:19:33.890 --> 00:19:34.390 from,
NOTE Confidence: 0.9946001
00:19:35.330 --> 00:19:36.850 treatment for any chronic illness,
NOTE Confidence: 0.9946001
00:19:36.850 --> 00:19:38.550 which is that the illness
NOTE Confidence: 0.9991353
00:19:39.010 --> 00:19:39.510 becomes
NOTE Confidence: 0.9992545
00:19:40.185 --> 00:19:40.845 the footnote
NOTE Confidence: 0.9350238
00:19:42.105 --> 00:19:43.225 and the rest of the
NOTE Confidence: 0.9350238
00:19:43.225 --> 00:19:44.665 goals and the plans of
NOTE Confidence: 0.9350238
00:19:44.665 --> 00:19:46.265 the person can take on
NOTE Confidence: 0.9350238
00:19:46.265 --> 00:19:47.085 front stage.
NOTE Confidence: 0.86324173

00:19:48.105 --> 00:19:49.565 Particularly so with
NOTE Confidence: 0.9679632

00:19:49.865 --> 00:19:51.945 chronic mental illnesses that strike
NOTE Confidence: 0.9679632

00:19:51.945 --> 00:19:54.125 young adults where their orientation
NOTE Confidence: 0.9679632

00:19:54.265 --> 00:19:55.230 is to to actually get
NOTE Confidence: 0.9679632

00:19:55.230 --> 00:19:56.270 back to their lives. The
NOTE Confidence: 0.9679632

00:19:56.270 --> 00:19:57.150 last thing they want to
NOTE Confidence: 0.9679632

00:19:57.150 --> 00:19:58.770 be is a chronic patient.
NOTE Confidence: 0.9000453

00:20:00.270 --> 00:20:01.470 But this means though thinking
NOTE Confidence: 0.9000453

00:20:01.470 --> 00:20:02.369 about determinants
NOTE Confidence: 0.8830436

00:20:03.230 --> 00:20:05.470 like, of course, behavior, social
NOTE Confidence: 0.8830436

00:20:05.470 --> 00:20:05.970 environment,
NOTE Confidence: 0.7746959

00:20:06.830 --> 00:20:07.330 and,
NOTE Confidence: 0.96720654

00:20:08.045 --> 00:20:09.165 we can talk more about
NOTE Confidence: 0.96720654

00:20:09.165 --> 00:20:10.684 this, but we've made,
NOTE Confidence: 0.9533325

00:20:11.885 --> 00:20:13.165 attempts at step to try
NOTE Confidence: 0.9533325

00:20:13.165 --> 00:20:14.845 to look for ways in

NOTE Confidence: 0.9533325
00:20:14.845 --> 00:20:16.125 which we could track this
NOTE Confidence: 0.9533325
00:20:16.125 --> 00:20:17.965 better. And it's become clear
NOTE Confidence: 0.9533325
00:20:17.965 --> 00:20:19.645 that these things are better
NOTE Confidence: 0.9533325
00:20:19.645 --> 00:20:21.085 tracked at scale that is
NOTE Confidence: 0.9533325
00:20:21.085 --> 00:20:22.590 across the state rather than
NOTE Confidence: 0.9533325
00:20:22.590 --> 00:20:24.270 in small regions where it's
NOTE Confidence: 0.9533325
00:20:24.270 --> 00:20:25.550 possible to look at census
NOTE Confidence: 0.9533325
00:20:25.550 --> 00:20:26.050 data
NOTE Confidence: 0.96828955
00:20:26.430 --> 00:20:27.970 and ask questions like,
NOTE Confidence: 0.9987004
00:20:29.470 --> 00:20:30.609 does a particular
NOTE Confidence: 0.9957403
00:20:31.470 --> 00:20:31.970 deprivation
NOTE Confidence: 0.9984255
00:20:32.270 --> 00:20:33.310 in a rural part of
NOTE Confidence: 0.9984255
00:20:33.310 --> 00:20:34.450 the state mean
NOTE Confidence: 0.9693931
00:20:34.945 --> 00:20:36.145 that a person has, for
NOTE Confidence: 0.9693931
00:20:36.145 --> 00:20:37.905 example, a longer delay to
NOTE Confidence: 0.9693931

00:20:37.905 --> 00:20:39.365 care? And if so,
NOTE Confidence: 0.96639645

00:20:40.145 --> 00:20:41.345 this needs to be addressed
NOTE Confidence: 0.96639645

00:20:41.345 --> 00:20:42.785 not in a clinical way,
NOTE Confidence: 0.96639645

00:20:42.785 --> 00:20:43.744 but with a more of
NOTE Confidence: 0.96639645

00:20:43.744 --> 00:20:44.965 a public health approach,
NOTE Confidence: 0.9829634

00:20:45.665 --> 00:20:47.345 ways to, make it easier
NOTE Confidence: 0.9829634

00:20:47.345 --> 00:20:48.625 for people to gain access
NOTE Confidence: 0.9829634

00:20:48.625 --> 00:20:49.285 to transportation
NOTE Confidence: 0.91246194

00:20:50.230 --> 00:20:51.029 or a change in the
NOTE Confidence: 0.91246194

00:20:51.029 --> 00:20:52.730 way that clinical services configure
NOTE Confidence: 0.91246194

00:20:52.869 --> 00:20:54.470 to provide more services via
NOTE Confidence: 0.91246194

00:20:54.470 --> 00:20:55.990 tele mental health. Just one
NOTE Confidence: 0.91246194

00:20:55.990 --> 00:20:57.909 example of as we think
NOTE Confidence: 0.91246194

00:20:57.909 --> 00:20:58.409 statewide,
NOTE Confidence: 0.9669867

00:20:59.029 --> 00:21:00.149 we need to be willing
NOTE Confidence: 0.9669867

00:21:00.149 --> 00:21:01.509 to look to be flexible

NOTE Confidence: 0.9669867
00:21:01.509 --> 00:21:02.309 on the ways in which
NOTE Confidence: 0.9669867
00:21:02.309 --> 00:21:03.049 we address
NOTE Confidence: 0.99933946
00:21:03.925 --> 00:21:06.185 relevant determinants in different regions
NOTE Confidence: 0.99126947
00:21:06.565 --> 00:21:07.445 that are going to have
NOTE Confidence: 0.99126947
00:21:07.445 --> 00:21:08.805 an impact on outcomes that
NOTE Confidence: 0.99126947
00:21:08.805 --> 00:21:09.785 we care about.
NOTE Confidence: 0.8928425
00:21:10.484 --> 00:21:12.665 And also thinking about disparities,
NOTE Confidence: 0.8928425
00:21:12.805 --> 00:21:13.305 which,
NOTE Confidence: 0.98709923
00:21:14.165 --> 00:21:15.605 is baked into the measurement
NOTE Confidence: 0.98709923
00:21:15.605 --> 00:21:17.280 of outcomes, which is while
NOTE Confidence: 0.98709923
00:21:17.280 --> 00:21:18.740 we do wanna improve outcomes
NOTE Confidence: 0.9268232
00:21:19.359 --> 00:21:19.859 on
NOTE Confidence: 0.9377594
00:21:20.400 --> 00:21:21.520 average, which we have at
NOTE Confidence: 0.9377594
00:21:21.520 --> 00:21:22.020 staff,
NOTE Confidence: 0.9976274
00:21:22.320 --> 00:21:23.520 we've also been looking very
NOTE Confidence: 0.9976274

00:21:23.520 --> 00:21:25.460 carefully at whether those land
NOTE Confidence: 0.9976274

00:21:25.760 --> 00:21:28.400 across all genders, across all
NOTE Confidence: 0.9976274

00:21:28.400 --> 00:21:29.380 racial backgrounds,
NOTE Confidence: 0.997776

00:21:30.730 --> 00:21:31.230 across
NOTE Confidence: 0.9540318

00:21:32.255 --> 00:21:33.554 socioeconomic status.
NOTE Confidence: 0.9988741

00:21:34.255 --> 00:21:35.934 Again, something that becomes even
NOTE Confidence: 0.9988741

00:21:35.934 --> 00:21:37.455 more relevant at a statewide
NOTE Confidence: 0.9988741

00:21:37.455 --> 00:21:37.955 level
NOTE Confidence: 0.89583254

00:21:38.494 --> 00:21:38.994 where
NOTE Confidence: 0.98444206

00:21:39.455 --> 00:21:41.315 these disparities could be addressed,
NOTE Confidence: 0.9945147

00:21:42.734 --> 00:21:44.410 but may not be something
NOTE Confidence: 0.9945147

00:21:44.410 --> 00:21:45.850 that one clinic can do
NOTE Confidence: 0.9945147

00:21:45.850 --> 00:21:46.810 alone, but might need to
NOTE Confidence: 0.9945147

00:21:46.810 --> 00:21:47.850 be addressed at a more
NOTE Confidence: 0.9945147

00:21:47.850 --> 00:21:49.390 regional public health level.
NOTE Confidence: 0.9599239

00:21:49.770 --> 00:21:51.050 So I realized that sounds

NOTE Confidence: 0.9599239
00:21:51.050 --> 00:21:52.410 abstract, but I'm happy to
NOTE Confidence: 0.9599239
00:21:52.410 --> 00:21:53.530 to talk more as we,
NOTE Confidence: 0.9989742
00:21:54.090 --> 00:21:55.390 go forward with this.
NOTE Confidence: 0.95720154
00:21:55.930 --> 00:21:57.369 Keeping this framework in mind,
NOTE Confidence: 0.95720154
00:21:57.369 --> 00:21:57.869 though,
NOTE Confidence: 0.89035004
00:21:59.145 --> 00:22:00.365 we we we
NOTE Confidence: 0.99604017
00:22:00.665 --> 00:22:01.645 are we have
NOTE Confidence: 0.71834993
00:22:02.105 --> 00:22:02.845 in step,
NOTE Confidence: 0.9689806
00:22:03.945 --> 00:22:05.705 designed what we call learning
NOTE Confidence: 0.9689806
00:22:05.705 --> 00:22:07.545 health system that's really built
NOTE Confidence: 0.9689806
00:22:07.545 --> 00:22:09.244 to expand into a network.
NOTE Confidence: 0.99407345
00:22:10.345 --> 00:22:10.845 And
NOTE Confidence: 0.95434636
00:22:11.305 --> 00:22:11.465 the
NOTE Confidence: 0.9488247
00:22:12.710 --> 00:22:14.390 I apologize. I jumped ahead.
NOTE Confidence: 0.9488247
00:22:14.390 --> 00:22:15.430 So so what I mean
NOTE Confidence: 0.9488247

00:22:15.430 --> 00:22:16.310 here is I realized this
NOTE Confidence: 0.9488247

00:22:16.310 --> 00:22:17.050 is a
NOTE Confidence: 0.98974633

00:22:17.430 --> 00:22:18.790 a busy network slide, but
NOTE Confidence: 0.98974633

00:22:18.790 --> 00:22:20.310 I'm gonna use my arrow
NOTE Confidence: 0.98974633

00:22:20.310 --> 00:22:21.270 to try to point my
NOTE Confidence: 0.98974633

00:22:21.270 --> 00:22:22.250 way through. So
NOTE Confidence: 0.9429961

00:22:23.109 --> 00:22:24.630 one starts as we have
NOTE Confidence: 0.9429961

00:22:24.630 --> 00:22:25.450 with stakeholders
NOTE Confidence: 0.9662138

00:22:26.070 --> 00:22:26.890 telling us
NOTE Confidence: 0.9998574

00:22:27.525 --> 00:22:28.025 what
NOTE Confidence: 0.9765659

00:22:28.645 --> 00:22:29.145 values,
NOTE Confidence: 0.9904651

00:22:29.925 --> 00:22:31.385 what they value specifically
NOTE Confidence: 0.9771628

00:22:31.845 --> 00:22:33.045 or would value about a
NOTE Confidence: 0.9771628

00:22:33.045 --> 00:22:34.185 service like ours.
NOTE Confidence: 0.98054945

00:22:34.805 --> 00:22:35.925 So what I mean by
NOTE Confidence: 0.98054945

00:22:35.925 --> 00:22:37.045 that is it could be

NOTE Confidence: 0.98054945
00:22:37.045 --> 00:22:37.945 the case that
NOTE Confidence: 0.9930488
00:22:38.645 --> 00:22:40.244 what the criminal justice system
NOTE Confidence: 0.9930488
00:22:40.244 --> 00:22:41.605 would really value about an
NOTE Confidence: 0.9930488
00:22:41.605 --> 00:22:42.984 early intervention service
NOTE Confidence: 0.999795
00:22:43.500 --> 00:22:44.160 is that
NOTE Confidence: 0.98947954
00:22:44.540 --> 00:22:45.820 it reduces the amount of
NOTE Confidence: 0.98947954
00:22:45.820 --> 00:22:47.020 time their staff need to
NOTE Confidence: 0.98947954
00:22:47.020 --> 00:22:48.780 spend in behavioral incidents in
NOTE Confidence: 0.98947954
00:22:48.780 --> 00:22:49.440 the community.
NOTE Confidence: 0.95871705
00:22:49.820 --> 00:22:50.940 That's the metric that they
NOTE Confidence: 0.95871705
00:22:50.940 --> 00:22:51.900 would be looking for this
NOTE Confidence: 0.95871705
00:22:51.900 --> 00:22:52.960 service to improve,
NOTE Confidence: 0.998471
00:22:54.619 --> 00:22:55.680 which might be
NOTE Confidence: 0.9720458
00:22:56.060 --> 00:22:57.420 different from the values, for
NOTE Confidence: 0.9720458
00:22:57.420 --> 00:22:59.615 example, of behavioral health agencies
NOTE Confidence: 0.946716

00:22:59.915 --> 00:23:00.975 or, for example,
NOTE Confidence: 0.8111367
00:23:01.595 --> 00:23:02.095 hospital,
NOTE Confidence: 0.9990634
00:23:02.475 --> 00:23:04.175 systems that would value
NOTE Confidence: 0.99808073
00:23:04.795 --> 00:23:05.295 reducing
NOTE Confidence: 0.9805768
00:23:05.755 --> 00:23:07.935 overloaded emergency rooms with individuals
NOTE Confidence: 0.9805768
00:23:08.155 --> 00:23:09.835 who are not in care
NOTE Confidence: 0.9805768
00:23:09.835 --> 00:23:10.734 because they keep
NOTE Confidence: 0.98502284
00:23:11.300 --> 00:23:12.820 being referred and never connect
NOTE Confidence: 0.98502284
00:23:12.820 --> 00:23:13.619 with care, and so they
NOTE Confidence: 0.98502284
00:23:13.619 --> 00:23:14.420 end up back in the
NOTE Confidence: 0.98502284
00:23:14.420 --> 00:23:15.240 emergency room.
NOTE Confidence: 0.9991927
00:23:15.700 --> 00:23:17.059 As you might imagine, putting
NOTE Confidence: 0.9991927
00:23:17.059 --> 00:23:18.740 together a stakeholder group would
NOTE Confidence: 0.9991927
00:23:18.740 --> 00:23:19.720 result in
NOTE Confidence: 0.9948584
00:23:20.100 --> 00:23:22.200 a list of potential outcomes
NOTE Confidence: 0.9948584
00:23:22.260 --> 00:23:24.119 that different stakeholders would value.

NOTE Confidence: 0.9985031
00:23:24.980 --> 00:23:25.480 And
NOTE Confidence: 0.9928603
00:23:25.984 --> 00:23:26.705 a clinic,
NOTE Confidence: 0.988283
00:23:27.025 --> 00:23:28.625 like an early intervention service
NOTE Confidence: 0.988283
00:23:28.625 --> 00:23:30.065 would need to convert those
NOTE Confidence: 0.988283
00:23:30.065 --> 00:23:30.565 into
NOTE Confidence: 0.97954166
00:23:31.345 --> 00:23:33.105 actual objectives that could be
NOTE Confidence: 0.97954166
00:23:33.105 --> 00:23:34.625 measured. So if the long
NOTE Confidence: 0.97954166
00:23:34.625 --> 00:23:35.744 list of things that people
NOTE Confidence: 0.97954166
00:23:35.744 --> 00:23:37.025 would want the service to
NOTE Confidence: 0.97954166
00:23:37.025 --> 00:23:38.385 help with in any given
NOTE Confidence: 0.97954166
00:23:38.385 --> 00:23:38.885 community,
NOTE Confidence: 0.995938
00:23:39.640 --> 00:23:41.320 there's probably a shorter list
NOTE Confidence: 0.995938
00:23:41.320 --> 00:23:42.679 of things that one could
NOTE Confidence: 0.995938
00:23:42.679 --> 00:23:43.660 actually measure
NOTE Confidence: 0.9603012
00:23:44.119 --> 00:23:46.140 accurately and reliably and feasibly.
NOTE Confidence: 0.8858374

00:23:47.160 --> 00:23:49.260 And that's what STEP has
NOTE Confidence: 0.8858374

00:23:49.320 --> 00:23:49.799 done.
NOTE Confidence: 0.9258412

00:23:50.119 --> 00:23:51.480 So we we leveraged the
NOTE Confidence: 0.9258412

00:23:51.480 --> 00:23:52.859 process in which we
NOTE Confidence: 0.9343353

00:23:53.345 --> 00:23:54.725 derive these outcomes,
NOTE Confidence: 0.99204874

00:23:55.345 --> 00:23:56.565 converted them to measures,
NOTE Confidence: 0.999086

00:23:57.505 --> 00:23:58.785 and then put them into
NOTE Confidence: 0.999086

00:23:58.785 --> 00:24:00.145 a list of data elements
NOTE Confidence: 0.999086

00:24:00.145 --> 00:24:01.265 that we now collect from
NOTE Confidence: 0.999086

00:24:01.265 --> 00:24:02.965 everyone coming into our clinic
NOTE Confidence: 0.9214969

00:24:03.505 --> 00:24:04.565 when they enroll
NOTE Confidence: 0.9505538

00:24:05.105 --> 00:24:06.305 and then every six months
NOTE Confidence: 0.9505538

00:24:06.305 --> 00:24:08.085 at a minimum over time.
NOTE Confidence: 0.9629667

00:24:09.470 --> 00:24:10.990 And we've converted those,
NOTE Confidence: 0.9119872

00:24:11.470 --> 00:24:12.290 data elements,
NOTE Confidence: 0.94336927

00:24:13.710 --> 00:24:14.930 and into,

NOTE Confidence: 0.96928513

00:24:15.390 --> 00:24:16.910 you know, we we WIPs,

NOTE Confidence: 0.96928513

00:24:16.910 --> 00:24:18.030 I apologize for all the

NOTE Confidence: 0.96928513

00:24:18.030 --> 00:24:19.230 acronyms here, but that's a

NOTE Confidence: 0.96928513

00:24:19.230 --> 00:24:20.590 works in progress group that

NOTE Confidence: 0.96928513

00:24:20.590 --> 00:24:21.790 meets every week in our

NOTE Confidence: 0.96928513

00:24:21.790 --> 00:24:22.290 clinic,

NOTE Confidence: 0.99957895

00:24:22.955 --> 00:24:24.155 where we think of ways

NOTE Confidence: 0.99957895

00:24:24.155 --> 00:24:26.575 to convert that data into

NOTE Confidence: 0.99701095

00:24:27.195 --> 00:24:27.695 visualizations

NOTE Confidence: 0.9881551

00:24:28.635 --> 00:24:29.835 that can then be shown

NOTE Confidence: 0.9881551

00:24:29.835 --> 00:24:30.975 back in a display,

NOTE Confidence: 0.92427254

00:24:32.155 --> 00:24:34.015 to clinicians in our team

NOTE Confidence: 0.92427254

00:24:34.234 --> 00:24:35.835 and compared to standards or

NOTE Confidence: 0.92427254

00:24:35.835 --> 00:24:37.535 benchmarks that have been achieved,

NOTE Confidence: 0.9944782

00:24:38.400 --> 00:24:39.600 either by our own clinic

NOTE Confidence: 0.9944782

00:24:39.600 --> 00:24:40.480 in the past or by
NOTE Confidence: 0.9944782

00:24:40.480 --> 00:24:40.980 other
NOTE Confidence: 0.9383889

00:24:42.640 --> 00:24:44.160 best practice clinics around the
NOTE Confidence: 0.9383889

00:24:44.160 --> 00:24:44.660 world
NOTE Confidence: 0.9733994

00:24:45.040 --> 00:24:46.400 that can help us understand
NOTE Confidence: 0.9733994

00:24:46.400 --> 00:24:47.840 if we are meeting those
NOTE Confidence: 0.9733994

00:24:47.840 --> 00:24:49.840 international standards in the way
NOTE Confidence: 0.9733994

00:24:49.840 --> 00:24:50.980 we deliver care.
NOTE Confidence: 0.9969299

00:24:51.615 --> 00:24:52.975 So this next slide might
NOTE Confidence: 0.9969299

00:24:52.975 --> 00:24:54.175 make this a little bit
NOTE Confidence: 0.9969299

00:24:54.175 --> 00:24:55.395 clearer, which is
NOTE Confidence: 0.9465014

00:24:55.775 --> 00:24:57.795 here's the current list of
NOTE Confidence: 0.83605397

00:24:58.255 --> 00:25:00.195 objectives that step uses,
NOTE Confidence: 0.99600214

00:25:01.535 --> 00:25:02.494 as a way to guide
NOTE Confidence: 0.99600214

00:25:02.494 --> 00:25:04.490 the measurements we make. And
NOTE Confidence: 0.99600214

00:25:04.490 --> 00:25:04.990 then

NOTE Confidence: 0.9645324
00:25:05.290 --> 00:25:06.410 on the third column on
NOTE Confidence: 0.9645324
00:25:06.410 --> 00:25:07.450 the right are the standards
NOTE Confidence: 0.9645324
00:25:07.450 --> 00:25:09.050 we measure ourselves up to.
NOTE Confidence: 0.9645324
00:25:09.050 --> 00:25:09.930 Now this is a version
NOTE Confidence: 0.9645324
00:25:09.930 --> 00:25:11.530 we published in twenty sixteen.
NOTE Confidence: 0.9645324
00:25:11.530 --> 00:25:12.970 We've adapted it a little
NOTE Confidence: 0.9645324
00:25:12.970 --> 00:25:14.270 bit, but not a lot.
NOTE Confidence: 0.9971005
00:25:15.050 --> 00:25:15.930 There tends to be a
NOTE Confidence: 0.9971005
00:25:15.930 --> 00:25:17.550 lot of agreement in general
NOTE Confidence: 0.94217265
00:25:18.135 --> 00:25:19.335 about the kinds of,
NOTE Confidence: 0.99874413
00:25:20.295 --> 00:25:20.795 measures
NOTE Confidence: 0.94178
00:25:22.455 --> 00:25:23.994 sorry. The kinds of objectives
NOTE Confidence: 0.94178
00:25:24.135 --> 00:25:25.815 that our service like ours
NOTE Confidence: 0.94178
00:25:25.815 --> 00:25:26.935 should meet and be able
NOTE Confidence: 0.94178
00:25:26.935 --> 00:25:28.075 to improve upon.
NOTE Confidence: 0.92387843

00:25:30.690 --> 00:25:31.530 This this,
NOTE Confidence: 0.9991812

00:25:31.970 --> 00:25:33.649 specification of our system of
NOTE Confidence: 0.9991812

00:25:33.649 --> 00:25:34.149 care
NOTE Confidence: 0.99951315

00:25:34.450 --> 00:25:36.630 is something that we can
NOTE Confidence: 0.8800066

00:25:37.730 --> 00:25:39.029 review with our clinicians
NOTE Confidence: 0.9284856

00:25:39.649 --> 00:25:41.190 and use as a
NOTE Confidence: 0.87624913

00:25:41.970 --> 00:25:43.010 a prod in some ways
NOTE Confidence: 0.87624913

00:25:43.010 --> 00:25:44.690 and a catalyst to think
NOTE Confidence: 0.87624913

00:25:44.690 --> 00:25:45.190 about
NOTE Confidence: 0.9589185

00:25:45.525 --> 00:25:47.125 improvements in our quality of
NOTE Confidence: 0.9589185

00:25:47.125 --> 00:25:47.625 care,
NOTE Confidence: 0.96655065

00:25:48.005 --> 00:25:49.065 especially when
NOTE Confidence: 0.98975724

00:25:49.445 --> 00:25:50.744 our outcomes are lagging.
NOTE Confidence: 0.9116581

00:25:52.565 --> 00:25:54.105 And this is how we,
NOTE Confidence: 0.99622816

00:25:54.565 --> 00:25:55.785 have tried to use
NOTE Confidence: 0.98012656

00:25:56.165 --> 00:25:58.165 population health based outcomes to

NOTE Confidence: 0.98012656
00:25:58.165 --> 00:26:00.025 drive improvements in care processes
NOTE Confidence: 0.99802965
00:26:00.510 --> 00:26:01.010 at
NOTE Confidence: 0.93976194
00:26:02.750 --> 00:26:04.290 step. So the
NOTE Confidence: 0.99385756
00:26:04.750 --> 00:26:05.790 I'll we can talk more
NOTE Confidence: 0.99385756
00:26:05.790 --> 00:26:06.510 about this, but there are
NOTE Confidence: 0.99385756
00:26:06.510 --> 00:26:08.030 some implications for this, which
NOTE Confidence: 0.99385756
00:26:08.030 --> 00:26:09.390 is that it allows your
NOTE Confidence: 0.99385756
00:26:09.390 --> 00:26:10.530 care to be individualized
NOTE Confidence: 0.99944735
00:26:10.990 --> 00:26:11.890 to each patient.
NOTE Confidence: 0.984475
00:26:13.275 --> 00:26:14.475 What you're trying to do
NOTE Confidence: 0.984475
00:26:14.475 --> 00:26:15.675 is not to provide the
NOTE Confidence: 0.984475
00:26:15.675 --> 00:26:16.895 same care to everyone,
NOTE Confidence: 0.9683517
00:26:17.355 --> 00:26:18.875 but rather what you're trying
NOTE Confidence: 0.9683517
00:26:18.875 --> 00:26:19.675 to do is make sure
NOTE Confidence: 0.9683517
00:26:19.675 --> 00:26:21.994 your care processes improve outcomes
NOTE Confidence: 0.9683517

00:26:21.994 --> 00:26:23.675 across the population you're treating

NOTE Confidence: 0.9683517

00:26:23.675 --> 00:26:24.415 so that

NOTE Confidence: 0.97773933

00:26:24.955 --> 00:26:27.035 if you are providing care

NOTE Confidence: 0.97773933

00:26:27.035 --> 00:26:28.815 that tends to, on average,

NOTE Confidence: 0.9990486

00:26:29.330 --> 00:26:31.109 result in many more relapses

NOTE Confidence: 0.9769931

00:26:31.890 --> 00:26:33.170 at six months than a

NOTE Confidence: 0.9769931

00:26:33.170 --> 00:26:34.930 clinic like yours should based

NOTE Confidence: 0.9769931

00:26:34.930 --> 00:26:37.270 on the the reported literature

NOTE Confidence: 0.9769931

00:26:37.410 --> 00:26:38.790 from best practice clinics,

NOTE Confidence: 0.99818546

00:26:39.410 --> 00:26:40.390 then it it's

NOTE Confidence: 0.9951897

00:26:40.690 --> 00:26:41.810 it's a reason to think

NOTE Confidence: 0.9951897

00:26:41.810 --> 00:26:43.010 together as a team about

NOTE Confidence: 0.9951897

00:26:43.010 --> 00:26:44.210 what could be done to

NOTE Confidence: 0.9951897

00:26:44.210 --> 00:26:45.325 improve on that. It may

NOTE Confidence: 0.9951897

00:26:45.325 --> 00:26:46.205 be that you need to

NOTE Confidence: 0.9951897

00:26:46.205 --> 00:26:46.705 increase,

NOTE Confidence: 0.9961896

00:26:47.965 --> 00:26:49.645 the amount of education provided

NOTE Confidence: 0.9961896

00:26:49.645 --> 00:26:51.085 to family members around the

NOTE Confidence: 0.9961896

00:26:51.085 --> 00:26:52.945 importance of antipsychotic treatment.

NOTE Confidence: 0.95370686

00:26:53.565 --> 00:26:54.365 It may be you need

NOTE Confidence: 0.95370686

00:26:54.365 --> 00:26:55.485 to increase the use of

NOTE Confidence: 0.95370686

00:26:55.485 --> 00:26:56.625 long acting injectables

NOTE Confidence: 0.9592655

00:26:57.244 --> 00:26:57.905 or clozapine.

NOTE Confidence: 0.96697056

00:26:58.970 --> 00:27:00.250 It could be any number

NOTE Confidence: 0.96697056

00:27:00.250 --> 00:27:01.210 or all of those, and

NOTE Confidence: 0.96697056

00:27:01.210 --> 00:27:02.810 that could vary across clinics.

NOTE Confidence: 0.96697056

00:27:02.810 --> 00:27:03.690 But the point is the

NOTE Confidence: 0.96697056

00:27:03.690 --> 00:27:04.190 processes

NOTE Confidence: 0.9843543

00:27:05.130 --> 00:27:06.750 are disciplined by,

NOTE Confidence: 0.9362175

00:27:07.609 --> 00:27:08.730 outcomes. And if,

NOTE Confidence: 0.96751434

00:27:09.930 --> 00:27:11.210 and if the outcomes are

NOTE Confidence: 0.96751434

00:27:11.210 --> 00:27:12.904 very good, one could spend
NOTE Confidence: 0.96751434

00:27:12.904 --> 00:27:14.265 one one's attention on other
NOTE Confidence: 0.96751434

00:27:14.265 --> 00:27:14.765 processes.
NOTE Confidence: 0.89896506

00:27:16.505 --> 00:27:17.965 So this means that fidelity,
NOTE Confidence: 0.9581198

00:27:19.065 --> 00:27:20.505 kind of like adherence to
NOTE Confidence: 0.9581198

00:27:20.505 --> 00:27:21.164 a medication,
NOTE Confidence: 0.9941126

00:27:21.865 --> 00:27:22.924 is not the goal,
NOTE Confidence: 0.96089566

00:27:23.465 --> 00:27:25.005 but rather it's a means
NOTE Confidence: 0.96089566

00:27:25.065 --> 00:27:26.664 to potentially improving the outcomes
NOTE Confidence: 0.96089566

00:27:26.664 --> 00:27:28.500 of the clinic. And sometimes
NOTE Confidence: 0.96089566

00:27:28.559 --> 00:27:29.299 it's irrelevant,
NOTE Confidence: 0.9959604

00:27:30.720 --> 00:27:32.640 that there isn't one way
NOTE Confidence: 0.9959604

00:27:32.640 --> 00:27:34.080 or one care process by
NOTE Confidence: 0.9959604

00:27:34.080 --> 00:27:34.580 which
NOTE Confidence: 0.9613999

00:27:34.960 --> 00:27:36.660 success is guaranteed because
NOTE Confidence: 0.9685421

00:27:37.119 --> 00:27:38.400 patients are very different from

NOTE Confidence: 0.9685421
00:27:38.400 --> 00:27:39.679 each other, have very different
NOTE Confidence: 0.9685421
00:27:39.679 --> 00:27:40.179 needs.
NOTE Confidence: 0.9936085
00:27:40.815 --> 00:27:42.575 And the needs of across
NOTE Confidence: 0.9936085
00:27:42.575 --> 00:27:43.715 regions of the state,
NOTE Confidence: 0.9942617
00:27:44.335 --> 00:27:45.695 will also likely be different
NOTE Confidence: 0.9942617
00:27:45.695 --> 00:27:46.815 in terms of the the
NOTE Confidence: 0.9942617
00:27:46.815 --> 00:27:48.514 determinants of whether or not
NOTE Confidence: 0.9942617
00:27:48.734 --> 00:27:49.615 someone will come to the
NOTE Confidence: 0.9942617
00:27:49.615 --> 00:27:51.215 clinic or not. And so
NOTE Confidence: 0.9942617
00:27:51.215 --> 00:27:52.494 it makes very little sense
NOTE Confidence: 0.9942617
00:27:52.494 --> 00:27:53.394 to legislate
NOTE Confidence: 0.99942744
00:27:53.774 --> 00:27:54.815 one way of doing things
NOTE Confidence: 0.99942744
00:27:54.815 --> 00:27:56.115 in terms of care processes.
NOTE Confidence: 0.9966249
00:27:57.770 --> 00:27:58.730 I could say more about
NOTE Confidence: 0.9966249
00:27:58.730 --> 00:27:59.770 this, but I think the
NOTE Confidence: 0.9966249

00:27:59.770 --> 00:28:01.530 advantage of this outcomes based

NOTE Confidence: 0.9966249

00:28:01.530 --> 00:28:02.030 approach

NOTE Confidence: 0.9980403

00:28:02.490 --> 00:28:03.450 is that it also makes

NOTE Confidence: 0.9980403

00:28:03.450 --> 00:28:05.150 very transparent to stakeholders

NOTE Confidence: 0.98323524

00:28:05.609 --> 00:28:06.730 what it is we're trying

NOTE Confidence: 0.98323524

00:28:06.730 --> 00:28:08.650 to do as a as

NOTE Confidence: 0.98323524

00:28:08.650 --> 00:28:10.170 a clinical service, but also

NOTE Confidence: 0.98323524

00:28:10.170 --> 00:28:11.150 across the network,

NOTE Confidence: 0.9993789

00:28:12.295 --> 00:28:12.795 and

NOTE Confidence: 0.99638855

00:28:13.335 --> 00:28:14.695 brings in allies in the

NOTE Confidence: 0.99638855

00:28:14.695 --> 00:28:16.695 community who understand what it

NOTE Confidence: 0.99638855

00:28:16.695 --> 00:28:17.575 is we're trying to do

NOTE Confidence: 0.99638855

00:28:17.575 --> 00:28:18.375 and might be able to

NOTE Confidence: 0.99638855

00:28:18.375 --> 00:28:18.875 help

NOTE Confidence: 0.997338

00:28:19.255 --> 00:28:20.795 with some of those determinants

NOTE Confidence: 0.997338

00:28:20.935 --> 00:28:22.295 that are outside the control

NOTE Confidence: 0.997338
00:28:22.295 --> 00:28:23.675 of the clinic, for example.
NOTE Confidence: 0.98972696
00:28:26.159 --> 00:28:27.539 So so to get concrete,
NOTE Confidence: 0.98972696
00:28:27.679 --> 00:28:29.440 this is what, it looks
NOTE Confidence: 0.98972696
00:28:29.440 --> 00:28:30.740 like to our clinicians,
NOTE Confidence: 0.999862
00:28:31.440 --> 00:28:32.580 when we display
NOTE Confidence: 0.9989269
00:28:33.200 --> 00:28:34.559 the data to them. So
NOTE Confidence: 0.9989269
00:28:34.559 --> 00:28:35.440 on the left, you'll see
NOTE Confidence: 0.9989269
00:28:35.440 --> 00:28:36.259 all the objectives.
NOTE Confidence: 0.98330516
00:28:36.720 --> 00:28:38.159 This is a screenshot from
NOTE Confidence: 0.98330516
00:28:38.159 --> 00:28:39.840 an informatics system that we
NOTE Confidence: 0.98330516
00:28:39.840 --> 00:28:41.415 have developed and built at
NOTE Confidence: 0.98330516
00:28:41.415 --> 00:28:41.915 step.
NOTE Confidence: 0.98061603
00:28:43.335 --> 00:28:44.775 And as one example, this
NOTE Confidence: 0.98061603
00:28:44.775 --> 00:28:45.995 is the duration of untreated
NOTE Confidence: 0.98061603
00:28:46.055 --> 00:28:46.555 psychosis,
NOTE Confidence: 0.9990818

00:28:47.575 --> 00:28:48.935 and we've tracked on the
NOTE Confidence: 0.9990818

00:28:48.935 --> 00:28:49.675 x axis
NOTE Confidence: 0.9981511

00:28:50.215 --> 00:28:52.395 by quarter of admission. So
NOTE Confidence: 0.9967573

00:28:54.210 --> 00:28:54.710 the
NOTE Confidence: 0.9785859

00:28:55.890 --> 00:28:57.330 the first, data point on
NOTE Confidence: 0.9785859

00:28:57.330 --> 00:28:58.950 the left is all individuals
NOTE Confidence: 0.9785859

00:28:59.169 --> 00:29:00.450 admitted in the fourth quarter
NOTE Confidence: 0.9785859

00:29:00.450 --> 00:29:01.590 of two thousand fourteen,
NOTE Confidence: 0.958375

00:29:02.210 --> 00:29:03.830 and we track this across
NOTE Confidence: 0.98495436

00:29:04.130 --> 00:29:04.870 all the quarters,
NOTE Confidence: 0.94916666

00:29:05.570 --> 00:29:06.309 over time.
NOTE Confidence: 0.9984225

00:29:06.705 --> 00:29:07.985 And it's possible to then
NOTE Confidence: 0.9984225

00:29:07.985 --> 00:29:10.005 see whether this metric,
NOTE Confidence: 0.9931111

00:29:10.945 --> 00:29:12.544 has been improving or getting
NOTE Confidence: 0.9931111

00:29:12.544 --> 00:29:13.044 worse,
NOTE Confidence: 0.991758

00:29:13.424 --> 00:29:14.164 over time.

NOTE Confidence: 0.99789655
00:29:14.625 --> 00:29:15.985 The two horizontal bars that
NOTE Confidence: 0.99789655
00:29:15.985 --> 00:29:17.024 may not be very easily
NOTE Confidence: 0.99789655
00:29:17.024 --> 00:29:17.524 visible
NOTE Confidence: 0.9317133
00:29:18.465 --> 00:29:19.284 are the benchmarks.
NOTE Confidence: 0.99846786
00:29:19.940 --> 00:29:21.620 So the aspirational benchmark is
NOTE Confidence: 0.99846786
00:29:21.620 --> 00:29:22.980 seventy five percent, which means
NOTE Confidence: 0.99846786
00:29:22.980 --> 00:29:24.820 that the best clinics around
NOTE Confidence: 0.99846786
00:29:24.820 --> 00:29:26.340 the world have been able
NOTE Confidence: 0.99846786
00:29:26.340 --> 00:29:27.860 to get three quarters of
NOTE Confidence: 0.99846786
00:29:27.860 --> 00:29:28.600 their patients
NOTE Confidence: 0.9785926
00:29:29.220 --> 00:29:30.820 into care within twelve months
NOTE Confidence: 0.9785926
00:29:30.820 --> 00:29:32.785 of psychosis onset. And that's
NOTE Confidence: 0.9785926
00:29:32.785 --> 00:29:33.905 what we would want to
NOTE Confidence: 0.9785926
00:29:33.905 --> 00:29:34.725 aspire to.
NOTE Confidence: 0.9711833
00:29:35.345 --> 00:29:36.325 Whereas the,
NOTE Confidence: 0.9868778

00:29:36.865 --> 00:29:37.925 achievable benchmark
NOTE Confidence: 0.97961235

00:29:38.385 --> 00:29:39.665 is a benchmark that any
NOTE Confidence: 0.97961235

00:29:39.665 --> 00:29:40.945 clinic can choose based on
NOTE Confidence: 0.97961235

00:29:40.945 --> 00:29:42.005 its prior performance,
NOTE Confidence: 0.99819434

00:29:42.705 --> 00:29:44.065 so that anything lower than
NOTE Confidence: 0.99819434

00:29:44.065 --> 00:29:45.045 that would suggest
NOTE Confidence: 0.9987435

00:29:45.350 --> 00:29:46.790 that they need to consider
NOTE Confidence: 0.9987435

00:29:46.790 --> 00:29:48.250 their care processes again.
NOTE Confidence: 0.9979871

00:29:48.710 --> 00:29:50.250 So this kind of model
NOTE Confidence: 0.9979871

00:29:50.310 --> 00:29:52.470 of using outcomes that are
NOTE Confidence: 0.9979871

00:29:52.470 --> 00:29:53.610 benchmarked against
NOTE Confidence: 0.99541014

00:29:53.910 --> 00:29:55.130 international standards
NOTE Confidence: 0.9741971

00:29:55.590 --> 00:29:57.050 to track your own clinic's
NOTE Confidence: 0.9741971

00:29:57.110 --> 00:29:57.610 performance,
NOTE Confidence: 0.9989724

00:29:58.835 --> 00:30:00.055 is run through
NOTE Confidence: 0.99814254

00:30:00.515 --> 00:30:01.815 all the different objectives.

NOTE Confidence: 0.9164623
00:30:02.275 --> 00:30:03.715 So you'll see the same
NOTE Confidence: 0.9164623
00:30:03.715 --> 00:30:04.995 pattern where here we're looking
NOTE Confidence: 0.9164623
00:30:04.995 --> 00:30:05.495 at
NOTE Confidence: 0.99940753
00:30:05.795 --> 00:30:06.295 hospitalization
NOTE Confidence: 0.9507688
00:30:06.675 --> 00:30:07.175 rates,
NOTE Confidence: 0.9907569
00:30:08.355 --> 00:30:09.635 for people admitted in two
NOTE Confidence: 0.9907569
00:30:09.635 --> 00:30:11.315 thousand sixteen, seventeen, eighteen, and
NOTE Confidence: 0.9907569
00:30:11.315 --> 00:30:12.470 we have data that runs
NOTE Confidence: 0.9907569
00:30:12.470 --> 00:30:13.910 all the way till, till
NOTE Confidence: 0.9907569
00:30:13.910 --> 00:30:14.570 this year.
NOTE Confidence: 0.9888595
00:30:15.270 --> 00:30:16.870 And you could see that
NOTE Confidence: 0.9888595
00:30:16.870 --> 00:30:18.970 the percentage of individuals admitted,
NOTE Confidence: 0.9876427
00:30:19.510 --> 00:30:20.790 in the six months before
NOTE Confidence: 0.9876427
00:30:20.790 --> 00:30:22.390 is quite high, and it
NOTE Confidence: 0.9876427
00:30:22.390 --> 00:30:23.670 does drop as you would
NOTE Confidence: 0.9876427

00:30:23.670 --> 00:30:24.650 hope and expect
NOTE Confidence: 0.96361667

00:30:25.085 --> 00:30:26.125 in the next six months
NOTE Confidence: 0.96361667

00:30:26.125 --> 00:30:27.085 and then again in the
NOTE Confidence: 0.96361667

00:30:27.085 --> 00:30:28.065 next six months.
NOTE Confidence: 0.98568594

00:30:28.605 --> 00:30:29.485 And you can see that
NOTE Confidence: 0.98568594

00:30:29.485 --> 00:30:30.765 in twenty sixteen, we were
NOTE Confidence: 0.98568594

00:30:30.765 --> 00:30:31.885 not quite where we needed
NOTE Confidence: 0.98568594

00:30:31.885 --> 00:30:32.925 to be. We improved on
NOTE Confidence: 0.98568594

00:30:32.925 --> 00:30:34.765 that in twenty seventeen. So
NOTE Confidence: 0.98568594

00:30:34.765 --> 00:30:36.045 it gives a clinic a
NOTE Confidence: 0.98568594

00:30:36.045 --> 00:30:37.325 kind of a dashboard of
NOTE Confidence: 0.98568594

00:30:37.325 --> 00:30:38.605 where they are with respect
NOTE Confidence: 0.98568594

00:30:38.605 --> 00:30:39.425 to an outcome
NOTE Confidence: 0.984728

00:30:39.769 --> 00:30:40.649 to be able to understand
NOTE Confidence: 0.984728

00:30:40.649 --> 00:30:41.690 whether they need to do
NOTE Confidence: 0.984728

00:30:41.690 --> 00:30:43.710 something different around that outcome

NOTE Confidence: 0.984728
00:30:43.769 --> 00:30:45.470 based on how they perform,
NOTE Confidence: 0.96070343
00:30:46.009 --> 00:30:47.450 in in a in a
NOTE Confidence: 0.96070343
00:30:47.450 --> 00:30:47.950 previous
NOTE Confidence: 0.9931199
00:30:48.250 --> 00:30:49.230 period of time.
NOTE Confidence: 0.9166753
00:30:50.570 --> 00:30:52.330 Just one more example, here
NOTE Confidence: 0.9166753
00:30:52.330 --> 00:30:53.549 of vocational engagement.
NOTE Confidence: 0.9853391
00:30:54.115 --> 00:30:55.475 So these are the percentage
NOTE Confidence: 0.9853391
00:30:55.475 --> 00:30:56.755 of individuals who are at
NOTE Confidence: 0.9853391
00:30:56.755 --> 00:30:58.755 least in part time school
NOTE Confidence: 0.9853391
00:30:58.755 --> 00:31:01.315 or work or looking for
NOTE Confidence: 0.9853391
00:31:01.315 --> 00:31:02.455 for school or work.
NOTE Confidence: 0.96266377
00:31:03.154 --> 00:31:04.515 And you can see some
NOTE Confidence: 0.96266377
00:31:04.515 --> 00:31:06.515 variability around this metric. But
NOTE Confidence: 0.96266377
00:31:06.515 --> 00:31:07.735 in a younger population,
NOTE Confidence: 0.9958748
00:31:08.510 --> 00:31:09.630 this is a very important
NOTE Confidence: 0.9958748

00:31:09.630 --> 00:31:11.790 measure of overall functioning and
NOTE Confidence: 0.9958748

00:31:11.790 --> 00:31:13.070 something that we we track
NOTE Confidence: 0.9958748

00:31:13.070 --> 00:31:14.050 again in the clinic.
NOTE Confidence: 0.77372324

00:31:14.830 --> 00:31:15.310 So,
NOTE Confidence: 0.98208266

00:31:15.710 --> 00:31:16.590 we have this for all
NOTE Confidence: 0.98208266

00:31:16.590 --> 00:31:17.710 the objectives, and I'm happy
NOTE Confidence: 0.98208266

00:31:17.710 --> 00:31:19.010 to talk more. But the
NOTE Confidence: 0.98208266

00:31:19.070 --> 00:31:20.430 the, what do we do
NOTE Confidence: 0.98208266

00:31:20.430 --> 00:31:21.550 with this data when we
NOTE Confidence: 0.98208266

00:31:21.550 --> 00:31:22.530 discover that
NOTE Confidence: 0.99291474

00:31:23.164 --> 00:31:24.284 our performance is not as
NOTE Confidence: 0.99291474

00:31:24.284 --> 00:31:25.245 good as it should be
NOTE Confidence: 0.99291474

00:31:25.245 --> 00:31:25.985 in a particular
NOTE Confidence: 0.96972114

00:31:26.605 --> 00:31:28.365 quarter or a year. And
NOTE Confidence: 0.96972114

00:31:28.365 --> 00:31:29.325 what we use is an
NOTE Confidence: 0.96972114

00:31:29.325 --> 00:31:30.765 approach that's been published and

NOTE Confidence: 0.96972114
00:31:30.765 --> 00:31:32.365 used quite a lot,
NOTE Confidence: 0.92367244
00:31:33.164 --> 00:31:34.705 and is available actually,
NOTE Confidence: 0.97033894
00:31:35.450 --> 00:31:37.210 in free training modules at
NOTE Confidence: 0.97033894
00:31:37.210 --> 00:31:38.670 the Institute for Healthcare Improvement.
NOTE Confidence: 0.96066123
00:31:39.770 --> 00:31:41.050 But it's a formal way
NOTE Confidence: 0.96066123
00:31:41.050 --> 00:31:42.750 essentially of doing quality improvement
NOTE Confidence: 0.96066123
00:31:42.890 --> 00:31:43.630 to decide,
NOTE Confidence: 0.9561394
00:31:44.570 --> 00:31:45.610 on an aim, which as
NOTE Confidence: 0.9561394
00:31:45.610 --> 00:31:46.650 an example here is to
NOTE Confidence: 0.9561394
00:31:46.650 --> 00:31:48.030 reduce the duration of untreated
NOTE Confidence: 0.9561394
00:31:48.090 --> 00:31:48.590 psychosis.
NOTE Confidence: 0.9795158
00:31:49.174 --> 00:31:50.135 And we went through this
NOTE Confidence: 0.9795158
00:31:50.135 --> 00:31:51.414 exercise in our clinic a
NOTE Confidence: 0.9795158
00:31:51.414 --> 00:31:52.534 couple of years back where
NOTE Confidence: 0.9795158
00:31:52.534 --> 00:31:53.595 we decided that
NOTE Confidence: 0.99744576

00:31:54.054 --> 00:31:55.174 the part of the delay
NOTE Confidence: 0.99744576

00:31:55.174 --> 00:31:56.635 that the clinic could
NOTE Confidence: 0.88101083

00:31:57.735 --> 00:31:59.434 control and improve upon,
NOTE Confidence: 0.99752903

00:32:00.135 --> 00:32:01.674 was really the time between
NOTE Confidence: 0.99573547

00:32:01.990 --> 00:32:03.830 when eligibility was determined and
NOTE Confidence: 0.99573547

00:32:03.830 --> 00:32:04.950 when they had their first
NOTE Confidence: 0.99573547

00:32:04.950 --> 00:32:06.010 visit in the clinic.
NOTE Confidence: 0.97505605

00:32:06.870 --> 00:32:07.909 And we found that there
NOTE Confidence: 0.97505605

00:32:07.909 --> 00:32:09.049 was a lot of variability
NOTE Confidence: 0.97505605

00:32:09.269 --> 00:32:10.630 in terms of wait times
NOTE Confidence: 0.97505605

00:32:10.630 --> 00:32:11.370 even though,
NOTE Confidence: 0.984343

00:32:12.149 --> 00:32:13.690 we were obviously very motivated
NOTE Confidence: 0.984343

00:32:13.750 --> 00:32:15.575 to take patients in. There
NOTE Confidence: 0.984343

00:32:15.575 --> 00:32:16.295 can be a lot of
NOTE Confidence: 0.984343

00:32:16.295 --> 00:32:17.415 ambivalence on the part of
NOTE Confidence: 0.984343

00:32:17.415 --> 00:32:18.855 patients and families to come

NOTE Confidence: 0.984343
00:32:18.855 --> 00:32:20.075 to care. And in that
NOTE Confidence: 0.9972588
00:32:20.535 --> 00:32:21.035 mix,
NOTE Confidence: 0.9917543
00:32:21.735 --> 00:32:22.855 there can be delays of
NOTE Confidence: 0.9917543
00:32:22.855 --> 00:32:23.895 up to weeks or even
NOTE Confidence: 0.9917543
00:32:23.895 --> 00:32:24.395 months.
NOTE Confidence: 0.9960993
00:32:25.335 --> 00:32:26.695 So we decided to focus
NOTE Confidence: 0.9960993
00:32:26.695 --> 00:32:28.055 on that as one measure
NOTE Confidence: 0.9960993
00:32:28.055 --> 00:32:29.280 to target and to bring
NOTE Confidence: 0.9960993
00:32:29.280 --> 00:32:30.320 it down to less than
NOTE Confidence: 0.9960993
00:32:30.320 --> 00:32:32.420 seven working days between when
NOTE Confidence: 0.9960993
00:32:32.640 --> 00:32:33.760 a person was determined to
NOTE Confidence: 0.9960993
00:32:33.760 --> 00:32:34.960 be eligible for our service
NOTE Confidence: 0.9960993
00:32:34.960 --> 00:32:36.400 and when they began actual
NOTE Confidence: 0.9960993
00:32:36.400 --> 00:32:37.860 treatment with our clinicians.
NOTE Confidence: 0.9614168
00:32:39.600 --> 00:32:40.640 And we discussed,
NOTE Confidence: 0.9766103

00:32:40.960 --> 00:32:42.080 within the team, a whole
NOTE Confidence: 0.9766103

00:32:42.080 --> 00:32:43.620 series of potential ways
NOTE Confidence: 0.95216995

00:32:44.325 --> 00:32:45.625 that clinicians suggested
NOTE Confidence: 0.997317

00:32:46.005 --> 00:32:47.524 might help drive this down
NOTE Confidence: 0.997317

00:32:47.524 --> 00:32:48.825 to less than seven days.
NOTE Confidence: 0.991011

00:32:49.365 --> 00:32:50.585 I'm listing a few.
NOTE Confidence: 0.98956496

00:32:50.885 --> 00:32:52.404 There were many, many cycles
NOTE Confidence: 0.98956496

00:32:52.404 --> 00:32:53.145 of improvement
NOTE Confidence: 0.91037756

00:32:53.765 --> 00:32:54.725 where we tried,
NOTE Confidence: 0.93119735

00:32:55.125 --> 00:32:56.164 changes in the way we
NOTE Confidence: 0.93119735

00:32:56.164 --> 00:32:57.065 screened individuals,
NOTE Confidence: 0.94611555

00:32:57.445 --> 00:32:58.904 how we determine eligibility,
NOTE Confidence: 0.9575346

00:33:00.350 --> 00:33:01.870 when we got consent. So
NOTE Confidence: 0.9575346

00:33:01.870 --> 00:33:03.650 for example, we began consenting
NOTE Confidence: 0.9575346

00:33:03.710 --> 00:33:04.210 individuals
NOTE Confidence: 0.9802527

00:33:04.910 --> 00:33:05.870 while they were still on

NOTE Confidence: 0.9802527
00:33:05.870 --> 00:33:07.010 an inpatient unit
NOTE Confidence: 0.93615556
00:33:07.310 --> 00:33:08.510 because because we found that
NOTE Confidence: 0.93615556
00:33:08.510 --> 00:33:10.030 if we had contact even
NOTE Confidence: 0.93615556
00:33:10.030 --> 00:33:11.010 if by Zoom
NOTE Confidence: 0.9532685
00:33:11.390 --> 00:33:12.850 before they left the unit,
NOTE Confidence: 0.9951911
00:33:13.155 --> 00:33:14.275 they were much more likely
NOTE Confidence: 0.9951911
00:33:14.275 --> 00:33:15.235 to show up to their
NOTE Confidence: 0.9951911
00:33:15.235 --> 00:33:16.995 first appointment with us. And
NOTE Confidence: 0.9951911
00:33:16.995 --> 00:33:18.435 so that became a routine
NOTE Confidence: 0.9951911
00:33:18.435 --> 00:33:20.295 part of our admissions process.
NOTE Confidence: 0.9243767
00:33:20.675 --> 00:33:22.055 So we went through several
NOTE Confidence: 0.9243767
00:33:22.115 --> 00:33:23.635 plan to study act cycles
NOTE Confidence: 0.9243767
00:33:23.635 --> 00:33:24.835 where we tried many of
NOTE Confidence: 0.9243767
00:33:24.835 --> 00:33:25.575 these changes
NOTE Confidence: 0.8719547
00:33:26.580 --> 00:33:27.240 over time.
NOTE Confidence: 0.9630918

00:33:27.860 --> 00:33:29.460 And we published this as
NOTE Confidence: 0.9630918

00:33:29.460 --> 00:33:30.580 as one example of how
NOTE Confidence: 0.9630918

00:33:30.660 --> 00:33:31.940 of what will happen, which
NOTE Confidence: 0.9630918

00:33:31.940 --> 00:33:32.440 is
NOTE Confidence: 0.94690126

00:33:32.980 --> 00:33:35.320 the red bar is the
NOTE Confidence: 0.94690126

00:33:35.460 --> 00:33:37.460 average delay before we began
NOTE Confidence: 0.94690126

00:33:37.460 --> 00:33:39.080 this quality improvement initiative,
NOTE Confidence: 0.992812

00:33:39.544 --> 00:33:40.745 and the pink bar shows
NOTE Confidence: 0.992812

00:33:40.745 --> 00:33:42.025 the average delay after. So
NOTE Confidence: 0.992812

00:33:42.025 --> 00:33:43.245 there was a drop off.
NOTE Confidence: 0.97551227

00:33:43.784 --> 00:33:45.145 The dotted green line was
NOTE Confidence: 0.97551227

00:33:45.145 --> 00:33:46.585 the seven day standard we
NOTE Confidence: 0.97551227

00:33:46.585 --> 00:33:47.485 wanted to meet.
NOTE Confidence: 0.9932764

00:33:48.105 --> 00:33:49.784 And each dot here is
NOTE Confidence: 0.9932764

00:33:49.784 --> 00:33:50.445 a patient,
NOTE Confidence: 0.96100515

00:33:50.825 --> 00:33:52.390 who is admitted. And you'll

NOTE Confidence: 0.96100515
00:33:52.390 --> 00:33:53.830 see that on average, we
NOTE Confidence: 0.96100515
00:33:53.830 --> 00:33:54.870 were able to reduce the
NOTE Confidence: 0.96100515
00:33:54.870 --> 00:33:55.990 delays, but there were still
NOTE Confidence: 0.96100515
00:33:55.990 --> 00:33:57.910 some individuals who had very
NOTE Confidence: 0.96100515
00:33:57.910 --> 00:33:58.650 long delays.
NOTE Confidence: 0.9415942
00:33:59.670 --> 00:34:01.030 You know, in one case,
NOTE Confidence: 0.9415942
00:34:01.030 --> 00:34:02.470 ninety nine days, it looks
NOTE Confidence: 0.9415942
00:34:02.470 --> 00:34:02.970 like.
NOTE Confidence: 0.84494764
00:34:03.270 --> 00:34:04.250 Am I right? Yeah.
NOTE Confidence: 0.79281986
00:34:04.875 --> 00:34:05.775 Some outliers.
NOTE Confidence: 0.99934083
00:34:06.315 --> 00:34:07.855 And these were very challenging
NOTE Confidence: 0.97507304
00:34:08.235 --> 00:34:09.275 outliers that I'm sure many
NOTE Confidence: 0.97507304
00:34:09.275 --> 00:34:10.315 of you are familiar with
NOTE Confidence: 0.97507304
00:34:10.315 --> 00:34:12.155 where despite all our efforts,
NOTE Confidence: 0.97507304
00:34:12.155 --> 00:34:12.875 there was a lot of
NOTE Confidence: 0.97507304

00:34:12.875 --> 00:34:14.815 ambivalence about coming into treatment.

NOTE Confidence: 0.972533

00:34:15.435 --> 00:34:16.635 But on average, we were

NOTE Confidence: 0.972533

00:34:16.635 --> 00:34:18.110 able to, with changes in

NOTE Confidence: 0.972533

00:34:18.110 --> 00:34:18.610 our,

NOTE Confidence: 0.8936973

00:34:19.070 --> 00:34:20.130 front door processes,

NOTE Confidence: 0.98840564

00:34:20.510 --> 00:34:21.810 reduce wait times.

NOTE Confidence: 0.9699577

00:34:22.590 --> 00:34:23.550 So this is this is

NOTE Confidence: 0.9699577

00:34:23.550 --> 00:34:24.450 the kind of,

NOTE Confidence: 0.99461156

00:34:25.390 --> 00:34:27.390 process improvement that can follow

NOTE Confidence: 0.99461156

00:34:27.390 --> 00:34:28.989 from awareness of what the

NOTE Confidence: 0.99461156

00:34:28.989 --> 00:34:30.190 outcome is and then setting

NOTE Confidence: 0.99461156

00:34:30.190 --> 00:34:31.469 an aim to to reduce

NOTE Confidence: 0.99461156

00:34:31.469 --> 00:34:31.969 it.

NOTE Confidence: 0.82280695

00:34:33.685 --> 00:34:35.145 This is a sort of

NOTE Confidence: 0.92272776

00:34:35.605 --> 00:34:36.885 a a slide that I,

NOTE Confidence: 0.92272776

00:34:37.204 --> 00:34:37.704 have,

NOTE Confidence: 0.95302093
00:34:38.724 --> 00:34:40.244 developed from work by Michael
NOTE Confidence: 0.95302093
00:34:40.244 --> 00:34:41.464 Porter, a health economist.
NOTE Confidence: 0.9819057
00:34:42.165 --> 00:34:43.605 And it's it's surprising even
NOTE Confidence: 0.9819057
00:34:43.605 --> 00:34:44.805 to health care providers to
NOTE Confidence: 0.9819057
00:34:44.805 --> 00:34:45.704 hear this, but
NOTE Confidence: 0.9962114
00:34:46.130 --> 00:34:47.570 most of the measures that
NOTE Confidence: 0.9962114
00:34:47.570 --> 00:34:48.690 are used to measure the
NOTE Confidence: 0.9962114
00:34:48.690 --> 00:34:50.550 quality of care across medical
NOTE Confidence: 0.9962114
00:34:50.610 --> 00:34:51.110 conditions
NOTE Confidence: 0.9921582
00:34:52.370 --> 00:34:53.489 have very little to do
NOTE Confidence: 0.9921582
00:34:53.489 --> 00:34:54.710 with patient outcomes,
NOTE Confidence: 0.9929207
00:34:56.610 --> 00:34:57.810 which is to say that
NOTE Confidence: 0.9929207
00:34:57.810 --> 00:34:58.630 what services
NOTE Confidence: 0.99975204
00:34:58.930 --> 00:34:59.590 are evaluated
NOTE Confidence: 0.9987212
00:34:59.969 --> 00:35:00.469 upon
NOTE Confidence: 0.9883165

00:35:01.255 --> 00:35:02.614 is not how well their
NOTE Confidence: 0.9883165

00:35:02.614 --> 00:35:03.435 patients do,
NOTE Confidence: 0.9757899

00:35:04.295 --> 00:35:05.494 but rather on a whole
NOTE Confidence: 0.9757899

00:35:05.494 --> 00:35:06.715 host of other measures,
NOTE Confidence: 0.9973482

00:35:07.255 --> 00:35:08.535 most of which are process
NOTE Confidence: 0.9973482

00:35:08.535 --> 00:35:09.815 measures that have to do
NOTE Confidence: 0.9973482

00:35:09.815 --> 00:35:10.315 with
NOTE Confidence: 0.9986142

00:35:10.614 --> 00:35:12.075 the adequacy of documentation,
NOTE Confidence: 0.98851895

00:35:13.094 --> 00:35:15.350 the implementation of various activities
NOTE Confidence: 0.98851895

00:35:15.410 --> 00:35:16.610 that are related to health
NOTE Confidence: 0.98851895

00:35:16.610 --> 00:35:17.270 care provision,
NOTE Confidence: 0.95122546

00:35:18.450 --> 00:35:19.489 a whole bunch of patient
NOTE Confidence: 0.95122546

00:35:19.489 --> 00:35:21.510 experience measures which are important.
NOTE Confidence: 0.9870686

00:35:22.530 --> 00:35:24.150 However, it's it's quite remarkable
NOTE Confidence: 0.9870686

00:35:24.370 --> 00:35:25.350 that very few,
NOTE Confidence: 0.99805593

00:35:26.210 --> 00:35:27.695 are related to things that

NOTE Confidence: 0.99805593
00:35:27.695 --> 00:35:29.135 we would recognize as the
NOTE Confidence: 0.99805593
00:35:29.135 --> 00:35:30.255 kinds of outcomes that we
NOTE Confidence: 0.99805593
00:35:30.255 --> 00:35:31.695 would care about ourselves as
NOTE Confidence: 0.99805593
00:35:31.695 --> 00:35:32.195 patients.
NOTE Confidence: 0.9570022
00:35:34.575 --> 00:35:35.775 So in some ways, the
NOTE Confidence: 0.9570022
00:35:35.775 --> 00:35:37.295 learning health system approach is
NOTE Confidence: 0.9570022
00:35:37.295 --> 00:35:39.235 pushing against the status quo
NOTE Confidence: 0.95473856
00:35:40.730 --> 00:35:43.069 in that it forces services
NOTE Confidence: 0.95473856
00:35:43.130 --> 00:35:44.489 to commit to a set
NOTE Confidence: 0.95473856
00:35:44.489 --> 00:35:45.150 of outcomes,
NOTE Confidence: 0.93713313
00:35:45.770 --> 00:35:47.450 not an unwieldy very long
NOTE Confidence: 0.93713313
00:35:47.450 --> 00:35:49.150 set, but a manageable set,
NOTE Confidence: 0.98687536
00:35:50.410 --> 00:35:51.930 and really thinks about whether
NOTE Confidence: 0.98687536
00:35:51.930 --> 00:35:53.469 those outcomes have been delivered.
NOTE Confidence: 0.7627994
00:35:55.105 --> 00:35:55.685 But it
NOTE Confidence: 0.9603696

00:35:55.985 --> 00:35:56.465 it it sets,
NOTE Confidence: 0.8943659

00:35:57.665 --> 00:35:58.545 a kind of a a
NOTE Confidence: 0.8943659

00:35:58.545 --> 00:35:59.525 common bar,
NOTE Confidence: 0.93958575

00:36:00.065 --> 00:36:00.965 that allows,
NOTE Confidence: 0.9517414

00:36:02.545 --> 00:36:04.485 clinics to say, we are
NOTE Confidence: 0.80919975

00:36:05.585 --> 00:36:06.885 a specialized service,
NOTE Confidence: 0.98612154

00:36:07.505 --> 00:36:08.864 not because we engage in
NOTE Confidence: 0.98612154

00:36:08.864 --> 00:36:09.844 lots of activities,
NOTE Confidence: 0.99765384

00:36:10.739 --> 00:36:12.260 but because we have a
NOTE Confidence: 0.99765384

00:36:12.260 --> 00:36:13.860 track record of producing the
NOTE Confidence: 0.99765384

00:36:13.860 --> 00:36:14.840 kinds of outcomes
NOTE Confidence: 0.95473975

00:36:15.300 --> 00:36:16.200 that put us,
NOTE Confidence: 0.99164796

00:36:16.580 --> 00:36:18.420 in the same peer group
NOTE Confidence: 0.99164796

00:36:18.420 --> 00:36:19.940 as clinics that have the
NOTE Confidence: 0.99164796

00:36:19.940 --> 00:36:21.460 best outcomes for for this
NOTE Confidence: 0.99164796

00:36:21.460 --> 00:36:22.520 particular population.

NOTE Confidence: 0.94256103
00:36:23.715 --> 00:36:24.355 So for those who are
NOTE Confidence: 0.94256103
00:36:24.355 --> 00:36:25.315 interested, I put the I
NOTE Confidence: 0.94256103
00:36:25.315 --> 00:36:26.614 put the reference below.
NOTE Confidence: 0.99292254
00:36:26.915 --> 00:36:27.955 But the point that this
NOTE Confidence: 0.99292254
00:36:27.955 --> 00:36:29.075 paper makes very well, I
NOTE Confidence: 0.99292254
00:36:29.075 --> 00:36:29.875 think, is that when we
NOTE Confidence: 0.99292254
00:36:29.875 --> 00:36:30.835 think of the quality of
NOTE Confidence: 0.99292254
00:36:30.835 --> 00:36:31.495 health care,
NOTE Confidence: 0.9874739
00:36:31.795 --> 00:36:32.755 we should think more and
NOTE Confidence: 0.9874739
00:36:32.755 --> 00:36:33.955 more about its ability to
NOTE Confidence: 0.9874739
00:36:33.955 --> 00:36:35.735 produce the outcomes we want,
NOTE Confidence: 0.9001826
00:36:36.195 --> 00:36:37.335 in which we value
NOTE Confidence: 0.9969221
00:36:40.570 --> 00:36:42.170 rather than simply engaging in
NOTE Confidence: 0.9969221
00:36:42.170 --> 00:36:43.070 lots of activities
NOTE Confidence: 0.922089
00:36:51.130 --> 00:36:52.410 rather than simply engaging in
NOTE Confidence: 0.922089

00:36:52.410 --> 00:36:53.310 lots of activities.
NOTE Confidence: 0.9013436

00:36:53.930 --> 00:36:54.670 That may
NOTE Confidence: 0.86376506

00:36:58.465 --> 00:36:59.745 know that what we're very
NOTE Confidence: 0.86376506

00:36:59.745 --> 00:37:01.105 actively working with,
NOTE Confidence: 0.88879126

00:37:01.585 --> 00:37:03.105 the Department of Mental Health
NOTE Confidence: 0.88879126

00:37:03.105 --> 00:37:05.045 and Addiction Services and DCF,
NOTE Confidence: 0.8889776

00:37:06.145 --> 00:37:07.665 and partnering with think about,
NOTE Confidence: 0.8889776

00:37:07.665 --> 00:37:08.325 which is
NOTE Confidence: 0.988915

00:37:08.829 --> 00:37:10.670 how we might disseminate this
NOTE Confidence: 0.988915

00:37:10.670 --> 00:37:12.770 early intervention services model,
NOTE Confidence: 0.98441696

00:37:13.630 --> 00:37:14.690 across the state.
NOTE Confidence: 0.9588582

00:37:15.710 --> 00:37:17.489 And we we've used internally
NOTE Confidence: 0.9588582

00:37:17.549 --> 00:37:18.829 the term project one sixty
NOTE Confidence: 0.9588582

00:37:18.829 --> 00:37:20.109 nine because there are hundred
NOTE Confidence: 0.9588582

00:37:20.109 --> 00:37:21.390 sixty nine towns in Connecticut,
NOTE Confidence: 0.9588582

00:37:21.390 --> 00:37:23.205 but we're very open to,

NOTE Confidence: 0.9588582
00:37:23.565 --> 00:37:25.005 to a better brand as
NOTE Confidence: 0.9588582
00:37:25.005 --> 00:37:26.045 we begin to think about
NOTE Confidence: 0.9588582
00:37:26.045 --> 00:37:26.945 launching this.
NOTE Confidence: 0.9140077
00:37:28.445 --> 00:37:30.125 So just to recap, you
NOTE Confidence: 0.9140077
00:37:30.125 --> 00:37:31.645 know, Step has demonstrated that
NOTE Confidence: 0.9140077
00:37:31.645 --> 00:37:33.005 we've both been able to
NOTE Confidence: 0.9140077
00:37:33.005 --> 00:37:34.685 improve quality as an outcomes
NOTE Confidence: 0.9140077
00:37:34.685 --> 00:37:35.344 of care
NOTE Confidence: 0.98844403
00:37:35.680 --> 00:37:37.520 and access across this defined
NOTE Confidence: 0.98844403
00:37:37.520 --> 00:37:39.540 catchment. It's only ten towns,
NOTE Confidence: 0.97293806
00:37:39.920 --> 00:37:41.600 but it's about a population
NOTE Confidence: 0.97293806
00:37:41.600 --> 00:37:43.060 of about four hundred thousand
NOTE Confidence: 0.97293806
00:37:43.200 --> 00:37:44.880 residents overall in these ten
NOTE Confidence: 0.97293806
00:37:44.880 --> 00:37:45.380 towns.
NOTE Confidence: 0.9725374
00:37:45.840 --> 00:37:47.440 So this it has been
NOTE Confidence: 0.9725374

00:37:47.440 --> 00:37:49.280 really import important that this
NOTE Confidence: 0.9725374

00:37:49.280 --> 00:37:51.060 is a public academic partnership.
NOTE Confidence: 0.9932722

00:37:51.565 --> 00:37:53.105 The services have been funded
NOTE Confidence: 0.9932722

00:37:53.165 --> 00:37:54.305 through public grants,
NOTE Confidence: 0.9991751

00:37:54.605 --> 00:37:55.725 but the research has been
NOTE Confidence: 0.9991751

00:37:55.725 --> 00:37:57.885 funded through NIH research studies
NOTE Confidence: 0.9991751

00:37:57.885 --> 00:37:59.425 that have documented the effectiveness.
NOTE Confidence: 0.9653423

00:38:00.445 --> 00:38:02.125 And the question is, can
NOTE Confidence: 0.9653423

00:38:02.125 --> 00:38:04.364 this be leveraged towards unmet
NOTE Confidence: 0.9653423

00:38:04.364 --> 00:38:05.185 needs statewide?
NOTE Confidence: 0.8968879

00:38:05.500 --> 00:38:07.020 Not replicated because I don't
NOTE Confidence: 0.8968879

00:38:07.020 --> 00:38:08.000 think every
NOTE Confidence: 0.95770013

00:38:08.860 --> 00:38:10.460 the the same model should
NOTE Confidence: 0.95770013

00:38:10.460 --> 00:38:11.980 be applied everywhere. But how
NOTE Confidence: 0.95770013

00:38:11.980 --> 00:38:14.000 can this overall care pathway
NOTE Confidence: 0.9998779

00:38:14.460 --> 00:38:15.280 be integrated

NOTE Confidence: 0.9791074
00:38:15.980 --> 00:38:16.640 so that,
NOTE Confidence: 0.97255576
00:38:17.260 --> 00:38:18.860 individuals anywhere in the state
NOTE Confidence: 0.97255576
00:38:18.860 --> 00:38:20.320 have access to the same,
NOTE Confidence: 0.8966171
00:38:21.185 --> 00:38:23.125 improvements in access and outcomes.
NOTE Confidence: 0.97438717
00:38:25.505 --> 00:38:26.945 And so, I mean, statewide,
NOTE Confidence: 0.97438717
00:38:26.945 --> 00:38:28.145 this is really another way
NOTE Confidence: 0.97438717
00:38:28.145 --> 00:38:28.945 of saying this is the
NOTE Confidence: 0.97438717
00:38:28.945 --> 00:38:30.405 opportunities. We have
NOTE Confidence: 0.73918045
00:38:31.505 --> 00:38:32.405 current approaches
NOTE Confidence: 0.9163731
00:38:32.785 --> 00:38:33.665 that we have,
NOTE Confidence: 0.9127241
00:38:33.985 --> 00:38:35.125 tested at step
NOTE Confidence: 0.9762867
00:38:35.619 --> 00:38:37.800 for both early detection and,
NOTE Confidence: 0.9987851
00:38:38.580 --> 00:38:40.200 coordinated specialty care
NOTE Confidence: 0.9869331
00:38:40.500 --> 00:38:42.040 that we know can improve
NOTE Confidence: 0.9869331
00:38:42.339 --> 00:38:43.480 access and outcomes,
NOTE Confidence: 0.9962996

00:38:44.020 --> 00:38:44.900 early in the course of
NOTE Confidence: 0.9962996

00:38:44.900 --> 00:38:45.480 the illness.
NOTE Confidence: 0.99347925

00:38:48.125 --> 00:38:49.244 I wanna step back and
NOTE Confidence: 0.99347925

00:38:49.244 --> 00:38:50.045 give you a little bit
NOTE Confidence: 0.99347925

00:38:50.045 --> 00:38:52.045 of, information that's exciting about
NOTE Confidence: 0.99347925

00:38:52.045 --> 00:38:53.505 the national scene. So
NOTE Confidence: 0.991713

00:38:53.885 --> 00:38:55.244 before two thousand eight, there
NOTE Confidence: 0.991713

00:38:55.244 --> 00:38:56.625 were actually very few
NOTE Confidence: 0.98899275

00:38:57.005 --> 00:38:58.844 first episode services that were
NOTE Confidence: 0.98899275

00:38:58.844 --> 00:39:00.844 actually providing care to all
NOTE Confidence: 0.98899275

00:39:00.844 --> 00:39:01.344 comers.
NOTE Confidence: 0.9472566

00:39:01.960 --> 00:39:03.719 There were other clinics that
NOTE Confidence: 0.9472566

00:39:03.719 --> 00:39:05.080 were research clinics that were
NOTE Confidence: 0.9472566

00:39:05.080 --> 00:39:05.580 really,
NOTE Confidence: 0.96774745

00:39:06.200 --> 00:39:08.280 conducting clinical trials on selected
NOTE Confidence: 0.96774745

00:39:08.280 --> 00:39:08.780 samples,

NOTE Confidence: 0.9885299
00:39:09.239 --> 00:39:10.840 but there were very few
NOTE Confidence: 0.9885299
00:39:10.840 --> 00:39:11.880 that were actually doing this
NOTE Confidence: 0.9885299
00:39:11.880 --> 00:39:12.380 work,
NOTE Confidence: 0.9934459
00:39:12.840 --> 00:39:13.800 in a in a broader
NOTE Confidence: 0.9934459
00:39:13.800 --> 00:39:14.300 way.
NOTE Confidence: 0.99940264
00:39:15.055 --> 00:39:15.555 But
NOTE Confidence: 0.96273834
00:39:16.094 --> 00:39:17.215 it there's been a really
NOTE Confidence: 0.96273834
00:39:17.215 --> 00:39:18.815 tremendous this slide is already
NOTE Confidence: 0.96273834
00:39:18.815 --> 00:39:19.715 out of date,
NOTE Confidence: 0.98440003
00:39:21.295 --> 00:39:23.295 partly related to federal funding
NOTE Confidence: 0.98440003
00:39:23.295 --> 00:39:23.795 initiatives,
NOTE Confidence: 0.9255336
00:39:24.655 --> 00:39:26.495 that were teeing off of
NOTE Confidence: 0.9255336
00:39:26.495 --> 00:39:28.575 research studies done at STEP
NOTE Confidence: 0.9255336
00:39:28.575 --> 00:39:30.015 and and by the RAISE
NOTE Confidence: 0.9255336
00:39:30.015 --> 00:39:30.515 group.
NOTE Confidence: 0.9985112

00:39:31.030 --> 00:39:32.150 There was a very rapid
NOTE Confidence: 0.9985112

00:39:32.390 --> 00:39:33.850 unusually rapid implementation
NOTE Confidence: 0.9796183

00:39:34.230 --> 00:39:35.770 of first episode services,
NOTE Confidence: 0.98200244

00:39:36.310 --> 00:39:38.490 which the NIMH has since,
NOTE Confidence: 0.9917268

00:39:39.190 --> 00:39:41.190 termed as coordinated specialty care.
NOTE Confidence: 0.9917268

00:39:41.190 --> 00:39:41.930 So that's
NOTE Confidence: 0.99142337

00:39:42.230 --> 00:39:43.670 module c in our care
NOTE Confidence: 0.99142337

00:39:43.670 --> 00:39:44.170 pathway.
NOTE Confidence: 0.9726504

00:39:45.684 --> 00:39:47.204 So this has been really
NOTE Confidence: 0.9726504

00:39:47.204 --> 00:39:48.405 good news in some ways.
NOTE Confidence: 0.9726504

00:39:48.405 --> 00:39:49.864 I think it suggests that
NOTE Confidence: 0.93619084

00:39:51.364 --> 00:39:53.065 evidence can move to practice
NOTE Confidence: 0.93619084

00:39:53.125 --> 00:39:54.724 much quicker than most people,
NOTE Confidence: 0.93619084

00:39:54.964 --> 00:39:55.625 had assumed.
NOTE Confidence: 0.99878997

00:39:56.085 --> 00:39:57.444 But it's also raised an
NOTE Confidence: 0.99878997

00:39:57.444 --> 00:39:57.944 obvious

NOTE Confidence: 0.97208995
00:39:58.244 --> 00:39:59.969 set of questions and concerns
NOTE Confidence: 0.97208995
00:39:59.969 --> 00:40:01.330 about the quality of these
NOTE Confidence: 0.97208995
00:40:01.330 --> 00:40:01.830 services.
NOTE Confidence: 0.9794812
00:40:02.930 --> 00:40:04.530 And partly in response to
NOTE Confidence: 0.9794812
00:40:04.530 --> 00:40:06.050 this good news, but also
NOTE Confidence: 0.9794812
00:40:06.050 --> 00:40:06.790 this concern,
NOTE Confidence: 0.9887923
00:40:07.650 --> 00:40:09.410 the NIMH hosted a meeting
NOTE Confidence: 0.9887923
00:40:09.410 --> 00:40:10.930 in two thousand seventeen that
NOTE Confidence: 0.9887923
00:40:10.930 --> 00:40:12.370 was really organized around this
NOTE Confidence: 0.9887923
00:40:12.370 --> 00:40:13.944 question, which is, can we
NOTE Confidence: 0.9887923
00:40:13.944 --> 00:40:15.645 actually build a national ecosystem
NOTE Confidence: 0.9887923
00:40:15.785 --> 00:40:16.285 that
NOTE Confidence: 0.9691156
00:40:16.585 --> 00:40:18.444 implements best practice for all,
NOTE Confidence: 0.9404852
00:40:19.065 --> 00:40:19.805 but also
NOTE Confidence: 0.96345526
00:40:20.105 --> 00:40:21.625 helps us try to answer
NOTE Confidence: 0.96345526

00:40:21.625 --> 00:40:22.765 questions about,
NOTE Confidence: 0.976816
00:40:23.545 --> 00:40:25.145 developing new treatments? Because there
NOTE Confidence: 0.976816
00:40:25.145 --> 00:40:26.424 was an acknowledgment that a
NOTE Confidence: 0.976816
00:40:26.424 --> 00:40:27.305 lot of good can be
NOTE Confidence: 0.976816
00:40:27.305 --> 00:40:28.825 done just implementing what we
NOTE Confidence: 0.976816
00:40:28.825 --> 00:40:30.400 know, but we clearly need
NOTE Confidence: 0.976816
00:40:30.400 --> 00:40:31.840 to also improve our treatments,
NOTE Confidence: 0.976816
00:40:31.840 --> 00:40:33.040 and there's an opportunity to
NOTE Confidence: 0.976816
00:40:33.040 --> 00:40:33.780 do both.
NOTE Confidence: 0.92077464
00:40:35.040 --> 00:40:36.080 Step was a was a
NOTE Confidence: 0.92077464
00:40:36.080 --> 00:40:37.460 participant in this,
NOTE Confidence: 0.97848207
00:40:38.239 --> 00:40:39.440 in this discussion, and it
NOTE Confidence: 0.97848207
00:40:39.440 --> 00:40:40.719 really it resulted in a
NOTE Confidence: 0.97848207
00:40:40.719 --> 00:40:41.219 large
NOTE Confidence: 0.9427995
00:40:43.614 --> 00:40:45.535 initiative, by the, by the
NOTE Confidence: 0.9427995
00:40:45.535 --> 00:40:46.035 NIH

NOTE Confidence: 0.7839238
00:40:46.575 --> 00:40:47.635 that has built,
NOTE Confidence: 0.9419655
00:40:49.135 --> 00:40:51.055 collaborations amongst about a hundred
NOTE Confidence: 0.9419655
00:40:51.055 --> 00:40:51.954 and one clinics
NOTE Confidence: 0.9241158
00:40:52.414 --> 00:40:54.114 like STEP across the US
NOTE Confidence: 0.9994368
00:40:54.590 --> 00:40:55.710 that are trying to collect
NOTE Confidence: 0.9994368
00:40:55.710 --> 00:40:56.210 information
NOTE Confidence: 0.9958379
00:40:56.590 --> 00:40:57.330 to inform
NOTE Confidence: 0.9834226
00:40:57.950 --> 00:40:59.310 improvements in care. So this
NOTE Confidence: 0.9834226
00:40:59.310 --> 00:41:00.830 is very much actively going
NOTE Confidence: 0.9834226
00:41:00.830 --> 00:41:01.969 on as we speak.
NOTE Confidence: 0.9728802
00:41:03.870 --> 00:41:04.989 The the the position that
NOTE Confidence: 0.9728802
00:41:04.989 --> 00:41:05.969 STEP has taken,
NOTE Confidence: 0.9812871
00:41:06.350 --> 00:41:07.710 is that we should do
NOTE Confidence: 0.9812871
00:41:07.710 --> 00:41:09.055 this as it's been done
NOTE Confidence: 0.9812871
00:41:09.055 --> 00:41:10.815 in other conditions like cystic
NOTE Confidence: 0.9812871

00:41:10.815 --> 00:41:12.275 fibrosis and pediatric
NOTE Confidence: 0.80354214

00:41:13.215 --> 00:41:13.715 cancer,
NOTE Confidence: 0.9854875

00:41:14.895 --> 00:41:16.735 which is the opposite of
NOTE Confidence: 0.9854875

00:41:16.735 --> 00:41:18.175 what I'm displaying here in
NOTE Confidence: 0.9854875

00:41:18.175 --> 00:41:19.455 some ways. And this is
NOTE Confidence: 0.9854875

00:41:19.455 --> 00:41:19.935 what,
NOTE Confidence: 0.951124

00:41:21.055 --> 00:41:22.335 myself and others have called
NOTE Confidence: 0.951124

00:41:22.335 --> 00:41:23.475 the pipeline model,
NOTE Confidence: 0.9442159

00:41:24.300 --> 00:41:25.739 mostly to critique this approach,
NOTE Confidence: 0.9442159

00:41:25.739 --> 00:41:26.640 which is that
NOTE Confidence: 0.89407367

00:41:27.100 --> 00:41:28.380 one develops a model of
NOTE Confidence: 0.89407367

00:41:28.380 --> 00:41:29.980 care to reset site, for
NOTE Confidence: 0.89407367

00:41:29.980 --> 00:41:31.420 example, at a site like
NOTE Confidence: 0.89407367

00:41:31.420 --> 00:41:31.920 STEP,
NOTE Confidence: 0.92978424

00:41:32.460 --> 00:41:34.080 and then builds these pipelines
NOTE Confidence: 0.92978424

00:41:34.300 --> 00:41:34.800 to

NOTE Confidence: 0.9139347

00:41:35.660 --> 00:41:37.660 enforce implementation of that model

NOTE Confidence: 0.9139347

00:41:37.660 --> 00:41:38.160 across

NOTE Confidence: 0.9728167

00:41:38.475 --> 00:41:39.695 other community services.

NOTE Confidence: 0.964043

00:41:40.475 --> 00:41:41.995 And the expectation is that

NOTE Confidence: 0.964043

00:41:41.995 --> 00:41:42.875 they won't be able to

NOTE Confidence: 0.964043

00:41:42.875 --> 00:41:44.155 do it as well as

NOTE Confidence: 0.964043

00:41:44.155 --> 00:41:46.315 the pioneer research site. There's

NOTE Confidence: 0.964043

00:41:46.315 --> 00:41:47.995 gonna be some leakage of

NOTE Confidence: 0.964043

00:41:47.995 --> 00:41:49.835 what the active ingredients are

NOTE Confidence: 0.964043

00:41:49.835 --> 00:41:50.735 of that treatment.

NOTE Confidence: 0.98072314

00:41:51.200 --> 00:41:52.240 And so you need to

NOTE Confidence: 0.98072314

00:41:52.240 --> 00:41:53.860 police these sites for fidelity

NOTE Confidence: 0.98072314

00:41:53.920 --> 00:41:55.360 because the expectation is that

NOTE Confidence: 0.98072314

00:41:55.360 --> 00:41:56.340 they're doing something

NOTE Confidence: 0.80141234

00:41:56.640 --> 00:41:57.140 wrong,

NOTE Confidence: 0.9930907

00:41:57.440 --> 00:41:58.240 and you need to make
NOTE Confidence: 0.9930907

00:41:58.240 --> 00:41:58.960 them do it like you
NOTE Confidence: 0.9930907

00:41:58.960 --> 00:41:59.700 did it,
NOTE Confidence: 0.99404395

00:42:00.080 --> 00:42:01.620 because that's what will drive,
NOTE Confidence: 0.9995733

00:42:01.920 --> 00:42:02.660 the outcomes.
NOTE Confidence: 0.9329138

00:42:03.040 --> 00:42:03.920 So I I think that
NOTE Confidence: 0.9329138

00:42:03.920 --> 00:42:05.540 this is on face
NOTE Confidence: 0.9572905

00:42:05.925 --> 00:42:07.285 doesn't make any sense, but
NOTE Confidence: 0.9572905

00:42:07.285 --> 00:42:08.105 also empirically
NOTE Confidence: 0.9664143

00:42:08.645 --> 00:42:09.844 does not appear to actually
NOTE Confidence: 0.9664143

00:42:09.844 --> 00:42:12.025 result in necessarily better outcomes.
NOTE Confidence: 0.9987883

00:42:13.045 --> 00:42:13.925 But it has been the
NOTE Confidence: 0.9987883

00:42:13.925 --> 00:42:15.385 guiding approach to implementation
NOTE Confidence: 0.98083586

00:42:16.405 --> 00:42:17.385 for many conditions.
NOTE Confidence: 0.9501778

00:42:19.605 --> 00:42:21.145 So we we think of
NOTE Confidence: 0.9286596

00:42:22.219 --> 00:42:23.819 early into, of learning health

NOTE Confidence: 0.9286596

00:42:23.819 --> 00:42:25.920 service systems as really an

NOTE Confidence: 0.87885284

00:42:26.460 --> 00:42:28.000 an a very different approach.

NOTE Confidence: 0.9986826

00:42:29.339 --> 00:42:30.400 And this is where

NOTE Confidence: 0.98805416

00:42:31.099 --> 00:42:32.700 the science, which is the

NOTE Confidence: 0.98805416

00:42:32.700 --> 00:42:34.719 the knowledge about what works,

NOTE Confidence: 0.98805416

00:42:34.985 --> 00:42:36.105 is only one of four

NOTE Confidence: 0.98805416

00:42:36.105 --> 00:42:38.205 elements that will allow for,

NOTE Confidence: 0.98090506

00:42:38.985 --> 00:42:40.585 innovation and improvement in in

NOTE Confidence: 0.98090506

00:42:40.585 --> 00:42:41.085 outcomes.

NOTE Confidence: 0.99321675

00:42:41.465 --> 00:42:42.745 So we we wanna think

NOTE Confidence: 0.99321675

00:42:42.745 --> 00:42:44.685 simultaneously also about informatics,

NOTE Confidence: 0.99908876

00:42:44.985 --> 00:42:45.485 databases,

NOTE Confidence: 0.935976

00:42:46.425 --> 00:42:46.925 visualizations,

NOTE Confidence: 0.98062354

00:42:48.260 --> 00:42:49.640 the the kinds of incentives

NOTE Confidence: 0.98062354

00:42:49.700 --> 00:42:51.380 that would help services and

NOTE Confidence: 0.98062354

00:42:51.380 --> 00:42:53.000 clinicians deliver this care,
NOTE Confidence: 0.99713963

00:42:53.540 --> 00:42:54.819 and and a culture that
NOTE Confidence: 0.99713963

00:42:54.819 --> 00:42:55.719 allows for
NOTE Confidence: 0.9985513

00:42:56.180 --> 00:42:57.619 the use of this data
NOTE Confidence: 0.9985513

00:42:57.619 --> 00:42:59.460 to reflect upon outcomes and
NOTE Confidence: 0.9985513

00:42:59.460 --> 00:43:00.420 to share them in an
NOTE Confidence: 0.9985513

00:43:00.420 --> 00:43:02.020 environment where the goal is
NOTE Confidence: 0.9985513

00:43:02.020 --> 00:43:03.480 actually to improve care
NOTE Confidence: 0.9971389

00:43:04.155 --> 00:43:05.614 and not merely to,
NOTE Confidence: 0.9965738

00:43:06.315 --> 00:43:06.895 you know,
NOTE Confidence: 0.9521978

00:43:09.275 --> 00:43:10.975 meet sort of current regulations
NOTE Confidence: 0.9521978

00:43:11.114 --> 00:43:12.555 around billing and coding, for
NOTE Confidence: 0.9521978

00:43:12.555 --> 00:43:13.055 example.
NOTE Confidence: 0.922992

00:43:15.275 --> 00:43:16.635 So this allows for a
NOTE Confidence: 0.922992

00:43:16.635 --> 00:43:18.270 a, also, a very wide
NOTE Confidence: 0.922992

00:43:18.270 --> 00:43:19.790 way variety of ways to

NOTE Confidence: 0.922992

00:43:19.790 --> 00:43:21.330 actually disseminate this.

NOTE Confidence: 0.98703223

00:43:22.350 --> 00:43:24.430 So one could imagine a

NOTE Confidence: 0.98703223

00:43:24.430 --> 00:43:25.710 spoke that's within a health

NOTE Confidence: 0.98703223

00:43:25.710 --> 00:43:26.530 care organization

NOTE Confidence: 0.96127594

00:43:27.230 --> 00:43:29.390 that delivers a specialized early

NOTE Confidence: 0.96127594

00:43:29.390 --> 00:43:31.085 intervention service. And this is

NOTE Confidence: 0.96127594

00:43:31.085 --> 00:43:32.485 the model that STEP has,

NOTE Confidence: 0.96127594

00:43:32.485 --> 00:43:33.705 which is we are really

NOTE Confidence: 0.82261324

00:43:34.645 --> 00:43:35.705 a a team within,

NOTE Confidence: 0.95779616

00:43:36.565 --> 00:43:38.265 an LMHA or CMHC.

NOTE Confidence: 0.98758614

00:43:38.965 --> 00:43:40.405 And we're quite separate in

NOTE Confidence: 0.98758614

00:43:40.405 --> 00:43:41.065 some ways,

NOTE Confidence: 0.9825487

00:43:41.364 --> 00:43:42.585 in the way that we,

NOTE Confidence: 0.9488796

00:43:43.525 --> 00:43:45.785 admit patients, our eligibility criteria.

NOTE Confidence: 0.98462415

00:43:46.520 --> 00:43:48.040 Although we rely on the

NOTE Confidence: 0.98462415

00:43:48.040 --> 00:43:49.560 health care organization for much
NOTE Confidence: 0.98462415

00:43:49.560 --> 00:43:50.859 of our physical,
NOTE Confidence: 0.9720607

00:43:51.400 --> 00:43:51.900 infrastructure.
NOTE Confidence: 0.9609162

00:43:52.760 --> 00:43:54.359 One could imagine another approach
NOTE Confidence: 0.9609162

00:43:54.359 --> 00:43:56.359 where the staff members in
NOTE Confidence: 0.9609162

00:43:56.359 --> 00:43:57.739 the spoke are more fluidly
NOTE Confidence: 0.9609162

00:43:57.880 --> 00:43:58.920 shared with the health care
NOTE Confidence: 0.9609162

00:43:58.920 --> 00:44:01.319 organization that the clinicians are
NOTE Confidence: 0.9609162

00:44:01.319 --> 00:44:03.065 shared, but the patients and
NOTE Confidence: 0.9609162

00:44:03.065 --> 00:44:05.565 families experience care within a,
NOTE Confidence: 0.9332386

00:44:06.664 --> 00:44:08.125 a coherent team structure.
NOTE Confidence: 0.99021274

00:44:08.825 --> 00:44:10.184 And one could also imagine
NOTE Confidence: 0.99021274

00:44:10.184 --> 00:44:12.344 freestanding early intervention services that
NOTE Confidence: 0.99021274

00:44:12.344 --> 00:44:13.305 aren't part of a large
NOTE Confidence: 0.99021274

00:44:13.305 --> 00:44:14.204 health care organization
NOTE Confidence: 0.9997259

00:44:14.870 --> 00:44:15.830 that might be a better

NOTE Confidence: 0.9997259
00:44:15.830 --> 00:44:16.650 fit for
NOTE Confidence: 0.9741485
00:44:17.030 --> 00:44:18.390 areas that don't have,
NOTE Confidence: 0.97588915
00:44:18.790 --> 00:44:20.550 large behavioral health agencies, for
NOTE Confidence: 0.97588915
00:44:20.550 --> 00:44:21.050 example.
NOTE Confidence: 0.9731537
00:44:22.310 --> 00:44:23.350 The the point, I guess,
NOTE Confidence: 0.9731537
00:44:23.350 --> 00:44:24.010 is that,
NOTE Confidence: 0.98955137
00:44:24.469 --> 00:44:26.150 this approach where there's a
NOTE Confidence: 0.98955137
00:44:26.150 --> 00:44:27.910 focus on measuring population health
NOTE Confidence: 0.98955137
00:44:27.910 --> 00:44:28.410 outcomes
NOTE Confidence: 0.9995811
00:44:28.805 --> 00:44:30.085 and then deciding how to
NOTE Confidence: 0.9995811
00:44:30.085 --> 00:44:31.225 improve care processes
NOTE Confidence: 0.9833141
00:44:31.925 --> 00:44:33.364 allows for a very wide
NOTE Confidence: 0.9833141
00:44:33.364 --> 00:44:34.805 variety of ways in which
NOTE Confidence: 0.9833141
00:44:34.805 --> 00:44:35.785 one can implement,
NOTE Confidence: 0.9983529
00:44:36.645 --> 00:44:37.305 these services.
NOTE Confidence: 0.94606483

00:44:38.805 --> 00:44:39.845 I'm putting up this slide
NOTE Confidence: 0.94606483

00:44:39.845 --> 00:44:41.125 because we are involved at
NOTE Confidence: 0.94606483

00:44:41.125 --> 00:44:42.745 STEP in consulting with,
NOTE Confidence: 0.8485575

00:44:43.590 --> 00:44:44.770 Ohio. And,
NOTE Confidence: 0.99447954

00:44:45.190 --> 00:44:46.150 in many ways, this is
NOTE Confidence: 0.99447954

00:44:46.150 --> 00:44:47.270 a lead state that has
NOTE Confidence: 0.99447954

00:44:47.270 --> 00:44:49.930 already funded eighteen CSC teams.
NOTE Confidence: 0.99623835

00:44:51.190 --> 00:44:51.690 We
NOTE Confidence: 0.9882806

00:44:52.070 --> 00:44:53.830 based on population data, they
NOTE Confidence: 0.9882806

00:44:53.830 --> 00:44:55.590 would have approximately twice the
NOTE Confidence: 0.9882806

00:44:55.590 --> 00:44:57.290 number of first episode cases,
NOTE Confidence: 0.98505306

00:44:57.995 --> 00:44:59.035 compared to a state like
NOTE Confidence: 0.98505306

00:44:59.035 --> 00:44:59.535 Connecticut.
NOTE Confidence: 0.99707717

00:45:00.235 --> 00:45:01.435 And they've made a commitment
NOTE Confidence: 0.99707717

00:45:01.435 --> 00:45:03.035 to improving both access and
NOTE Confidence: 0.99707717

00:45:03.035 --> 00:45:03.535 care

NOTE Confidence: 0.9671351
00:45:03.995 --> 00:45:04.495 by,
NOTE Confidence: 0.99942833
00:45:05.035 --> 00:45:07.035 engaging us to help bring
NOTE Confidence: 0.99942833
00:45:07.035 --> 00:45:07.855 these eighteen
NOTE Confidence: 0.9992094
00:45:08.315 --> 00:45:08.815 clinics
NOTE Confidence: 0.9574222
00:45:09.594 --> 00:45:11.215 into a learning health system
NOTE Confidence: 0.9574222
00:45:11.435 --> 00:45:12.655 based approach where
NOTE Confidence: 0.9982512
00:45:13.010 --> 00:45:14.369 they would all collect data
NOTE Confidence: 0.9982512
00:45:14.369 --> 00:45:15.250 in the same way on
NOTE Confidence: 0.9982512
00:45:15.250 --> 00:45:15.750 outcomes,
NOTE Confidence: 0.9950478
00:45:16.369 --> 00:45:17.569 share those outcomes with each
NOTE Confidence: 0.9950478
00:45:17.569 --> 00:45:18.849 other, and then share lessons
NOTE Confidence: 0.9950478
00:45:18.849 --> 00:45:19.890 on how to improve those
NOTE Confidence: 0.9950478
00:45:19.890 --> 00:45:21.109 outcomes to drive
NOTE Confidence: 0.9492446
00:45:21.569 --> 00:45:23.170 ideally all the clinics towards
NOTE Confidence: 0.9492446
00:45:23.170 --> 00:45:25.010 the standards that, we have
NOTE Confidence: 0.9492446

00:45:25.010 --> 00:45:26.069 published as benchmarks,

NOTE Confidence: 0.9977989

00:45:27.089 --> 00:45:27.989 for this population.

NOTE Confidence: 0.9634815

00:45:28.685 --> 00:45:29.565 So I've I've put in

NOTE Confidence: 0.9634815

00:45:29.565 --> 00:45:31.025 a reference there. This is

NOTE Confidence: 0.9634815

00:45:31.085 --> 00:45:32.285 a a project very much

NOTE Confidence: 0.9634815

00:45:32.285 --> 00:45:33.744 in progress right now,

NOTE Confidence: 0.9927435

00:45:34.765 --> 00:45:35.425 and it's

NOTE Confidence: 0.9700875

00:45:35.805 --> 00:45:37.005 it's one that we hope

NOTE Confidence: 0.9700875

00:45:37.005 --> 00:45:37.505 to,

NOTE Confidence: 0.9998865

00:45:38.844 --> 00:45:39.344 replicate

NOTE Confidence: 0.9963448

00:45:39.645 --> 00:45:40.545 in in Connecticut.

NOTE Confidence: 0.9522261

00:45:40.844 --> 00:45:41.760 So I I think this

NOTE Confidence: 0.9522261

00:45:41.760 --> 00:45:43.200 is my last slide, Laura.

NOTE Confidence: 0.9522261

00:45:43.200 --> 00:45:43.600 Yeah.

NOTE Confidence: 0.970726

00:45:44.000 --> 00:45:45.200 And we'll have, hopefully, some

NOTE Confidence: 0.970726

00:45:45.200 --> 00:45:46.340 time for for discussion.

NOTE Confidence: 0.9742625
00:45:49.680 --> 00:45:51.200 But what we are what
NOTE Confidence: 0.9742625
00:45:51.360 --> 00:45:52.719 the the map here, which
NOTE Confidence: 0.9742625
00:45:52.719 --> 00:45:54.400 we have up and is
NOTE Confidence: 0.9742625
00:45:54.719 --> 00:45:55.840 we can make available to
NOTE Confidence: 0.9742625
00:45:55.840 --> 00:45:56.660 all of you
NOTE Confidence: 0.99926084
00:45:57.025 --> 00:45:57.525 is
NOTE Confidence: 0.96735394
00:45:57.985 --> 00:45:59.105 just a rough map we've
NOTE Confidence: 0.96735394
00:45:59.105 --> 00:46:00.145 drawn up of the five
NOTE Confidence: 0.96735394
00:46:00.145 --> 00:46:01.685 different regions in the state
NOTE Confidence: 0.9718629
00:46:02.145 --> 00:46:03.505 where one can hover over
NOTE Confidence: 0.9718629
00:46:03.505 --> 00:46:04.625 a particular region. In this
NOTE Confidence: 0.9718629
00:46:04.625 --> 00:46:05.665 case, we've done it for
NOTE Confidence: 0.9718629
00:46:05.665 --> 00:46:06.565 region two
NOTE Confidence: 0.9755745
00:46:07.025 --> 00:46:08.244 and get a rough estimate
NOTE Confidence: 0.9755745
00:46:08.305 --> 00:46:09.605 based on the age distribution
NOTE Confidence: 0.98331755

00:46:09.905 --> 00:46:11.580 of that region, how many
NOTE Confidence: 0.98331755

00:46:11.580 --> 00:46:13.260 new cases of psychosis one
NOTE Confidence: 0.98331755

00:46:13.260 --> 00:46:14.000 would expect.
NOTE Confidence: 0.9858419

00:46:15.020 --> 00:46:16.540 The the red icons are
NOTE Confidence: 0.9858419

00:46:16.540 --> 00:46:17.900 all the different lead mental
NOTE Confidence: 0.9858419

00:46:17.900 --> 00:46:19.660 health agencies, both state owned
NOTE Confidence: 0.9858419

00:46:19.660 --> 00:46:20.720 and private nonprofits.
NOTE Confidence: 0.97989786

00:46:21.660 --> 00:46:23.100 And the aspiration is to
NOTE Confidence: 0.97989786

00:46:23.100 --> 00:46:24.320 try to build a network
NOTE Confidence: 0.97989786

00:46:24.460 --> 00:46:24.960 wherein
NOTE Confidence: 0.95924824

00:46:25.535 --> 00:46:26.995 we would all, as agencies,
NOTE Confidence: 0.9999248

00:46:27.375 --> 00:46:27.875 share
NOTE Confidence: 0.94489264

00:46:28.735 --> 00:46:29.215 our,
NOTE Confidence: 0.99969554

00:46:29.775 --> 00:46:31.475 outcomes for this population
NOTE Confidence: 0.86244667

00:46:31.775 --> 00:46:32.275 and,
NOTE Confidence: 0.9990903

00:46:33.135 --> 00:46:34.815 build a network where we

NOTE Confidence: 0.9990903
00:46:34.815 --> 00:46:36.755 could allocate resources towards
NOTE Confidence: 0.9129397
00:46:37.375 --> 00:46:39.535 regions that are for a
NOTE Confidence: 0.9129397
00:46:39.535 --> 00:46:40.915 variety of different reasons,
NOTE Confidence: 0.91213703
00:46:41.480 --> 00:46:41.980 having,
NOTE Confidence: 0.99426323
00:46:42.599 --> 00:46:44.359 less optimal outcomes either in
NOTE Confidence: 0.99426323
00:46:44.359 --> 00:46:45.640 terms of access or care
NOTE Confidence: 0.99426323
00:46:45.640 --> 00:46:46.140 quality.
NOTE Confidence: 0.99645233
00:46:47.160 --> 00:46:48.839 So this I hope this
NOTE Confidence: 0.99645233
00:46:48.839 --> 00:46:50.140 overview has been helpful.
NOTE Confidence: 0.98634315
00:46:50.599 --> 00:46:52.200 We are currently in the
NOTE Confidence: 0.98634315
00:46:52.200 --> 00:46:54.039 phase of thinking through various
NOTE Confidence: 0.98634315
00:46:54.039 --> 00:46:55.339 ways in which we could
NOTE Confidence: 0.98634315
00:46:55.525 --> 00:46:57.045 make this happen. And the
NOTE Confidence: 0.98634315
00:46:57.045 --> 00:46:57.705 the current,
NOTE Confidence: 0.9838605
00:46:59.125 --> 00:47:00.405 approach right now is to
NOTE Confidence: 0.9838605

00:47:00.405 --> 00:47:02.244 is to begin these kinds
NOTE Confidence: 0.9838605

00:47:02.244 --> 00:47:04.244 of workforce development initiatives to
NOTE Confidence: 0.9838605

00:47:04.244 --> 00:47:05.145 provide some
NOTE Confidence: 0.9861559

00:47:05.685 --> 00:47:07.364 overview and orientation to the
NOTE Confidence: 0.9861559

00:47:07.364 --> 00:47:08.105 care model,
NOTE Confidence: 0.9996395

00:47:08.980 --> 00:47:10.340 to begin to offer a
NOTE Confidence: 0.9996395

00:47:10.340 --> 00:47:10.840 variety
NOTE Confidence: 0.9503081

00:47:11.140 --> 00:47:13.860 of educational resources that, Laura
NOTE Confidence: 0.9503081

00:47:13.860 --> 00:47:14.980 has already mentioned, and that's
NOTE Confidence: 0.9503081

00:47:14.980 --> 00:47:16.520 on our learning health collaborative
NOTE Confidence: 0.9503081

00:47:16.580 --> 00:47:17.080 website,
NOTE Confidence: 0.9480707

00:47:18.100 --> 00:47:20.100 directed mostly at clinicians, but
NOTE Confidence: 0.9480707

00:47:20.100 --> 00:47:20.600 also,
NOTE Confidence: 0.97230774

00:47:21.380 --> 00:47:23.300 public facing workshops for family
NOTE Confidence: 0.97230774

00:47:23.300 --> 00:47:23.800 members.
NOTE Confidence: 0.9872963

00:47:24.275 --> 00:47:25.875 We will soon be launching

NOTE Confidence: 0.9872963
00:47:25.875 --> 00:47:28.375 in July a consultation service
NOTE Confidence: 0.98042226
00:47:28.835 --> 00:47:29.875 that will be open to
NOTE Confidence: 0.98042226
00:47:29.875 --> 00:47:31.555 clinicians anywhere in the state
NOTE Confidence: 0.98042226
00:47:31.555 --> 00:47:32.594 who wish to call us
NOTE Confidence: 0.98042226
00:47:32.594 --> 00:47:33.495 to talk about,
NOTE Confidence: 0.9884863
00:47:34.594 --> 00:47:36.375 any aspects of care for
NOTE Confidence: 0.9884863
00:47:36.435 --> 00:47:37.975 early course, schizophrenia.
NOTE Confidence: 0.9788816
00:47:39.090 --> 00:47:40.090 And then we hope in
NOTE Confidence: 0.9788816
00:47:40.090 --> 00:47:41.650 the near future to think
NOTE Confidence: 0.9788816
00:47:41.650 --> 00:47:42.150 about,
NOTE Confidence: 0.9572376
00:47:43.010 --> 00:47:43.510 specific,
NOTE Confidence: 0.9064651
00:47:44.050 --> 00:47:45.890 request for proposals where we
NOTE Confidence: 0.9064651
00:47:45.890 --> 00:47:46.710 might engage,
NOTE Confidence: 0.98367333
00:47:48.130 --> 00:47:49.570 all of your agencies, any
NOTE Confidence: 0.98367333
00:47:49.570 --> 00:47:50.390 who are interested
NOTE Confidence: 0.9087217

00:47:51.010 --> 00:47:51.510 in

NOTE Confidence: 0.9967913

00:47:52.914 --> 00:47:54.594 adding to your current models

NOTE Confidence: 0.9967913

00:47:54.594 --> 00:47:55.894 of care to reach,

NOTE Confidence: 0.97394234

00:47:56.355 --> 00:47:58.035 improved outcomes for these patients.

NOTE Confidence: 0.97394234

00:47:58.035 --> 00:47:58.535 So

NOTE Confidence: 0.99021786

00:47:58.994 --> 00:48:01.154 resources for staff or training

NOTE Confidence: 0.99021786

00:48:01.154 --> 00:48:03.394 or specific interventions that are

NOTE Confidence: 0.99021786

00:48:03.394 --> 00:48:04.775 missing from your current,

NOTE Confidence: 0.99692017

00:48:05.234 --> 00:48:06.515 toolbox that you'd like to

NOTE Confidence: 0.99692017

00:48:06.515 --> 00:48:07.015 implement.

NOTE Confidence: 0.86726683

00:48:08.306 --> 00:48:09.472 So I'll stop there.