

WEBVTT

NOTE duration:"00:32:13"

NOTE recognizability:0.922

NOTE language:en-us

NOTE Confidence: 0.93329657

00:00:22.320 --> 00:00:24.480 By the end of our time together today,

NOTE Confidence: 0.93329657

00:00:24.480 --> 00:00:26.616 I'm hoping that you'll be able

NOTE Confidence: 0.93329657

00:00:26.616 --> 00:00:28.551 to discuss the challenges and

NOTE Confidence: 0.93329657

00:00:28.551 --> 00:00:30.776 decision making for older adults

NOTE Confidence: 0.93329657

00:00:30.776 --> 00:00:32.556 with multiple chronic conditions.

NOTE Confidence: 0.93329657

00:00:32.560 --> 00:00:35.542 Reflect on what matters is the cornerstone

NOTE Confidence: 0.93329657

00:00:35.542 --> 00:00:39.379 M of the Age Friendly Health System

NOTE Confidence: 0.93329657

00:00:39.379 --> 00:00:41.688 Initiative and introduce tools to

NOTE Confidence: 0.93329657

00:00:41.688 --> 00:00:44.220 identify what matters most to your

NOTE Confidence: 0.93329657

00:00:44.296 --> 00:00:47.176 patients and align decision making

NOTE Confidence: 0.93329657

00:00:47.176 --> 00:00:49.480 with individual patient priorities.

NOTE Confidence: 0.93329657

00:00:49.480 --> 00:00:52.198 But first, I'm going to start with a story.

NOTE Confidence: 0.93329657

00:00:52.200 --> 00:00:54.480 I want to introduce you to a patient who I

NOTE Confidence: 0.93329657

00:00:54.540 --> 00:00:56.878 met in my fellowship in geriatric medicine,
NOTE Confidence: 0.93329657

00:00:56.880 --> 00:00:57.624 Misses B.
NOTE Confidence: 0.93329657

00:00:57.624 --> 00:01:00.600 It was a usual primary care afternoon and
NOTE Confidence: 0.93329657

00:01:00.678 --> 00:01:03.630 one of my patients was coming in for a
NOTE Confidence: 0.93329657

00:01:03.630 --> 00:01:06.517 follow up after a recent hospitalization.
NOTE Confidence: 0.93329657

00:01:06.520 --> 00:01:07.250 And unfortunately,
NOTE Confidence: 0.93329657

00:01:07.250 --> 00:01:10.170 it it actually had been one in a
NOTE Confidence: 0.93329657

00:01:10.246 --> 00:01:12.502 string of hospitalizations for
NOTE Confidence: 0.93329657

00:01:12.502 --> 00:01:14.758 varying symptoms and conditions,
NOTE Confidence: 0.93329657

00:01:14.760 --> 00:01:18.198 including shortness of breath and fatigue.
NOTE Confidence: 0.93329657

00:01:18.200 --> 00:01:20.923 She had volume overload in the context
NOTE Confidence: 0.93329657

00:01:20.923 --> 00:01:23.330 of heart failure and some respiratory
NOTE Confidence: 0.93329657

00:01:23.330 --> 00:01:26.480 symptoms in this in the setting of COPD.
NOTE Confidence: 0.93329657

00:01:26.480 --> 00:01:28.793 So I prepped for clinic in the usual way.
NOTE Confidence: 0.93329657

00:01:28.800 --> 00:01:30.472 I made a list of check boxes of
NOTE Confidence: 0.93329657

00:01:30.472 --> 00:01:32.356 things I wanted to discuss with her,

NOTE Confidence: 0.93329657

00:01:32.360 --> 00:01:34.172 one of those things including a

NOTE Confidence: 0.93329657

00:01:34.172 --> 00:01:36.467 CAT scan in the hospital that had

NOTE Confidence: 0.93329657

00:01:36.467 --> 00:01:38.157 picked up a long nodule.

NOTE Confidence: 0.93329657

00:01:38.160 --> 00:01:40.104 I wondered how she was ambulating

NOTE Confidence: 0.93329657

00:01:40.104 --> 00:01:42.439 if she was still needing oxygen,

NOTE Confidence: 0.93329657

00:01:42.440 --> 00:01:44.462 and so I prepped for our

NOTE Confidence: 0.93329657

00:01:44.462 --> 00:01:45.473 clinic visit together.

NOTE Confidence: 0.93329657

00:01:45.480 --> 00:01:45.805 Now,

NOTE Confidence: 0.93329657

00:01:45.805 --> 00:01:47.755 a little bit about Misses B.

NOTE Confidence: 0.93329657

00:01:47.760 --> 00:01:50.250 She was a fiercely independent older

NOTE Confidence: 0.93329657

00:01:50.250 --> 00:01:53.469 woman who lived in senior housing with

NOTE Confidence: 0.93329657

00:01:53.469 --> 00:01:56.433 only intermittent help from her family.

NOTE Confidence: 0.93329657

00:01:56.440 --> 00:01:57.388 And unfortunately,

NOTE Confidence: 0.93329657

00:01:57.388 --> 00:01:59.758 with the string of hospitalizations,

NOTE Confidence: 0.93329657

00:01:59.760 --> 00:02:02.399 she had become more dependent on her

NOTE Confidence: 0.93329657

00:02:02.399 --> 00:02:05.396 family to do things like make meals
NOTE Confidence: 0.93329657

00:02:05.396 --> 00:02:08.072 and get medications from the store.
NOTE Confidence: 0.93329657

00:02:08.080 --> 00:02:10.501 And she was coming to the visit with her
NOTE Confidence: 0.93329657

00:02:10.501 --> 00:02:12.635 daughter on the day that I was seeing her.
NOTE Confidence: 0.93329657

00:02:12.640 --> 00:02:14.971 So we we started out the visit by catching
NOTE Confidence: 0.93329657

00:02:14.971 --> 00:02:17.080 up and seeing how she was feeling.
NOTE Confidence: 0.93329657

00:02:17.080 --> 00:02:18.970 I asked if she recalled the CAT
NOTE Confidence: 0.93329657

00:02:18.970 --> 00:02:21.016 scan with the the long nodule and
NOTE Confidence: 0.93329657

00:02:21.016 --> 00:02:23.272 if she was planning on seeing her
NOTE Confidence: 0.93329657

00:02:23.272 --> 00:02:25.000 cardiologist the following week.
NOTE Confidence: 0.93329657

00:02:25.000 --> 00:02:28.520 And she sort of took a moment and
NOTE Confidence: 0.93329657

00:02:28.520 --> 00:02:31.218 sighed and she said to me, you know,
NOTE Confidence: 0.93329657

00:02:31.218 --> 00:02:33.941 it's just all so much I can't
NOTE Confidence: 0.93329657

00:02:33.941 --> 00:02:35.478 keep track of it.
NOTE Confidence: 0.93329657

00:02:35.480 --> 00:02:35.885 Honestly,
NOTE Confidence: 0.93329657

00:02:35.885 --> 00:02:38.720 I'm not always taking that water pill.

NOTE Confidence: 0.93329657

00:02:38.720 --> 00:02:40.757 I'm not sure if it helps me.

NOTE Confidence: 0.93329657

00:02:40.760 --> 00:02:43.118 I can't do things for myself.

NOTE Confidence: 0.93329657

00:02:43.120 --> 00:02:45.720 I'm confused about the recommendations.

NOTE Confidence: 0.93329657

00:02:45.720 --> 00:02:47.784 One doctor told me to drink more and

NOTE Confidence: 0.93329657

00:02:47.784 --> 00:02:50.196 then one told me I was drinking too much.

NOTE Confidence: 0.93329657

00:02:50.200 --> 00:02:51.808 I just feel exhausted.

NOTE Confidence: 0.93329657

00:02:51.808 --> 00:02:55.227 So this case really for me in that

NOTE Confidence: 0.93329657

00:02:55.227 --> 00:02:57.993 moment as a geriatric medicine fellow

NOTE Confidence: 0.93329657

00:02:58.000 --> 00:03:00.037 highlighted a lot of the challenges that

NOTE Confidence: 0.93329657

00:03:00.037 --> 00:03:02.396 we face in the care of older adults,

NOTE Confidence: 0.93329657

00:03:02.400 --> 00:03:04.248 particularly those who have

NOTE Confidence: 0.93329657

00:03:04.248 --> 00:03:05.634 multiple medical problems.

NOTE Confidence: 0.93329657

00:03:05.640 --> 00:03:07.595 And we know that this

NOTE Confidence: 0.93329657

00:03:07.595 --> 00:03:09.159 population is growing actually.

NOTE Confidence: 0.93329657

00:03:09.160 --> 00:03:11.484 So we've seen an increase in the

NOTE Confidence: 0.93329657

00:03:11.484 --> 00:03:13.706 number of persons that have two
NOTE Confidence: 0.93329657

00:03:13.706 --> 00:03:15.631 or more medical conditions and
NOTE Confidence: 0.93329657

00:03:15.631 --> 00:03:17.728 those medical conditions are what
NOTE Confidence: 0.93329657

00:03:17.728 --> 00:03:19.400 we call multi morbidity.
NOTE Confidence: 0.93329657

00:03:19.400 --> 00:03:21.248 I think that for those of you
NOTE Confidence: 0.93329657

00:03:21.248 --> 00:03:22.040 listening in today,
NOTE Confidence: 0.93329657

00:03:22.040 --> 00:03:24.245 many of you have run into the
NOTE Confidence: 0.93329657

00:03:24.245 --> 00:03:26.239 challenges that we'll talk about next.
NOTE Confidence: 0.9239748224

00:03:26.240 --> 00:03:28.520 So we're going to talk a little bit
NOTE Confidence: 0.9239748224

00:03:28.520 --> 00:03:30.321 about some of the the challenges
NOTE Confidence: 0.9239748224

00:03:30.321 --> 00:03:32.644 that exist in the care of persons
NOTE Confidence: 0.9239748224

00:03:32.644 --> 00:03:34.676 with multiple chronic conditions.
NOTE Confidence: 0.9239748224

00:03:34.680 --> 00:03:37.430 So the first is that
NOTE Confidence: 0.9239748224

00:03:37.430 --> 00:03:39.080 there's uncertain benefits.
NOTE Confidence: 0.9239748224

00:03:39.080 --> 00:03:41.996 There's the potential for unintentional harm.
NOTE Confidence: 0.9239748224

00:03:42.000 --> 00:03:45.000 Care can be quite burdensome.

NOTE Confidence: 0.9239748224

00:03:45.000 --> 00:03:47.640 Trade-offs in this population are more

NOTE Confidence: 0.9239748224

00:03:47.640 --> 00:03:49.916 common and what matters most to patients.

NOTE Confidence: 0.9239748224

00:03:49.920 --> 00:03:52.525 The cornerstone of our talk today varies

NOTE Confidence: 0.9239748224

00:03:52.525 --> 00:03:54.475 in the context of these trade-offs,

NOTE Confidence: 0.9239748224

00:03:54.480 --> 00:03:56.839 which is an important thing to remember.

NOTE Confidence: 0.9239748224

00:03:56.840 --> 00:03:59.200 Additionally, as we've gotten more

NOTE Confidence: 0.9239748224

00:03:59.200 --> 00:04:01.560 specialized in the healthcare field,

NOTE Confidence: 0.9239748224

00:04:01.560 --> 00:04:02.980 healthcare delivery has become

NOTE Confidence: 0.9239748224

00:04:02.980 --> 00:04:04.400 a bit more siloed,

NOTE Confidence: 0.9239748224

00:04:04.400 --> 00:04:06.986 which can result in fragmented care

NOTE Confidence: 0.9239748224

00:04:06.986 --> 00:04:08.279 and conflicting recommendations,

NOTE Confidence: 0.9239748224

00:04:08.280 --> 00:04:11.240 as I pointed out with my patient earlier.

NOTE Confidence: 0.9239748224

00:04:11.240 --> 00:04:13.920 So let's unpack these a little bit more.

NOTE Confidence: 0.9239748224

00:04:13.920 --> 00:04:16.636 First, care can be of uncertain benefits.

NOTE Confidence: 0.9239748224

00:04:16.640 --> 00:04:17.978 So you might wonder what I

NOTE Confidence: 0.9239748224

00:04:17.978 --> 00:04:19.200 what I mean by that.
NOTE Confidence: 0.9239748224

00:04:19.200 --> 00:04:20.220 To start with,
NOTE Confidence: 0.9239748224

00:04:20.220 --> 00:04:22.600 we know that older adults are not
NOTE Confidence: 0.9239748224

00:04:22.672 --> 00:04:24.964 often included in the clinical trials
NOTE Confidence: 0.9239748224

00:04:24.964 --> 00:04:27.724 that are used to form guidelines
NOTE Confidence: 0.9239748224

00:04:27.724 --> 00:04:30.036 for different medical conditions.
NOTE Confidence: 0.9239748224

00:04:30.040 --> 00:04:33.028 We don't know if the results of the clinical
NOTE Confidence: 0.9239748224

00:04:33.028 --> 00:04:35.638 trials do or don't apply because of this.
NOTE Confidence: 0.9239748224

00:04:35.640 --> 00:04:36.074 Secondly,
NOTE Confidence: 0.9239748224

00:04:36.074 --> 00:04:38.244 older adults with multiple medical
NOTE Confidence: 0.9239748224

00:04:38.244 --> 00:04:40.813 problems may have less benefit than
NOTE Confidence: 0.9239748224

00:04:40.813 --> 00:04:43.105 is suggested by the trials because
NOTE Confidence: 0.9239748224

00:04:43.105 --> 00:04:45.278 their other conditions affect their
NOTE Confidence: 0.9239748224

00:04:45.278 --> 00:04:47.954 health and the response to treatments.
NOTE Confidence: 0.9239748224

00:04:47.960 --> 00:04:49.400 What's good for misses BS.
NOTE Confidence: 0.9239748224

00:04:49.400 --> 00:04:50.560 Heart failure, for example,

NOTE Confidence: 0.9239748224

00:04:50.560 --> 00:04:52.300 may not be good for other

NOTE Confidence: 0.9239748224

00:04:52.357 --> 00:04:53.997 medical problems that she has.

NOTE Confidence: 0.9239748224

00:04:54.000 --> 00:04:55.164 And importantly,

NOTE Confidence: 0.9239748224

00:04:55.164 --> 00:04:59.238 we have to think about what defines

NOTE Confidence: 0.9239748224

00:04:59.238 --> 00:05:01.759 benefit in this population.

NOTE Confidence: 0.9239748224

00:05:01.760 --> 00:05:04.325 What's what one person values is not going to

NOTE Confidence: 0.9239748224

00:05:04.325 --> 00:05:06.995 be the same as what another person values.

NOTE Confidence: 0.9239748224

00:05:07.000 --> 00:05:09.387 And so you have to figure out

NOTE Confidence: 0.9239748224

00:05:09.387 --> 00:05:11.040 how you're defining benefit.

NOTE Confidence: 0.9239748224

00:05:11.040 --> 00:05:13.175 I said there's the potential

NOTE Confidence: 0.9239748224

00:05:13.175 --> 00:05:14.883 for unintentional harm and

NOTE Confidence: 0.9239748224

00:05:14.883 --> 00:05:16.280 iatrogenic complications.

NOTE Confidence: 0.9239748224

00:05:16.280 --> 00:05:19.360 So we know that as people accumulate

NOTE Confidence: 0.9239748224

00:05:19.360 --> 00:05:20.680 chronic medical conditions,

NOTE Confidence: 0.9239748224

00:05:20.680 --> 00:05:24.000 they often also accumulate medications.

NOTE Confidence: 0.9239748224

00:05:24.000 --> 00:05:25.540 Polypharmacy is defined as
NOTE Confidence: 0.9239748224

00:05:25.540 --> 00:05:27.080 five or more medications,
NOTE Confidence: 0.9239748224

00:05:27.080 --> 00:05:28.768 and that's associated with
NOTE Confidence: 0.9239748224

00:05:28.768 --> 00:05:30.878 a number of adverse events.
NOTE Confidence: 0.9239748224

00:05:30.880 --> 00:05:31.396 Additionally,
NOTE Confidence: 0.9239748224

00:05:31.396 --> 00:05:35.008 studies have shown that one in three
NOTE Confidence: 0.9239748224

00:05:35.008 --> 00:05:37.965 older adults with multiple chronic
NOTE Confidence: 0.9239748224

00:05:37.965 --> 00:05:41.035 conditions receive at least one
NOTE Confidence: 0.9239748224

00:05:41.035 --> 00:05:42.991 guideline recommended intervention
NOTE Confidence: 0.9239748224

00:05:42.991 --> 00:05:46.196 that harms A coexisting condition.
NOTE Confidence: 0.9239748224

00:05:46.200 --> 00:05:49.196 Care can be quite burdensome for people.
NOTE Confidence: 0.9239748224

00:05:49.200 --> 00:05:50.193 And you know,
NOTE Confidence: 0.9239748224

00:05:50.193 --> 00:05:51.848 some of these statistics I
NOTE Confidence: 0.9239748224

00:05:51.848 --> 00:05:53.751 remember learning about were were
NOTE Confidence: 0.9239748224

00:05:53.751 --> 00:05:55.319 quite impressive and staggering.
NOTE Confidence: 0.9239748224

00:05:55.320 --> 00:05:57.637 So older adults spend an average of

NOTE Confidence: 0.9239748224

00:05:57.637 --> 00:06:00.318 two hours per day on healthcare tasks.

NOTE Confidence: 0.9239748224

00:06:00.320 --> 00:06:02.672 That's like the length of a of

NOTE Confidence: 0.9239748224

00:06:02.672 --> 00:06:04.320 a movie for for us,

NOTE Confidence: 0.9239748224

00:06:04.320 --> 00:06:07.428 up to 1/2 a day per each

NOTE Confidence: 0.9239748224

00:06:07.428 --> 00:06:08.316 healthcare encounter.

NOTE Confidence: 0.9239748224

00:06:08.320 --> 00:06:10.714 So think about someone who has three

NOTE Confidence: 0.9239748224

00:06:10.714 --> 00:06:12.862 or four health professionals that

NOTE Confidence: 0.9239748224

00:06:12.862 --> 00:06:15.482 they see regularly with accompanying

NOTE Confidence: 0.9239748224

00:06:15.482 --> 00:06:18.399 laboratory testing and diagnostic testing.

NOTE Confidence: 0.9239748224

00:06:18.400 --> 00:06:20.856 And then think about how 1/2 a day

NOTE Confidence: 0.9239748224

00:06:20.856 --> 00:06:23.063 for each of those encounters comes

NOTE Confidence: 0.9239748224

00:06:23.063 --> 00:06:25.476 out of your patient's life and time.

NOTE Confidence: 0.9239748224

00:06:25.476 --> 00:06:27.828 And we don't know if that's time

NOTE Confidence: 0.9239748224

00:06:27.828 --> 00:06:30.072 that they would rather be spending

NOTE Confidence: 0.9239748224

00:06:30.072 --> 00:06:31.194 doing something else.

NOTE Confidence: 0.9239748224

00:06:31.200 --> 00:06:32.364 trade-offs are more common.

NOTE Confidence: 0.9239748224

00:06:32.364 --> 00:06:34.480 So what do I mean by this?

NOTE Confidence: 0.9239748224

00:06:34.480 --> 00:06:36.580 We know that in healthcare there

NOTE Confidence: 0.9239748224

00:06:36.580 --> 00:06:37.280 are trade-offs.

NOTE Confidence: 0.9239748224

00:06:37.280 --> 00:06:39.170 We know personal life that there

NOTE Confidence: 0.9239748224

00:06:39.170 --> 00:06:39.800 are trade-offs.

NOTE Confidence: 0.9239748224

00:06:39.800 --> 00:06:41.795 I want to run a marathon someday,

NOTE Confidence: 0.9239748224

00:06:41.800 --> 00:06:43.630 but I'm not in the shape I need to be

NOTE Confidence: 0.9612028533333333

00:06:43.688 --> 00:06:44.878 to run a marathon today.

NOTE Confidence: 0.9612028533333333

00:06:44.880 --> 00:06:47.232 So I'd have to weigh the trade off

NOTE Confidence: 0.9612028533333333

00:06:47.232 --> 00:06:49.588 of training for 1:00 to be able to

NOTE Confidence: 0.9612028533333333

00:06:49.588 --> 00:06:51.403 achieve that goal in clinical care.

NOTE Confidence: 0.9612028533333333

00:06:51.403 --> 00:06:53.840 Think it back to my patient misses B.

NOTE Confidence: 0.9612028533333333

00:06:53.840 --> 00:06:57.080 She was short of breath and given a diuretic.

NOTE Confidence: 0.9612028533333333

00:06:57.080 --> 00:06:58.998 The trade off of that medication is

NOTE Confidence: 0.9612028533333333

00:06:58.998 --> 00:07:01.198 that she had frequency of urination.

NOTE Confidence: 0.9612028533333333
00:07:01.200 --> 00:07:03.672 Was she willing to accept the burden if
NOTE Confidence: 0.9612028533333333
00:07:03.672 --> 00:07:06.316 it helped her achieve what she wanted to?
NOTE Confidence: 0.9612028533333333
00:07:06.320 --> 00:07:07.880 Better symptom control?
NOTE Confidence: 0.9612028533333333
00:07:07.880 --> 00:07:11.000 To guide these trade off conversations,
NOTE Confidence: 0.9612028533333333
00:07:11.000 --> 00:07:12.540 we need to understand what
NOTE Confidence: 0.9612028533333333
00:07:12.540 --> 00:07:14.080 matters most to our patients,
NOTE Confidence: 0.9612028533333333
00:07:14.080 --> 00:07:16.318 including what they want to achieve,
NOTE Confidence: 0.9612028533333333
00:07:16.320 --> 00:07:17.925 what they're willing and able
NOTE Confidence: 0.9612028533333333
00:07:17.925 --> 00:07:20.208 to do or not willing and able
NOTE Confidence: 0.9612028533333333
00:07:20.208 --> 00:07:22.038 to do to achieve those goals.
NOTE Confidence: 0.9612028533333333
00:07:22.040 --> 00:07:22.684 Fortunately,
NOTE Confidence: 0.9612028533333333
00:07:22.684 --> 00:07:25.904 studies show that patients understand
NOTE Confidence: 0.9612028533333333
00:07:25.904 --> 00:07:28.480 this concept of trade-offs,
NOTE Confidence: 0.9612028533333333
00:07:28.480 --> 00:07:31.318 and in fact, as I suggested,
NOTE Confidence: 0.9612028533333333
00:07:31.320 --> 00:07:32.880 they people vary in what they
NOTE Confidence: 0.9612028533333333

00:07:32.880 --> 00:07:33.920 most want to achieve.
NOTE Confidence: 0.9612028533333333

00:07:33.920 --> 00:07:36.440 Which is not surprising when older
NOTE Confidence: 0.9612028533333333

00:07:36.440 --> 00:07:39.312 adults were asked in broad categories
NOTE Confidence: 0.9612028533333333

00:07:39.312 --> 00:07:42.636 whether they prefer to maintain function,
NOTE Confidence: 0.9612028533333333

00:07:42.640 --> 00:07:45.958 even if that means a less life
NOTE Confidence: 0.9612028533333333

00:07:45.958 --> 00:07:48.280 expectancy or preserve symptoms,
NOTE Confidence: 0.9612028533333333

00:07:48.280 --> 00:07:50.520 or if they want to live as long as possible,
NOTE Confidence: 0.9612028533333333

00:07:50.520 --> 00:07:53.068 even if that results in a decline
NOTE Confidence: 0.9612028533333333

00:07:53.068 --> 00:07:54.160 cognitively or physically.
NOTE Confidence: 0.9612028533333333

00:07:54.160 --> 00:07:56.656 You can see the statistics here on the
NOTE Confidence: 0.9612028533333333

00:07:56.656 --> 00:08:00.128 slide that 42% value maintaining function,
NOTE Confidence: 0.9612028533333333

00:08:00.128 --> 00:08:01.960 32% value maintaining
NOTE Confidence: 0.9612028533333333

00:08:01.960 --> 00:08:04.200 symptoms or symptom relief,
NOTE Confidence: 0.9612028533333333

00:08:04.200 --> 00:08:07.290 and 27% want longevity is the
NOTE Confidence: 0.9612028533333333

00:08:07.290 --> 00:08:10.080 thing that they most value.
NOTE Confidence: 0.9612028533333333

00:08:10.080 --> 00:08:10.407 Additionally,

NOTE Confidence: 0.9612028533333333
00:08:10.407 --> 00:08:12.369 people vary in the things that
NOTE Confidence: 0.9612028533333333
00:08:12.369 --> 00:08:14.507 they are or are not willing to
NOTE Confidence: 0.9612028533333333
00:08:14.507 --> 00:08:16.516 do to achieve those goals or the
NOTE Confidence: 0.9612028533333333
00:08:16.516 --> 00:08:18.316 things that matter most to them.
NOTE Confidence: 0.9612028533333333
00:08:18.320 --> 00:08:20.600 And so we have to consider,
NOTE Confidence: 0.9612028533333333
00:08:20.600 --> 00:08:21.094 you know,
NOTE Confidence: 0.9612028533333333
00:08:21.094 --> 00:08:22.576 what matters to our patients when
NOTE Confidence: 0.9612028533333333
00:08:22.576 --> 00:08:23.958 we think about the recommendations
NOTE Confidence: 0.9612028533333333
00:08:23.958 --> 00:08:25.918 that we're going to make to them.
NOTE Confidence: 0.9612028533333333
00:08:25.920 --> 00:08:28.517 And lastly, I'll say healthcare has become,
NOTE Confidence: 0.9612028533333333
00:08:28.520 --> 00:08:31.012 as I mentioned a little bit more
NOTE Confidence: 0.9612028533333333
00:08:31.012 --> 00:08:33.560 siloed in the current iteration.
NOTE Confidence: 0.9612028533333333
00:08:33.560 --> 00:08:36.550 And so multiple specialists across
NOTE Confidence: 0.9612028533333333
00:08:36.550 --> 00:08:39.540 healthcare systems sometimes can result
NOTE Confidence: 0.9612028533333333
00:08:39.621 --> 00:08:42.166 in a compilation of recommendations
NOTE Confidence: 0.9612028533333333

00:08:42.166 --> 00:08:45.520 and increased burden on our patients.
NOTE Confidence: 0.9612028533333333

00:08:45.520 --> 00:08:48.873 And it can be quite frustrating to
NOTE Confidence: 0.9612028533333333

00:08:48.873 --> 00:08:50.648 hear conflicting recommendations and
NOTE Confidence: 0.9612028533333333

00:08:50.648 --> 00:08:53.738 and to have to coordinate care between
NOTE Confidence: 0.9612028533333333

00:08:53.738 --> 00:08:55.796 multiple healthcare professionals.
NOTE Confidence: 0.9612028533333333

00:08:55.800 --> 00:08:58.065 This these challenges that we've
NOTE Confidence: 0.9612028533333333

00:08:58.065 --> 00:09:01.107 gone through can result in feeling
NOTE Confidence: 0.9612028533333333

00:09:01.107 --> 00:09:03.080 frustrated can be hard for us.
NOTE Confidence: 0.9612028533333333

00:09:03.080 --> 00:09:04.770 This uncertainty that I mentioned
NOTE Confidence: 0.9612028533333333

00:09:04.770 --> 00:09:06.823 means that there's not one right
NOTE Confidence: 0.9612028533333333

00:09:06.823 --> 00:09:08.617 or best answer which is challenging
NOTE Confidence: 0.9612028533333333

00:09:08.617 --> 00:09:11.024 I think for many of us who grew up
NOTE Confidence: 0.9612028533333333

00:09:11.024 --> 00:09:13.064 in a multiple choice test society.
NOTE Confidence: 0.9612028533333333

00:09:13.064 --> 00:09:16.256 So choosing one right or best
NOTE Confidence: 0.9612028533333333

00:09:16.256 --> 00:09:19.480 thing is not always possible.
NOTE Confidence: 0.9612028533333333

00:09:19.480 --> 00:09:21.824 It can also be hard to attribute the

NOTE Confidence: 0.9612028533333333
00:09:21.824 --> 00:09:23.998 symptoms to just one thing misses BS.
NOTE Confidence: 0.9612028533333333
00:09:24.000 --> 00:09:25.760 Fatigue and shortness of breath
NOTE Confidence: 0.9612028533333333
00:09:25.760 --> 00:09:28.319 could be due to multiple of her
NOTE Confidence: 0.9612028533333333
00:09:28.319 --> 00:09:30.159 medical problems and other things.
NOTE Confidence: 0.9612028533333333
00:09:30.160 --> 00:09:31.620 Conflicting recommendations from colleagues,
NOTE Confidence: 0.9612028533333333
00:09:31.620 --> 00:09:32.715 as I mentioned,
NOTE Confidence: 0.9612028533333333
00:09:32.720 --> 00:09:34.514 can put us in a difficult
NOTE Confidence: 0.9612028533333333
00:09:34.514 --> 00:09:36.559 position to not know where to go.
NOTE Confidence: 0.9612028533333333
00:09:36.560 --> 00:09:38.768 We might think that our patient
NOTE Confidence: 0.9612028533333333
00:09:38.768 --> 00:09:39.872 is not adherent,
NOTE Confidence: 0.9612028533333333
00:09:39.880 --> 00:09:41.365 but the patient may think
NOTE Confidence: 0.9612028533333333
00:09:41.365 --> 00:09:42.553 this isn't helping me,
NOTE Confidence: 0.9612028533333333
00:09:42.560 --> 00:09:43.860 it's not helping me achieve
NOTE Confidence: 0.9612028533333333
00:09:43.860 --> 00:09:45.160 what I want to do.
NOTE Confidence: 0.9612028533333333
00:09:45.160 --> 00:09:47.260 And so there's a mismatch
NOTE Confidence: 0.9612028533333333

00:09:47.260 --> 00:09:48.520 in the communication.
NOTE Confidence: 0.9612028533333333

00:09:48.520 --> 00:09:50.878 To guide us a little bit,
NOTE Confidence: 0.9612028533333333

00:09:50.880 --> 00:09:51.354 there is,
NOTE Confidence: 0.9612028533333333

00:09:51.354 --> 00:09:53.250 I want to talk a little bit about
NOTE Confidence: 0.893868874375

00:09:53.308 --> 00:09:55.240 a concept called Age Friendly Care.
NOTE Confidence: 0.893868874375

00:09:55.240 --> 00:09:57.630 So the Johnny Hartford Foundation
NOTE Confidence: 0.893868874375

00:09:57.630 --> 00:10:00.020 and the Institute for Healthcare
NOTE Confidence: 0.893868874375

00:10:00.092 --> 00:10:02.524 Improvement joined forces to to
NOTE Confidence: 0.893868874375

00:10:02.524 --> 00:10:04.544 create something called the Age
NOTE Confidence: 0.893868874375

00:10:04.544 --> 00:10:06.160 Friendly Health System Initiative.
NOTE Confidence: 0.893868874375

00:10:06.160 --> 00:10:08.550 These two organizations sought to
NOTE Confidence: 0.893868874375

00:10:08.550 --> 00:10:10.940 outline the particular areas where
NOTE Confidence: 0.893868874375

00:10:11.012 --> 00:10:13.412 geriatric medicine adds value to the
NOTE Confidence: 0.893868874375

00:10:13.412 --> 00:10:16.333 care of older adults with a specific
NOTE Confidence: 0.893868874375

00:10:16.333 --> 00:10:18.817 goal to outline processes that improve
NOTE Confidence: 0.893868874375

00:10:18.817 --> 00:10:20.752 care and reduce healthcare costs.

NOTE Confidence: 0.893868874375

00:10:20.752 --> 00:10:22.642 This initiative took into the

NOTE Confidence: 0.893868874375

00:10:22.642 --> 00:10:24.519 account perspectives of patients,

NOTE Confidence: 0.893868874375

00:10:24.520 --> 00:10:25.520 caregivers, clinicians,

NOTE Confidence: 0.893868874375

00:10:25.520 --> 00:10:28.020 healthcare systems and payers and

NOTE Confidence: 0.893868874375

00:10:28.020 --> 00:10:31.118 is known as the forums framework.

NOTE Confidence: 0.893868874375

00:10:31.120 --> 00:10:33.857 This provides us an approach to guide

NOTE Confidence: 0.893868874375

00:10:33.857 --> 00:10:36.557 the the delivery of of clinical care,

NOTE Confidence: 0.893868874375

00:10:36.560 --> 00:10:38.648 the development of education

NOTE Confidence: 0.893868874375

00:10:38.648 --> 00:10:40.736 initiatives and interventions and

NOTE Confidence: 0.893868874375

00:10:40.736 --> 00:10:43.791 I'd say is has been really pivotal

NOTE Confidence: 0.893868874375

00:10:43.791 --> 00:10:46.480 to the field of geriatric medicine.

NOTE Confidence: 0.893868874375

00:10:46.480 --> 00:10:48.874 I'll just take a moment to reflect

NOTE Confidence: 0.893868874375

00:10:48.874 --> 00:10:51.316 here though that while all of the Ms.

NOTE Confidence: 0.893868874375

00:10:51.320 --> 00:10:53.504 are certainly critical in the care

NOTE Confidence: 0.893868874375

00:10:53.504 --> 00:10:56.280 of of our older adult population,

NOTE Confidence: 0.893868874375

00:10:56.280 --> 00:10:59.542 that the what matters M is really
NOTE Confidence: 0.893868874375

00:10:59.542 --> 00:11:00.474 the bedrock.
NOTE Confidence: 0.893868874375

00:11:00.480 --> 00:11:03.539 How can you make decisions about which
NOTE Confidence: 0.893868874375

00:11:03.539 --> 00:11:06.356 medications make sense for a for a patient?
NOTE Confidence: 0.893868874375

00:11:06.360 --> 00:11:08.364 How can you know what interventions
NOTE Confidence: 0.893868874375

00:11:08.364 --> 00:11:10.569 most make sense to optimize mobility
NOTE Confidence: 0.893868874375

00:11:10.569 --> 00:11:12.579 without knowing what a patient
NOTE Confidence: 0.893868874375

00:11:12.579 --> 00:11:14.819 wants to achieve and what they're
NOTE Confidence: 0.893868874375

00:11:14.819 --> 00:11:16.757 willing to do to achieve that?
NOTE Confidence: 0.893868874375

00:11:16.760 --> 00:11:17.519 So to me,
NOTE Confidence: 0.893868874375

00:11:17.519 --> 00:11:18.784 the matters most and really
NOTE Confidence: 0.893868874375

00:11:18.784 --> 00:11:20.200 is like the North Star.
NOTE Confidence: 0.893868874375

00:11:20.200 --> 00:11:23.680 It's a guiding force in our decision making.
NOTE Confidence: 0.893868874375

00:11:23.680 --> 00:11:27.194 And we're in a fortunate position that
NOTE Confidence: 0.893868874375

00:11:27.200 --> 00:11:29.398 leaders in the field of geriatric medicine,
NOTE Confidence: 0.893868874375

00:11:29.400 --> 00:11:31.518 including Mary Tonetti here at Yale,

NOTE Confidence: 0.893868874375

00:11:31.520 --> 00:11:32.558 among others,

NOTE Confidence: 0.893868874375

00:11:32.558 --> 00:11:35.153 developed a framework called the

NOTE Confidence: 0.893868874375

00:11:35.153 --> 00:11:37.600 Patient Priorities Care Initiative.

NOTE Confidence: 0.893868874375

00:11:37.600 --> 00:11:42.120 This is a a shift in chronic disease

NOTE Confidence: 0.893868874375

00:11:42.120 --> 00:11:47.096 management to focus on not individual

NOTE Confidence: 0.893868874375

00:11:47.096 --> 00:11:50.718 individual medical problems by themselves,

NOTE Confidence: 0.893868874375

00:11:50.718 --> 00:11:53.113 but to contextualize them within

NOTE Confidence: 0.893868874375

00:11:53.113 --> 00:11:55.878 what matters most to your patients.

NOTE Confidence: 0.893868874375

00:11:55.880 --> 00:11:58.064 And so this provides us with

NOTE Confidence: 0.893868874375

00:11:58.064 --> 00:11:59.935 tools and resources because even

NOTE Confidence: 0.893868874375

00:11:59.935 --> 00:12:01.999 when you know what matters most,

NOTE Confidence: 0.893868874375

00:12:02.000 --> 00:12:04.880 decision making can sometimes be hard.

NOTE Confidence: 0.893868874375

00:12:04.880 --> 00:12:06.800 So what is patient priorities?

NOTE Confidence: 0.893868874375

00:12:06.800 --> 00:12:07.330 Care.

NOTE Confidence: 0.893868874375

00:12:07.330 --> 00:12:10.510 It moves decision making and the

NOTE Confidence: 0.893868874375

00:12:10.510 --> 00:12:13.320 conversation with with our patients.
NOTE Confidence: 0.893868874375

00:12:13.320 --> 00:12:15.520 From something like you need
NOTE Confidence: 0.893868874375

00:12:15.520 --> 00:12:17.720 Lasix for your heart failure,
NOTE Confidence: 0.893868874375

00:12:17.720 --> 00:12:21.440 to knowing your overall health,
NOTE Confidence: 0.893868874375

00:12:21.440 --> 00:12:23.092 your medical conditions and
NOTE Confidence: 0.893868874375

00:12:23.092 --> 00:12:25.157 what matters most to you.
NOTE Confidence: 0.893868874375

00:12:25.160 --> 00:12:28.240 I think we need to consider this medication.
NOTE Confidence: 0.893868874375

00:12:28.240 --> 00:12:30.298 I think the Lasix will help you
NOTE Confidence: 0.893868874375

00:12:30.298 --> 00:12:32.440 achieve the thing that you want to
NOTE Confidence: 0.893868874375

00:12:32.440 --> 00:12:34.240 achieve of you know walking more,
NOTE Confidence: 0.893868874375

00:12:34.240 --> 00:12:36.274 being less short of breath whatever
NOTE Confidence: 0.893868874375

00:12:36.274 --> 00:12:38.320 your your patient wants to achieve.
NOTE Confidence: 0.893868874375

00:12:38.320 --> 00:12:40.840 We let patients be the expert of
NOTE Confidence: 0.893868874375

00:12:40.840 --> 00:12:43.114 themselves and what they want to
NOTE Confidence: 0.893868874375

00:12:43.114 --> 00:12:45.358 achieve and we use our specific
NOTE Confidence: 0.893868874375

00:12:45.358 --> 00:12:47.747 expertise to help them do that

NOTE Confidence: 0.893868874375

00:12:47.747 --> 00:12:49.826 through their healthcare who is a

NOTE Confidence: 0.893868874375

00:12:49.826 --> 00:12:51.638 good fit for patient priorities care.

NOTE Confidence: 0.893868874375

00:12:51.640 --> 00:12:53.752 I think the the simple answer

NOTE Confidence: 0.893868874375

00:12:53.752 --> 00:12:55.160 is probably everyone actually,

NOTE Confidence: 0.893868874375

00:12:55.160 --> 00:12:57.422 but the the model was developed

NOTE Confidence: 0.893868874375

00:12:57.422 --> 00:13:00.149 for those in the middle bucket on

NOTE Confidence: 0.893868874375

00:13:00.149 --> 00:13:03.339 the slide for those of who have a

NOTE Confidence: 0.893868874375

00:13:03.339 --> 00:13:05.659 shorter life expectancy and may

NOTE Confidence: 0.893868874375

00:13:05.659 --> 00:13:07.895 have increasing number or severity

NOTE Confidence: 0.893868874375

00:13:07.895 --> 00:13:09.395 of medical conditions contrasting

NOTE Confidence: 0.893868874375

00:13:09.395 --> 00:13:11.842 that to the the bucket on the

NOTE Confidence: 0.893868874375

00:13:11.842 --> 00:13:13.360 left and right of the slide.

NOTE Confidence: 0.893868874375

00:13:13.360 --> 00:13:15.704 So you can see for for even older

NOTE Confidence: 0.893868874375

00:13:15.704 --> 00:13:17.757 older adults it's not age specific.

NOTE Confidence: 0.893868874375

00:13:17.760 --> 00:13:19.596 For those people who we think

NOTE Confidence: 0.893868874375

00:13:19.596 --> 00:13:20.820 have greater than 10
NOTE Confidence: 0.968458436923077

00:13:20.890 --> 00:13:22.240 years life expectancy,
NOTE Confidence: 0.968458436923077

00:13:22.240 --> 00:13:24.020 have few medical conditions
NOTE Confidence: 0.968458436923077

00:13:24.020 --> 00:13:25.800 and function reasonably well,
NOTE Confidence: 0.968458436923077

00:13:25.800 --> 00:13:27.885 guideline based therapy is probably
NOTE Confidence: 0.968458436923077

00:13:27.885 --> 00:13:29.970 most appropriate contrasting to to
NOTE Confidence: 0.968458436923077

00:13:30.038 --> 00:13:32.114 patients who have a more terminal
NOTE Confidence: 0.968458436923077

00:13:32.114 --> 00:13:33.960 condition with less life expectancy
NOTE Confidence: 0.968458436923077

00:13:33.960 --> 00:13:36.360 and a more symptom oriented palliative
NOTE Confidence: 0.968458436923077

00:13:36.360 --> 00:13:37.875 approach might be appropriate.
NOTE Confidence: 0.968458436923077

00:13:37.875 --> 00:13:39.765 But for those in the middle
NOTE Confidence: 0.968458436923077

00:13:39.765 --> 00:13:41.120 bucket on the slide,
NOTE Confidence: 0.968458436923077

00:13:41.120 --> 00:13:43.190 patient priorities care can provide
NOTE Confidence: 0.968458436923077

00:13:43.190 --> 00:13:45.695 you a compass to guide decision
NOTE Confidence: 0.968458436923077

00:13:45.695 --> 00:13:48.194 making in the the context of all
NOTE Confidence: 0.968458436923077

00:13:48.194 --> 00:13:50.756 of those challenges that we talked

NOTE Confidence: 0.968458436923077
00:13:50.756 --> 00:13:52.520 about you see here on this slide.
NOTE Confidence: 0.968458436923077
00:13:52.520 --> 00:13:55.124 This is a a diagram that outlines
NOTE Confidence: 0.968458436923077
00:13:55.124 --> 00:13:57.154 the main components or steps
NOTE Confidence: 0.968458436923077
00:13:57.154 --> 00:13:58.838 of patient priorities care.
NOTE Confidence: 0.968458436923077
00:13:58.840 --> 00:14:00.992 On the left hand slide you can see
NOTE Confidence: 0.968458436923077
00:14:00.992 --> 00:14:03.023 that you start with identifying what
NOTE Confidence: 0.968458436923077
00:14:03.023 --> 00:14:05.563 matters most to a patient and then
NOTE Confidence: 0.968458436923077
00:14:05.563 --> 00:14:07.915 you align care with what matters most.
NOTE Confidence: 0.968458436923077
00:14:07.920 --> 00:14:10.768 And the arrow shows that this is an
NOTE Confidence: 0.968458436923077
00:14:10.768 --> 00:14:12.959 iterative process because life changes.
NOTE Confidence: 0.968458436923077
00:14:12.960 --> 00:14:15.296 So you could have a new medical condition
NOTE Confidence: 0.968458436923077
00:14:15.296 --> 00:14:17.917 or a life circumstance could change.
NOTE Confidence: 0.968458436923077
00:14:17.920 --> 00:14:20.128 And so it's an iterative process
NOTE Confidence: 0.968458436923077
00:14:20.128 --> 00:14:22.337 by which we revisit what matters
NOTE Confidence: 0.968458436923077
00:14:22.337 --> 00:14:24.993 most to to a patient and then over
NOTE Confidence: 0.968458436923077

00:14:25.072 --> 00:14:27.480 time through ongoing conversation,
NOTE Confidence: 0.968458436923077

00:14:27.480 --> 00:14:30.798 align care with what matters most.
NOTE Confidence: 0.968458436923077

00:14:30.800 --> 00:14:33.272 So the first step I said was identifying
NOTE Confidence: 0.968458436923077

00:14:33.272 --> 00:14:35.239 what matters most to your patients.
NOTE Confidence: 0.968458436923077

00:14:35.240 --> 00:14:36.962 This can be done in a couple
NOTE Confidence: 0.968458436923077

00:14:36.962 --> 00:14:38.240 of different ways actually.
NOTE Confidence: 0.968458436923077

00:14:38.240 --> 00:14:40.640 Our team has developed a website
NOTE Confidence: 0.968458436923077

00:14:40.640 --> 00:14:42.876 called My Health priorities.org which
NOTE Confidence: 0.968458436923077

00:14:42.876 --> 00:14:45.466 provides patients an opportunity to
NOTE Confidence: 0.968458436923077

00:14:45.466 --> 00:14:48.575 go through in real time in a visit
NOTE Confidence: 0.968458436923077

00:14:48.575 --> 00:14:50.885 or on their own The the process
NOTE Confidence: 0.968458436923077

00:14:50.885 --> 00:14:52.760 of identifying what matters most.
NOTE Confidence: 0.968458436923077

00:14:52.760 --> 00:14:55.616 We also have paper resources on our
NOTE Confidence: 0.968458436923077

00:14:55.616 --> 00:14:58.801 website that can that can be used by
NOTE Confidence: 0.968458436923077

00:14:58.801 --> 00:15:01.160 any member of the healthcare team.
NOTE Confidence: 0.968458436923077

00:15:01.160 --> 00:15:01.555 First,

NOTE Confidence: 0.968458436923077
00:15:01.555 --> 00:15:03.925 you start with exploring what what
NOTE Confidence: 0.968458436923077
00:15:03.925 --> 00:15:06.000 matters that these are the values.
NOTE Confidence: 0.968458436923077
00:15:06.000 --> 00:15:09.040 There are 4 broad domains of values that
NOTE Confidence: 0.968458436923077
00:15:09.040 --> 00:15:12.680 we found our most relevant to our population.
NOTE Confidence: 0.968458436923077
00:15:12.680 --> 00:15:14.816 Those include connecting,
NOTE Confidence: 0.968458436923077
00:15:14.816 --> 00:15:16.240 enjoying life,
NOTE Confidence: 0.968458436923077
00:15:16.240 --> 00:15:17.222 managing health,
NOTE Confidence: 0.968458436923077
00:15:17.222 --> 00:15:18.204 and functioning.
NOTE Confidence: 0.968458436923077
00:15:18.204 --> 00:15:21.150 And it's important to explore each
NOTE Confidence: 0.968458436923077
00:15:21.224 --> 00:15:23.780 of these domains with your patients
NOTE Confidence: 0.968458436923077
00:15:23.780 --> 00:15:25.920 because you learn about them,
NOTE Confidence: 0.968458436923077
00:15:25.920 --> 00:15:27.516 you learn about what matters most,
NOTE Confidence: 0.968458436923077
00:15:27.520 --> 00:15:29.928 and you get to explore the things that
NOTE Confidence: 0.968458436923077
00:15:29.928 --> 00:15:32.065 they most want to achieve and that
NOTE Confidence: 0.968458436923077
00:15:32.065 --> 00:15:34.359 that bring them joy in their lives.
NOTE Confidence: 0.968458436923077

00:15:34.360 --> 00:15:36.840 Once you explore the values,
NOTE Confidence: 0.968458436923077

00:15:36.840 --> 00:15:41.088 you then use that to inform the creation
NOTE Confidence: 0.968458436923077

00:15:41.088 --> 00:15:44.320 of meaningful health outcome goals.
NOTE Confidence: 0.968458436923077

00:15:44.320 --> 00:15:46.970 And these goals should be
NOTE Confidence: 0.968458436923077

00:15:46.970 --> 00:15:48.560 specific and realistic.
NOTE Confidence: 0.968458436923077

00:15:48.560 --> 00:15:50.252 Specific speaks for itself,
NOTE Confidence: 0.968458436923077

00:15:50.252 --> 00:15:52.790 but you want to include exactly
NOTE Confidence: 0.968458436923077

00:15:52.864 --> 00:15:55.160 what the patient is going to do.
NOTE Confidence: 0.968458436923077

00:15:55.160 --> 00:15:56.960 This might change over time,
NOTE Confidence: 0.968458436923077

00:15:56.960 --> 00:15:59.704 but you might ask your patient what would
NOTE Confidence: 0.968458436923077

00:15:59.704 --> 00:16:03.118 you be doing more of if you felt less tired?
NOTE Confidence: 0.968458436923077

00:16:03.120 --> 00:16:05.720 How can we help you feel that connection?
NOTE Confidence: 0.968458436923077

00:16:05.720 --> 00:16:08.720 How can we help you function for yourself?
NOTE Confidence: 0.968458436923077

00:16:08.720 --> 00:16:11.156 What exactly would you be doing?
NOTE Confidence: 0.968458436923077

00:16:11.160 --> 00:16:13.440 And it's important to be specific,
NOTE Confidence: 0.968458436923077

00:16:13.440 --> 00:16:15.316 to be able to know whether or

NOTE Confidence: 0.968458436923077
00:16:15.316 --> 00:16:17.000 not that goal is realistic,
NOTE Confidence: 0.968458436923077
00:16:17.000 --> 00:16:19.394 whether or not it's something that that
NOTE Confidence: 0.968458436923077
00:16:19.394 --> 00:16:21.439 given your patient's current health,
NOTE Confidence: 0.968458436923077
00:16:21.439 --> 00:16:21.892 mobility,
NOTE Confidence: 0.968458436923077
00:16:21.892 --> 00:16:22.798 and function,
NOTE Confidence: 0.968458436923077
00:16:22.800 --> 00:16:25.720 that they're able to be able to do that goal.
NOTE Confidence: 0.968458436923077
00:16:25.720 --> 00:16:28.324 So you want to keep your goals
NOTE Confidence: 0.968458436923077
00:16:28.324 --> 00:16:29.440 specific and realistic.
NOTE Confidence: 0.968458436923077
00:16:29.440 --> 00:16:31.435 To assess if a goal is realistic,
NOTE Confidence: 0.968458436923077
00:16:31.440 --> 00:16:33.108 you might ask when was the
NOTE Confidence: 0.968458436923077
00:16:33.108 --> 00:16:34.220 last time you were
NOTE Confidence: 0.9698466633333333
00:16:34.291 --> 00:16:35.836 able to do that activity?
NOTE Confidence: 0.9698466633333333
00:16:35.840 --> 00:16:38.160 And I'll just take a moment to reflect
NOTE Confidence: 0.9698466633333333
00:16:38.160 --> 00:16:40.618 here that why we say a goal should
NOTE Confidence: 0.9698466633333333
00:16:40.618 --> 00:16:42.497 be specific and realistic is really
NOTE Confidence: 0.9698466633333333

00:16:42.497 --> 00:16:44.611 because the goal is what you're going
NOTE Confidence: 0.9698466633333333

00:16:44.611 --> 00:16:47.320 to use to determine if your change
NOTE Confidence: 0.9698466633333333

00:16:47.320 --> 00:16:50.160 in a healthcare plan was successful.
NOTE Confidence: 0.9698466633333333

00:16:50.160 --> 00:16:52.780 You're not calibrating success to
NOTE Confidence: 0.9698466633333333

00:16:52.780 --> 00:16:55.800 only something like a hemoglobin A1C,
NOTE Confidence: 0.9698466633333333

00:16:55.800 --> 00:16:57.624 but you're using whether or not
NOTE Confidence: 0.9698466633333333

00:16:57.624 --> 00:16:59.625 your patient was able to do the
NOTE Confidence: 0.9698466633333333

00:16:59.625 --> 00:17:01.077 goal that they most want to.
NOTE Confidence: 0.9698466633333333

00:17:01.080 --> 00:17:04.125 So thinking back to my patient and
NOTE Confidence: 0.9698466633333333

00:17:04.125 --> 00:17:07.120 clinic misses B in that moment,
NOTE Confidence: 0.9698466633333333

00:17:07.120 --> 00:17:09.934 after she sighed and and expressed some
NOTE Confidence: 0.9698466633333333

00:17:09.934 --> 00:17:12.318 of the frustration she was feeling,
NOTE Confidence: 0.9698466633333333

00:17:12.320 --> 00:17:14.008 I took a step back and I asked
NOTE Confidence: 0.9698466633333333

00:17:14.008 --> 00:17:15.518 her some of these questions.
NOTE Confidence: 0.9698466633333333

00:17:15.520 --> 00:17:16.588 I said, you know,
NOTE Confidence: 0.9698466633333333

00:17:16.588 --> 00:17:19.040 what would a good day look like for you?

NOTE Confidence: 0.9698466633333333
00:17:19.040 --> 00:17:20.872 What do you wish you could do more
NOTE Confidence: 0.9698466633333333
00:17:20.872 --> 00:17:22.944 of if you didn't feel the shortness
NOTE Confidence: 0.9698466633333333
00:17:22.944 --> 00:17:24.840 of breath or fatigue you have?
NOTE Confidence: 0.9698466633333333
00:17:24.840 --> 00:17:27.059 And I honestly was a little bit
NOTE Confidence: 0.9698466633333333
00:17:27.059 --> 00:17:29.358 surprised by her response, she said.
NOTE Confidence: 0.9698466633333333
00:17:29.358 --> 00:17:33.040 I know I'm not going to get back to dancing.
NOTE Confidence: 0.9698466633333333
00:17:33.040 --> 00:17:34.924 I know I probably can't shop
NOTE Confidence: 0.9698466633333333
00:17:34.924 --> 00:17:36.560 on my own for now,
NOTE Confidence: 0.9698466633333333
00:17:36.560 --> 00:17:39.240 but I hate that I can't do things for myself.
NOTE Confidence: 0.9698466633333333
00:17:39.240 --> 00:17:41.448 I hate that I'm having to rely on
NOTE Confidence: 0.9698466633333333
00:17:41.448 --> 00:17:43.676 my family so much to do everything.
NOTE Confidence: 0.9698466633333333
00:17:43.680 --> 00:17:46.434 I just wish I could get my own mail.
NOTE Confidence: 0.9698466633333333
00:17:46.440 --> 00:17:47.440 That's what she wanted.
NOTE Confidence: 0.9698466633333333
00:17:47.440 --> 00:17:49.303 She wanted to go to the mailbox
NOTE Confidence: 0.9698466633333333
00:17:49.303 --> 00:17:51.151 every day and she couldn't because
NOTE Confidence: 0.9698466633333333

00:17:51.151 --> 00:17:53.199 of the symptoms that she was having.

NOTE Confidence: 0.9698466633333333

00:17:53.200 --> 00:17:55.392 So as as I said the patient's health

NOTE Confidence: 0.9698466633333333

00:17:55.392 --> 00:17:57.337 outcome goal is what they most want

NOTE Confidence: 0.9698466633333333

00:17:57.337 --> 00:17:59.049 to achieve that they hope their

NOTE Confidence: 0.9698466633333333

00:17:59.049 --> 00:18:00.915 healthcare can help them do that.

NOTE Confidence: 0.9698466633333333

00:18:00.920 --> 00:18:03.446 Next you identify what a patient's

NOTE Confidence: 0.9698466633333333

00:18:03.446 --> 00:18:05.536 healthcare preferences are to help

NOTE Confidence: 0.9698466633333333

00:18:05.536 --> 00:18:07.546 guide that what they're willing and

NOTE Confidence: 0.9698466633333333

00:18:07.546 --> 00:18:09.620 able to do to achieve that goal.

NOTE Confidence: 0.9698466633333333

00:18:09.620 --> 00:18:12.215 This is the way we find a a balance

NOTE Confidence: 0.9698466633333333

00:18:12.215 --> 00:18:13.157 in those trade-offs.

NOTE Confidence: 0.9698466633333333

00:18:13.160 --> 00:18:15.274 So you find out what your patient

NOTE Confidence: 0.9698466633333333

00:18:15.274 --> 00:18:17.635 thinks is helpful and what they think

NOTE Confidence: 0.9698466633333333

00:18:17.635 --> 00:18:19.729 is burdensome or interfering with their

NOTE Confidence: 0.9698466633333333

00:18:19.792 --> 00:18:22.156 ability to achieve that healthcare goal.

NOTE Confidence: 0.9698466633333333

00:18:22.160 --> 00:18:24.554 And at the conclusion of this process,

NOTE Confidence: 0.969846663333333
00:18:24.560 --> 00:18:26.462 you'll get to something we call
NOTE Confidence: 0.969846663333333
00:18:26.462 --> 00:18:28.919 the one thing or the top priority.
NOTE Confidence: 0.969846663333333
00:18:28.920 --> 00:18:31.405 And this is the thing that the
NOTE Confidence: 0.969846663333333
00:18:31.405 --> 00:18:33.370 patient most wants to achieve
NOTE Confidence: 0.969846663333333
00:18:33.370 --> 00:18:35.440 to to focus their healthcare.
NOTE Confidence: 0.969846663333333
00:18:35.440 --> 00:18:36.760 It could be a symptom,
NOTE Confidence: 0.969846663333333
00:18:36.760 --> 00:18:38.836 it could be a health problem
NOTE Confidence: 0.969846663333333
00:18:38.836 --> 00:18:39.874 or burdensome task.
NOTE Confidence: 0.969846663333333
00:18:39.880 --> 00:18:42.162 But the important thing here is that
NOTE Confidence: 0.969846663333333
00:18:42.162 --> 00:18:44.169 you connect the goal with what's
NOTE Confidence: 0.969846663333333
00:18:44.169 --> 00:18:46.409 getting in the way and it provides
NOTE Confidence: 0.969846663333333
00:18:46.476 --> 00:18:48.800 you a place to start decision making.
NOTE Confidence: 0.969846663333333
00:18:48.800 --> 00:18:50.040 For my patient misses B,
NOTE Confidence: 0.969846663333333
00:18:50.040 --> 00:18:51.584 she wanted to be less short of breath
NOTE Confidence: 0.969846663333333
00:18:51.584 --> 00:18:53.514 so that she could get her mail for herself.
NOTE Confidence: 0.880787433043478

00:18:56.080 --> 00:18:58.800 So now we're going to pivot to the
NOTE Confidence: 0.880787433043478

00:18:58.800 --> 00:19:01.887 the right hand side of of our diagram
NOTE Confidence: 0.880787433043478

00:19:01.887 --> 00:19:04.262 to aligning care with individual
NOTE Confidence: 0.880787433043478

00:19:04.262 --> 00:19:07.920 health priorities. We are here.
NOTE Confidence: 0.880787433043478

00:19:07.920 --> 00:19:09.756 So first you're going to do
NOTE Confidence: 0.880787433043478

00:19:09.756 --> 00:19:11.919 something we call the consider step,
NOTE Confidence: 0.880787433043478

00:19:11.920 --> 00:19:14.560 which is an intentional reflection.
NOTE Confidence: 0.880787433043478

00:19:14.560 --> 00:19:16.000 It's clinical reasoning.
NOTE Confidence: 0.880787433043478

00:19:16.000 --> 00:19:18.400 It's become increasingly clear how
NOTE Confidence: 0.880787433043478

00:19:18.400 --> 00:19:21.334 crucial it is to take a step back
NOTE Confidence: 0.880787433043478

00:19:21.334 --> 00:19:23.559 after you identify what matters most.
NOTE Confidence: 0.880787433043478

00:19:23.560 --> 00:19:24.760 And this is the fun part.
NOTE Confidence: 0.880787433043478

00:19:24.760 --> 00:19:27.368 This is where you get to apply nuance
NOTE Confidence: 0.880787433043478

00:19:27.368 --> 00:19:29.679 and creativity to the evidence base that
NOTE Confidence: 0.880787433043478

00:19:29.679 --> 00:19:32.159 you think applies most to your patient.
NOTE Confidence: 0.880787433043478

00:19:32.160 --> 00:19:34.208 This is where you get to think about

NOTE Confidence: 0.880787433043478
00:19:34.208 --> 00:19:35.649 their active medical conditions and
NOTE Confidence: 0.880787433043478
00:19:35.649 --> 00:19:37.693 you also get to think about their
NOTE Confidence: 0.880787433043478
00:19:37.752 --> 00:19:39.320 social determinants of health,
NOTE Confidence: 0.880787433043478
00:19:39.320 --> 00:19:40.148 their life context,
NOTE Confidence: 0.880787433043478
00:19:40.148 --> 00:19:42.080 and figure out a way to help
NOTE Confidence: 0.880787433043478
00:19:42.137 --> 00:19:43.919 them achieve what they want to.
NOTE Confidence: 0.880787433043478
00:19:43.920 --> 00:19:45.864 You want to figure out what goals they
NOTE Confidence: 0.880787433043478
00:19:45.864 --> 00:19:47.756 have and what's getting in the way.
NOTE Confidence: 0.880787433043478
00:19:47.760 --> 00:19:49.776 So you'll create sort of a a long
NOTE Confidence: 0.880787433043478
00:19:49.776 --> 00:19:52.367 list of the factors that might be
NOTE Confidence: 0.880787433043478
00:19:52.367 --> 00:19:54.392 contributing to that bothersome symptom,
NOTE Confidence: 0.880787433043478
00:19:54.400 --> 00:19:56.026 to that shortness of breath that
NOTE Confidence: 0.880787433043478
00:19:56.026 --> 00:19:57.814 misses B had what medical conditions
NOTE Confidence: 0.880787433043478
00:19:57.814 --> 00:19:59.439 are getting in the way,
NOTE Confidence: 0.880787433043478
00:19:59.440 --> 00:20:03.514 what medications might be helping or not?
NOTE Confidence: 0.880787433043478

00:20:03.520 --> 00:20:06.840 Is the is the driveway 40 feet long?
NOTE Confidence: 0.880787433043478

00:20:06.840 --> 00:20:08.600 And that's why she can't get to it?
NOTE Confidence: 0.880787433043478

00:20:08.600 --> 00:20:10.304 You're going to create a long
NOTE Confidence: 0.880787433043478

00:20:10.304 --> 00:20:12.000 list of the potential problems.
NOTE Confidence: 0.880787433043478

00:20:12.000 --> 00:20:14.718 And then once you have that list of options,
NOTE Confidence: 0.880787433043478

00:20:14.720 --> 00:20:16.046 I'm going to give you some
NOTE Confidence: 0.880787433043478

00:20:16.046 --> 00:20:17.240 strategies of places to start.
NOTE Confidence: 0.880787433043478

00:20:17.240 --> 00:20:18.392 Because you might think,
NOTE Confidence: 0.880787433043478

00:20:18.392 --> 00:20:19.826 well, if I come up with this
NOTE Confidence: 0.880787433043478

00:20:19.826 --> 00:20:20.960 really long list of things,
NOTE Confidence: 0.880787433043478

00:20:20.960 --> 00:20:23.678 how am I going to know where to start?
NOTE Confidence: 0.880787433043478

00:20:23.680 --> 00:20:25.675 And as I, as I outlined here,
NOTE Confidence: 0.880787433043478

00:20:25.680 --> 00:20:27.028 you'll go through the,
NOTE Confidence: 0.880787433043478

00:20:27.028 --> 00:20:29.895 the long list of things that can bother
NOTE Confidence: 0.880787433043478

00:20:29.895 --> 00:20:33.920 somebody's ability to to attain their goals.
NOTE Confidence: 0.880787433043478

00:20:33.920 --> 00:20:36.960 So you're going to think

NOTE Confidence: 0.880787433043478
00:20:36.960 --> 00:20:38.040 about that long list,
NOTE Confidence: 0.880787433043478
00:20:38.040 --> 00:20:40.469 and you're going to think about which
NOTE Confidence: 0.880787433043478
00:20:40.469 --> 00:20:41.983 of those potential interventions
NOTE Confidence: 0.880787433043478
00:20:41.983 --> 00:20:44.028 or current interventions are most
NOTE Confidence: 0.880787433043478
00:20:44.028 --> 00:20:46.720 likely to help the current problem.
NOTE Confidence: 0.880787433043478
00:20:46.720 --> 00:20:48.799 This might be a change in medications,
NOTE Confidence: 0.880787433043478
00:20:48.800 --> 00:20:51.160 either stopping or starting something,
NOTE Confidence: 0.880787433043478
00:20:51.160 --> 00:20:52.264 adjusting A dose.
NOTE Confidence: 0.880787433043478
00:20:52.264 --> 00:20:55.640 You might recommend a new test or procedure.
NOTE Confidence: 0.880787433043478
00:20:55.640 --> 00:20:58.566 You might recommend a new healthcare task
NOTE Confidence: 0.880787433043478
00:20:58.566 --> 00:21:01.438 or more support services in the home.
NOTE Confidence: 0.880787433043478
00:21:01.440 --> 00:21:02.856 We're going to apply this step
NOTE Confidence: 0.880787433043478
00:21:02.856 --> 00:21:04.690 now to my patient, misses B,
NOTE Confidence: 0.880787433043478
00:21:04.690 --> 00:21:06.915 to give you an example.
NOTE Confidence: 0.880787433043478
00:21:06.920 --> 00:21:08.800 So for our patient misses,
NOTE Confidence: 0.880787433043478

00:21:08.800 --> 00:21:11.560 BI felt like there were multiple
NOTE Confidence: 0.880787433043478

00:21:11.560 --> 00:21:13.400 potential things impacting her
NOTE Confidence: 0.880787433043478

00:21:13.475 --> 00:21:15.515 ability to not get her mail.
NOTE Confidence: 0.880787433043478

00:21:15.520 --> 00:21:16.960 She felt short of breath,
NOTE Confidence: 0.880787433043478

00:21:16.960 --> 00:21:19.162 and I thought maybe her heart
NOTE Confidence: 0.880787433043478

00:21:19.162 --> 00:21:21.070 failure was contributing and she
NOTE Confidence: 0.880787433043478

00:21:21.070 --> 00:21:22.915 wasn't taking her her diuretic.
NOTE Confidence: 0.880787433043478

00:21:22.920 --> 00:21:23.462 You know,
NOTE Confidence: 0.880787433043478

00:21:23.462 --> 00:21:24.546 I thought potentially her
NOTE Confidence: 0.880787433043478

00:21:24.546 --> 00:21:26.079 COPD was getting in the way.
NOTE Confidence: 0.880787433043478

00:21:26.080 --> 00:21:28.600 Should we try pulmonary rehab for her?
NOTE Confidence: 0.880787433043478

00:21:28.600 --> 00:21:31.456 Maybe we could do more physical
NOTE Confidence: 0.880787433043478

00:21:31.456 --> 00:21:33.360 therapy in the home.
NOTE Confidence: 0.880787433043478

00:21:33.360 --> 00:21:34.516 It turned out actually,
NOTE Confidence: 0.880787433043478

00:21:34.516 --> 00:21:36.621 that she felt like she needed help
NOTE Confidence: 0.880787433043478

00:21:36.621 --> 00:21:38.798 just getting to the mailbox because of

NOTE Confidence: 0.880787433043478
00:21:38.798 --> 00:21:40.678 her shortness of breath and fatigue,
NOTE Confidence: 0.880787433043478
00:21:40.680 --> 00:21:42.352 and so we were actually able to get
NOTE Confidence: 0.880787433043478
00:21:42.352 --> 00:21:44.555 to a place of getting her an electric
NOTE Confidence: 0.880787433043478
00:21:44.555 --> 00:21:46.440 scooter to get outside of her house.
NOTE Confidence: 0.880787433043478
00:21:46.440 --> 00:21:48.372 We readjusted the dose of the
NOTE Confidence: 0.880787433043478
00:21:48.372 --> 00:21:49.660 Lasix and the timing
NOTE Confidence: 0.914536345185186
00:21:49.731 --> 00:21:51.819 of it and we were able to get her
NOTE Confidence: 0.914536345185186
00:21:51.819 --> 00:21:54.114 to a place of getting to her mail.
NOTE Confidence: 0.914536345185186
00:21:54.120 --> 00:21:56.297 You might reflect here that this is
NOTE Confidence: 0.914536345185186
00:21:56.297 --> 00:21:58.579 also where you get to individualize
NOTE Confidence: 0.914536345185186
00:21:58.579 --> 00:22:00.719 your healthcare for your patients.
NOTE Confidence: 0.914536345185186
00:22:00.720 --> 00:22:02.205 What's right for one patient
NOTE Confidence: 0.914536345185186
00:22:02.205 --> 00:22:04.240 may not be right for another.
NOTE Confidence: 0.914536345185186
00:22:04.240 --> 00:22:06.144 In fact, you might have two people
NOTE Confidence: 0.914536345185186
00:22:06.144 --> 00:22:08.440 with the same exact medical conditions,
NOTE Confidence: 0.914536345185186

00:22:08.440 --> 00:22:10.174 but they might vary in what
NOTE Confidence: 0.914536345185186

00:22:10.174 --> 00:22:12.113 they're willing and able to do to
NOTE Confidence: 0.914536345185186

00:22:12.113 --> 00:22:13.559 achieve a goal that they have.
NOTE Confidence: 0.914536345185186

00:22:13.560 --> 00:22:15.558 And so this diagram here outlines
NOTE Confidence: 0.914536345185186

00:22:15.558 --> 00:22:17.899 that that one with with the same
NOTE Confidence: 0.914536345185186

00:22:17.899 --> 00:22:20.097 value and the same goal of visiting
NOTE Confidence: 0.914536345185186

00:22:20.162 --> 00:22:22.388 with neighbors to people you you
NOTE Confidence: 0.914536345185186

00:22:22.388 --> 00:22:24.220 might do different things for,
NOTE Confidence: 0.914536345185186

00:22:24.220 --> 00:22:26.940 focus on physical therapy for one or make
NOTE Confidence: 0.914536345185186

00:22:26.940 --> 00:22:29.759 a medication adjustment for another.
NOTE Confidence: 0.914536345185186

00:22:29.760 --> 00:22:32.016 This is also where you can
NOTE Confidence: 0.914536345185186

00:22:32.016 --> 00:22:33.520 integrate those other Ms.
NOTE Confidence: 0.914536345185186

00:22:33.520 --> 00:22:35.080 of the age friendly health system.
NOTE Confidence: 0.914536345185186

00:22:35.080 --> 00:22:37.360 So I talked about this a few slides
NOTE Confidence: 0.914536345185186

00:22:37.360 --> 00:22:39.799 ago and thinking about medications,
NOTE Confidence: 0.914536345185186

00:22:39.800 --> 00:22:40.946 mobility and meditation.

NOTE Confidence: 0.914536345185186
00:22:40.946 --> 00:22:43.238 And here you get to integrate
NOTE Confidence: 0.914536345185186
00:22:43.238 --> 00:22:44.478 all of these Ms.
NOTE Confidence: 0.914536345185186
00:22:44.480 --> 00:22:47.000 into your care plan for your patient,
NOTE Confidence: 0.914536345185186
00:22:47.000 --> 00:22:50.800 anchoring on what matters most.
NOTE Confidence: 0.914536345185186
00:22:50.800 --> 00:22:53.500 So once you have identified what
NOTE Confidence: 0.914536345185186
00:22:53.500 --> 00:22:55.932 matters most and you've considered
NOTE Confidence: 0.914536345185186
00:22:55.932 --> 00:22:58.677 what interventions you want to
NOTE Confidence: 0.914536345185186
00:22:58.680 --> 00:23:00.648 potentially try to help your patient
NOTE Confidence: 0.914536345185186
00:23:00.648 --> 00:23:02.440 achieve what matters most to them,
NOTE Confidence: 0.914536345185186
00:23:02.440 --> 00:23:04.840 we've come up with a couple of key
NOTE Confidence: 0.914536345185186
00:23:04.840 --> 00:23:06.858 strategies that are helpful in aligning
NOTE Confidence: 0.914536345185186
00:23:06.858 --> 00:23:08.880 care once you know what matters,
NOTE Confidence: 0.914536345185186
00:23:08.880 --> 00:23:12.080 and these are not necessarily the only prior,
NOTE Confidence: 0.914536345185186
00:23:12.080 --> 00:23:13.837 the only strategies that you could use.
NOTE Confidence: 0.914536345185186
00:23:13.840 --> 00:23:15.916 They might seem obvious to you,
NOTE Confidence: 0.914536345185186

00:23:15.920 --> 00:23:17.873 in fact you might do some of
NOTE Confidence: 0.914536345185186

00:23:17.873 --> 00:23:19.400 them some of the time.
NOTE Confidence: 0.914536345185186

00:23:19.400 --> 00:23:22.688 But we would suggest that you use them
NOTE Confidence: 0.914536345185186

00:23:22.688 --> 00:23:24.536 systematically and we've developed
NOTE Confidence: 0.914536345185186

00:23:24.536 --> 00:23:27.392 tools and decision guides where whereby
NOTE Confidence: 0.914536345185186

00:23:27.392 --> 00:23:29.252 giving you different communications
NOTE Confidence: 0.914536345185186

00:23:29.252 --> 00:23:32.596 scripts and tips to be able to to
NOTE Confidence: 0.914536345185186

00:23:32.600 --> 00:23:35.078 do these strategies in real time.
NOTE Confidence: 0.914536345185186

00:23:35.080 --> 00:23:38.202 So the strategies are to use patients
NOTE Confidence: 0.914536345185186

00:23:38.202 --> 00:23:41.135 health priorities as the focus of
NOTE Confidence: 0.914536345185186

00:23:41.135 --> 00:23:43.640 communication and decision making as
NOTE Confidence: 0.914536345185186

00:23:43.640 --> 00:23:47.200 a target for serial trials and to
NOTE Confidence: 0.914536345185186

00:23:47.200 --> 00:23:49.520 align decisions among clinicians.
NOTE Confidence: 0.914536345185186

00:23:49.520 --> 00:23:51.920 When there are different perspectives
NOTE Confidence: 0.914536345185186

00:23:51.920 --> 00:23:52.880 or recommendations,
NOTE Confidence: 0.914536345185186

00:23:52.880 --> 00:23:54.826 we'll talk a little bit about the

NOTE Confidence: 0.914536345185186
00:23:54.826 --> 00:23:56.249 rationale and then unpack them
NOTE Confidence: 0.914536345185186
00:23:56.249 --> 00:23:57.317 a little bit more.
NOTE Confidence: 0.914536345185186
00:23:57.320 --> 00:24:00.050 The rationale for these strategies are
NOTE Confidence: 0.914536345185186
00:24:00.050 --> 00:24:02.840 that patients feel listened to they they.
NOTE Confidence: 0.914536345185186
00:24:02.840 --> 00:24:05.325 This could help provide a motivation for
NOTE Confidence: 0.914536345185186
00:24:05.325 --> 00:24:07.216 patients to adhere to recommendations
NOTE Confidence: 0.914536345185186
00:24:07.216 --> 00:24:09.490 because you link it to what's
NOTE Confidence: 0.914536345185186
00:24:09.490 --> 00:24:10.800 most important to them.
NOTE Confidence: 0.914536345185186
00:24:10.800 --> 00:24:12.420 Each priority gives clinicians
NOTE Confidence: 0.914536345185186
00:24:12.420 --> 00:24:15.385 an anchor to be able to decide
NOTE Confidence: 0.914536345185186
00:24:15.385 --> 00:24:17.640 if treatment is as effective,
NOTE Confidence: 0.914536345185186
00:24:17.640 --> 00:24:20.360 if you're able to achieve what you want.
NOTE Confidence: 0.914536345185186
00:24:20.360 --> 00:24:21.026 Practically speaking,
NOTE Confidence: 0.914536345185186
00:24:21.026 --> 00:24:23.024 you also just have an opportunity
NOTE Confidence: 0.914536345185186
00:24:23.024 --> 00:24:25.176 to get everybody on the same page
NOTE Confidence: 0.914536345185186

00:24:25.176 --> 00:24:26.915 about what matters most to the
NOTE Confidence: 0.914536345185186

00:24:26.915 --> 00:24:28.721 patient and what they want to achieve
NOTE Confidence: 0.914536345185186

00:24:28.721 --> 00:24:29.840 out of their healthcare.
NOTE Confidence: 0.964452046666667

00:24:32.120 --> 00:24:34.682 So let's start with the first with
NOTE Confidence: 0.964452046666667

00:24:34.682 --> 00:24:37.015 using patient priorities as the focus
NOTE Confidence: 0.964452046666667

00:24:37.015 --> 00:24:38.955 of communication and decision making.
NOTE Confidence: 0.964452046666667

00:24:38.960 --> 00:24:41.550 Here, you know we'll we'll talk about
NOTE Confidence: 0.964452046666667

00:24:41.550 --> 00:24:44.341 my patient misses B and how there
NOTE Confidence: 0.964452046666667

00:24:44.341 --> 00:24:45.953 were multiple potential options.
NOTE Confidence: 0.964452046666667

00:24:45.960 --> 00:24:47.808 Remember, she said she wasn't sure if she
NOTE Confidence: 0.964452046666667

00:24:47.808 --> 00:24:49.679 wanted to take that diuretic medication,
NOTE Confidence: 0.964452046666667

00:24:49.680 --> 00:24:52.192 and I worried that without it that she
NOTE Confidence: 0.964452046666667

00:24:52.192 --> 00:24:54.559 was having symptoms of heart failure.
NOTE Confidence: 0.964452046666667

00:24:54.560 --> 00:24:56.420 So we were talking about something
NOTE Confidence: 0.964452046666667

00:24:56.420 --> 00:24:59.122 that could be a potential burden to a
NOTE Confidence: 0.964452046666667

00:24:59.122 --> 00:25:01.629 patient and we're going to discuss that

NOTE Confidence: 0.964452046666667
00:25:01.629 --> 00:25:03.759 in the context of their priorities.
NOTE Confidence: 0.964452046666667
00:25:03.760 --> 00:25:06.040 So for for a patient like misses B,
NOTE Confidence: 0.964452046666667
00:25:06.040 --> 00:25:07.960 you might say something like,
NOTE Confidence: 0.964452046666667
00:25:07.960 --> 00:25:10.235 I know you don't like the diuretic,
NOTE Confidence: 0.964452046666667
00:25:10.240 --> 00:25:12.424 but I'm worried that stopping it
NOTE Confidence: 0.964452046666667
00:25:12.424 --> 00:25:14.341 all together is worsening your
NOTE Confidence: 0.964452046666667
00:25:14.341 --> 00:25:15.517 shortness of breath.
NOTE Confidence: 0.964452046666667
00:25:15.520 --> 00:25:18.004 Are you willing to try it again for two
NOTE Confidence: 0.964452046666667
00:25:18.004 --> 00:25:20.677 weeks and see if it helps you get your mail?
NOTE Confidence: 0.964452046666667
00:25:20.680 --> 00:25:22.450 You offer a potential burdensome
NOTE Confidence: 0.964452046666667
00:25:22.450 --> 00:25:24.620 care within the context of what
NOTE Confidence: 0.964452046666667
00:25:24.620 --> 00:25:26.320 matters most to our patients.
NOTE Confidence: 0.964452046666667
00:25:26.320 --> 00:25:28.546 Think about how that might feel different
NOTE Confidence: 0.964452046666667
00:25:28.546 --> 00:25:30.816 to someone from saying something like you
NOTE Confidence: 0.964452046666667
00:25:30.816 --> 00:25:33.200 need this Lasix for your heart failure.
NOTE Confidence: 0.964452046666667

00:25:33.200 --> 00:25:33.682 You know,
NOTE Confidence: 0.964452046666667

00:25:33.682 --> 00:25:35.610 I think it's important to know that our
NOTE Confidence: 0.964452046666667

00:25:35.663 --> 00:25:37.879 words and the way we communicate with people,
NOTE Confidence: 0.964452046666667

00:25:37.880 --> 00:25:38.544 it matters.
NOTE Confidence: 0.964452046666667

00:25:38.544 --> 00:25:41.200 And so using words that link to a
NOTE Confidence: 0.964452046666667

00:25:41.277 --> 00:25:43.417 patient's priorities allow them to
NOTE Confidence: 0.964452046666667

00:25:43.417 --> 00:25:46.519 decide if the trade off is worth it,
NOTE Confidence: 0.964452046666667

00:25:46.520 --> 00:25:50.440 if that burden is worth that benefit.
NOTE Confidence: 0.964452046666667

00:25:50.440 --> 00:25:52.960 Next we're going to talk about serial trials.
NOTE Confidence: 0.964452046666667

00:25:52.960 --> 00:25:55.057 And what I mean by this is you have
NOTE Confidence: 0.964452046666667

00:25:55.057 --> 00:25:57.600 an opportunity to try one of those
NOTE Confidence: 0.964452046666667

00:25:57.600 --> 00:25:59.840 interventions you think would be helpful,
NOTE Confidence: 0.964452046666667

00:25:59.840 --> 00:26:02.164 assess whether or not it helps your
NOTE Confidence: 0.964452046666667

00:26:02.164 --> 00:26:04.040 patient achieve their goal and then
NOTE Confidence: 0.964452046666667

00:26:04.040 --> 00:26:05.951 over time you can try new things.
NOTE Confidence: 0.964452046666667

00:26:05.960 --> 00:26:08.204 Serial trials you get to calibrate

NOTE Confidence: 0.964452046666667
00:26:08.204 --> 00:26:10.622 the success by if your patient
NOTE Confidence: 0.964452046666667
00:26:10.622 --> 00:26:13.160 achieve what matters most to them.
NOTE Confidence: 0.964452046666667
00:26:13.160 --> 00:26:13.736 And this,
NOTE Confidence: 0.964452046666667
00:26:13.736 --> 00:26:14.600 this step really,
NOTE Confidence: 0.964452046666667
00:26:14.600 --> 00:26:17.444 I'll say it provides me with a breath of
NOTE Confidence: 0.964452046666667
00:26:17.444 --> 00:26:20.323 relief when I think about all of those
NOTE Confidence: 0.964452046666667
00:26:20.323 --> 00:26:22.878 possible options that you could go through.
NOTE Confidence: 0.964452046666667
00:26:22.880 --> 00:26:25.472 And so you can remind yourself that you know,
NOTE Confidence: 0.964452046666667
00:26:25.480 --> 00:26:27.345 you have the opportunity to
NOTE Confidence: 0.964452046666667
00:26:27.345 --> 00:26:28.837 continue an ongoing conversation
NOTE Confidence: 0.964452046666667
00:26:28.837 --> 00:26:30.955 and try new things in the future.
NOTE Confidence: 0.964452046666667
00:26:30.960 --> 00:26:33.270 Even if you don't get the outcome
NOTE Confidence: 0.964452046666667
00:26:33.270 --> 00:26:35.280 that you intend on right away,
NOTE Confidence: 0.964452046666667
00:26:35.280 --> 00:26:37.080 you might say to your patient,
NOTE Confidence: 0.964452046666667
00:26:37.080 --> 00:26:38.976 there are several things that might
NOTE Confidence: 0.964452046666667

00:26:38.976 --> 00:26:41.278 help you be less short of breath,
NOTE Confidence: 0.964452046666667

00:26:41.280 --> 00:26:42.860 which we think is stopping
NOTE Confidence: 0.964452046666667

00:26:42.860 --> 00:26:44.440 you from getting your mail.
NOTE Confidence: 0.964452046666667

00:26:44.440 --> 00:26:46.798 Knowing what matters most to you,
NOTE Confidence: 0.964452046666667

00:26:46.800 --> 00:26:49.496 I think we should start with either more
NOTE Confidence: 0.964452046666667

00:26:49.496 --> 00:26:51.718 physical therapy or maybe pulmonary rehab.
NOTE Confidence: 0.964452046666667

00:26:51.720 --> 00:26:53.520 We have other options for later.
NOTE Confidence: 0.964452046666667

00:26:53.520 --> 00:26:54.440 What do you think?
NOTE Confidence: 0.904041661578947

00:26:56.480 --> 00:26:59.012 You can use priorities to align
NOTE Confidence: 0.904041661578947

00:26:59.012 --> 00:27:01.352 decision making among different health
NOTE Confidence: 0.904041661578947

00:27:01.352 --> 00:27:04.257 professionals when there are different
NOTE Confidence: 0.904041661578947

00:27:04.257 --> 00:27:06.000 perspectives or recommendations.
NOTE Confidence: 0.904041661578947

00:27:06.000 --> 00:27:09.728 And the main point here is that communication
NOTE Confidence: 0.904041661578947

00:27:09.728 --> 00:27:11.956 among clinicians should also focus
NOTE Confidence: 0.904041661578947

00:27:11.956 --> 00:27:14.798 on what matters most to the patient.
NOTE Confidence: 0.904041661578947

00:27:14.800 --> 00:27:17.224 You could say something to the clinician to

NOTE Confidence: 0.904041661578947
00:27:17.224 --> 00:27:19.790 your to an alternate clinician Misses BS.
NOTE Confidence: 0.904041661578947
00:27:19.790 --> 00:27:21.560 Main concern right now is fatigue,
NOTE Confidence: 0.904041661578947
00:27:21.560 --> 00:27:22.517 which is helping,
NOTE Confidence: 0.904041661578947
00:27:22.517 --> 00:27:24.431 which is keeping her from doing
NOTE Confidence: 0.904041661578947
00:27:24.431 --> 00:27:26.079 activities that matter most to her.
NOTE Confidence: 0.904041661578947
00:27:26.080 --> 00:27:27.920 While there are possible explanations,
NOTE Confidence: 0.904041661578947
00:27:27.920 --> 00:27:30.966 I'm worried that X medication might
NOTE Confidence: 0.904041661578947
00:27:30.966 --> 00:27:32.796 be contributing to her symptoms.
NOTE Confidence: 0.904041661578947
00:27:32.800 --> 00:27:35.285 What are your thoughts so you focus
NOTE Confidence: 0.904041661578947
00:27:35.285 --> 00:27:37.471 again on the the what matters
NOTE Confidence: 0.904041661578947
00:27:37.471 --> 00:27:40.528 most to the patient and not on an
NOTE Confidence: 0.904041661578947
00:27:40.528 --> 00:27:42.716 individual health condition alone.
NOTE Confidence: 0.904041661578947
00:27:42.720 --> 00:27:44.358 Back to Misses B, I've given you
NOTE Confidence: 0.904041661578947
00:27:44.358 --> 00:27:45.918 some spoilers as we've gone along,
NOTE Confidence: 0.904041661578947
00:27:45.920 --> 00:27:49.232 but Misses B wanted to get to her mail.
NOTE Confidence: 0.904041661578947

00:27:49.240 --> 00:27:50.920 She felt too short of breath
NOTE Confidence: 0.904041661578947

00:27:50.920 --> 00:27:52.639 to be able to do that,
NOTE Confidence: 0.904041661578947

00:27:52.640 --> 00:27:54.564 so we discussed trade-offs.
NOTE Confidence: 0.904041661578947

00:27:54.564 --> 00:27:57.450 We discussed that diuretic medication and
NOTE Confidence: 0.904041661578947

00:27:57.527 --> 00:28:00.317 that we felt it would be helpful to her.
NOTE Confidence: 0.904041661578947

00:28:00.320 --> 00:28:02.861 We discussed that she was willing to
NOTE Confidence: 0.904041661578947

00:28:02.861 --> 00:28:05.358 accept some increase in urinary frequency,
NOTE Confidence: 0.904041661578947

00:28:05.360 --> 00:28:08.000 and we used serial trials to figure out
NOTE Confidence: 0.904041661578947

00:28:08.000 --> 00:28:10.320 optimal timing of taking that medication.
NOTE Confidence: 0.904041661578947

00:28:10.320 --> 00:28:12.245 So she didn't feel like the urinary
NOTE Confidence: 0.904041661578947

00:28:12.245 --> 00:28:14.187 frequency was then getting in the way of
NOTE Confidence: 0.904041661578947

00:28:14.187 --> 00:28:16.280 her being able to do what she wanted to.
NOTE Confidence: 0.904041661578947

00:28:16.280 --> 00:28:17.952 We considered other medication
NOTE Confidence: 0.904041661578947

00:28:17.952 --> 00:28:20.042 adjustments as well and communicated
NOTE Confidence: 0.904041661578947

00:28:20.042 --> 00:28:22.488 with our colleagues around the patient's
NOTE Confidence: 0.904041661578947

00:28:22.488 --> 00:28:24.458 priorities about what she wanted

NOTE Confidence: 0.904041661578947
00:28:24.524 --> 00:28:26.438 to achieve out of her healthcare.
NOTE Confidence: 0.904041661578947
00:28:26.440 --> 00:28:28.440 She engaged with physical therapy.
NOTE Confidence: 0.904041661578947
00:28:28.440 --> 00:28:30.504 She was able eventually to be able to
NOTE Confidence: 0.904041661578947
00:28:30.504 --> 00:28:32.916 use the role later to get to her mailbox
NOTE Confidence: 0.904041661578947
00:28:32.920 --> 00:28:34.560 and she was able to meet her goal.
NOTE Confidence: 0.904041661578947
00:28:34.560 --> 00:28:34.961 Ultimately,
NOTE Confidence: 0.904041661578947
00:28:34.961 --> 00:28:35.763 you know,
NOTE Confidence: 0.904041661578947
00:28:35.763 --> 00:28:38.169 I'll say thinking back to that
NOTE Confidence: 0.904041661578947
00:28:38.169 --> 00:28:39.680 first visit with her,
NOTE Confidence: 0.904041661578947
00:28:39.680 --> 00:28:42.438 we ended up not pursuing repeat CAT
NOTE Confidence: 0.904041661578947
00:28:42.438 --> 00:28:45.160 scan for pulmonary nodules or biopsies.
NOTE Confidence: 0.904041661578947
00:28:45.160 --> 00:28:47.407 She didn't feel like it was going
NOTE Confidence: 0.904041661578947
00:28:47.407 --> 00:28:49.622 to help her achieve what she
NOTE Confidence: 0.904041661578947
00:28:49.622 --> 00:28:51.974 wanted to and she wasn't interested
NOTE Confidence: 0.904041661578947
00:28:51.974 --> 00:28:54.132 in additional imaging studies.
NOTE Confidence: 0.904041661578947

00:28:54.132 --> 00:28:54.618 However,
NOTE Confidence: 0.904041661578947

00:28:54.618 --> 00:28:59.118 she was able to do what mattered most to her.
NOTE Confidence: 0.904041661578947

00:28:59.120 --> 00:29:01.087 We're going to talk a little bit
NOTE Confidence: 0.904041661578947

00:29:01.087 --> 00:29:03.480 about some of the outcomes of the
NOTE Confidence: 0.904041661578947

00:29:03.480 --> 00:29:04.968 patient priorities care framework
NOTE Confidence: 0.904041661578947

00:29:04.968 --> 00:29:07.608 and and tools of decision making.
NOTE Confidence: 0.904041661578947

00:29:07.608 --> 00:29:11.112 So the the initial studies showed that
NOTE Confidence: 0.904041661578947

00:29:11.112 --> 00:29:14.072 more clinical decisions were linked
NOTE Confidence: 0.904041661578947

00:29:14.072 --> 00:29:16.440 to individual patient priorities.
NOTE Confidence: 0.904041661578947

00:29:16.440 --> 00:29:18.360 When the patient priorities
NOTE Confidence: 0.904041661578947

00:29:18.360 --> 00:29:20.280 care framework was utilized,
NOTE Confidence: 0.904041661578947

00:29:20.280 --> 00:29:23.560 you can see 66% linked to to what
NOTE Confidence: 0.904041661578947

00:29:23.560 --> 00:29:27.480 mattered most and 2% not in usual care.
NOTE Confidence: 0.904041661578947

00:29:27.480 --> 00:29:29.636 There was an increase in the care
NOTE Confidence: 0.904041661578947

00:29:29.636 --> 00:29:32.200 that was wanted by patients and a
NOTE Confidence: 0.904041661578947

00:29:32.200 --> 00:29:34.840 decrease in care that was unwanted.

NOTE Confidence: 0.904041661578947
00:29:34.840 --> 00:29:37.024 Patients reported improved
NOTE Confidence: 0.904041661578947
00:29:37.024 --> 00:29:40.372 treatment burden and importantly
NOTE Confidence: 0.904041661578947
00:29:40.372 --> 00:29:44.156 improved satisfaction as well.
NOTE Confidence: 0.904041661578947
00:29:44.160 --> 00:29:46.281 A study that took place at the
NOTE Confidence: 0.904041661578947
00:29:46.281 --> 00:29:47.616 Cleveland Clinic where clinicians
NOTE Confidence: 0.904041661578947
00:29:47.616 --> 00:29:49.812 were trained in the patient priority
NOTE Confidence: 0.904041661578947
00:29:49.812 --> 00:29:51.683 care approach to decision making
NOTE Confidence: 0.904041661578947
00:29:51.683 --> 00:29:53.720 and tools following their training.
NOTE Confidence: 0.904041661578947
00:29:53.720 --> 00:29:56.634 We had a case based virtual huddles
NOTE Confidence: 0.904041661578947
00:29:56.634 --> 00:29:58.419 where clinicians were able to
NOTE Confidence: 0.904041661578947
00:29:58.419 --> 00:30:01.100 reflect on the process of using the
NOTE Confidence: 0.904041661578947
00:30:01.100 --> 00:30:03.035 patient priorities care approach to
NOTE Confidence: 0.904041661578947
00:30:03.035 --> 00:30:05.216 decision making and implementation
NOTE Confidence: 0.904041661578947
00:30:05.216 --> 00:30:07.280 workflow and troubleshooting.
NOTE Confidence: 0.904041661578947
00:30:07.280 --> 00:30:09.044 And this was a qualitative study
NOTE Confidence: 0.904041661578947

00:30:09.044 --> 00:30:11.542 that looked at some of the clinician
NOTE Confidence: 0.904041661578947

00:30:11.542 --> 00:30:12.799 comments after implementation
NOTE Confidence: 0.904041661578947

00:30:12.799 --> 00:30:14.475 of patient priorities care.
NOTE Confidence: 0.78279447

00:30:14.480 --> 00:30:18.510 We we were able to identify some
NOTE Confidence: 0.78279447

00:30:18.510 --> 00:30:20.538 of the major challenges in the
NOTE Confidence: 0.78279447

00:30:20.538 --> 00:30:22.278 care of older adults which we
NOTE Confidence: 0.78279447

00:30:22.278 --> 00:30:24.159 went over in detail already.
NOTE Confidence: 0.78279447

00:30:24.160 --> 00:30:25.720 We were able to talk through
NOTE Confidence: 0.78279447

00:30:25.720 --> 00:30:26.760 how patient priorities care,
NOTE Confidence: 0.78279447

00:30:26.760 --> 00:30:29.440 directly address those challenges and
NOTE Confidence: 0.78279447

00:30:29.440 --> 00:30:32.120 then barriers enablers to implementation.
NOTE Confidence: 0.78279447

00:30:32.120 --> 00:30:34.184 And I'm going to share with you today
NOTE Confidence: 0.78279447

00:30:34.184 --> 00:30:36.224 a couple of quotes that were from
NOTE Confidence: 0.78279447

00:30:36.224 --> 00:30:38.177 the category of enablers of patient
NOTE Confidence: 0.78279447

00:30:38.177 --> 00:30:40.640 priorities care from the categories of
NOTE Confidence: 0.78279447

00:30:40.640 --> 00:30:42.628 perspective change, decision making,

NOTE Confidence: 0.78279447

00:30:42.628 --> 00:30:45.598 focusing and reduction and burnout.

NOTE Confidence: 0.78279447

00:30:45.600 --> 00:30:47.119 So we'll share some of those quotes.

NOTE Confidence: 0.78279447

00:30:47.120 --> 00:30:50.200 Now the more I am with my patients,

NOTE Confidence: 0.78279447

00:30:50.200 --> 00:30:51.880 the more I myself with my patients,

NOTE Confidence: 0.78279447

00:30:51.880 --> 00:30:53.840 the less burnout I feel,

NOTE Confidence: 0.78279447

00:30:53.840 --> 00:30:55.793 the more I feel my heart is open and

NOTE Confidence: 0.78279447

00:30:55.793 --> 00:30:57.426 the warmth I get from my patients

NOTE Confidence: 0.78279447

00:30:57.426 --> 00:30:59.436 and I get it back and that just

NOTE Confidence: 0.78279447

00:30:59.436 --> 00:31:02.800 helps me come to clinic every day.

NOTE Confidence: 0.78279447

00:31:02.800 --> 00:31:04.858 So an important quote from an actual

NOTE Confidence: 0.78279447

00:31:04.858 --> 00:31:07.038 clinician who's done patient priorities care.

NOTE Confidence: 0.78279447

00:31:07.040 --> 00:31:09.679 We've had the opportunity to do education

NOTE Confidence: 0.78279447

00:31:09.679 --> 00:31:11.933 with many different disciplines and

NOTE Confidence: 0.78279447

00:31:11.933 --> 00:31:14.037 trainees and practicing clinicians.

NOTE Confidence: 0.78279447

00:31:14.040 --> 00:31:16.455 I'm sharing with you here an outcomes

NOTE Confidence: 0.78279447

00:31:16.455 --> 00:31:18.668 table from an intervention with
NOTE Confidence: 0.78279447

00:31:18.668 --> 00:31:20.880 our geriatric medicine fellows.
NOTE Confidence: 0.78279447

00:31:20.880 --> 00:31:23.790 So after a training in patient
NOTE Confidence: 0.78279447

00:31:23.790 --> 00:31:24.760 priorities care,
NOTE Confidence: 0.78279447

00:31:24.760 --> 00:31:26.686 our fellows felt that they were
NOTE Confidence: 0.78279447

00:31:26.686 --> 00:31:28.784 more able to identify what mattered
NOTE Confidence: 0.78279447

00:31:28.784 --> 00:31:30.280 most to their patients,
NOTE Confidence: 0.78279447

00:31:30.280 --> 00:31:33.364 align care with that and communicate
NOTE Confidence: 0.78279447

00:31:33.364 --> 00:31:36.074 decision making with their patients
NOTE Confidence: 0.78279447

00:31:36.074 --> 00:31:38.358 and with other clinicians.
NOTE Confidence: 0.78279447

00:31:38.360 --> 00:31:40.728 Thank you so much for joining me today
NOTE Confidence: 0.78279447

00:31:40.728 --> 00:31:42.999 and for for tuning into this talk
NOTE Confidence: 0.78279447

00:31:43.000 --> 00:31:45.376 and sharing with you some additional
NOTE Confidence: 0.78279447

00:31:45.376 --> 00:31:47.800 tools in for patient priorities.
NOTE Confidence: 0.78279447

00:31:47.800 --> 00:31:49.900 Care there are self-directed American
NOTE Confidence: 0.78279447

00:31:49.900 --> 00:31:52.000 College of Physicians modules that

NOTE Confidence: 0.78279447

00:31:52.066 --> 00:31:54.026 are available for you to go through

NOTE Confidence: 0.78279447

00:31:54.026 --> 00:31:55.914 and get even more details than

NOTE Confidence: 0.78279447

00:31:55.914 --> 00:31:57.554 what we went through today.

NOTE Confidence: 0.78279447

00:31:57.560 --> 00:32:00.680 As I shared the My Health Priorities website,

NOTE Confidence: 0.78279447

00:32:00.680 --> 00:32:02.876 we have an implementation toolkit and

NOTE Confidence: 0.78279447

00:32:02.876 --> 00:32:05.364 as I mentioned that decision decision

NOTE Confidence: 0.78279447

00:32:05.364 --> 00:32:08.028 guide that gives you some example

NOTE Confidence: 0.78279447

00:32:08.028 --> 00:32:10.719 tips and scripts that you can use.

NOTE Confidence: 0.78279447

00:32:10.720 --> 00:32:13.000 Thank you again.